

Who to Tell and When...

Working with School Administrators on Construction Projects



Illinois Association of School Business Officials | Friday, March 6, 2026 | Drury Lane Events, Oakbrook Terrace



Introductions

Nick Gulino – Moderator, Speaker
Marketing Director – JP Architects, Ltd.



Ben Hettel – Speaker
Executive Director of Operations – Troy Community Consolidated School District 30-C



Alan Osinski – Speaker
Assistant Vice President – F.H. Paschen



Mark Orszula – Speaker
Chief School Business Official – Elmwood Park Community Unit School District 401



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Communicating Construction Projects Best Practices

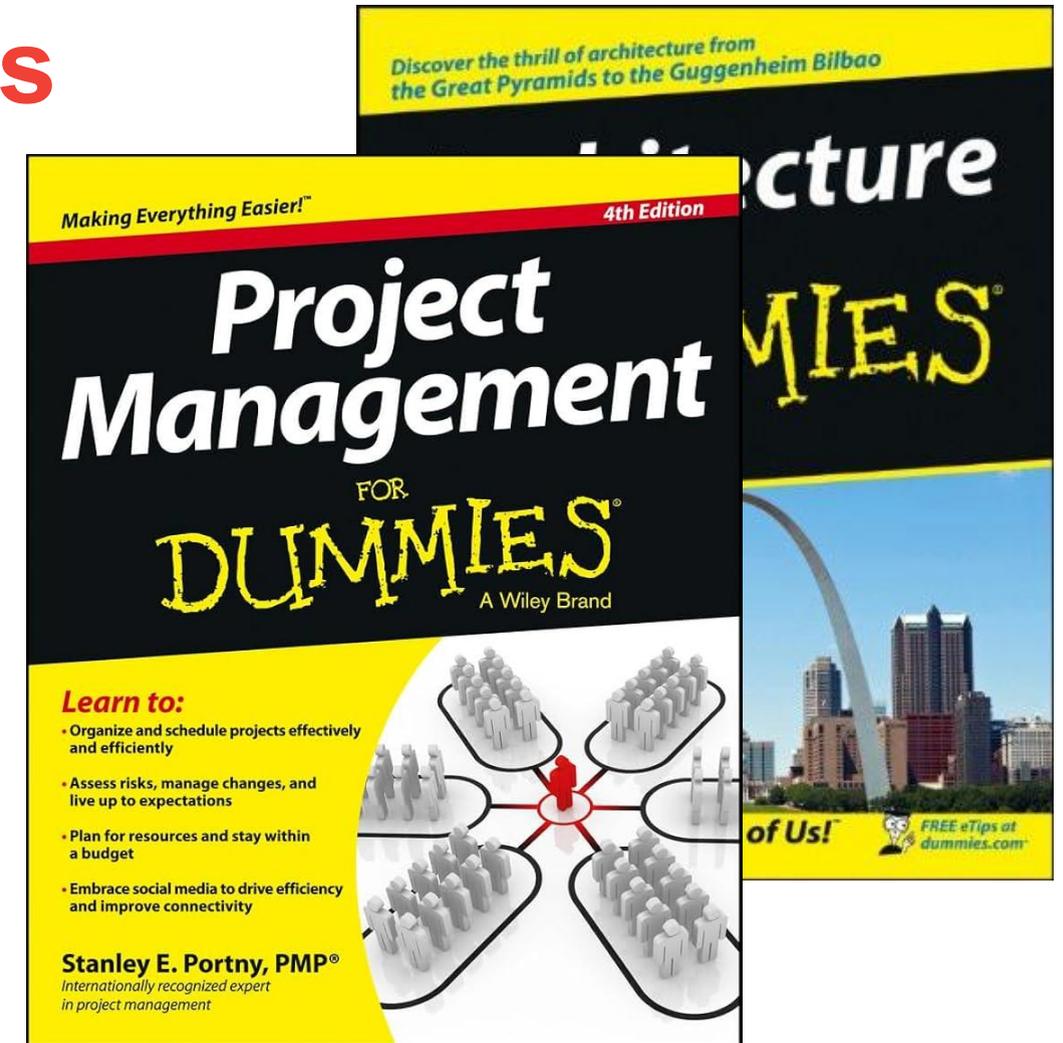
- Balance Transparency with Discretion
 - Less is more (sometimes)...
- Different Communication Styles for Different Stakeholders
 - Communications Toolkit
 - Memo
 - Photos & Descriptions
 - Brochure
 - Email Blast
 - Dedicated Website
 - Progress Videos
 - Tutorials
 - Spreadsheet / Facilities Master Plan



Communicating Construction Projects

Best Practices

- It's okay to say 'No'
- Utilize Your Partners for Accurate Information...Ask them to 'dummy-proof' the information
- Clear, Direct Information Sharing > Vague Descriptions



Communicating Construction Projects Best Practices

Superintendent	CSBO	Board	Building Leaders	Community
Memo	Memo	Photos / Report	Email Blast about Projects within Building	Website
Photos	Photos	Website	Photos / Report	Project Boards
Personal Email	Personal Email	Project Boards	Tutorials	Brochure
Facilities Master Plan / Spreadsheet	Facilities Master Plan / Spreadsheet	Progress Videos		Progress Videos
Meeting Minutes	Meeting Minutes			



Scenario

Building Leader Unhappy with Outcome of Project



Scenario

Delay in Summer Critical Work



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Scenario

Injury on Jobsite



Scenario

Hazardous Materials / Asbestos Found
Unforeseen Condition



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***Audience Participation:
Share a Scenario and How
You Approached It From a
Communications Perspective***

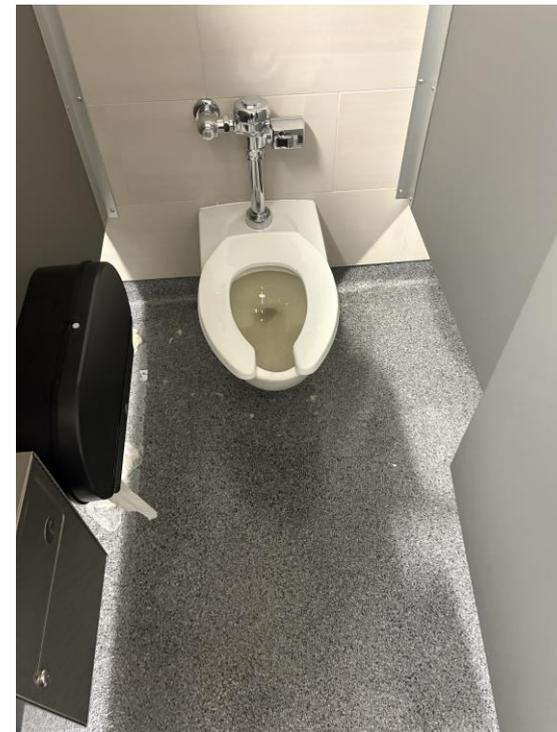


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Scenario

Bathroom Project, Sewage Back-Up on First Day of School
After All New Bathrooms Completed



Scenario

Rerouting of Student Drop-Off and Pickup Due to Construction



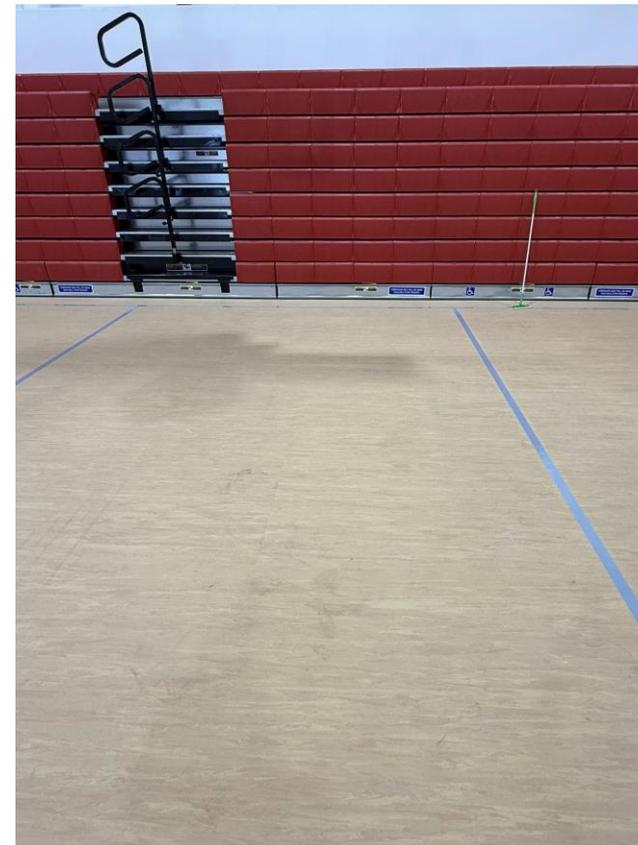
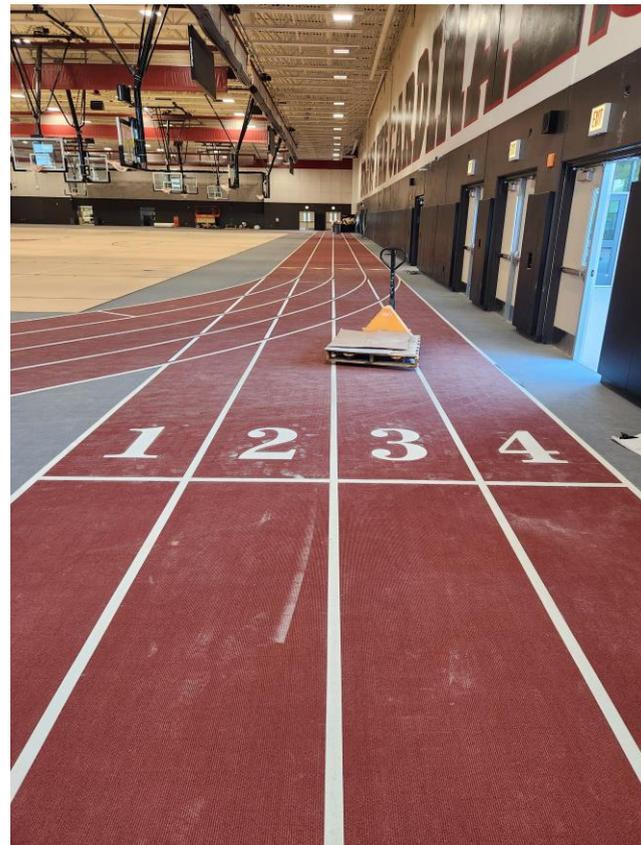
Shepard Phase 2
May 23rd to August 1st
2025

- Temporary Asphalt for public use
- Material laydown area
- Restrooms
- Dumpsters
- Parking
- Gate
- Fence
- Water Main Work



Scenario

After Completion, Materials Aren't Performing as Expected



Scenario

Referendum – You Need To Communicate Current Conditions of Buildings and Why Going for Referendum is Necessary



Scenario

Site walk Etiquette – What to Share



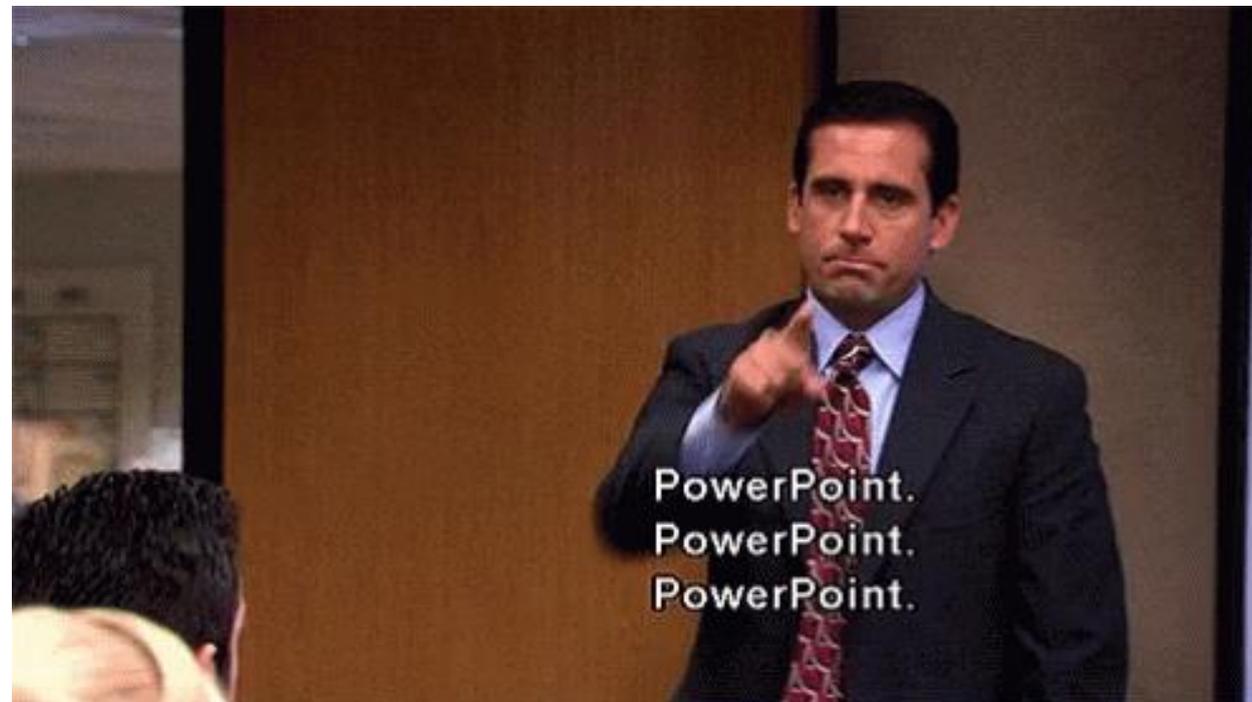
Scenario

OAC Debrief – Administrators Weren't Available to Make the Meeting and Your Tasked with Giving an Update



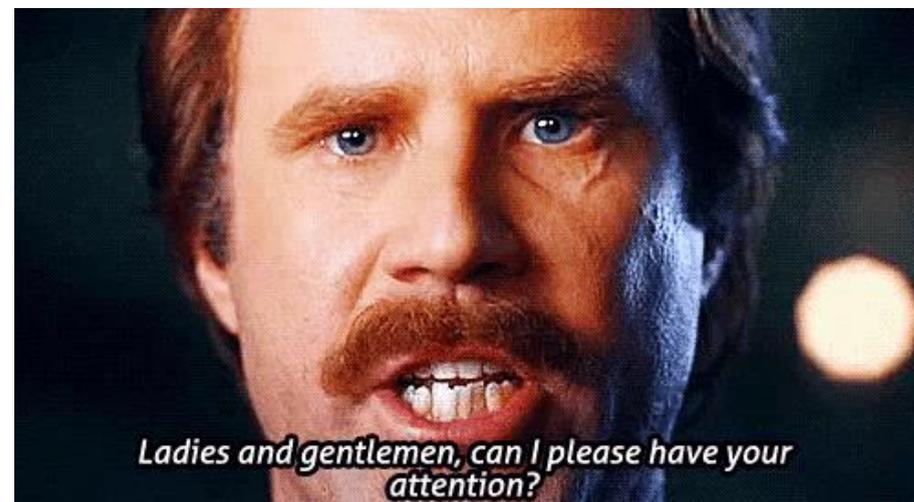
Scenario

Report in Board Meeting about On-Going Projects



Scenario

Project Went Perfect, Finished Ahead of Schedule and Under Budget



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Questions and Answers

We thank you for your time!



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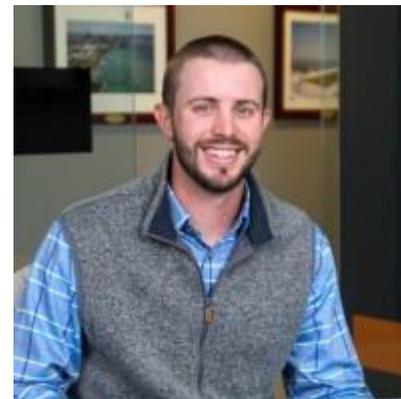
Thank You!



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