

**Purpose:** The need for a campus-wide communication plan came to light through feedback from our campus regarding their experiences with the current program/unit review process.

**Problem:** Some of the issues brought up through the course of feedback this year are...

- The dissemination of program/unit review information on campus by cascading it down through the DC's is not always trickling down to those that need the information. Additional messaging channels needs to be considered in order to ensure we have adequate dissemination of information on campus.
- Campus-wide dialog about program and unit reviews is not achievable unless we are able to communicate what we are working on to the entire campus.
- Some Faculty on campus with responsibilities to our program/unit review process were not available to meet at the day and time selected for training and/or feedback.
- Low participation rates for both training and feedback sessions may have been due in part to the unavailability of Faculty at the day and time chosen for meetings.
- Email alone is insufficient to reach our entire Faculty with regards to information on our program/unit reviews. Additional channels of communication need to be considered to ensure we are getting the word out.

**Solution:** The program/unit review campus communication plan will be an integral part of our current process on campus. The following corrective actions will be initiated on campus to ensure that we are doing everything we can to enhance communication, and are truly moving towards campus-wide dialog on program and unit review at Hawaii Community College.

- Campus IR and the Vice Chancellor for Academic Affairs will work together to ensure that all key messages sent out on campus regarding program and unit reviews are following the guidelines laid out in this communication plan.
- Campus IR will use a scheduling tool to ensure that the availability of our Faculty is taken into account when setting up meetings. Meetings will be scheduled for a day and time that most Faculty will be able to attend.
- All key messages will be emailed to the faculty-staff-lecturer (All campus) distribution list (listserv).

- The Vice Chancellor for Academic Affairs will share with the Administrative Team any key communications on campus regarding program and unit reviews. The Admin Team is expected to communicate information to their respective constituencies. This will ensure that all of our Units are getting the same message as Instruction.
- The Vice Chancellor for Academic Affairs will work with their Secretary to ensure that a message to Division/Department Secretaries is sent requesting them to disseminate information by means of a hard copy reminder in campus mail via Division office mailboxes, and by posting the reminders on the Division/Department Information Board and/or break room.
- The Vice Chancellor for Academic Affairs will continue to ask DC's to update their respective teams during regularly scheduled staff meetings.

Reviewed/Approved by Assessment Committee: 28Feb13