



## Internal Communication Survey Results Initial Action Plan Priorities

### 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.
- Consider utilizing an online input tool.

**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.

**Who:** *Economic Development/Human Resources*

**When:** *FY19 - Q1*

#### Presidential Forum

- Request agenda items from faculty/staff in advance of each Presidential Forum.
- Add question and answer function after each Presidential Forum.
- Include financial state of the college and enrollment updates regularly.
- Expand access by allowing Presidential Forums to be viewed electronically off-campus live or until the next forum.

**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.
- Provide a resource on how to create email groups.
- Provide a resource on how to write effective emails.
- Explore sending required/strongly encouraged event invites as email calendar invites.

**Who:** *Economic Development/IT*

**When:** *FY19 - Q1*

#### 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.
- Order articles based on "Areas of Interest" from Internal Communication Survey.
- Add "This week on campus" section.

**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.
- Explore options for an internal News and Information site.

**Who:** *Research & Institutional Effectiveness/  
Economic Development*

**When:** *FY19 - Q4*

### Online Employee Directory

- Improve accuracy of current online directory.
- Add photos for those employees who approve.

**Who:** *Human Resources/IT*

**When:** *FY19 - Q1*

**Who:** *Human Resources/IT*

**When:** *FY19 - Q4*

### Calendars

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

**Who:** *Marketing & Communications/Finance & Operations*

**When:** *FY19 - Q4*

### Student and Academic Affairs Communication

- Communicate changes to programs, financial aid, and registration dates.
- Share list of cancelled classes.
- Consider periodic adjunct faculty meetings.

**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.

**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).