



## Client Expectations: Student Projects 2019

Dear Project Client:

I would like to thank you for serving as a client for our student projects. I hope that the experience will be as enjoyable and rewarding for you as it is for the students. I have written this letter to address some frequently asked questions that are often raised regarding the project. I hope it will help to clarify your role and expectations as well as minimize any misunderstandings that may occur.

**Q: What is the Systems Project?**

A: The Systems Project is a course requirement of the CPA programs within the School of Engineering and Information Technology. The project is undertaken by a group of 2-3 students, mentored by a faculty advisor. Each student must work within a group to develop a working computer system before they are allowed to graduate. Each group must design and develop an original computer system that meets their client's requirements.

**Q: What fees are charged?**

A: No fee is charged for the work done as part of the Systems Project course requirement.

**Q: What expectations should I have as a client?**

A: You should expect to spend some time with the students over the course of the project in order to help them develop the specifications: you are the business expert. You should consider the completed project to be a prototype system. In order for the students to receive a passing grade, it is expected that the resulting system will manage its data correctly but, depending on the skill level of the group, it might not be as user friendly or as complete as you might wish. In addition, one of the responsibilities of the student group is to manage the scope of the project such that the application can be completed within the allotted school term. This may result in an application system that does not meet all of your needs.

**Q: What are the project deliverables to the client?**

A: You should get a fully functional copy of the system, including source code, database, executable code and documentation. This should allow you to maintain the system in the future even if the original students are no longer available.

**Q: Who owns the application system that is developed by the students?**

A: The college recognises that students may create intellectual property as a natural outcome of the educational process. Depending on the level of client involvement in the project, the client may feel that they also have an interest in the intellectual property. The college's primary role is to provide the educational environment and opportunities that support student learning. Students own the copyright to the materials they produce. In general, the college does not claim ownership of any intellectual properties created by students unless the student received compensation as an employee for the creation of the work or unless the creation of the work required extensive use of college resources. If you feel that there may be some

issues with respect to the area of intellectual property or copyright, it is best to address this specifically in an agreement with the students before the project begins.

**Q: Can I expect to implement the system in my business environment?**

A: We expect the students to grant a restricted license to the client, such that they can establish a copy of any required database and whatever number of copies of the system that would be required to access this single database over a network (assuming a multi-user system). If the client wants to make additional installations in additional offices or to include the system as part of a saleable product, a fair arrangement should be made with the student group for these additional licenses.

**Q: What if I want to continue development of the system after the end of term?**

A: Since this work will occur after the end of the course requirement period (i.e. in May or June), it is not covered under the Systems Project. Over the course of the project we hope that you will have established a good working relationship with one or more members of your student team. At this point, you may wish to continue the development on a fee-for-service or other contractual basis with the original students or with your own staff.

I hope this letter addresses some of the questions you may have had with respect to acting as a client for our students. If you have any further questions or concerns, please do not hesitate to call.

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