

SI 501: Contextual Inquiry and Project Management Client-Project Scope Form

ORGANIZATION INFORMATION	
Organization Name	University of Michigan K-grams
Address	550 South State Street, Ann Arbor, MI 48109 Suite # 4217
Phone Number	734.615.4726
Website	www.umich.edu/~smile
Number of People in Organization (Approx.)	Volunteer Board of Directors: 8 Volunteer Staff/Organizers: 41 (K-grams Programming Council) and 20-30 "Swing Kids" (mid-level managers) Additional Volunteers (pen pals, mentors, tutors, buddies): 1,000
Contact Person:	Corinne Fulton
Title	Associate Director
Phone Number	734.615.4726
Email Address	cnfulton@umich.edu
Description of Organization (Mission, Vision, Values)	<p>K-grams ("Kids Programs") mission is to establish a strong community of learning for a wide range of elementary students, educators, and families by developing positive relationships and experiences that extend beyond the classroom.</p> <p>K-grams' foundation program is a hand-written pen pal letter exchange between approximately 750 K-5 students and undergraduates at U-M. Additional relationship development occurs through weekly tutoring, school and campus visits, and a year-end "Kids-Fair" where all participating elementary students visit campus amongst student-sponsored activities. K-grams also strives to build community and leadership opportunities amongst undergraduates.</p>
PROJECT SCOPE	
Description of the Process to be analyzed. (e.g. we want SI 501 students to study patient flow in the pediatrics department from check-in, receipt of service, and check-out.)	<p>We are looking towards the SI 501 students to analyze the information and work flows between the various processes that layer our organization, specifically as they pertain to the core pen pal process. Our core "customers" are the mentors involved and we want to ensure all levels of volunteers are serving them well. These mentors need to be properly recruited, trained, supervised, communicated to, and provided proper opportunities to be engaged with our elementary students. Quality and efficiency are paramount goals.</p> <p>Through various work flows, quality controls, and information dissemination, we hope the team will identify gaps in timing, frequency, training, communication, management, and technology in order to suggest improvements in execution of this core program.</p>
Statement of the problem to be analyzed	We have a problem in understanding of the work and information flows for K-grams volunteers throughout the organization, and we need suggestions for system improvements that will enhance quality and efficiency of the core program.
5-10 Constituents to be Interviewed (Names, Titles, Contact)	Executive Director: Alli Turner, aturn@umich.edu , 734.476.3692 Finance Director: Courtney Berg, ciberg@umich.edu , 502.533.1678 Pen Pal Director: Jessica Francis, jkfran@umich.edu , 248.766.8141 Outreach Director: Jessica Seto, jhseto@umich.edu , 248.778.5161

Information)	<p>Elementary Programming Director: Megan King, mfking@umich.edu, 248.514.1952</p> <p>Outreach Liaison: Jay Kohler, jakohler@umich.edu, 248.885.2899</p> <p>Hall Head: TBD in September</p> <p>Swing Kid: TBD in September</p> <p>Pen pal: TBD in September</p>
Other relevant information?	<p>This is an all-volunteer organization composed of students, and thus there is a short institutional memory. A few years ago, the organization had grown to include formal paid and unpaid support staff through growth of a national umbrella institution and campus department partner. That has since changed, and so issues of focusing goals, handling scale, transferring information, understanding best practices, and administrative management are magnified during this transition.</p>
Reviewer Comments	
Client Follow-Up Comments	