

## CLOVER PARK TECHNICAL COLLEGE

### POLICY

| CHAPTER | SECTION | TITLE                      | HISTORY             |                 |                         |
|---------|---------|----------------------------|---------------------|-----------------|-------------------------|
| 2       | 32      | College-Wide Communication | Adopted<br>10/14/26 | Campus<br>Forum | Reviewed                |
|         |         |                            | Revised             | 10/12/26        | Next review<br>10/14/29 |

### POLICY

All employees of Clover Park Technical College shall practice professional, ethical, and effective communication through the use of College-approved communication channels. Timely, accurate, clear, respectful, and consistent communication builds trust, strengthens relationships, supports collaboration, and advances the mission and work of the College. The College recognizes that every interaction contributes to student success and the overall success of the College. All employees, whether serving a student directly or supporting the work of others, contribute to the student experience and are critical to student success.

#### A. Purpose

These guidelines describe how CPTC employees support one another and our students through professional and effective communication. They are a shared agreement, not a disciplinary instrument, and provide a common framework for communication across the College. The College recognizes that effective communication is shaped by workload, staffing, resources, competing priorities, roles, and other operational circumstances. As we move from shared guidelines to implementation through procedures, we recognize the importance of remaining open to input, constructive feedback, and continuous improvement. Nothing in these guidelines limits an employee's right to raise concerns through Human Resources, Title IX, a collective bargaining agreement, or any other complaint process.

To implement this policy, departments are responsible for developing and maintaining procedures, as appropriate to their areas of responsibility, to support implementation of these guidelines. Such procedures should provide clear expectations for communication, follow-up, resolution, or referral while allowing for differences in operational needs across the College. The College will support effective implementation by considering both communication practices and the conditions in which employees are carrying out their work. When opportunities to strengthen communication arise, supervisors and leadership will work with employees to understand the circumstances, identify what support or clarity may be helpful, and strengthen practices and processes as appropriate. Procedures may be refined over time based on feedback, operational experience, and opportunities for continuous improvement.

## B. Communication Practices

### 1. Be Clear

- Communicate information, questions, concerns, and requests in a timely, accurate, clear, and consistent manner.
- Provide sufficient context, including what is needed, why it is needed, and any relevant deadlines, expectations, or next steps.
- Address questions, concerns, and opportunities for clarification with the appropriate person whenever possible, using direct conversation and supervisory channels when they are helpful or necessary.
- Use communication methods that support understanding and effective resolution, particularly when matters benefit from nuanced discussion, significant collaboration, or conflict resolution.

### 2. Be Responsive

- Acknowledge communications promptly, generally within one to two of the employee's scheduled workdays, recognizing that workloads, absences, and operational demands vary.
- Provide updates and communicate anticipated next steps when a request cannot be resolved immediately.
- Establish out-of-office notifications and identify alternate contacts during extended absences when necessary to maintain continuity of service.
- Use shared communication channels in ways that support requests being appropriately assigned, addressed, and tracked.
- Prioritize and appropriately escalate communications involving student safety, compliance obligations, time-sensitive deadlines, or operational emergencies.

### 3. Be Respectful and Kind

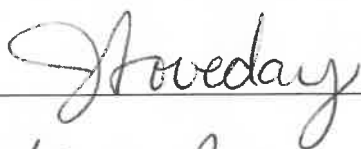
- Treat students, colleagues, and community partners with compassion, dignity, and professionalism.
- Assume positive intent, seek clarification, and work toward mutual understanding.
- Approach challenging conversations with a commitment to respectful problem-solving and shared understanding.
- When communication presents an opportunity for greater clarity or understanding, seek to understand what may be contributing to the situation and identify a constructive path forward.

### 4. Be Collaborative

- Use the communication method most appropriate to the complexity and sensitivity of the situation.
- Engage in productive dialogue and actively participate in problem-solving.
- Recognize that effective communication is a shared responsibility. Individuals should clearly communicate what, why, and when it is needed, while directing requests to the appropriate person or channel.
- Contribute to a culture of collaboration and shared responsibility that supports student success.

5. Be Accountable

- Follow through on commitments and communicate when circumstances affect the ability to do so. Reflect and look for ways to improve personal communication styles.
- Close the communication loop by ensuring requests are resolved, transferred to the appropriate responsible party, or otherwise addressed.
- Document significant decisions, commitments, and action items when appropriate. Documentation should support, rather than replace, direct communication and relationship-building.
- The College will support these guidelines through onboarding, coaching, and professional development. These guidelines do not represent new grounds for discipline; existing policies and collective bargaining agreements continue to govern performance and conduct.

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| APPROVAL:<br>By:<br>Dr. Joyce Loveday |  | Date: 10-14-26 |
| Board Chair Review:                   |  | Date: 10-13-26 |