Team – Summer '04

FACULTY ADVISOR

Professor Daniel FERGUSON

TEACHING ASSISTANT

Dror BEN-ZEEV

SUBJECT MATTER EXPERTS

Koren ARAGAKI (for 339)

Hillary SCHUSTER

Ryan HOCHSTETLER (for 338)

TECHNICAL SUPPORT

Ben McINTURFF

STUDENT TEAM

Rahul DRONAMRAJU   **Nadim** HAQUE

Dennis HASENFANG   **Annabella** NAKAO

Sam PARUCHURI   **Melissa** SCHROEDER

          Sushma YADLAPALLI

SPONSORS

IPRO Office – Mr. TOM JACOBIUS

Topiary – Mr. DAN SCHRAMM

ILLINOIS INSTITUTE OF TECHNOLOGY

IPRO

KNOWLEDGE

MANAGEMENT

SYSTEM

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BENCHMARKING & EVALUATION
of the IPRO Program

Summer 2004

OBJECTIVES

338

Complete iKNOW programming v1.0/1.1

Test iKNOW system v1.0

Build Topiary Applications for the IPRO program

Produce Rollout plan for iKNOW in the fall

339

Do spring assessment analysis

Deliver fall 03 team assessments to faculty

Evaluate use of yahoo groups, suggest alternatives

Revise and conduct team briefings and debriefings

Conduct alumni survey on IPRO experience

OVERALL

Fulfill IPRO deliverables

IPRO 338

The goal of this sub team of summer IPRO 339 is the development and implementation of a **Knowledge Management System** (KMS) for students and faculty participating in the IPRO program. An operational KMS is a process used by organizations to share the value of their intellectual and knowledge-based assets. When in place, this system aids in the tasks of acquiring, storing and utilizing knowledge for such things as problem solving, dynamic learning, project management and planning and decision-making, while protecting IPRO related intellectual assets.

IPRO teams in Fall 2003 and Spring 2004 have designed and developed a prototype, IPRO **iKNOW V1.0.** IPRO 339 SUMMER 2004 tested the completed system against its functional requirements, acquired data to be inserted in the **iKNOW** libraries, completed programming and are developing plans for the rollout of the system in fall 2004. Once fully functional, it will help IPRO students by providing easy access to prior teams work and help with locating experts and process knowledge in specific fields.

Personal Pro The lead product of, Topiary Communications, our IPRO sponsor and a Chicago-based Knowledge Management software company was used as a development tool to produce self-help applications for IPRO teams. **PersonalPro** allows subject matter experts to create structured knowledge repositories viewable by a web browser. We are using **PersonalPro** to create self-help websites for the IPRO Program for IPRO team tasks like preparing presentations.

IPRO 339

IPRO 339's task is to continue to improve upon and implement the assessment and IPRO team support process outlined first by the Fall 2003 IPRO 339 team for the IPRO program.

The IPRO program has adopted a **continuous assessment process**, to better understand current performance and the changes that will better **enable the IPRO program to achieve its learning objectives**. This program also measures the quality of the IPRO program as perceived by students, faculty, and sponsors.

Debriefing Photo Here

The IPRO program assessment and support process for IPRO 339 involves the following:
IPRO team briefings and debriefings
Analysis of the team assessment data
Providing support for IPRO Projects Day
Improving IPRO team communications and reporting
Conducting IPRO evaluation surveys
Developing IPRO team training tools and knowledge management data.

Summer 339 analyzed the spring 2004 debriefing data and the IPRO Projects Day data collected from Spring 2004, prepared student and faculty assessment reports and initiated delivery of these reports. An **Alumni survey** has been designed and is scheduled for data collection in August. Team communication options were reviewed and the program modified to add SmartGroups to the options available to teams.

RESULTS

338

Completed iKNOW v1.0

iKNOW system user and functional tested

80% of identified iKNOW bugs fixed

Three Topiary applications built & tested

Rollout plan to be produced in August

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Assessments prepared for all spring teams

IPRO office dialogue data not processed

Process initiated but few faculty available

Recommendations accepted by IPRO office for fall implementation of Smartgroups

Briefings and Debriefings conducted for all summer teams

Alumni Survey started, data collection scheduled for august

OVERALL

Reports, presentations and exhibit produced for IPRO project day and term end