



**Community Partnerships Center Guidelines,
Procedures & Recommendations for
Community Partners**

August 2013

An Introduction to the Community Partnerships Center

Welcome to the CPC Team! We're excited to have your organization working with us on a CPC Project. Your participation will provide RWU students and faculty with the opportunity for personal, professional, and organizational growth.

This handbook is designed to help you become familiar with CPC and what participation in the program means for you. In this guide you will find information on the program, procedures, responsibilities of all parties, and more! This guide will help you become familiar with our mission and the important roles we play in helping nonprofit organizations make their visions a reality.

Previous Community Partners have found that their participation in a CPC Project has enhanced their personal knowledge base as well as helped expand the knowledge of the staff, board and constituents at their organizations. As a Community Partner, your role is one of sharing knowledge, providing support and constructive criticism, and sharing your enthusiasm with the students and faculty.

Cooperative education, leadership training and experiential education are integral parts of the CPC experience. The role of faculty and students is unique and important in getting projects accomplished for the Community Partner. At a time when many nonprofit organizations are struggling, the CPC, Faculty and Students from RWU represent a force whose value cannot be underestimated.

The CPC recognizes that Community Partners will bring valuable new ideas and expertise to the overall work of the CPC. We encourage you to share your recommendations with us and provide us with feedback throughout this academic year. If at any time during your participation in the CPC project you find you are in need of assistance, please reach out to us ***immediately*** so we can help.

We look forward to working with you!

Arnold Robinson
Director
arobinson@rwu.edu
401-254-3307

Stephany Hessler
Project Coordinator
shessler@rwu.edu
401-254-5211

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Background on the CPC

Mission of the CPC

The RWU Community Partnerships Center (CPC) is a centralized home to an array of RWU resources from within RWU's liberal arts and professional degree programs, as well as from strong relationships with external organizations. Through the CPC, these resources are organized and made available to a wide spectrum of nonprofit community groups and municipalities throughout Rhode Island and Southeastern Massachusetts in order to carry out projects which further their missions.

The CPC provides RWU students at the undergraduate and graduate levels with meaningful, project-based educational experiences which address real community needs through coursework, team projects, scholarships, internships and externships. These projects provide "real world" experience that is integrated with their growth as scholars and future practitioners.

Goals of the CPC

The Goals of the RWU Community Partnerships Center are to:

1. Provide a standardized system for soliciting appropriate projects with qualified community partners and efficiently synthesizing those projects with RWU's academic programs.
2. Provide well organized and educationally valid real world experience for undergraduate and graduate students during the appropriate phases of their academic careers at RWU.
3. Provide trans-disciplinary opportunities for faculty/student collaboration on project-based activities, linking the classroom with the community.
4. Provide multi-disciplinary assistance to communities and organizations on real projects that improve the economic, social and physical environments.
5. Create and maintain strong, functional, long-term relationships with community and government partners (such as the Rhode Island Economic Development Corporation) to effectively engage RWU in affordable, collaborative activities which benefit the citizens of the state and region.

The CPC Application Process

The selection process for project partners follows two application deadlines a year – April 1 for the following fall and spring semester projects and October 1 for the following spring and fall semester projects. All applications that come into the CPC are given equal consideration. Following the application deadline, members of the CPC Steering Committee and CPC staff begin the application review process, meeting as many times as necessary to identify areas of program collaboration and create a recommended project list for approval by the President of the University.

During the application review process, the CPC will send a list of proposed projects to all faculty members and department/program leaders to review. We ask that faculty consider projects that would be a fit for any courses they teach – spring or fall – with an open mind. If a project is of interest to a faculty member, they should contact the CPC offices and indicate their preferences. All proposed projects will be approved before the steering committee. Once approved, faculty and the Community Partner will be notified that their project will be moving forward.

The CPC will notify all partners and interested faculty via email in regards to the status of their application once approvals have been made by the President. Any application not selected as a CPC project may be given recommendations for other organizations or groups that could help support their work.

Legal Disclaimers

All CPC Projects are conducted under a Memorandum of Agreement (MOA) with the University. The MOA allows the CPC, the University and the partner to have a written understanding of the agreement between all parties and will lay out the ground rules for a positive collaboration.

MOAs will be drafted by the CPC and will also include an agreed upon scope of work or syllabus for the partner. All MOAs will be signed by the following individuals:

- Associate Vice President of University Relations
- Deans for each school where projects are taking place
- Community Partner

MOAs will be sent to all community partners within the first 4 weeks of the project. If a project continues into a second semester, an Addendum to the MOA will be sent to the partner with an updated scope of work or syllabus for the project.

Anytime a partner participates in a new project with the CPC, a new MOA will be created and placed on file for that project.

Community Partner Responsibilities

What the CPC Asks of Community Partners

- Work with the CPC staff and the faculty to develop a proposed scope of work for the project.
- Provide the faculty with the dates that work for you and your organization for the project information session, the mid-semester review session, and the final presentation for the project. It is pertinent that as a Community Partner you are available for each of these in-person meetings.
- Working with your faculty member, student leaders or CPC staff, schedule meetings with other teams on campus working on the same or similar projects for the partner.
- Provide students with a hands-on learning experience that combines classroom knowledge with real-world skills for the workplace.
- Respond to any inquiries regarding your project within **48 hours**.
- Provide the CPC staff with feedback throughout the semester.
- Ask the CPC staff for assistance as soon as any issues arise during the course of the semester.
- Review and provide feedback on the student's final projects.
- Complete the electronic final evaluation for the project.

Developing a Scope of Work, Timeline & Deliverables

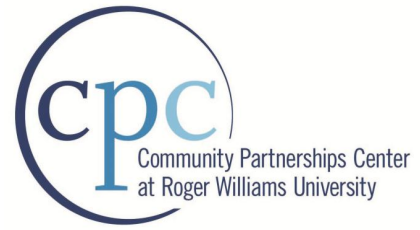
The scope of work (or syllabus) and timeline will serve as the roadmap for this project during the course of the semester. It should identify the student's tasks as they pertain to the project and the desired outcome for the semester, as it relates to the partner's needs. Prior to the start of the semester, faculty will work with the CPC and the project partner to develop a scope of work for the semester – unless a predetermined syllabus is already created for the course. This scope of work may be altered as needed during the semester to keep the project on track, but it is critical that a scope of work or syllabus be in place for the first day of classes; this will ensure that projects can begin in a timely manner with the most information possible for the students and Community Partner.

All scopes of work should also include a timeline for the project. The timeline should include the dates in which project milestones are set to be completed, when meetings and check-ins will be held with the partner and/or CPC staff, and any site visits that the class has planned. The scope of work and timeline should also include a listing of any deliverables that students will create for the Community Partner.

Having a timeline in place at the start of the semester will provide clarity for all project participants and allow the CPC staff to assist in arranging any transportation for site visits, get the dates on the calendars for the Community Partner, and place pertinent dates on the calendars for University Leadership and CPC Supporters.

SAMPLE SCOPE OF WORK

Project Title
Scope of Work
Community Partner



Project Statement:

This should contain a brief description of existing conditions, statement of problem and overall goals of the project.

Project Deliverables

What will be the final deliverable(s) to the client at the end of the project? What's the delivery date?

Project Steps/Timeline

What steps and processes will take place and by what date? Please include all meetings with the partner in this step. For each step, identify who is responsible for complete the step. If you are designing items for the client, please indicate what you are designing and the corresponding dates of creation and completion.

SAMPLE SCOPE OF WORK

Central Falls Welcome Sign Scope of Work



Project Statement:

The City of Central Falls needs assistance in creating a “Welcome” gateway structure to the city that will sit at the corner of Dexter and Clay Streets. The client envisions a design that would be used in the re-branding of the city and could extend to other areas in the City. They envision a nice welcome area with brick – to reflect the industrial history of the City – flora and fauna arrangements, signage that could be changed for different events, lighting, maybe even a water feature.

Project Steps & Timeline

What research steps and processes will take place and by what date? Please include meetings with the partner in this step.

March 27

Site visit to downtown Central Falls

Meeting with Steve Larrick, City Planner and Jerauld Adams, property owner, to discuss the scope of the project

Week of April 1

Begin researching examples of Welcome Gateways for cities and keeping a record of best examples and materials used.

Create a pattern book for the City of common New England/Latin Quarter/Latin American sign types for both the welcome sign and main street signage.

Week of April 8

Site visit to Central Falls

Working in the downtown area, conduct interviews with business owners on Broad Street and Dexter Street, and residents in the area/using the area, asking what they envision as being welcoming for the community. Survey groups may show business owners and the pattern book that has been established and ask for feedback based on a set of pre-designed questions. Example: “Do you think it’s important for the welcome sign to be more modern looking or historic looking?” “Out of these samples, which signs which design of a sign would draw you in to the business?” “What colors are most representative of the Central Falls Community?” etc.

Week of April 15

Based on research and feedback from the community, incorporate findings in to conceptual drawings and renderings for the Welcome Sign.

Week of April 22

Present first draft of the design book, welcome sign to the CPC staff for suggestions and review

Site visit with Steve Larrick and Jerauld Adams – or video conference – to go over conceptual designs/sketches and manual. Survey business owners and residents on which signage styles they have a preference for and why. What feelings do these signs invoke for them?

Discuss with the City how they would like final materials presented – a book, electronic format, boards.
Revisions to designs and manual
Begin writing final project documentation of work process, bring to CPC staff for review.

Week of April 29

Continue working on final project documentation
Create final design options for the City.
Make final revisions and edits and project documentation document.

Week of May 6

Complete final project documentation of work process to present to client with final designs and book.
Complete final design options for the City.
Complete design guide for the City – with samples.

Week of May 13

Present final items to the City at meeting – date, time and location TBD.

Project Deliverables

What will be the final deliverable(s) to the client at the end of the project? What's the delivery date?

Pattern Book for City with welcome signage samples from area towns
Final documentation book
Final design options – TBD method for delivery per City's recommendation

Organizing Meetings with the Faculty & Students

Prior to the start of the semester, the CPC asks that the faculty work with the Community Partner to arrange any necessary meetings. Based on experience with previous CPC projects, we recommend the following meetings:

1. Initial Scoping Meeting: faculty, CPC staff and the Community Partner will meet prior to the start of the project. This meeting will be used to establish project goals, needs, timelines, and answer any outstanding questions for all parties.
2. Introduction Meeting: the Community Partner, faculty, CPC staff, CPC Student Project Manager, and possibly a team leader from the course at the start of the project, often at the Community Partner's site. This is the first real input meeting for the team and will help refine the scope of work.
3. Welcome Meeting for Students: a background and introduction meeting to the class on campus during scheduled class time. This will allow the entire student team working on the project to meet the Community partner and individuals who will be managing the project, ask questions, and learn about the organization and the impact their work has on the local community.
4. Mid-semester Check-In Meeting: scheduled with the Community Partner for them to attend your class and see a mid-semester project presentation. This presentation from your students will serve as a mid-project check in to determine: if the project is still on the right course, if the scope of work needs to be redefined, if the timeline for the project is still in place, are if all parties working with realistic goals and expectations.
5. Final Meeting/Presentation: scheduled to present the Community Partner on the final outcome(s) of the project. This meeting can be held during regularly schedule class time, during the final exam period, or at another pre-determined time/location. The CPC is also happy to help arrange an opportunity for the team to present to a larger audience in the town, at your organization, or another public venue.

The CPC encourages you to reach out to the CPC staff, faculty or student managers/leaders at any time during the course of the project to ask questions and provide updates to the team. In order to minimize the number of emails and requests coming to the faculty and students, it is recommended that if a group of individuals from your organization are working on the project, that a representative is chosen from the group(s) to serve as the faculty and student contact for the project team.

Organizing Meetings with Other Groups

The CPC encourages faculty and students to reach out to others who may be able to provide knowledge and assistance on the project. If you organization is working with any external groups or individuals that can help drive the project, please let the CPC, faculty and students know this information. For instance, if the Community Partner is working with another organization, contractor, consultant, or company as part of their overall work on this project, we would encourage faculty and students to meet with these individuals when appropriate and if necessary.

Organizing Meetings with Other RWU Teams

The CPC staff will notify you if other faculty, students or groups at RWU are working with the same Community Partner on a different project or another portion of the same project as your team. We encourage faculty to work together on projects when possible and as necessary; sharing information and project updates.

The CPC recommends at least one meeting at the beginning of the project bringing together all faculty and students working on projects for the same Community Partner. This meeting will allow students to understand the broader scope of work for the Community Partner and meet other students working towards similar goals. These meetings will also serve as an opportunity to share information and ideas as project works begin. We encourage open communication between the faculty and students when working on projects for the same Community Partner.

Managing Your Project

In order to more effectively assist in the project management process, the CPC staff has set up various tools that will help with successful project management.

Technology Availability

The CPC understands that faculty, students and the Community Partner are all busy and have to meet many demands on a daily basis. In order to ensure that CPC projects flow smoothly and efficiently, we have integrated the use of technologies that will help everyone stay up to date and on track with the latest project information.

Because the CPC works with Community Partners from communities across Rhode Island and Southeastern Massachusetts, in-person meetings may not always be possible or be an efficient use of everyone's time. In order to maximize everyone's time and availability for meetings, the CPC will be happy to arrange for the use of Go To Meeting or Skype for any Community Partner that would like to teleconference with their work team.

If you would like to meet with your team virtually, please let the CPC staff know and we will be happy to assist with setting up the meeting.

Using Asana

The CPC organizes and tracks all projects online in Asana. Asana is a dynamic task management and communication system for project management. Each CPC project has been created in a "Workspace" within Asana. This workspace will be the home for your project and your team working on the project. The team members that will have access to this workspace on Asana will be: you, other faculty working with the same other individuals involved in this project at your organization, your assigned CPC Student Project Manager, CPC staff, and any student leaders from the course you would like to have access to Asana. Please note that each project workspace can only accommodate 15 participants.

To get started using Asana, please visit www.asana.com and create an account for yourself. While Asana does require Google Chrome, it is possible to use the program in Explorer or Firefox, just follow the simple instructions that pop up when you go to open Asana in another browser. If you've already been sent an invitation to your workspace/team from the CPC staff, please create a login using the same email address this was sent to. This will ensure all of the project information you need is linked to your account. If you are a Google user, you may also sign in with your Google account. If you choose to do this, please let the CPC staff know so we can update your contact information within the Asana workspace.

Once you have created an account, it will provide you with a list of projects and tasks that have been assigned to you. If you are working on more than one CPC project, you will have access to multiple workspaces within Asana and will be able to see the separate tasks list for each of these projects by simply clicking on them.

Each workspace and project contains a punch list of tasks for the course of the project. At any time team members with access to the project and workspace will be able to add or edit tasks on the list. Once a task is completed, you may mark it as completed on the tasks list. On the next page is a screenshot of what a task list looks like for a project.

If you click on a task within Asana, the right panel will bring up an area where you can add notes and leave messages for all of the participants within the team. There is an example of this on page 8.

If at any time you need assistance in setting up or using Asana, please don't hesitate to ask the CPC. We're happy to sit down at the computer and demonstrate the program to anyone in need of help.

By using Asana, the CPC staff hopes to keep all project participants on task, informed with up to the date information, and to provide an easy platform in which to ask questions and get answers in a timely fashion.

asana:

Workspace Name
EAST PROVIDENCE ARTS & ENT...

My Tasks
Inbox

Team Members
EJ JS

PROJECTS +
EP Arts & Entertainment District

Projects in this workspace will be listed here. There will typically be one.

EP Arts & Entertainment District

Independent Study - June Speakman
Eric Jacobs -


Tasks and who is assigned to each task

The picture or initials next to the task indicates who is responsible for each task.

Project Files to Asana: Project Files to Asana includes all of the materials we have to date for your project

1 Letter to Partner
2 File Created
3 Letter to Faculty
5 Project listed on website
6 Partner liked on Facebook
7 Project highlighted on Facebook
8 JS | Scope of Work Drafted - June's Independent Study
9 EJ | Scope of Work Drafted - Eric's Course
10 JS | Scope of Work Finalized with Partner & Faculty - June
11 EJ | Scope of Work finalized with partner & faculty - Eric
12 MOA drafted and sent to Chris Neronha
13 Professor given participant manual
14 Partner given participant manual
15 Students given participant manual
16 MOA Signed by Deans
17 MOA mailed to partner
18 MOA returned and filed
19 Signatures from students/professor for digital repository
20 JS | Site visits scheduled - June
21 EJ | Site visits scheduled - Eric
22 JS | Mid-semester critique scheduled with partner
23 EJ | Mid-semester critique scheduled with partner
24 JS | Final presentation scheduled

Share Asana



asana:

Q Search

EAST PROVIDENCE ARTS & ENT...

My Tasks

Inbox

EJ JS

+

PROJECTS +

EP Arts & Entertainment District

☆ EP Arts & Entertainment District

Independent Study - June Speakman
Eric Jacobs -

3 Share

Sort Filter

New Archive

1 Letter to Partner

2 File Created

3 Letter to Faculty

Project Files to Asana:

5 Project listed on website

6 Partner liked on Facebook

7 Project highlighted on Facebook

8 JS Scope of Work Drafted - June's Independent Study

9 EJ Scope of Work Drafted - Eric's Course

10 JS Scope of Work Finalized with Partner & Faculty - June

11 EJ Scope of Work finalized with partner & faculty - Eric

12 MOA drafted and sent to Chris Neronha

13 Professor given participant manual

14 Partner given participant manual

15 Students given participant manual

16 MOA Signed by Deans

17 MOA mailed to partner

18 MOA returned and filed

19 Signatures from students/professor for digital repository

20 JS Site visits scheduled - June

21 EJ Site visits scheduled - Eric

EJ Eric J

Due Date

EP Arts & Entertainment District

Scope of Work finalized with partner & faculty - Eric

Description


Stephany Hessler created task. Monday
Stephany Hessler added to EP Arts & Entertainment District. Monday
Stephany Hessler assigned to Eric Jacobs. Monday

Stephany Hessler Hi June & Eric, Please let me know if you're having any issues with getting the Scope of Work finalized with David from EP.
Thanks!
Steph
Today at 2:30pm

Write a comment...

Write a message to your team here and hit the comment button. Your message will appear above.

Followers EJ +



Check marks next to the task and assigned person to the task indicate that the item has been completed.

At any time, you can add a new item to the task list. Simply hit enter after the last letter on a line of text and a new, blank row will appear for you to enter the new task. You can use the mouse to move this item to a new location in the task list.

Upload a document using the paperclip. Set a due date for this item using the due date option. Mark this task as a favorite using the heart.

Bridges

Bridges is an internal RWU program used in courses on campus. Each CPC project will have its own Bridges site, and we will add you and anyone else from your organization to this site. The CPC will use the Bridges platform as a means of sharing articles, information, and updates with all participants on a project. CPC staff and project managers will use Bridges to place updates, articles, and any materials the team may find helpful for their project.

Arranging Meetings & Site Visits

As a Community Partner, we ask that you make yourself, and anyone necessary from your organization, available to meet with students and faculty throughout the project process. We ask that either faculty or a student representative serve as the primary contact persons when setting up meetings and communicating questions to you. As a Community Partner, it is **pertinent** that you make yourself available to any meetings at your site, on campus, or being held via Skype or Go To Meeting. Our teams can only be effective when we have strong Community Partners helping them during the project process.

Throughout the project process, Community Partners should plan for a minimum of 4 -6 meetings to take place either at their headquarters, on campus, or using Skype or Go To Meeting. Additionally, there may be times that an email or phone call with the project team may serve its purpose in answering any questions the team has. ***The CPC asks that Community Partners respond to all inquiries from students or faculty working on their project within 48 hours.*** This will ensure that work stays on track and that project deadlines are kept.

Off Campus Meetings

At times during the course of a project, it will probably be necessary for students working on your project to arrange a group meeting or site visit. When necessary, the CPC staff will arrange for transportation for the students to and from the site for a visit. We ask that faculty or students give the CPC staff at least two weeks' notice before the desired site visit. If possible, the team should suggest a few dates/times that would work for them for the visit. This will allow you time to schedule the meeting and time for the CPC staff to find a driver and secure a vehicle for the trip.

The CPC asks teams to make sure that their site visits are being scheduled at appropriate times during the project process. If teams will be meeting with you on site, they should be prepared with all materials, questions, and pertinent information to ensure maximum efficiency of the site visit.

On Campus Meetings

Often times, faculty and students may ask you to come to campus for a class or a meeting. Faculty or CPC staff may reach out to you to schedule these meetings. The CPC will provide you with directions, parking, a campus map, and directions to your meeting location.

Virtual Meetings

Unable to schedule a meeting in person? We can help you with that!

Because the CPC works with Community Partners from communities across Rhode Island and Southeastern Massachusetts, in-person meetings may not always be possible or be an efficient use of everyone's time. In order to maximize everyone's time and availability for meetings, the CPC will be happy to arrange for the use of Go To Meeting or Skype for virtual meetings.

Just ask us to set up a meeting on Go To Meeting or Skype and we're happy to make sure all participants have the information they need to attend the meeting.

How to Work with Your CPC Project Team

Communication

The CPC staff encourages you to maintain an open line of communication with the faculty and students working on your project. If at any time during the course of your project you are having difficulty reaching your contact(s) or are not receiving answers in a timely manner, please notify the CPC staff ***as soon as possible***. Our job is to ensure that the project team is following through on their requirements during the project process – and this includes answering questions in a timely manner and being available to faculty and staff as needed.

As a note, we do ask that you ***respond to any email or phone inquiries within 48 hours***. This will allow for your team to keep the project on course. In response, we ask that the faculty and students working on your project respond to any inquiries from you within 48 hours.

Email Etiquette

Please feel free to reach out to your contacts on your project team via email or phone at any time during the project. If you have multiple individuals from your organization working the project, we encourage you to assign a representative to be the point person for fielding any inquiries. Again, we ask that as a Community Partner, you respond to any inquiries from anyone on your project team within 48 hours. We also ask that your project team extend the same courtesy and answer any of your questions within that same timeframe.

Keeping Your Project on Track

In order to ensure that your organization's goals are met from participating in a CPC project, it is important for all parties involved to adhere to the timelines, scope of work and goals set forth at the beginning of the project. The CPC cannot stress enough the importance of making yourself and those involved in the project at your organization available for meetings, project check-ins, and questions/answers. Your participation is crucial to the success of the project team and the creation of a successful final product for your organization.

If at any time during the project process, you find that your goals and priorities are not being met by the project team, please notify the CPC staff and faculty member, ***immediately***. It is important we provide students with ample time to reconvene and get the project back on course to successfully meet the goals of your organization.

At any point during the project, you, the CPC staff and faculty member may come to the realization that the scope of work for the project may take more than one semester. Should that situation arise, all parties will work together to determine the next best course of action for project. Often projects that take two semesters are completed by another course, an Independent Study with the faculty member, an internship, or are taken on by a CPC Student Project Manager and student team.

Best Practices for Media Inquiries & Social Media

Handling Media Inquiries

At the beginning of each semester, the RWU Public Relations Manager, Lynda Curtis, will write and disseminate a press release to local media outlets, announcing the upcoming projects for the next semester. During the course of the semester, Lynda will promote certain projects to local media outlets for print, web, radio and television coverage. All projects that are promoted to local media will be cleared with the Community Partner in advance. Press releases and stories highlighting projects dealing with sensitive topics, audiences, or projects will only be distributed to media outlets once the Community Partner has signed off on the distribution.

At any time, should you or anyone from your organization be contacted by a local media outlet regarding your project, please refer them to the CPC offices for additional information after your interview. Often times, reporters like to interview the faculty and students working on projects. At that time, Lynda Curtis, or the CPC staff will contact you to set up an appropriate interview time for you and or the student.

Social Media and CPC Projects

The CPC maintains a Facebook page and it is updated regularly with project updates and information on the CPC. If you would like information on your organization and project updates to be shared on Social Media and in the press, please let us know. We will post updates on your project throughout the semester. Updates can include, but are not limited to:

- Photographs
- Mockups (already seen by the Community Partner)
- Updates on site visits
- Public meeting dates
- Invitations to public events

We encourage all Community Partners to LIKE the CPC Facebook page.

Wrapping Up your Project

Final Presentations

When necessary, the CPC encourages faculty to arrange a final presentation of the final product for the Community Partner. Final presentations should be scheduled with the faculty, CPC staff and your organization prior to the start of the semester. This presentation can be held during regularly schedule class time, during the final exam period, or at another pre-determined time/location.

The CPC staff is happy to have you extend an invitation to any interested parties at your organization, community members or RWU members who have an interest in your project. We will also work with you in arranging a location, parking, materials, photography, videography and any other items necessary to make your team's final presentation a success.

Project Documentation and Final Papers

The CPC requires that digital copies of final materials created for your organization be delivered to our office no more than *30 days* after the final projects are turned in for grading. These materials will be used to compile a final book for your organization, students, faculty and for the Digital Repository at the RWU Library.

Items created by the project team will be compiled in to a final book for your organization. This book will contain any written materials, data, forms, maps, or outputs from the project team.

In addition to a final book, all final materials will be kept on digital file in the Digital Repository at the RWU Library. Items placed in the Digital Repository will be searchable online and will be available to your organization, students, faculty and the general public.

It is important to remember that all CPC projects and final work are performed by students in support of their educational experience. Community Partners must understand that any deliverables generated through this project are intended to provide conceptual information only to assist in the design and planning of your project. They are not intended, nor should they be used for construction or other project implementation. Professional and or other services may be necessary to ultimately implement the desired goals of your organization.

What Happens with the Final Documentation?

Often times, the final outputs from student teams are appropriate for a final project documentation book. If your organization's materials are suitable for a book format, the CPC will work with a graphic designer to create either an 11x17 or 8.5x11 final book in a standardized CPC and RWU format. The documentation process will begin once the CPC offices has received all of the final papers, documents, graphics, images and other materials, all materials are sent to a contracted graphic designer.

During the process, CPC staff and the designers will correct any grammatical or punctuation errors in the final paper; content of the paper will not be edited or changed. The designer will lay out the final paper and images and the CPC staff will have the opportunity to edit the final book twice.

Books which run over 75 pages will be presented in a final digital flip book format and made available to your organization, the students, the faculty, and the RWU Digital Repository. Books under 75 pages will be printed in color and bound at the RWU Copy Center and made in to a PDF. The CPC will provide, free of charge, three color copies of this book to your organization as well as a digital copy on CD.

At times, there are projects that do not have the content necessary to create a final report conducive to a final design book. If your project focused on a tangible finished product (survey, website, map, etc.), your organization will have all final materials delivered to you at the end of the project by the CPC.

Community Partners will be able to use the final books at their organizations for fundraising efforts, to provide programmatic information to their employees and constituents, and as guide or business plan for their organization.

Tips for a Successful CPC Project

(Tips from CPC staff, RWU faculty & Past CPC Community Partners)

Planning For Your CPC Project

- Make sure you're at the right stage in your project to need the support of the CPC.
- Remember that this is an academic exercise and that the work of the students does not replace professional work but is there to inform, complement and set the stage for further professional services they may need.
- Start your planning process early. Meet with the CPC staff and faculty as soon as possible to start laying out the scope of work for the project. Make sure the roles and responsibilities are clearly stated. Be sure to let the CPC and faculty know what you will bring to the table and what limitations there are for the project based on resources.
- Have all resources, documentation, and materials organized and ready for the students to begin working immediately. Having to wait for supporting materials from your organization will only slow the process down for the project.
- Don't give away your only copies or originals of materials. Remember, these are students and sometimes things may not get returned!
- Work with the faculty & CPC staff to complete your scope of work for the project before it starts! Make sure the roles and responsibilities are clearly stated for all parties.
- Return your organization's signed and completed MOA to the CPC offices in a timely manner.
- Attend the faculty and Community Partner kickoff event.
- Put the dates on your calendar immediately for any meetings and presentations! Your attendance at these meetings and check-ins ensures the success of your project.
- Encourage students to schedule site visits when they are necessary and in a timely manner.
- Think outside the box of a traditional project if necessary.
- Provide a context for broader discussion around the project with faculty and students - don't just focus on the specific project/problem at hand. Connect the project to larger issues and themes of local and global significance.
- Help students see how the work they are doing is an integral part of a larger process or goal and how that impacts the end product.
- Be prepared that working with RWU faculty and students on a CPC project may take some extra time for you and your staff. We do ask students to be respectful of your time. In order to ensure a strong final product for your organization, please take the time needed to support their work (in meetings, at RWU, at your site, via phone, email, or tele-meetings).

Communication

- Keep in contact with the faculty, student leaders and CPC staff throughout your project process.
- Communicate all expectations and deadlines to your project team at the beginning of the project.

- Provide your team with the background and general information they need in order to succeed in this project.
- Set expectations for professionalism and success from your organization's staff working on this project.
- Keep an open line of communication with the CPC staff.
- Talk about your involvement in the CPC project to your colleagues and others in the nonprofit community
- Please respond to all inquiries from faculty, students or the CPC staff within **48 hours** in order to keep the project on track.
- Don't be afraid to be honest with students when it comes to their work. Students need to understand that what they think is good or great may not be what is good or great for your organization. Encourage them to see other perspectives.

Organization

- Keep track of all of your tasks and notes on Asana. Don't forget to check off when you've
- Use the Bridges site to ensure the students and project partner are receiving all of the latest information.
- Avoid the 'scope creep.' Although some changes are inevitable during the project, it's important to make sure new elements to the project aren't added without talking to the faculty and CPC staff first.
- Keep a close tab on your team to ensure they are on track with the project scope and desired deliverables. It's better to know when a project is going astray sooner rather than later. The CPC staff is happy to help with tracking the process of the project.

Don't be afraid to ask...

- Use the CPC staff and student project managers/leaders – we are all here to help ensure the success of your project.
- Think your project will take more than one semester? Just tell us! We will work with you and the faculty to revise the scope of work and determine the next best steps for the following semester(s).
- See a possible link for another course or program to be involved on campus? Let us know!
- Does your team need something in order to get their project done? Just ask us, and we'll do our best to get it for your team.
- Need assistance in organizing a meeting, transportation, a site visit or presentation space? Ask us, we're happy to help or manage those parts of the project for you.