

Northland Pioneer College Planning Committee Focus Group Activity  
Friday, August 27, 2004

Group 6: (Internal Communications) “Do you always get all the information you need to be successful in your job? What could NPC do to help you get the info you need?”

Facilitators: Hatch/Winder

Specific responses (highest rated are underlined):

- Become more familiar with other areas (cross-training)
- New employee job orientation
- Centralized access to web-based information for faculty (6)
- “How-Tos” or FAQs on website
- Comprehensive NPC contact list, updated
- Broaden NPC email usage
- Orientation to DRA
- Make shared information more available (internal and NPC-wide)
- Committee member lists
- NAVIT registration information
- Listing of new employees
- Comprehensive departmental and college handbooks (centrally maintained, both in electronic and hardcopy formats)
- Better and more training (technology)
- Standardized processes
- Modular approach to information
- Updated Policies and Procedures manual
- Compliance to processes
- Timesheet processing
- Employee changes information availability
- Facility tours for new, p/t employees and faculty
- Thorough orientation including CARS access/training
- Employee involvement in process changes
- Written instructions for policies and procedures
- Access information to outlying areas. More training
- More information and services at night
- Include more areas; help them with information in the outlying areas
- Be respectful with all faculty and staff. Treat the students with dignity.