

Communication Strategy Memo

MEMO TO: Ana Steinmacher
FROM: Gary Baker, Stephen White, Van Steinbrenner
DATE: 1/17/2019
SUBJECT: Spring Semester Communications Strategy

Team Meetings

- Mandatory weekly team meetings will take place every Wednesday, starting at 12:00pm and ending no later than 2:00pm.
- Impromptu/extra meetings will take place on Thursdays during the Capstone class meeting time, 2:20pm - 4:50pm. These meetings will be for when the team feels it is necessary to meet for extra time that week either due to lack of time during the scheduled Wednesday meeting prior, or just as an extra time for the team members to come together and discuss/work on the current tasks at hand. These meetings may not occur EVERY week, however, it is expected that each member is free during at least part of this meeting time when necessary.
- Other Impromptu meetings on top of the secondary Thursday meetings will be scheduled by way of discussion between all team members in order to come to agreement on a time and day that works for every member of the team.
- During team meetings, at least two members must be present to make decisions.

Modes of Communication

- SMS: This will be used for some scheduling and minor planning as well as various other minor issue/idea sharing.
- Email: This is reserved for professional communication with our client and team mentor, formal planning, and formal issues/ideas to be shared.
- Slack: This is what the team will use for technical discussion and idea sharing. The file sharing capabilities streamline the process of sending files back and forth when sharing ideas for code.
- Discord: This service will allow the team to be on a call together and discuss the matters at hand when not everyone is available in person as well as allows for screen sharing and file sharing.

Communication Guidelines

- Team members must keep an eye on all different modes of communication for messages from other team members at all times.

- The preferred response time is 1 hour from when a message is received, the maximum time allowed for a response is 12 hours from the time the message was received.
- Team members must provide notice to all other members if they will not be able to abide by the 12 hour response time rule for any reason. This rule will also be overlooked in the event of an emergency.
- Penalty for breaking the 12 hour response time rule without giving proper notice or proof of an emergency will result in a 5 point deduction on next peer eval from each member.
- For contacting our sponsor, the team lead will use email to communicate with our sponsor outside of our meetings.

Mentor Meetings

- Mandatory weekly meetings with our mentor will be Tuesdays at 4pm. All members should reserve 2 hours for these meetings in the event that 2 hours is needed. Not all meetings will last 2 hours, but the time should be available if needed by the team or our mentor.
- At these meetings, the team will present an updated task report to our mentor which will include tasks completed, tasks in progress, future tasks, product repository commit statistics, and an updated gantt chart. These meetings will also include a demonstration of the progress made within the current build of the product and/or progress related to any other assignment that is being worked on at the time with the use of version control and an up-to-date Gantt chart.
- Our policy for missing meetings will be 24 hours of notice for planned missed meetings and missing meetings without such notice will result in a 5 point penalty on next peer evaluation. Exceptions to this rule will be made on a situational basis if emergencies occur.
- The late policy is no later than 10 minutes without giving some sort of notice that the member will be late. If a member is more than 10 minutes late without giving any notice, a 1 point penalty will be made to that members peer eval.
- During Mentor meetings, at least two team members and our mentor must be present to make decisions.