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PROGRAM



Engineering Admissions Partnership Program Communication Plan

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Engineering Admissions Partnership Program Communication Plan

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**Engineering Admissions Partnership Program
Communication Plan
Revision History**

Version	Date	Author(s)	Revision Notes
1.0	7/20/11	Eric State	Created

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Communication Plan

Staff involved with EAPP Communications

The staff that is involved in staff communication part of EAPP is involved with the College of Engineering. The main communication will take place with our current EAPP coordinator Mary Darrow. Most communication will start with her and continue down to the mentors. Other communications will be determined at the time that the communication is needed and specified by Mary. Typically most communication outside the program will be initiated with by Mary and transferred down to mentors as directed by Mary. Outside communication beyond the program will be determined by the mentors and coordinator and will be discussed about when we need to contact them.

Communication Requirements of Staff

The communication required by most staff has three suggested methods. These methods are listed in priority of usefulness of communication used.

1. **Email** – This communication is used heavily throughout the program. Using email to communication is one of the best methods to communicate with all members for the reasons of business, convenience, and documentation. Email is a good method to document and keep record of anything we discuss and keeps things simple. When communication with EAPP Staff please if you can reply to a message instead of starting a new 'Thread' or new email to prevent mailbox clutter. One recommendation is to check your email at least once a day or more to keep up-to-date as emails are sent frequently.
2. **In Person** – When communication is more important than sending an email and needing an immediate response, meeting in person then works. One thing to keep in mind if you are requiring time with Mary, setting up an appointment is appropriate. If you need to meet with Mary and it is something like a quick question an appointment might not be necessary. Please check with Mary and her secretaries in 110 Marston Hall for availability when speaking with her.
3. **Phone** – Using a phone to communicate might be necessary at times when the above are unavailable or not quick enough. With today's use of technology texting may be appropriate. Staff members if they choose to do so should provide Mary their phone number if they have one so that all staff members can communicate.

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How to Fulfill the Communication Needs

All the communication needs of all staff members might not fall within the three suggested ways of communication. If these needs cannot be met, then EAPP staff will need to be provided with information by the effected staff member of ways that communications can be sent and received by them. These ways will be discussed by the EAPP coordinator in order that all policies set forth by Iowa State University and the College of Engineering are followed.

Although, not all events or activities can be handled with the three specified ways of communication, and depending on the circumstances and work involved, planned meetings might be necessary. EAPP meetings will be schedule by Mary about 1 meeting a week specified by schedules of mentors and the coordinator. Weekly meetings will involve reflection on previous week or event, plans for next week, and goal setting. Meetings will be about ½ hour to 1 hour long and staff will be typically informed of what is to be discussed through an email that includes the meeting time, place, and agenda. Weekly Peer Mentor reports are required by each peer mentor in order to receive payment for their work. This report can be found when you log on to WebCT/Blackboard and available for download and editing. When the report is completed please email them to the EAPP coordinator, Mary Darrow. Reflection reports will be required to one a week or be required one reflection report per pay period.

Communications with EAPP members involves the various methods listed above. There are also some communications not listed above that should be included in this category. The communication plan for EAPP Members is listed in the table at the end of this document and outlays the communication required for our members. The following the table below is in order from top to bottom to make sure no member is left out of our communications. Please view table below.

NOTE: The communication tables can change at any time as the staff members might view necessary. If there are any changes or questions about this document please contact Mary Darrow.

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Communication Requirements by Federal Law and Iowa State University

Source: <http://www.registrar.iastate.edu/info/ferpanotice.html>

Notification of Rights Under FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education records within 45 days of the day the University receives a request for access.

Students should submit to the Office of the Registrar written requests that identify the record(s) they wish to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Office of the Registrar, the Registrar shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading.

Students may ask the University to amend a record that they believe is inaccurate or misleading. They should write the University official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading.

FERPA was not intended to provide a process to be used to question substantive judgments which are correctly recorded. The rights of challenge are not intended to allow students to contest, for example, a grade in a course because they felt a higher grade should have been assigned.

If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent.

One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the University has contracted (such as an attorney, auditor, collection agent, representative of the ISU Foundation or official of the National Student Clearinghouse); or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

4. Generally, schools must have written permission from the student before releasing any information from a student's educational record. However, the law allows schools to disclose records, without consent of the student, to the following parties:

- University employees who have a legitimate need to know
- Parents of dependent students as defined by the Internal Revenue Code
- Persons who need to know in cases of health and safety emergencies

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- Accrediting organizations to carry out accrediting functions
- Appropriate parties in connection with financial aid to a student
- Federal, State and local governmental officials for purposes authorized by law
- Individuals who have lawfully obtained court orders or subpoenas
- Organizations conducting educational studies for the University
- Other schools to which a student is applying or transferring
- Courts during litigation between the University and the student or parent
- Victim of crime of violence after final results of a disciplinary hearing
- Public after disciplinary proceedings determine student committed crime of violence

5. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA.

In many situations, complaints relative to FERPA can be resolved within the University on an informal basis. Any student who wishes to discuss a FERPA complaint may contact the Registrar, 214 Enrollment Services Center.

To file a FERPA complaint with the U.S. Department of Education, contact the Office that administers FERPA at:
Family Policy Compliance Office

U.S. Department of Education

400 Maryland Avenue, SW.

Washington, DC, 20202

For additional information, refer to the Iowa State University [Confidential Information Policy](#).

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EAPP Staff Communication Plan

Communication plan with members of EAPP Table 5.1

Deliverable/Description	Target Audience(s)	Delivery Method	Delivery Frequency	Who Responsible?
Communication to Mentors Communication directed to the mentors	Mentors	Communication to the Mentors can happen on multiple ways as specified above in the Communication Requirements of Staff Section	When information is available	EAPP Coordinator and Mentors
Weekly Peer Mentor Reports Weekly reflection on job performance and projects	EAPP Coordinator	Email or print to the EAPP Coordinator	Once a week or once every pay period	Mentors
Weekly Meetings Bimonthly newsletter – based on current topics and issues of the COE	All EAPP Staff	Meeting at a specified place and time	~ 1 or more times a week as needed	EAPP Coordinator
Communication to EAPP Coordinator Communication directed to the coordinator	EAPP Coordinator	Email, meetings/appointments, phone	When information is available	Mentors
All other communications When no other communication falls under the other categories, or when communication is needed and not specifically planned.	All EAPP Staff	Email, meetings/appointments, phone	When needed	Everybody

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EAPP Members Communication Plan

Communication plan with members of EAPP Table 5.2

Deliverable/Description	Target Audience(s)	Delivery Method	Delivery Frequency	Who Responsible?
Email of acceptance to EAPP Handled and sent by the EAPP Coordinator's secretary	All accepted members into the program	Predefined email with text specified by the Program Coordinator sent on the program coordinators behalf.	When information is available	EAPP Secretary
Email of Invitation to Groupsite An email sent with premade 'blurb' by the mentors welcoming them to EAPP's Groupsite. www.issueapp.groupsite.com	All accepted members into the program	Email invitation with specified pre-created text by the EAPP Program's Mentors	As soon the acceptance is sent out	Groupsite Manager or EAPP Mentors
Newsletter Bimonthly newsletter – based on current topics and issues of the COE	All accepted members into the program	Email	2 times a month	Technical Communications Mentor
Communication to members who have accepted Groupsite invitation Only members who have accepted groupsite invite	Current members	Email, snail mail, phone	Couple of weeks or when needed	Mentors
Communication to Specific EAPP Members Email communication to mentees from assigned EAPP mentor	EAPP Mentees	Email	1-2 weeks	Mentors
All other communications When no other communication falls under the other categories, or when communication is needed and not specifically planned.	Current members or non Groupsite members	Email, snail mail, phone	When needed	Everybody