Building the Work Breakdown Structure

Class Summary

MGMT 270

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Trio of Tritons

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Our team, Trio of Tritons, found this activity to be challenging, enjoyable, informative, and fulfilling. It was advantageous to have started a WBS with Lorna’s Dog House, both in class and on our own. By completing that WBS, our skills were sharpened and transferred very easily to the task at hand. It was great to be among the buzz in the room as each team set about the job of building their own WBS. One element that we liked was the sharing out of the other structures. This gave each team the opportunity to receive feedback, explain their rationale, and see how their section fits into the project as a whole.

We are very optimistic about the next steps. The suggestions made by all teams are SMART (Specific, Measurable, Attainable, Realistic, and Timely). Although, some items can and may be implemented before others, we are looking forward to seeing how this project unfolds in the “real world”. Our stakeholders, Transfer Students, will greatly benefit from knowing that they have come prepared to their appointment(s), have been provided with sound information with regard to their personal schedule, and that they have the ability to provide feedback on the process as a whole.

We envision that the “gimmies” will be the first to be implemented. Increasing the appointment times to 45 minutes, referring students for additional services, and the creation of a checklist are all doable for the start of Fall 2019, if not before. As Dr. Singh and others begin the process of delving into our work, it will be clear that systemic changes need to occur for the benefit of everyone, but especially our students.

In order to move forward, there needs to be a specifically designated team whose sole purpose is to take each of the numbered items and tackle them until they are fully implemented. A timeline needs to be established so that the project is implemented in its entirety by fall 2020 or no later than fall 2021.

* Standardizing Advising Process
  + 1 Advising Training
    - 1.1 Tools
      * 1.1.1 Train all Advisors on New Advising Checklist
      * 1.1.2 Train Advisors on E-Advising
      * 1.1.3 Train Advisors on Advising Software
    - 1.2 Advisors
      * 1.2.1 Educate all Advisors on Potential Career Paths for Degree Programs
      * 1.2.2 Review Quarterly Class Schedules Every Quarter
      * 1.2.3 Educate all Advisors on all Degree Programs Certificates
      * 1.2.4 Educate all Advisors on Common Course Numbering
      * 1.2.5 Educate all Advisors on Available Student Resources
  + 2 Technology
    - 2.1 Electronic Advising
      * 2.1.1 Social Media Tools
        + 2.1.1.1 Skype

2.1.1.1.1 Train Faculty on Skype

2.1.1.1.2 Train Advisors on Skype

* + - * + 2.1.1.2 Facebook

2.1.1.2.1 Add Facebook Advising Page

2.1.1.2.2 Train Advisors on Facebook Page

* + - * 2.1.2 Create Online Advising Scheduling Tool
      * 2.1.3 Create Electronic Advising Process
    - 2.2 Software
      * 2.2.1 Starfish
        + 2.2.1.1 Retrain Advisors on Starfish
        + 2.2.1.2 Retrain Faculty on Starfish
        + 2.2.1.3 Use Starfish
      * 2.2.2 Skype
        + 2.2.2.1 Obtain Skype
        + 2.2.2.2 Setup Skype on Computer
  + 3 Communication with Students
    - 3.1 Edmonds Community College to Student
      * 3.1.1 In Person
        + 3.1.1.1 Meet with Student
        + 3.1.1.2 Review Schedule
        + 3.1.1.3 Make Class Recommendations
        + 3.1.1.4 Visit Success Class
      * 3.1.2 Print
        + 3.1.2.1 Provide Students with Checklist
        + 3.1.2.2 Postings

3.1.2.2.1 Make and Place Table Tents

3.1.2.2.2 Make and Place Posters

* + - * 3.1.3 Electronic
        + 3.1.3.1 Website Information

3.1.3.1.1 Provide Skype Access

3.1.3.1.2 Provide Advisors Text Numbers

3.1.3.1.3 Provide Advisors Email Address

3.1.3.1.4 Build Advising Page

3.1.3.1.5 Provide Online Schedule Link

3.1.3.1.6 Post Student Expectations

* + - * + 3.1.3.2 Program Reader Boards
    - 3.2 Student to Edmonds Community College
      * 3.2.1 Electronic
        + 3.2.1.1 Schedule Appointment Online
        + 3.2.1.2 Access Website for Information
      * 3.2.2 In-Person
        + 3.2.2.1 Meet with Advisor Subject Expert
        + 3.2.2.2 Review Schedule
        + 3.2.2.3 Come to Mutual Acceptance About Schedule
      * 3.2.3 Print
        + 3.2.3.1 Print and Bring Advising Checklist
        + 3.2.3.2 Print and Bring Transcript and Schedule
  + 4 Appointment Process
    - 4.1 Student
      * 4.1.1 Schedule Mandatory Initial Advising Appointment
      * 4.1.2 Obtain and Complete Advising Appointment Checklist
      * 4.1.3 Access Centralized Student Advising Information
      * 4.1.4 Obtain Customized Academic Plan
      * 4.1.5 Create Follow-up Appointment
    - 4.2 Staff
      * 4.2.1 Standard Process
        + 4.2.1.1 Intake

4.2.1.1.1 Create Advising Checklist

4.2.1.1.2 Update Advising Checklist

4.2.1.1.3 Students

4.2.1.1.3.1 Create Follow-up Appointment

4.2.1.1.3.2 New Student

4.2.1.1.3.2.1 Schedule New Student Class

4.2.1.1.3.2.2 Provide New Student Packet

4.2.1.1.3.3 Provide Personal Enrichment Opt-Out Option

* + - * + 4.2.1.2 Documents

4.2.1.2.1 Electronic Documents

4.2.1.2.1.1 Email Advising Information Documents

4.2.1.2.1.2 Approve Advising Information Documents

4.2.1.2.2 Hardcopy

4.2.1.2.2.1 Create Advising Information Packet

4.2.1.2.2.2 Approve Advising Information Packet

* + - * 4.2.2 Advising Appointments
        + 4.2.2.1 Types of Appointments

4.2.2.1.1 Use E-Advising

4.2.2.1.2 In-Person Advising

4.2.2.1.2.1 Allow 45 Minute Appointments

4.2.2.1.2.2 Provide Evening or Weekend Appointment Times

* + - * + 4.2.2.2 Send Email or Text Appointment Reminders
        + 4.2.2.3 Topic Coverage

4.2.2.3.1 Send Advising Survey

4.2.2.3.2 Complete Advising Checklist

4.2.2.3.3 Create Advising Survey

4.2.2.3.4 Approve Advising Survey

Changes to Original:

1.1.2 and 1.1.3, 1.2.4, Added the word Advisors

1.2.1, 1.2.3, 1.2.4, 1.2.5, Changed the word in to on

2.1.1.1.1, 2.1.1.1.2 added the words on Skype

2.1.1.2.1 added the word Facebook

Added 2.1.1.2.2 Train Advisors on Facebook Page

Deleted 2.1.4 Create Edmonds Community College Website Advising Tab Duplicate to 3.1.3.1.4

2.2.1.1, 2.2.1.2, added the words on Starfish

Moved 4.2.2.2.1 Use Starfish to 2.2.1.3

Deleted 3.1.2.2 Make and Send Mailings

Renumbered 3.1.2.3 to 3.1.2.2

Renumbered the ones under 3.1.2.3 to reflect parent change

3.1.3.1.2, 3.1.3.1.3, Added word Advisor

3.2.2.1 Changed from Meet with Correct Advisor to Meet with Subject Expert Advisor

3.2.2.3 Added the words About Schedule

3.2.3.1, 4.2.1.1.1, 4.2.1.1.2 Added the word Advising

4.2.1.1.3.1 Create Follow-up Appointment Moved to 4.1.5

Deleted 4.2.1.1.3.2 Create Academic Follow-up Appointment

Renumbered 4.2.1.1.3.3 and child fields to 4.2.1.1.3.2 to reflect new numbering

4.2.1.1.3.4 Added word Provide

4.2.1.2.1 and 4.2.1.2.2 child fields added Words Advising Information

4.2.2.1.2 Changed Traditional Hours to In-Person Advising

4.2.2.1.2.2 Changed from Send Email or Text Appointment Reminders to Provide Evening or Weekend Appointment Times.

Send Email or text Appointment Reminders Moved to 4.2.2.2

4.2.2.2 Tracking Tools Was Deleted

4.2.2.2.1 Use Starfish was moved to 2.2.1.3

4.2.2.2.2 Use Pathways was Deleted

4.2.2.3.1 Send After Appointment Survey changed to Send Advising Survey

4.2.2.3.2 Fill out Coverage Checklist Changed to Complete Advising Checklist

4.2.2.3.3 Added Create Advising Survey

4.2.2.3.4 Added Approve Advising Survey