LESSONS LEARNED REPORT

VR

PROJECT TITLE	DATE OF REPORT
Climate Change	Jan 2024

VENDOR

XPan

GOALS

What were our goals in this project?	Were those goals achieved? (Y / N)
Create a multiplayer DLX experience in which students are consultants, making choices that affect each other, and planet Earth for the Environmental Science Degree (SCIE7200) & Diploma (LIBS1910).	Currently in-progress

What new goals were added and achieved by the project's end?
DLX objective was changed to: Emission reduction to net zero by 2050 • Students are given a persona to play, from industries including health care, construction, technology, or finance • Students must make the best decisions they can for their industry, and adapt to group decision-making • Student decisions compound over time to create outcomes they may not expect

LESSONS LEARNED

What went well on this project?	How would you improve these processes for next time, if applicable?	Assigned To

The DLX was effectively adjusted to meet the updated course's needs – whole new scope	Incorporate a detailed change management report and have regular internal check-ins. Sync between Faculty and Scope. Stronger requirements gathering- Plan. Understand connection between DLX and course(s). Faculty – understand the audience and the multiple courses	Conestoga/XPan
The Conestoga team effectively incorporated into the project all new members (new positions).	By maintaining positive working relationships and unity and cooperation among all team members. Include a Team Charter	Conestoga
The project benefited from the consistency of weekly meetings that ensured the project moved forward.	We will continue having recurring meetings (e.g., weekly, bi-weekly) to accommodate the project's needs.	Conestoga
Game design – early incorporation	They bring good questions – how to make it fun? Will impact UX/ID. This project is a good example on why early engagement with game designer is effective	Conestoga

What did not go well on this project?	How would you improve these processes for next time, if applicable?	Assigned To
The Content Expert's schedule availability has not been steady.	We could implement having the support of a secondary Content Expert. And ensure Content Experts are FT.	Conestoga

The scope and objectives of the original DLX were modified during the project's execution phase.	Prevent scope creep through clear requirements, strict change control, and ongoing stakeholder communication.	Conestoga / XPan
Former contract became Cost and Schedule fixed – should we issue a new one? With new scope, new milestones, new project schedule, etc.?		Conestoga
For our records – Xpan's team members updates throughout the project: Allison Arnold - Tim Heinrichs – former Account Manager. Pending Isa Gulka – former Instructional Designer. Now, Michael Tomlinson Megan N – former Project Manager. Now, Sophie Quick	Maintain comprehensive documentation, ensure effective knowledge transfer, and provide adequate training and onboarding for new team members.	XPan

Further Comments	- A standard service agreement is needed – team collaboration (highlight top 3 KPIs from SMEs) - Board game – what do we know now that we didn't then? - Synchronously, multi-layer, several weeks of continuous play