GEP Communication Model

Purpose

To ensure transparent, consistent, and efficient communication between institutional leadership, departments, and instructors engaged in the General Education Program (GEP) to minimize email overload and clarify responsibilities.

Core Components

- **Centralized Point of Contact**
  Each department designates a GEP Coordinator as the single point of contact for receiving and distributing official information. The coordinator communicates departmental needs and faculty feedback to GEP leadership and co-leads.
- **Multi-Channel Communication**
  Use two primary channels:
  o Email (for essential updates, deadlines, reminders)
  o Shared Digital Space (Canvas course shell) – redesigned as an intuitive, living repository for files, rubrics, templates, examples, and training resources.
- **Timeliness and Predictability**
  o Share updates before the semester begins.
  o Provide reminders at assessment checkpoints, available award applications, and professional
  o development events.
  o Use consistent monthly communications to maintain connection and reduce last-minute notices.
- **Transparency and Faculty Input**
  o Share legislative/curricular updates in plain language summaries.
  o Include "What's new / What's the same" in every update.
  o Encourage departments to share effective practices and maintain open communication loops between faculty, coordinators, and GEP leadership.
  o Include faculty voices in evaluating processes and suggesting improvements.

Communication Flow

Level	Responsibilities
GEP Leadership	Develop and update policies, assessment rubrics, learning objectives, communication standards, and other materials needed for the program. Communicate changes clearly and early. Provide templates, timelines, and legislative updates. Oversee GEP initiatives, grants, awards, and faculty resources. Coordinate and support the work of Co-leads and the Faculty Fellow. Send concise monthly summaries and updates via the GEP newsletter.
Faculty GEP Co-leads	Bridge between leadership and departmental coordinators within their assigned foundations. Communicate updates, gather feedback, and participate in GEP leadership meetings. Work within one of three committees: Assessment (supports assessment design and faculty training), Awards (leads faculty awards participation and reviews submissions), or Professional Development (plans and delivers GEP-specific training). Distribute a Pre-Semester Summary Packet with all changes and deadlines. Offer short virtual sessions during assessment periods. Participate in developing GEP materials and mentoring new coordinators. Contribute to the monthly GEP newsletter at least once per academic year.
Departmental GEP Coordinator(s)	Act as the department's point of contact for all GEP communications. Distribute pre-semester updates, maintain the GEP Canvas repository, and share concise monthly summaries. Support faculty with assessment tools and deadlines, share departmental feedback, and promote participation in GEP initiatives.
Faculty	Apply GEP updates, use shared templates and rubrics, and submit assessment materials. Communicate through the GEP coordinator and refer to Canvas resources to reduce email load. Engage in awards, assessment, and professional development opportunities, and share feedback through coordinators.

Communication Pace

- **Pre-semester/early semester**
  - GEP Instructional Specialist prepares updates (fall → spring → summer) and shares with co-leads, with their input. Co-leads communicate with coordinators who forward summaries at the start of the term to their respective department/school GEP faculty.
  - Facilitates "Welcome to the GEP" workshop for new GEP faculty.
  - Facilitates GEP Coordinator workshop to maintain updated Canvas resources.
- **Monthly**:
  - Co-leads and leadership meet; co-leads send updates to coordinators; coordinators send short summaries to faculty; GEP Newsletter distributed to all.
- **Assessment Period**:
  - Co-leads hold Q&A sessions (virtual) for troubleshooting.
  - Coordinators follow up with department faculty to support timely assessment submissions

Support Tools

- **Canvas "GEP Assessment Shell"**
  - Repository for rubrics, templates, examples, and training materials.
- **Teams Shared Folder**
  - Permanent repository for departmental GEP docs.
  - Accessible to Co-leads and leadership
- **Standardized Templates**
  - Email update format: "What's New / Key Dates / Resources."
  - Rubric setup instructions for Canvas.
  - GEP Newsletter

Visual Model Summary

Institutional Leadership → Faculty Co-leads → Department Coordinators → Faculty → Students

- Channels: Email + Canvas
- Timing: Pre-semester updates → monthly updates → assessment checkpoints and reminders
- Support Items: Templates, Q&A sessions, rubrics in shared space
- Goals: Clarity, reduced email overload, consistent assessment practices