3.3.2020 Internal Communication Meeting

**Attendance:** President Larson, Bert Audette, Eric Clark, Jay Demers, Sarah Sawyer, Mike Schwabenbauer, and Mariah Hughes

**Empathy Map:**

Separate feedback from stakeholders into “think, feel, say, and do” categories.

**Themes:** People would like access to information in a timely manner. They want the info to be tailored to a specific audience, directed. They would also like to feel like they are valued and their time is valued. Individuals want to understand how to find and share information.

* From this we can direct a plan of action
* Updating some technology, the screens around campus are outdated, MyEMCC/Sharepoint need to be more searchable, a more comprehensive website calendar, etc.
* Increase focus on process and flow, so people know what to do with the information they are given, or how to go about getting information out there.
* Statement: “**Timely, transparent information on demand (to help people to engage, connect, and feel valued).”**

**How do we achieve transparent & timely communication?**

* Calendar improvements
	+ Internal & external? Currently we all work through a few.
	+ Create each of the above, and then set a process guide as to what goes on them and how, items tagged and useful.
	+ Team to brainstorm more goals for these calendars.
* Better Signage
	+ Building signs more prominent
	+ Improve tv screens and tech behind those
* Define info-finding and way-finding better
	+ People know where to go for something, both physically and online
	+ People know how to find something, and who to talk to for help

**Below are notes from stakeholder research.**

FACULTY
What would you like to be able to send others?

There are a number of various communications that I would like to send to the college community but more importantly, I would prefer that they are not filtered and/or censored before they are distributed; that includes responses to global emails.

What do you find valuable to receive from others?

Updates from the Admissions department regarding enrollment, recruitment, scheduling and any other pertinent information that impacts my department or the general campus community.

Updates regarding changes in responsibilities and reconfiguration of staff and administrative personnel and their positions.

Agendas for meetings and group endeavors sent in a timely fashion.

Notice of changes and additions to our website that impact the campus community and our ability to guide students as well as potential students and their families.

One big thing I want to see if the decision-making process for what classes are being offered from one semester to the next.  For example, last year I was informed that one of the sections I was teaching was cancelled less than a week before the semester was set to start.  As an adjunct, that very much put me in a place where I felt like a "low priority" adjunct.  As a working professional I feel I provide significant value to my students in that course.  I understand that any institution has resource constraints and decisions need to be made, but we should have the opportunity to advocate for our classes and for our students.

I also want to see more communication surrounding the logic of policies.  Not simply "It is EMMC's policy that {XYZ]...", but rather, *why* we are making these decisions.  How is this decision improving the quality of teaching to our students, how is it improving our service to our community, expanding access to more students, etc.  The logic behind these decisions and why we made them would go a long way to making us feel included and part of the overall community.

Sharepoint is very outdated—that is why I do not use it.  I tried and it was a nightmare.

We need a system that is more user friendly and intuitive, and has better organization (even a search tool that works).

As a faculty member, I would like to know:

* When students add/drop/withdraw from class, but also be able to convey my own add/drops (beg of semester) in a timely fashion—something like submitting mid-semester grades.
* Have an updated phone/department list—the who-what-where list is nice, but again outdated
* A place where I can access important updates, or written instructions for things like the phone system we use, but am not comfortable with because I feel as if I have never been trained.

I think there are a couple of challenges here…the first is honestly our computer system. For example, upon re-joining the faculty, I expected to begin receiving faculty-wide communications such as info about faculty development day, info about the schedule of brightspace trainings, etc. but I was not getting any of that information due to (per IT) the email system being broken. Therefore, people are having to manually add me to email lists each time they send out communication to all faculty (this is also happening for others who are not so new!!)…you can imagine the challenge in this. So, first and foremost, I would like to be able to regularly receive the important communications that impact my daily job activities 

Beyond that, I would like to think about ways to move a bit beyond the “send/receive by email” train…I would love to send and receive ideas about teaching and learning, cool things happening in classrooms/programs, but it seems like having a space dedicated to this where people can post and communicate with each other (like a teaching & learning channel with videos, etc.) might be a more friendly and effective way to honor the communication process. There is so much we can learn from each other, but the mechanisms we have for sharing information limit our ability to work in this way. It’s easy to delete mass email chains, even when our systems are working properly…

I am not really sure if this is something we can already do or not (the training has not been quite up to par), but I would really like to be able to send my own course content to other instructors. I just found out this morning that we have to submit a work order request form to have our courses copied within our department.....this is just one more annoying step in an already long process. I would also like to be able to easily send my class list to our program director.

It would be valuable for me to receive updates more regularly from Enrollment, especially when I am about to start yet another late start cohort.

I feel that from an adjunct's perspective, there are a LOT of communication shortfalls from all angles. If I was not involved in my department prior to becoming an adjunct, I would have absolutely zero guidance, training or knowledge of school policies, MyEMCC, syllabus development, campus contacts, etc. I feel this way even after attending all adjunct orientations since I have started. This leads to another point, that adjunct orientation does not contain the necessary valuable information needed and that it would be more effective to include adjunct and full time faculty in the same room so that we feel and act as a united front.

As an obvious answer, I feel an overall lack of support from a technologies perspective. I would like to feel that when I voice a concern related to internet, MyEMCC, photocopier maintenance that I am not being a nuisance, because it hinders me being able to sufficiently and efficiently do my job. I feel this is even more important with the push towards more ZOOM and online classes. I do not find it overly comforting to be provided with jarring alerts and hour by hour updates in regard to system failures. I want to know that something is not working and a timeline of when it will be fixed, and then a confirmation that it is back up and running.

I feel uncomfortable with my recent experience in communication with student support services. In correspondence with them and in academic conversation, a student was included in an email that should have been between me as the instructor and the student support services coordinator. It felt gossipy and also that I was cornered and unable to answer in a way that I wanted. I feel it is becoming a disservice to my class standards and policy as well as to industry standard, as well. I am by no means against providing the necessary accommodations to those who need them to be successful, but I also feel that it should not hinder core information that is needed for a student to become a successful and informed employee in the field.

In regards to campus events, forums and trainings, it would be helpful to be informed with more time to plan and respond. Sometimes we don't get the needed information until the week or sometimes day before the event. I also with that there was more variance in dates and times of trainings so that those of us who teach during the common meeting times are able to attend meetings and trainings and gather the information that we need. I feel this especially with the incoming of D2L.

More communication with the marketing team would really help departments to recruit. It doesn't feel like information is being gathered nor shared to promote our programs unless we provide it and ask for exposure.

EMCC is an institution of higher learning and as such we should all support unequivocally the First Amendment.

This "task force" flies in the face of that, but it is further proof that we currently have an administration that neither tolerates nor accepts "dissident" views.

We don't need a task force: we need an administration that is open to ALL views, one that stops labeling opposing views as "dissent" or "minority," and one that can hold two opposing thoughts in its head without imploding.

I bet everyone a pepperoni pizza that this will not get posted. At which point, touche.

Seriously?  If it is not broken, do not try to fix it.  I have the ability now to send and receive everything I want to or should need to.

STAFF

When you send something out to the entire campus, what are some issues you run into?

In the past, e-mails have been delayed on getting out through the EMCC2 mailing list.  I am not sure if this will continue to be an issue moving forward with the IT changes.  The other issue, is, unless you are paying attention, putting the EMCC2 address in the BCC field so that people can’t click reply all and send their reply to the whole campus.

Is there information that you would like to send from your department to all of campus that you don't currently?

Being new in my role, I see that there is a lot of information that needs to be communicated from our department that isn’t currently.  I’m not sure if it needs to go to everyone or just a few offices, I am still working that out.

What campus-wide information is the most beneficial for you to receive from someone else?

Updates from President, general updates from departments are nice to receive when they are just informational, not to gloaty (I don’t think that’s a word ), information about events on campus.  We get requests at the Business Office window looking for specific events or meetings now that Cheryl isn’t out front or if she is on a vacation, so it would be nice to know what is going on.

What information do you feel you miss out on/wish you got?  Nothing I can think of at this time.

What mode of communication works best for you when you are receiving info from someone else? (email, phone, office visits, meetings, physical mail, etc.)  E-mail works best for me.

When you send something out to the entire campus, what are some issues you run into? Seems to work fine for me

Is there information that you would like to send from your department to all of campus that you don't currently? Not that I can think of

What campus-wide information is the most beneficial for you to receive from someone else? Info regarding registration  - when it opens and any deadlines. Department updates are helpful – personnel office changes, new office hours, etc.

What information do you feel you miss out on/wish you got? Information regarding new programs such as the medical assisting program that was on the news. We don’t always get department updates when there are changes - personnel office changes, new office hours, etc.

What mode of communication works best for you when you are receiving info from someone else? (email, phone, office visits, meetings, physical mail, etc.) Email is usually the best but sometimes a phone call is necessary.

When you send something out to the entire campus, what are some issues you run into? I don't do this often but it seems to sometimes takes time to get the message approved and out. Usually not a problem but I think the process could be quicker.

Is there information that you would like to send from your department to all of campus that you don't currently? I think we're doing OK with this.

What campus-wide information is the most beneficial for you to receive from someone else? I like to hear what other departments are doing but I understand it takes time to send updates.

What mode of communication works best for you when you are receiving info from someone else? (email, phone, office visits, meetings, physical mail, etc.) Email usually but text, in person or phone calls work well too.

When you send something out to the entire campus, what are some issues you run into? – I find that there are often delays when emailing to EMCC2 that result in folks finding out about information up to a day later than when it was sent.

Is there information that you would like to send from your department to all of campus that you don't currently? –Nothing comes to mind. I feel like I use EMCC2 pretty regularly, and I also have other ways to connect information to students.

What campus-wide information is the most beneficial for you to receive from someone else? – I find it helpful to receive updates about things like registration, FA timeline things, and general updates that I should be aware of or could use to better serve students. I like getting Bert’s updates about IT processes and the potential impact on devices and services. He makes the emails very informative.

What information do you feel you miss out on/wish you got? – I find that sometimes we don’t hear about new hires to campus and I wish we did! That’s what came to mind immediately.

What mode of communication works best for you when you are receiving info from someone else? (email, phone, office visits, meetings, physical mail, etc.) – This is dependent on the information. If it’s like an announcement of something coming up, I like an email. If it’s a quick update that doesn’t need to be campus-wide, a phone call or text may be best. It really is dependent. I find that I rely on face-to-face, phone, and email most. I find communication and “update” meetings to sometimes be more than I needed and I think some information gets a little lost in the process.

STUDENTS

What would you like to send to others? In regards to communication, technology used at EMCC I would like to be able to send emails, as well as share data on a friendlier interface.

What do you find valuable to receive from others? The things I find most valuable are emails and share documents by using google drive.

What would you like to send to others? More information.

What do you find valuable to receive from others? Information.

What would you like to send to others? I’d like to send more emails and have wireless connectivity to projectors for showing PowerPoints.

What do you find valuable to receive from others? I would like to get RAVE alerts earlier than 7:30am, regarding my class being cancelled.