Community Partnerships Center Guidelines, Procedures & Recommendations for Student Project Managers & Teams

August 2013

An Introduction to the Community Partnerships Center

Welcome to the CPC Team! We're excited that you are working on a CPC project this semester. Your participation will provide you with the opportunity to work hands-on in a real-world project – working on a real organizational need for a local group.

This handbook is designed to help you become familiar with CPC and what participation in a CPC Project 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 students who participated in a CPC project have found that their participation has enhanced their knowledge base, helped develop the professional skills they will need when they leave college, and has provided them with a real, tangible learning experience. Involvement in a CPC project or student leadership role has also helped many past participants land that internship or job they were applying for.

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 students will bring new ideas, creativity 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 process. 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!

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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.

Student Responsibilities

What the CPC Asks of RWU Students

- Get to know the Community Partner's Organization – who does their work impact, why is this project important to them or their constituents? The more you understand the organization, the better you can service the organization with the final outputs from the project.
- Understand the scope of work provided by the faculty member and Community Partner. This will drive your work for the semester. Ask questions early and often to make sure you are keeping on track with the project.
- No project can be completed overnight. Take the necessary time to work thoughtfully on the project with your teammates – delegate when necessary and make sure everyone plays a part in creating the final product for the Community Partner.
- Working with the CPC Staff and/or your faculty member, schedule meetings with other teams on campus working on the same or similar projects for the partner.
- 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.
- Complete the electronic final evaluation for the project.
- Provide CPC staff with all final papers, photos, renderings and other final work at the end of the semester. These materials will be used to create a final book for the partner organization and the students.

**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 will identify your 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, your faculty member and the Community partner will have developed 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 you and your teammates follow the scope of work – this will ensure all of the goals from the Community Partner are being met.

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 you 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 FORM

Project Title
Scope of Work
Community Partner
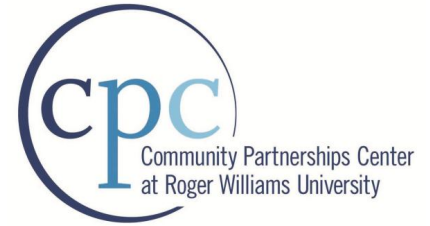
<u>Project Statement:</u>
This should contain a brief description of existing conditions, statement of problem and overall goals of the project.

<u>Project Deliverables</u>
What will be the final deliverable(s) to the client at the end of the project? What's the delivery date?

<u>Project Steps/Timeline</u>
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

CPC
Community Partnerships Center
at Roger Williams University
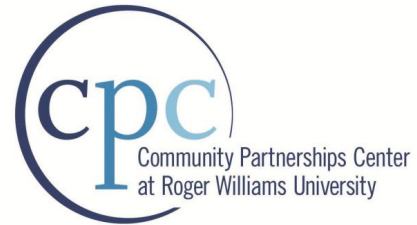
Project Statement:

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 Community Partner

Prior to the start of the semester, the CPC staff, the faculty and the Community Partner were asked to schedule 5 milestone meetings during the semester. These include an initial scoping meeting, an introduction meeting, a welcome meeting for students, a mid-semester check-in meeting, and a final meeting or presentation.

The CPC encourages students to reach out to the representatives from the Community Partner at any time during the course of the project to ask questions and provide updates to the organization. We recommended that if you are working on this project as part of a team, that a representative be chosen to serve as the point of contact for the group. This will ensure all communication is being handled in an efficient, professional and courteous manner to the Community Partner.

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 the organization is working with any external groups or individuals that can help drive the project, it may be necessary to meet with them. 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 you 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 students working on projects for the same Community Partner. This meeting will allow you 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 – For CPC Student Project Managers & Team Leaders

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:

Q Search

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.

Stephany Hessler v
Feedback | Help v | About

☆ **EP Arts & Entertainment District**   3 Share

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.**

1. Letter to Partner
2. File Created
3. Letter to Faculty

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

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
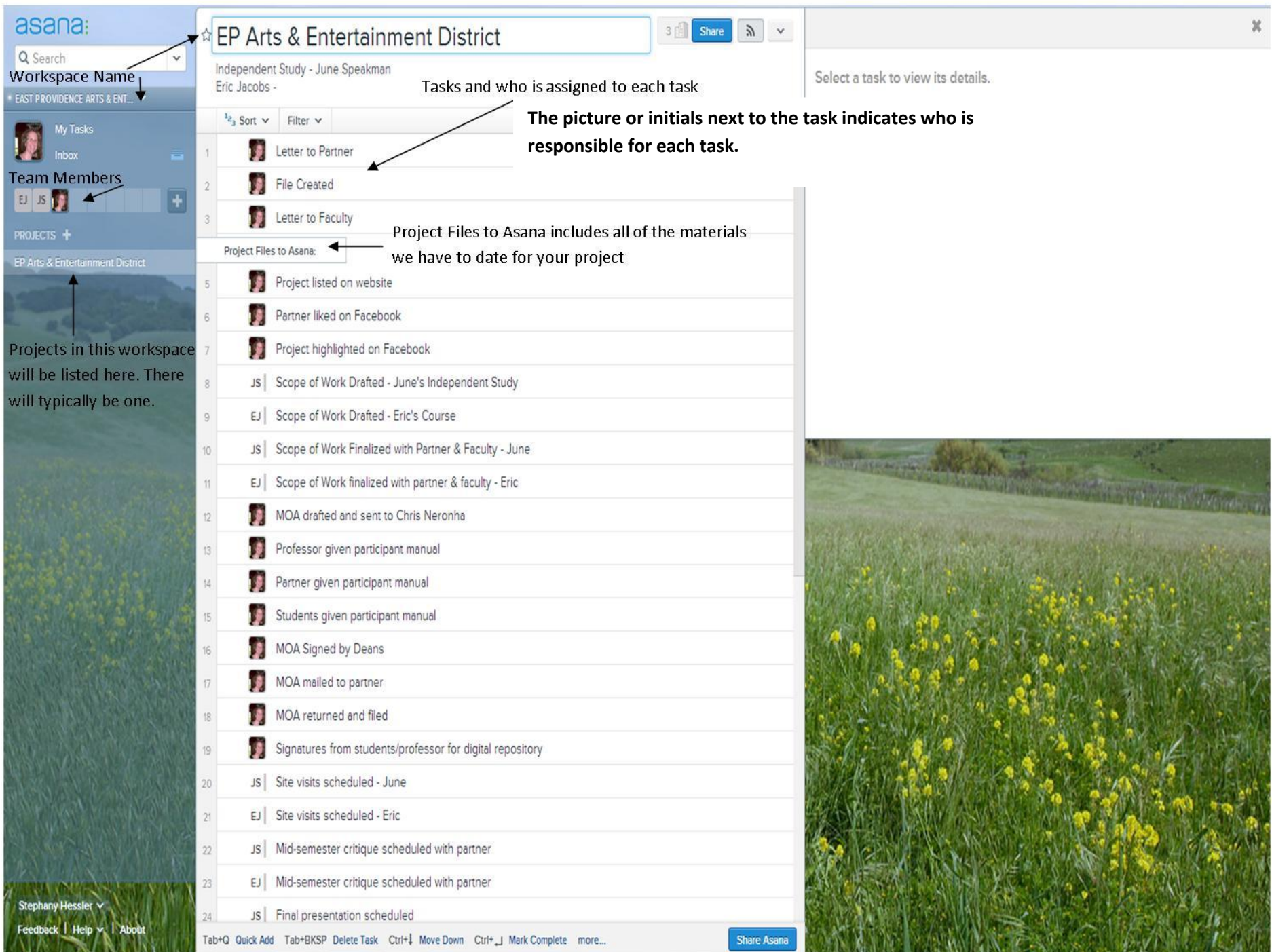23. EJ | Mid-semester critique scheduled with partner
24. JS | Final presentation scheduled

Tab+Q Quick Add   Tab+BKSP Delete Task   Ctrl+↓ Move Down   Ctrl+⌐ Mark Complete   more...   Share Asana

Select a task to view its details.

asana:

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 | 🔗 | ⌄

¹²₃ 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
	☐ 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

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.

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 ➕

Bridges

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. We do ask that all Community Partners be added to the project site for Bridges or the course site if that will be used.

Arranging Meetings & Site Visits

Off Campus Meetings

At times during the course of a project, it will probably be necessary for you and your teammates 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. Please be sure that you and your teammates are prepared with all materials, questions, and pertinent information to ensure maximum efficiency of the site visit.

On Campus Meetings

Often times, you may wish to have the Community Partner come to campus for a class or a meeting. Faculty or students may reach out to the Community Partner to schedule these meetings. Please notify the CPC when these meetings on campus will take place – we will provide the Community Partner 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 Community Partner

Communication

The CPC staff project managers and team leaders should maintain an open line of communication with the Community Partner at all times. 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 Community Partner 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 the Community Partner 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 you respond to any inquiries from the Community Partner within 48 hours.

Email Etiquette

Please feel free to reach out to your contacts at the Community Partner organization via email or phone at any time during the project. Rather than the Community Partner being inundated with multiple requests, we do ask that students properly formulate all of their questions in to one email and pick a representative from each team working on the project to be the point person for fielding inquiries. However, your faculty member or CPC Student Project Manager may serve as the primary point of contact with the Community Partner and field all requests and questions directly.

Please remember that all email correspondence should be conducted in a professional and courteous manner to the Community Partner. The CPC staff is always happy to pre-read any communication and provide support and suggestions to students at any time during the project process on best practices in communicating with the Community Partner.

We ask that you respond to any inquiries from the Community Partner within 48 hours.

Email Signature Lines

The CPC staff encourages student team leaders or project managers to include a personalized signature line in their emails. Samples include:

John Smith
CPC Project Manager – Project Name

Jane Smith
CPC Project Leader – Project Name

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 have already been 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 your teammates be contacted by a local media outlet regarding your project, please refer them to the CPC offices before you answer any questions. We will work with Lynda Curtis and the Community Partner to ensure that only agreed upon stories are being covered in the media. Often times, reporters like to interview the 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 the project you are working on is approved by the Community Partner to be shared on Social Media and in the press, 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 students working on CPC projects to LIKE the CPC Facebook page.

Wrapping Up Your Project

Final Presentations

When necessary, the CPC encourages students to present a final presentation of the final product for the Community Partner. This presentation can be held during regularly schedule class time, during the final exam period, or at another pre-determined time/location. It is the responsibility of your faculty member to arrange this presentation.

Final presentations should be presented to the Community Partner in a professional manner, using any presentation tools you would like. A copy of the final presentations should be delivered to the CPC offices for use in the final project book. Presentations can be uploaded to Bridges, emailed, delivered on a flash drive/cd, or uploaded to Asana by your CPC Student Project Manager.

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.

Final materials should include, but are not limited to:

- Final papers in Word and/or PDF format
- Drawings, renderings, sketches and models in PDF format
- Screenshots or mockups of website designs in PDF format
- Images, drawings or graphics created in PDF and Jpeg formats
- Final document created (surveys, business plans, manuals, etc.) in Word and/or PDF format
- Photographs documenting the work process, work site, or others related to the project in Jpeg format
- Maps created in PDF format
- Presentations created for the partner and for the student presentation in PDF and/or PowerPoint format
- Spreadsheets or data used for the project in Excel format

All project teams are also required to submit a signed copy of the DOCS@RWU Author Submission Agreement form found in this packet. This form will accompany all final products being submitted to the

Digital Repository at the RWU Library. The forms may be signed by the faculty member, the team leader, or everyone on the team/course working on the project. Items placed in the Digital Repository will be searchable online and will be available to the students and general public. The CPC will be happy to provide all students a link to the final project book once it is uploaded to the digital repository. Students may use the final books as part of their portfolios

What Happens with the Final Documentation?

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. The graphic designer will work with the CPC staff to create either an 11x17 or 8.5x11 final book in a standardized CPC and RWU format.

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 you, the Community Partner 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. These books will be made available to the Community Partner and to students upon special request. The PDF version will be sent over to the RWU Digital Repository.

Students are encouraged to use the final books as part of their portfolios and for interviews.

Tips for a Successful CPC Project

(From RWU Faculty, Students, and Past Participants)

Planning For Your CPC Project

- Schedule your work on the project throughout the semester. Don't load yourself with work during times that you know will be busy for other courses. Use your time, and that of your classmates, thoughtfully and respectfully.
- If you need to schedule a meeting with the Community Partner or other groups on campus, do so sooner rather than later. The sooner they are on your calendar, the Community Partner's calendar and the CPC's calendar, the more effective we can all be together.
- Schedule site visits when they are necessary and in a timely manner. We are a small office and sometimes it takes us time to get a date/time that works for everyone locked in on the calendar.
- If you are working on a project as part of a larger group, know that it may not be possible for every participant to attend each meeting or site visit. Please plan accordingly and make sure those attending have all of the tools and information they need to host a successful meeting or visit.
- Put the dates on your calendar immediately for any meetings and presentations!
- Plan for more work near the end of the semester as you work to ensure the professional quality of the final product.
- You have a responsibility not simply to do what the client wants, but to educate yourself on the issues.
- Become an expert on the topic so you can advise the Community Partner appropriately.
- Think of the CPC project as a puzzle and challenge your creativity. This is something you should be able to point to with pride after it is completed.
- What you think is good or great may not be what the client thinks is good or great. Be open to seeing other perspectives.

Communication

- Keep in contact with the Community Partner, your faculty member, and your CPC Project Manager throughout the entire project process.
- Clients will not be at their beck and call. Plan ahead for meetings; be on time for meetings, and follow-up meetings with a memo stating any conclusions and agreements reached.
- Ask for any additional background information you may need from the Community Partner.
- Set expectations for professionalism and success from yourself and your classmates.
- Keep an open line of communication with the CPC staff.
- Talk about your involvement in the CPC project to your friends on campus.
- Please respond to all inquiries from the Community Partner within *48 hours* in order to keep the project on track.

Organization

- If you are a team leader or CPC Student Project Manager, keep track of all of your tasks and notes on Asana. Don't forget to check off when you've completed.
- Use, and check, the Bridges site to ensure that you 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 your faculty member first.
- Keep a close tab on the work of everyone on your team to ensure they are on track with the project scope and desired deliverables. You are all accountable for the final product. 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.
- During the process, keep in mind the final documentation items that the CPC will need to turn in to the Community Partner.
- Turn in all final materials to the CPC office within **30 days** of completion by the project team.
- If you are given any materials by the Community Partner, please return all items to them (photos, books, cd, etc.) before you leave at the end of the semester. We don't want anyone to walk off with any original documentation or materials that don't belong to RWU or the CPC.

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.
- If you are interested in this project and it seems like it will move on for another semester, ask if there's a way you can remain involved! We're happy to help set up an Independent Study or other opportunity for you when we can.
- 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.