

myCuesta Communication Tools

(When should I use what?)

Announcements:

An announcement is a brief, single event, one-way communication to a large population. All information can be conveyed in a few words or at most a few sentences.

Types of Announcements:

- College Announcement
 - Information must be relevant information entire Cuesta Community; Employee, Faculty and Students
 - Can only be posted by President's office or their designee
 - If information is sent in an announcement, don't duplicate the information and send via email

- Personal Announcements
 - Information must be relevant to the chosen subset of the Cuesta Community
 - Subset of the Cuesta Community may be a Group, a Course or a Role (Role = employee, faculty, or student)
 - If information is sent in an announcement, don't duplicate the information and send via email

Groups or Course Studio

Group and Course Studio offer a set of tools that that can enhance communication between a group of people of the Cuesta community. A Group or Course assumes multiple communications amongst the members over a period of time.

Tools available include:

- Homepage
- Announcement (see above)
- News
- Photos
- Links
- File sharing
- Message/Discussion Board
- Calendar
- Email to all the members or a subset of the members
- Chat
- Member List

All or part of this list can be used by any Group or Course

Channel

Content of a channel should be timely, dynamic, and of interest to a population of the Cuesta Community. A person or persons is responsible for the content of the channel. The content can be links, text, photos, applications or any combination of these. The content must be updated on a regular basis and provide needed information. Channels can be subscribed to by interested users.

Email

Email is electronic communication initiated by an individual to one or many recipients. Distribution Lists can be used to help facilitate an email to many recipients. Some communication currently done via email may be more appropriately done via Announcements or Groups in myCuesta. If information is sent via email do not duplicate the information in an announcement.

Communication Tool	Who is the tool Administrator?	What is the process to post information using the tool?
College Announcement	President's office or their designee	Contact President's office or designee
Personal Announcement from a Group	Group Leader or their designee	Contact the Group Leader.
Personal Announcement from a Course	Course instructor or their designee	Contact the Instructor
Personal Announcement based on Role	Computer Services. <u>Note:</u> Approval for Role based announcements require approval from the following: <ul style="list-style-type: none"> • Employee: Director of HR • Faculty: VP of Student Learning • Student: VP of Student Support 	Once you get approval from the appropriate VP/Director, submit a workorder to Computer Services with the message and relevant information
Groups	Any Cuesta employee	In myCuesta in Groups follow the Create Group links. In addition submit a workorder to Computer Services
Course Studio	Any instructor teaching a class	Automatic once Banner Student is implemented
Channel	Any permanent Cuesta employee	Submit a Computer Services workorder