

Connecting in a "Cubed" World

Presented by: Doug Hyché
Board of Regents of the University System
of Georgia

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Course ID 1215



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Session Rules of Etiquette

- Please turn off your cell phone/pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the session

Thank you for your cooperation!

Expectations - When you walk away today you will have ...

- **A general understanding of successful communication practices for the statewide consortial implementation of GeorgiaVIEW Vista.**
- **Example communication strategies and tools to utilize in your own organizational endeavors.**
- **Tips and Tricks – Key items to remember when utilizing these example communication strategies and tools.**

Agenda

- **Background – University System of Georgia**
 - **General Information Regarding the Statewide implementation of GeorgiaVIEW Vista**
- **Background - Integrated Learning Environment**
- **Attitudes, Perceptions, Filters**
- **Strategies and Tools**
 - **Effective Meetings**
 - **Develop A Communication Plan**
 - **Webconferencing**
- **Questions & Answers**

Background

Connecting in a Cubed World



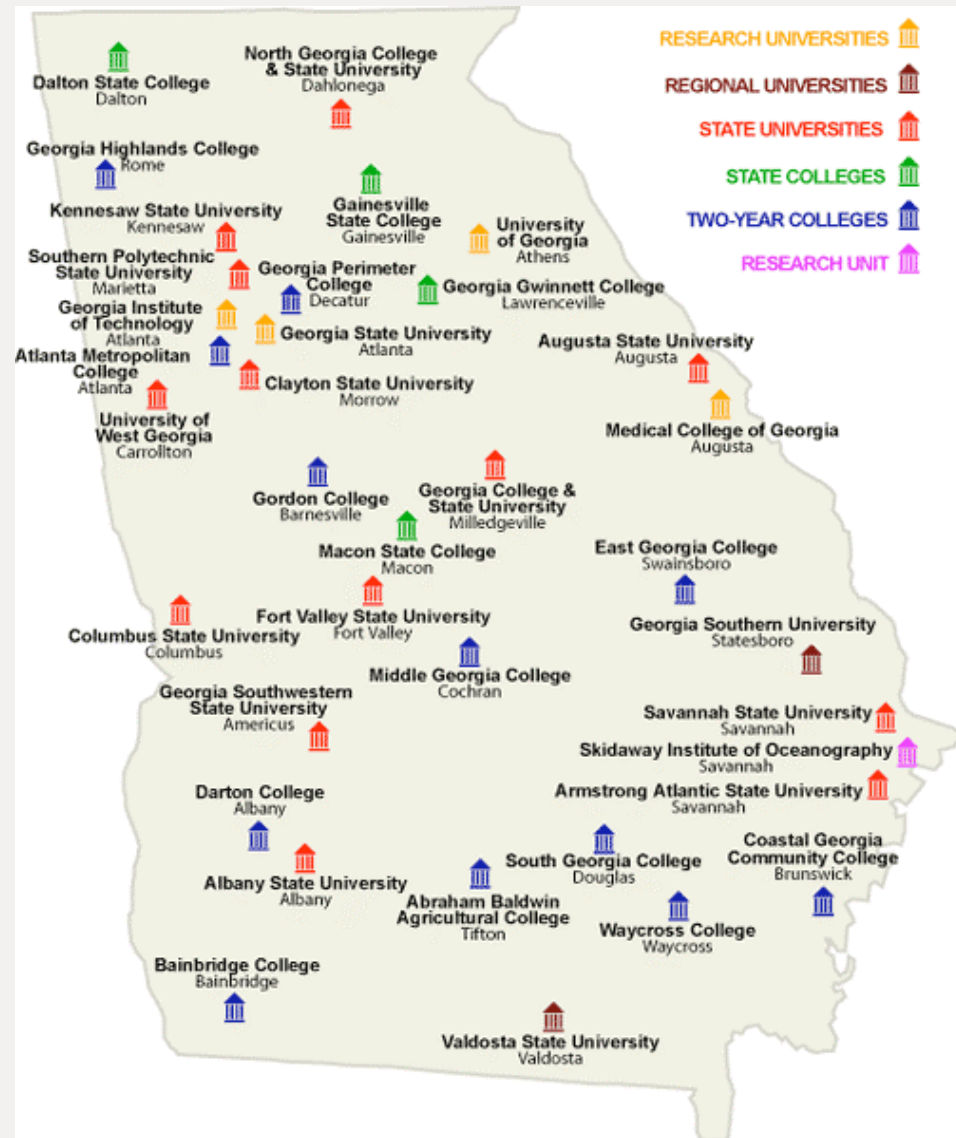
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Background

*Board of Regents
of the University
System of Georgia*

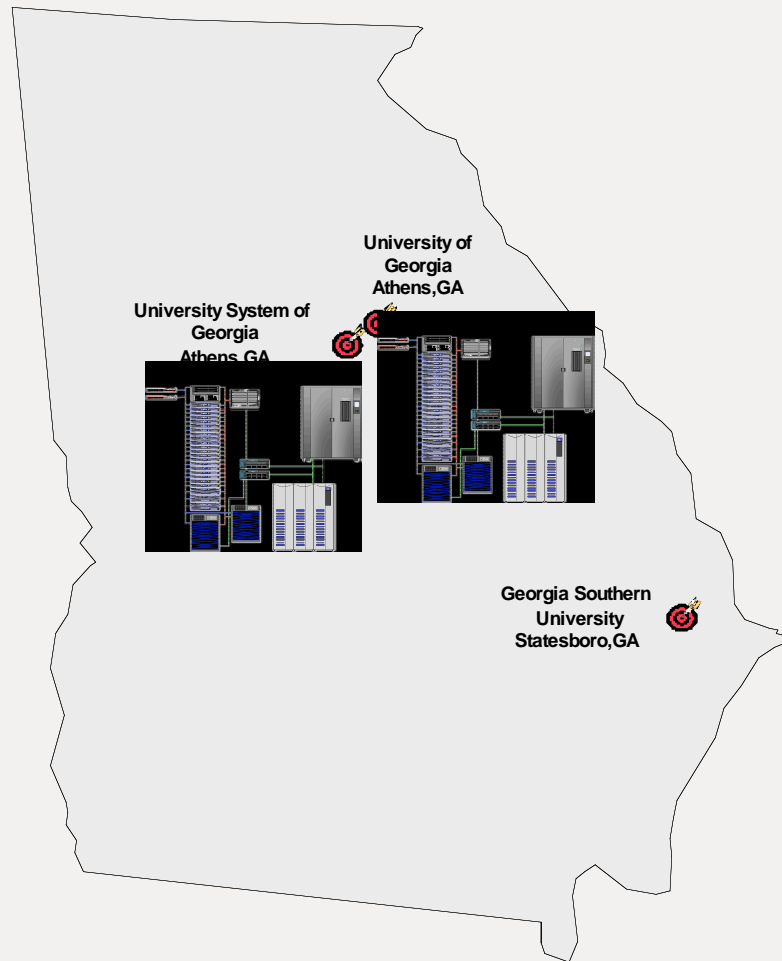
**Oversees 35 Public
Colleges & Universities
of Georgia and the
Public Libraries of the
159 counties.**



Background

- **The Board oversees 35 institutions: 4 research universities, 2 regional universities, 13 state universities, 7 state colleges, and 9 two-year colleges. These institutions enroll more than 250,000 students and employ more than 9,500 faculty and 35,000 employees to provide teaching and related services to students and the communities in which they are located.**

Background - Infrastructure



- **2 Production Sites**
 - d.view – 13 institutions
 - u.view – 19 institutions
- **1 Testing/Training Site**

Background - Additional Projects and Endeavors

- **Luminis Portal Implementations**
- **Single Sign-On Endeavors**
- **External Authentication (Secure LDAP and Kerberos)**
- **Third Party Products and Vista (PowerLinks) – Horizon Wimba Live Classroom, MyMathLab**
- **Student System Consolidation (Centralized Hosting of Banner)**

Background: Integrated Learning Environment

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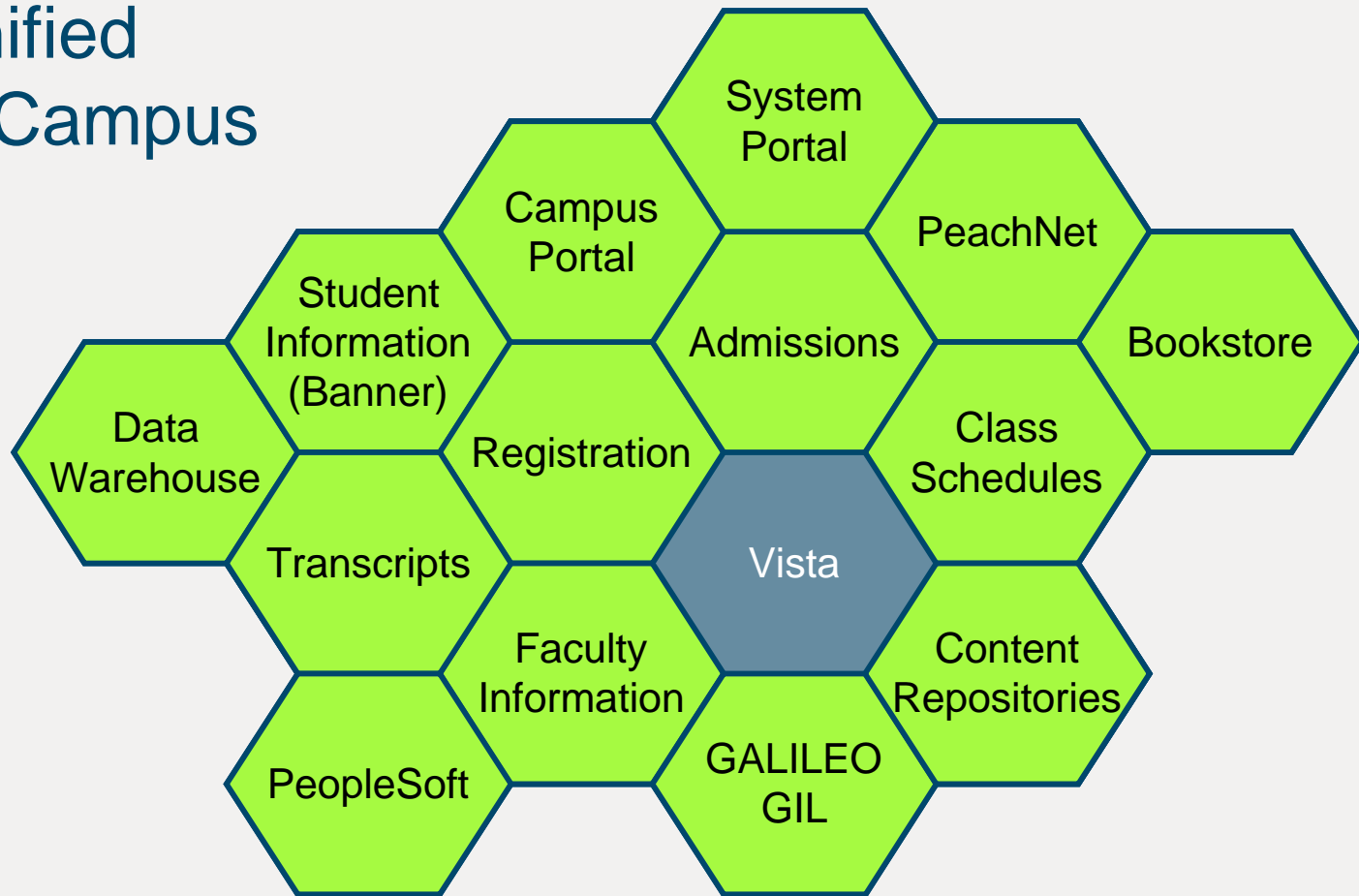


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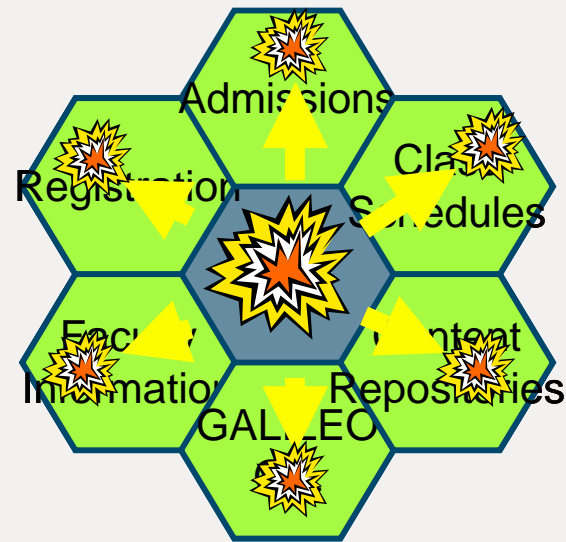
Integrated Learning Environment

The Unified Digital Campus



Integrated Learning Environment

The Unified Digital Campus



UDC – Unified Digital Connection/Communication Framework – where everything touches everything else... and a change in one application/business process can have an affect across an organization...

Attitudes, Perceptions, Filters

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CHALLENGES – Attitudes, Perceptions, Filters

- **Attitudes**

- “Attitude is everything to personal and professional success. It colors our vision of how we see the world and other people. Attitude affects our beliefs and our behavior. It impacts teamwork, customer relations, motivation and the ability to deal with change. Attitude makes the difference between a pleasant working environment and a place we dread to go.”

“Hire for attitude, train for skill” - *Barbara Bartlein*,
<http://www.successmatters.org/>

- **Perceptions and Filters**

- **Perceptions** - Psychological term which is associated with the process of acquiring, interpreting, selecting, and organizing information.
- **Filters** – Messages (communication) pass through an individual’s “filters” – values, knowledge, beliefs, attitudes, and experiences.



Effective Meetings

Strategies and Tools



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Effective Meetings

- **Agenda**

- A structure to identify the purpose of the meeting, participants in the meeting, timeframe/logistics of the meeting, roles and responsibilities of meeting participants.
- Standard Agenda Template – A standard template provides consistency across an organization.

GeorgiaVIEW Vista 4.x Planning Meeting			
Meeting Date:	Friday, November 17, 2006	Time:	1:00pm to 2:30pm
Location:	Conference Room 167		
Team Leader:	Brian Finnegan	Gatekeeper:	Doug Hyche
Scribe:	Jeanne Ann Davidson	Timekeeper:	<u>Rann Rudisill</u>
Participants:	Doug Ahern, Peter Anderson, Michael <u>Bracewell</u> , <u>Buz Dale</u> , Jeanne Ann Davidson, Amy Edwards, Brian Finnegan, Ezra <u>Freelove</u> , George Hernandez, Jill Hyche, Glenn Leavell, Beverly Norwood, Stan Peachey, Mark <u>Plaksin</u> , Andrea Rooks, Emory Moore, Doug Hyche, Sam Rowe, <u>Rann Rudisill</u> , Steve Spencer, Marie Steed, Andy Walker		
Time	Topic	Process/Responsible	Outcome
1:00 pm	Review of Meeting Purpose	Doug Hyche/Brian Finnegan	Meeting Purpose Communicated
1:10 pm	Review of High Level Goals for Vista 4.x Implementation	Doug Hyche/Brian Finnegan	High Level Goals for Vista 4.x Implementation Communicated
1:15 pm	Discussion	All Participants	
1:40 pm	Critical Issues Review (Major Tasks, Risks and Dangers, Questions, Assumptions)	Doug Hyche/All Participants	Listing of all Major Critical Issues
2:20 pm	Review Action Items/Wrap Up	Doug Hyche	Identification of Next Steps/Action Items and Follow Up Meetings

Effective Meetings

- **Action Items and Decisions**

- Capturing these next steps is one of the main purposes for having the meeting in the first place!
- Status, Item#, Item, Responsible, Due Date

Status	Item #	Action Items	Responsible	Due Date
New	1)	Render the first draft of the scope document	Michael	11/10/2005
New	2)	Assemble a core project team.	Doug/Jill	11/18/2005
New	3)	Complete the last draft of the scope document prior to submitting to the larger core group in preparation for a critical issues meeting.	Everyone	11/18/2005
New	4)	Distribute the scope document to a proposed core team for feedback.	Doug	11/18/2005

- **Decision Log**

- Create a method for logging decisions.

Decisions Made/Informational Items:

- Make an informal comparison between USG and other institutions to extract tips and up front information on how Powerlinks are implemented elsewhere.

Effective Meetings

- **Continuous Improvement – What is working for our group/organization as part of our meeting strategies? – keeping us connected in a cubed world?**



Tips and Tricks

- **Develop a standard agenda and send it out ahead of time (Not just before the meeting begins)**
 - Allows for timely edits/changes
- **Rotate Rolls**
 - Allows for flexibility and changes
- **Review Action Items and Decisions at end of meeting**
 - Allows for clarification and identifying who is responsible for the item
- **Publish the Action Items and Decisions**
 - Allows for all participants to have access to and keep tabs on the information
- **Continuous Improvement – Review what works...and what doesn't work and make changes**



Develop a Communication Plan

Strategies and Tools



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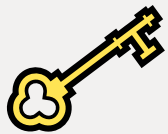
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Develop a Communication Plan

- **Identify Communication Vehicle**
 - Listserv Announcements, Meetings, Reports, Webconferences...
- **Target Audience(s)**
 - Internal Team Members, External Team Members, Sponsors, Executive Management, Constituents/Customers
- **Purpose**
 - What is the reason for the communication channel/vehicle? – review on a regular basis to make sure the channel is still a valid channel and meeting the needs of the information consumers.
- **Frequency**
 - How often is the communication channel utilized to meet the needs of the information consumers.
- **Method of Distribution**
 - How is this information communicated? – Listserv, Email, Websites
- **Person(s) Responsible**
 - Who is responsible for this communication item?

Develop a Communication Plan

- **Standard Communication Plan Template**
 - A standard template provides consistency across an organization.



FLEXIBILITY – Develop a plan that make sense for the meeting and/or organization.

Vehicle of Communication	Target Audience	Purpose	Frequency	Method of Distribution	Person(s) Responsible	Program/Project
Listserv (VISTA-PROD-E)	Internal OIIT Staff, Key USG Staff Members, and Key Blackboard Staff Members	Production questions, issues, and decisions communicated in conjunction with Vendor.	As Needed	<ul style="list-style-type: none"> ▶ Listserv 	Program/Project Team Members, and Blackboard (vendor)	Program/Project
GeorgiaVIEW Vista Scheduled Maintenance Calendar	GeorgiaVIEW Vista Institutional Administrators	Communicate Key Maintenance Periods	3/Year, As Needed	<ul style="list-style-type: none"> ▶ Listservs ▶ GeorgiaVIEW site ▶ Meeting Maker (internal) 	Business Process Project Manager	Program
GeorgiaVIEW Accomplishments Document	USG Executive/Managerial Representatives, USG Faculty and Staff, GeorgiaVIEW Vista Institutional Administrators	Communicate Key Milestone Accomplishments	Annually	<ul style="list-style-type: none"> ▶ Distributed by mail to GeorgiaVIEW Vista Institutional Administrators, USG Executive/Managerial Staff ▶ Electronic format – GeorgiaVIEW site 	I	Program
Emergency Communication Service (ECS)	USG GeorgiaVIEW Vista Institutional Administrators, USG Executive Management	Provide Emergency Updates	As Needed	<ul style="list-style-type: none"> ▶ Listserv ▶ Mobile Devices (that can receive SMS messages) 	Business Process Project Manager	Program

Effective Meetings

- **Continuous Improvement – What is working for our group/organization as part of our communication plan strategy? – keeping us connected in a cubed world?**



Tips and Tricks

- **The Communication Plan is a *Living Document* – schedule quarterly or semi-periodic times to review and update the Communication Plan**
- **Include all appropriate parties in putting the Communication Plan together as well as reviewing the plan**
- **Publish the Communication Plan and make accessible to all the appropriate parties**
- **Continuous Improvement – Review what works...and what doesn't work and make changes**

Webconferences

Strategies and Tools



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Utilize a Webconference Tool

- Connects different groups/individuals in different geographic locations
- Potentially save money \$\$\$ (over phone conferencing)
- Allows for the proceedings to be archived and viewed by meeting participants as well as individuals that may not have been able to attend the session
- Provides an easier way to share key information in a visual manner than phone conferencing
- Develop a method for advertising and marketing the webconference session
- Develop a process to utilize during the session so the technology works to meet the session needs

Utilize a Webconference Tool

- GeorgiaVIEW Vista Weekly Webconference

The screenshot shows a Microsoft Internet Explorer browser window displaying a webconference interface. The main content area is titled "General Information/Announcements" and lists several items:

- **USG GeorgiaVIEW Browser Checker**
 - Updated – IE 7 passes
- **Bb World 07**
 - July 7th-12th
 - Boston, Massachusetts
 - **Deadline for Proposal Submission: March 16, 2007**
 - **Speaker Notification: April 15, 2007**
- **Blackboard Greenhouse Exemplary Course Program**
 - **The Deadline for Submissions EXTENDED TO FEBRUARY 19, 2007**
- **Greenhouse Grant**
 - **The Deadline for Submissions EXTENDED to February 26, 2007**

On the right side, there is a window titled "Vista_call - 02/16/2007 10:00" with a "Contact Presenter" button. Below the button is a table of the conference agenda:

Item	Time
Class Start	00:00
Login_Guidelines.JPG	00:05
Standing_Agenda.jpg	00:13
WIRI.JPG	00:59
WIRII.JPG	03:20
WIRIII.JPG	09:38
Discussions.JPG	09:59
GenInfoI.JPG	11:36
GenInfoII.JPG	13:16
GenInfoIII.JPG	14:24
GenInfoIV.JPG	15:18
WIA.JPG	17:25
Weekly_Institutional...	17:48
Poll_Results, Fri Feb 16...	19:20
Institution_Check_In.jpg	19:35
End of Archive.	56:56

At the bottom of the browser window, there is a "Navigation" section with the following text:

Connecting to server...
You have connected successfully!

You have entered 'Vista_call - 02/16/2007 10:00'.
Your media format is QuickTime One-way Audio.

EGC_Fritz says "It came through yesterday."

To: ALL

At the bottom right, there is a "GEORGIA VIEW" logo and a control panel with buttons for "Yes", "No", and "?", and a list of participants with "Vista" listed.

Effective Meetings

- **Continuous Improvement – What is working for our group/organization as part of our webconferences? – keeping us connected in a cubed world?**



Tips and Tricks

- **Make sure to test the technology with participants ahead of session.**
- **Develop a clear process of how the session will be facilitated in terms of communication and information being shared**
- **Make the archives available for participants and those that cannot attend the sessions.**
- **Continuous Improvement – Review what works...and what doesn't work and make changes**

Questions & Answers



Thank You!

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