



Internal Communication Survey Results Initial Action Plan Priorities

FY19 Year-end 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.

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.

- Consider utilizing an online input tool.

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.

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.

Status: Completed

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

Who: *Economic Development/Human Resources*

When: *FY19 - Q1*

Because you said you want INPUT OPPORTUNITIES and TRANSPARENCY (continued)

Presidential Forum

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

Status: Completed

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

- Add question and answer function after each Presidential Forum.

Status: Completed

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

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

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.

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

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.

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.
Status: Completed
A formalized list of permissions and rationale was shared with employees and posted on the Employee Portal in October 2018.
- Provide a resource on how to create email groups.
Status: Completed
Resource information was shared in *Connections* Employee Newsletter and posted on the Employee Portal page in October 2018.
- Provide a resource on how to write effective emails.
Status: Completed
Resource information was shared in *Connections* Employee Newsletter and posted on the Employee Portal page in October 2018.
- Explore sending required/strongly encouraged event invites as email calendar invites.
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.

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.
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.
- Order articles based on “Areas of Interest” from Internal Communication Survey.
Status: Complete
Articles began to be ordered based on employee interest areas in September 2018 and continued throughout FY19 and ongoing.
- Add “This week on campus” section.
Status: Completed
The “This week on campus” section was added in September 2018 and continued throughout FY19 and ongoing.

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.

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.

- Explore options for an internal News and Information site.

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.

Who: *Research & Institutional Effectiveness/Economic Development*

When: *FY19 - Q4*

Online Employee Directory

- Improve accuracy of current online directory.

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.

Who: *Human Resources/IT*

When: *FY19 - Q1*

- Add photos for those employees who approve.

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 Q20.

Who: *Human Resources/IT*

When: *FY19 - Q4*

Because you said you want NEW & IMPROVED COMMUNICATION TOOLS (continued)

Calendars

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

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.

Who: Marketing & Communications/Finance & Operations

When: FY19 - Q4

Student and Academic Affairs Communication

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

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.

- Share list of cancelled courses.

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.

- Consider periodic adjunct faculty meetings.

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.

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.

Progress: Completed

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

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*