McLennan COMMUNITY COLLEGE
Information Systems & Services

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Communication Plan

Executive Summary

The goal of this project is to migrate all functionality from WebAdvisor and, eventually, retire WebAdvisor. The communications strategy will include broad and directed email messaging, status reports, and a webpage. This plan defines the key audiences and messages, and the timeline for when those messages are sent.

Key Audiences

The key audiences are as follows.

- **Change Management Committee** – General project announcements and updates; general status; schedule changes.

- **Functional Stakeholders** –A Functional Stakeholder is the owner of that WebAdvisor function (e.g. Grayson Meeks for Finance, Missy Kittner for Human Resources). These people and functions are identified in the Project Charter. These functional stakeholders will receive general project announcements and updates; their specific function status; general status; schedule changes, start/stop notifications.

- **Faculty and Staff** – General project announcements and updates.

- **ISS staff** – General project announcements and updates; status; schedule changes.

- **Project team** – All project announcements; status; schedule changes.

- **MCC Leadership Team** – General project announcements and updates; status; schedule changes.

- **Students** – General project announcements and updates.

- **Vice President - Research, Effectiveness, and Information Technology** – General project announcements and updates; status; budget, scope, and schedule changes; prioritization.

Key Messages

NOTE: Functional Stakeholders will communicate to their customers directly regarding upcoming changes. Those messages are outside the scope of this plan.

- **Direct progress updates** – Detailed progress for the project will be provided via monthly emails to the Project Team, ISS staff, Functional Stakeholders, Senior Leadership Team.

- **General progress updates** – General progress updates will be provided for all key audiences via a webpage on a weekly basis.

- **Issues and risks** – Issues and risks will be provided to the Project Team, and the Vice President - Research, Effectiveness, and Information Technology.

- **Project announcement** – A project announcement will be sent to all key audiences via email describing the project and setting expectations for where information updates can be found (https://www.mclennan.edu/information-systems-and-services/projects/WebAdvisorRetirement.html).

- **Project documentation** – Project documentation will be provided to the Project Team, ISS staff, and Vice President - Research, Effectiveness, and Information Technology via the Project folder stored on SharePoint.

- **Project Schedule** – The Project Schedule will provide the key milestone dates for the project. It will be provided to the Project Team, ISS staff, Functional Stakeholders, Senior Leadership Team via the Project charter and the project webpage. Changes to the project schedule will trigger an additional message.

Communication List and Timeline

Initial Schedule	Deliverable, Mode of Communication	Update Frequency	Audience
Jan 2021	Project documentation, written	As needed	Project team, ISS staff, VP
Feb 2021	Project schedule, Web site	Weekly	Faculty, Staff, Students
Mar 2021	General progress updates, ISS project web site	Weekly	General public, Faculty, Staff, Students
Apr 2021	Technical instructions, Email/Video/Word	As needed	ISS staff
Aug 2021	Direct progress updates, Email	Monthly	ISS staff, Change Management Committee, Functional Stakeholders, MCC Leadership Team
Aug 2021	Issues and risks, Email	As needed	Project team, VP-Research,

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Aug 2021	Project Announcement, Email	Once	Faculty, Staff, Students
Aug 2021	Customer support instructions, Video/Printed material at podium	As needed	Faculty, Staff, Students
Project completion	Project complete announcement, Email	Once	Faculty, Staff, Students

Issues/Concerns

- This project has already started and has been in progress. As such, this communication plan backfills much needed communications and expectations.

- The key audiences may not be used to these types of communications. They may have issues understanding this new process and style.

Revision History

Version	Date	Updater Name	Description
1.0	8/17/2021	Mario Leal	Approved for distribution.