**Breakout Session 4 SUMMARY: How well are we doing now?**

| **Guiding questions** | **Response** | **Campus Response** |
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| Review of the communications plan assessment and recommendations.   1. In general, how are we doing in communications at the college? 2. What are the major findings of the Communications Plan Assessment? Do we agree with those findings? 3. What are the major recommendations of the Communications Plan assessment? Do we agree with those recommendations? | **Strengths:** Communication from administration is much better; traditional use of oral communication still effective; college website is very good and getting better – majority of staff and students use the website for information; assessment addresses issues of dialogue for decision making and protocols; information panels are a plus; greater transparency in policy formulation; better communications between campuses; some improvement in acknowledgment of emails; easier to approach the big bosses in person.  **Weaknesses:** Report difficult to read without survey question; communication is uneven, important information is not communicated; time given was not enough for everyone to complete the survey for the communications plan review; communication with stakeholders needs improvement; too much last minute communication; communication gap for general community; hard for faculty to participate in meetings due to class schedules; TRIO programs not mentioned in plans; no clear recommendations on how to improve communication with stakeholders; concern over ethics and personal/professional behavior on email communications – personal feelings are being communicated to all; technology not being used to full potential and sometimes misused; lack of privacy on confidential issues; disparity of technology; committee membership and active committee participation.  **Recommendations:** Use mass email for summaries and hard copies for entire report; needs a cover summary with highlights, graphics; continue short relevant data reports; continue publications in KP; consider computerized phone answer call center; develop a FAQ page for the college: need training in use of email and how to communicate effectively; acknowledgement of information being communicated is equally important; use of local language can be a sensitive factor/issue (e.g. Washan Kamarain); use language that can be understood by all; need to clarify communication channels; need a structure for monitoring communications; improve the branding of the college; develop strategies to make people more aware of and appreciate the college; promote the college’s image through students/alumni; training in general communications; include TRIO program in plans to meet college objectives; develop a communication protocols policy book. | Stakeholders response: Monthly report is not disseminated to external stakeholders.  Share monthly reports and newsletter and access to Chuuk Campus website.  Communication has to be two ways  How are we getting input from stakeholders? (There is no existing channel for communication from the external stakeholders).  Institutionalize stakeholders’ role in decision-making.  Radio program to inform the public on COM-FSM current events and activities.  Creation of an advisory council  Continuation of joining cabinet meeting with state governor.  Limitation of town hall meetings for Chuuk due to geographical feature.  Commitments to our graduates and transfer students. |