

Quick Guide to OCG Communication Channel Use & Norms

| Tool | When to use | Response time | Norms |
|---|---|--|--|
| Email | <p>Primary mode of communication for internal and external business needs</p> <p>Provide directional, important and timely information</p> <p>Ensure there's a record of your communication</p> <p>Direct the receiver to other sources for more information</p> | <p>Minimum acknowledgement within 1-2 business days</p> | <p>Required use by all OCG staff</p> <p>Avoid when immediate response is required</p> <p>Email signatures are required and should include contact information, hours and other contact specifications</p> <p>Use out-of-office messages when away from work</p> <p>Refer to OCG Email Norms and Tips for details</p> |
| Instant messenger (Slack or Teams) | <p>Time-sensitive, urgent messages</p> <p>Short and simple conversations</p> <p>When a quick and easy response is needed</p> <p><i>Note: Teams is now the primary application for phone and chat for all of campus. To avoid the perception of non-responsiveness, add a status message if you do not regularly check Teams chat to direct constituents to another form of communication such as email.</i></p> | <p>No mandatory OCG-wide response requirements.</p> <p>Teams and functional groups with channels have agreed upon response expectations for those channels</p> | <p>For Slack, update status when out of the office</p> <p>Teams availability reflects personal Outlook calendar, including out of office notifications, and you can add a status message, which is especially important if you do not utilize Teams regularly to direct to another form of communication</p> <p>Avoid complicated questions or conversations</p> |
| OCG Teams and SharePoint Site | <p>OCG Teams site is used for Frequently Used Documents, links to OneNote libraries, repository of current working groups and team or project channels for collaboration</p> <p>Preferred tool for shared documentation editing</p> | | <p>Availability reflects personal Outlook calendar</p> |
| Slack (other than IM usage) | <p>Community building through sharing or reacting to personal anecdotes, updates, interests within the appropriate channels</p> <p>Ask questions, seek advice or direction from others or share information that may involve or impact others on the channel</p> <p>Engage in team, project or functional work-related business channels where appropriate</p> | <p>No mandatory OCG-wide response requirements</p> <p>Teams and functional groups with channels have agreed upon response expectations for those channels</p> | <p>Each individual manages their participation in channels</p> <p>Use and responsiveness expectations are determined by owners of team or project channels</p> <p>Update status when out of the office</p> |
| Video call (Teams or Zoom) | <p>Use for meetings, including external meetings that could benefit from visual interaction (e.g., project check-ins, introductions, deck sharing)</p> <p>Use for OCG Stand Up, All Staff Meetings, and as determined for functional team meetings</p> | <p>Schedule in advance; priority dependent</p> | <p>Use mute if you're not talking</p> <p>Video is encouraged, not required; Meeting host clarifies if video functionality is required for participation</p> |
| Text | <p>Time-sensitive, urgent messages</p> <p>Only use if you were unable to reach the person via other channels</p> | <p>If used, ASAP; priority dependent</p> | <p>No required use for OCG</p> <p>Use dependent on individual preference</p> <p>Avoid texting during meetings/working sessions</p> |