KQIP Communications Team

Bob Freeman, Sponsor
Kristy Black        Amy Lasack
Marlene Burns       Kevin Nebergall
Kristie Fisher      Kathy Visser
Tom Kaldenberg      Kirk Watson
Cheri Kampman
Introduction

The Kirkwood Community College Communications KQIP committee began the Fall of 2004 with the goal of improving internal communication for faculty and staff. To identify the areas that needed to be addressed, the Communications Team developed an online survey to gather information on communication issues at Kirkwood Community College. This survey was distributed to all staff and faculty in November 2004.

After identification of key communication issues, the KQIP committee worked on development and implementation of several modifications and additions to Kirkwood's current communication plans. These items include:

1. Mick’s Memo
2. Modification of E-Tempo (daily distribution, organization of items through color coding and headings)
3. Improved Kirkwood Website including an improved online calendar function (more user friendly).

Please note (per slide 11) that in regard to the question, “How many of the E-temps did you read?- We saw an increase of 15% in the recipients reading 100% of those distributed.
In March 2006, a follow up communications survey was distributed to Kirkwood staff and faculty to identify the impact that the above changes have made on internal communications at Kirkwood Community College. The following pages show a side by side comparison of the two surveys as well as the submitted answers for the open ended questions.

The KQIP Communications Team enjoyed the opportunity to explore, examine and receive feedback from the staff and faculty regarding internal communication. The areas this team focused on have been communicated and are being carried out by the President’s office (Mick’s Memo), marketing (E-Tempo) and IT (improved website and online calendar) departments. The KQIP Communications Team would also like to reiterate the importance of the college's Communications Council in identifying future communications concerns and areas of improvement. The KQIP Communications Team thanks these departments and bodies for agreeing to work on and carry out the recommendations of our team as well as keep internal communications at Kirkwood Community College a primary issue. At this time, we recommend that the KQIP communications team disband. We hope the changes that will be implemented will continue to make a positive impact on internal communications at Kirkwood Community College. We thank the Steering Committee for their support and feedback during the past 2 years.
Survey Information

KQIP Communications Survey
- Launch Date 11/29/2004
- Close Date 01/28/2005
- Partialis 19
- Completions 307

KQIP Follow-Up Survey
- Launch Date 03/31/2006
- Close Date 05/24/2006
- Visits 270
- Partialis 31
- Completions 196
What is your classification?

- Administration  30 (10%)
- Faculty  130 (42%)
- Staff  147 (48%)

- Administration  12 (6%)
- Faculty  76 (39%)
- Staff  108 (55%)
From what location do you conduct most of your work?

- Main Campus 232 (76%)
- Iowa City Campus 17 (6%)
- KTOS 4 (1%)
- Off Campus Center 37 (12%)
- Other, Please Specify 17 (6%)
Are you a part-time or full-time employee?

- PT 56 (18%)
- FT 251 (82%)
- PT 30 (15%)
- FT 166 (85%)
How long have you been employed with Kirkwood?

- Under one year 18 (6%)
- 1-5 years 90 (29%)
- 6-10 years 68 (22%)
- 11-20 years 66 (21%)
- Over 20 years 65 (21%)

- Under one year 13 (7%)
- 1-5 years 57 (29%)
- 6-10 years 48 (24%)
- 11-20 years 38 (19%)
- Over 20 years 40 (20%)
Do you read the monthly Tempo paper copy?

- Yes 96 (31%)
- No 211 (69%)

Data NA

Question was not asked on follow-up survey
Do you have a Kirkwood email account?

- Yes 296 (96%)
- No 11 (4%)

- Data NA
- Question was not asked on follow-up survey
<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>1%-25%</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>26%-50%</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>51%-75%</td>
<td>10</td>
<td>5%</td>
</tr>
<tr>
<td>76%-99%</td>
<td>69</td>
<td>35%</td>
</tr>
<tr>
<td>100%</td>
<td>109</td>
<td>56%</td>
</tr>
<tr>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>1%-25%</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>26%-50%</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>51%-75%</td>
<td>10</td>
<td>5%</td>
</tr>
<tr>
<td>76%-99%</td>
<td>69</td>
<td>35%</td>
</tr>
<tr>
<td>100%</td>
<td>122</td>
<td>41%</td>
</tr>
</tbody>
</table>

What percentage of E-Tempos do you read?
What prevents you from reading all E-Tempos?
(select all that apply)

- Information does not pertain to me 116 (67%)
- Too much information 49 (28%)
- Comes out too often 29 (17%)
- I receive too much spam and the E-Tempo gets lost in the shuffle 28 (16%)
- Do not have access to it 0%
- Other 39 (23%)

- Information does not pertain to me 50 (57%)
- Too much information 14 (16%)
- Comes out too often 4 (5%)
- I receive too much spam and the E-Tempo gets lost in the shuffle 12 (14%)
- Other 33 (38%)
How often would you like to receive the E-Tempo?

- Several times per day 38 (13%)
- Once per day 176 (60%)
- Every other day 22 (7%)
- Once per week 35 (12%)
- Other 24 (8%)

- Once per day 64 (74%)
- Every other day 10 (11%)
- Once per week 8 (9%)
- Other 5 (6%)
What areas of the E-Tempo do you find MOST informative?

- Facilities/Emergency 225 (76%)
- Technology Issues 206 (70%)
- Sports Updates 54 (18%)
- Training Opportunities 197 (67%)
- Thank you notes for cards/plants 87 (29%)
- Reminders for campus events 247 (84%)
- Wellness opportunities 172 (58%)
- Daily updates 188 (64%)
- Other 18 (6%)

- Data NA
- Question was not asked on follow-up survey
What areas of the E-Tempo do you find the LEAST informative/helpful/interesting?

- Facilities/Emergency 11 (4%)
- Technology issues 26 (9%)
- Sports updates 182 (62%)
- Training opportunities 14 (5%)
- Thank you notes for cards/plants 130 (44%)
- Reminders for campus events 11 (4%)
- Wellness opportunities 40 (14%)
- Daily updates 31 (11%)
- Other 45 (15%)

- Data NA
- Question was not asked on follow-up survey
Do you feel that you receive Kirkwood information in a timely manner?

- All of the time 40 (13%)
- Most of the time 214 (70%)
- Some of the time 49 (16%)
- Never 4 (1%)

- All of the time 35 (18%)
- Most of the time 131 (67%)
- Some of the time 29 (15%)
- Never 1 (1%)
What Kirkwood information do you NOT receive in a timely manner? (please explain)

- 149 Responses
- 89 Responses
### Survey Results (Inclusive Responses)

**KQIP Communications Team Survey**

Questions that required written responses are displayed by individual query. The "Report Overview" button or "Back" button will return you to your survey results.

Each individual respondent is represented under the # column.

<table>
<thead>
<tr>
<th>#</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Changes within departments that might affect my department (in small ways). Facility decisions (infrequent).</td>
</tr>
<tr>
<td>2</td>
<td>You are getting a new locations. I wondered what was being constructed.</td>
</tr>
<tr>
<td>3</td>
<td>I read in the Gazette that Norm's last day would be May 26, 96. Would be nice to hear it from first. There are some &quot;top-down&quot; decisions that are made, and then announced. It would be helpful to know that something is being considered, as it doesn't come as a total shock.</td>
</tr>
<tr>
<td>4</td>
<td>When I don't receive information in a timely manner. It is because I haven't taken the time to read it.</td>
</tr>
<tr>
<td>5</td>
<td>Nothing comes to mind.</td>
</tr>
<tr>
<td>6</td>
<td>Sometimes reminders about events that are occurring are not posted the same day as the event, or the day before. I am very forgetful, and a reminder the day of is helpful. (too much work, not enough time is remember)</td>
</tr>
<tr>
<td>7</td>
<td>I cannot think of any instances when this has happened.</td>
</tr>
<tr>
<td>8</td>
<td>Nothing comes to mind at present.</td>
</tr>
<tr>
<td>9</td>
<td>Campus closing</td>
</tr>
<tr>
<td>10</td>
<td>When there are problems with the network. When there are bad staff changes in departments. When there are procedure changes in other departments.</td>
</tr>
<tr>
<td>11</td>
<td>Sometimes not notified enough to ensure the timely flow to all Wellness opportunities/training events.</td>
</tr>
<tr>
<td>12</td>
<td>Changes in administration positions and responsibilities.</td>
</tr>
<tr>
<td>13</td>
<td>Changes in staff or their location Procedures</td>
</tr>
<tr>
<td>14</td>
<td>It seems that decisions being made to administrators, that might affect me and my work, are often not communicated until the decision has already been made. There is often no opportunity for input.</td>
</tr>
<tr>
<td>15</td>
<td>Administrative changes Personnel changes</td>
</tr>
<tr>
<td>16</td>
<td>Reminders of events</td>
</tr>
<tr>
<td>17</td>
<td>Information about campus events.</td>
</tr>
<tr>
<td>18</td>
<td>Information pertaining to the administrative aspect of the college. Such as board meeting, departmental, meeting minutes, changes in policies, etc.</td>
</tr>
<tr>
<td>19</td>
<td>Changes in campus wide procedures or when departmental info becomes available on their websites.</td>
</tr>
<tr>
<td>20</td>
<td>Changes in staff assignments and the reasoning behind the changes.</td>
</tr>
<tr>
<td>21</td>
<td>I cannot think of any off hand.</td>
</tr>
<tr>
<td>22</td>
<td>Sometimes I hear that a staff member's family member has passed away and I don't know about it.</td>
</tr>
<tr>
<td>23</td>
<td>Updates from various departments on main campus.</td>
</tr>
<tr>
<td>24</td>
<td>Miscellaneous</td>
</tr>
<tr>
<td>25</td>
<td>Weather-related event cancellations for right classes.</td>
</tr>
<tr>
<td>26</td>
<td>As a don, I realize that there are often decisions made that affect faculty, or that faculty have an interest in, and I have not been informed of the development or the rationale for the decision.</td>
</tr>
<tr>
<td>27</td>
<td>Some things I've already heard through the grapevine by the time the news appears in print.</td>
</tr>
<tr>
<td>28</td>
<td>Miscellaneous</td>
</tr>
<tr>
<td>29</td>
<td>Sometimes department-related information seems slow to come in.</td>
</tr>
<tr>
<td>30</td>
<td>Meetings of internal employees, faculty and administration. Changes in department's curriculum.</td>
</tr>
<tr>
<td>31</td>
<td>Information on SME Special Events happening on-campus, and who the point of contact is (for questions we need to pass on).</td>
</tr>
<tr>
<td>32</td>
<td>I am happy with the timeliness - no complaints.</td>
</tr>
<tr>
<td>33</td>
<td>Decision areas where I could have input.</td>
</tr>
</tbody>
</table>

34 I can't think of any information that doesn't gel to me in a timely manner.
35 technology updates and explanations of why things have gone wrong.
36 Occasionally decisions about campus policy have not been available in a timely manner, such as when the parking lot in front of
37 the building was converted from all faculty to faculty/student parking.
38 Just the time that there was a Kirkwood night at Tomy I think that we didn't hear about until too late.
39 Occasionally, info on a meeting—usually human error—unnecessary...
39 Promotional changes Personnel changes
40 Would like to know when grades need to be submitted for each semester several weeks in advance.
41 N/A
43 Policy changes.
44 I feel that I am well-informed about day-to-day minutes, but not informed about issues that have major impact on the college.
46 Staff changes
47 Program changes from web departments. Row deleted program sheets. Transparency classes offered through credit
48 programs that use pass/fail grading. Out-lying centers need for reference where students need in regards to grading. Use a uniform
49 blanket of directions for students.
50 Seems that deadlines are made and staff seemed to do the last to know. Our dean forwards minutes which help. For example, I
51 just today through some minutes heard about this survey software. I have not spent time developing an on-line survey through
52 the computerized testing software. Perhaps this could have been planned. Confidential. I know that there were no people
53 aware of employees, it is not uncommon to a department and find a person has been moved elsewhere on campus.
54 Often thought that people should have told me, not anything that would have been a college wide communication. The College
55 program has been a complete loss from my perspective. I feel no training and I'm supposed to make sure people get paid!
56 Through the new system in January. I tried to sign up for training, but was told that there were no seats available. This has been
57 handled very badly. I dread January.
58 Faculty do not receive early notices of decisions being considered that affect students and faculty and have little input into some of
59 Academic policy changes, business processes changes, how to make the computer on your desk work... changes, we have also
60 grown so fast that we don't have time to share information with other employees.
61 When people have transferred into new positions or there is a major change in the organization title or titles.
62 Specifics about the recent whooping cough cases. The media told me everyone had been notified to inform their students and I
63 did not hear but had been notified that there had been actual cases at Kirkwood. We had local phone information about whooping
64 cough but not information about centers at Kirkwood. As a long-time employee I would appreciate information about employees who
65 may be sick. Perhaps this could be provided, with the permission of the employees, on a web page rather than in the tempo.
66 Training events must reach CATS training for example
67 Some minutes from meetings are a little outdated sometimes.
68 none
69 minutes from meetings are not posted. Also minutes received from varsity committees are sometimes delayed.
70 Wellness
71 computer network changes that occur.
72 When I am requested to provide proposals and plans for the future activities and events
73 Technology updates/minutes. Minutes from other departments/divisions/committee
74 N/A
75 New hire information.
76 New staff announcements. Updates on faculty leave, wellness opportunities (week days), especially w/ being off campus, more
77 advance notice would be better. IT issues/problems with the network that affect more than just the centers we seem to be notified
78 if a center has lost phone service or computer service, but when we have problems with the network notting is sad.
79 Changes in department personnel/availability.
80 some training events seem to be announced too close to date.
81 I think most likely that the title information that I don't get "in a timely manner" is because I haven't checked my email in a few
82 days. Unfortunately, the sheer number of attempts that till my mail for a few or so times a day.
83 I have not seen board minutes for a long time. Same for minutes from certain groups that have a bearing on my job or to see
84 comments made about something. I have seen items or information in the newspaper before hearing it already from
85 Kirkwood. Several times I have seen information in the newspaper that is not accurate. There was a piece on the web for passing
86 minutes that is not until and since we do not get the printed minutes we center lose what is going on.
87 Travel reimbursement checks—when submitting from KTOS. Related or communication because the expense form could be
88 submitted electronically instead perhaps.
89 Personnel or department changes
90 Information that would allow for input from faculty/staff
91 Usually only if it is received alpha
92 some personnel changes, but those might be oversite.

73 budgetary.

74 I work Monday through Thursday, and do not check my Kistwood email on Th-Sat, so sometimes weekend events have to pass when I log on again on Monday.

75 Recently, some group mail lists, like the 3 Sunday office-hour hosted campus, some college event information, etc after it has occurred is in campus mail. Off-campus mail is only delivered twice a week.

76 There are some staffing changes caused by reorganizations. We don't always seem to be announced in a timely fashion.

77 Not always. Some of these, for example, are the 'jeweler for Innovation' visit end it might have been nice so the staff would have had some time prior to their visit.

78 Personnel changes. Facilities updates.

79 Conference minutes. They are hidden on some web page somewhere—mean if I know where two weeks, I would not think to go there very often. They used to be printed and put around the departments when they come out in the good old days.

80 Sometimes departments send materials through Grant flood system. It will sometimes take up to 2 weeks before we receive it depending upon when it went out. Email or that class mail are generally the best.

81 Results of meetings.

82 There are several committees at Kistwood. Most of these committees do not post their minutes on the website. Therefore, I have no idea what items they are working on. If they are meeting to take part of 'business' then their minutes should be posted. Otherwise they are meeting to waste time and should not be needed. Time is valuable and if they are wasting time they should be dismissed. If they are doing great things we should know about it.

83 Training opportunities.

84 all.

85 Department specific information.

86 Personnel changes.

87 Some events are promoted too close to the actual event. With my family's busy schedule, I need to plan ahead.

88 Procedures, i.e., new attendance keeping policy.

89 Difficult to answer. The what? since some information is not passed along. The information that is passed along does come in a timely manner.

90 There are meetings and outside speakers that don't make it in Tempo.

91 Information about record keeping.

92 This is a time of transition in leaturship. It will take some time for the new level of communication to become clear and timely.

93 I would like dates for input on various schedules—when Fall has to be inputted, etc.

94 Because there is so much information I don't read it all and it is too late sometimes.

95 College cancellation of classes.

96 NA.

97 Being part-time, I only come in on two days, so I get the job in 8 a.m. or 2 p.m.

98 I receive pit pertinent to our area, but not always about other departments or areas of the college.

99 such anfron.

100 Information of status of possible class(s) I need to fill in the scheduling classes for the h.s. program at Lincoln earlier than when it is presented to me.

101 I read news about Kistwood in the paper before it's been in E-Tempo.

102 School closings due to bad weather.

103 Some training items have antedated; the session has taken place.

104 varies.

105 Policy decisions, facilitates changes. Information pertinent to your areas of the president & VP for instruction.

106 Nothing comes to mind. Occasionally it takes a little longer.

107 Staffing changes, administrative changes in procedures and guidelines. I hear of these changes by choice or through the grapevine.

108 Some of the input that comes from our area.

109 Some reoccur in events are noted the day of the event. So if I don't open my email right away when get in, I might miss the event, I usually check my mail later in the morning or I have missed some events. I think it's better to get quadrilled a day or two before.

110 Campus events, sometimes.

111 administrative changes.

112 Most of the information that is not communicated in a timely manner is items pertaining to actual job responsibilities. For example: Employee moves, new hires, special events. These examples pertain to big projects that are coordinated by several people and it never fails that someone is left out of the loop.

113 N/A.

114 If I haven't received it in a timely manner. It's usually because I just haven't my e-mail yet.

Information regarding potential outbreak of communicable diseases is updated.

Can't think of anything at this point - just need more timely input on what is or will be happening here at the college.

Can't cite a specific example right now.

Not inside getting on e-tempo list when first employed. Didn't know if it existed, reissued some info. Some timing info that would be helpful to include when grades are due at end of semester & explain STUP evaluations.

Governmental updates

I think it's important to receive emergency or weather-related notices immediately.

Info on policy change, changes to dates and times of events.

Technology issues

some due dates

Mostly department items that do not affect me directly but need to be informed of.

Weather cancellations or delays. I start my day at 6 a.m. and need times we have a delay or cancellation, I am already sitting at my desk at or about 7:15 on campus.

Since it's a drive to campus, sometimes, there wouldn't have been time to arrange to be gone.

Information about e-center and other computer-based resources.

It would be nice to know activities 7 to 10 days prior to them happening so I have clients and can't mess up my schedule with a moment's notice.

College credit program changes, changes in employees.

Events on campus that are pertinent to all students. The visit of president Bush was hardly even mentioned.

Computer problems - when they know it is going to be down they let us know. If a problem arises, unless we call they do not let us know and we are guessing, is it just me????

None

example: the notice of the lockwood library vacate schedule was given to us the day after the wake.

I only receive regular mail from Killwood, except for the Anytime Anywhere office. They are good about communicating within this department, but don't really feel connected to Killwood as any very otherwise at all - I never go to any campus and only teach online.

upcoming events

Meetings of dept.

campus activities are sometimes announced only a day or two ahead of time.

phone and location information

department info sometimes get lost.

Most of the ones I don't need - I miss items or events. It would be nice if we had a weekly calendar of events that we could refer to.

none

We no longer receive minutes to meetings (Board, Instruction Branch, etc.). Since our department has very few meetings where that sort of info is passed along, these minutes are invaluable.

Events occur at Iowa City facility for which we are not informed. We find out after the fact, or if we happen upon them.

Technology information

Training opportunities

Don't know how to put in getting information sometimes, so instead I asked to be added to E-Tempo list. I don't receive the paper version. I just asked today to get a new directory since I didn't receive one yet.

All pretty good.

Involvement, faculty concerns

When the systems are down, Iowa is closed, web is down, anything that affects my online students.

Copyright ©1998-2006 MarketTools, Inc. All Rights Reserved.
No part of this site may be copied without the express written consent of MarketTools, Inc. Trademark Notice
# Survey Results (included Responses)

## KQIP Communications Team Survey

Questions that required written responses are displayed by individual survey. The "Report Overview" button or "Next" button will return you to your survey results.

Each individual response is referenced under the # column.

## 10. What Kirkwood information do you NOT receive in a timely manner? (please explain)

<table>
<thead>
<tr>
<th>Response</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Occasional developments in Administration, community activities on campus.</td>
</tr>
<tr>
<td>2</td>
<td>Changes in duties of individuals; change in new responsibilities, working offices, leaving the college, etc.</td>
</tr>
<tr>
<td>3</td>
<td>Notification of scheduled key events I would like to be told in advance if there is going to be a fire drill. Even though these are held at the beginning of class, they are very disruptive. We lose at least 15 minutes of instruction or the students lose 15 minutes of test-taking time. This is very interesting.</td>
</tr>
<tr>
<td>4</td>
<td>Deaths</td>
</tr>
<tr>
<td>5</td>
<td>It's not that we don't receive it in a timely manner, I just haven't had the time to read it in a timely manner during past times.</td>
</tr>
<tr>
<td>6</td>
<td>What is happening in staff changes, building plans, budgeting priorities, legislation and state and federal concerns or mandates affecting the college, student concerns, instruction - program changes, what is happening in the satellite centers, lots more.</td>
</tr>
<tr>
<td>7</td>
<td>Not applicable</td>
</tr>
<tr>
<td>8</td>
<td>Some of the events notice don't come out until the actual day.</td>
</tr>
<tr>
<td>9</td>
<td>NA</td>
</tr>
<tr>
<td>10</td>
<td>IT TAKES A WHILE TO GET TO US BECAUSE OF THE WAY IT IS SENT TO US.</td>
</tr>
<tr>
<td>11</td>
<td>I feel well informed</td>
</tr>
<tr>
<td>12</td>
<td>N/A</td>
</tr>
<tr>
<td>13</td>
<td>NONE</td>
</tr>
<tr>
<td>14</td>
<td>Technology problems/solutions/connection of problems.</td>
</tr>
<tr>
<td>15</td>
<td>None</td>
</tr>
<tr>
<td>16</td>
<td>Changes in business Service procedures, forms, etc.</td>
</tr>
<tr>
<td>17</td>
<td>Reorganizing and building cause predictable disruptions in service. If we knew about them a semester ahead, we could make change in our syllabus.</td>
</tr>
<tr>
<td>18</td>
<td>Who are the new people working at Kirkwood?</td>
</tr>
<tr>
<td>19</td>
<td>College updates</td>
</tr>
<tr>
<td>20</td>
<td>Campus protocols - like what to do in a medical emergency. Seems that most people are not sure if calling an ambulance is OK due to concerns about the person not having insurance.</td>
</tr>
<tr>
<td>21</td>
<td>Not sure.</td>
</tr>
<tr>
<td>22</td>
<td>Inconsistent</td>
</tr>
<tr>
<td>23</td>
<td>Changes for paid vs. departmental affairs.</td>
</tr>
<tr>
<td>24</td>
<td>Sometime I have people forget who needs to know. Information about anything to do with College needs to be way in that department.</td>
</tr>
<tr>
<td>25</td>
<td>Sometimes it seems that I don't read about an event until the day it happens or afterwards. When I don't have enough time to plan a trip to visit campus.</td>
</tr>
<tr>
<td>26</td>
<td>Job openings, Special Lectures, Procedural Changes</td>
</tr>
<tr>
<td>27</td>
<td>(I am not sure of anything)</td>
</tr>
<tr>
<td>28</td>
<td>Having a state computer, I do not have my Kirkwood email roll over due to the email that I get, so I request to go and log on to the Kirkwood email. So a guest writer is a timely manner. I don't do research or need it sometimes until the event is past. But if I choose that is too much I would not read it otherwise. I am able to access it from anywhere which is nice.</td>
</tr>
<tr>
<td>29</td>
<td>Only following E- Tempo for key, sometimes delays or other information that should go out immediately.</td>
</tr>
<tr>
<td>30</td>
<td>Sometimes when a guest writer is a family member that dies, I hear of it only in the thank you - would like to know earlier so I could send condolences instead of after the fact.</td>
</tr>
<tr>
<td>31</td>
<td>No general category of Info, just individual events, etc., from time to time. Also, I would like to be better informed of who my <a href="http://www.kirkwood.edu/reports/survey-reports-open.zagi?ID=L22LFR766B3K&amp;e=comp">http://www.kirkwood.edu/reports/survey-reports-open.zagi?ID=L22LFR766B3K&amp;e=comp</a>... 7/5/2006</td>
</tr>
</tbody>
</table>
32. A deployment opening, teaching and scholarship, new course offerings, new employees, just brain storming.

33. Nothing specific.

34. Sometimes the E-Tempo is sent AFTER an event I would be interested in attending has entirely happened.

35. Sometimes we receive notices of events that are happening at the main campus. We may receive a notice the day before or the day of them.

36. Articles that have already shown up in the newsletter.

37. Information we have to re-direct Colleagues in different ways to determine student’s majors.

38. Information when the computer network goes down.

39. Staffing changes and position openings.

40. Not sure, I’m not totally convinced that I’m missing information, but I can’t say for certain all my information comes from the e-tempo.

41. Problems with system being down.

42. Health issues.

43. Still read in the Quintiles before we were told

44. I still make a free meal that sounds interesting, but it’s usually because I’m back up on reading my e-tempo.

45. I get surveyed that pertains to me, keep.

46. The job is late, it is because we have not read the Tempo on the day that came out.

47. The result of the Board Meetings are public and are not relayed until Who’s memo comes out. It would be nice to know that information sooner.

48. Sometimes I hear about faculty performances the day of, rather than a few days before and dwarf a reminder the day of, but enough info is disseminated in a very timely fashion, and I think all categories are equally important.

49. Some of the training opportunities.

50. A number of guest presentations, the most recent being the Kendall Code Talkers are not published early enough to inform students.

51. Would like more regular updates from IT.

52. Can’t think of anything right now—out a big issue for me.

53. NA.

54. When events are given, it would be most useful to exclude a link that explains the award & how to nominate people in the future.

55. Policy changes/revisions—when it needs to shift through the Admin. team first, then to their e-tempo, this takes a long time.

56. If I still question if everything receives it.

57. Kendall happening campus updates I often have to find out second hand this is not right.

58. No complaints.

59. When college closed or delayed, news about anything.

60. Continuing education books, credit workshops, paper info. related to events, etc.

61. Receive all.

62. Emergency Information.

63. Information pertaining to job openings or who has been moved to a new position.

64. When ECC staff or ECC staff members family members are facing severe health issues, it would be good to know about the Kendall family or their family members difficult times ahead of time… not in the form of an obituary after the fact… Do we really have a Kendall family? If so, its news would be shared before hand and would allow ECC family members to send cards and offer help.

65. I am responsible for picking up the message, and sometimes my "schedule" doesn’t permit me to sit at the computer to accomplish the task.

66. None.

67. When there is normally enough trouble, have a lot things that can impact my work or my getting here come from conversations with other folks or frustration I don’t want to ram up, rather than a work task, here it is explanation.

68. Emergency situations, fire alarm in Benton, order and love a morning so age due to make quick. Can leak her, currencee ago that short out all supplies to public campus during a busy day time. Any malfunction of the computer system that keeps us alive out of the system (I don’t know now you would alert us to that area).

69. It’s not a matter of not picking up information, it’s a matter of not being asked to participate in a process during which you are actually HEARD. I already weigh with this new alone a lot of opinions people for input and giving the input they don’t like. Any by the way, the wording of statement was awful. There’s nothing wrong with the quality of the info in E-Tempo, but your concern was voiced so that we’re aware that there might be E-Tempo always informative. It’s just that, for example, I don’t hear about sports so I think it best. It’s not that E-Tempo isn’t informative about sports.

70. Events support that are not explained. For example, the last few weeks there have been numerous the articles in Benton Hall. We are left to speculate what is happening. Everyone is doing anything or that they, etc.
71 I do not have a desktop computer. So my email inbox is not to the email I use and the process takes a little longer to get the information.

72 I would like to know what things that affect our area before everyone else in the office knows before us.

73 Sometimes I am not included in e-mails that are sent to read at my desk.

74 I am not included in e-mails that are sent to the computer.

75 Sometimes I am not included in e-mails that are sent to read at my desk.

76 I am not included in e-mails that are sent to the computer.

77 Faculty input into new building planning.

78 Sometimes events are announced the day they are happening or with very little notice. (On the other hand, events only weekly should be announced two times at most - once in advance and once the day before – and sometimes we hear about them again and again.)

79 I was changes ofilk through the grapevine, before I saw it in print, that Board agenda item minutes could allow minutes to be submitted in a timely fashion.

80 Internal engagement changes, campus events, and more notice to join ahead to participant staff development opportunities.

81 Information internal about department.

82 Sometimes if portions of the parking lot are closed off.

83 Remodeling and renovation of facilities that affect the campus that I use.

84 Minutes, how every standing committee need to be posted within a number of days to the Web. If these meetings are in person, minutes should be made available.

85 The timing of sequence of events for contributors to students put how to respond when they call.

86 Activities and events for which have City's faculty/staff/department need to make prior arrangements to attend.

87 Calendar of Events 2: read opportunity to schedule in lower hall, Middleton, etc., up to one year in advance for university and community events.

88 Information that affects our department. Movies, remodeling, new hires, etc.

89 We no longer receive President's Cabinet minutes. If administrators used to receive that with the former president. It helped keep us informed.

Copyright ©2008 MarketTools, Inc. All Rights Reserved.
No portion of this site may be copied without the owner written consent of MarketTools, Inc. Trademark Notice.

What do you feel hinders you from receiving this information?

- 145 Responses
- 99 Responses
Survey Results (included Responses)

14. What do you feel hinders you from receiving this information?

<table>
<thead>
<tr>
<th></th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Not in an administrative position.</td>
</tr>
<tr>
<td>2</td>
<td>Lack of communication from administration.</td>
</tr>
<tr>
<td>3</td>
<td>Non-collaborative decision making</td>
</tr>
<tr>
<td>4</td>
<td>Our office is very busy.</td>
</tr>
<tr>
<td>5</td>
<td>Work area is not on main campus</td>
</tr>
<tr>
<td>6</td>
<td>Not.</td>
</tr>
<tr>
<td>7</td>
<td>Not checking email</td>
</tr>
<tr>
<td>8</td>
<td>My only source of information is an occasional staff meeting or the e-tempo.</td>
</tr>
<tr>
<td>9</td>
<td>No one tells us.</td>
</tr>
<tr>
<td>10</td>
<td>Not sure where the break-down is.</td>
</tr>
<tr>
<td>11</td>
<td>The info simply isn't offered to anyone outside a certain area of people.</td>
</tr>
<tr>
<td>12</td>
<td>Lack of involvement in providing the information</td>
</tr>
<tr>
<td>13</td>
<td>The event is not that important</td>
</tr>
<tr>
<td>14</td>
<td>Stuff gets missed and the timing of the e-tempo</td>
</tr>
<tr>
<td>15</td>
<td>Once in a while something slips through but I can't think of an instance at the moment.</td>
</tr>
<tr>
<td>16</td>
<td>Don't know correct person to contact to get on mailing list.</td>
</tr>
<tr>
<td>17</td>
<td>Lack of communication</td>
</tr>
<tr>
<td>18</td>
<td>Maybe it's not a priority or not important.</td>
</tr>
<tr>
<td>19</td>
<td>Uncertain</td>
</tr>
<tr>
<td>20</td>
<td>Sometimes this info may not have been passed onto those who would notify everyone else.</td>
</tr>
<tr>
<td>21</td>
<td>Lack of communication from departments on main campus</td>
</tr>
<tr>
<td>22</td>
<td>n/a</td>
</tr>
<tr>
<td>23</td>
<td>I'm not sure. I check my e-mail frequently, but it seems that by the time we are informed via e-mail both classes are cancelled. Most of my students are already on their way to class. They tell me before they leave to ask me if we are having class. I tell them that I don't know and they should listen to the radio or listen to 98.9 or 106.3 and check the website. I don't know if that is the only thing that is being done. I also don't hear about it soon enough to cause frustration for me and for my students.</td>
</tr>
<tr>
<td>24</td>
<td>A number of factors: people are busy. people don't think of who else might need (or want) to know, people might not be willing to share information, etc.</td>
</tr>
<tr>
<td>25</td>
<td>?</td>
</tr>
<tr>
<td>26</td>
<td>Lack of communication</td>
</tr>
<tr>
<td>27</td>
<td>We operate out of more than one office.</td>
</tr>
<tr>
<td>28</td>
<td>Too busy to let other departments know.</td>
</tr>
<tr>
<td>29</td>
<td>The person/people in charge of that event not sharing info with the campus.</td>
</tr>
<tr>
<td>30</td>
<td>Nothing</td>
</tr>
<tr>
<td>31</td>
<td>They need to read the information from the e-tempo or to attend meetings that share the information.</td>
</tr>
<tr>
<td>32</td>
<td>Administration.</td>
</tr>
<tr>
<td>33</td>
<td>Only if my computer is down or I do not make it to main campus or a regular basis to check my mailbox do I ever feel I am hindered in receiving information.</td>
</tr>
</tbody>
</table>

lack of initiative by IT to communicate about critical issues
35 A lack of top-down communication
36 The mass of information to be shared and the dissemination of what information is pertinent to which parties at the college.
37 Miscommunication
38 human error—understandable from time to time
39 Not generally communicated through E-Tempo and not communicated face-to-face through administrative channels.
40 If probably falls under department jurisdiction to distribute that information.
41 BEING OFF-CAMPUS DURING SOME WEEKDAYS
42 Not included in the communication channel.
43 Decision-making policies in the college—often people impacted are not consulted or informed until well after decisions are made.
44 Timing of when the news is published.
45 I keep up and forgetting the number of centers information needs to be shared with. 2) Willingness of certain departments to share useful information. I believe it is lack of understanding of all the areas we cover as a one stop shop in the counties.
46 PCC is such a big place, people not thinking about who may be affected - who needs to know
47 I don't think there is a policy for announcing transfers to the whole campus. Maybe Human Resources should announce these types of transfers.
48 The lack of participative decision-making
49 no method for delivery, few informational meetings, no feeling of team spirit to pull together to do what is needed to make this the place to be and work
50 I'm not sure it's really going to staff and some supervisors do not share it with their employees.
51 Whom ever made the decision to not inform the general faculty and staff that students and staff feel whopping cough cases.
52 Don't know
53 probably people have little time to submit minutes
54 Wellness coordinator
55 no one tells me
56 Input not really used/wanted anyway but is asked for to pacify people
57 No central location for information or plan for notification
58 N/A
59 It is not always reported when someone no longer is employed here, or when a position has been filled with a new transfer person
60 Being off campus mostly
61 Don't know.
62 being off campus
63 Because the campus headlines in the subject line doesn't necessarily mean the most relevant information for me, sometimes I don't open it even if it's too late.
64 Information is not getting to us (either never produced or it is not shared). Brought this up to my boss 6 months ago and nothing has been done. Guess they do not want us to find out some of the information.
65 Delay at KTOS in reviewing and signing the numerous-rent forms. Campus mail delay from KTOS to main campus.
66 I get most of my info from e-Tempo, but I get annouced by the large # of Tempo-related e-mails I receive and frequently stop reading them.
67 We have become a large institution.
68 Probably because the people involved do not want input
69 Not sure Alpha went
70 Too much garbage flowing through the system
71 I'm low on the food chain, and it's probably viewed that I don't need this kind of information.
72 open access
73 being off campus 2 days a week
74 If it's a substitute, it is just a matter of when I check my email based on my work schedule.
75 Sometimes some departments actually kept the off-campus centers, sometimes just general attitude of not wanting to change -communication, lack of a real automated, leading marketing department at the college. Many other marketing efforts are trying to permeate into the overall marketing of college information.
76 Only me...I have to take the time to access and read the info. I feel that nearly all info is accessible. Although I am off-campus, I feel very well informed. Thank you.
77 It may not always filter down to staff.
78 Don't know.
79 See previous answer.

People don't realize the campus mail is not sent to us daily.
Lack of knowledge/need to meet deadlines;
Those who take a v.p. at meetings too much unshared information I want "just the facts" please;
Those who take a v.p. in the meetings don't send them out.
As stated in the last question, people not playing minutes on the web.
Communication channels, may be. Not sure
lack of communication in our department
Administration not getting the info out following a decision.

Intra-organizational communication or lack thereof.
I think we need a monthly schedule with everything that is happening at KCC.
Assumptions that we already have it. Also, some policies keep counting.
New folks not always knowing what to send, to whom, and why.
I had the same adjustment when I came to KCC. It takes time to sort out the ramifications of what you are doing with requests on other jobs and "need to know."
Lack of info from my dept. until it is too late to make changes
See previous answer
It may take longer to get to off campus sites
Too much info in some E-tempos
See previous answer.
I hear news "through the grapevine" not not always from an "official source".
my having time to read it when p puts my mailbox
unpredictable when occurs
administration not telling me
No idea - maybe KCC should do it. Doesn't want us to know certain facts?
Not being informed while in a class. Have to wait until I return to my office
Teaching at various locations.
Individuals not getting the material to Steve Carpenter. I think once he has it, he does a fantastic job. When he is gone, however, no one will fill his shoes. I've had some problems getting events broadcast in his absence.
Don't know - Parties involved may not want faculty input?
Usually it is my lack of time to read through the information I am given.
Kirkwood has given us up rapidly that we haven't had the time to grow our communications procedure. Our jobs also require constant attention to keep up with the workload. It is hard to find the time to get this information. I'm sure a lot of it is available on the web, but I can't find the time to search the web to read.
Not getting it soon enough.
I work with students around the clock so I never have a chance to read the information unless it is a break.
Individuals do not know what others do or who to contact on campus for certain tasks.
See previous answer.
I do not know.
Lack of communication from administers.
lack of timetable in getting information out (camps in departments, telephone list on internal)
Lack of info about E-tempus during hiring & now to get it isn't on list. Also, somewhat more communication for adjuncts since many have little contact with anyone at Kirkwood due to their schedules.
It is seldom covered
possible loss of communication to main campus during emergency situations
Too much information needed - determining what is pertinent to me
NOT sent the info
email list problem
Supervisor doesn't inform me or the Dean assumes that the supervisor has done it.
Not always able to check email
my lack of knowledge about these areas
often people - managers keep things to themselves. One will say don't participate and another will say great idea go for it. In reference to the eagle not
Departments not communicating with other departments
Only select information seems to be sent out. Also, the E-tempus are filled with irrelevant information about people in the news and items of interest to very people.

Who is making the decision to inform us.

my schedule does not necessarily match up with the news release schedule.

There isn't a good program to communicate with Adjuncts who don't go to Kittredge.

Not in the full loop.

Not here to read the message. IT means that I don't have to spend all day on campus.

It's not included in eTEMPO early enough and we don't always have posters up in IC

It just takes a certain amount of this info to be shared

lack of time, information gets 'lost' in all the rest of the reading.

n/a

Management doesn't understand that this information helps us to do our jobs by knowing what is happening in other areas of the college.

Full-time faculty obtain IC campus information at their monthly meetings. Adjunct and part-time staff (I am both) are not in the loop.

n/a

Informative update? not given often enough

It is sometimes embedded in the e-temps

not sure

The person that needs to send it out--is not in the office, yet.

Taking time to read about it

I live in Iowa City, my mail box is in Cedar Rapids.

I live in Iowa City, my mail box is in Cedar Rapids.

Not put out all the time. Sometimes I hear about system fails (wilton students. ATAW tries to make us aware of down time.

11. What do you feel hinders you from receiving this information?

<table>
<thead>
<tr>
<th></th>
<th>N/A</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Too much e-mail in a short time; &quot;assumptions&quot; others may know when it's not always the case.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>I don't check email often enough.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>I don't know why we aren't notified about this.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Some of the items are just too much to do in one day.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>It's not disseminated in any consistent way.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Not applicable</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>THE WAY IT IS SENT TO US.</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>I am at an off-campus site without my principal set up there</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>My own management of time/put-out.</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>N/A - but if someone did miss information, I would say it's their own fault (for lack of checking Tempos and/or the website)</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Usually I have found that something is written before anyone has informed me. I'm not sure why.</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Having time to read it.</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Lack of understanding how all departments fit together</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>People forget that campus is not the only shared location.</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Ask administration this question.</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>All apps need to send out flyers letting staff and faculty know who is new at KCC.</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Time to read e-mails</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>When the T-Enroll comes out late in the afternoon, I may open it before I go home and just skim through it. Some things interest me. I forget to look at it again the next morning.</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>VTA instant campus training - not just a flyer - on what to do if the name is not available on campus/other hours</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Not sure.</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>???</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Lack of advance planning on notification.</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>I don't think it is planned out enough in advance. For example - summer &amp; fall registration information - academic calendar -</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>I assume the events aren't sent in to be posted early enough, and that sometimes I don't notice the early advertising when it's there</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Lack of inter-departmental and inter-campus communication.</td>
<td></td>
</tr>
</tbody>
</table>
| 30 | Keep in the classroom, and do not always have time to read full text of Tempo. The headings are very helpful to scan -- and I do prefer to read.
| 31 | N/A |
| 32 | Stated in prior question |
| 33 | The reminders on number of e-mails. Some of us that rely on Tempo are not "behind" by more than one a day. I do agree that it is not necessary everyday, but there are times, when the question should be asked. |
| 34 | Not sure. |

johndoe does not require faculty oversight.
36 so much info out there!
37 Nobody announces it in ETIempo.
38 it's
c9
39 None.
40 Lack of communication from top down.
41 Lack of time to seek or get information.
42 Most of our real news comes through our Grant Wood delivery. We receive this delivery only twice a week.
43 I do not know.
44 I don't know...
45 I don't know... I see positions are filled by the time we realize there's an opening.
46 Not sure.
47 department not realizing we need to know if system will be down for some time, with everyone staying around and faculty wanting to know...
48 Not just in early enough or information needs to be repeated.
49 ??
50 Too much unnecessary information makes it hard to sort what is important.
51 Not applicable.
52 Demand my time that prevent me from checking email.
53 see previous answer.
54 I miss a section in ETIempo that mentioned the opportunity.
55 ??
56 Information that arrives on days I do not work or ETIempo.
57 Up-dating ongoing timely updates into the IT way of doing business.
58 Me, lack of time to keep up with reading, or time.
59 If administration sent out letters, they say it's charge of staying the info.
60 Don't know where to look beyond ETIempo.
61 Not checking my email at the end of the day.
62 Having to go through Admissions first.
63 NA.
64 Information overload.
65 someone feels it is not big deal or they will find out soon or later.
66 my fault for not checking when I'm away or sick.
67 Lack of communication and the fact that it is not communicated the distance from the place I work to the place I live (as far as receiving phone call of notification).
68 we are remote office and off campus and part of a department people do not recognize or know that it is part of Killwood
69 inadequate reporting - info or explanation is written hastily and not reviewed carefully and thoughtfully
70 waiting
71 Time
72 Lack of communication from department leaders on main campus.
73 Willingness to share.
74 Nothing, except my own busy-ness.
75 NA.
76 Lack of overall understanding how one area's decision impact everybody else.
77 Nothing.
78 I don't think Mark takes the time to think about the implications that might be impacted by some of the decisions made at the cabinet level. They're made, he announces. That is not communication, it is merely announcement. It is top-down directive, it is very different written. Example: I conversed with Barry, he felt that all those were coming to talk to KPIA about KCI or T. He thought was odd as she did never meet him and had no communication with anyone that explained his relationship to KCI. Shouldn't have introduced the two of them, and shouldn't they all have talked before this new administration begins before KPIA?
79 Many times when some of college is less busy, so, works for some, but busy for us.
80 Maybe in example people don't have the question. At this same time, I am not sure I want to bother faculties with it either.
81 I know that there is a rumor still out that our supervision will not tell us as if he is held to his list. Usually, it comes from the rumor mill.

http://www.zoomerang.com/reports/survey-reports-opex.z3iID=L.22LFR.766B3K&e=com... 7/5/2006
12. Not on list of people to get the e-mail
13. Too much junk mail
14. Lack of a process to report and receive information on committees & following the process that exists.
15. Value assumptions
17. See above.
38. People taking the time to update the Kues website.
39. off-campus location; operational structure of department
40. too busy
91. no system in place to share information
92. Each department & level acts as a lone silo without enough information flowing between them.
93. Lack of co=communication
94. administration does not share
95. Some KCC employees (NOT ALL) believe that knowledge is power. They tend not to share, so are unsure about what is confidential and what can be shared.
96. Lack of communication of events so we can be of better service.
97. Lack of a monthly Calendar of Events - should be available through campus mail or preferably online.
98. lack of coordination among all areas of the college, especially between Computing Ed and Academic areas. Admissions events and information integrated with Enrollment Services dates and special events.
99. One point of contact that knows who needs to be involved in process that involve multiple departments.
What medium do you utilize most to gain Kirkwood information?

- Hallway TV Monitors 0 (0%)
- E-Tempo 186 (61%)
- Toilet Paper 7 (2%)
- Word of Mouth 37 (12%)
- Communique 2 (1%)
- Kirkwood Website 20 (7%)
- Campus Mail 30 (10%)
- Other 25 (8%)

- Mick's Memo 15 (8%)
- Hallway TV Monitors 0 (0%)
- E-Tempo 127 (65%)
- Toilet Paper 3 (2%)
- Word of Mouth 25 (13%)
- Communique 3 (2%)
- Kirkwood Website 12 (6%)
- Information Distributed Via Campus Mail 3 (2%)
- Other 8 (4%)
On a scale from 1 – 10 (1 is low and 10 is high)

How comfortable do you feel referring a person to the correct department?

- 1 6 (2%)
- 2 10 (3%)
- 3 10 (3%)
- 4 14 (5%)
- 5 24 (8%)
- 6 28 (9%)
- 7 37 (12%)
- 8 71 (23%)
- 9 66 (21%)
- 10 41 (13%)

- 1 3 (2%)
- 2 2 (1%)
- 3 6 (3%)
- 4 7 (4%)
- 5 15 (8%)
- 6 14 (7%)
- 7 31 (16%)
- 8 41 (21%)
- 9 48 (24%)
- 10 29 (15%)
On a scale from 1 – 10 (1 is low and 10 is high)

How well do you feel other areas of the college know what your department does?

- 1 21 (7%)
- 2 23 (7%)
- 3 33 (11%)
- 4 23 (7%)
- 5 55 (18%)
- 6 37 (12%)
- 7 36 (12%)
- 8 40 (13%)
- 9 27 (9%)
- 10 12 (4%)
When you need information from other areas of the college, how do you get that information?

- Phone 226 (74%)
- Email 182 (59%)
- Kirkwood Website 116 (38%)
- Word of Mouth (i.e.: co-worker, etc.) 155 (50%)
When you need information from other areas of the college, how do you get that information?

Questions are rank each category in order from 4-1 with 4 being the highest.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>17%</td>
<td>17%</td>
<td>26%</td>
<td>41%</td>
</tr>
<tr>
<td></td>
<td>32</td>
<td>32</td>
<td>49</td>
<td>78</td>
</tr>
<tr>
<td>E-mail</td>
<td>13%</td>
<td>30%</td>
<td>35%</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td>24</td>
<td>57</td>
<td>67</td>
<td>42</td>
</tr>
<tr>
<td>Kirkwood Website</td>
<td>42%</td>
<td>22%</td>
<td>21%</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>81</td>
<td>43</td>
<td>40</td>
<td>28</td>
</tr>
<tr>
<td>Word of mouth</td>
<td>28%</td>
<td>31%</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td></td>
<td>53</td>
<td>59</td>
<td>36</td>
<td>44</td>
</tr>
</tbody>
</table>
How often are you successful in getting the information for which you are looking?

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>1%-25%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>26%-50%</td>
<td>7</td>
<td>2%</td>
</tr>
<tr>
<td>51%-75%</td>
<td>50</td>
<td>16%</td>
</tr>
<tr>
<td>76%-99%</td>
<td>203</td>
<td>66%</td>
</tr>
<tr>
<td>100%</td>
<td>47</td>
<td>15%</td>
</tr>
<tr>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>1%-25%</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>26%-50%</td>
<td>9</td>
<td>5%</td>
</tr>
<tr>
<td>51%-75%</td>
<td>27</td>
<td>14%</td>
</tr>
<tr>
<td>76%-99%</td>
<td>144</td>
<td>73%</td>
</tr>
<tr>
<td>100%</td>
<td>15</td>
<td>8%</td>
</tr>
</tbody>
</table>
What would increase your success in getting the information?

- 135 Responses
- 101 Responses
20. What would increase your success in getting the information?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>It takes a while to learn information that you need. New employees are in a learning process. Everyone here is helpful.</td>
</tr>
<tr>
<td>2</td>
<td>A central location that is easy to navigate.</td>
</tr>
<tr>
<td>3</td>
<td>More training.</td>
</tr>
<tr>
<td>4</td>
<td>A quick sheet with department information and &quot;the&quot; person to call and that person's extension.</td>
</tr>
<tr>
<td>5</td>
<td>I'm still fairly new to Kirkwood so once I learn the ropes I think I'll get more successful :)</td>
</tr>
<tr>
<td>6</td>
<td>Staff directory does a good job.</td>
</tr>
<tr>
<td>7</td>
<td>A website to look up information, but since it changes so quickly and there are so many one-time questions that is difficult. That would work for general questions about each department. It is sometimes just easier to call a department telling them that is where the student needs to be transferred to. I have students tell me they have been transferred but in four times before they are connected with me. That tells me that the people taking those calls are clueless as to where to transfer them. Some type of information list either on-line or personal you could contact.</td>
</tr>
<tr>
<td>8</td>
<td>The organization of the Kirkwood website is really poor. If you don't already know the complete hierarchy of each individual department and area, you can't even get to the right page. Once you do, white pages don't have complete or up-to-date information on them. A revamped website would do wonders!</td>
</tr>
<tr>
<td>9</td>
<td>Not sure.</td>
</tr>
<tr>
<td>10</td>
<td>Better web presence.</td>
</tr>
<tr>
<td>11</td>
<td>An updated flyer of briefly describing what each department here is to offer.</td>
</tr>
<tr>
<td>12</td>
<td>Updated website information and easier browsing or navigation.</td>
</tr>
<tr>
<td>13</td>
<td>A way in which to look up a topic, say on the web, that will direct you to the right place. For example, I could type in &quot;transcript&quot; and it would tell me what area handles transcripts, or &quot;mailboxes&quot; and direct me to right place.</td>
</tr>
<tr>
<td>14</td>
<td>The humans at the other end of the computer that are not trained to &quot;think outside the box&quot; or they have not been cross-trained enough to understand all facets of the department.</td>
</tr>
<tr>
<td>15</td>
<td>Knowing what each department is for people. Knowing the correct person in the department to speak with. Being made aware of who is responsible for what and when changes have been made.</td>
</tr>
<tr>
<td>16</td>
<td>More in-depth knowledge of what department does what.</td>
</tr>
<tr>
<td>17</td>
<td>A sheet that had frequently asked questions and who those questions should be referred to. This information could be the Distance Learning Department was provided a few months ago and that was very helpful.</td>
</tr>
<tr>
<td>18</td>
<td>If more people would co-work in a timely fashion.</td>
</tr>
<tr>
<td>19</td>
<td>I am satisfied with the success I have in gaining information.</td>
</tr>
<tr>
<td>20</td>
<td>Nothing - sometimes contact people, procedures change, etc. Just have to keep up!</td>
</tr>
<tr>
<td>21</td>
<td>Better communication from departments on main campus.</td>
</tr>
<tr>
<td>22</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>A sheet that had frequently asked questions and who those questions should be referred to. This information could be the Distance Learning Department was provided a few months ago and that was very helpful.</td>
</tr>
<tr>
<td>24</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Knowing who to call.</td>
</tr>
<tr>
<td>26</td>
<td>Weekly updates by department coordinators, unless nothing has changed.</td>
</tr>
<tr>
<td>27</td>
<td>No idea.</td>
</tr>
<tr>
<td>28</td>
<td>Availability of our support staff or those who have been around and know what is out there.</td>
</tr>
<tr>
<td>29</td>
<td>I have only had difficult a couple of times in the evening, so maybe the web isn't accurate and comprehensive.</td>
</tr>
<tr>
<td>30</td>
<td>I feel that I get information just fine.</td>
</tr>
<tr>
<td>31</td>
<td>Timely minutes from groups who meet. Regular updates of &quot;what we are thinking about&quot; or &quot;issues we are investigating.&quot; Also an atmosphere that automatically thinks about how to include people in brainstorming ideas and implementing change, rather than not appearing to ask &quot;What is the minimum number of people who need to know or need to be included in this conversation.&quot;</td>
</tr>
</tbody>
</table>

better organized was site
Consistent labels of departmen(s); some orientation each year to changes and who's who.
More timely updates of scheduling information regarding programs such as CNA, Truck Driving and Computer Fundamentals on the website.
A booklet with a short bio on what each department does
Make human being infallible
Not being a team of us as quickly if I reach the wrong area.
Person has to answer question and no one else in the office leaves the answer, perhaps other help could refer callers to someone else.
MORE PEOPLE ANSWERING THEIR PHONES OR RETURNING CALLS OR E-MAILS
More time to read what's out there or send to me, etc.
quick response to directed email
some centralized directory of information, people - who works where, gradinoty of events
Knowing what everyone does on campus - I am lucky that I have questions in my department that has been here for over 25 years.
Usually if I can not find what I am looking for, I can depend on me for the information. What happens if she is no longer employed at Kittredge? I also find that people do not understand what to do as a decision and thus do not send appropriate referrals or forget about the department all together.
Talking with someone who has been here a long time
If letters to students were correct I could read them and understand what a student needs to do without calling a department through a written student contact.
I guess I'm not afraid to call people, so I don't see it as a problem.
More timely announcements More involvement in decisions that get made about the events
A lot depends on what the caller is asking for - do they give me the correct information.
Brown bag lunches for anyone interested - similar to the monthly lunches.
Perhaps, more detailed information on the Web that tells who to contact in a Dept. for information about services.
less e-mail, more personal communication
A directory listing the person-in-charge and responsibilities for each department/division
More experience on my part
follow-through
Departments need to be more responsive to requests, internal or external
Having a central information specialist who fields questions.
Lidly or information. Kittredge does not do a good job of communicating relevant information. For example, most of the announcements and construction made over the past 5 years have been associated with lori or no staff input. When I believe I am too bad, at information/independent input can many times uncover subtle problems. I do not believe the lack of communication is malicious. I believe many people believe what they know, or what they do, may not be relevant to the ICC community as a whole. I or one would have chosen in with regard to the location of the Rec Center and the bookstore. The Rec Center is to be used, hopefully, a lot., the bookstore, more infrequently. It would seem their building should have been swapped, particularly given the location of our outdoor track and the racquetball courts. That is only an example, but there are others too.
I generally only call with computer questions. An information booklet to writing session about the computer system, e-mail, and web-based course instruction would have been helpful.
better organization of the website
Better access is adjunct & part time employees.
Having a list of contacts from each department to contact, staff will answer the phone.
Knowing better what each department does and the contact person in that department.
More time
I work at the Iowa City Learning Center with high school without completion students, many of whom are adults, I would like the name of the person at the Cider Rappel campus to be a contact when I have questions from students who plan to attend Kittredge as me.
They can't talk to counselors at the IC campus, however, some of the programs they choose are only offered in CR.
If campus staff actually responded in email. They really need to think of a request as being so designed as if a person stepped in their office or department, with a VIP up them, how would they respond to the request? About 25% of the staff, don't seem to take requests seriously.
Keyword searching of the Kittredge web pages that worked.
Having more information available on the website for each department.
Keeping the web pages updated. I also believe that when things happen everyone should be told the facts through Adcom. E-tempore other than have commons to.
A department and its staff should be housed in the same building, e.g. industrial tech. and its staff should be in James Hall should be a model to top off. Easier to locate. Easy to find dance and theater staff and classrooms.
I feel very comfortable with the way I receive the information in the college
Good description of what the department does in their web site.

A small preamble that I could keep at my desk that would give a brief synopsis of the different workings of major departments.

More detailed directory (hard copy). Even the website lacks information about who teaches what, what department does security come under, etc.

Increased knowledge of sources of information that contain or have relevant information.

Make the information available to everyone who wants it. Remember, access happens when people control access to information.

More and up-to-date knowledge of all departments and their functions.

Consistent policies. Less busy colleagues.

Everyone is very helpful once they know what you really need and if you can give them some time to research that.

More information about what I am asking to start with—i've never been helped with the info I gave them. I just sometimes have not had good info to start with.

Knowing where to look.

Well-informed information person staffing phones until midnight every day.

Have staff realize it's very important to work with & help internal and external college customers.

E-tempo.

Technology could have databases with info.

Knowing where changes in department personnel occur.

More information on departments in the kirkwood phone guide.

A handbook with specific responsibilities of the college which handle certain responsibilities.

Knowing who to go to.

A very clear, department by department, "tree" or flow chart, showing hierarchies and briefly explaining each person's job. Their photograph should be included as well. This can be in print or web form, but it needs to exist. Faces recognition in such a problem on this campus, especially as we continue to grow and add faculty and staff.

I don't know.

Knowing who to look for what I need.

Up to date information on the web. Staff and organization is constantly changing so I know this is hard to keep up with. Also a one stop location for all upcoming events, thank you, etc. Now I have several places that I look to get this information.

Fewer euphemistic dept names and more accurate description dept names.

A general reference work for all employees.

Nothing I can think of.

Better telephone operators at 3986411.

Quicker responses.

Departments and offices on campus seem to keep changing their name and I don't know the name of many individuals, all of which makes it very hard to find anything other than KCC phone book or KCC website.

Less SPAM. Less non essential information in e-mail. The Communique should be for "need to know" information. Reserve e-mail for "need to know". Time is precious.

A plan for communication that everyone understands - then it is my responsibility to make sure I do what is necessary and expected to be kept in the chain of info.

Call me or send me the e-tempo.

The Kiosk—of which website is very hard to navigate. I have been given many Kirkwood webpages to access & can only get there by typing in the address. I forget it & want to go to the page from the homepage, it is almost impossible to find (in instructor software, development—especially the avoiding linking from one page to another). Perhaps the developers think it is common sense, but usability testing (by those who will be using it) have no prior knowledge of where info is.)

Sometimes when you need information, you receive a voice message instead of a live response answering the phone.

Continued up-to-date information about current events or changes within Kirkwood.

One contact person in each area to lead me in the correct direction.

Website could be easier to use to access info about other departments, search function doesn't usually give what I am looking for.

People responding in a timely manner.

A smaller school.

A Kirkwood resource person or knowledge that web information is up to date.

I don't know.

Sometimes the person is not experienced at giving the information and it is evident, it also depends on what I am looking for.

Indicate in the department what they do and the person responsible for that department. Some of the names for Depart- ments do not define their purpose. For example, "Student Development" does not tell a "customer" that they have counseling and job placement available in that department.

Don't really know. So much doesn't apply to me.

time - I just takes time to get to know an institution this big.

115 Knowing you and being updated about other dept.

116 Website that lists people and phone numbers with responsibilities so that I know who to contact.

117 updated website

118 A person to ask that can direct me. Once I read about a program in e Tempo. When I wanted to access it later, I wouldn’t find

119 someone that knew I contacted several depts to find it.

120 People need to respond to email and voice mail. It would be helpful if dept heads asked for input. Also, dept heads should be

121 better at getting information to the staff.

122 More awareness by departments and willingness to help rather than just say call someone else.

123 Having something available online and say to me on a regular basis. I don’t know what the Tempo H. here never received that I

124 can recall the 8 years of teaching.

125 Perhaps e-mail to home computers as well.

126 More people knowing the answer to my questions...

127 becoming more familiar with the Kirkwood website. Allowing for more responses from the Search option from the Kirkwood

128 homepage.

129 nothing, the folks in the business office are awesome.

130 Hard copy on particular important issues.

131 better web design & search options, clearer directory, better department names (I don’t always know what each department

132 involves, e.g. the frequent confusion between Learning Services and Learning Initiatives)

133 An Adjunct Faculty list would help and updated phone directories. A new one has been issued, but the IC Test Center and

134 Adjunct Faculty rooms have not received the new edition.

135 list of phone numbers for various services (counseling, learning services, etc.)

136 Not sure

137 New web site and someone responsible getting the info to right person.

138 Not certain

139 I’m not sure

140 there are a lot of new employees - so a lot is learning about your own department

141 No suggestions.

Copyright ©1998-2006 MarketTools, Inc. All Rights Reserved. No portion of this site may be copied without the express written consent of MarketTools, Inc. Trademark Notice

Survey Results (Included Responses)

KQIP Communications Team Survey

Questions that received written responses are displayed by individual query. The "Report Overview" button or "Back" button will return you to your survey results.

Each individual respondent is referenced under the # column.

<table>
<thead>
<tr>
<th>#</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.</td>
<td>What would increase your success in getting the information?</td>
</tr>
<tr>
<td>7</td>
<td>a better website with an effective search engine. A better understanding of what each area of the college does. More opportunities to network with individuals in other areas of the college. The same people are chosen over and over again to participate in committees, events, etc.</td>
</tr>
<tr>
<td>2</td>
<td>Maybe sometimes send out an e-mail of &quot;frequently asked questions.&quot;</td>
</tr>
<tr>
<td>3</td>
<td>There is just too much information on the web site that it is difficult to figure out where it all is. The search feature is not always helpful.</td>
</tr>
<tr>
<td>4</td>
<td>I'm always successful in sifting through information because I have to be. The key is having worked in upper departments, knowing who to ask, and determination.</td>
</tr>
<tr>
<td>5</td>
<td>More hours after your first year of hire?</td>
</tr>
<tr>
<td>6</td>
<td>Improved directory of staff and services</td>
</tr>
<tr>
<td>7</td>
<td>nothing</td>
</tr>
<tr>
<td>8</td>
<td>A keyword-based website with a &quot;Search&quot; box that works. Also an online college directory that is continually updated, rather than the print copy that's instantly outdated.</td>
</tr>
<tr>
<td>9</td>
<td>Key people in areas like enrollment services, admissions, financial aid need to be cross-trained to respond to general questions.</td>
</tr>
<tr>
<td>10</td>
<td>Not sure</td>
</tr>
<tr>
<td>11</td>
<td>Having more regular contact with key administrators who make themselves continually visible and accessible to hearing employee concerns.</td>
</tr>
<tr>
<td>12</td>
<td>I can think of no enhancements to suggest.</td>
</tr>
<tr>
<td>13</td>
<td>Real time on-line calendar via the web site.</td>
</tr>
<tr>
<td>14</td>
<td>not</td>
</tr>
<tr>
<td>15</td>
<td>Departments updating their web information more than once every year or two.</td>
</tr>
<tr>
<td>16</td>
<td>Knowing exactly who to talk to and then being there.</td>
</tr>
<tr>
<td>17</td>
<td>Call our office for assistance.</td>
</tr>
<tr>
<td>18</td>
<td>Other departments are too segmented or homogenous...they don't make an effort to fit into (the large system) but frustratingly any of us would seek information that may be just a bit off of their range of expertise. They appear in the linear global.</td>
</tr>
<tr>
<td>19</td>
<td>More email with new-type happening or changes to things already happening.</td>
</tr>
<tr>
<td>20</td>
<td>a better organized Web site</td>
</tr>
<tr>
<td>21</td>
<td>Better layout/searching of the KQIC website.</td>
</tr>
<tr>
<td>22</td>
<td>Updated department web sites</td>
</tr>
<tr>
<td>23</td>
<td>Having a central place to call to obtain the information.</td>
</tr>
<tr>
<td>24</td>
<td>Not precisely. Maybe a little localized that talks about each department and what they do. Not of like the phone book but with more information.</td>
</tr>
<tr>
<td>25</td>
<td>Employees who have been here for awhile have a great working knowledge of the school.</td>
</tr>
<tr>
<td>26</td>
<td>Better response times when leaving phone messages.</td>
</tr>
<tr>
<td>27</td>
<td>Monthly newsletter</td>
</tr>
<tr>
<td>28</td>
<td>More comprehensive index on web site</td>
</tr>
<tr>
<td>29</td>
<td>Pictures of staff and faculty from each department.</td>
</tr>
<tr>
<td>30</td>
<td>n/a</td>
</tr>
<tr>
<td>31</td>
<td>Not sure.</td>
</tr>
<tr>
<td>32</td>
<td>?</td>
</tr>
</tbody>
</table>

Timely responses. I have great success usually!

FYI - something may be wrong with our survey. When there is a list, you cannot give the same ranking to multiple questions. So where do you get info - you don't give a 4 or more than 1 entry

persistent

Maybe an automated dialer or IVR system where information can be obtained easily

More Kinshood news is print - on a weekly basis, and a description (on the website) of what kind of questions are handled by which department. Actively. If there were a "where-to-I go for,..." page on the site, that would be great.

Then are accidents when the person who I need to talk to is gone, or not at their work phone. The phone log process begins.

Have the employees know what we do in every dept.

Knowing who to contact

Many times it's because people are so busy they cannot get back to me in a timely manner. It is not necessarily that they don't want to help. We also have a great deal of part-time staff that do not always have the information they need, because of time constraints of training.

people knowing what happens in their own dept.

More time to pursue the info gathering.

Having others know more about each other!

A better website. Required faculty pages.

If some of the info would remain unpressed, not be so specific as to who can handle information

More determination on my part. Can't take "I don't know" for an answer.

Website improvement

Reorganizing the website - which is already in progress.

Names and/or phone numbers are hard to locate because Department and Office names are difficult to remember and they change often.

Perhaps a quick reference sheet

A really quantified website would definitely help.

website Information better organized to meet needs of faculty, rather than the general population - like a specific interest.

user friendly website

Making sure to talk with appropriate personnel in department.

Maybe easier navigation on the website so I can access more information there.

Sometimes the person I need to talk to is so busy that it takes a day for them to respond to my question. Maybe if there were an e-mail "back-up" people finding questions for those who are in high demand.

If I were easier to find small addresses, I would probably start with that, but if you don't know the correct person's name, you have to ask or call the dept. Must be right. Fortunately, Kinshood people are very helpful, and the office staff is very helpful, so I generally find what I need.

Not applicable.

Not having any employees who answer a phone be friendly and willing to try help the caller find the right department.

update the web site

An updated staff directory. Didn't receive one this year.

More effective search tool on the Kinshood web site.

Don't know

Being aware of what's happening in other areas of the college.

Simpler, more "common sense" language & less computerese at the website.

Electronic signage. Mention/links posted in regular locations, including links on site and a kiosk type program that we could put up at our office PCs.

an alphabetical directory of areas connected with who can help, and just staff names

Generally, faculty/staff respond well to info requests. Rarely come up with a question and can't find anyone who knows where the info is. Could there be a "last resort" person to whom questions could be directed who would find out who has the info?

from where it came from I would feel better if I knew where it came from.

I usually end up getting the information but numerous times have to go through several people. Think this could be streamlined.

knowing where to get figure 2 example: payroll deduction form goes to what office???

nothing

figuring out who to get in contact with

Length of time at Kinshood.

I don't know. It's difficult to retain the knowledge needed about the college just because of it's size. In addition, not everyone can get away during the week/day to attend lunch & lunch sessions (especially those of us who get on-campus). Maybe a staff development day is needed just for employees to obtain information about various areas if the college. Info information sessions

could be developed for each area of the college—employees could pick and choose which sessions to attend depending on what information they are seeking from various areas of the college. I think a monthly or bi-monthly from each department on campus (off-campus as well) could serve everyone well in terms of staying current on what is happening in each area of the college.

Annual KCC phone directory and lesser dept. name changes with titles that are hard for even KCC employees to know what they are. Plus the college needs to make sure every employee understands how important service is to our internal and external customers.

my level of persistence

Staff and faculty being more familiar with the college.

NA

Again not telling people things because of not understanding how something would be useful is a big problem. For example, I was helping a student with a College 101 question about where you could cash a check on campus. It took me 4 phone calls to find out there wasn’t a place and that was only because you can’t place! I told everyone else I asked (though might sound they don’t do it, nobody could even say no they don’t have anywhere on campus for sure). They don’t because they assume people will use the ATM instead. It seems like a lot of departments start and stop doing things without really spread the word with all the people who might be asked about it.

Nothing

More time.

Department/people to answer whose more & use voice mail instead. It’s hard to help a student who you need to talk to someone in a department, and all you left is voice mail (especially when it happens with several it within the department).

Some sort of formal training would be helpful for new employees.

Not sure. Some issue that don’t have clear connections to who is in charge of it.

It would be nice if there was something in writing for what department does what

More mini surveys

overall Friendliness

A website that’s easier to navigate.

having it in a central location on the website.

A search by subject option on your website.

more knowledge about the different departments and what they do. Central location for that information—upgrade the website?

internal website? Have been an integral one for 5.5 years and still don’t know much about the various departments. Maybe increases the training as a new employee to incorporate this more (now there is the manual program but was not there when I started). Maybe refreshers or fact sheets for each department so can have most useful information and know where to look. Maybe make the phone directory to have a ‘local area’ for each area/department.

a more detailed staff directory, sometimes I can’t find a department in the directory, for example culinary arts???

There are so many changes it is hard to keep up

better training of persons answering the phone in each dept.

Better sharing within departments and between departments. Too many time, it is assumed processes, letters, events, etc. only if/for a small group. These really are Kirkwood happening and we all need to be informed.

More communication between main campus departments and their department colleagues in Iowa City

1) keep the phone directory and updated files up to date 2) add pictures for all faculty and staff and administration so that we can recognize someone from a distance 3) everyone raw people, even if we do not know the correct name.

Having everyone work as a team. It’s harder now more than ever, people tend to say ‘that’s not my job, I don’t know anything about it’ if they would just take a minute and think about what they being asked they could probably help.

A community college has a diverse mission, and many functions besides teaching. I think it is challenging for people employee in various capacities within the college to always know and understand what other divisions do. Opportunities such as the lunches with Misty and various tours where various staff and faculty share what they do provide opportunities to learn more about the college. Board meetings are a good place to hear what is going on, but not many people attend Board meetings without being on the agenda. Perhaps provide incentive Board meetings to have exclusive meetings for administrators, and an employee of the public nature of the college and if the Board agenda posted in E-times would encourage attendance.
What meeting minutes do you read?

- My department 223 (73%)
- Other department(s) 74 (24%)
- Board meetings 125 (41%)
- Other 100 (33%)

- Data NA
- Question was not asked on follow-up survey
To what meeting minutes would you like to have access?

- My department 141 (60%)
- Other department(s)  96 (41%)
- Board meetings  145 (62%)
- Other 56 (24%)

- Data NA
- Question was not asked on follow-up survey
How often do you access the Kirkwood website for information?

- Never 10 (3%)
- Once per day 72 (23%)
- Several times per week 80 (26%)
- Once per week 51 (17%)
- 2-3 times per month 55 (18%)
- Less than once per month 39 (13%)

- Data NA
- Question was not asked on follow-up survey
What information do you look for on the Kirkwood website?

- Calendar of events 139 (45%)
- Phone numbers 132 (43%)
- Program information 158 (51%)
- Home page articles 68 (22%)
- Human Resources 230 (75%)
- Other 65 (21%)
- Data NA
- Question was not asked on follow-up survey
Do you feel it is easy to navigate the Kirkwood website?

- Yes 197 (64%)
- No 110 (36%)
- Data NA
- Question was not asked on follow-up survey
Do you have one suggestion that you feel would improve internal communication at Kirkwood?

- 156 Responses
- 95 Responses
Do you have one suggestion that you feel would improve internal communication at Kentwood? (please 27 explain)

1. No. It is good now.
2. Update or change the website.
3. The "Communications" council should operate in the manner it was designed to operate in. And the discussions from those meetings should be readily available to all.
4. Look at sites that are easy to navigate as determined by people "in-the-know".
5. Don’t keep so much a secret!
6. To include the Financial Department once a month either in the Tempo or ETempo explaining what that department does and staff included in that department.
7. Adding an "Ask Tammy" feature to the website for faculty/Staff/Administration to use when we don’t know for sure who to contact.
8. In College it would be very helpful to know when certain reports are unavailable.
9. The College has gotten really big. We need to turn into various locations to feel information. That is where a good website would help out.
10. Being new, the monitoring assets have helped but what happens after that? Department feedback on the Tempo or website would be nice. There aren’t many assets to get to know colleagues in different areas. I volunteer as often as possible to help with events and that has aided in acquainting myself but normally there is more.
11. Keep up the information flow. Don’t rely on information. The college is becoming more high-tech and that reduces information flow.
12. The need to know attitudes either clarity and problem solving and lower morale and ownership.
13. We don’t have dept. reps so that might help.
15. A central place where I could choose which areas or departments I would like to receive updates from.
16. Better website informati
17. not at this time
18. Regular meetings between our department (KTOs) and the departments that have contact with business and industry. There have been instances where another department is working with the same company as a similar project. It might save our department money and time. It would save the programming time and too.
19. not sure
20. I have many suggestions... If Enrollment Services, Human Resources, and the KCC will remind the KCC would just ask a few leading questions each month. For instance, do you have a job? Is there a job? If yes, where is the job? Would you be interested in that position? If yes, where is the job? would you be interested in that position? Also, if someone on campus would make a call to me department where they think a student should be referred to instead of sending the student off to that department, without knowing if this is the correct department or not, would be extremely helpful.
21. ETempos is good. Kentwood could just be more selective on what goes in this. It would be nice if an department to be able to put out communications ourselves, without having to use e-Tempos. Too many people say they don’t need it.
22. Perhaps list some synonyms or use a few more words when assigning categories, location, etc.
23. Be sure to announce any changes that have been made.
24. Make sure all adjuncts know that they can access information, too.
25. I am satisfied with the KCC communication network.
26. If suggestions and comments for this webpage were done in a timely manner, it would be helpful to staff and students. (Ex. terms used on the webpage, PIR, etc.)
27. I think that each department should post a weekly update within Tempo or a blog
28. Post all minutes on website with button on homepage.

easier website to navigate pretend

E-mail system is already in place, we may as well use it. We need to get RID of the JUNK mail and have e-mail pertinent to your job!

none

Determining the Kirkwood website for top ten searches (like MSN or google)

Regular department meetings might help us.

Improve the website. The format is not coherent. Some pages are updated some are not. Some dept. have nothing.

Leaves from the president and off of instruction regarding changes that will be coming among would be very beneficial. In other words, I would like to receive news updates from these brainstorming relating to the university’s initiatives and any changes in curriculum that are being anticipated. Rather this way through campus.

I would rather have too much information, than be surprised by something new was coming or implemented that I was unaware of. I think now that the College has done and is doing by way of communications is great. If I have to go somewhere (web), I am less likely to make time for that if it comes directly into my email.

make decision making visible to all

Never assume that someone hasn’t need to know something. Try to think of all the possible people who will need to know, and how well will affect them. I don’t think people think communication trains through enough.

Perhaps a link from the homepage to a Tempo website with different categories with a daily reminder to check it.

none

A recently hot link on the website home page, featuring a different department to highlight each month (including non-instructional departments).

NOT AT THE MOMENT

Separate “nice to know” from the “need to know” info—both are important, but with limited time, it would be easy to access what you need to know.

The staff directory could be changed to be more user friendly.

Perhaps standard format for the Tempo, e.g. Sports, Calendar of Events, Human Interest including those “hot” etc., more everything in the same order on each e-Tempo. Include links to meeting minutes. For example, for the notice of the monthly Board meeting, include a link to the previous minutes.

It would be nice to get an off-campus edition of the E-Tempo. I would rather not read about all of the opportunities I missed because I’m not on the main campus.

Helpful communication from Health Science department from people answering the phone. Dependence on the person that answers on any given day critical of information given.

A centralized spot on the web for calendars, minutes, people’s names and where they work.

The many communications for new employees is a nice way to learn what other departments do at Kirkwood. It would be nice to develop something similar to those of us that have been at Kirkwood for longer than a year. As Kirkwood grows, so does the variety, of divisions and staff members. I think we should think about it in terms of realizing its true importance of what Kirkwood does on a day to day basis in a more substantive. How can we provide the utmost customer service when we don’t know what the person next door does in that Kirkwood position?

A mosaic of copies of information like “at the good old days”

Create an atmosphere where telling the truth is not a crime. We should be able to take a good hard look at what we do and use constructive criticism to improve.

Have more info circulate freely. Knowledge does not give you the individual the power, the college would benefit if knowledge was shared more timely.

I think staff need left out of the “top” ten times. When some offices are required to remain open during major events, they often times do not have access to information presented.

Lessen the number of E-Tempos so that more people don’t just click their deletion button and they actually read them. -more pertinent information emailed.

The E-Tempo is not an excellent source of important information, but it arrives so often, and is so filled with things I care nothing about, that it is tempting simply to scan it or simply to delete it without reading it at all. Reduce E-Tempos to only once per day, and not subject to B.U. Honestly, I just don’t have time for it, and the stuff puts me at risk of overlooking the stuff that really is important.

College interest for job critical information. E-Tempo could be for non-critical info. As it is now, one doesn’t know if the E-Tempo is critical or not. Zoomerang was used for the survey. The Kirkwood Website Manager will offer the same capabilities for free with a simpler vps link (address).

The web pages need to be updated quickly. A date should show when the web page was updated. Yesterday I looked for an employee phone number and job site. I found nothing about the employees.

More communication in both directions. Evaluations of administrator by all members of the institution

no

Close up names of Dean’s for example: Student Development vs. Student Life. Test Center Vs. Tutor Desk—Alternate testing, there are several that are somewhat similar and confusing to some.

The website is dumbfed from the perspective of someone knowing Kirkwood. It looks as if it should be rewritten from the perspective that the person creating the site knows nothing.

less corumul- and impersonal communication.

Establish a system where people can select the type of information they want to receive

63 Create a directory listing all personnel and assign responsibility for each department/ division.

64 More opportunity to meet with other staff on campus - many are so isolated due to workload.

65 Having an easy link from the main menu page of Kinwood to the academic calendars, especially a semester ahead for planning purposes.

66 Keeping contact with what each department does. Sometimes there are changes that do not get communicated.

67 Getting all departments to provide us all customers to each other and should respond to the email as an outside customer, not sure how to do this. Also, when information is out on the web, it is reading minutes, calendar events, KOG updates. DataTel update, make people write that it's there and where it's on the web. More than one message would be good.

68 People should have some kind of information sheet that tells them who to send queries to who request specific information - and it should be updated frequently to make it accurate.

69 Remove out information from the website. Make sure links are updated.

70 Administration, high ranking faculty and staff, need to be conscious of their responsibility to make their efforts and decisions as visible as possible. The need for mass means thought processes be broadcast over all creation, or that the decision made is valid. I believe that if the only minutes are made public, then everyone will be accepted at constructive comments that can be received... and also shows the atmosphere it a nice place. (blind you, the atmosphere in this regard, is not good... but also shows significant improvement.)

71 There are two "bar" areas to access into which is confusing, and starting with the "new" loan and the other starting with the "Academic" loan. The Kinwood townsia Web page has a very different look and feel from the main website which is confusing and disorienting. It should be more unified with the main website.

72 I would prefer getting FELMST attempts possibly later than隶属于.

73 Have some communication. Administration makes decisions without knowing the complete story.

74 More electronic forms and do away with paper as much as possible.

75 Put all campus-wide information into a single e-Tempo message that is sent out, at most, weekly. No updates or additions! Too many messages makes me not want to read any of them.

76 Personal accountability

77 Reduce the amount of garbage sent out and provide solid information 1 time per day.

78 The website is annoying. The crawling picture at the top makes me dizzy. Those boxes white and pop up too fast and stay too long before they disappear. I avoid the website.

79 Have the website list all the individual programs available for enrollment by name. For instance, if I'm helping a student find info on Culinary Arts, I have to know that it is part of the Business and Information TechCommunity Dept. I haven't found a way to find it listed as Culinary Arts.

80 Reading the bar on email etiquette, for example, at least noting by reply an email was received and that you are working on the request, at least including a comment like - "hey you need" when writing back a request.

81 Employer staff to take responsibility to seek out info.

82 Folks need to be part of the "how" effort and be aware of those issues critical to their department. Being informed allows us to present a positive image, instead of spending too much effort and to look for situations and provide accurate, timely information.

83 think the e-Tempo is good, but it would be helpful to put on departments that have a certain tempo as well. Since this effort could make everyone aware of changes gender and then going for word of mouth or reserves that not everyone realizes. For instance Business Services could have their own and let us know any updates they may have.

84 A Morning Bulletin.

85 Use E-Tempo to communicate information that is important and concisely conveyed.

86 The "Need to know" mentality needs to be abolished.

87 We would like to get E-Tempo more regularly. Maybe code them or have morning e-tempus be listed with business stuff and even morning e-tempus be more pushy Info.

88 I have no suggestions for improving internal communication at Kinwood. Kinwood sends out bulletin to communicate with their students, staff and faculty.

89 I would appreciate us all being easier to navigate. You cannot delete email from these, so when you come back to work you have to go through average.

90 Place a priority on communication in our department.

91 Nut at this one.

92 Impaired on Administrative personal that when important information is announced, they need to get that information is the pushyInfo that work for them.

93 At the tutor desk, we have to communicate with many of the adjacent instructors, yet many of them do not have a list email or phone number. Having that info would certainly make my job easier.

94 Chair of community communication policies and backup for when key people are on vacation.

95 Top down information. Kinwood leaders need to do a better job of communicating the state of the college, departmental objectives, etc. Also, need less word of mouth communication.

96 Get all players involved in the decision making pushers from the beginning.

97 We all need to know the college news. We are like the surrounding universe and we need to look ahead with what's happening or going to be happening.

98 We have good communication in our area.

http://www.zoomerang.com/...
Overall, I am pretty impressed with the external orientation. It's up to the individual to use the information that is already given to them.

101 Avoid policies, less rapid changes, less very colleagues.

102 's the Communications Committee and give it some shout. 2) Update-up program websites to look and function professionally with link from better. Provide a very detailed Google-type internal search engine on the KXweb website, with access to relevant materials.

103 No.

104 Let all faculty and staff phone numbers graphically by department in addition to offering alpha lookup.

105 One e-tempo per day with all of the subjects listed at the top of the list with the most important items like sports and bake sales at the bottom of the list.

106 Some department names/sites of KIC are not very descriptive to employees and especially visitors. Keeping asking staff for suggestions on how to improve KIC.

107 Include important information necessary to the, staff, etc. in the E-tempo.

108 From my standpoint it's just fine. Keep up the good work.

109 I will sort out the general information about sports teams/personal than work from the e-tempo. If busy staff are to take time to sort this out, the information is going to be outdated to essential information. Perhaps there could be other e-mails sent out on different themes: sports, upcoming campus events, cond/health issues, etc.

110 Provides prompt, honest information that affects all areas of the Campus.

111 The E-mail system should have a link that allows you to reply to senders' E-mail address to the copy/initial phone book without typing it in. 's database errors.

112 A photo job description of each member of each department (in flow chart/flow format), either in print or web form. I simply do not know what lists are shared in other departments. For example, I do not know why it still in enrollment services, even though it work is seen as a staff member's task. I may be able to see phone number, call by first name, and get the job done.

113 President and VP instruction could report on their thoughts and plans once a week.

114 Once a place to do what you need to do. For example, when I moved I had to change my address at least three times. One place would save time and effort.

115 Some minutes to Human Resource Standing Committee meetings web-wide. There is a link to all the campuses but current minutes are not posted. Always be nice for a folder or something to call me when new minutes are issued. Otherwise you have to look through all the committee links just to see if there is something new.

116 Most employees are able to get the e-tempo as a means of personal communication. There seems to be too many differences between full-time and part-time employees in policies and procedures that just keeping information obtainable and accessible for all KXweb employees would be beneficial.

117 Notice.

118 better access than Google.

119 Also, need a real friendly.

120 's that first what time is going on even if it is still the works and is going to happen but just hasn't yet. It is very frustrating especially for departments that are affected by everything (example: IT) to hear about changes at the last minute.

121 Sometimes people KIC websites. Here is a very brief summary of function of some of the staff offices and duties, sort of a who to call for what directory for faculty.

122 Focus on the "essential" of the "non-essential" in a tremendous time waster. Develop a site or medium for "how to know"; for example, finance communication. We should be able to choose to go there or not.

123 Here a process that everyone understands.

124 When there is a cancellation of meetings make sure other parties know of it as soon as possible proper parties.

125 See how your computer, e-tempo the far up on your screen.

126 Useful information about what each department does, avoiding customer service.

127 typo is a way to sort out some of the e-mail amounts of information so that you receive more useful applications to you and less of what applies to others.

128 he becomes on different departments and program on a regular basis.

129 I feel it is difficult to find some items on the web.

130 Improve the pull down menu on the home page... they sometimes overlap each other in an odd way.

131 Seat for every survey or communications resource person to connect people to information when needed (ie does a great job of connecting the dots)

132 A manual for new employees with general information about the department and what they do and at least an extension to call to ask questions or rate referrals.

133 Not much.

134 Department meetings for staff. Not all Department have the time, thus many need to make time to touch base.

135 GET RID OF THAT DAMN MOVING PICTURE AT THE TOP of the web!!!!!!! It is distracting and annoying. No one here likes it. To be included on changes and updates on policy change issues, personnel changes and hours.

136 Two suggestions. Web/Office should be listed under Distance Learning (instead of Recruit Sites). If a prospective student is interested in a program you have to contact the advisor, they could likely access the Faculty/Staff section. From that point, it is possible that they don't know the person's name or the department--only the major. A new search (before needs to be added.

136 Job shadow with other departments
137 Give me a place to send questions for which I can’t find an answer. They can be routed to whomever can answer. Follow up to ensure the answer was provided. The IT briefcase does this very well.
138 Decrease reliance upon mass-unsolicited emails to get out useful information.
139 No
140 When filling out a work request, make it simple and easy to do.
141 Make sure there is a way to keep off-campus faculty in the loop to feel connected, such as an e-mail newsletter, discussion group, etc.
142 “Blue Light” makeup, needs immediate attention
143 Enthusiastic communications person in each dept.
144 Off departmental decisions need to be better communicated to IC faculty. Often we’re not consulted on things like text-book changes or course changes. Sometimes we’re not even told directly about them until after they are implemented... then we’re expected to just follow along.
145 Overall communications are good. Time is a problem but I get a fair amount of information. The information I don’t get is because I Don’t take the time, not because it isn’t available somewhere.
146 Several adjuncts do not have e-mail, even though it is available to them. They need access to the information that was available by word of mouth in the past. That defeats a problem but not a solution, sorry.
147 Having managers who feel it is important to communicate.
148 Fewer E-Tempus. Or at least, more relevant items in E-Tempus. Our faculty members are annoyed by all the e-Tempus that they sometimes don’t read our e-mails, which usually have important information or questions.
149 Mark the sites well
150 A once per semester meeting with our department’s full-time faculty member(s) would help.
151 Dept. heads could provide informative updates from their departments using a blog.
152 The social feature.
153 Head of the departments share with their area in what is going on across the campus.
154 Signage for events so that people are not driving around campus looking for an event because they don’t know what building it is held in because the building was not publicized and/or there is no sign to direct them. Every night that are posted must be large enough to read from a distance (many are too small to see while driving).
155 Just don’t forget the adjuncts and those of us who work from home.
156 none

Copyright ©1999-2006 MarketTools, Inc. All Rights Reserved.
No portion of this site may be copied without the express written consent of MarketTools, Inc. Trademark Notice

Survey Results (Included Responses)

The following responses were submitted for the KQIP Communications Team Survey.

Each individual respondent is referenced under the # column.

Do you have one suggestion that you feel would improve internal communication at Kirkwood? (please write)

# Response
1. I really enjoy Kirk's memos, it is nice to hear from the top. I would like to see more memos as one aspect of the college could be featured in E-Tempo or on the front page of the website or weekly blyeets so that we can hear as we go along. It could be done with the photo of the person that is in charge of this aspect of the college, it would be nice to have a photo to refer to when you hear someone's name in an email.
2. Considering the size of the campus and out lying sites, communication is pretty good.
3. I feel E-Tempo is VERRY informative. The problem is that some people don't read it and then complain they never knew about something. Unfortunately, we cannot force people to read what's in front of them.
4. People need to raise a little more that they do give out the correct information.
5. Improved directory of staff and services.
7. Improve the Kirkwood campus maps and put them on the website. In addition to the maps of the entire campus, have maps of where it is in each building.
8. More frequent roundtable discussions between Kirkwood administrators and employees.
9. Focus on service to students, faculty and staff.
10. N/A
11. I believe the color coding would work great.
12. Yes something like the mentor lunch and a+ with programs... but with people swapping places for a couple of hours.
13. Not everyone is on campus and knows the changes that take place, more updates on even the most basic changes is good.
14. The Communications Council should be an open forum where faculty and staff can bring up any issue without administration vetoing agenda items. Time is worth Communications Council meeting should be allowed for spontaneous questions from staff and faculty. Other items requiring research or input from administrators that usually do not attend the meeting could be put on agenda. Having both spontaneous questions and agenda items are important. The purpose of the Communications Council is to coordinate the old "news and control" meetings which seemed to avoid grievances, to allow employees input to administration decisions, and to bring the Kirkwood commonwealth as it is a positive manner.
15. A letter from VFC every month to new people and different policies. (Option)
16. Again sort of cheat sheet I can refer to
17. N/A
18. I believe the color coding would work great.
19. Yes something like the mentor lunch and a+ with programs... but with people swapping places for a couple of hours.
20. Not everyone is on campus and knows the changes that take place, more updates on even the most basic changes is good.
21. The Communications Council should be an open forum where faculty and staff can bring up any issue without administration vetoing agenda items. Time is worth Communications Council meeting should be allowed for spontaneous questions from staff and faculty. Other items requiring research or input from administrators that usually do not attend the meeting could be put on agenda. Having both spontaneous questions and agenda items are important. The purpose of the Communications Council is to coordinate the old "news and control" meetings which seemed to avoid grievances, to allow employees input to administration decisions, and to bring the Kirkwood commonwealth as it is a positive manner.
22. Please see my previous answer about the web site addition...
More question answer meetings between administration and faculty (like Mick did with faculty once.)

Have open houses in every dept. from time to time/Make them fun events where people get to know what everyone does at KCC.

heads of dept. keeping their people updated

Meetings where the staff at the bottom can speak with administrative staff at the top. There is a lot of important information that is buried before it can get to the top.

Mick doing twice monthly memos.

Easier reactivity inside the website and more complete information once I reach the area

Uniform faculty websites with similar information required about what individual faculty interests and committees are, etc.

everybody needs to remember we are working together as a team and lose the attitude when talking to phone calls.

ISP or some kind of collective mind | I think Kirkwood is already quite commissivite, keep up the great work.

If people would stop being so lazy and read their E-temps.

Keep the E-Temps to just the important facts that we need to know. Use a different title than E-Tempo if it’s giving Kudos to folks or someone thanking everyone when a loved one dies or not time critical information.

Get the E-Tempo sent about 9:30AM.

In the past two months, College has been using “Did you know?” emails. I think it would be wonderful to have something similar from each department. For instance if Business Services has something they’d like to pass on if it’s related to work or something fun. “Did you know?” Combined Services could do the same and other departments as well. Other times a person may not know there is an easier method of doing something or maybe something is being done correctly and they need to get the word out. Another suggestion would be to have a message board for trainee employees only. Here we could check updates from departments for a variety of things.

Encourage the common courtesy of replying to e-mails.

We need to be able to feel we can ask a question and get an honest answer.

Internet.

Instant messaging throughout (w/voicers or using Vooces (http://www.vooces.com/products/products.aspx))

Send separate E-tempo for sports, fine arts etc so we can prioritize.

I think the new website will hopefully improve accessibility to info, and I also hope the remedy of info on the website will improve. I keep the contact info within the contact info that doesn’t get around, or doesn’t get to me when I need it. It is information that couldn’t be gathered quickly, for example the “political” environment or the personal views of an administrator on a particular project. There’s really no site for this.

Take responsibility for customer service. No more call dropping. Always front a phone call telling the other person what the nature of the call is.

I think things are done very well as they are. I do like Mick’s memo.

Keep faculty in the loop.

It needs to happen with the people. employees should follow up if necessary when communicating to someone. If your email isn’t returned, then make a phone call, or vice-versa, to make sure your message has gotten through.

update the web site. Some of the information is not kept up to date. Improve the search engine on the site.

Have department meetings with other departments and rotate so that your department meets with other departments.

Continue making meeting minutes of various committees available from Deans or web site keep on doing what you are doing–Mick’s memo, e-Tempo, etc.

**Add Info** as a regular column.

Aside from the information given afraid of the criticism they might receive (because the information might not be unimportant and not well thought out) None.

Keep it coming. I’d rather hear it twice than not at all.

I think everything that has been thought of is being used successfully. So, mo.

Follow your own policy of only sending out the tempo once a day.

More opportunities for discussion of problems (both on-line and face to face forum? The KQUP committee seems to have avoided this area?"

TRUE FACTS!! HAVE ONLY ONE PRESIDENT TELL FROM THE START NO SECOND HAND TELLERS!!!

All employees should have customer service training!!!

review of all that we do. a visual display to all employees with contact sites and a clear 4f of what each dept. does

allow faculty to attend local meetings

review of all that we do. a visual display to all employees with contact sites and a clear 4f of what each dept. does

allow faculty to attend local meetings

review of all that we do. a visual display to all employees with contact sites and a clear 4f of what each dept. does

allow faculty to attend local meetings

review of all that we do. a visual display to all employees with contact sites and a clear 4f of what each dept. does

Maybe a list of people from certain departments to talk to?

No.

I think the Deans of each department just put together their own version of "Mick’s Memo" to keep everyone informed about what is happening in their department.

Logical Dept names and a service / helping attitude. Maybe a college program directory / manual.

Inform staff and faculty more about the college via department open houses and information sessions.

No - I think it is very good today.

I think the once a day message, except emergencies is a big help. I guess waiting for more participation in letting other people what's going on would be the best improvement.

Facile members as ex-officio members of the cabinet and with an obligation to communicate to the faculty about decisions made at that level. (And I don't necessarily mean e-mail here.)

When someone is away from their desk in a department, you may have to leave a voice message for specific questions to a specific person. However, there should be a # if in the main department but has a person answering the phone.

Mld's Memo has been used to really work with layoff politics, and I wish I knew that. I thought it was just an informal update, which the name suggests.

When Administration knows something, that each Department head share the information as soon as they have heard it even if it is by e-mail, so that everyone knows the information at the same time. Example: Mld has an Administrative Meeting that the Department head shares the information with their departments whether it pertains to them or not.

Honesty

More frequent, mini-reports from colleagues. Perhaps a format could be developed for such reports.

People generally are too busy in their communications

Redesign the Kirkwood website - it's slow, it's under way.

Use the website.

Perhaps to augment the F'rense by subject and send only really important, time sensitive announcements daily. For example, all the sporting events and info for the week in one message together, all the campus events together in one for the week, all the FVAs, etc.

Have occasional meeting with adjunct faculty in a working setting, i.e. lunch group every day of the week, perhaps 4 times a year. It must be advertised on each day so that adjuncts who teach only certain days may attend without traveling extra miles.

central location for program department information; more advance notice if possible for off-campus locations to plan for coverage

Improving the website, maybe creating an intranet for all the employees

Communication is a two way street. People at all levels need to communicate directly. What opportunities does all levels of Kirkwood have to communicate?

Regular staff meetings - some do this and others don't at all.

People generally do not read things that do not directly apply to them. Then when it does apply, you don't know the answers.

Treat part time (adjuncts) in the same manner that full time staff are treated.

Involving more people in face to face discussions. Committees are developed in a face to face format. Ideas are also generated in this format.

Manpower department meetings with structure to discuss planning, process improvement and vision for the future. Employees can't read minds.

Being invited to respective departmental meetings and receiving minutes of those meetings

1) better and more timely communication between cabinet and other administrators. Perhaps regular memos or highlights from meetings 2) place to post statewide meeting and event information of interest to more than one Department or area with a designated person for further information.

An intranet, an internal website for Staff/ FACulty that only staff and faculty can access. COVIQ has daily news, what activities for sale by other staff/faculty, internal information (HR, Business Services, Facilities). It's a larger companies have these.