

Project Course Recommender System: Course Recommender System Communication Plan

Recipients	Type of Communication	Frequency	Sender/Owner	Key Dates	Delivery Method	Goal	Resource Links	Notes
Core Team	Planning Meeting	Daily	Project Manager	Every day at 3pm	In Person	Project planning and task updates to make sure the team stays on track	[link to meeting agenda and notes]	If needed, check in with manager about any high-level questions before meetings.
Software and Equipment Vendor	Planning Meeting	One time	Core Team: Procurement	Half day, Friday before development of the training plan begins; confirm date and time three days in advance	In Person	Similar infrastructure to support system	[link to vendor SoW]	This meeting needs to take place before the end of the vendor's SoW. Make sure the Procurement Team check in core team members about the outcome of the meeting.
Team Data	Managing data	Weekly	Core Team: Team Data	Also send reminders (via email) the day before each training	In Person	Project planning assistance; provide support during the data collection		Additional communication on an as-needed basis
Team IT	Aligning with IT	Weekly	Core Team: Team IT	Tuesdays at 2pm	Phone Call	Reserve rooms, spaces, and equipment needed for employee training	[link to room and equipment reservation form]	
Product Manager	Aligning the new system	Weekly	Core Team: Product Manager	Thursdays, including the day before the event	In Person	Coordinate on the printing and delivery of training manuals for employees	[link to printing order form]	
C4U employees	Informational Update	Weekly	Core Team: Training Manager	Fridays, including the Friday before training sessions begin	Email (from company address)	Communicate schedules, locations, and other necessary details to trainees	[trainee email list]	Set up automated reminder emails
Marketing Promotion Manager	Status Update	Weekly	Core Team: Marketing Team	Each day for ten days, starting at 10am	In Person	Campaign planning and fast update to make sure the system is ready just in time for the campaign	[link to marketing schedule]	
Product Manager	Survey	One time	Core Team: Product Manager	The first business day, with two follow-up reminders	Email (from company address)	Post-marketing campaign survey	[users email list]	Discuss results at next team meeting
Your Manager	Status Update	Weekly	Project Manager	Monday afternoons at 2pm	In Person	Update on event planning, ask questions, and get feedback		Come prepared with a brief update and specific questions
Senior Leaders: Director of Operations and the Director of Product (and CC your manager)	Status Update	One time	Project Manager	Debrief the week after the event	Email (from individual address)	High-level information and general updates	[link to folder with training notes and survey results]	