




ESEA Federal Programs Department Transparent External & Internal Commitment of Communications

Regularly Updated Contact Information Located in the Following Places:

- On Website
- In Newsletters
- In Virtual Office Hours
- On E-Mail Signature

Mode of Communication	Conditions for Effective Communication	Initial Communication from Stakeholder	Follow-Up Expectations from ESEA Federal Programs Dept.
	<ul style="list-style-type: none"> • Voicemail identifies person, role within department, & when caller can expect to hear back OR... • Voicemail identifies when person will be out of office, return, and who to contact if immediate assistance is needed 	<ul style="list-style-type: none"> • Please provide name, district/school, phone number, and brief message as to the nature of the call. • Connect Immediately (no further action may be necessary) 	<ul style="list-style-type: none"> • Return call within 24 – 48 hours
	<ul style="list-style-type: none"> • Signature line with Contact Information (position, address, phone) • Intermittent availability has an auto response that identifies person, role within department, & when response can be expected • Unavailability has an auto response set up when out of office that identifies person, role within department, who to contact if immediate assistance is needed, and when expected to return 	<ul style="list-style-type: none"> • E-mail enters IN box; e-mail provides name, district/school name, and a brief message as to the nature of the e-mail. 	<ul style="list-style-type: none"> • Respond to e-mail within 24-48 hours
	<ul style="list-style-type: none"> • Resources/Trainings provided for expectations of the review process 	<ul style="list-style-type: none"> • Document/Invoice submitted for review 	<ul style="list-style-type: none"> • Reviewed & Responded to within 2 weeks <ul style="list-style-type: none"> ○ Approved ○ Provide Feedback for Edits/Additional Information