1st Step: Website and related tools

Info in multiple formats: words, diagrams, drawings, FAQs.
Email 'Contact' link. Place to submit comments.
Written record of all comments, from all sources.
Listserv discussion and bulletin board. Instructions: How to subscribe.
Reference materials
    Articles: Learning environment, space planning, elements of good design, others
    Links to relevant websites.
    Links to comparable places—what else is out there?
Long-range plan draft
Board presentation PowerPoint
Fact sheets: planning processes, updates
Later, maybe: staff survey with link in Lane Weekly
Later, maybe: online photo exercise discussion
Later, maybe: online visual preference survey

2nd Step: Talking with Pictures

Article in the Torch
Announcement in Lane Weekly.
Butcher paper discussion in cafeteria. Photos, drawings, lots of blank paper.
    Use photos from last year's exercise, plus take other photos around campus.
    Capture indoor spaces, too.
    What do you like about what you see in this picture?
Conduct same discussion online. People have choice of venues.
Work with other groups: e.g., governance councils, safety committee, disability
    committee, art on campus working group
    Modified butcher paper discussion: send photos for comment and input.
Open up photo exercise to entire campus community: all staff, especially students.
    Prepare instruction sheet.
    Set up way to receive and organize photos and comments, and way to display them.
Later, maybe: Visual preference survey: photos of 3-4 alternatives from other places
    Instructional settings, building configuration, open space, circulation

3rd Step: Surveys (student in online registration + staff in website)

Student survey with spring online registration
5-minute visits to classes, with OISS permission. Follow-up visit to collect surveys.
    "I wish my school . . . " Describe ideal classroom, ideal space for between classes.
Staff survey with link in Lane Weekly, or link to Banner timesheet entry
    Think about your office/classroom. What would make it work better, and why?
    What works well, and why?
Alternative: Consider email request for comments—but more labor-intensive.
Later, maybe: Campus walking tours.
    Map, designated stops to record impressions, list of tasks.
    Checklist: Views, walkways, barriers, wayfinding, appearance, social function.
    Ranking, e.g., 1, highly inappropriate to 7, highly appropriate

Other Tools to Consider:
Tools for Sharing Information:
Posters, handouts, flyers
Fact sheets: planning processes, updates
Announcements in Lane Weekly
Display table in cafeteria
In-service—Expert panel: overview of planning or design issues, with Q&A
Binders placed in various locations (for people who don't like Internet/email)

Tools for Gathering Information:
Personal interviews with prepared questions.
Keep records of casual conversations and compile.
Division meetings or unit meetings
In-service—Focused effort. Group process techniques for gathering input.
Essay topic for writing classes: Three things I like about facilities at Lane, three things I
    don't like. Talk to department re: WR 95, WR 115, WR 227
    Talk to Roger Ebbage re: energy management; they often do written projects.

Background Information
Goals
Learning process for whole campus
Share information
Build trust and credibility
Successful projects. Positive environment for students, staff, and visitors
Gather knowledge and insights from diverse sources
    Individual pieces woven together to make a richer whole.
Help a collective vision develop
    Over period of months, distill ideas and issues into principles.
    From many exchanges and discussions, ideas begin to emerge, combine, and coalesce
    until a shared vision can eventually be seen.

Who are the stakeholders?
All students, faculty, staff
They have user expertise: can help identify what's working, what's not working

Factors to remember:
Different people learn and communicate in different ways. Provide variety of media.
Communicate to people how results will be used.
Record and make visible every comment and idea.
Start small.