

Academic Affairs Communication Committee Report (Draft 1)

March 23, 2023

The communication committee has identified issues related to the following:

- Faculty-to-student communication
- Academic Affairs to student communication
- Academic Affairs to faculty and staff communication

Examples of issues include:

1. Students receive numerous emails daily and weekly, and finding critical emails among the clutter can be challenging. Our preliminary survey of 24 students, faculty and staff indicated that these groups receive an average of 15-23 ULM emails per day.
2. Emails sent through the Moodle system must often be sent to student emails promptly. Often these go out at the end of the day rather than at the time of the message sent by the instructor.
3. The information in some email communication is repetitive and sent by multiple people and departments.
4. Emails may have too much content and are skimmed over or deleted.

Distribution of surveys:

The communication committee has distributed short surveys about communication preferences, including one for students, one for faculty, and one for staff. The survey results have been compiled into an Excel workbook and are attached for review. In addition, faculty, staff, and students received surveys through the respective email groups.

Survey Results Snapshot:

A total of 304 faculty, staff and students responded to the survey.

Committee Recommendations:

- Communication training for faculty, staff, and students. This could include email etiquette, tips for drafting clear and concise emails, timeliness in responding, and how to communicate in our LMS systems and through websites and social media.
- Find ways to eliminate clutter in the in-boxes so that critical information such as academic, financial aid, and student account information can be prioritized. This can include compiling all non-essential campus email into a single weekly digest.
- Work with IT to determine if opt-out/in options are possible for non-academic mass emails.
- Set parameters for those sending out mass emails. Ensure that mass emails are reviewed for those parameters prior to being sent out campus-wide. A specific department may need to be designated to review the emails.
- A bi-weekly or monthly update from the Provost and Academic Affairs on what is happening in that area.
- Communication with faculty and staff regarding significant changes in curriculum,

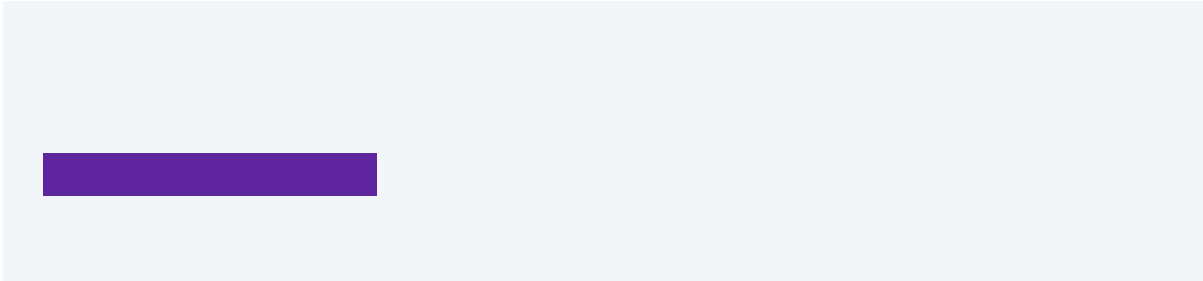
President/ Provost Email examples from other institutions:

From: University President <president@nsula.edu>

Sent: Friday, March 17, 2023 12:00 PM

To: +All-Students <+All-Students@nsula.onmicrosoft.com>; +All-FS <+All-FS@nsula.onmicrosoft.com>

Subject: A Message From The President - March 17, 2023



various local and state legislatures, and the numerous university faculty, staff, and students.

Following the groundbreaking ceremony of Alost Hall, Governor John Bel Edwards, First Lady Donna Edwards and friends of the late Linda B. Day planted a tree in her memory on the campus of Northwestern State University Tuesday and announced the creation of the [Linda B. Day Memorial Scholarship](#) that will support students pursuing a degree in the Gallasp8 re8 TmG)6 (ng693 h)2 Tc -.008 Tw 12 -0 0 12 9 18 h)6 C)3 1 (Gov)ig2 (for

I was fortunate enough to meet the Towry Family yesterday and hear about the significant impact NSU had on their lives through their stories. We are grateful to the donor who generously provided this scholarship and that the Towry family was able to share their memories of Northwestern State University.

President
Northwestern State University

From: Provost and VP of Academic Affairs <vpaa@nsula.edu>
Sent: Monday, March 13, 2023 3:00 PM
To: +All-Students <[+All-](#)

--GH

Provost and Vice President of Academic Affairs
Dean of Graduate School
Professor of Music Education
Northwestern State University
vpaa@nsula.edu

You are receiving this

From: <guice@latech.edu>

Date: Thu, Jun 23, 2022, 7:46 AM

Subject: [LaTech Students] June 23 Campus Update -- Saturday Walks and Construction Disruptions

To: <facstaff-l@latech.edu>, <students-l@latech.edu>

Dear students, faculty, and staff,

Good Thursday morning.

Just a note that I plan to be at Aspire Plaza on Saturday morning at 8 AM if anyone wants to join in on a walk.

Visit