

Communications Division: Climate Survey Report

The Communications Division met in April 2016 to discuss survey results. We will implement the following action plan to address the opportunities identified.

Opportunity 1: Support and workload; lack of adequate staff and resources, unreasonable workload, compensation questions, and challenging work/life balance

- Evaluate whether we have adequate staff to achieve divisional goals
 - A division external review scheduled for the 2017-18 academic year will help analyze workload and structure.
- Develop rubric or guidelines for how to prioritize, focused on the big picture
 - Better communicate the division's mission and purpose
 - Quantify how many jobs we do at any given time; encourage others to plan in advance
 - Provide a "menu" of what is available from Communications from a planning standpoint — include dates and deadlines
 - Better define photography and videography roles and what we do. This may mean saying "no" but offering other suggestions.
- Make it OK not to look at emails over the weekends — take a break
- Enhance skills that will increase productivity using opportunities that are available already — Tech Tuesdays, for example, or offer media training to all Communications staff
- Better understand compensation
 - How does compensation work — bring HR in to do a small group session and provide clearer market analysis

Opportunity 2: Cross-divisional and cross-college collaboration, including faculty relations.

- Staff meeting swaps: KRCC rotates different people at Communications staff meetings and vice versa
- Building relationships between KRCC and Communications and KRCC and the college: more potlucks, sharing team meetings (maybe quarterly), etc.
- Develop consistent strategy to share the KRCC story, how the station provides opportunities for students to acquire real- world experience.
- Explore job-shadowing (across division, across the college) and class-shadowing
- Identify additional ways to collaborate and foster a spirit of collaboration with faculty — KRCC internship program may help with this.

Opportunity 3: Method for addressing feedback and complaints

- Remember to attend In the Loop meetings
- Ombuds office
- Identify a plan for communicating college decisions, policies, procedures, proactively, across the division

Opportunity 4: Embracing and addressing issues of diversity.

- When issues or situations arise, look for opportunities to bring employees together to process these issues.
- Empower our staff to have productive, safe conversations — the Great Communicator Excel@CC program could help.

- Take more time to decompress and relax as an office, together, during challenging circumstances.
- Enhance programming/storytelling that better connects with a more diverse audience.
- Proactively address things that could happen on campus and develop a strategy for addressing these: Identify five key contentious issues the campus could face; talk through our strategy.