Talking about IT Communications (2-E)

What We Can Learn from Each Other
Presenters

- AITS: Susan Flanagin
- CITES: Service Center Communications
  - Andrea Van Proyen
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Overview

• How can central and departmental IT groups work together on IT communications?

• Agenda
  – Overview—Current Needs, Resources, and Media
  – Small Group Discussion—break into smaller groups
  – Conclusion—Successes and Challenges
  – Next Steps—Where do we go from here?
IT Communication Needs

- Materials for new Faculty/Staff/Student IT orientation
- Other training materials
- IT newsletters
- Are there other IT communication needs on the campus?
IT Communication
Resources/Partners

- CITES
- AITS
- ATLAS, other departmental IT groups
- Academic Human Resources, HRIS
- OBFS/BIS
- Training groups
- Are there other groups who can assist?
IT Communication: Which Media Work Best?

- Print still viable? (PDFs?)
- More use of social media?
- More/different use of web?
- Video?
Break-Out Sessions

• For small group discussion
  – Four groups
  – Take 25 Minutes
  – Designate a note taker for your group

• Provide feedback on
  – Additional needs and how to meet them
  – Resources: how we can assist each other
  – Which media work best for which audiences?
Conclusion--The Big Questions

- What are we doing right or wrong?
  - How can central IT groups like AITS and CITES assist with IT communication?
- How can departments help each other more?
- What can we learn from our peer institutions? (Examples?)
Continuing the Conversation

- How do we stay in touch and fill the IT communication gaps?
  - Listserv (new or existing?)
  - Working group?
  - Wiki space?
  - More formal surveying?
- Other?
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