INTERNAL COMMUNICATIONS
USER GUIDE | Effective February 15, 2021

ISADORA INTRANET

CRITERIA FOR ANNOUNCEMENTS:

+ Any University matter that does not fall within the criteria of University Communications
+ University events and activities
+ Academic calendar, registration information and deadlines
+ Textbook orders or announcements
+ Carlow monthly-in-the-news links
+ Carlow monthly hires announcements
+ Special anniversaries and announcements
+ Fundraisers
+ Holiday notices
+ Hosted speakers
+ Newsletters
+ Student events
+ Christmas holiday toy drive and other fundraisers
+ Training opportunities
+ This list will continue to grow

PROCESS FOR REQUESTING AN ANNOUNCEMENT TO ISADORA INTRANET:

+ Secure approval from your supervisor prior to making the request
+ Click “Manage Announcements“ and select “Add announcements to entire portal“
+ Follow the easy-to-use prompts
+ Submit your request, which will be reviewed by a moderator who will make the post live

ISADORA INTRANET CRITERIA FOR CALENDAR POSTINGS:

+ University-hosted events
+ Training opportunities
+ Academic deadlines
+ Faculty/staff deadlines
+ Financial aid deadlines
+ Academic calendar
+ Events
+ University-sponsored speakers
+ Student events
+ Holidays

PROCESS FOR REQUESTING A CALENDAR POSTING TO ISADORA INTRANET:

+ Secure approval from your supervisor prior to making the request
+ Visit Isadora Intranet and go to the “Campus Events“ section
+ Click “Manage Events“ and select “Add an event to the entire portal“
+ Submit your request, which will be reviewed by a moderator who will make the post live

Updated July 27, 2021
**CRITERIA FOR UNIVERSITY COMMUNICATIONS:**
(These are designed as communications of highest importance to the University community)

- Level 1 crisis
  (as defined in Carlow’s Crisis Communications Plan)
- COVID-19 re-entry and resiliency information
- Annual Jeanne Clery email
- Training on or information related to University-supported platforms (IT)
- System failures and outages
- University policy announcements, benefit information, Human Resource and Finance deadlines
- Cabinet level or Executive Council hires and (as appropriate) departures
- Condolence notices for students and employees and family members of employees
- Road closures and delays that affect travel
- Parking information

**PROCESS FOR REQUESTING A UNIVERSITY COMMUNICATION:**

Email Marketing and Communications at sdmcfarland@carlow.edu and emfazzini@carlow.edu to request a University Communication.

**CRITERIA FOR CELTICONLINE**

- This is the University’s Learning Management System and will no longer be used as a mode of mass communication as of February 15, 2021.
- Effective, February 15, 2021, all members of the internal community should reroute all announcements that have historically been disseminated via CelticOnline through All-Employees or All Students to Isadora Intranet – or University Communications, if applicable.
- Faculty should communicate with students in courses or academic groups only within CelticOnline. **Non-academic announcements should be placed on Isadora Intranet.** An academic announcement might be “Your paper is due Friday” or “Clinical forms are due Wednesday.”
- **Academic groups are not being removed from Celtic Online** and will remain on CelticOnline. An example of an academic group would be “DNP students” or “MSW graduate students” or “Adjunct Art Faculty Resources.”

**BEST PRACTICES ON ISADORA INTRANET:**

- If you choose to publish a PDF or Word copy of deadlines, there must be a corresponding centralized “Campus Events” calendar entry.
- All uploaded forms should be in Microsoft Forms format. If they are not internet fillable forms, they should be fillable PDFs.
- Old forms, documents, policies and procedures should be updated and removed/substituted with new ones.
- There will be semi-annual reviews of Isadora Intranet by IT and Marketing and Communications for content compliance in these best practices.
- Directories and organizational charts should be avoided where possible and be supplemented by a main office number and email.
- The top-level horizontal sites (for example, Home, Academics, Campus Life, etc.) will not be modified.
- Be mindful of the user experience, purpose, and audience of the Intranet or specified subsites.