**MIS 4596**

**Project Charter**

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| ***Project Title*** |  ***Develop Student Collaboration Tool*** | ***Product/Process Impacted***  |  Student Collaboration and Studying |
| ***Start Date*** |  ***2/15/2017*** | ***Organization/Department*** | ***Temple Student Services*** |
| ***Target Completion Date*** |  ***4/25/2017*** | ***Champion*** |  ***Munir Mandviwalla*** |

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|  |  | **Description** |  |   |
| **1. Project Description** |   |  Currently,Temple students frequently struggle to find like minded students to collaborate and study with, especially in larger lecture hall classes which can consist of hundreds of students and make even the most outgoing,feel isolated.This can be improved by providing students better means to meet and communicate academically outside the classroom. This project will enable students to make groups, collaborate and study together based on the common courses, academic strengths and weaknesses, time schedules, and other variables. This project would be most useful for incoming students, larger gen ed classes, and nonmajor courses but can be applied to any and all college academic settings.     |   |   |
| **2. Project Scope** |   | This project is only interested in providing the means for students to meet and work together, it will not be involved with curating the actual content in said meetings. Our project will develop a mobile app for this purpose. Our project will improve the process that begins with a student looking for a study partner and end once the student has met with a person/group. The project will also provide content sharing abilities.     |  |   |
| 1. **Project Goal and Deliverables**
 |   |   | **Metrics** | **Baseline** | **Current** | **Goal** |  |   |
|   |   |   | **Number of Fox school study groups** |  **40** | **35** |  **45** |  |   |
|  |   |   | **Average grades for Students** | **C****Without****Group** |  **C****Without Group** | **B****With group** |  |   |
|  |   |   |  **Average****Enjoyment of class 1-10** | **6**  |  **5** | **7**  |  |   |
|   |   |   |  |  |  |  |  |   |
| **4. Business Results Expected** |   | On completion of this project, Temple students will have an easier time finding peers to study with, forming groups, creating lasting friendships, and will perform better academically. Temple would have a higher graduation rate and higher student satisfaction rates per class. |   |
| **5. Team members** |   | Evan Chiao - Developer - Justinmind proficiency, and Data AnalysisMike Dennis- Scribe - In charge of documentation, due dates, and status reportsConnor Gawlik- testing specialistKin Lee- Developer & Tester- Justinmind, website builder applications      |   |
| **6. Support Required and risks** |   | Other resources would be leveraging students and Temple course systems.Obstacles would be students entering false information about their expertise ,harassment over the platform, sharing of disallowed materials breaching of academic integrity and Temple’s fluctuating course changes. Students will have to create a verifiable profile with past courses and prefered competencies.    |   |
| **7. Customer Benefits** |   | The project will create an academically focused social media platform to further allow students to network and collaborate. The project will also enable students to create rich relationships with students they otherwise may have never talked to. It will also get our customers to improve in their knowledge base, become more willing to seek out help.  |   |
| **8. Technology Architecture** |   | First we will use Justinmind to build the prototype. Then maybe thinking on using website development software to create the website for the customer. Most of our team members are familiar with Justinmind and other web site builder software.    |   |
| **9. Overall schedule/Work Breakdown Structure** (Key milestones & dates) | **Responsible****individual** | **Output (notes, diagrams, interviews, screen prints)** | **Date started if in progress****Or Expected completion date** | **Date completed or date completion is expected** |   |
| Planning  | Mike Dennis,Kin Lee,Connor Gawlik, Evan Chiao | Project Charter, scope document, work breakdown structure | 2/8 Completion Date |   |   |
| Analysis  | Evan Chiao,Mike Dennis | Evaluation |  2/17Completion Date |   |   |
| Design   | Kin Lee,Connor Gawlik | Flow chart, data schema, business rules | 3/5 Completion Date  |   |   |
| Implementation: Construction  | Kin Lee,Evan Chiao |  JIM Prototype, Use cases | 3/22Completion Date |   |   |
| Implementation: Testing | Mike Dennis, Connor Gawlik |  JIM Prototype, Testing criteria | 4/15Completion Date |   |   |
| Installation |  Mike Dennis,Kin Lee,Connor Gawlik, Evan Chiao |  JIM Prototype, JIM Report, Project Deck |  4/26 Completion Date |   |   |
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**Charter Development Guidelines:** Examples are in *italic*s. You can expand the form to meet your requirements as you enter text.

**Project Title**: Enter the name for your project – the name should convey a sense of purpose. Should contain an action word; such as – improve, develop, implement, reduce, etc.

*Reduce Cycle Time for Resolving Disability Disputes*

**Product/Process Impacted**: What you are working on.

*Disability Claim Process*

**Champion:** The sponsor of the project.

*Department Head*

**Organization:** Where you work.

*Corporate HQ – Shared Services*

**Start Date:** This is the first day on the project.

**Target Completion Date:** This is depending on the negotiated timeline and scope with the sponsor.

**1.** **Project Description:** Several sentences addressing: why you are undertaking this project, the magnitude of the problem, general approach to be taken and expected benefits.

The Shared Services Benefits Group receives on average 30 claim appeals per month. Many of these are resolved by providing information clarifying the process and others should have been handled locally or by directly working with the service provider. This project will improve the process currently in use so that calls/claims are resolved quicker. This will allow members of this organization to focus on more strategic issues and will improve client satisfaction and eliminate re-work.

**2.** **Project Scope:** What the boundaries are of the process that you are going to be working on.

This "Process" begins with opening of a claim dispute and ends when the disputed claim case being closed.

**3.** **Project Goal:** Describe the target(s) that you are planning to achieve. Reduce cycle time by 50%, reduce cost per computer installation by 50% etc. If you don’t have a quantifiable target then you cannot claim that you have reached your goal.

Include the historical baseline information. The current value for the process will be updated as the project progresses toward your goal.

*For cycle time: Baseline- 2 days, Current- 2 days, Goal- 1 day (the goal reflects the 50% reduction from baseline)*

*For cost: Baseline- $1000, Current- $800, Goal- $500 (the goal reflects the 50% reduction from baseline)*

You may have other metrics that you are working to impact; if so, substitute them for any that don’t apply. You may have only one metric and will rarely have more than three.

**4.** **Business Results:** What the benefits are to your organization when this project is complete. How will this project impact your organizations “Dashboard” metrics? What will be the impact to the financial bottom line?

**5.** **Team Members:** List the dedicated team members and also any other regular contributors to the success of the project.

**6.** **Support Required:** Identify other resources that may be required, such as outside consultants etc.

**7.** **Customer Benefits:** What the benefits are to the customers of this project if the process/product is improved.

*The people using the claims dispute process will get faster results and resolution of their claim. This should result in better customer satisfaction levels with the process as well as improved productivity of service operators through fewer status inquiries.*

**8.** **Technology Architecture:** What are the tools you will be using (development tools, data base, etc)? How will you obtain the tools? What is the level of experience of specific team members with these tools?

**9.** **Schedule:** Enter the anticipated dates that you will complete each phase of the project; work with your champion to determine these dates.