**Information Management**
- Why don’t we (senior leadership) decide what should be passed to staff?
- How often do we need to communicate with other programs?
- What information should and should not be communicated?
- Who determines what is communicated?
- How do we decide what gets communicated?
- What sort of structure exists within the senior leadership meetings?
- What role does transparency play with program directors deciding what to share?
- What information should be shared?
- What is the criteria for sharing/not sharing info with staff?
- How do we remember/share all important information?
- What programs should communicate more?

**Leadership/Management**
- What happens if programs choose not to share information?
- Why does management control information?
- Who follows up when communication fails?
- Who would be in charge of managing the cross-communication?
- Why don’t we decide what should be passed on to staff during senior leadership meetings?
- Does this mean senior leadership takes a more active role as a body of leadership?
- Will program directors and managers like this as another task on an already full plate?

**Communication Process**
- Why don’t we work smarter not harder?
- How can we work smarter?
- What do we want feedback loop to look like?
- What happens if programs, on a consistent basis, choose not to share information?
- Why is it important for programs to cross communicate?
- How can we ensure cross-program accountability with all staff meetings?
- How can we better integrate information that occurs when we’re not meeting?
- What is the turnaround time on when info is shared?
- What is the most effective way to communicate?
- How often do people read and understand the emails that are sent out?
- How long is the gap between senior leadership convos to all staff/program convos?
- How often should we meet?

**End-User Experience**
- What should be done with information?
- When do students receive information?
- How do students receive information?
- What do we want the feedback loop to look like?
- How do programs collaborate outside of SEP?
- How do we get people excited about this change?
- Will new cross-program initiatives be developed to promote more communication?
- What is staff preferred communication vehicle?
- How can we ensure staff understand information?
- Why don’t we ask staff what they want to know?
- How can we celebrate this change?

**External Participation**
- What support for this exists within upper management above program directors and managers?
- How do we feed information up to leadership?
- How do programs collaborate outside of SEP?