

1. Identify the vehicles your organization uses to communicate with employees, as well as the frequency with which each vehicle is used. E.g., Daily, weekly, monthly, quarterly, other (specify).

Circle Vehicle Used	Frequency
A. Newsletter	
B. Focus groups	
C. Staff meetings	
D. Internet	
E. E-mail	
F. Interoffice mail	
G. Mail sent to homes	
H. CEO/All employee meetings	
I. Other (specify):	

2. Does your organization evaluate the effectiveness of the vehicles it uses to communicate with employees formally? If evaluated, how frequently? E.g., monthly, quarterly, semi-annually, annually, other (specify).

Circle Communication Vehicle Evaluated	Frequency of Evaluation
A. Newsletter	
B. Focus groups	
C. Staff meetings	
D. Internet	
E. E-mail	
F. Interoffice mail	
G. Mail sent to homes	
H. CEO/All employee meetings	
I. Other (specify):	

3. How is the information from the evaluations your organization used to improve communications?

Communication Vehicle	Description of Use of Evaluation Results
A. Newsletter	
B. Focus groups	
C. Staff meetings	
D. Internet	
E. E-mail	
F. Mail box	
G. CEO/All employee meetings	
H. Other (specify)	

4. How does the organization assure that employees receive the information shared? (Please describe the approach you use.)
5. What information does the organization share regularly with employees using the vehicles listed in #1?
 - A. Financial performance
 - B. Program updates
 - C. Customer service initiatives
 - D. Employee news
 - E. Employee activities
 - F. Celebrations
 - G. System news
 - H. Department issues
 - I. Other (specify)
6. What mechanisms do employees have available that allow them to raise issues of concern back to management?
 - A. Suggestion box
 - B. Employee attitude survey
 - C. Hotline
 - D. Supervisor
7. How does the organization assure that it addresses the issues employees raise using the mechanisms listed in #6? (Please describe the approach you use.)
8. Does the employee attitude/satisfaction survey used by organization ask employees if the information shared with them helps them be more effective in their jobs?
Yes No N/A
If Yes, include a copy of the pertinent question and the results.
9. Does the employee attitude/satisfaction survey used by organization ask employees if the information shared with them makes them feel valued as part of the organization?
Yes No N/A
If Yes, include a copy of the pertinent question and the results.
10. Does the organization have an innovative or creative way of communicating with employees? (Please describe the approach you use.)