

From Chaos to Clarity:

A Project Management Framework for Transforming Disability Services Office Operations

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We ask you to join us in creating a culture that reflects...

Access and Inclusion

and

Civility and Respect

...this week and in all aspects of our organization.

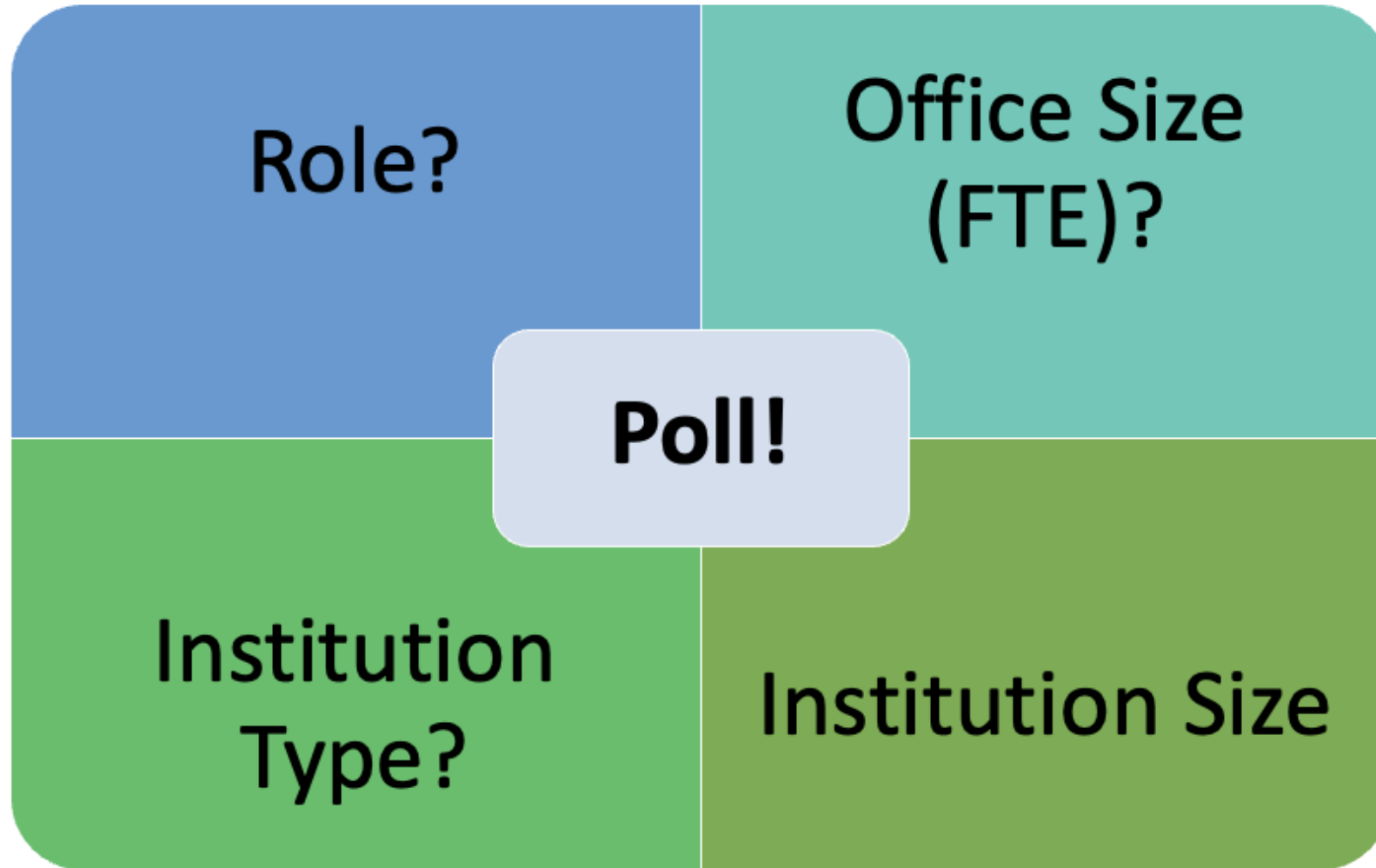
Presenters

Lauren Collier, M.A. (she/her)

- Associate Director of Operations

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- Access Coordinator



Project Management Process

Discovery

- Lay of the land
- Defining scope



Planning

- Draft blueprint
- Getting approval



Implementation

- Carrying out the plan
- (Back-end)

Execute + Monitor

- Go live
- Feedback loop + ongoing improvement

By the end of this session, you will...



Identify 1-3 challenges, barriers, and/or pain points for operational improvement (Discovery)



Identify 1-3 next steps to initiate improvement efforts (Planning)



Common Improvement Projects

People

- Training & development
- Staffing structure

Process

- Interactive review process revisions
- Policy review

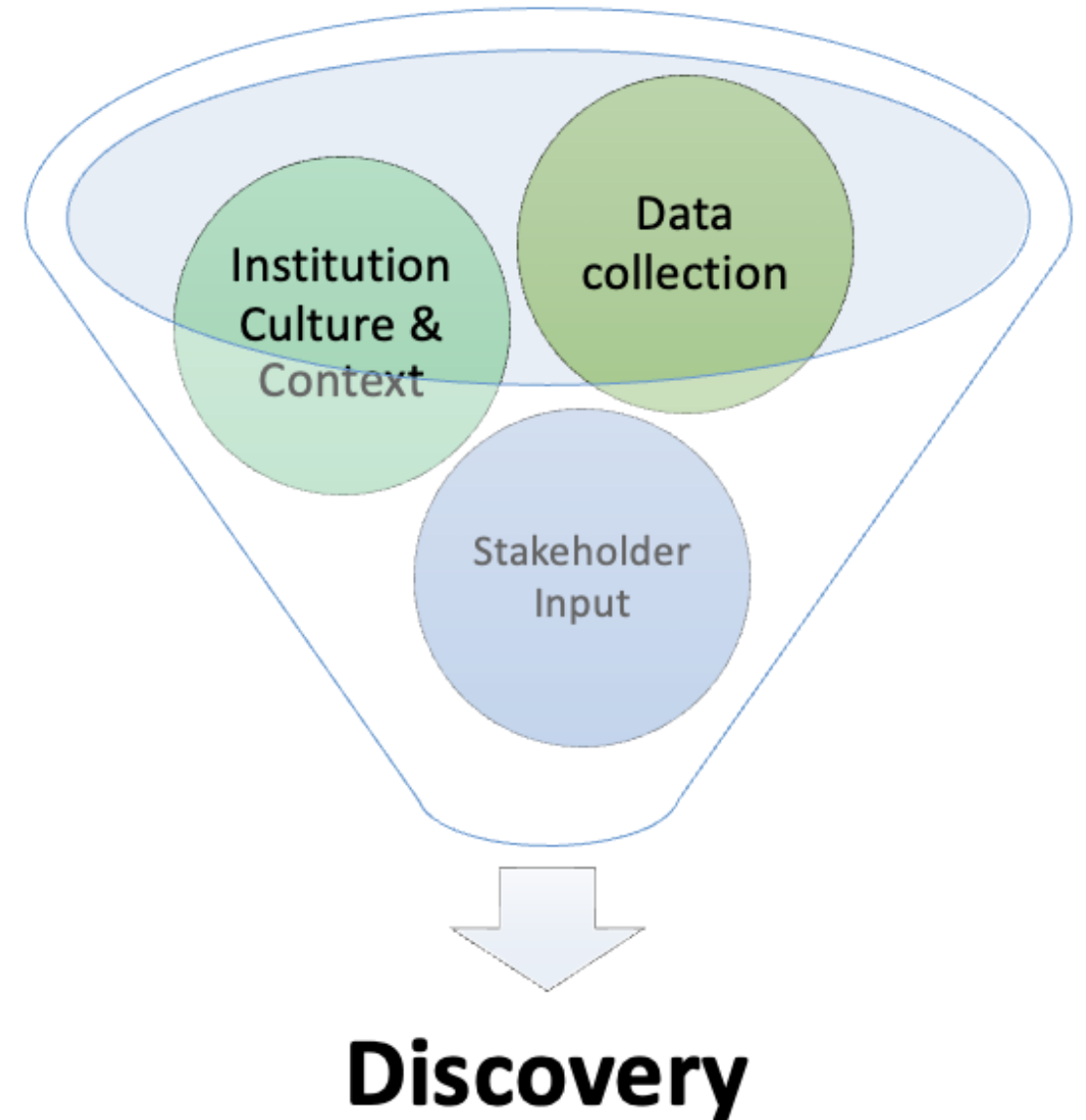
Technology

- Internal SOP workflow documentation
- Case management

Part 1: Discovery



What is Discovery?



Discovery: Consider...

People

- Roles – Who does what, org structure
- Stakeholders impacted

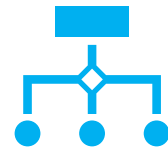
Process

- Functions of the department
- Internal and external documentation

Technology

- Case management system
- Internal and external communication systems

Discovery: People



- Institutional org chart
- Department or division org chart
- Stakeholder SWOR
- Supervisory responsibilities

Strength, Weakness, Opportunities, Risk Chart	
Strengths	Weaknesses
<i>What's going well</i>	<i>Where there is room for improvement</i>
Opportunities	Risks
<i>What is in your sphere of control or sphere of influence that you can make meaningful progress towards.</i>	<i>Elements outside of our control that could hamper progress or pose a threat.</i>

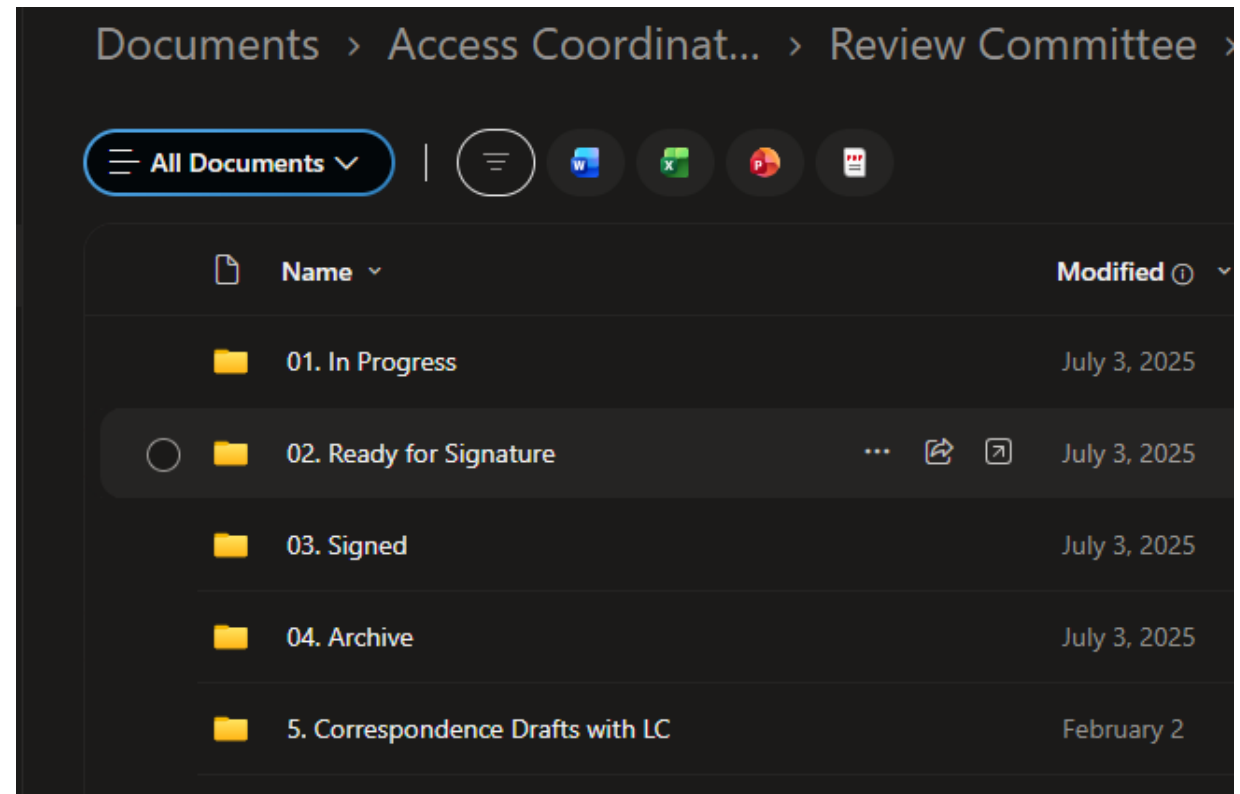
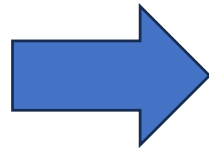
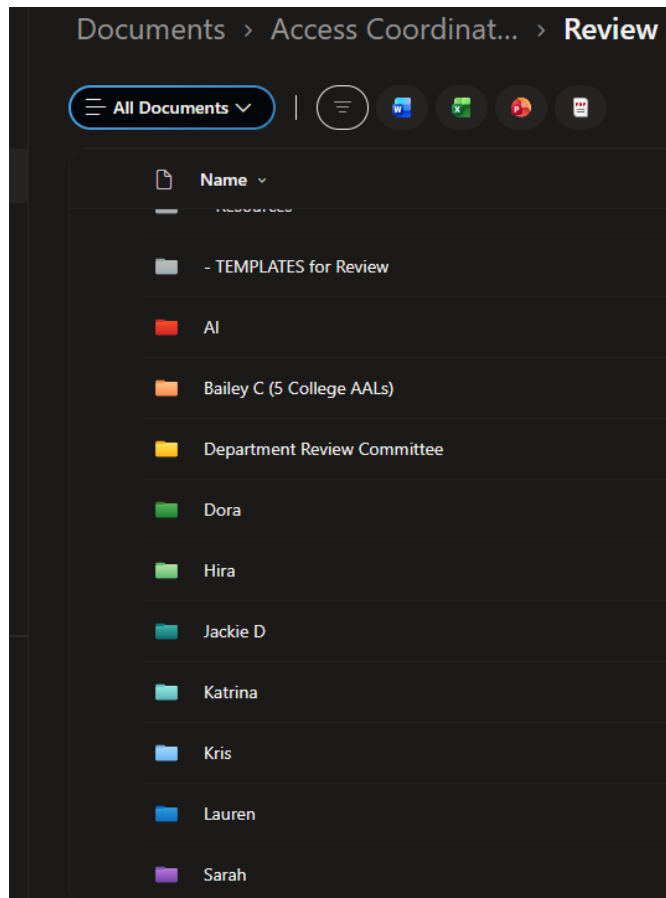
Discovery: Process

Disability Services Functions:

- Foundation:
 - Interactive Process
- Pillars:
 - Exams
 - Assistive Tech
 - Academic Support/Coaching
 - Reception/Clerical
 - Etc.



Discovery: Technology



Turn-and-Talk



- Have you already done your discovery? If not, what resonated as a next step?
 - What are your people pain points?
 - What are your process pain points?
 - What are your technology pain points?
- For each category, pick the number 1 highest priority item (the biggest thorn in your side)

Part 2: Planning



Project Blueprint



Planning:

People

- Project Team
- Stakeholders impacted

Process

- Milestones for project
- Duties/responsibilities of Project Team

Technology

- Project implementation/information sharing
- Systems needed for project completion

Why

A. Purpose

- This is the executive summary, or an abstract, that captures the justification, the scope, and intended outcomes.

B. Background

- Using your discovery, you will explain the “why” - what is the context that makes this project necessary and important.

What

C. Scope & Deliverables

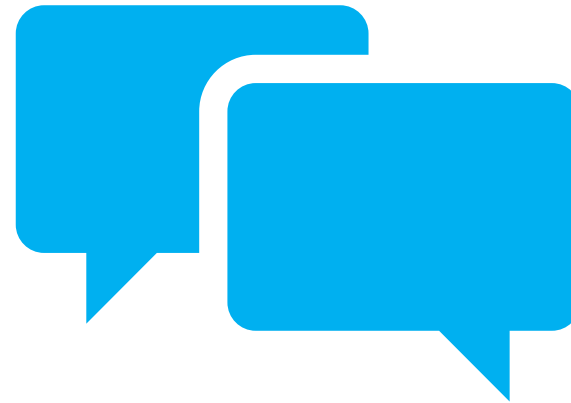
- Deliverables – what is included in this project, as well as explicitly naming anything that is not going to be included. Sets the parameters of the project.

D. Goals

- The intended outcomes. Whereas scope addresses the tangible deliverables, goals address the change, outcome, or the impact of the project. Think about how you will measure the success.

Case Study: Why and What

- Turn and talk



How

E. Tasks & Responsibilities

- What tools or resources do you need to execute and complete this project. Think about people, process, and technology. What budgetary implications are there that might need approval?

RACI Model

<p>R= Responsible (Does the work)</p>	<p>A= Accountable (final decisions)</p>	<p>C= Consulted (has input)</p>	<p>I= Informed (kept apprised)</p>
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Who

F. Stakeholders

- The internal and external campus partners who may have an interest or will be impacted by this project.

G. Project Team

- Who are the players who will be assigned tasks to help bring this project to completion.

Case Study: How and Who

- Turn & talk



When

H. Milestones & Estimated Timelines

- Timeframe to complete the steps within the project.
Milestones are the deliverable products that build up to the project completion.

Activity and Breakout

- Review Case Study – When
- Start your own!



Q&A

Wrap Up

Session Evaluation

tiny.cc/8zu1101

Thank you for attending!

Your feedback helps shape future programming.

