

Team Member Roles

Each project has its own unique challenges and identifying roles for team members can help with team efficiency and effectiveness and ultimately client satisfaction. For your team, identify a project manager and a recorder (2 different people) and make sure that each team member understands their role.

Below is information on these team member roles.

Project Manager – single point of contact for mentor and client. Duties entail: – scheduling meetings, communicating with team, documenting status of deliverables after team has agreed on them (content and when due), and for reviewing content and format of deliverables fit with client expectations.

Recorder/secretary – takes notes at all meetings and shares this with team in a timely manner; project manager relies on this information to accomplish her/his job.

Rest of team (ROT) – support team deliverables.

Communication tools – Identify free or low cost tools to help your team succeed. For example, you may use Google docs, Doodle to set meetings, and a conference call line can be provided to you by the ICC if a team member or mentor is not able to be physically present. Please request conference call information from Dr. Peter Kaufman (pkaufma@ilstu.edu).

Please also carefully review the mentor's role below.

Mentor Role

Thank you for your interest in being a mentor on the ICC!

This experience will provide you with the opportunity to help educate and prepare the next generation in addition to further developing yourself.

Although the spirit of the ICC is for students to drive their project, mentor guidance is still very important as most students are not used to managing projects under uncertainty that are not fully structured which is the way they will be presented to them post-graduation.

If you decide to be a mentor, please email Peter Kaufman (pkaufma@ilstu.edu) letting him know that you have read and agree to the role outlined below.

Please see and implement the following:

Fall prep & Spring meetings: Meet with your team in the fall term. You may meet with them more than one time in fall but one time is the minimum. In the fall the purpose is to meet the team, introduce yourself, ID an online platform in which to communicate for project duration, outline a spring meeting schedule and pick a meeting scheduling tool (e.g., Doodle). The intent of the fall preparation is to avoid delays in the spring and outline any major resources (contacts, information sources, methodology) needed in the spring that will take time to schedule. In the spring, please meet with your team at least every two weeks to provide feedback, support client management (see below), and build team-project cohesion.

Client management: For most ICC projects an organizational client will be involved. To maximize client satisfaction, please clarify project goals at the outset (mid fall is ideal). Additionally, and very important, ask the client how often they prefer that the team checks in with them to provide them with updates,

ask for feedback and further clarification, etc. Every organization has its own cadence (tempo), but at a minimum outside of a fall client clarification, have the team and you check-in (“gate post review”) with your client by the middle to end of February and again around mid-March. A gate-post review consists of sharing student team ideas, recommendations, etc. (in writing with verbal explanation ideally). Preferably, this is conducted face to face or via a telepresence product (Skype, etc.) but could also be done on a conference call. Your team can be provided with a conference call number. Please ask Dr. Peter Kaufman for this resource, if needed.

If your client is unresponsive to the first requested gate post review please let one of the ICC Coordinators know! If one of your student team members is “MIA”, please also let one of the Coordinators know!

Again, thank you for supporting education at ISU!

We look forward to your participation.
ICC Coordinators