Carnegie Mellon University Professional Development Services: Competency Assessment

Executive Summary

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Background

The Carnegie Mellon University Professional Development Services is a division of the Carnegie Mellon Human Resources Department that handles the affairs of career development for staff and faculty members of the university community. The CMU Professional Development Services works to support the staff and faculty to develop competencies and help them thrive in their job functions.

Project Description

Project Opportunity

Professional Development Services has identified an opportunity for CMU staff and faculty to better utilize the database full of resources to facilitate employee competency growth. CMU staff and faculty who wish to develop their competencies can currently access this database through FocusU. Professional Development Services wants to give staff and faculty the ability to build a career plan, where users can develop a path and execute the plan in order to grow.

Project Vision

The vision of this project is the creation of a web based portal that allows employees to take a competency assessment and be presented with resources and a plan on how to maintain and/or develop certain areas of competency. The web page will have two main users - CMU faculty and staff, and Professional Development Services staff. The first use is for employees to assess their competency level, and be presented with resources and a plan on how to maintain and/or develop their selected competency. Paired with a plan of action, CMU faculty and staff will be more motivated to follow through with their development. The second use of the system is for Professional Development Services staff, or equivalent administrators, to access the system and customize the content. This includes modifying the assessment itself, altering the interpretation algorithm, and adding/removing/editing competencies and resources.

Project Outcomes

There were two main outcomes of the project: a better understanding of the necessary solution for the client, and a developed web application. The first major accomplishment in the project was working with the Professional Development Services staff to build a deep understanding of the proposed solution. Discussions with the client resulted in the proposal of a web application where 1) faculty and staff could assess their competency levels and gain access to appropriate resources and 2) Professional Development Services administrators could manage the content in the system. The technological outcome of the project was the development of the proposed web application prototype. The combination of these two accomplishments resulted in a more efficient method for distributing the Professional Development Services' resources to faculty and staff in the university community.

Project Deliverables

The deliverables for this project is a database-driven web application, with a content-management system for the administrators and a competency self-assessment for general users. The client can give the code base to the next team of developers with all of the existing code for the application. Another component of the deliverables of this project is thorough documentation given to the client. The documentation will provide the client with the opportunity to build upon this project in future phases.

Recommendations

This project explicitly covers Phase 1 of a larger project as defined by the client. The application delivered is a prototype and not yet in a production state. It is highly recommended that the next development team utilize the documents delivered to Professional Development Staff to build an understanding of where Phase 1 of this project ended. These documents include a requirements document, technical document, hosting document, training document, design document, and user testing document. Each of these documents is designed to help the reader build an understanding of the Phase 1 prototype and how to begin the next phase.

Student Development Team

Madeline Duque served as the Project Manager. Madeline is a junior at Carnegie Mellon University studying Information Systems with a minor in Game Design. She is PR for CMU's Game Creation Society and has a passion for game development.

Jennifer Han oversaw Client Relations for the project. Jennifer Han is a junior at Carnegie Mellon University studying Information Systems with a minor in Human-Computer Interaction. She is the marketing officer on the cabinet for the Student Body President and Vice President and involved in the Educational Technology club.

James Ormond was the Quality Assurance manager for the project. James is a junior at Carnegie Mellon University studying Information Systems with a minor in Business Administration. He is an active member of the varsity basketball team and an avid web developer.