

PROJECT COMMUNICATION

“The success of an integrated approach to governance and strategic project coordination and the practice of effective (great) governance depends on timely and accessible communication and documentation within and among governance groups and between governance groups and the larger community.” (ARC Governance Framework, p. 21)

Project leads should primarily focus on communicating with their project team and the sponsoring council. Leads are not expected to assume a marketing function for the project; however, they are expected to ensure agendas and notes are published in a timely manner as well as providing brief snippets for college-wide governance publications. To enable this role, the college provides and supports standard systems to facilitate regular, transparent communication and documentation across all councils and projects.

System	Intended Audience	Documents/Information
Basecamp	Individual councils or project teams – intended to facilitate collaboration <u>within</u> a governance entity	<ul style="list-style-type: none"> ▪ Meeting packets ▪ Relevant resources and research ▪ Communication via message boards ▪ Project work plans, task lists, and drafts of deliverables
IGOR (Institutional Governance Online Repository)	<ul style="list-style-type: none"> ▪ All governance tiers (councils, projects, Senates, management groups) ▪ College community 	<ul style="list-style-type: none"> ▪ Project charters ▪ Meeting agendas ▪ Meeting notes ▪ Council/project team rosters ▪ Project status updates ▪ Completed deliverables and archived project information
ARC Web Site	<ul style="list-style-type: none"> ▪ College community ▪ Public 	<ul style="list-style-type: none"> ▪ General governance information ▪ ARC Governance Framework ▪ List of current projects and accomplishments of past projects ▪ Forward Motion governance highlights ▪ Links to additional information residing in IGOR (e.g., project charters)

Communicating with the Project Team

Basecamp is the adopted collaboration space for project teams and should be considered a safe space for openly sharing ideas, concerns, and other thoughts amongst the team members. The expectations for the project leads are as follows:

- Encourage and facilitate interaction of the team within Basecamp and during meetings.
- Publish agendas via IGOR which automatically notifies the project team via email whenever a new agenda is published.
- Upload working drafts, supporting research, and other files of interest to Basecamp using the notification features to alert the project team. Basecamp can be used for files that are relevant to the work of the project but not attached to a specific meeting agenda. Either upload to the Project Files area or attach the file to an item on the message board.
- Utilize the Basecamp message board or other tools to communicate outside of meetings.
- Utilize the Basecamp task list to track and assign tasks necessary to achieve major milestones.
- Follow up with the note taker and project team members as needed.

Supported tools: Basecamp and IGOR

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Communicating with the Sponsoring Council

The project leads should maintain regular communication with the sponsoring council so that the council can effectively carry out its assigned role to coordinate, support, and monitor the project. The expectations for the project leads are as follows:

- **Status updates:** Quick monthly updates should be submitted via IGOR to indicate whether the project is on track and whether there are any major risks to project completion. Updates for various projects will be compiled into an informational summary for the council. (These updates may be completed by a separate project steward if one has been designated.)
- **Progress report:** Councils may request a mid-project progress report from each project. In developing the progress report, leads should consider the following prompts:
 - What has happened in the project to date? Give a brief summary of the progress.
 - What are the next steps for the project?
 - If known, what is your preliminary proposal or intent for the deliverables?
 - Is there anything else you would like to share with the council?
- **Submission of deliverables:** Towards the end of the project, the deliverables described in the project charter should be presented to the sponsoring council. Leads should work with the council chairs to coordinate the timing and format of the presentation with the council agenda.

In general, the project leads are not expected to communicate directly with the Executive Leadership Team (ELT). It is the responsibility of the council chairs to communicate progress and recommendations to ELT when appropriate.

Supported tools: IGOR

Communicating with the College

Most communication with the college will happen through the items created in IGOR, updates to the college web site, and college-wide email distributions. The expectations for the project leads are as follows:

- **Meeting agendas:** Create and publish meeting agendas using IGOR. Once published, the agenda will be available to the college community and the public.
- **Meeting notes:** Shortly after each meeting, use IGOR to review and publish the draft notes recorded by the note taker. Once published, the notes will be available to the college community and the public.
- **ARC Web Site:** The list of current projects and their adopted project charters are posted to the college web site once available. Leads can direct individuals to the [Current Project Teams](#) page for basic information about current projects.
- **Forward Motion:** ARC is now publishing a monthly governance newsletter called Forward Motion to highlight the activities and progress of councils and project teams. The highlighted content may be drawn from information submitted through IGOR, provided to the Public Information Officer, or other sources. Each newsletter is publicly posted on the [Forward Motion](#) page of the college web site which also showcases the accomplishments of previous teams.
- **Beaver Bites:** If the project leads (or chairs from the sponsoring council) wish to expand upon the highlights in Forward Motion, information can be provided to the Public Information Officer for potential inclusion in Beaver Bites (communication to employees).

Supported tools: ARC Web Site, IGOR, Forward Motion (monthly governance highlights), Beaver Bites

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Communicating with Key Stakeholders

Every project charter includes an opportunity to identify key stakeholders and develop a basic communication plan. There may be points during the project where it would be appropriate and beneficial to informally connect with key stakeholders to vet draft proposals, get input, or delve into stakeholder-specific implications of a potential solution.

The expectations for the project leads are as follows:

- Follow the communication plan specified in the project charter. You may also reach out informally to stakeholders as the project lead or through representatives appointed to the project team.
- To make presentations to the Academic Senate, Classified Senate, or Associated Student Body, please contact the appropriate constituency group president. When contacting the ASB president, it is also helpful to include the Student Life Supervisor in communications.
- If you need assistance making contacts or determining appropriate communication channels, please reach out to the chair(s) of your project's sponsoring council.

Other Communication Options

Projects vary in size, scope, and potential impact so there may be some cases in which a project lead may determine additional communication is necessary. Below are a few options that might be considered.

- **Flex day session:** If you are interested in offering a flex day session to share about the project topic, please work with the chairs of your project's sponsoring council.
- **Brown-bag session:** To provide general information and answer questions, you might consider offering an opportunity for folks to drop by a specified location to chat with the leads or team members. Once you have determined the date, time, and location, please contact the Public Information Office to include the item in event calendars.
- **Division/department meetings:** If you would like to present information or gather feedback from a particular division or department, please contact the appropriate dean or department chair.
- **Survey/focus group:** On rare occasions, there may be a need to conduct a survey or formal focus group to gather specific information needed by the project. Please use the [Research Request Form](#) to contact the Research Office for assistance.

For additional assistance or to determine if other communication options are appropriate, please contact the chairs of the project's sponsoring council.