Communications Committee Recommendations

Internal Communication Modalities
- Email
- Listservs
- Basecamp
- Intranet
- AHEC Bulletin

Best Practices on Using Communication Modalities
- Recommend that relevant information in this section be included in group charters.
- Basecamp
  - It is a tool that can be used to form groups online to communicate and share/store documents in one platform.
  - It is important to think about who should be included in a team or project. Only people who have been invited to the project can view the information shared within the project.
  - Basecamp allows users to access shared documents but when updates are made to a document, it must be re-uploaded. Keep in mind that everyone in the team or project will be notified.
  - For additional information: Getting Set up, Best Practices, and Other Tips
- Listservs
  - Regions should contact support@ncahec.net to update the listservs when there are changes. The PO will review quarterly and ask Regions to confirm the information is correct.
  - Please use listservs for communication and sharing attachments. Once documents are finalized, they should be saved in Basecamp which serves as a repository.
  - If your group has a listserv that you are actively using, it is preferable that you use it to communicate to the group. If not, use Basecamp.
  - Not preferable to use both listserv and Basecamp for the same message.
  - Please be sure that you intend for all to see replies when replying to a listserv, both for information that was intended for one individual and for sparing others' inboxes.
- Smartsheet
  - The PO mostly uses the tool (it has the license). Regional AHECs mostly access it in "view only" or input information via the Smartsheet form.

Best Practices on Communication among Groups
- Recommend that relevant information in this section be included in group charters.
- CPD Discipline Chair
  - Group members are responsible to communicate with their disciplines
  - Jill/Caroline communicate with Ops Team
    - timely/important issues will be communicated as soon as possible
    - regular updates will be provided at standing Ops Team meetings
  - Ops Team members communicate with staff at their Regional AHEC
- Directors
  - Communicate to Ops team members and staff as appropriate

- o Directors will share relevant information with Ops team members when both members are not present
- Ops
  - o Communicate to Directors and staff as appropriate
  - o Ops Team will share relevant information with Directors when both members are not present
- Service Lines
  - o PO leads will share information with Regional Service Line staff as appropriate
  - o PO leads will share information with PO staff as appropriate
  - o PO leads will share timely/important information with Ops team as appropriate
  - o Regional Service Line staff will share information with Regional staff as appropriate
- Groups (i.e., IT Governance, DEI Council, Discipline groups)
  - o Group members will share information with Ops Team, PO staff, and Regional staff as appropriate

Best Practices for Providing Updates and Gathering Feedback
- For timely/important issues, use email so everyone can get the information at the same time.
- Considerations for emails/meeting agendas:
  - o What is the problem we are trying to solve?
  - o What stage are we at (i.e., exploratory)?
  - o What groups are involved?
    - ▪ What do they need to know?
    - ▪ Who is making the decision? Has a decision been made?
    - ▪ Who is providing feedback?
  - o What is the ask? Provide guiding questions.
  - o What are the next steps? When will there be another update? Sharing minutes as appropriate is a good way to keep other groups in the loop.
  - o Provide a timeline.
  - o Allow for ample time for response/feedback.

Common Agenda and Minutes
- PO working on a process that Communications Committee will review.

Directories
- PO working on a process that Communications Committee will review.