

2-7-1994

Communication Guidelines for ALL College Employees

The College at Brockport, College Senate

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Faculty Senate

Resolution #14 1993-94

TO: President John E. Van de Wetering

FROM: The Faculty Senate Meeting on February 7, 1994
(Date)

RE: I. Formal Resolution (Act of Determination)
II. Recommendation (Urging the fitness of)
III. Other (Notice, Request, Report, etc.)
For your information

SUBJECT: Communication Guidelines for ALL College Employees

Signed *John E. Van de Wetering* Date Sent February 24, 1994
(For the Senate)

.....

TO: The Faculty Senate

FROM: President John E. Van de Wetering

RE: I. Decision and Action Taken on Formal Resolution

- a. Accepted. Effective Date immediately
- b. Deferred for discussion with the Faculty Senate on _____
- c. Unacceptable for the reasons contained in the attached explanation

II, III.

- a. Received and acknowledged
- b. Comment:

S.U.N.Y. COLLEGE AT BROCKPORT RECEIVED

MAR 07 1994

FACULTY OF BROCKPORT, NY 14025

DISTRIBUTION: _____

Distribution Date 3/2/94 Signed: *John E. Van de Wetering*
(President of the College)

Communication Guidelines

The following guidelines are provided to all employees to assure compliance with the College's Communication Policy for implementing its principles of good communication.

Communication Policy and Principles of the State University of New York College at Brockport

The purpose of this policy is to foster and maintain a communication climate that will help all employees support fully the College mission to "provide a campus environment conducive to learning" in which "each aspect of campus life" is recognized as "part of the educational process."

While doing their jobs as members of the College community, all employees shall adhere to the following principles:

1. Good communication is a two-way process for which both the sender and receiver are responsible.
2. Good communication requires clear, accurate, timely, and complete messages.
3. Good communication flows freely in all directions, using methods best suited to the needs and preferences of those involved.
4. Good communication fosters an environment of fairness, challenge and cooperation that encourages all to do their best work.
5. Good communication requires significant participation in the decision making process by those most directly affected by and accountable for consequences of the decisions.
6. Good communication strengthens the institution by using open and frank discussion without fear of retaliation to build trust and teamwork, thereby promoting an open, healthy and productive atmosphere.

April, 1993

Communication Guidelines

The following Guidelines are provided to all employees to assure compliance with the College's Communication Policy for implementing its six principles of good communication.

1. Supervisors and employees shall actively share and seek information and request clarification when necessary.
2. Supervisors and employees shall attempt to anticipate events and situations that require advance communication.
3. Supervisors shall use appropriate channels to inform employees about policies, procedures, objectives, performance levels, personnel practices, programs and decisions.
4. Employees shall inform supervisors concerning changes, problems and ways in which policies, procedures, objectives and decisions are received and implemented.
5. The President and his/her staff shall be visible and accessible by holding open forums, attending Faculty Senate and appropriate departmental meetings, and by informally visiting units on a routine basis.
6. Supervisors and employees shall be responsible for attending and actively participating in departmental and informational meetings and open forums.
7. Constructive criticism and praise for job performance shall be routinely given to employees in a spirit of helpfulness.
8. Performance criteria shall be clearly defined and applied fairly through annual employee performance evaluations.
9. Employees shall be consulted in the evaluation of their supervisors and shall be asked to provide feedback on a regular basis.
10. Supervisors and employees shall be provided adequate training and coaching to perform their tasks, including how to use appropriate communication channels and how to implement these communication guidelines.
11. Decisions shall be made as close to the level of operations as is possible and those most likely to be affected shall be consulted prior to action whenever practical.
12. Decisions and their rationales shall be explained except when information is withheld because of confidentiality or other legalities.
13. All employees shall be provided assurances that encourage them to speak openly to identify and solve problems.
14. Principles of academic freedom, the First Amendment rights of free speech and the worth of each individual shall be respected.

Proposed Dec. 1993