Internal Communication Guidelines

LEGEND

= Two way communication tool

= One way communication tool

= Repository/storage

BoardDocs

BoardDocs is WHCCD's official repository for all meetings subject to the Brown Act and the College's participatory governance meetings. Agendas, minutes, and applicable meeting documents for these meetings must be uploaded to BoardDocs with attachments in PDF format. Meetings that fall under the Brown Act (i.e. Academic Senate, Student Senate/ASB, Citizen's Bond Oversight Committee, etc.) are available to the public while participatory governance committees are accessible only to members of the committee. Therefore, WHCCD's SharePoint Portal is the required secondary repository for agendas, minutes, and applicable meeting documents to ensure transparency and accessibility to all College constituents.

Portal

The WHCCD Portal is the secondary repository for all WHCL participatory governance committee meetings. Participatory governance committee pages should be accessible (viewable) to all constituents including, faculty, staff, administrators, and students who are members of the committee/s. The participatory governance committee pages should include the following for each committee:

1. Role (per the Planning and Governance Manual)
2. Products (per the Planning and Governance Manual)
3. Members including the constituent/position they represent
4. Term dates
5. Meeting calendar
6. Agendas
7. Minutes
8. Annual agenda guidelines (per the Planning and Governance Manual)

DRAFT

Eagle Answer Center Portal Page

The Eagle Answer Center page on the WHCCD Portal is the official repository of important College information and includes:

1. Hours of operation for various campus offices
2. Important telephone numbers
3. Campus calendar (includes college events, evening administrator, and ASB events)
4. Links to important forms and campus procedures
5. Participatory Governance Committee meeting schedule
6. Student Body Activity Calendar

Outlook Calendar

Microsoft Outlook calendars are used as the official tool for scheduling meetings and booking rooms at WHCL. Faculty and staff should make every effort to ensure their Outlook calendar is up-to-date to help meeting schedulers find availability for meetings, etc.

Microsoft Teams

Microsoft Team sites are best used for day-to-day communication and managing short-term projects. Team sites may be restricted to particular members of a team or public for all campus constituents. Although documents may be uploaded to team sites (relevant to a particular communication), team sites are not official document repositories. An example of a team site is the Guided Pathways team site. A Microsoft Teams app is available for both Android and Apple operating systems. Features include:

- Group conversations (chat)
- Individual conversations
- Team tasks and tracking
- Tag individuals/groups in conversations

Canvas

The Canvas Learning Management System can be used as a repository for documents, group discussions, including voting features and task assignment, and one way messaging in the form of announcements. Canvas works best for mid and long term groups, such as the Faculty Resource Guide or Learning Areas.

Elumen

Elumen is the official repository for curriculum, ISLO/PSLO/CSLO/SAO assessment, and program review. Interfaces with Canvas for assessments.

Email

Email is an official means of communication for individual correspondence. It should not be used if the message is urgent (call, text, or walk over if it is urgent.) Email may be used on an as-needed basis for

DRAFT

voting purposes (voting feature). Email messages should be viewed as memos rather than as reports or lengthy correspondence.

Email Protocol:

- Combine messages of similar nature rather than sending multiple email messages.
- Shorter emails are best—use bullets when possible to reduce text.
- Always include a relevant subject line (Curriculum Report: Vote Needed).
- If the conversation changes, update the subject line and make sure recipients don't need to change as well.
- If action is needed, start the email off with "action needed/vote needed/feedback needed" or include "action/vote/feedback needed" at the end of your subject line. If you need a response by a certain date, include that in your email.
- Do not "reply all" if the message is for one person.
- Use your WHCCD email for work-related communication and not personal reasons (i.e. sharing recipes, jokes, memes, etc.)
- Use repository/storage tools for sharing journal articles, long documents, etc. and link those sources in to your email.
- When sending videos, attach an audio transcript or include captions.

ReGroup

ReGroup is the text messaging, call, email system used for emergency notifications or other important campus-wide information such as a network down, school closure, etc.

Zoom

Zoom may be used for virtual communications including committee or small group meetings, counseling sessions, task forces, help desk, etc. Zoom sessions allow individuals to call in from various locations and the platform can handle up to 50 participants. Features include video, audio, screen sharing, chat, and recording. Recorded Zoom sessions are automatically transcribed with a link sent to the individual who set up the Zoom meeting within 30 minutes. This feature allows for sharing which makes it a good communication tool to develop training videos or classroom materials. There are three Zoom meeting rooms on campus (Admin 124, Eagle Training Room, and Conference Room 937 in the Student Union). Zoom meetings can be scheduled through the Outlook calendar.

Case Management Tools

Includes Student Conduct/Concern Report and Civitas Next Gen Inspire.

a) Student Conduct/Concern Report

The Student Conduct/Concern Report is the official means of communicating/reporting the following with regard to students:

DRAFT

1. Student conduct issues
2. Plagiarism/cheating
3. Title IX (sexual misconduct)
4. Concerning Behavior
5. Depression Reduction Achieving Wellness (DRAW) referral

b) Next Gen Inspire (Civitas)

Use Next Gen Inspire to obtain data analytics on your students, to submit early alerts, to document important conversations with students, and to obtain other important information related to a student's academic progress (registration, GPA, assigned counselor, etc.)

DRAFT