Community Partnerships Center Guidelines,
Procedures & Recommendations for Faculty

August 2013

An Introduction to the Community Partnerships Center

Welcome to the CPC Team! We're excited that you have chosen to integrate a CPC project into your course or independent study. Your participation will provide RWU students and area Community Partners with the opportunity for personal, professional, and organizational growth.

This handbook is designed to help you become familiar with CPC, our mission, the important roles we play in helping nonprofit organizations make their visions a reality, 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!

Previous Faculty Members have found that the integration of CPC Projects into their curriculum has enhanced their personal knowledge base as well as helped focus the learning experience for students and the mission of the Community Partners. As a CPC Faculty Member, your role is one of preparing a meaningful experience for your students, guiding and encouraging their work, and sharing your knowledge, interest, and enthusiasm with the students and partner.

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 an asset whose value cannot be underestimated.

Participating in a CPC project is an opportunity for you to build upon your skills and share your expertise in your field not only with your student and the Community Partner, but those in the RWU community. Your participation and final product can be added to your portfolio, placed on your resume, presented at conferences, or used for other professional development purposes. Throughout your participation in the CPC project, the CPC staff is here to support you and your work with your students and the Community Partner. A successful CPC project relies on the positive collaboration by all parties involved.

The CPC recognizes that Faculty 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!

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Acknowledgements

The CPC would like to acknowledge and thank the faculty members who have helped contribute to this handbook and resource guide. They have shared their knowledge, experiences, and expertise with us in creating a guide that is insightful, helpful, and practical for all faculty members that engage in CPC projects.

Thank You to…

Edgar Adams, Kathy Micken, and June Speakman for contributing to this handbook.

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Mission of the CPC

The RWU Community Partnerships Center (CPC) is a centralized home to an array of 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 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, comprised of Deans from each department area and members of the University Relations team, and the 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. The President of the University reviews the list of projects in order to ensure the projects and partners are in line with the overall work 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 you consider projects that would be a fit for any courses you teach – spring or fall – with an open mind. If a project is of interest to you as a faculty member, you

should contact the CPC offices and indicate your preferences. All proposed projects will be approved before the steering committee. Once approved, you will be notified that the project will be moving forward – you can now begin the planning process.

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) between the University and the Community Partner. 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.

The CPC will ask all faculty involved in a CPC project to review the MOA, including your attached scope of work or syllabus, prior to delivering to MOAs will be drafted by the CPC and will also include an agreed upon scope of work or syllabus for the partner. This will be your chance to review your scope of work or syllabus in relation to the agreement with the Community 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.

Faculty Responsibilities

What the CPC Asks of RWU Faculty

- Work with the CPC staff and the Community Partner to develop a scope of work for the project during the summer or winter breaks.
- Provide CPC staff with the dates for the Initial Scoping Meeting, the Introduction Meeting, the Welcome Meeting for Students, the Mid-semester Check-In Meeting and the Final Meeting/Presentation (these meetings are defined on page 10). The CPC staff and partner should be at each of these meetings.
- Provide CPC staff with a completed syllabus OR scope of work prior to the beginning of the semester.
- Working with the 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.
- 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.
- 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. (A list of these final materials can be found in the Wrapping Up Your Project section of this handbook.)

**Developing a Scope of Work, Timeline, and List of 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, you 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 FORM

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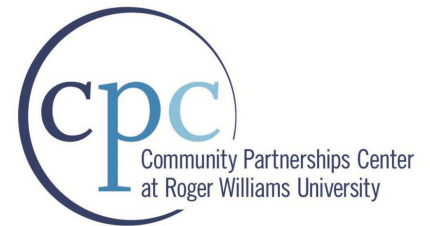
Project Statement:
This should contain a brief description of existing conditions, statement of problem and overall goals of the project.

Project Deliverables
What will be the final deliverable(s) to the client at the end of the project? What's the delivery date?
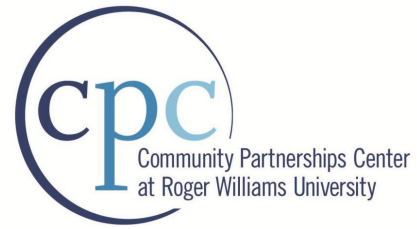
Project Steps/Timeline
What steps and processes will take place and by what date? Please include all meetings with the partner in this step. For each step, identify who is responsible for complete the step. If you are designing items for the client, please indicate what you are designing and the corresponding 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 Community Partner

Prior to the start of the semester, the CPC asks that you 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 representatives from the Community Partner at any time during the course of the project to ask questions and provide updates to the organization. In order to minimize the number of emails and requests coming to the Community Partner, it is recommended that if a group of students are working on a project that a representative is chosen from the group(s) to serve as the student contact for the project team.

Organizing Meetings with Other Groups

The CPC encourages you to reach out to other community groups who may be able to provide knowledge and assistance on the project. The CPC staff, along with the Community Partner, will help identify any potential external groups that can help drive the project and meet the overall goals and needs of the Community Partner. 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 you and your 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 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 in the CPC offices on the RWU campus for any teams that would like to teleconference with the Community Partner.

If you or your team would like to meet with the Community Partner online, 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 Community Partner or on the same project, your assigned CPC Student Project Manager, CPC staff, contacts from the Community Partner, and any student leaders from your 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 14.

There is a short 2 minute online training for Asana at http://blog.asana.com/2011/05/new-asana-intro-video/ Should 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 ˅
Feedback | Help ˅ | About

☆ **EP Arts & Entertainment District**   3 | Share | �𝄞 | ˅   ✖

Independent Study - June Speakman
Eric Jacobs -   Tasks and who is assigned to each task

¹₂₃ Sort ˅   Filter ˅   **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 includes all of the materials
                                        we have to date for your project
     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

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.

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 -

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

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.

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.

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. You may choose if you would like to add the CPC staff and the project manager to your current course site as an administrator or if you would like a new project site created. 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 as participants 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/or your students 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. Faculty or students must 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 the CPC staff to find a driver and secure a vehicle for the trip.

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

On Campus Meetings

If students would like to meet with the Community Partner at RWU, feel free to reach out to the Community Partner to set up the meeting. If the meeting will take place outside of a scheduled course meeting time, the CPC staff will be happy to work with you in arranging for a location and parking on campus for the Community Partner. If you do plan a meeting with a Community Partner on site, please notify the CPC staff so we may greet the partner and follow up with them.

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 in the CPC offices on the RWU campus for any teams that would like to teleconference with the Community Partner.

Just ask us to set up a meeting on Go To Meeting or Skype and we're happy to provide the technology, the space, and the support.

<h1 style="text-align:center">How to Work with Your Community Partner</h1>

Communication

The CPC staff encourages you to maintain an open line of communication with the Community Partner. 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, students, 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, your students, and team leaders 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. If you will be having your students work directly with the Community Partner, we encourage you to assign a student representative from each team working on the project to be the point person for fielding inquiries to the Community Partner. However, you may serve as the primary point of contact with the Community Partner and field all student requests and questions directly.

While the CPC staff will provide all students with a handbook for best practices in working on a CPC Project, we encourage you to provide suggestions and pointers to students at any time on working in a professional manner. This includes writing and sending professional emails. 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 and your students 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

Keeping Your Project on Track

In order to ensure that your goals are met, 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 scheduling and being 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 the Community Partner.

If at any time during the project process, you find that your goals and priorities are not being met by the project team or the Community Partner, please notify the CPC staff 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 the Community Partner.

At any point during the project, you, the CPC staff and Community Partner 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 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 sent to media outlets once the Community Partner has given their approval.

At any time, should you or your students 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 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 the Community Partner approves their project to be highlighted on our Facebook page 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 faculty and students working on CPC projects to LIKE the CPC Facebook page.

Wrapping Up Your Project

Final Presentations

The CPC encourages faculty to arrange a final presentation of the final product for the Community Partner. Final presentations should be scheduled with the CPC staff and Community Partner 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 extend an invitation to any interested parties at the Community Partner 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 student's final presentation a success.

Final presentations should be presented by students in a professional manner, using any presentation tools they 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.

Project Documentation and Final Papers

The CPC requires that digital copies of final materials created for the Community Partner be delivered to their 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 the Community Partner, students, faculty and for the Digital Repository at the RWU Library. Our CPC Student Project Managers and staff will work with your students to ensure that all final materials get turned in. If you would prefer to have the opportunity to review any final materials before they are integrated in to the final CPC project book, please just let us know and we will arrange to collect final papers and materials from you after your grading period has ended.

While your course or project may not require a final paper, the CPC will need a short synopsis of the project, the scope of work, and the process taken to arrive at the final product. These items will be integrated in to the final book for the Community Partner. This can be written by students from your course, the CPC Student Project Manager or yourself.

The CPC asks that faculty and students make an effort to document the project process in photos. Photos of site visits, workdays, meetings, or public events should be delivered to the CPC with all final materials. These photos will be used in the final project book and can possibly be used in future marketing materials.

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 other items 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 (included in your handbook folder). 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 and faculty 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 students, 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 saved as a PDF. These books will be made available to you, the students, and the Community Partner. The PDF version will be sent over to the RWU Digital Repository.

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.

How to use Final CPC Projects and Research Results

Upon completion of your CPC project, we encourage you to use the final reports and research for professional development purposes. Please feel free to add the final materials to your portfolio, place the participation on your CV or resume, present your findings at conferences, present your findings in conjunction with the Community Partner to media, include your work in journal publications, and include your participation in your tenure/program review materials. Information on using community engagement towards your tenure review can be found on pages 34-37 of the Faculty Contract. If there is anything you need in addition to the final book and materials from the project, please don't hesitate to ask us.

Tips for a Successful CPC Project

(Tips provided by the CPC staff and RWU faculty)

Planning For Your CPC Project

- When choosing a project, make sure there is a strong educational link between the project and your course. Be sure the project and issues surrounding it are ones that are engaging to you and your students.
- Start your planning process early. Meet with the Community Partner 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 Community Partner know what you will bring to the table and what limitations there are based on schedule, educational goals and abilities of students.
- Turn in your completed scope of work or syllabus to the CPC staff as soon as it is created. This will allow our staff the time to get the MOAs completed, signed and delivered to the Community Partner.
- Attend the faculty and Community Partner kickoff event.
- Schedule your meetings and presentations early! 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.
- Try scheduling your Welcome Meeting after students have had the opportunity to complete some background reading. Have students create a list of questions in advance for the meeting.
- Encourage students to 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.
- Think outside the box of a traditional project if necessary.
- Provide a context for broader discussion in your course around the project - don't just focus on the specific project/problem at hand. Connect the project to larger issues and themes of local and global significance.
- Tie the project to the larger professional and education goals of your students.
- 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.
- Schedule time into your semester and syllabus for trouble-shooting and additional support your student teams may need.
- Plan for more work near the end of the semester as you work to ensure the professional quality of the final product with your students.

Managing Student Teams

- Put the work in context for students by explaining how the project provides an opportunity to put what they know into practice.
- Make sure students understand that they have a responsibility not simply to do what the client wants, but to educate themselves on the issues.
- Encourage your students to become experts on the topic so they can advise the Community Partner appropriately.

- Present the project as a puzzle to challenge their creativity, and as something they can point to with pride after it is completed.
- Let students know that the clients will not be at their beck and call, and encourage them to plan ahead for meetings, be on time for meetings, and follow-up meetings with a memo stating any conclusions and agreements reached.
- Help students understand that what they think is good or great may not be what the client thinks is good or great. Encourage them to see other perspectives.
- Support and encourage your students, and be prepared for some hand-holding. The pay-off at the end is a great finished project and relationship building with the Community Partner and students.

Working With the Community Partner

- Communicate with the Community Partner to manage expectations and reinforce the idea that this is an academic exercise. Remind the Community Partner 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.
- Encourage the Community Partner to have all resources, documentation, and materials organized and ready for the students to begin working immediately. Having to wait for supporting materials from the Community Partner will only slow the process down for their project.
- Encourage the Community Partner to participate in the project and not just be present at meetings.
- Schedule meetings early and put them on the syllabus, ensuring the Community Partner is at every meeting you need them to be at.
- Schedule a final presentation for the Community Partner. This helps students communicate their work and ideas to the organization, and provides a forum for feedback and suggestions which can be incorporated into the final report.

Communication

- Keep in contact with the Community Partner throughout the entire project process.
- Communicate all expectations and deadlines to your students early and often.
- Provide your students with the background and general information they need in order to succeed in this project.
- Set expectations for professionalism and success from your student teams.
- Encourage your students to have one liaison (or one from each team if appropriate) communicate with the Community Partner so they are not inundated with emails and phone calls.
- Keep an open line of communication with the CPC staff.
- Talk about your involvement in the CPC project to your colleagues
- Please respond to all inquiries from the Community Partner within *48 hours* in order to keep the project on track.

Organization

- Keep track of all of your tasks and notes on Asana. Don't forget to check off when you've completed a task.
- 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 Community Partner first.
- Keep a close tab on your student teams 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.
- 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.

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 Community Partner 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.