



VCU College of Engineering

CS 25-349
AI-Powered Email Response System Using
Fine-Tuned LLMs for Customer Service in
React
Team Contract

Prepared for
Preetam Ghosh, VCU Engineering
Keroles Hakem, CoStar Group

By
Cameron Clyde, Emma Smith,
Angela Harris, Sohil Marreddi

08/30/24

Contents

Step 1: Get to Know Another	3
Step 2: Team Culture. Clarify the Group's Purpose and Culture Goals.	4
Step 3: Time Commitments, Meeting Structure, and Communication	5
Step 4: Determine Individual Roles and Responsibilities	6
Step 5: Agree to the above team contract	7

Step 1: Get to Know One Another. Gather Basic Information.

Task: This initial time together is important to form a strong team dynamic and get to know each other more as people outside of class time. Consider ways to develop positive working relationships with others, while remaining open and personal. Learn each other's strengths and discuss good/bad team experiences. This is also a good opportunity to start to better understand each other's communication and working styles.

<i>Team Member Name</i>	<i>Strengths each member bring to the group</i>	<i>Other Info</i>	<i>Contact Info</i>
Angela Harris	Organization, quick learner, communication, flexibility	Strong believer in the idea that there are no “dumb” questions	harrisam2@vcu.edu
Emma Smith	Problem-solving, React experience, leadership	I am passionate about learning new things and enjoy collaborating with others.	smith3@vcu.edu
Sohil Marreddi	Eager to learn from others, previous project experience	Intrigued to build real world products and create that product from scratch.	marreddiss@vcu.edu
Cameron Clyde	Adaptable, team-work, quick learner, front-end experience.	I'm always looking for ways to improve my knowledge and skills.	clydec@vcu.edu

<i>Other Stakeholders</i>	<i>Notes</i>	<i>Contact Info</i>
Faculty Advisor: Preetam Ghosh, VCU Engineering		pghosh@vcu.edu
Sponsor: Keroles Hakem, CoStar Group		khakem@costar.com

Step 2: Team Culture. Clarify the Group's Purpose and Culture Goals.

Task: Discuss how each team member wants to be treated to encourage them to make valuable contributions to the group and how each team member would like to feel recognized for their efforts. Discuss how the team will foster an environment where each team member feels they are accountable for their actions and the way they contribute to the project. These are your Culture Goals (left column). How do the students demonstrate these culture goals? These are your Actions (middle column). Finally, how do students deviate from the team's culture goals? What are ways that other team members can notice when that culture goal is no longer being honored in team dynamics? These are your Warning Signs (right column).

Resources: More information and an example Team Culture can be found in the Biodesign Student Guide "Intentional Teamwork" page ([webpage](#) | [PDF](#))

<i>Culture Goals</i>	<i>Actions</i>	<i>Warning Signs</i>
Attend every meeting	<ul style="list-style-type: none">- Set up meetings in shared calendar- Send reminder message in group chat day of meeting- Discuss when there are schedule conflicts/reschedule as needed	<ul style="list-style-type: none">- Student misses meeting without communication
Holding each other accountable to stay on top of work	<ul style="list-style-type: none">- Work on project weekly- Discuss goals for the week and add them to meeting notes- Set reasonable deadlines for goals	<ul style="list-style-type: none">- Student shows up for weekly meeting with no considerable work done
Creating a safe environment with open communication	<ul style="list-style-type: none">- Talking through problems/conflicts as they arise- Communicate schedule- Open to new ideas	<ul style="list-style-type: none">- Shutting down other teammates ideas- Passive aggression

Step 3: Time Commitments, Meeting Structure, and Communication

Task: Discuss the anticipated time commitments for the group project. Consider the following questions (don't answer these questions in the box below):

- What are reasonable time commitments for everyone to invest in this project?
- What other activities and commitments do group members have in their lives?
- How will we communicate with each other?
- When will we meet as a team? Where will we meet? How Often?
- Who will run the meetings? Will there be an assigned team leader or scribe? Does that position rotate or will same person take on that role for the duration of the project?

Required: How often you will meet with your faculty advisor, where you will meet, and how the meetings will be conducted. Who arranges these meetings?

See examples below.

<i>Meeting Participants</i>	<i>Frequency Dates and Times / Locations</i>	<i>Meeting Goals Responsible Party</i>
<i>Students Only</i>	<i>As Needed, On Discord Voice Channel or Zoom</i>	<i>Discuss updates on progress and challenges Work through challenges as group and discuss potential solutions (Angela will record notes and upload them to shared Google Drive)</i>
<i>Students Only</i>	<i>Every Monday 7-9pm in library room</i>	<i>Actively work on project, discuss any difficulties Review previous weeks progress and discuss goals for upcoming week (Emma will take notes and upload them to shared Google Drive)</i>
<i>Students + Faculty advisor</i>	<i>As Needed</i>	<i>Update faculty advisor and get answers to our questions (Sohil will take notes on shared Google Docs; Angela will organize and lead meeting)</i>
<i>Students + Project Sponsor + Faculty advisor</i>	<i>Thursday at 6PM on Zoom</i>	<i>Update project sponsor to ensure we are on the right track Ask questions and discuss challenges (Cameron will take notes; Emma will organize and lead meeting;</i>

		<i>Sohil will demo prototype so far and give updates)</i>
--	--	---

Step 4: Determine Individual Roles and Responsibilities

Task: As part of the Capstone Team experience, each member will take on a leadership role, *in addition to* contributing to the overall weekly action items for the project. Some common leadership roles for Capstone projects are listed below. Other roles may be assigned with approval of your faculty advisor as deemed fit for the project. For the entirety of the project, you should communicate progress to your advisor specifically with regard to your role.

- **Before meeting with your team**, take some time to ask yourself: what is my “natural” role in this group (strengths)? How can I use this experience to help me grow and develop more?
- **As a group**, discuss the various tasks needed for the project and role preferences. Then assign roles in the table on the next page. Try to create a team dynamic that is fair and equitable, while promoting the strengths of each member.

Communication Leaders

Suggested: Assign a team member to be the primary contact for the client/sponsor. This person will schedule meetings, send updates, and ensure deliverables are met.

Suggested: Assign a team member to be the primary contact for faculty advisor. This person will schedule meetings, send updates, and ensure deliverables are met.

Common Leadership Roles for Capstone

1. **Project Manager:** Manages all tasks; develops overall schedule for project; writes agendas and runs meetings; reviews and monitors individual action items; creates an environment where team members are respected, take risks and feel safe expressing their ideas.
Required: On Edusourced, under the Team tab, make sure that this student is assigned the Project Manager role. This is required so that Capstone program staff can easily identify a single contact person, especially for items like Purchasing and Receiving project supplies.
2. **Logistics Manager:** coordinates all internal and external interactions; lead in establishing contact within and outside of organization, following up on communication of commitments, obtaining information for the team; documents meeting minutes; manages facility and resource usage.
3. **Financial Manager:** researches/benchmarks technical purchases and acquisitions; conducts pricing analysis and budget justifications on proposed purchases; carries out team purchase requests; monitors team budget.
4. **Systems Engineer:** analyzes Client initial design specification and leads establishment of product specifications; monitors, coordinates and manages integration of sub-systems in the prototype; develops and recommends system architecture and manages product interfaces.

5. **Test Engineer:** oversees experimental design, test plan, procedures and data analysis; acquires data acquisition equipment and any necessary software; establishes test protocols and schedules; oversees statistical analysis of results; leads presentation of experimental finding and resulting recommendations.
6. **Manufacturing Engineer:** coordinates all fabrication required to meet final prototype requirements; oversees that all engineering drawings meet the requirements of machine shop or vendor; reviews designs to ensure design for manufacturing; determines realistic timing for fabrication and quality; develops schedule for all manufacturing.

<i>Team Member</i>	<i>Role(s)</i>	<i>Responsibilities</i>
Angela Harris	Logistics Manager	<ul style="list-style-type: none"> - Primary contact for communication with faculty advisor - Documenting meeting times - Obtaining information for the team - Following up on communication of commitments
Emma Smith	Project Manager	<ul style="list-style-type: none"> - Primary contact for communication with sponsor - Create a welcoming environment at meetings - Document and organize team goals for week - Schedule weekly meetings with sponsor - Book library rooms for student meetings
Cameron Clyde	Test Engineer/Financial Manager	<ul style="list-style-type: none"> - Monitors team budget. - Oversees experimental design, test plan, procedures and data analysis - Leads presentation of experimental finding and resulting recommendations
Sohil Marreddi	Systems Engineer	<ul style="list-style-type: none"> - Takes notes of client/sponsor requirements to put together solutions - Works with team members to design architecture of the software

Step 5: Agree to the above team contract

Team Member: Angela Harris *Signature:* Angela Harris
Team Member: Sohil Marreddi *Signature:* Sohil Marreddi
Team Member: Cameron Clyde *Signature:* Cameron Clyde
Team Member: Emma Smith *Signature:* Emma Smith