

*McMaster University Office of Community Engagement*  
**Reducing Barriers Pillar | Priorities<sup>1</sup>**

This document provides a summary of reducing barriers priorities for the Office of Community Engagement (OCE). These priorities were identified through consultations with community and campus partners as part of the development of a 5-year strategic plan for community engagement.

- **Improving navigation** of the University in a variety of ways. Specific priorities include:
  - **Campus Wayfinding**
  - **Online navigation** of both the Community Engagement website and database, as well as the broader McMaster website
  - **Ambassador Toolkit** that provides basic community engagement information (e.g. reduced parking rate information, details about the principles of community engagement).
  - **Listing Available Meeting Spaces** that partners can use both on and off campus
- **Supporting interdisciplinary partnerships** by identifying creative ways to fund new partnerships within McMaster's budget model
- **Creating an insurance, liability, & risk management guide** to help colleagues and partners navigate barriers related to experiential education opportunities.
- **Developing and sharing a clear protocol for finding partners**
- **Directory of Services:** Providing a directory that clarifies the services McMaster provides and the appropriate contacts. This could also be used to clarify what McMaster doesn't do, so that there isn't confusion or unreasonable expectations/frustration.
- **Creating visual aides** that may include maps of where students are going in the community, how people are accessing the University, an organizational chart for navigating the University, inreach and outreach charts, or a map of community-engaged education at McMaster that shows courses and opportunities
- **Encouraging Campus Use** by partners and the community at large.
- **Ensuring Compass can serve as a welcome desk** for partners who are on campus and not sure where to go or who to talk to.
- **Improving volunteer website navigation** to support volunteer or placement positions across Faculties.
- **Clarifying definitions** of community engagement in accessible language that all partners can see themselves fitting within.
- **Improve communications and information sharing** with a focus on use of plain language.

The Office of Community Engagement will pursue these priorities by liaising with various campus units and community partners.

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<sup>1</sup> This document was created in August 2016 by Dave Heidebrecht (Coordinator, Office of Community Engagement).