South Central COLLEGE

Internal Communication Survey Results Initial Action Plan Priorities
FY19 and FY20 Progress Report

Because you said you want INPUT OPPORTUNITIES and TRANSPARENCY

Decisions/Feedback

- Establish and share a decision-making system that communicates how input will be taken on various types of decisions and when outcomes and rationale will be announced.

  FY19 Status: Paused
  Because of a transition in the Office of the President during Q3 - Q4, it was decided it was best to wait until FY20.

  FY20 Status: Completed
  Input was gathered and the final Decision Making and Communication Framework shared in FY20.

- Consider utilizing an online input tool.

  FY19 Status: Paused
  Because of a transition in the Office of the President during Q3 - Q4, it was decided it was best to wait until FY20.

  FY20 Status: In Progress
  An online input tool was implemented for specific decisions (e.g. Strategic Plan), with wider use expected in the future.

Who: President's Office   *When: FY19 - Q3*

Policies and Procedures

- Establish a policy and procedure electronic input tool for new and changed policies, procedures, processes and forms.

  FY19 Status: Completed
  An input tool on SharePoint was developed and shared with employee governing bodies in FY19 and launched in the beginning of FY20.

  FY20 Status: Completed
  The input tool was used for all policy reviews in FY20.

Who: Economic Development/Human Resources   *When: FY19 - Q1*

Presidential Forum

- Request agenda items from faculty/staff in advance of each Presidential Forum.

  FY19 Status: Completed
  The President's Office requested agenda items for all Presidential Forums beginning in September 2018 and continuing thereafter.

  FY20 Status: Completed
  The process of the Presidents' Office requesting agenda items for all Presidential Forums continued in FY20.

- Add question and answer function after each Presidential Forum.

  FY19 Status: Completed
  A question and answer period was included in the agenda for all Presidential Forums beginning in September 2018 and continuing thereafter.

  FY20 Status: Completed
  A question and answer period was included in all Presidential Forums, and if time did not permit, employees were encouraged to ask questions after the forum.

- Include financial state of the college and enrollment updates regularly.

  FY19 Status: Completed
  An enrollment update was included in the September 2018 Forum, a financial and enrollment update was included in the October 2018 Forum, and Budget Analytics and a Budget Process Timeline were included in the March 2019 Forum. In addition, monthly financial reports began being posted on February 1, 2019.

  FY20: Completed
  An enrollment update continued to be shared during some Presidential Forums, as well is in the COVID-19 updates that came later in the year. At FY21 an enrollment report became regular feature in the Connections employee newsletter.

- Expand access by allowing Presidential Forums to be viewed electronically off-campus live or until the next forum.

  FY19 Status: Completed
  Off-campus viewing ability was introduced and recordings posted for later viewing on the Employee Portal for all Presidential Forums beginning in September 2018 and continuing thereafter.

  FY20 Status: Completed
  Off-campus viewing ability and recordings continued to be available for the Presidential Forums as well as the COVID-19 updates that came later in the year.

Who: *President's Office*   *When:* *FY19 - Q1*

Because you said you want to be AWARE, but with FEWER EMAILS

Email Distribution

- Research and revisit email permissions policy for all staff and all faculty emails.

  FY19 Status: Completed
  A formalized list of permissions and rationale was shared with employees and posted on the Employee Portal in October 2018.

  FY20 Status: Completed
  This list is evaluated annually to ensure it meets the needs of the college community. OK per Marsha

- Provide a resource on how to create email groups.

  FY19 Status: Completed
  Resource information was shared in *Connections* Employee Newsletter and posted on the Employee Portal page in October 2018.

  FY20 Status: Completed
  This information remains on the employee portal page.

- Provide a resource on how to write effective emails.

  FY19 Status: Completed
  Resource information was shared in *Connections* Employee Newsletter and posted on the Employee Portal page in October 2018.

  FY20 Status: Completed
  This information remains on the employee portal page.

- Explore sending required/strongly encouraged event invites as email calendar invites.

  FY19 Status: Completed
  Outlook invites were sent for every Presidential Forum and select additional events beneficial to employees beginning in August 2018 and continued throughout the academic year.

  FY20 Status: Completed
  Outlook invites continued to be sent to all employees for every Presidential Forum, the COVID-19 Updates, Reaffirmation of Accreditation Meetings, and other events.

Who: Economic Development/IT   *When:* FY19 - Q1

Because you said you want to be AWARE, but with FEWER EMAILS (continued)

Connections Employee Newsletter

- Distribute each Monday before 8 am, by adhering to new deadlines of Thursday noon during the fall and spring semesters and Wednesday noon during summer.

  FY19 Status: Completed
  Connections consistently went out by 8 am Monday beginning in September 2018 and continuing throughout FY19, with only 3 exceptions due to technical difficulties.

  FY20 Status: Completed
  Connections consistently went out by 8 am throughout the year, with only 2 exceptions due to technical difficulties. In FY21 we will be switching to an enhanced platform that will bring further enhancements to Connections.

- Order articles based on "Areas of Interest" from Internal Communication Survey.

  FY19 Status: Completed
  Articles began to be ordered based on employee interest areas in September 2018 and continued throughout FY19 and ongoing.

  FY20 Status: Completed
  Articles continued to be ordered based on employee interest.

- Add "This week on campus" section.

  FY19 Status: Completed
  The "This week on campus" section was added in September 2018 and continued throughout FY19 and ongoing.

  FY20 Status: Completed
  This section continued to be featured in the Connections up until COVID-19 made it impossible to have events on campus.

Who: Marketing & Communications   *When:* FY19 - Q1

Because you said you want NEW & IMPROVED COMMUNICATION TOOLS

Intranet

- Establish a college-wide project to work with departments to implement a consistent format and training for an SCC intranet and establish a timeline for the project.

  FY19 Status: In Progress
  A task force was established to develop SharePoint Intranet templates with a consistent format and training protocols developed. As departments have requested their own SharePoint sites, a point person within the department has been trained on how to manage the site. In FY20, a SharePoint site request will be developed and the college's SharePoint main landing site will be established.

  FY20 Status: In Progress
  Consistent formats for departments were further refined and voted on by the entire college community, with implementation in FY20. Because of COVID-19, further work was paused, but it is expected that more departments will develop their SharePoint sites and that a main landing site will be established.

- Explore options for an internal News and Information site.

  FY19 Status: Completed
  Various options were researched while evaluating intranet options. When SharePoint was determined to be the best intranet option for the college, it was determined that for cost and feasibility reasons, we would need to use this platform in order to create a News and Information site. The logistics and time investment to achieve this may be explored in the future.

  FY20 Status: Completed in FY19, so no further action needed.

Who: Research & Institutional Effectiveness/Economic Development   *When:* FY19 - Q4

Online Employee Directory

- Improve accuracy of current online directory.

  FY19 Status: Completed
  Throughout FY19, the online directory was updated regularly. In addition, in late FY19 a new onboarding form and checklist were created, which include a reminder to add a new employee to the directory. Removing employees who leave the college from the online directory was also added to the separation checklist. These process steps allow monitoring of compliance and effectiveness of keeping the directory current.

  FY20 Status: Completed
  The process of monitoring the directory for accuracy continued.

Who: Human Resources/IT   *When:* FY19 – Q1

Online Employee Directory (continued)

- Add photos for those employees who approve.

  FY19 Status: Delayed
  With the first priority being ensuring the accuracy of the directory, the exploration of alternatives for putting photos on the online directory is beginning in FY20.

  FY20 Status: Delayed
  While some work on this was done in FY20, because of a change over in leadership in Human Resources, COVID-19, and competing college-wide demands, this project was again delayed. We expect it to be completed in FY21.

  Who: *Human Resources/IT*   *When:* *FY19 - Q1*

Calendars

- Establish multi-departmental project to evaluate existing calendars and potential improvements.

  FY19 Status: Paused
  It was determined that as significant undertaking involving multiple stakeholders from different departments, it was best to wait until the new VP of Finance and Operations, as co-owner of this project, had an opportunity to get acquainted with SCC.

  FY20 Status: Paused
  The project was started, but paused with the demands of COVID-19 and the fact that there were no events after the onset of the pandemic.

Who: *Marketing & Communications/Finance & Operations*   *When:* *FY19 - Q4*

Student and Academic Affairs Communication

- Communicate changes to programs, financial aid, and registration dates.

  FY19 Status: Completed
  Financial aid and registration dates are posted in D2L, on the current students page of the SCC Website and on the TV monitors. Registration dates and year-round course schedules are sent to deans, department chairs and academic administrative assistants to share with their faculty.
  The Curriculum Committee communicates changes in all program disciplines to AASC. An infrastructure is being built through the Dean's Council to convey information to the department chairs, who in turn convey to their faculty.

  FY20 Status: Completed in FY19, so no further action needed.

Student and Academic Affairs Communication (continued)

- Share list of cancelled courses.

  FY19 Status: Completed
  Faculty members inform their administrative assistant of a cancelled course and then it goes to D2L and also to the Registrar. Student Affairs is also compiling a centralized list of who needs to be notified of cancelled courses.

  FY20 Status: Completed in FY19, so no further action needed.

- Consider periodic adjunct faculty meetings.

  FY19 Status: Completed
  In FY19, we hired an Associate Vice President of the Center for Teaching and Learning Excellence. Adjunct faculty meetings will be part of a new comprehensive plan for professional development to come out of the Center, which will be communicated to faculty during the Fall In-service division meetings.

  FY20 Status: Completed
  Adjunct faculty were included in Fall In-service sessions.

  Who: *Student & Academic Affairs*   ***When:*** *FY19 - Ongoing*

Gathering Spaces

- Integrate gathering spaces that will serve both students and employees into the new North Mankato Renovation Project.

  FY19 Progress: Completed
  Gathering spaces were included in the final Renovation Design, with work to be completed in May 2020.

  FY20 Progress: Completed
  Two student gathering spaces came to fruition on the North Mankato Campus and were immediately used by students.

Who: *Finance & Operations*   ***When:*** *FY20*

Because you identified some INEFFECTIVE TOOLS FOR INTERNAL COMMUNICATION

Printed Flyers
- Whenever possible, discontinue printing flyers for employee mailbox distribution.

Bulletin Boards
- Whenever possible, discontinue posting internal information to bulletin boards.

D2L
- Discontinue use for internal employee announcements (it is an educational platform, not an internal employee communication tool).

Website Employee Portal
- Replace with Intranet, which will be organized and searchable. Because the existing website is for prospective and current students, the search feature does not include any of the Employee Portal pages.

Social Media
- Continue posting only information relevant to this medium's primary audiences (prospective and current students and our communities).

Who: Faculty and Staff addressing all items in this section   *When: FY19 - Ongoing*