

Client Acknowledgement of Expectations

The Innovation Consulting Community presents students with a unique opportunity to gain hands-on experience as they consult with their client. To provide the greatest value to the organization, client partners must understand that their actions and efforts matter over the course of this engagement. It is imperative that client partners remain fully engaged throughout the project and see the entire project through to the finish line. This opportunity is a non-paid project arrangement. Ownership of materials produced by this project is shared jointly by the client and the project team unless a separate intellectual property agreement is created.

Please agree to the following expectations:

General Responsibilities

- Communicate with the ICC Director periodically throughout the consulting project
- Participate in bi-weekly check-in meetings with the project team
- Ensure you actively communicate with the project team and the assigned project mentor
- Remain knowledgeable about the project progress
- Share relevant information, insights, and perspectives as you represent your organization to the project team

Project Responsibilities

- Set expectations at beginning of the engagement regarding resources you will provide to the project team; specifically highlight any organizational data and other proprietary information that you will be sharing with them
- Serve as a resource for project team – let them know that you’re there to help
- Establish communication channels that work for entire team (e.g., email addresses, text messages/texting apps, conference call numbers, document storage, meeting room location/time, etc.)
- Confirm milestones established by the project team
- Ensure the project team has a firm understanding of the project’s objectives and deliverables
- Be available to review and respond to bi-weekly updates from the project team
- Review progress reports from the project team and provide feedback on them
- Collaborate with project team members and offer guidance and counsel to them throughout the project
- Help the students treat this as a real-life scenario –the project’s final deliverables should provide value to your organization

This **Acknowledgement of Expectation** is not meant to be overly complex but rather a few simple reminders of why you are here, and what you’re looking to accomplish. If you have any questions or concerns about this, please contact the ICC Director, Dr. Kaufman, via email: pkaufma@ilstu.edu

Client Signature: _____ Date: _____

Director Signature: _____ Date: _____