



Welcome!

Community Partner Orientation



Instructor

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Teaching Professor
Heinz College

- School of Information Systems & Management
- School of Public Policy & Management

Dietrich College of Humanities & Social Sciences

- Information System Program

History of the Program



- 21th year!
 - > 500 partnership
 - > 300 different organizations



Our student consultants have helped with

- Communication
 - Web sites
 - E-Mail newsletters
 - Social Media Strategies
- Information Management
 - Custom-built databases
 - Salesforce-based donor and case management
- Computer facilities
 - Computer labs
 - Networks
- Program improvements
 - Educational technology
 - Web-based service
- And more...

Technology Consulting in the **Global** Community

Using the same type of consulting, student consultants have spent summers helping government ministries, schools and NGOs in:

- Chile
- Cook Islands
- Micronesia (FSM)
- Ghana
- India
- Marshall Islands
- Peru
- Palau
- Rwanda
- Nauru
- Niue
- Philippines
- Sri Lanka
- Unalakleet, Alaska



Thank you!

- Thanks for being part of this program.
- Thank you for working with our student consultants.
- Hopefully in 12 weeks you will be telling others how useful this partnership has been.

How the program works

- Student will come to your organization
- 3 hours each week
 - One 3 hour session
 - Or two 1.5 hour sessions
- To work *with* you

Why *with* you?

- We take a capacity-building consulting approach
- It is important that you and your organization can *sustain* whatever solution that is created.
- This is not possible if the student consultant creates something, then delivers it to you.
- Good solutions are *woven* into an organization.

With you – Inquiry

- The student consultant will meet with you early on to:
 - Listen...
 - Understand your organization
 - Understand the problem
 - Understand the complete context in which any solution will be used
 - Understand the resources available to maintain and sustain the solution

With you – Proposal

- Next, the student consultant will meet with you to:
 - Articulate their understanding of the context and problem
 - Present their analysis (if appropriate) of alternative solutions
 - Propose their solution
 - Outline their scope of work and work plan

With you – Implementation

- The agenda of weekly meetings at this point vary depending on the nature of the project.
- They may include topics of:
 - Reviewing requirements
 - Reviewing designs
 - Experimenting with alternative solutions
 - Testing features

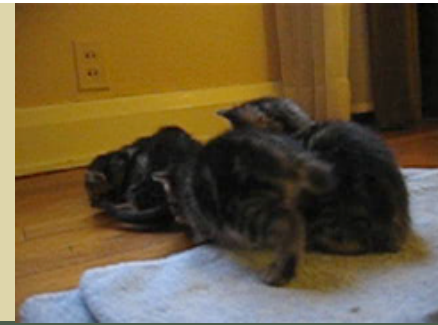
With you – Capacity Building

- Finally, the student consultant will meet with you (and your staff) to develop your capacity to use, maintain, and sustain the solution.

Summary

- To get the most out of this partnership, you need to invest your time throughout:
 - Inquiry – the right problem
 - Proposal – the right plan
 - Implementation – a robust solution
 - Capacity Building – that is sustainable

Free Kittens

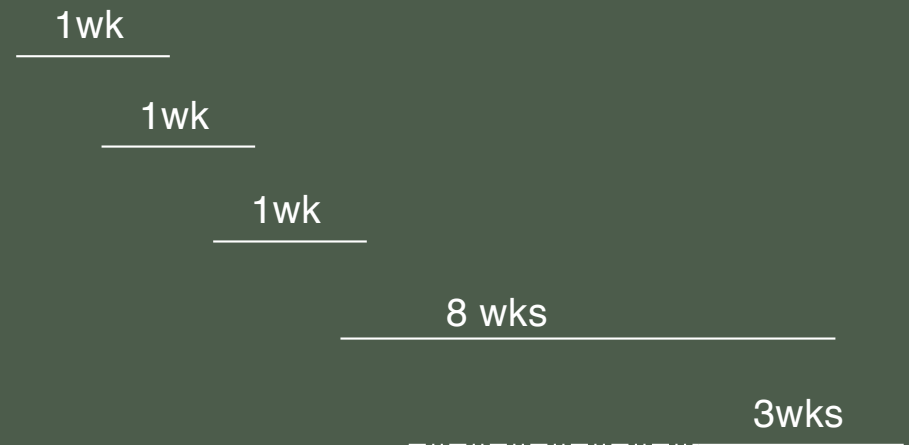


- The solution may be free, but that is free as in "free kittens"
- No upfront costs
- It will, however, require ongoing care and feeding and vets bills for shots...
- Make sure the student consultant works with your team to develop plans, policies, training materials, budgets, and everything else that is needed to care for your *kitten*.

Overview of the Process

- Timeline

- Information gathering
- Analysis
- Planning
- Implementation
- Assessment



Information Gathering

- Starting today, the student consultant will be working to build a clear understanding of the technology issues at your organization.
- The key starting places are:
 - Your Mission
 - Your request

Analysis

- What the student will be looking to do with that information is:
 - Clearly understand and articulate the reasoning that links the ideas to your mission.
 - Investigate other problems and opportunities related to the ideas you have started with.
 - Consider what alternative options are available for solving those problems and opportunities.
 - Arrive at a commonly agreed upon Scope of Work, that will direct the work you do together through the remainder of the partnership.

The Value of Analysis & Planning

- Why not just get started with a project?
- If you are certain with what you want to do, the process will
 - allow the student consultant to understand the rationale behind the decision
 - be a validation check for that choice of direction.

The Value of Analysis & Planning

- Why not just get started with a project?
- And if you are uncertain of what to do, and how to do it, the process will
 - help you make sure you are solving the right problem,
 - with a well justified approach.

What is required of you...

- Hold a leadership role
- Work with student consultant 3 hours / week
- Read project reports and offer timely feedback
- Complete and send me the consulting logs
- Review the final report
- Present at the Community Technology Forum

Example outcomes, in the words of a former Community Partner



Mentors

- Sue Steger
- Tom Ryan
- Larry Hokaj
- J.D. Bagnell
- Read student reports
- Meet with students 3 times
- Help students see beyond the technology into the organization
- Help students see beyond today into a 18-24 month horizon.

Caveats ...

- We ask students to commit to completing the semester, but sometimes a student will drop the course.
- The course moves quickly, and timely feedback from you is essential
- A weekly meeting cannot be completely dropped, it must be rescheduled.

Schedule / Forms

- Context Analysis Report
 - February 20- Received from Student Consultant
 - February 27
 - Return the feedback form to me and to the student consultant
 - Return Consulting Log #1

Context Analysis Feedback Form

Technology Consulting in the Community Community Partner Feedback Response Form #1 <i>Please provide feedback on the student's context analysis paper. Please email as an attachment to JoeMertz@cmu.edu</i>			
Context Analysis	Student Consultant Name:		Community Partner Name and Organization:
Category of Information	Is the information accurate? <small>(please check appropriate response for each category)</small>	Is the information complete? <small>(please check appropriate response for each category)</small>	What information is missing or inaccurate? <small>(use additional page if needed)</small>
1. About the Organization: Provides relevant information about the organization, and its programs, staff, clients, operating budget, etc. as it relates to the consulting partnership's work.	a. Completely Accurate	a. All relevant information is included	
	b. Mostly Accurate	b. Most relevant information is included	
	c. Mostly Inaccurate	c. Most relevant information is omitted	
	d. Completely Inaccurate	d. All relevant information is omitted	
2. Technology Situation: Describes the situation in this organization with regard to technology, e.g., how it is currently deployed, used, and managed.	a. Completely Accurate	a. All relevant information is included	
	b. Mostly Accurate	b. Most relevant information is included	
	c. Mostly Inaccurate	c. Most relevant information is omitted	
	d. Completely Inaccurate	d. All relevant information is omitted	
3. The Consulting Situation: Describes the Scope of Work, why it was selected, the expected outcomes, especially in terms of sustainable expanded capacity.	a. Completely Accurate	a. All relevant information is included	
	b. Mostly Accurate	b. Most relevant information is included	
	c. Mostly Inaccurate	c. Most relevant information is omitted	
	d. Completely Inaccurate	d. All relevant information is omitted	
4. Overall Analysis: To what degree does this document provide a solid context in which to understand the work and outcomes of the consulting partnership?	Inadequate Context 1 2 3 4 5 Excellent Context	Why?	
	Type number corresponding to your answer here →		
5. Permitting Access: What reservations do you have about making this document public as it stands in its current form?	Comments:		

Please use back of this sheet or additional page to provide further comments. Be sure to include your name and organization.



Consulting Log #1

Technology Consulting in the Community Community Partner Consulting Log #1 Send as email attachment to: JoeMertz@cmu.edu		
Directions: Enter each date & time period you meet with the student consultant. Enter description of what you did together, comments about how it is going and identify any problems or concerns you have. Please note when the student is late or does not show up when expected.		
Community Partner Name & Organization:		Student Consultant Name:
Date	Time	What you accomplished together. Comments about your work with the student.

Schedule / Forms

- Final Consulting Report
 - April 19- Receive from Student Consultant
 - April 26
 - Return the feedback form to me and to the student consultant
 - Return Consulting Log #2



Consulting Log #2

Technology Consulting in the Community Community Partner Consulting Log #2 Send as email attachment to: JoeMertz@cmu.edu		
Directions: Enter each date & time period you meet with the student consultant. Enter description of what you did together, comments about how it is going and identify any problems or concerns you have. Please note when the student is late or does not show up when expected.		
Community Partner Name & Organization:		Student Consultant Name:
Date	Time	What you accomplished together. Comments about your work with the student.

Schedule

- Community Technology Forum
 - Friday, May 11
 - 8:30am – noon (not 9:00am)
 - Attendance to the full forum is a condition of participation in TCinC
 - If you know you have a conflict, lets deal with that today.
 - You speak (7 min) with your Student Consultant (3 min)
 - Describing outcomes of your work and the impact in your organization.

Program Web Site cmu.edu/tcinc



Technology Consulting in the Community - Home Page
http://cmu.edu/tcinc

Technology Consulting in t...

The Technology Consulting in the Community course (TCinC) is a special university-community learning partnership. Non-profit organizations, schools, and government agencies improve their technology use, management, planning and integration by working with Carnegie Mellon students. Students develop technical consulting and management skills while collaborating on site with a leader of a local organization.

Home About Us Students Partners Resources

Schedules for:

- Current Partners
- Current Students
- Current Mentors

NEWS

Welcome Fall 2008 TCinC Community Partners and Student Consultants! We look forward to working with you this semester.

Featured Project



Dance Alloy Theater Database Development and Management

Partner Testimonial



"I cannot thank you enough for the course you have developed and its impact on our agency. Wei was an amazing consultant to us and we appreciate your role in making this happen for him and us."

*Dave Coplan, TCinC Community Partner Fall 2006
Executive Director, Human Services Center Corporation,
Mon Valley Providers Council*

Student Testimonial



"Technology Consulting in the Community has been one of the best experiences of my college career. By working with Sustainable Pittsburgh, I learned to manage a small project in a complex environment, cause it to have lasting impact, and concisely communicate its outcomes."

Kevin Purtell, TCinC Student Consultant Spring 2006



Program Web Site

- cmu.edu/tcinc
- You will find there:
 - Schedule
 - Forms
- We would like to highlight our partnership with you!
 - Please send us pictures
(assumed consent to publish)
 - Please allow students to take pictures
(we will contact you for consent to publish)

Additional Opportunities

- Information Systems Project
 - Team of Information Systems students take on significant system development projects for nonprofit organizations.
- Interns
 - Community Service Work Study

Next...

- Questions?
- (Break)
- Meet your Student Consultant

Students, be sure to...

- Determine your schedule for meeting
 - This week
 - Through the rest of the semester
- Clarify location
- Give schedule information to the TA before leaving.