

BG@100

STUDENT ADMINISTRATION Campus Solutions (CSS)

Communication Plan

INTRODUCTION

In February 2003 BGSU began a review of the administrative computing systems used across campus. The process of examining satisfaction and functionality of currently used systems compared to features desired and needed functionality identified by users resulted in the selection of the PeopleSoft product for implementation at BGSU.

Planning for implementation of the Integrated Human Resources/Benefits/Payroll System began in early 2004. The 'Go Live' of HCM Phase 1 was completed on June 27, 2005 and the focus of project planning moved toward the Financial Management Solutions phase. The FMS 'Go Live' was completed in February 2007 with the implementation of the Student Administration System to follow as the next module for production. Student Administration will be a phased implementation with all phases included in the Project Scope being completed in 2009.

The name of BG@100 for the project was selected to represent the objective of moving to new administrative systems as the centennial of BGSU approaches as well as the desire to achieve 100 percent satisfaction with the services provided through the use of the administrative system.

OBJECTIVES

Communication regarding this project will be an essential part of the success of the project. Objectives for this communication plan include:

- Communication with the campus community to provide an overview of the project and outline progress being completed.
- Communication with current BGSU administrators, faculty, staff, and students to provide information through appropriate methods of communication regarding impact of the project within their area.
- Communication between established committees and teams to facilitate an understanding of work being completed in each area and impact on all aspects of the project.

FACTORS FOR SUCCESS

Communication regarding this project needs to:

- be delivered in a consistent manner from all information sources
- be available to all affected users
- be delivered in a timely manner
- be distributed using the best communication mechanism for the identified message
- emphasize the service provided to the BGSU community by this project

Communicating in a consistent and effective manner will contribute to the success of the project by increasing awareness and understanding of the project and building acceptance, support, involvement, and commitment.

Audiences should be aware of the reasons why the system is being implemented. The expectations of the project also need to be clearly communicated. Change should be expected as a part of implementing the new system. Caution should be given to the expectation that a new system will immediately incorporate all possible features/modules and fix all problems.

AUDIENCE

The following audiences will be targeted with different types of communication:

- Executive Steering Committee
- BG@100 Project Team
- Chief Information Officer (CIO)
- Student Administration "Back Office" Users
- BG@100 Technical Team members & Technical ITS Staff members as needed
- ITS Staff including Technology Support Specialists (TSS) and Help Desk Personnel (TSC)
- External Audience
- University Administrators
- University Users

Information presented to each audience type will need to be customized for the impact it will have on that group. Messages should be written with the target audience in mind, be clear, concise, and created with an appropriate amount of detail.

PROJECT WEB PAGE

The BG@100 web site will be the primary location for project related information. Information to be available on the project web page at www.bgsu.edu/BGat100 will include:

- Project History
- Executive Steering Committee
- BG@100 Action Items
- BG@100 Information Items
- BG@100 Moratorium Items
- BG@100 Project Organization
- BG@100 Training
- BG@100 Timeline
- BG@100 Frequently Asked Questions
- BG@100 Project Related Documents
- BG@100 Communications
- Glossary of Terms
- Rumor Mill
- HCM Specific Information
- FMS Specific Information
- Student Administration Specific Information

BG@100 PROJECT ORGANIZATION

Information regarding the project members and their roles is available on the project web page at: <http://www.bgsu.edu/offices/cio/page5262.html>

AUDIENCE	MESSAGE AND/OR TOOLS TO COMMUNICATE	TIMETABLE	INFORMATION SOURCE	RESPONSIBLE FOR COMMUNICATING
Project Team	Weekly Meetings	Meeting scheduled weekly	Project Manager & Project Director will provide update to group at each meeting.	Project Manager and Project Director
Chief Information Officer (CIO)	Project Status Report Project Status Meeting	Every Tuesday Every other Tuesday	Project Manager Project Director & Project Manager	Project Manager Project Director & Project Manager
Student Administration "Back Office" Users	Monthly meetings with Student Administration "Back Office" users and Project Team representatives	Monthly	Project Team	Project Director, Project Manager, Functional Leads
BG@100 Technical Team members & Technical ITS Staff members as needed	Technical Update	Meeting scheduled weekly	Project Manager	Project Manager

AUDIENCE	MESSAGE AND/OR TOOLS TO COMMUNICATE	TIMETABLE	INFORMATION SOURCE	RESPONSIBLE FOR COMMUNICATING
ITS Staff including Technology Support Specialists (TSS) and Help Desk Personnel (TSC)	<p>Monthly Update Sessions</p> <p>General project updates via web page, specific questions directed to Project Director, meetings if requested</p>	<p>Monthly</p> <p>As requested</p>	<p>Project Director</p> <p>Project Director</p>	<p>Project Director</p> <p>Project Director</p>
External Audience	Project Web Pages	Continuous, updated as information is available	Project Manager, Project Director, CIO, Executive Steering Committee, Project Team	Communications Coordinator

AUDIENCE	MESSAGE AND/OR TOOLS TO COMMUNICATE	TIMETABLE	INFORMATION SOURCE	RESPONSIBLE FOR COMMUNICATING
University Administrators	Strategic Needs Meeting – meetings with directors of primary areas	Bi-weekly	CIO & Project Manager to provide an update to group	CIO & Project Manager
	Power Users Meetings – meetings with staff of primary areas	Monthly meetings	Project Director	Project Director
	Office of Executive Vice President Staff Meetings	Update at monthly meeting as requested	CIO	CIO
	Division of Student Affairs Directors	Update at division meeting as requested	CIO	CIO
	A-Deans	Update at scheduled meeting as requested	Project Director	Project Director
	Firelands Campus - information to be communicated to the Firelands Director of Technology Support Services for distribution	Continuous, updated as information is available	Project Director	Project Director and Communications Coordinator

AUDIENCE	MESSAGE AND/OR TOOLS TO COMMUNICATE	TIMETABLE	INFORMATION SOURCE	RESPONSIBLE FOR COMMUNICATING
University Administrators <i>(continued)</i>	<p>Enrollment Network and Advising Network</p> <p>Information Technology Committee (ITC)</p> <p>BG@100 Listproc - - additions to listproc made by user request</p> <p><i>Connect</i> Newsletter</p> <p>Training Opportunities</p>	<p>Provide update at meetings as requested</p> <p>Monthly meetings (may change by semester)</p> <p>Minimum of monthly as web page updated</p> <p>Published 5 times per year</p> <p>Training Sessions to be offered as appropriate in the months prior to 'Go Live'.</p> <p>After 'Go Live' training sessions will be coordinated through the appropriate back offices</p>	<p>Project Director</p> <p>CIO to provide an update to group at meetings</p> <p>Project Director</p> <p>prepared by Communications Coordinator reviewed by CIO</p> <p>Training & Documentation Specialist and Project Team</p> <p>Functional Leads</p>	<p>Project Director</p> <p>CIO</p> <p>Communications Coordinator</p> <p>Communications Coordinator</p> <p>Training & Documentation Specialist and Communications Coordinator</p> <p>Functional Leads and back offices</p>

AUDIENCE	MESSAGE AND/OR TOOLS TO COMMUNICATE	TIMETABLE	INFORMATION SOURCE	RESPONSIBLE FOR COMMUNICATING
University Administrators <i>(continued)</i>	Training Reference Materials Change Management Documentation <i>Monitor</i> - faculty and staff publication Marketing and Communications Campus Update Open forums - select questions to be used to develop FAQ for project web page	Training Documentation as developed in the months prior to 'Go Live' Change Mgmt details identified in the months prior to 'Go Live' Published weekly - message inclusion as appropriate Published Daily-message inclusion as appropriate Sessions to be offered approximately once a month and continuing as demand indicates.	Training & Documentation Specialist and Project Team Change Management Lead and Project Team Communications Coordinator Project Team Project Director	Training & Documentation Specialist and Communications Coordinator Change Management Lead and Communications Coordinator Communications Coordinator Communications Coordinator Project Director and Communications Coordinator

AUDIENCE	MESSAGE AND/OR TOOLS TO COMMUNICATE	TIMETABLE	INFORMATION SOURCE	RESPONSIBLE FOR COMMUNICATING
University Users	<p>BG@100 Listproc - additions to listproc made by user request</p> <p>Specific questions to BGat100@BGNet email address - select questions to be used to develop FAQ for project web page</p> <p><i>Connect</i> Newsletter (faculty & staff)</p> <p>Open forums - select questions to be used to develop FAQ for project web page</p> <p><i>Monitor</i> - faculty and staff publication</p>	<p>Minimum of monthly as web page updated</p> <p>As requested</p> <p>Published 5 times per year</p> <p>Sessions to be offered approximately once a month and continuing as demand indicates.</p> <p>Published weekly - message inclusion as appropriate</p>	<p>Project Director</p> <p>Communications Coordinator and Project Director</p> <p>prepared by Communications Coordinator reviewed by CIO</p> <p>Project Director</p> <p>Communications Coordinator</p>	<p>Communications Coordinator</p> <p>Communications Coordinator and Project Director</p> <p>Communications Coordinator</p> <p>Project Director and Communications Coordinator</p> <p>Communications Coordinator</p>

AUDIENCE	MESSAGE AND/OR TOOLS TO COMMUNICATE	TIMETABLE	INFORMATION SOURCE	RESPONSIBLE FOR COMMUNICATING
University Users <i>(continued)</i>	MyBGSU – Student Focused Information/Messages	Message inclusion as needed	Project Team	Communications Coordinator
	BGNews – Student Focused Information/Messages	Message inclusion as needed	Project Team	Communications Coordinator
	E-mail Messages – Student Focused Information/Messages	Message delivery as appropriate	Project Team	Communications Coordinator
	Printed Materials – Student Focused Information/Messages	Message/Information delivery as appropriate	Project Team	Communications Coordinator
	Use of available message delivery vehicles – WRSA, BTSU closed circuit, Bowling Green Facebook, Resident Advisors, crawling message boards	Message/Information delivery as appropriate	Project Team	Communications Coordinator