

## DGM 3650

This document is to provide a breakdown of my current status for DGM 3650. It will explain what arrangements I have with my supervisor, boss, & teammates, as well as my responsibilities on the team. Additionally, I have elaborated on the summary & thorough analysis of the practical application of my experiences thus far.

### Supervisor Requests:

- Reach out daily to touch base with my supervisor
- Arrange my hours for my different roles
- Virtually shadow my mentor
- Contact other team members/leads as needed, for clarifying questions

### Daily Meetings About The Following:

- Previous, current & future work
- Issues that have arisen
- Teammate needs from me & vice versa

### Current Assignments:

Specific examples of assignments will be provided via GitBoards. An invite & permissions have been sent to Marty on 9/8/2020.

- Concepting: Props, Interactables, Monetization Elements

### Experience Analyses:

- Critical
  - Issue (on going):
    - Computer & Tablet malfunctions; Regular blue screen crashes, lag, freezing; Broken internal power supply; CPU running at half capacity; Device failures due to hardware deterioration & lack of compatibility support
  - Solution (in progress):
    - Work with IT support for repair (Completed)
      - IT determined hardware repair would take 3-4 weeks plus shipping time. Also, repair would not solve compatibility errors & replacement would be necessary for some parts. I've opted to just replace everything
    - Save funds (Completed)\*
      - Achieved by taking on extra work hours & commissions
    - Repair & Replace as needed (In Progress)
    - Purchase replacements (on hold)
  - Road blocks:
    - \*My saved funds had to be diverted to cover tuition. I am still waiting on my FAFSA deposit. My application is approved already. The Financial Aid

office claims it should be deposited by this week. However, this issue has been ongoing for months & this is the 3rd or 4th time they have made that claim

- Effect on tasks:
  - Assignments can be completed digitally. This takes a significant amount of time more than it should due to lag, freezing, & crashes
- Alternative action:
  - Assignments can be completed using traditional mediums; just necessary until hardware issues are resolved
- Application in professional setting/scenario:
  - I have kept my supervisor, boss, & mentor informed about the status of the issue. I arranged to adjust my hours & method of fulfillment to ensure my tasks are completed in a timely manner. When I am in a supervisory role in the future, I would want my team to keep me informed, & from this I have learned how I can treat others when they are facing issues that interfere with their work.

## ● Moderate

- Issue: (Identified)
  - Communication: The first couple weeks have been a bit bumpy, as we have worked through some preconceptions. My supervisor was under the impression I had more access to information pertinent to my new role (as I am migrating from the Marketing team). Thus, when she would say something, I may have thought I understood the instructions, but in reality I may have been missing context, tools, resources or other important factors necessary for my assignments
- Solution: (On-going)
  - I must ensure to ask enough questions, delve deeper into resources, & keep myself informed to better fulfill my assignments.
- Road blocks:
  - Identifying what questions to ask can be difficult if I don't even know that I don't know
- Effect on tasks:
  - Before this issue was identified, some of my assignments did not fulfill the requirements necessary & they had to be redone. This can result in wasted time, delays, effort, & money for both myself & the company.
  - By taking initiative to solve this issue, I save time, deliver assignments promptly, make the most of my effort, & protect the company from financial waste
- Alternative action:
  - Proactively keeping on top of plans & content can ensure that I don't have to waste my supervisor's time by asking questions that have answers in the resources already
- Application in professional setting/scenario:
  - Communication is key to a company running smoothly. The practice of good communication between teammates & coworkers is a never ending pursuit. When I do get into a supervisory role, this experience has taught me how to better approach adding new members to a team. As a

supervisor, I would need to equip new team members, & avoid assuming they have everything they need

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- Issue: (Resolved)
  - Emulating my mentor: As I was being mentored, I was under the impression that I should be emulating every aspect of my mentor's technique & approach to his assignments. This caused a period of a learning curve that slowed my ability to complete assignments in a timely manner
- Solution: (Ever-improving)
  - After a discussion with my mentor & supervisor, it was clarified I didn't need to be a duplicate of my mentor. My supervisor advised that I should follow through with completing my assignments according to my own skill sets, as I was identified & hired for my own style, abilities, & level
- Road blocks:
  - Even though I was granted leeway, I still do need my assignments to fit within the bounds of the style guide for the series
- Effect on tasks:
  - By applying my own skill sets, I am able to work faster & more effectively
- Alternative action:
  - I should put in the effort to understand the style guide & practice on non-assignment projects to speed up my process
- Application in professional setting/scenario:
  - As my supervisor advised, I need to understand that I was chosen for the job because I was already suited for it; having self confidence in my abilities benefits myself, the team, & the company. When I am in the supervisory role in the future, I will know how to better emphasize my own employees skills

● Low

- Issue: (Partially Resolved)
  - Access to resources: Because many employees for the company work remotely, myself included, they have to get resources through digital means. I have been told to use certain resources, only to find that I can't proceed due to a lack of permissions
- Solution: (Ever-improving)
  - I must be diligent in requesting access to all content necessary for my job, & I must follow through when the request is not fulfilled
- Road blocks:
  - Currently, only my supervisor has the administrative powers to grant access to resources, which means I have no control if this problem gets resolved
- Effect on tasks:
  - This can interfere with the flow of work if a resource is required for a project
- Alternative action:

- I could request administrative permissions, so I don't have to rely on waiting, but that may be overstepping my bounds at my current employee level
  - Application in professional setting/scenario:
    - This experience is teaching me to ensure I speak up when there are issues beyond my control. When I am in the supervisory role in the future, I need to be on top of enabling my own team & follow through with fulfilling tasks they need from me
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- Issue: (Intermittent)
  - Mid-process changes: Sometimes while I am working on an assignment my supervisor would retract, reassign, or redirect the assignment, which means I have partially completed assignments that can no longer be put to use
- Solution: (Intermittent)
  - In this case, I simply have to roll with the punches & adapt when changes come down the pipeline.
- Road blocks:
  - As this issue is unpredictable, road blocks are hard to determine ahead of time & even impossible to plan for
- Effect on tasks:
  - This results in time & effort that may be wasted, which can be frustrating, but ultimately that is up to the choice of my supervisor & boss if they want to throw out work.
- Alternative action:
  - Sometimes in-progress assignments can be creatively adapted to still fulfill mid-process changes, to mitigate waste.
- Application in professional setting/scenario:
  - As an employee, this is teaching me to not get too attached to my work. In a supervisor role, I would need to ensure waste from mid-process changes is minimized to make the most of budgeting time and money.