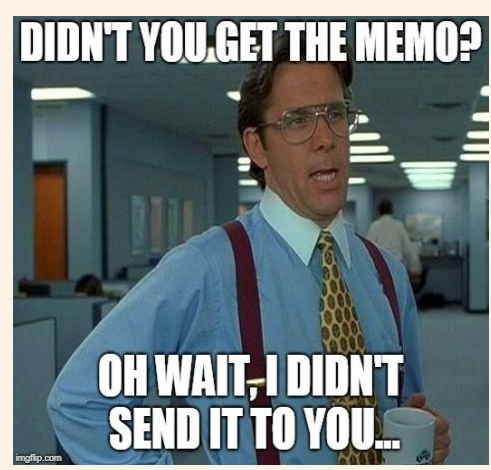


Successful Policy Implementation and Communication Strategies

Presented by Nicole Wainright and Carlos Villarroel





PREPARED
For this, I wasn't.

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" I LOVE IT! BUT THERE ARE A FEW MORE CHANGES I THINK WE SHOULD MAKE. "



HAS TO REDESIGN ENTIRE PROJECT.



WHY WASN'T THE STEAM LOCOMOTIVE QUALIFIED?



BECAUSE IT DIDN'T HAVE ENOUGH TRAINING

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Change...

It is inevitable.



Successful Policy Implementation

- Review and edit/create policy that provides guidelines for staff
- Identify where and why is there need for edit/creation
- Draft policy and review with team to fine tune and be sure it meets federal law and regulations
- Ask yourself: Is the policy within reason? Does it limit opportunity otherwise acceptable within federal law and regulations? How does it impact students? How does it impact college stakeholders?
- Update all areas impacted: P&P manual, website, forms, portal, emails, etc.
- Set dates of implementation (hard date, phased in, exceptions/grandfathering)
- Plan communication strategy



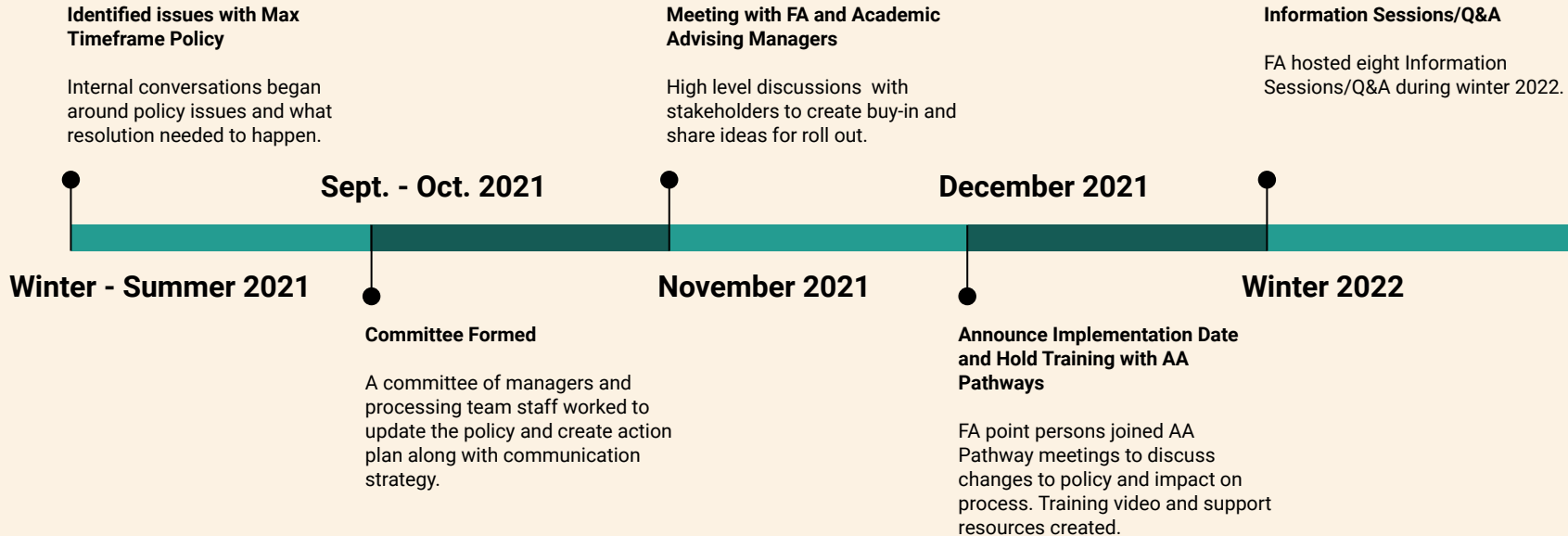
Communication Strategies

- Create a Timeline of Events
- Announcement
 - What is the policy?
 - Why created or changed?
 - When is it effective?
- Training
 - Information Sessions / Q&A Sessions
 - Internal staff
 - External stakeholders
 - Recorded tutorials
 - Case studies
 - Providing a point of contact
 - Follow up / Check-in (1yr later)



PCC Change in Maximum Timeframe Policy

Timeline of change process:



Some things to consider...

- It doesn't matter how large or small the college is, this method can be applied.
 - FA staff, other college stakeholders, and students are all human with real feelings - when things are poorly communicated or not at all, feelings get hurt.
 - Emotions come up with change - people want to know "why the change?"
 - Ideas for change can come from anyone.
 - Who is responsible for leading and training the change?
 - Where can staff and stakeholders find this information or access the training materials?
-
- **What other thoughts are out there?**



Questions?

