

# Memo

Date: January 19, 2021

To: Fabio Marcos De Abreu Santos

From: Seth Borkovec, Team Leader, Team HomeAide

Subject: Communications Strategy

We met as a team to revise our team communication strategy and policies for this semester. A couple of changes were made as well as some new additions. Since a new document was created specifically for team communications, we decided to remove that content from the Team Standards document and instead refer to this new Communications Strategy document for our team policy on communication.

For this semester, we decided to hold our regular team meetings during the scheduled lecture time since our class will not be having weekly lectures. We have a backup meeting time scheduled for Sunday nights in case the lecture time is unavailable for that week or a team member has something come up. All team members are now required to keep the backup meeting time slot open until the Tuesday night prior. We also added protocol to request impromptu meetings or to request an absence. For all meetings, we revised our attendance policy based on our experiences last semester. Attendance has become slightly more flexible to allow members to request to be absent for non-emergency reasons. However, now our policy is a bit stricter on how an absent team member is required to make up that time and to provide their updates for the team.

Our meetings with the clients this semester will occur biweekly beginning from next week (week of January 25th). The time and date is still being determined. Since our team members have schedules that do not complement each other, we decided that we will likely hold these meetings with only two or three team members present. The team member(s) who cannot attend will still be responsible for the content of the meeting with the clients.

Team communication will remain mostly unchanged from last semester. We will still be using Discord for our primary team communication, email for the more formal communication and for contacting outside parties, and text messaging for emergencies or other urgent matters. For this semester, we decided to establish "working hours." Expected response time during working hours is a bit shorter than in non-working hours. There is also now a written policy on how to handle late responses and how to know when a response is required.

This new Communication Strategy document is included for your review. The updated Team Standards document will be available on our team website at the following link, <https://ceias.nau.edu/capstone/projects/CS/2021/HomeAide-F20/documents.html#standards>.