

IVCCD Communication Plan

Background

IVCCD is committed to improving its communications for the benefit of all stakeholder groups. Frequent, effective and transparent communication is one of our institution’s core values.

This internal communication plan is reviewed by the Administrative Leadership Team (ALT) and updated as appropriate based on results of a Communication Survey administered biennially to all employees. Our goals are 1) continually improve employee satisfaction with internal communications as measured by the annual communication survey; 2) acknowledge and make use of employee preferences for communication format/frequency/content to the greatest extent possible, and 3) implement as many employee suggestions for improved communication as possible.

Internal unit-specific communications are handled at the unit level and are not included in this districtwide communication plan. Units are encouraged to share information with other internal groups as appropriate.

Communication Plan Summary

Deliverable/Description	Delivery Method	Frequency	Who s Responsible?	Evaluation/PDCA
Mandatory/Universal: These communications are deployed to all employees.				
Chancellor s Corner Update	Email	As appropriate	Chancellor, Administrative Leadership Team/ALT and Integrated Institutional Effectiveness/IIE	Communication Survey
“Around the District” Update	Email	Monthly	Marketing Director with contributions from ALT and others	Communication Survey
HR Weekly Update	Email	Weekly	Human Resources Office	Communication Survey
News Alert Email	Email	Weekly or as appropriate	Marketing Office	Communication Survey
IVCCD Board Agendas, Attachments & Meeting Minutes	Email & posted to SharePoint Intranet	Monthly or as available	Board Secretary	

Fall Staff Day	All-staff meeting	Each fall	ALT and Employee Recognition	Evaluations solicited
New Employee Orientations	Face-to-face	As new employees are hired	Human Resources Office	
Informational: These communications are available to all employees, but individuals may choose to access them or not.				
Calendars of Upcoming Events	On unit and District website home pages	Ongoing	Anyone can submit items to the Marketing Office	
Emergency Notification System	Text or email	As needed	Those with emergency information to share	
Website Resources	On District and unit websites	Ongoing	Marketing Office, Institutional Research, Human Resources & others	
Intranet	Available in SharePoint	As needed	Available to all employees	
Communication Survey	Online survey; email prompts employees to participate	Biennially (April)	Administrative Leadership Team	Review, act on and share survey results
Employee Input: These communications are designed to facilitate and improve “bottom-up” communication.				
Employee Comments/ Questions/Suggestions	Link to comment/question form (online survey) included in the HR Update and Chancellor’s Corner	Ongoing; checked weekly	Chancellor’s Office	

Communication Plan Details

Details about the communication tools and initiatives listed above:

“Chancellor’s Corner” Update

This periodic email from the Chancellor’s Office may be co-authored by representatives from the Administrative Leadership Team or the Institutional Effectiveness Committee.

Purpose: The purpose of the Chancellor’s Corner is to inform employees about significant and/or time-sensitive District business, policies, new initiatives, strategic decisions, special events, unit/department news and other information. Employees will be responsible for reviewing the Chancellor’s Corner email.

Format & Style: The Chancellor’s Corner will be formatted for easy readability and edited for brevity and style. It will be delivered by email as appropriate.

Submission Instructions: Information for the Chancellor’s Corner can be emailed to Barb Jennings at Barb.Jennings@iavalley.edu. Items will be attributed to the contributor unless other attribution is indicated. Publication cannot be guaranteed.

“Around the District” Update

This email from the Chancellor’s Office will be organized and edited by the Marketing Director, co-authored by representatives from the Administrative Leadership Team and various District/unit departments as appropriate.

Purpose: The purpose of Around the District is to inform employees about important activities, new initiatives, strategic decisions, special events, and other information from the unit and departmental levels. Employees will be responsible for reviewing the Around the District email; copies are printed and posted for Plant Services personnel.

Format & Style: Around the District will be formatted for easy readability and edited for brevity and style. It will be delivered by email monthly.

Submission Instructions: Information for Around the District can be emailed to Robin Anctil at Robin.Anctil@iavalley.edu. Publication cannot be guaranteed.

HR Weekly Update

Purpose: This communication is utilized for disseminating timely information about benefits, job openings, personnel information, and other Human Resources-related news and events. Employees are responsible for viewing the weekly email; copies are not archived, but they are printed and posted for Plant Services personnel.

Format & Style: The HR Weekly Update is formatted for easy readability and edited for brevity and style. It is delivered by email weekly.

Submission Instructions: Information for the HR Weekly Update can be emailed to Human Resources at ivccdjobs@iavalley.edu. Items will be attributed to the contributor unless other attribution is indicated. Publication cannot be guaranteed.

News Alert Email

Purpose: The purpose of this communication (with links to new/current news releases) is to inform employees and IVCCD Board members about District and unit news and feature articles that have been recently disseminated to the media and posted on the District and unit websites. Employees will be responsible for reviewing the email; copies are not archived.

Format & Style: The email will be formatted with headlines linked to recent news articles for easy readability. It will be delivered by email from the Marketing Office weekly or as appropriate.

Submission Instructions: Information for news or feature articles can be emailed to Robin Anctil at Robin.Anctil@iavalley.edu. Publication cannot be guaranteed.

IVCCD Board Agendas, Attachments & Meeting Minutes

IVCCD Board agendas, attachments and meeting minutes are posted in SharePoint/Intranet by the Board Secretary for all employees; the files can be viewed at a computer or printed. The Board Secretary will send an email informing employees when new materials are available.

Fall Staff Day

This annual all-employee meeting is held alternately on the ECC or MCC campus prior to the start of each fall term. The agenda is determined by the Administrative Leadership Team, the Employee Recognition Committee and others as required.

Purpose: The purpose of the meeting is to start the year in a positive fashion by introducing new employees, recognizing employees for longevity and outstanding service, and informing employees about the District's past achievements and future plans related to the strategic agenda. All employees are invited to attend; those half-time or more are required to attend.

New Employee Orientations

Orientation is typically scheduled for the first day of employment or as soon thereafter as possible. The current structure involves meeting with a Human Resources representative to complete required employment paperwork and cover basic employment principles and expectations. Orientation continues at the unit and/or department level, where new employees are provided information related to their position and unit/department.

Purpose: The purpose of new employee orientation is to provide basic information about IVCCD and resources/contact information for new staff.

Calendars of Upcoming Events

Purpose: Calendars are available on the District and unit websites to inform all interested parties about significant dates/deadlines and upcoming events. Employees (and others) are responsible for viewing the calendar items. Because the calendars are viewed by the public, private/closed meetings and events are not included.

Format & Style: The calendar entries will be formatted for easy readability and edited for brevity and style. Additional event details and web links can be programmed into the calendar entries by the Marketing Office.

Submission Instructions: Information for all District and MCC/Iowa Valley Grinnell/Orpheum events can be emailed to Robin Anctil at Robin.Anctil@iavalley.edu; ECC events can be emailed to Callie Gitch at Callie.Gitch@iavalley.edu; athletic and IVCE events can be emailed to Michele Frost at Michele.Frost@iavalley.edu. Questions can be directed to Robin Anctil. Publication cannot be guaranteed.

Emergency Notification System

Purpose: This system is available to inform all staff and students about weather-related closings and other emergency messages.

Format & Style: Employees are responsible for registering to receive the emergency notifications via the Emergency Notification System link on PawPass (in the header on the ECC and MCC/IVG websites). Notices can be sent as text messages to cell phones and emails to home or work accounts.

To Participate: Go to the ECC or MCC/IVG website and click on the PawPass link in the page header, then click on Emergency Notification System and follow the instructions. Questions can be directed to the Information Technology department at helpdesk@iavalley.edu.

Website Resources

Purpose: The websites are utilized for dissemination of current information including, but not limited to, institutional research and related data/reports; strategic agenda reports; employment information; legislative links; and more. Employees are responsible for viewing the website.

Submission Instructions: Information for the website can be emailed to Robin Anctil at Robin.Anctil@iavalley.edu. Publication cannot be guaranteed.

Intranet

Purpose: Our intranet site in SharePoint is designed to be a user-friendly, computer-based location ("one stop shop") for employees to access current information on District initiatives and functional areas, also providing quick access to other websites (internal or external) and applications. Units or departments that want to provide resources and/or information on this site will need to assign an individual as the manager of that particular portal section. Employees are responsible for viewing items and acting on information as needed.

Format & Style: SharePoint can accommodate a variety of file formats; see site for details.

To Participate: The [intranet site on SharePoint](#) can be accessed online; log in with your employee ID number and password.

Communication Survey

Purpose: This survey is administered biennially in the spring to all employees (in years opposite the Top Workplace Survey). Results will be reviewed by the Administrative Leadership Team. Results of the survey will also inform improvements to this IVCCD Communication Plan.

To Participate: An email will be sent to all employees with instructions for participating in the communication survey. Participation is voluntary, and responses remain anonymous.

Employee Comments/Questions/Suggestions

Purpose: This communication tool provides all employees with an opportunity to direct comments, questions and suggestions directly to the Chancellor's Office. Those who include their names on the comments will receive a direct reply from the Chancellor. Anonymous submissions may or may not be addressed in a Chancellor's Corner or other appropriate communication venue. The Chancellor may share the submissions with the Administrative Leadership Team or others (as appropriate) to facilitate communications and ensure that all parties achieve mutual understanding.

To Participate: A link to the online submission tool will be published in the weekly HR Update. Participation is voluntary.