Assessment Project Management in the Real World

Hour Two:

Project Management Fundamentals for Assessment

Hour Two

- Project Scope
- Project Objectives
- Project Audience
- Project Decision Makers
- Information Needs
- Work Breakdown Structure

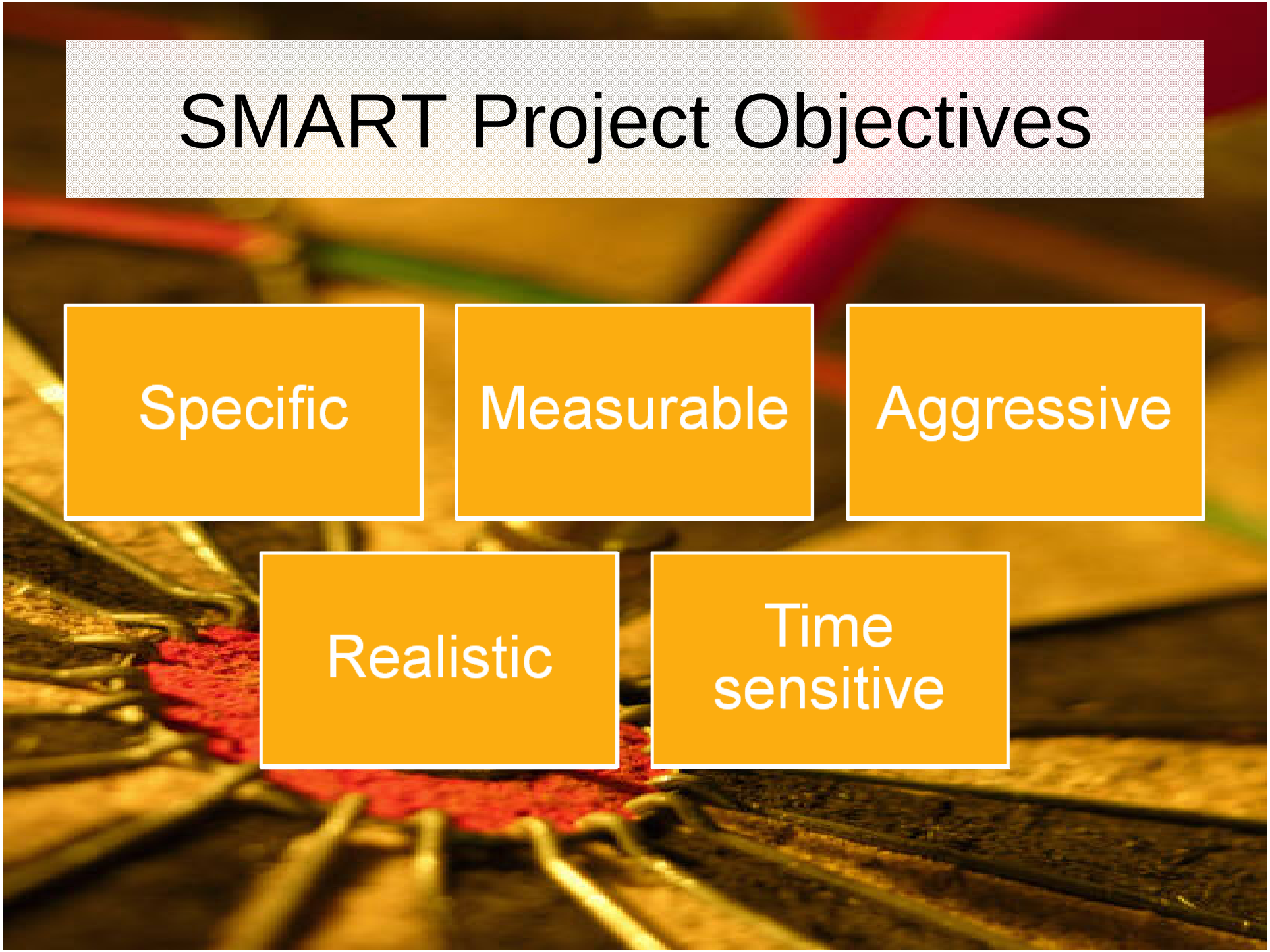
Project Scope

What is the purpose of this project?

What will this project produce (deliverables)?

What will **not** happen during this project?

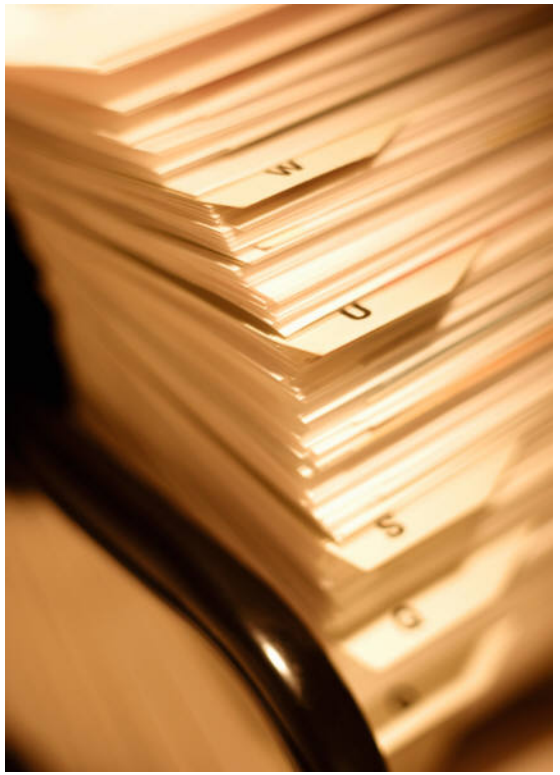
SMART Project Objectives



Project Audience

Who will receive the work that the assessment project produces?

- **Decision makers**
- **Library Administrators**
- **Library Staff**
- **Students and Faculty**
- **University Administration**
- **Library Community**



Identify Decision Makers

Who needs to use the information produced by this assessment project to make decisions and produce **results**?

Information Needs

“I want to do a survey.”

Knowns

- What information do we have?
- What do we know to be true?
- What information is **not** required?

Unknowns

(aka *Info Needs*)

- What information do we need?
- What are our questions about this project?

Information Needs

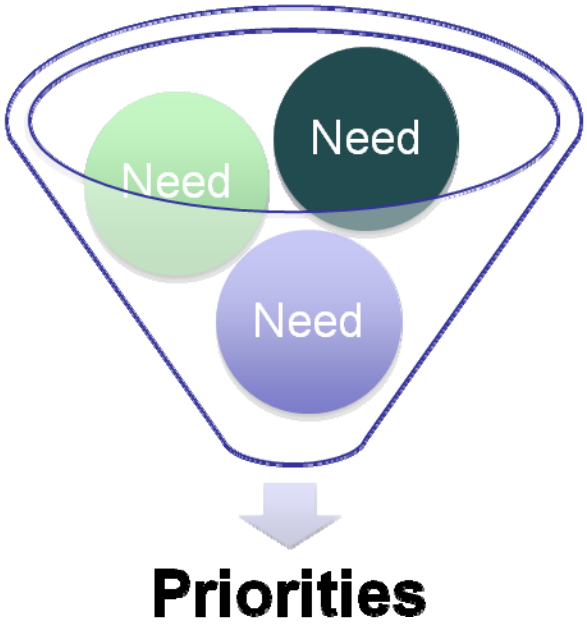
Group brainstorming session

- Ask each team member to prepare a list of questions about the project before the meeting.
- Project manager facilitates the brainstorming session.
  1. Using a flip chart, record each team member's questions.
  2. Go around the room until each question has been recorded.
  3. Number the questions consecutively.
  4. All questions are respected, heard, and recorded.
  5. Team members may ask for clarification.
  6. Team members may pass, if they choose.

Information Needs

Categorize Needs

Group info needs into like categories.



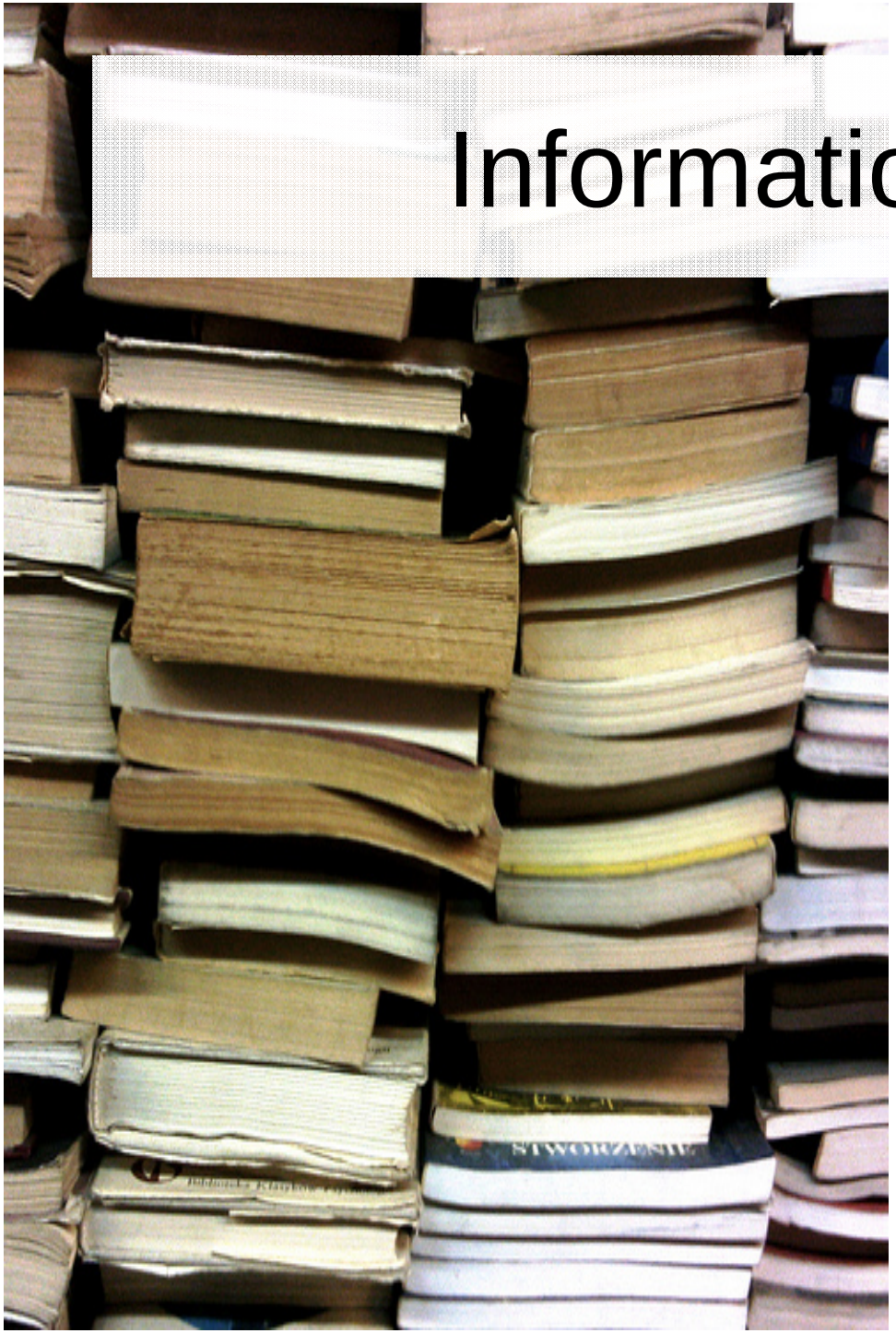
Prioritize Info Needs

Which info needs are the important? Which are urgent? Which would simply be “nice to know” or “interesting?”

The team may have time to address only the high-priority information needs.

Information Needs

Brainstorming Question	Information Need	Methodology	Question Text	Results
"Where do students go when they have questions?"	Do students understand the support options available on campus?	Survey	i. "Who is your first choice when asking for help with research?" •Professors •TAs •Librarians •Friend •Classmate •IT Staff •Writing Center •NA •Other _____	Students, for the most part, understand the support options available to them, and report that they utilize library staff when they have appropriate questions. Professors, classmates and friends rated more frequency than librarians (24%).
"Where do students go when they have questions?"	What influences student choices to ask or not ask a librarian when they need research help?	Survey Focus Group	ii. "Why is this person your first choice when asking for help with research?"	Students perceive faculty as the **experts**, both in terms of the course content, but also with the assignment at hand. The professors expectations are the most important to the students.



Information Needs

Identifying information needs

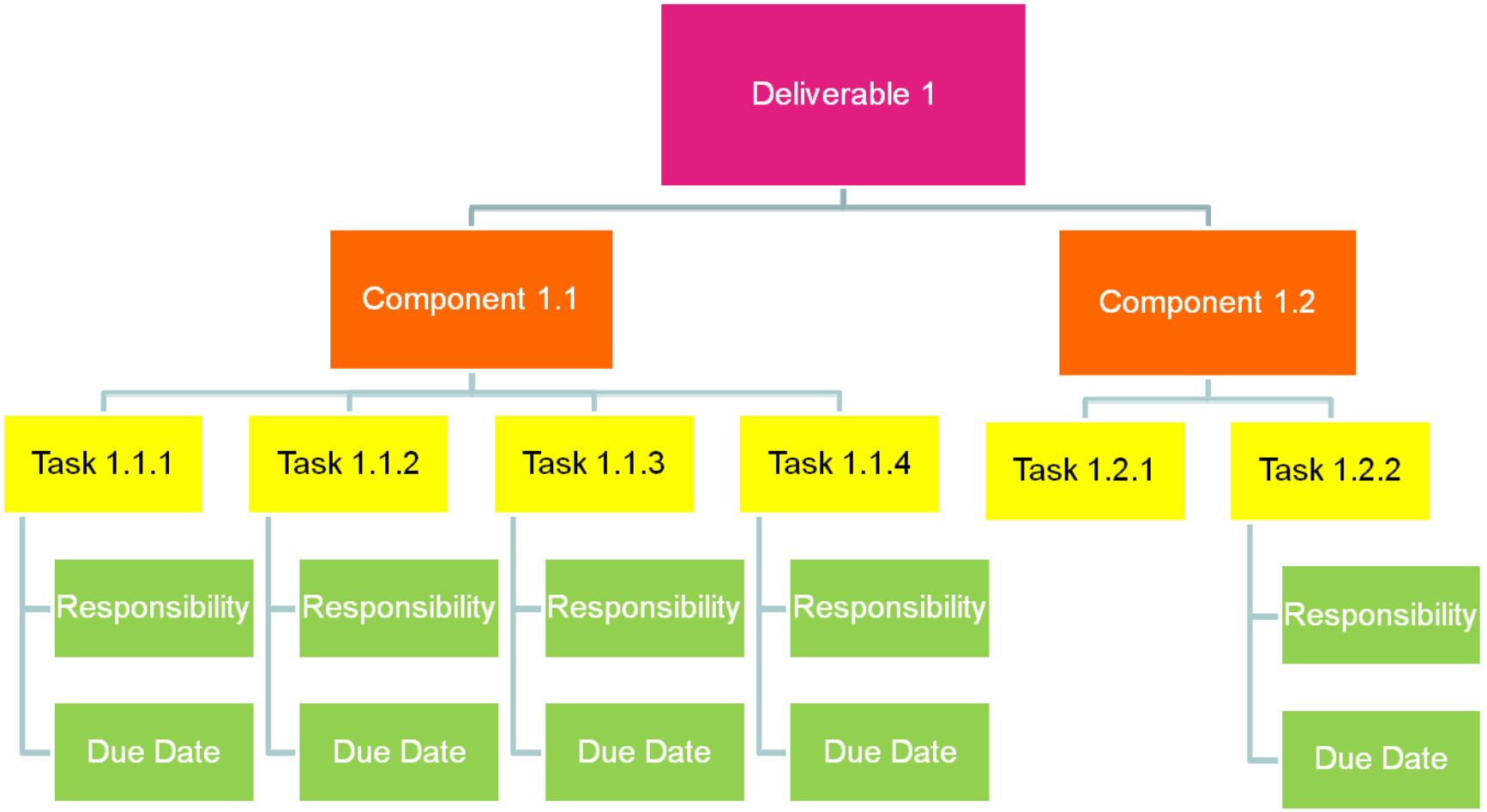
- Prioritize info needs
- Assign methodology
- Define deliverables
- Collect **actionable** data
- Understand how we will apply the data

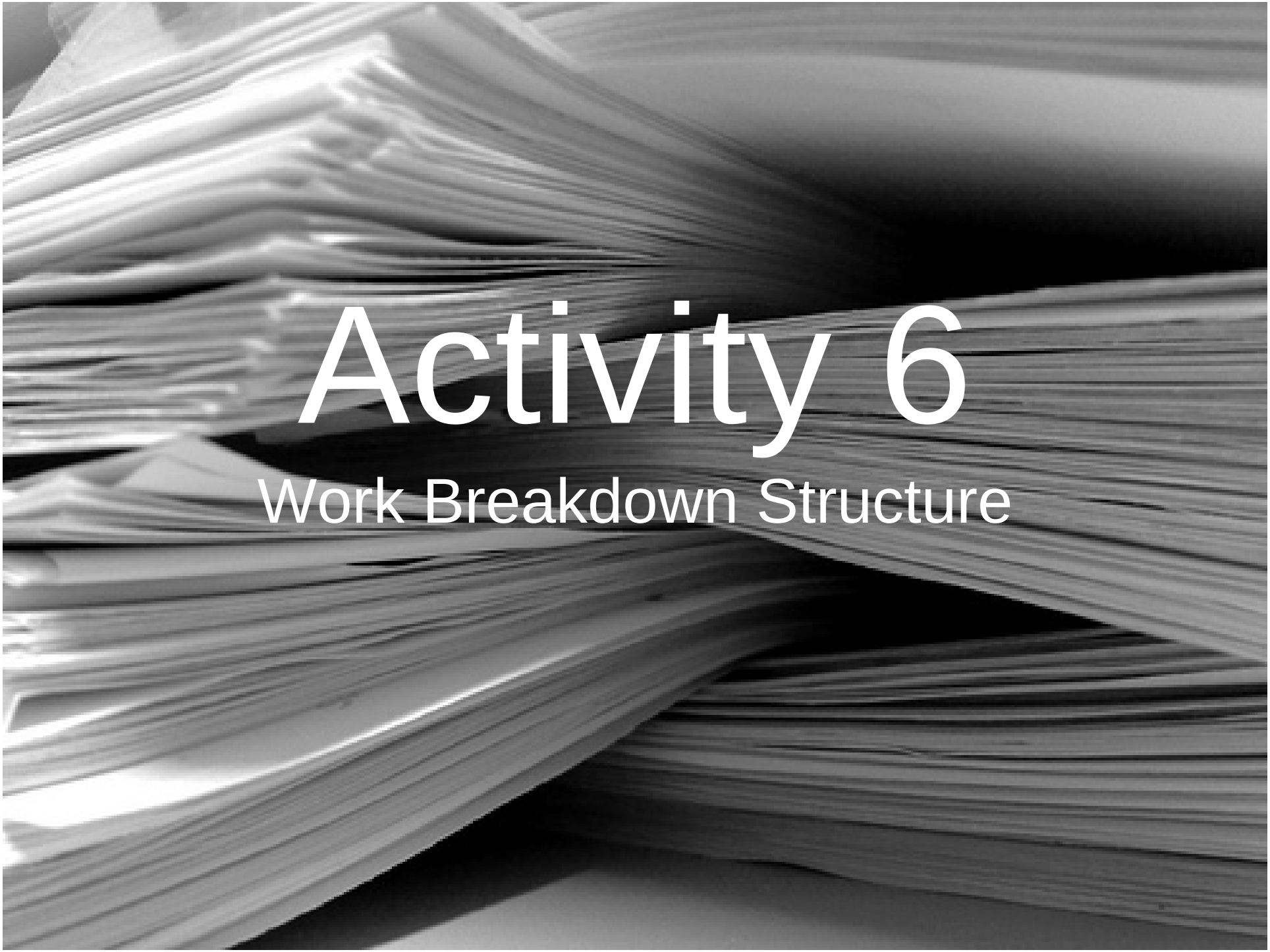
Work Breakdown Structure

Work Breakdown Structure

- Deliverables: What will the team produce?
- Components: What is each part of the deliverable?
- Tasks: What do we need to do to produce the deliverable?
- Responsibility: Who will complete this work?
- Due date: When should this be done?

Work Breakdown Structure

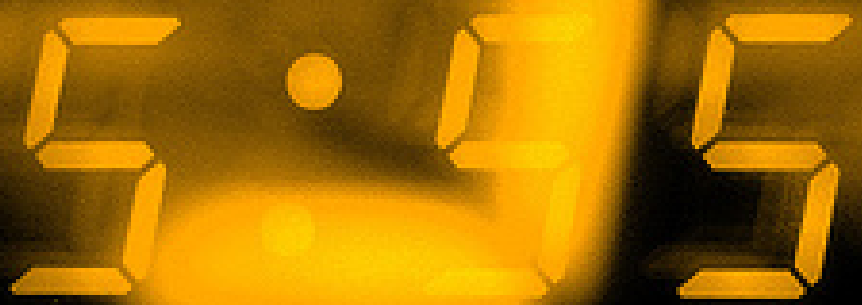




Activity 6

Work Breakdown Structure

Project Timeline



Establish project time line based on the work breakdown structure, using assigned due dates.

Assessment Project Management Tools

Cornell University Libraries:

Research and Assessment Unit

- Project Initiation Dialogue Form
  - Understand your clients needs and expectations
- Project Plan
  - Outline the project, and seek agreement
- Report Cover Page
- Feedback Form
  - Assess the assessment!

  http://www.libqual.org/documents/admin/RAUfeedbackform.pdf

Assessment Project Plan

- Your team:
  - Members
  - Roles
  - Skills & Interests
  - Skill Gaps
- Project Scope
- Project Objectives
- Project Audience
- Decision Makers
- Information Needs
- Methodology
- Work Breakdown Structure
- Project Timeline

Everyone signs off on the project plan.

5 Minute Break

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