

FAS Communication Plan

| Frequency | Type of Communication | Audience | | Owner | Purpose |
|------------------|---------------------------------|-------------------------|----|-----------------------|---|
| Weekly | Management by Walking Around | Staff and Managers | ↓↑ | AVP's | Allow employees face-time with their AVP |
| Bi-Weekly | InSite | Entire Campus Community | ↓↑ | Communications Office | Communicates information that impacts the entire campus |
| Bi-Weekly | FAS Leadership Council Meetings | Top-Level Managers | ↓↑ | VP Hawk | Allows for two-way communication between the VP and AVP's so that each business unit can pass along their departmental updates. Creates a standard way for the VP to pass down pertinent information from Executive Council meetings. |
| Monthly | FAS E-News | Staff and Managers | ↓↑ | VPFAS | Allows employees to find more information on topics that interest them as well as get a general overview of what is happening within the division |
| Monthly | Department Meetings | Staff and Managers | ↓↑ | AVP's and VP | Allows AVP's and Managers time to communicate important information regarding initiatives, goals, and division updates |
| Monthly | VP's Blog | Staff and Managers | ↓↑ | VP Hawk | Allows the VP to share information about what is happening campuswide and within the division as well as allows her readers to understand her leadership philosophy and get to know her as a leader |
| Monthly | Executive Council Meetings | Vice President | ↓↑ | President's Office | Two-way communication between the VP's and the President |
| Bi-Monthly | BSC CONNECT Newsletter | Staff and Managers | ↓ | VPFAS | Updates regarding on-going Quality Improvement initiatives, feature stories, and employee thank yous and recognition |
| Bi-Monthly | VP's Coffee Hour | Staff | ↓↑ | VPFAS | Employees enjoy a cup of their favorite Starbucks drink while having the opportunity to discuss their ideas and concerns with the Vice President |
| Quarterly | VP's Coffee Hour | Managers | ↓↑ | VPFAS | Managers enjoy a cup of their favorite Starbucks drink while having the opportunity to discuss their ideas and concerns with the Vice President |

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| Quarterly | QI Planning Council Meetings | Selected Managers | ↓↑ | VPFAS | Allows FAS Quality Improvement Office to present initiatives for support and feedback from committee |
| Quarterly | LINK Team Meetings | Selected Staff | ↓↑ | VPFAS | Allows FAS Quality Improvement Office to pass along information about quality improvement initiatives and gain assistance from staff members in carrying our current improvement action items |
| Quarterly | MPP Meetings | Managers | ↓↑ | VPFAS | Allows Vice President to communicate the latest information and her expectations to division managers. Managers receive leadership and supervisory training and updates on initiatives. |
| Three times per year | Division Meetings | Staff and Managers | ↓↑ | Division Units | Allows employees to hear the Vice President's remarks, learn about accomplishments in other units, hear about the latest hot topics, and to receive recognition |
| Yearly | Values Survey | Staff and Managers | ↑ | VPFAS | Provides the FAS Division with the opportunity to provide feedback on how our values are effecting the quality of work life in our division and departments |
| Yearly | Customer Satisfaction Survey | Campuswide: Students, Faculty, and Staff/MPP's | ↑ | VPFAS | Provides campus with an opportunity to provide feedback on departments and the services offered |
| Yearly | Spring Fling | Staff and Managers | ↓↑ | VPFAS/Spring Fling Committee | Provides a forum for recognizing employees who have been nominated in the PEER Recognition Program |
| Yearly | Holiday Parties | Staff and Managers | ↓↑ | VPFAS | Provides an opportunity for the FAS Division to do teambuilding and to hear remarks and congratulations from the Vice President about the calendar year accomplishments |
| On-Going | Global Emails | Staff and Managers | ↓ | Campuswide | Updates on reorganizations, campus news, policies, emergencies, and the budget |
| As Needed | FAS Focus Groups | Staff | ↑ | VPFAS | Occasionally conducted to obtain detailed information from our staff regarding employee satisfaction levels and areas needing improvement |