Communications/Training

<table>
<thead>
<tr>
<th>Priority</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>D. UK needs to do a massive Public Relations and education campaign to ensure all employees are informed of the process concerning the creation and maintenance of their email IDs and how official communication will take place.</td>
</tr>
<tr>
<td>A</td>
<td>E. Communication concerning the email ID requirement should include instructions for hourly employees to not read work-related email during their “off-hours”.</td>
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<tr>
<td>A</td>
<td>I. A method for training employees to read their email must be established.</td>
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<tr>
<td>A</td>
<td>J. Training and/or documentation must be developed to instruct employees how to forward their email to another address.</td>
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<td>A</td>
<td>M. The institution should aggressively pursue the development of a project plan that details the communication, education and technical plan. This project plan should be developed in an attempt to fully implement the above recommendations by January 2003.</td>
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</tbody>
</table>

Priority Definition
A – Must be completed by February 1, 2003
B – Committee must provide recommendation by November 15, 2002

Additional Issues to Address
Communications
- Identify types of mass communications sent to students, faculty, staff, etc.
- Define classifications of communications to be sent via email
- Define Public Relations Campaign
  o Identify general communications tools to inform of new process
    ▪ UK News
    ▪ Broadcast email
    ▪ Campus groups/committees
    ▪ Etc.
  o Identify content
- Communicating policy changes

Training
- Identify campus resources
  o Operation Educate
  o Performance Improvement
  o Tony Delucia’s group
  o HRD
  o Etc.
- Identify existing training resources
  o IS
  o Help Desk
  o Etc.
- Identify training needs