President’s Quality of Life Committee
Meeting Minutes for
Monday, January 27th, 2014
12:00 p.m. – 1:15 p.m.
Institutional Research Conference Room, Work Building

In Attendance: Monica Baloga (Chair), Cat Carnley, Catherine Cook, Cheryl Davis, Carla Deras, Eric Kledzik, Jackie Lingner, Bill Macom, Mischa Maxwell, Daniel Otero, Dylan Polasko, Sharon Stanfield, Kristi Van Sickle, Cookie Young; Dona Gaynor

Guests: Wes Sumner, Joni Oglesby, Cindy Schmitt; Ken Lindeman

Absent: Chase Brown, Jessica Cushman, Ulreen Jones, Vitalis Okafor, Jon Shenker

I. Approval of November 19, 2013 meeting minutes
The minutes were unanimously approved with one minor correction.

II. Introduction of Guest Speakers/Attendees: Dr. Joni Oglesby, Mr. Wes Sumner, Ms. Cindy Schmitt
Because of new attendees, the Chair asked the committee members and guests to introduce themselves. Dr. Joni Oglesby is Vice President for Support Services and Director of HR. Mr. Wes Sumner is Vice President for Marketing and Communication. Ms. Cindy Schmitt is Senior Director of Continuing Education.

III. Agenda Topic: Quality of Communication
The Chair opened the agenda topic by reminding the committee that the President, Dr. Catanese, wanted them to spend time considering the quality of communication across the institution. Specifically, he spoke about achieving a balance between print and online communication. This affects university-wide communications both externally and internally and the dissemination of information.

At the top level, Mr. Wes Sumner presented a profile of what his office does to enhance communication both externally and internally. The Office of Marketing and Communication’s primary charge is to student recruitment and marketing of the university. Along those lines, social media is heavily used to positively present stories of the university. Other tasks of the office include internal communication about university happenings and events, web and creative services, and the master calendar management.

As the Director of Human Resources, Dr. Joni Oglesby pointed out that one big obstacle to communication at Florida Tech is dissemination, or rather, lack thereof. She suggested that managers, as an important aspect of their job, should be held accountable for this as part of their annual evaluation process. This is particularly important for dissemination of new and revised policies, especially those that have widespread impact on the daily functions of the institution. Although most, if not all, policies are online, it is not enough to assume that everyone (a) knows that there is a particular policy and (b) knows where to locate the policy. HR is now running a campaign to email new and revised policies that highlight important
information and changes. Dr. Oglesby suggested creating some type of incentive to encourage faculty, staff, and students to read relevant handbooks and policies.

Ms. Dona Gaynor, chair of the Staff Advisory Committee and ex officio member of the QOL committee, specifically mentioned that lack of communicating new and revised policies is a matter of concern amongst the staff. Ms. Cindy Schmitt was invited to speak about the Office of Continuing Education’s initiative to offer customer service training at the request of the Staff Advisory Committee. She submitted a handout of “factors to consider” that are appended to the minutes. While it is evident that Florida Tech has the tools and resources available, procedures need to be put into place that guarantees we meet the Communication definition: “Right information, to the right people, at the right time.” The official source for all institutional news and information should be Florida Tech’s website. Therefore, regular maintenance and review of policies and webpages is paramount. It was suggested that “How to…” pages could be created to “walk” a person through a particular institutional process. These pages would have links to relevant policies that guide the process.

Another successful initiative for communicating policy change was the required online P-Card training session. It was suggested that more of these kinds of sessions be created and be made mandatory. In addition, monthly newsletters can be distributed that specifically focus on business processes and policies. This led to the observation that there is such information overload from Facforum and Fitforum that everyone has basically “tuned out”. There needs to be meaningful discussion and action taken regarding the communication of essential vs. non-essential topics.

Mr. Eric Kledzik, Vice President for Information Technology, spoke to the committee about how IT can continue to contribute to communication efforts at Florida Tech. Access Florida Tech is one-stop site for faculty, staff, and students that is tailored for each individual user. Direct access to handbooks, work tools, campus calendar, human resources and library information is readily available. In addition, increasing digital signage in campus buildings should led to increase awareness, and lastly, there is talk of resurrecting Channel 98 in areas of high student density (e.g. the Sub and Panther Dining).

From a student perspective, Ms. Carla Deras, President of the Student Government Association, indicated that communicating via video is most preferred by them.

Due to time limitations, the Chair thanked the guest attendees and everyone else for their comments.

IV. Action Items
The Chair asked committee members to begin the task of asking their colleagues about the four areas that the committee was tasked to investigate and make recommendations about. During the next meeting, the committee will discuss and make recommendation about two issues: Internationalization and Housing Options.

V. Next meeting: Monday, February 24, 2014; Topic: Internationalization and Housing Options
Respectfully submitted,

Monica H. Baloga, Chair

February 18, 2014
Communications Issues

Proposed Definition: Right information, to the right people, at the right time

Factors to Consider

1. Is this a training or a process issue:
   a. Business process or policy versus training on how we speak to each other

2. How is it determined who needs to know?
   a. Is it a hierarchy or collaborative environment?
      i. Don’t know what they don’t know
      ii. Assumptions
      iii. Telephone Game – gets watered down the more people it passes through

3. How is the information communicated to these individuals?
   a. Information overload.
      i. Relevant versus irrelevant

4. What tools are available?
   a. Meetings
      i. There are departments that do not have representation in meetings where
         information is communicated.
   b. Access Portal - Announcements
   c. Website - Policies
   d. FACFORUM - Emails
   e. Staff and Faculty email lists
   f. New Items
      i. SharePoint – Collaboration
      ii. Staff/Faculty newsletter focused on business processes and policy updates