

Academic Affairs Communication Committee Report (Draft 1)

March 23, 2023

The communication committee has identified issues related to the following:

- Faculty-to-student communication
- Academic Affairs to student communication
- Academic Affairs to faculty and staff communication

Examples of issues include:

1. Students receive numerous emails daily and weekly, and finding critical emails among the clutter can be challenging. Our preliminary survey of 24 students, faculty and staff indicated that these groups receive an average of 15-23 ULM emails per day.
2. Emails sent through the Moodle system must often be sent to student emails promptly. Often these go out at the end of the day rather than at the time of the message sent by the instructor.
3. The information in some email communication is repetitive and sent by multiple people and departments.
4. Emails may have too much content and are skimmed over or deleted.

Distribution of surveys:

The communication committee has distributed short surveys about communication preferences, including one for students, one for faculty, and one for staff. The survey results have been compiled into an Excel workbook and are attached for review. In addition, faculty, staff, and students received surveys through the respective email groups.

Survey Results Snapshot:

A total of 304 faculty, staff and students responded to the survey.

Faculty and staff view communication differently than the students in several areas.

Students showed significant interest in the opt-out option in Athletics, Registered Student Organizations, and Dining Services.

All three groups prefer email and once-per-week summary options.

Key takeaways from comments:

- Provide an opt-out option for specific areas.
- Once-per-week summary from ONE area on everything going on. Comments were made on how often different areas send the same information in a day or week.
- Training on communicating through email, Moodle, social media, and websites.
- Get rid of the "clutter," as finding critical information among so many emails is challenging.
- Send information timely, not the week or day of regarding events.

Committee Recommendations:

- Communication training for faculty, staff, and students. This could include email etiquette, tips for drafting clear and concise emails, timeliness in responding, and how to communicate in our LMS systems and through websites and social media.
- Find ways to eliminate clutter in the in-boxes so that critical information such as academic, financial aid, and student account information can be prioritized. This can include compiling all non-essential campus email into a single weekly digest.
- Work with IT to determine if opt-out/in options are possible for non-academic mass emails.
- Set parameters for those sending out mass emails. Ensure that mass emails are reviewed for those parameters prior to being sent out campus-wide. A specific department may need to be designated to review the emails.
- A bi-weekly or monthly update from the Provost and Academic Affairs on what is happening in that area.
- Communication with faculty and staff regarding significant changes in curriculum, programming, and faculty and staff welfare.
- Communication with students that allows a forum for conversation with Academic Affairs about concerns.

Communication options used by other institutions include:

- Options for opting out of certain types of campus-wide emails, such as Athletics, Registered Student Organizations, and Dining Services.
- The use of social media and the ULM Calendar for announcements about events and other activities that do not fall under FERPA regulations.
- The use of texting if students, faculty, or staff members choose to receive messages that way.

Northwestern State University uses a Student Messenger system, like a daily digest of announcements. This could be an option instead of many separate emails.

The University of Louisiana Lafayette has a process for sending mass emails that includes a word limit and lead time for review. <https://ocm.louisiana.edu/web-communications/broadcast-email-guidelines>

Stockton University uses an opt-out feature in Outlook. <https://stockton.edu/information-technology/mass-email-guidelines.html>

President/ Provost Email examples from other institutions:

From: University President <president@nsula.edu>

Sent: Friday, March 17, 2023 12:00 PM

To: +All-Students <+All-Students@nsula.onmicrosoft.com>; +All-FS <+All-FS@nsula.onmicrosoft.com>

Subject: A Message From The President - March 17, 2023



A Message From The President

Dr. Marcus D. Jones



March 17, 2023

Northwestern State Breaks Ground On State-Of-The-Art Academic Building

Earlier this week, we [celebrated the start of a new chapter](#) in the life of our institution. Alost Hall will serve as the hub of innovation, collaboration and learning for generations of students, faculty, and staff to come. The groundbreaking of Alost Hall is a testament to the unwavering commitment of excellence in education, research, and service to our community.

I would like to express my gratitude to all those who were present at the groundbreaking ceremony, including Louisiana Governor John Bel Edwards, President and CEO of The University of Louisiana System Dr. Jim Henderson, ACSW Architects, Perkins & Will Architects, Donahue Favret Contractors,

various local and state legislatures, and the numerous university faculty, staff, and students.

Governor And First Lady Announce Linda B. Day Memorial Scholarship

Following the groundbreaking ceremony of Alost Hall, Governor John Bel Edwards, First Lady Donna Edwards and friends of the late Linda B. Day planted a tree in her memory on the campus of Northwestern State University Tuesday and announced the creation of the [Linda B. Day Memorial Scholarship](#) that will support students preparing for a career in education by pursuing a graduate degree in the Gallaspy College of Education and Human Development. The tree and scholarship acknowledge Day's dedication to the teaching profession, her work to improve the education system for all students and her desire to encourage others to become educators.

Mrs. Day, a two-time graduate of NSU, exemplified the ideal alumna by leading a life dedicated to service. Her impact on the lives of many was profound, and it was an honor to have the governor and first lady join us to learn about her legacy.

Public Servant, Federal Administrator Ted James Speaks To Students On Leadership

Ted James, a Louisiana politician who was appointed as the regional administrator of the U.S. Small Business Administration by President Joe Biden last year, [delivered a lecture at the Lucile Hendrick Room](#) on the first floor of the Student Union. The talk, titled "Leadership for the Ages: Impacting Lives and Transforming Communities," was given to students from the Presidential Leadership Program and the School of Business.

Anonymous Donor Honors Towry Family With \$100,000 Gift To NSU Foundation

I was fortunate enough to meet the Towry Family yesterday and hear about the significant impact NSU had on their lives through their stories. We are grateful to the donor who generously provided this scholarship and that the Towry family was able to share their memories of Northwestern State University.

The [H.N. and Inez C. Towry Memorial Scholarship](#) will be awarded to a female undergraduate in the amount of \$5,000 per year for four years through graduation. The student must maintain a grade point average of 3.5 or higher and seek a degree in business or education.

NSU Will Receive 10 Trash Receptacles Through Keep Louisiana Beautiful Grant To Prevent Litter On Campus

NSU was chosen as one of the 98 awardees of the 2023 Keep Louisiana Beautiful [Trash Receptacle grant program](#), which was funded by the State of Louisiana and the Office of the Lieutenant Governor. As part of this program, NSU will be placing 10 trash receptacles in high traffic and pedestrian areas around campus.

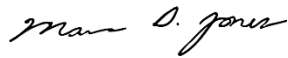
I would like to express my appreciation to Steve Gruesbeck, Director of Service-Learning at NSU, for his contribution to these efforts.

Flavor of Louisiana Tonight

I extend a personal invitation to you to join us tonight for the Flavor of Louisiana, a spring fundraiser and seafood extravaganza that celebrates our donors, supporters, alumni, and students at Northwestern State University. The event will feature specialty dishes from some of the finest restaurants across Louisiana, so make sure you don't miss out on this feast.

The festivities will commence at 6 p.m. with music, cocktails, and specialty dishes at Prather Coliseum on the Northwestern State University campus.

[Purchase your tickets here.](#)



Dr. Marcus D. Jones
President
Northwestern State University

A Northwestern State University education is
personal, valuable, and impactful.

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From: Provost and VP of Academic Affairs <vpaa@nsula.edu>
Sent: Monday, March 13, 2023 3:00 PM
To: +All-Students <+All-Students@nsula.onmicrosoft.com>
Subject: Registration: A Message From The Provost



A Message From The Provost

Dr. Greg A. Handel, D.M.A

Good afternoon, students. I am reaching out to remind you that registration for Summer and Fall 2023 opened today. Registration is by classification, and you can find that information either in the attached file or by using this link:

<https://documentproviderviewer.nsula.edu/?id=11587>

As a reminder, please reach out to your Academic Advisor to assist you in what classes you need for next semester, and to discuss/develop plans for your upcoming semesters in order to stay on track with your degree completion. Your Academic Advisor information can be found on myNSU as well as on Degree Works. If you are unable to locate your advisor's information, please reach out to the Department Head in your major. Most advisors offer both face-to-face appointments as well as virtual options.

In the event that you are unable to contact your Academic Advisor or Dept. Head, please reach out to me for assistance. I can be reached at:

vpaa@nsula.edu

Best wishes for a great week!

--GH



Dr. Greg A. Handel, D.M.A.

Provost and Vice President of Academic Affairs

Dean of Graduate School

Professor of Music Education

Northwestern State University

vpaa@nsula.edu

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From: <guice@latech.edu>

Date: Thu, Jun 23, 2022, 7:46 AM

Subject: [LaTech Students] June 23 Campus Update -- Saturday Walks and Construction Disruptions

To: <facstaff-l@latech.edu>, <students-l@latech.edu>

Dear students, faculty, and staff,

Good Thursday morning.

Just a note that I plan to be at Aspire Plaza on Saturday morning at 8 AM if anyone wants to join in on a walk.

In the coming weeks, you will notice lots of construction beginning on our Enterprise Campus. Closure of some roads will continue throughout the summer and well into the 2023-24 academic year.

The road closure and construction is a city project designed to create a more walkable corridor between Louisiana Tech's campus and the City of Ruston's downtown area. The project will also improve drainage and create more green space on the east side of campus.

We have started preparation and ground work for the construction of Tech Pointe II at the corner of Dan Reneau Drive and South Homer Street, and our partners have already committed to 100 percent occupancy when the project is completed.

Tech Pointe II will take the place of the large gravel lot on the corner opposite Tech Pointe, and we have been working to find solutions to the parking challenges our campus will face as a result of this progress.

Beginning in the Fall Quarter, we will make available a **student shuttle service** running from the parking lot at the corner of Tech Drive and West Alabama Avenue. We'll share more information about the campus route, which will have a shuttle running each weekday from 7 a.m. to 1 p.m., when most of our commuter students are coming onto campus. Of course, **walking is a good option too!**

As our campus and city grow and prosper, we'll see more changes. We're working to ensure these changes remain positive for our students, faculty, and staff throughout the construction. These improvements will help position Louisiana Tech for growth and more efficient services in the future.

We will continue to update our campus community throughout the summer. Please continue to check your email regularly for information on these and other projects.

Les Guice

President

Visit events.latech.edu for Louisiana Tech event information. Find your organizational interests at orgsync.com/login.

Communication Survey: Overall results

# of Responses	Faculty
Most preferred way to receive information:	
Marketing & Communication	Email/ once-per week summary
Athletics	Email/ once-per week summary
Registered Student Organizations	Email/ once-per week summary
Dining Services	Opt out or email
Office of Diversity, Equity & Inclusion	Email/ once-per week summary
Human Resources (Faculty & Staff only)	Email/ once-per week summary
Career Services (Students only)	N/A

Key take aways from comments

Provide an opt-out option for certain areas.

Once-per-week summary from ONE area on everything going on. Comments were made on how often the same information is sent out in a day or week by different areas.

Training on how to communicate through email, moodle, social media, and websites.

Get rid of the "clutter" as it is difficult to find the important information among so many emails.

Send information in a timely fashion, not the week or day of regarding events.

Staff

Students

146

90

Email/ once-per week summary
Email/ once-per week summary
Email/ once-per week summary
Email/ once-per week summary
Email/ once-per week summary
Email/ once-per week summary
N/A

Email/ once-per week summary
Opt out or once-per week summary
Opt out or once-per week summary
Opt out or once-per week summary
Email/ once-per week summary
N/A
Email/ once-per week summary

Faculty Communications Survey Results

Total of 68 Faculty completed the survey.

How would you like to receive communications regarding the following areas?

What is your College?

College of Arts, Education, & Sciences

College of Business & Social Sciences

College of Health Sciences

College of Pharmacy

Marketing & Communications

Email

Text Message

Once-per-day summary

Once-per-week summary

None (I would like to opt out of these communications)

Athletics

Email

Text Message

Once-per-day summary

Once-per-week summary

None (I would like to opt out of these communications)

Registered Student Org.

Email

Text Message

Once-per-day summary

Once-per-week summary

None (I would like to opt out of these communications)

Dining

Email

Text Message

Once-per-day summary

Once-per-week summary

None (I would like to opt out of these communications)

Office of Diversity, Equity, & Inclusion

Email

Text Message

Once-per-day summary

Once-per-week summary

None (I would like to opt out of these communications)

Human Resources

Email

Text Message

Once-per-day summary

Once-per-week summary

None (I would like to opt out of these communications)

If you could change one thing to improve communication at ULM what would it be?

Left blank

Responded

What further suggestions do you have to improve communications at ULM?

Left blank

Responded

29
24
10
5

e

of votes

49
1
7
38
2

of votes

35
2
1
32
20

of votes

34
1
2
25
24

of votes

30
1
0
23
31

of votes

41
2
5
34
11

of votes

48

3

6

34

3

35

33

43

25

If you could change one thing to improve communication at ULM, what would it be?

Stop sending messages for students to the faculty.

Make sure titles are descriptive of major elements in email. Vague makes me less likely to check.

Share each topic (from survey) on Instagram as well

One email that includes all departments rather than multiple email newsletters.

One thing I would change is the sample phishing emails that we receive from the IT department. I believe it is very unbecoming of a university to have a department knowingly try to phish their faculty and then make them take training based off of that. It would be better if everyone was required to take the training instead of making

I do not have any issues with the way it is being handled.

It could be more interactive.

It could be more interactive.

I think Email covers it for faculty and some students.

Currently, there are just too many emails sent out to faculty, that are non-targetted.

There is entirely too much email from non-academic departments on campus. Entirely too much email from

I wish it was a bit more centralized, but I am not sure that is practicable, considering the nature of our work.

Communication needs to be more open and transparent, with more communication of student and faculty achievements that is not biased against or towards certain populations or programs.

Faculty bounce usually means emails that don't involve me

Time cards are a waste of time

Consistency. It seems we get consistent updates via email for a while, then it drops off, then picks back up.

Have the Administration communicate more than just once or twice a semester.

These are not the types of communication/information I am looking for. As a faculty member, I am looking for Academic Affairs information. I sincerely appreciate the monthly emails that I receive from my dean. I know some people do not appreciate how long they are, but I would rather be given too much information rather than not enough, or none in some cases. I appreciate that I can expect those emails and I know that I will be receiving timely information. I wish upper administration would do something like this on a regular basis. Maybe something like alternating every other month from Dr. Berry and Dr. Arant so that it didn't become too

Not sure

Clearer emails from HR about timesheets, when due, and what categories to mark. There is too much

It would be nice to set up a system where students and faculty were not being constantly flooded with emails. It is dizzying. I have done a lot to improve my inbox management, but for those who lack the knowledge, it is simply too daunting of a task to go through every single email, prioritize, and take action when needed. I assume

I am satisfied with the communications.

All committees and "teams" produce minutes that are available for viewing if not publicly, then on a shared ULM drive, according to standard business practice and Roberts Rules of Order.

On occasion, I receive multiple copies of the same email. In some cases, I will receive the same email from the provost, dean, and school director. The last two simply have forwarded the original email. This seems like overkill. Also, I should stop receiving any emails from the ULM bookstore concerning sales and other solicitations for business. The bookstore's email should concern book orders for classes or similar topics that

I believe that we receive so many emails, that the information is often overlooked. Some items that are not relevant to the employees current employment role dilute the information.

Less emails

Send one complete digest with headers for difference departments. No separate emails flooding our inbox. One weekly university newsletter. It is overwhelming. All departments could submit for the next week by a Thursday.

There is too many emails

Better/more streamlined communication within colleges. Multi-level layers of administration impact the speed

Make sure faculty senate posts the minutes regularly on the faculty senate web page. This appears to have gone

I would prefer fewer emails.

I don't think email (or phone text message) is the best way to communicate this information. Our email needs to focus on direct communication between individuals--professor to student, professor to program, staff to faculty, student to student, etc. And not used to advertise events or make generalized announcements. This bogs down own inboxes and makes it difficult to keep track of what's important. [In the above section, I checked that I'd like to reduce communication to "once per week", but that's not accurate. We do need to be able to receive important news, reminders, updates, event/announcement details as often as necessary, but the options for that section are limited.]

Instead, I propose a new communication method be implemented across campus. ULM needs its own social media platform. Created and monitored in-house. Right now, we have a website that is not user-friendly or ideal for posting the type of information that's currently delivered through our email. But we do still need our website for online documents/forms, registration, policy, etc. We're also trying to utilize the existing SM platforms (Twitter, Facebook, Instagram, etc,) to advertise our programs and boost engagement with our campus, but the result is that we expect an individual to follow every platform for every program, which is too overwhelming of an expectation. In addition, our students are desperate for a way to connect with each other, but they use platforms like YikYak, which ULM cannot monitor or control from an administrative standpoint.

If ULM created its own Social Media platform, I recommend that it be called "Hawk Talk" (or something short, catchy, and ULM themed) and utilize the best features from other existing platforms. It should work like Twitter in that all ULM students, faculty, staff, alumni, sponsors/donors, etc. could create a personalized account to interact with each other under a verification system. We should also add a "guest account" feature for parents, prospective students, vendors, etc. Then, it should work like Facebook in that each program/department/major/organization/team would have a page/group/section for specified following, to announce events, to highlight achievements, etc. Also like Facebook, this platform should feature notifications and a main "feed" that focuses on upcoming/current announcements for events, general campus reminders, etc. Also like Facebook, this platform should include a calendar that includes both campus and community events/activities and the option to create/host an event and invite participants as well as track RSVPs. Like

Instead of bombarding us with emails, provide a site that one could go to for information on things like athletics,

We get so many different emails from different groups (all the ones mentioned above, plus from Academic Affairs and others) it can be overwhelming. Combining that down to one email would be helpful.

What further suggestions do you have to improve communications at ULM?

A weekly summary of upcoming events could be useful. For events or application deadlines, those could be sent

I like the information shared with faculty and students simultaneously.

Video messages are encouraged

I believe this is a great step in the right direction to improving communications.

The weekly Student Affairs email on top of Marketing and Communications along with other emails is too much. Marketing and Communications should be responsible for any weekly updates or information from all

No suggestions

N/A

N/A

Implore students to read their ULM and Moodle Emails! Some do - many don't. I think a lot of students do not understand that it is vital to check their Emails while in college. Not sure how you can get that message through

Better communication within the individual college. We do not receive timely notice of things occurring within

Email communication works well for me. Also, Zoom could be used more as an option for those that have

The school directors and Deans need to notify faculty in a more timely manner when decisions are made that directly impact their job. This can deal with hiring, office and lab space, etc.

It needs a complete overhaul and needs to focus on students and academics and operations. It also needs to be done in a much more timely manner so that we will know about things before they take place.

N

Dean Pratte does well with his Third Thursdays to let us know what in general is happening to the college: opportunities, budget, programs, etc. It might be well to receive such a short update /month at the University

- Better mobile Wi-Fi connection. My phone will not connect to Wi-Fi most of the time, which means I may miss important emails if not constantly sitting behind my desk.

none at this time

reformat the timesheet emails

Information does not flow into the school in an equitable manner so that no one is left out of the loop. Administrators communicate with the school director, but that individual does not pass along the information, such as relevant policy changes, nor do the graduate coordinator or program coordinator. This is a long-standing problem that has been raised time and again to no avail. Additionally, there are almost no meetings for informational purposes, training, policy updates, etc. This could be delivered via email or in a meeting--either way, happens only once per semester, with limited information flow.

While the CAES dean does offer a monthly Zoom meeting and send out a bulletin, he is not always consistent about providing the same information in both formats. Often one has to attend the Zoom meeting to find out the complete information. Additionally, because he has set up the Zoom meetings as top-down information,

In general, there is too much email in my box. It would be nice for instance if emails concerning athletics went to a separate folder on outlook automatically. I should not have to spend time watching youtube videos to figure

There could be a separate announcements site -- that could be accessed by individuals when they are seeking information, rather than sending all announcements to all people.

None

ALSO, save the dates! Do not tell me the week of that something is happening. People need to plan ahead. It seems this is a university wide issue. Include a monthly calendar in the weekly digest with ALL dates on it for

Limit emails from administrators to 300 words. Who has time to read an email that is more than one screen in

What also would be helpful would be for the President to send out emails telling us what's going on at the

Staff Communications Survey Results

Total of 146 staff completed the survey.

How would you like to receive communications regarding the following areas?

Marketing & Communications	# of votes
Email	97
Text Message	11
Once-per-day summary	15
Once-per-week summary	95
None (I would like to opt out of these communications)	5

Athletics	# of votes
Email	90
Text Message	9
Once-per-day summary	11
Once-per-week summary	87
None (I would like to opt out of these communications)	19

Registered Student Org.	# of votes
Email	80
Text Message	2
Once-per-day summary	5
Once-per-week summary	84
None (I would like to opt out of these communications)	30

Dining	# of votes
Email	81
Text Message	5
Once-per-day summary	9
Once-per-week summary	78
None (I would like to opt out of these communications)	31

Office of Diversity, Equity, & Inclusion	# of votes
Email	81
Text Message	4
Once-per-day summary	8
Once-per-week summary	91
None (I would like to opt out of these communications)	21

Human Resources	# of votes
Email	102
Text Message	8
Once-per-day summary	18
Once-per-week summary	84
None (I would like to opt out of these communications)	1

If you could change one thing to improve communication at ULM what would it be?	
Left blank	31
Responded	59
If you could change one thing to improve communication at ULM, what would it be?	
Left blank	75
Responded	71
What further suggestions do you have to improve communications at ULM?	
Left blank	98
Responded	47

If you could change one thing to improve communication at ULM what would it be?

Nothing I feel very informed.

Cut back on the campus wide emails that don't pertain to me.

I think more offices/departments should share what is going on across the campus so we can be more aware and

I think more offices/departments should share what is going on across the campus so we can be more aware and

A weekly summary that includes event updates from the week before and activities planned for the week.

Information that gets straight to the point. There would be better communication about job openings on campus as well. Without monitoring HR every day and having to dig to find a link to jobs, it would be nice if we See the checkmarks above, that's all I ask.

I would create a weekly staff newsletter, compiling the information we received daily.

I would have a method of opting out of certain non-important emails to me. This would cut down on the clutter

Mandate that Students must check email as the primary engagement source for ULM Communications.

I know that our email Inbox can overflow, but I'm old school & would rather see the email rather than something floating about on a 3rd party social media platform that we don't control. We control ULM email accounts and

Better communication with all departments within each department.

PLEASE put events/things going on in ONE CENTRAL LOCATION!!!! No one here knows what anyone else is doing, and neither does the community. REMEMBER that employees will need to be educated and reminded to use this one central location as a resource. All the things listed above could be compiled into one weekly and monthly communication that I would recommend sending via email and text - employee emails get inundated

No suggestions. I am satisfied with communication at ULM.

No suggestions. I am satisfied with communication at ULM.

To try and bring us all together as one big family and freely express our concerns and feelings about everyday things that affect us and what we could do to better our communication with each other!

Relevant communication in a timely manner. Why does it take 30 days to post a press release?

Whenever UPD has to close off some parking in the Strauss Hall parking lot or any parking lot, they should let us know beforehand.

We should receive notice for events well before the events are taking place.

I think the once a week summary is a great idea. It would cut back on the overall number of emails.

We need to be better at EFFECTIVELY communicating. And everyone needs to be on the same page. We get weekly emails from several different departments. Why can't they all be in one informative email? Love the information! Hate that we all can't get along and come together to send out things more effectively.

N/A

Communication. No one talks to anyone else around here and it shows on a daily basis.

Use an modern email system to communicate with staff, faculty and employees that is not the hacky all email service we've used for 20 years. Yes, it will upset IT, but they need to get with the times.

Use an modern email system to communicate with staff, faculty and employees that is not the hacky all email service we've used for 20 years. Yes, it will upset IT, but they need to get with the times.

comprised of few section of event, such as, academic, student activities, health and wellness and etc. It helps preventing spamming the students/ faculty/ staff inboxes with the multiple "social activities" or news related emails.

. A unified daily messenger is much more organized way to present what is going on campus, and allow OMC be the office that receive event information from Student, club leader, faculty or staff who organizes the event.

I think the communication is great at ULM.

Offer professional development to all employees that covers how to effectively manage an email inbox, ways to compose meaningful email messages, and some general email conversation etiquette.

Fewer emails

Include everyone in communication.

This is a good question and a complicated one because the channels of communication and the communities on campus are diverse. Most communication is sent via the internet with limited face-to-face interaction between administrators and faculty, students, and staff. More face-to-face sessions might reduce and eliminate confusing messages. Orienting the campus community to the organizational culture needs to be repeated rather than through online policy training and testing. What are the values of this organization need to be repeated through face-to-face sessions, perhaps strategic planning will address this issue. Finally, I get too many emails from individuals and groups that has no relevance. I spend too much time deleting emails that have no relevance or interest to me. While I want to know what events are happening on campus, not all of them are of relevance or

Not waiting until the last minute to advertise events. Sending text messages regarding activities and other events non HR related. Stop sending info regarding Athletics, RSOs, and Dining services.

N/A

I think communication has been up to par.

I think communication has been up to par.

That everyone is on the same page! Communication is the key to success. Everyone needs to come together to For departments to know what each other are doing, so that we can collaborate more.

N/A

The emails that I get, college wide, about excused absences for University Sponsored Events doesn't help. This is unproductive if being sent to a list of professors who have to check to see if these students are in their classes..

Even though new updated forms are on the website, it would be nice to know that they have been updated. We don't need the forms sent, but just be aware of any updates.

I think it is fine

Too many repetitive or irrelevant messages are being emailed to both faculty/staff and students. I think it might

We've come a long way over the past few years. I just hope we keep moving along the current trajectory.

Stop the incessant flow of non-academic-related emails.

Collaborate between offices so emails are more strategic.

Send the messages out between 8 am - 10 am daily.

ULM's communication is consistent and clear; however, some important messages requiring action get lost or stacked up with other informative ones. Perhaps, a way to mark those information sources or a one-stop

Have one sender per department or division to lessen the number of redundant communications/ duplicate

Fewer emails

Perhaps feedback on decisions that are made on such polls as this. What is the ending result etc.

I think everything is great and I would not change a thing.

Communications need to be eye catching. Black and white paragraph emails are rarely read.

The number of emails sent daily to both staff and students is entirely too high. It makes the more important/pressing communication get lost in the shuffle. I enjoy receiving emails from the departments above just so I'm aware of events taking place. Maybe a weekly or monthly calendar of events in lieu of daily emails

Grammar and spelling. Sorry, that's two things.

N/A

The ULM website.

If enrollment is a focus then a website that positively supports recruitment and provides what prospective

The ULM website.

If enrollment is a focus then a website that positively supports recruitment and provides what prospective

I would cut out as many "middle men" as possible to reduce time needed to get information. I would also cut

spotlight personnel in each department so we can get familiar with the different departments and employees

Post announcements one time for the entire week in a central location, like myULM where employees can access these announcements and not be constantly bombarded with emails.

All campus communicators (anyone tasked by their department/program with communicating important information to the rest of campus) should meet once a month together so that at least one representative from

A cohesive, easy to digest format would be great. Everything seems to have different formats/layouts/fonts/design. I'd love to see it standardized and streamlined.

I would appreciate one university calendar that has all university activities and events on it that I can access.

Format Guidelines for Emails

Timing of notifications

I would prefer if email recipients could specifically select the university departments and student organizations to receive notices from, rather than an ALL or NONE option. For example, a recipient may choose to receive notices from 4 student organizations but not 10 others. This would help individuals avoid communications they deem irrelevant, unnecessary or controversial.

I like the idea of having one email that includes everything each day or each week. There is definitely email

lessened amount of notices. A single summary notice of all of these communications would serve and not fill up my email (unless it were something urgent). I would also be more likely to read a once-per-week summary for all of these notices than several that come through daily. No emails or lessened notices during holidays and weekends would be nice. I know other colleges monitor for this, but it seems that I get the same amount daily

Not so many daily reminders

Increased opportunities for interaction and collaboration among colleges.

I don't really think the communications need to improve because the communication is top notch here at ULM. They keep all their faculty, staff & students up-to-date on anything going on or alerts of any kind.

Please stop sending me emails that have nothing to do with my position at ULM.

For example, I am a member of the faculty. Please stop sending me email directed at staff.

What further suggestions do you have to improve communications at ULM?

None

I would like to know about the different research going on by faculty across campus.

I would like to know about the different research going on by faculty across campus.

Streamline the branding across the campus and have an area where all activities are included on one calendar.

None, thank you.

I suggest not waiting last minute to announce meetings, forums, events, etc....

Compile weekly updates from each department to be sent over.

We send out things too late. It would great to have a monthly notification, and then a reminder 1 or 2 weeks before. By the time OMC sends out press releases my schedule is already full and I cannot (and will not) take the

None

None

None at this time!

Have someone with a communications background running the office.

I would just say to be sure to proofread before sending emails. You never know if you have a misspelling or a

N/A

Can we please all use the same calendar finally on this campus?

Do not over complicate ULM's communication strategy because some faculty can not take the time to google how to sort their own inbox with rules. Any changes will further complicate someone else's job.

Do not over complicate ULM's communication strategy because some faculty can not take the time to google how to sort their own inbox with rules. Any changes will further complicate someone else's job.

No changes needed.

There seems to be some sort of collective mindset that says any amount of email is too much. Initiating a culture shift away from this mentality would be a positive change toward effective communication, as it would increase

Stop the click talks and communicate to each other.

Communication from the President and his administrators, Provost, Deans, Director, Associate Director, Program Coordinator, Campus Police, and Safety Coordinator need to be in alignment with each other, that is, they should all be speaking the same message not their individual version of a message. Confusion is often avoided if the message from top down is clear and in alignment with other messages from administrators. Messages or emails from this group (administrators and coordinators) are of priority to me, depending on the message. Safety is also of concern to me, therefore, any threat to the campus needs to be know to this group and to faculty, staff, students, and others. There should be also more opportunities for bottom up communication

Send less emails.

N/A

N/A

N/A

I think we should have a town hall in Ewing Coliseum where every employee attends and listen to Dr. Berry's

N/A

n/a

Too many repetitive or irrelevant messages are being emailed, which happens when communication is not centralized. I would suggest that ALL communication runs through Marketing & Communication office once a week (twice the most).

Student events/messages should go only to students (like the ones from the Student and Career Development, International Student Office, as well as various individuals on campus etc.).

Message senders should compose and tailor their emails for their specific audiences. I don't think general emails should be approved to be sent to both students and employees even though overall message might be relevant to both.

I would strongly suggest that ALL offices that organize and coordinate events make use of the ULM Calendar (they can submit events on it). I believe it's more user friendly now. So instead of getting bombarded with emails about this and that, if interested to know what's happening or we heard about an event but not sure of date/time/place, we can go to ULM Calendar and check ourselves.

Can't think of any more except the above comment, which will help me tremendously!

Keep up the good work!™

Provide an option to opt in/out. Provide an option for text messages so long as we can opt in / out.

Perhaps a once a week, " Week at a glance", sort of digital news blurb might be nice. A University employee or even a student, The president, any VP's, rotate the role of reporting the upcoming highlights at the beginning of the week or at the end, to inform what is coming the next week. A quick QR code or a link to click and listen to quick highlights and news that is happening could be nice.

I appreciate the way we receive our communication now because it serves as a friendly reminder of things I need to take care of or informs me of things that I would like to participate in on campus. Therefore, I do not believe

There needs to be a better way to send communication to staff and students alike. If it's information just to "inform" us, send it in a weekly newsletter. Save the emails for information that needs to be followed up with

Too much redundancy. Also, some divisions have far too many updates while others have none. It would also be nice if those divisions could do more to communicate with the staff, and not just to the staff.

N/A

Implement a staff only email that is only for job oriented messages.

Limit the amount of emails that go out as this affects productivity and overall workplace culture. Learn to spell

I'm more than happy to help the committee! I have lots of ideas about communication plans and implementation processes. I'd love to discuss. Don't hesitate to reach out.

It seems as if the various university departments don't communicate with each effectively to avoid overlap. In

Our university calendar always updated

Communications are coming randomly throughout the day from multiple sources as indicated above. Interrupts work flow. Would not want my text messages to be flooded with these notifications.

Since we are an educational institution which should encourage fact-finding and rigorous debate, I would hope that our institution will never again use our communications systems to promote medical interventions that do not have solid safety & efficacy evidence to support their use. Instead, it would have been more acceptable to present both the risks and the benefits, then allow individuals to form their own opinions. If only one

More reader-friendly formats (graphics/design) instead of long emails with paragraphs.

None really

None

Student Communications Survey Results

Total of 90 students completed the survey.

	Number of Students
What is your College?	
College of Arts, Education & Sciences	30
College of Business & Social Sciences	33
College of Health Sciences	16
College of Pharmacy	11
	90

What is your academic Standing?	
Freshman	11
Sophomore	9
Junior	10
Senior	28
Graduate Student	32
	90

How would you like to receive communications regarding the following areas?

Marketing & Communications	# of votes
Email	43
Text Message	3
Once-per-day summary	14
Once-per-week summary	36
None (I would like to opt out of these communications)	20

Athletics	# of votes
Email	26
Text Message	2
Once-per-day summary	2
Once-per-week summary	32
None (I would like to opt out of these communications)	43

Registered Student Org. of which I am not a member	# of votes
Email	21
Text Message	2
Once-per-day summary	6
Once-per-week summary	29
None (I would like to opt out of these communications)	46

Dining	# of votes
Email	24
Text Message	1

Once-per-day summary	9
Once-per-week summary	27
None (I would like to opt out of these communications)	46

Office of Diversity, Equity, & Inclusion	# of votes
Email	33
Text Message	3
Once-per-day summary	8
Once-per-week summary	41
None (I would like to opt out of these communications)	26

Career Services	# of votes
Email	37
Text Message	3
Once-per-day summary	9
Once-per-week summary	35
None (I would like to opt out of these communications)	26

If you could change one thing to improve communication at ULM what would it be?	
Left blank	31
Responded	59

What further suggestions do you have to improve communications at ULM?	
Left blank	49
Responded	41

Percentage

33.33%
36.67%
17.78%
12.22%
100.00%

12.22%
10.00%
11.11%
31.11%
35.56%
100.00%

If you could change one thing to improve communication at ULM what would it be?

Require professors/instructors to have a time frame in which they reply. The past two semesters I have gone as

There are way too many "fluff" emails from departments that make it more difficult to find communications that

Dining Services sends out a menu every day

Advertising more so student can understand what's going on campus

the quality of the message

I dont k ow the ulm is very bad at communicating. I once went to financial aid office to talk about my bundle but they had no idea to talk with whom. They just told they have no idea. I didn't know what to do after then.

The option to opt out of particular email correspondences that are not relevant to us. Or to at least offer daily and weekly emails to students so that we aren't inundated with emails day in and day out.

I wish my email didn't blow up every Monday morning

less emails

Not sending so many emails at once. When I get an influx of emails back to back some of them get lost in translation and won't get the proper attention allocated to them that they may need.

Hire more employees. Employees are overworked & aren't able to get tasks done in an efficient way. Also, having a 2 week long break in December is excessive because there's a rush to get paperwork processed IN TIME

N/A

I think mail is the best way.

I think mail is the best way.

The ability to opt out of communications that are not specific to my interests. I have to make rules to filter out all the garbage that the university staff sends out on a daily basis.

just to have more of it in general in all sectors

Less emails daily.

Fix the student wi-fi... I know this is not your fault, but I ask this in all other surveys.

Having all university emails categorized in some way and a way to opt out of categories would be a vast

It would be for communication to be more intentionally sent out to those for whom the content applies. As an online graduate student, athletics, dining hall, and undergraduate-specific emails do not apply to me, yet they

Less emails

I wish the bookstore emails didn't all have the "ULM CAUTION!" at the top. It makes me want to report those

less emails that have absolutely nothing to do with me

N/A

It is important to remember that many registered students are distant learners. Most of the communication I receive only includes physical students. Also, consider expanding virtual activities to include online students where possible and improve vocabulary/terminology within the emails to clarify what we can and cannot attend. (i.e., Celebration of Black History Month in the xxx hall - In person only OR Celebration of Black History Month in

N/A

Less frequent emails

N/A

The ability to opt out of emails that aren't relevant to me.

N/a

Na

I am currently please with the communications.

Fewer emails, they get annoying.

Less emails

Cut down on the frequency. I receive too many daily emails from ULM. I've missed important emails because they've been lost in the barrage of marketing, organizational, and dining emails I receive.

Consolidate all weekly announcements at the beginning of the week (sunday night/monday morning) and don't

Lower the amount of communications. Because of the large amount of emails I receive, I typically ignore the messages, however important communications can be lost because of this.

I would say please send less email because I missed some important emails in the past just because I have so

Don't spam our emails 24/7 because it makes us not look no more then we miss important information

Make communication more uniform- i.e. all in one place (through email, preferably).

More notifications for assignments/exams etc. from Moodle.

Being sent round and round and round to get access to my account was insane.

Have all faculty and staff know and be able to pass on information in reference to ULM policies, and procedures, and for online students know what exactly is offered through the online programs when this is discussed with a

severely reduce the number of emails that clutter my inbox. important messages get lost among the junk.

To not receive as many emails that don't apply to me or that I haven't shown any interest in.

I have been attending part time since 2016 and 2022 was the first year I had a face-to-face with my advisor to get to know and discuss. Stacy Starks is phenomenal and she is the reason that I'm still enrolled. So if advisors

I would like an opt-out option for certain communications. I am a busy professional in graduate school and over half of the messages that I receive in my email do not apply to me. I get so used to getting junk mail that I stop

I would like an opt-out option for certain communications. I am a busy professional in graduate school and over half of the messages that I receive in my email do not apply to me. I get so used to getting junk mail that I stop

It would be nice to not receive all of the emails that are not relevant to me. Even logging in daily, I am deleting at least 10 emails daily without even opening them because they are not relevant. The fact that there is no way for email senders to send to specific groups (ie employees who need to submit timesheets or on campus events)

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The amount of emails that we receive is a bit overwhelming.

As an online student, much of the information communicated to me is irrelevant. I think online students should

The number of emails students receive. Most emails do not pertain to me and it floods my inbox. Also, the time emails are sent are very distracting when in class.

Send out one email a day regarding all this information.

The frequency/amount of emails

There is nothing I would change.

There is nothing I would change.

It seems like emails of any nature are sent at the same time every morning so you end up getting a large amount of emails all at one time. It's distracting during class to receive notifications back to back especially when those

What further suggestions do you have to improve communications at ULM?

N/A

Make it interesting about simple

They should have a person to clear all our doubt and complain. In Sandel hall we talk to student workers and they have no idea about the queries I have. I have to wait for a long time to do anything. Also many people don't

Set up an email preferences list where students can select what categories of emails they would like to receive,

a way to unsubscribe from student lists, esp those that do not pertain to me

Tailoring emails more specifically to the students as a whole. For example, if I am not a student worker, I should

Also, not offering an online option to test out of classes is a major inconvenience. Mt degree is 100% online & I live over 3 hours away. Traveling & staying in a hotel isn't ideal for me to come take two test out exams that are over 2 hours long each. It's no different than taking proctored online exams at home. I chose to do my degree 100% online for a reason; flexibility & convenience. I have to retake 2 classes which is inconvenient when I'm just going to pass the classes again with an A or a B. I'd rather retake two courses than stress about finding time that

Emails work for me. However, we know that not every student checks their email multiple times daily. To fix this, we may leave emails to academics instead of general information that may not pertain to students.

Mail should be on proper time.

Mail should be on proper time.

Better organization and filtering options. For starters, not having an email go out to the entire student body because the woman over scheduling for student workers doesn't have an actual list of her employees, instead

improve email and utilize text messages

Fix the student wi-fi... I know this is not your fault, but I ask this in all other surveys.

Also please STOP the MASS emails..... It's basically spam in my inbox.

As an online graduate student the majority of emails are not relevant to me, the ability to opt out of things that ar

I think the communications overall are well designed and provide clear, useful information. Keep up the good wor

None

The communications are fine other than what was stated above.

less duplicated emails

N/A

N/A

N/A

N/A

Na

Combine emails so you aren't sending multiple within an hour.

Less emails

Surely there is a better way to keep everyone up to date other than sending so many emails. I feel like I get at least two weekly summaries and then each organization sends their own follow-ups and it's just really annoying.

I would say have people registered and divide them into email groups. Those who have no opinion, you can send them all of the emails. However, people who would like a filter for themselves should be treated as they None

N/A

Have the number we actually need available instead of sending us from line to line

See above

Text important alerts

Set up specific groups for emails. Online graduate students do not need to know about on-campus dining or other on-campus events. They also(typically) do not need to receive emails about timesheets.

If groupings are not an option, then set it up so that we can opt out of specific emails.

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Nothing else.

None.

Make the recipients of emails more specific. I am an online student and do not benefit from many emails sent reg

None.

None.

It would be nice if there was a way to unsubscribe to emails we no longer want to receive.

re intended for on-campus students would keep a lot of the wasted email from being sent.