



LANFEST.

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Communication Policy

POLICY NUMBER:
VERSION: 1.0.3

DEPARTMENT
HQ

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Summary tl;dr

- The expectation: All HQ staff will **respond within 48 hours** to chapter requests, and work to **resolve requests within one week**. If unable to resolve within one week, **contact their lead/manager to escalate the request within the first week** and communicate that escalation back to the chapter.
- The preferred communication platforms are: **1st Discord**, staff required to join the Staff server, and respond to communications; **2nd Email**, using @lfest.org accounts; **3rd Text then Phone**, in limited use; and other methods are now deprecated. **Discord** is the current preferred platform for **video team meetings**.

Purpose:

We of LANFEST are committed to following the mission of LANFEST in all of our communications. 'LANFEST builds healthy communities through gaming.' Key to the mission of LANFEST is fast, responsive, and professional communication from National LANFEST staff. LANFEST staff will unite by using the same communication platform to speeding and easing communications. All LANFEST staff must follow the [Code of Conduct](#) in all communications as LANFEST staff.

Quick responses and solutions:

- LANFEST expects National to respond quickly to all chapters' requests. To empower our Chapters; all staff will **respond within 48 hours** to chapter-representative requests, and work to **resolve requests within one week**.
- If the staff member is unable to resolve within one week, the expectation is to **contact their lead/manager to escalate the request within the first week**. Then the Staff member or their lead/manager must contact the original chapter representative before the end of that first week to report on progress.
- All communication at any staff level is expected to be treated with this level of promptness.
- LANFEST Chapters depend on the National LANFEST Staff to quickly deliver so that the Chapter themselves are able to quickly deliver to their attendees and community. Answering requests quickly with speedy professionalism has a great impact on LANFEST level of customer service.

LANFEST Communication Platforms

1st Discord:

While there are many great platform choices, LANFEST leaders see the following benefits to using Disord as the LANFEST primary communication platform:

- **Speed to Support Chapters** - Chapter reps can quickly get the support they need to run their events by Posting questions in National Staff Team channels, or general channels. Messaging directly event support teams and staff.

- **Community based** - Our communities are mostly younger gamers, more connected, and have heavily adopted Discord use. Discord shows what games people are playing and supports a game overlay.
- **Instant messaging** - Discord has many great messaging options and features.
- **Transparent** - All appropriate communications can be openly displayed in the server's public (internal) groups and general channels. Allowing the free flow of communication, and letting staff search the server for past answers to the questions they have.
- **Notifications** - Through smart use of Discord notification system such as @mentions and group assigned roles, staff can be notified of questions that they can answer.
- **Powerful Tech** - Discord has graceful chat, voice channels, friend system, and supports video calls and screen sharing.

Discord Servers:

Staff Server - Join the [Staff Server](#) today, and request from an admin the proper group roles. Staff Server is an internal server for LANFEST Staff only, National and Chapters. All National Staff are required to respond to a request from the Staff server and check their notification regularly at least to cover the needs for their staff role. Use their real names as a nickname on the staff server, i.e. First Last (Handle) to make finding the right person easy.

Community Server - Join the community discord server at [Discord.gg/LANFEST](https://discord.gg/LANFEST), and request the Staff role from an admin. Community Server is our public server and primary platform to communicate with our community and attendees.

Chapter Servers - Each Chapter is encouraged to create and administer their own discord server. National will list links to these community Chapter servers, and advertise chapter server use to attendees of that chapter's events.

2nd Email:

Use this [form](#) to request a staff account. All National staff must have Guite email first.last@lfest.org. This account gives quick access to all of LANFEST core documents on [Google Drive](#), information on [HUB](#), logistics on [Warehouse](#), [Registration](#), and access to submit tickets to [Tracker](#). A new staff member should request from the HR team to be added to their assign email list/groups.

Discord communication is preferred over email. Email may be used at the discretion of the sender with the purpose of using the best medium for improved communication. Email is better suited for secure communications such as Finance, HR, and Board than Discord. Email also suits long-form or less interactive communications.

3rd Text then Phone

The community is moving away from the traditional phone use, LANFEST doesn't require staff to list their personal phone numbers. Those who are comfortable or their role suits heavy phone contact may keep their current phone listed on the [Staff Directory](#) and their [HUB profile](#). Although not a policy, a good rule is to text before directly calling when contacting a staff member.

4th other methods

Many other platforms have merit and have been used in the past for LANFEST communications. To unite LANFEST staff and grow our community, the LANFEST expectation is to use the primary platform: Discord. Other communication platforms should be depreciated in favor of following this communication policy.

For Meetings -- Discord:

Please install Discord and set up your video in order to join most LANFEST team meetings. There are challenges that a remote volunteer organization faces such as LANFEST. Video meetings vs audio are preferred to help improve communication by seeing the people in the meeting. As the development of Discord warrants and other better options become available LANFEST may move to a different video meeting platform.