

CAP - Course Coordinators'
Guidelines for Communicating with Course Colleagues

1. **Identify your colleagues** - and not just the ones that are teaching in the current semester that you are beginning course assessment project. Remember that associate faculty do not teach every semester - they may actually (in some situations) only teach once every two years - depending on the scheduling sequence. Waiting to involve them until they are actually teaching a section of the course is counterproductive to the goal. First, it takes time to bring folks up-to-speed with a project and of course, it takes even longer to achieve buy-in, which ultimately will drive the project.
2. **Identify the most effective ways of communicating** within the group (this will take time and work and it will vary from person to person. There needs to be a willingness to work through this challenge and misery AND a willingness to communicate with colleagues more than they communicate back to you - at least in the beginning).
3. **Communicate** - communicate the goal & expectations (repeatedly and in different ways). Be simple and clear.
4. **Identify the commonalities** (education philosophies, teaching methods, student challenges, etc.).
5. **Respect** each other's experiences and strengths.
6. **Learn** more about assumed weaknesses before making decisions.
7. **Be sensitive to others' schedules** - Remember associate faculty have other day jobs - we are not first on their minds.
8. **Share information** with others throughout the organization than can support (and drive home) the point, the expectation, or the work that needs to be done.
8. **Meet in person** and not just through technical formats (email and ITV).
9. **Don't hesitate to call meetings**, but do plan them well in advance and make it worth the trip to campus. Send out the invitations early and be specific in communicating the goals of the meeting. Follow-up with confirmation of the meeting. And, take notes and forward them to all who teach in the discipline - not just those who came to the meeting.
10. **Offer assistance** and make yourself available when asked. Respond in a timely manner and let others within the organization know that folks asked for assistance and that you responded. Allow the system to praise and reinforce the good work that all those involved are doing.
11. **Plan ahead** - Once the plan for course assessment is developed, work through as many logistics as you can think of (ahead of time) and pilot the process/assessment tool.

12. **Be responsible** for coordinating the administration of the common assessment, whatever tool is chosen.
13. **Be responsible** for gathering the data and for coordinating the subsequent reports.
14. **Share** the outcomes and use the resulting discussions as an opportunity to review and enhance the plan.
15. **Facilitate openness** - Don't hesitate to discuss fears, anxieties, concerns, etc. It is difficult, but it's more difficult if you do not have the conversations. Allow everyone to have a voice. Try not to be defensive.
16. **Be patient** with yourself and your colleagues - Count on the process taking more time than you planned.
17. **Keep trying!**