SI 688: Global Information Engagement Program
Spring/Summer 2021

Class Meeting Time: Monday, Tuesday, and Thursday, 10:00 - 11:30am; 1:00 to 2:30pm
May 10 - May 28, 2021
Virtual

Virtual Project Time: Wednesday, June 2 - Friday, July 30, 2021
March 13 - April 24, 2020

Course Location: Virtual via Zoom: https://umich.zoom.us/j/93944854674

Credits: 6 (fulfills the internship requirement for MSI and MHI students)

E-Mail: umsi.giep@umich.edu (to contact Jen, Kelly, Jill)
umsi.giep.fellows@umich.edu (all Fellows, Jen, Kelly)

Instructor: Jennifer Chizek
Design and Innovation Program Manager, Adjunct Lecturer in Information
https://www.si.umich.edu/people/jennifer-chizek

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Office Hours: By appointment via Google Appointment slots labeled GIEP Office Hours, Wednesdays 1:00pm-3:00pm

Instructor: Kelly A. Kowatch
Director of Engaged Learning Office and Adjunct Lecturer in Information
https://www.si.umich.edu/people/kelly-kowatch

Email: kkowatch@umich.edu
Office Hours: By appointment via Google Appointment Slots, Friday 9:30am - 11:30am EDT
Overview

SI 688: Global Information Engagement Program (GIEP) is an innovative, immersive experiential approach to learning and professional development. The program pairs carefully selected interdisciplinary teams of graduate students with non-governmental organizations and focuses on developing and implementing solutions to information challenges identified by collaborating organizations. Student teams will leverage their emergent skills in contextual inquiry, needs assessment, product ideation, consultation, interdisciplinary specialization, and the deep understanding of the complex relationships between people, information, and technology, to frame, develop, build, and implement an information product connected to host organizations' social justice work. This year, GIEP will be facilitated virtually and engage students in eight projects with organizations in Detroit, Michigan, the Cape Town region in South Africa, and the Fort Myers region in Florida. These projects include:

- **District Six Museum** - Virtual Reconstruction of Historic Hanover Street in District Six (*Cape Town, South Africa*)
- **University of Stellenbosch Africa Centre for Dispute Settlement** - Business and Conflict Barometer (*Cape Town, South Africa*)
- **360 Detroit, Inc.** - Black Detroiters Rebuild: Virginia Park Community [The Data] (*Detroit, Michigan*)
- **Black Bottom Archives** - Enhancing the Experience of Black Detroit History (*Detroit, Michigan*)
- **City of Lansing** - Engaging Residents to Combat Basement Flooding in Lansing, MI (*Lansing, Michigan*)
- **State of Michigan Department of State (MDOS)** - Improving Access to ID for Previously Incarcerated People (*Lansing, Michigan*)
- **Family Initiative Inc.** - Using Data to Improve Outcomes for Foster Families (*Southwest Florida*)
- **Southwest Florida Community Foundation / Collaboratory (1)** - Designing Educational Tools to Drive Awareness and Impact of Collaboratory Services (*Southwest Florida*)

Link to the Student and Partner Public Roster:
https://docs.google.com/spreadsheets/d/1-p_49NXwqEQWzG-QIk_vZnb6M0lf-UrebiCYLwIlV_A/edit#gid=0
Learning Objectives

In SI 688, Fellows will learn the following:

- Scoping, developing, and implementing an appropriate context-sensitive solution to a real world information design challenge through contextual inquiry, interviews, information and process flow diagramming, needs assessment, technology infrastructure evaluation and modification, and review, alteration, and creation of information and documentary structures and content as necessary.
- Developing and implementing project adoption and assurance of sustainability
- Understanding of the issues surrounding, and developing the ability, to conduct work in a cross cultural and racially diverse international professional setting.
- How to successfully enact an intensive immersive group project.
- Foundational characteristics and concrete challenges of social justice engagement with a range of stakeholders and in situ considerations.

As a result of curriculum that focuses on social dynamics and system oppression, GIEP students will conduct work in a cross cultural and racially diverse international professional setting.

Course Tools

Fellows are expected to engage in the course through a variety of technological tools:

- Canvas: https://umich.instructure.com/courses/437587
- Slack: Fellows will be invited to participate
- Miro: TBA
- Google Suite: https://drive.google.com/drive/u/0/folders/1txDwWWmZNe9r27_Pfoq2L0HVXK6QFJQK
Pedagogical Model

This course is created on an engaged learning pedagogical model. Fellows learn by ideating, building, and managing a complex project through processes of virtual / remote work complemented by an immersive, experiential component on the ground working full time over eight and a half weeks.

Engaged Learning

- Encompasses active learning, which means less lecture and more doing. We take a “learn, practice, apply” approach.

Your Student Voice is Important

- We want to give you as much voice as possible. This means giving you opportunities to help us steer the curriculum, learn from you and with you and from each other. This course is dynamic and can be shaped by you.

Partnership-based Projects

- This course assumes a partnership-based perspective with your organization; through this, we seek work to be collaborative and aspire for co-design as much as realistically possible. This also encompasses the idea of mutually-beneficial learning between you and your partner organization.

The Class as a Platform

- Your faculty are experts on process and less content. Each project is very different and specific content would not work for everyone. The goal of the curriculum is to provide you with the opportunity to become the content experts. We will also connect you with subject matter experts as needed along the way. We seek an approach of learning from each other.

Course Requirements

- Attendance at all course sessions
- Arriving at the start of the course time and staying through the end of session; Michigan time does not apply
- Completion of individual and teamwork assignments
● Regular communication and established with host organization liaison and other organization members as necessary (as indicated by ELO Virtual Work Guidelines)
● Regular meetings with project mentor to ensure the technical requirements of the project are met
● Ongoing consultation with instructors to continuously advance the project

Absence Policy

● The expectation is that students work for the entirety of the project-based program 40 hours per week
● Actual working hours will be determined by the team in collaboration with the project organization
  ○ This must be documented and should not fluctuate significantly
● In the case that you would like to request time off, the expectation is that you make your hours up elsewhere
● Follow this process to request an adjusted schedule, in this order:
  ○ Make a request in writing to your project contact indicating the time you need away and how you will make it up
  ○ Talk to your team and ensure that the time off won’t impede the project schedule
  ○ Request the time off from the faculty via writing (Canvas, not Slack)
● These requests should be rare and will be accommodated for mental well-being, major life events, and other extenuating situations
● If you are sick and cannot work, you should inform your project partner contact, your team, and the faculty

Programmatic Requirements

● Completion of M-Compass program requirements and other U-M agreements and forms
  ○ ELO Participation Agreement
  ○ UM Requirements
● As appropriate, submission of verification letter requesting special accommodations at the start of class
● If you are an international student living in the United States, you may be required to get CPT approval to join this course
● Commitment to participate in GIEP virtually from May 10 through July 28, 2021
● Complete the post-experience evaluations
Evaluation
This is an ungraded course and engaged learning experience. You will receive a Satisfactory (S) or Unsatisfactory (U) upon completion of your project. You will have a Y on your transcript from May until you are awarded an S or U in mid-August. Your assessment will be based on your contributions and engagement throughout the course and project engagement. Fellows that experience issues with their project, team members, or site, are expected to communicate early to the instructors. You cannot over communicate to the faculty about issues and challenges.

Communications
In SI 688, there is no such thing as too much communication!

Students should first use Slack first, Canvas as a second option. All assignments should be submitted on Canvas.

For individual questions or concerns, please use Canvas to reach the faculty. For team-based communications, please use Canvas and include all team members on the message in addition to both faculty. Please state the name of your project/partner in the email.
Course Schedule - May Term

All assignments must be submitted by the due date at 11:59pm EDT via Canvas unless otherwise specified.

Student teams may request extensions, ideally 48 hours in advance of the assignment submission. Requests for extension should be submitted through Canvas in a direct message to both faculty.

<table>
<thead>
<tr>
<th>SESSION / DATE</th>
<th>AGENDA</th>
<th>ASSIGNMENTS DUE / DELIVERABLES</th>
<th>ACTION ITEMS</th>
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</table>
| Week of April 5 | Orientation Session  
Link to Slides: [GIEP Student Orientation](#) | None | Join SI 688 Slack Group  
Meet with your team at least once before May 10  
Complete Foursight Assessment (watch for email)  
Review Canvas Site the week of May 3  
Respond to Partner Introduction Email week of May 3 |
<table>
<thead>
<tr>
<th>Date</th>
<th>Session A:</th>
<th>Session B:</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Monday,</td>
<td>Introduction to SI 688 Overview of Course Concepts Expectation Setting</td>
<td>Guest Lecturer:</td>
<td>First partner meeting is</td>
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<tr>
<td>May 10</td>
<td>Shared Norm Setting Terminology Design Thinking Introduction Project Review</td>
<td>UM Ginsberg Center Entering, Engaging, and Exiting Communities for GIEP</td>
<td>scheduled for week of May 10</td>
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<td>Set up first meeting with</td>
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<td>mentor by May 20</td>
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<tr>
<td>Tuesday,</td>
<td>Session A: Design Thinking: Define</td>
<td>Session B: Project Management and Design Thinking - Part 1 Preparing for partner meeting</td>
<td>Submit a draft problem</td>
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<td>May 11</td>
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<td>Teamwork time</td>
<td>statement</td>
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<td>&gt;Feedback by May 13</td>
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<td>Submit partner meeting</td>
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<td>questions</td>
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<td>&gt;Feedback by May 13</td>
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<td></td>
<td>Initiate Partner Agreement</td>
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<td>&gt;First Draft Due May 20</td>
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<td>&gt;Final Draft Due May 28</td>
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<td>Initiate Project Management Plan</td>
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<td>&gt;First Draft due May XX</td>
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<tr>
<td>Thursday,</td>
<td>Session A: Design Thinking: Empathize</td>
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<td>Initiate a Team Charter</td>
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<td>May 13</td>
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<tr>
<td>Day</td>
<td>Date</td>
<td>Schedule</td>
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<tr>
<td>Sunday, May 16</td>
<td>No Class</td>
<td>Submit First Draft of Team Charter</td>
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| Monday, May 17    | **Session A:** Team Dynamics: Foursight Assessment  
Ann Verhey-Heneke and Charlie Michaels, COE Center for Socially Engaged Design  
**Session B:** Introduction to Partner Engagement  
Context & Information Gathering | Partner meeting(s) is scheduled for week of May 17  
Submit plan for information gathering and process for documenting and sharing information gathered  
Read Design Thinking Overview article/watch video  
>Due before class on May 20 |
| Tuesday, May 18   | **Session A:** Project Management and Design Thinking - Part 2  
Five Why's  
Sustainability  
Preparing for partner meeting  
Teamwork time  
**Session B:** Introduction to Co-Creation | Project Management Plan - Version 1.0  
>Feedback will be provided by Friday |
| Thursday, May 20 | Session A: Guest Lecturer: Creative Reaction Lab: “How Traditional Design Thinking Protects White Supremacy” | Read Design Thinking Article (prior to class) | Prepare presentation for May 27 Session A
>Slides are due on Wednesday, May 26 |
|-----------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------|
| Friday, May 21  | No Class                                        | First Draft of Partner Agreement Due
>Feedback will provided by COB Monday |
<table>
<thead>
<tr>
<th>Date</th>
<th>Session A</th>
<th>Activity</th>
<th>Session B</th>
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<tbody>
<tr>
<td>Monday, May 24</td>
<td><strong>Session A:</strong> Design Thinking: Ideation</td>
<td>Submit Stakeholder Analysis and Partner Context Wheel</td>
<td>Complete Conflict Style Assessment Add Link:</td>
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<td><strong>Session B:</strong> Partner Engagement - Stakeholder Analysis &amp; Contact Work Time</td>
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<tr>
<td>Tuesday, May 25</td>
<td><strong>Session A:</strong> Design Thinking: Prototype</td>
<td><strong>Conflict Style Assessment Due (Before Class)</strong></td>
<td>Submit Presentation Slides &gt;Due Wednesday at 11:59pm</td>
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<td><em>Guest Lecturer: Adobe Representative</em></td>
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<td><strong>Session B:</strong> Team Dynamics</td>
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<td>&gt; In your team</td>
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<td>&gt; With your project organizations</td>
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<tr>
<td>Wednesday, May 26</td>
<td>No class</td>
<td>Student presentations due at 11:59pm EST</td>
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<tr>
<td>Thursday, May 27</td>
<td>Session A: Student Presentations</td>
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<td><strong>First Reflection</strong></td>
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<td>&gt; Due Sunday, May 30</td>
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### Session B:
- Team building activity
- Reflection on the course
- Preparing for the next 9 weeks
- Plan social activities

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<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Friday, May 28</td>
<td>Final Partner Agreement Due</td>
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<tr>
<td>Sunday, May 30</td>
<td>First Reflection Due</td>
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### Course Schedule - June - July Project Period

From Wednesday, June 2 through Friday, July 30, student teams will be working full-time Monday through Friday virtually with project-partner sites.

Teams are required to schedule a formal weekly meeting at minimum with identified project liaison(s) in order to ensure project progress and alignment of expectations, outcomes, and deliverables, in addition to setting up other informal communication channels for use in the duration of the project. See [Virtual Project Guidelines](#) for more information.

During the project-based period, students should plan to participate in the following:
- Weekly meeting with mentor
- Bi-Weekly meetings with faculty
- Regular group sharing sessions (to be determined by the class participants)
- Project Manager meetings (to be specified)
- Topical instructional sessions as needed based on project development
Teams should schedule necessary additional touch points with project site staff as seen necessary. The course instructors will connect with each project team bi-weekly, in addition to provide opportunities for other check-ins. Project organization contacts and mentors will also be engaged with by the course faculty throughout the project period. The faculty will serve as a resource for advice on project development and for other issues arising. Teams are expected to be prepared to meet with the faculty bi-weekly and to present project status and challenges.

Beyond that, Fellows are very much encouraged to reach out to the instructional team at any point to discuss any issue. Teams should also establish internal meeting times and communication schedules.

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<tr>
<th>DATE</th>
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<th>ASSIGNMENTS / ACTIONS</th>
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<tr>
<td>June</td>
<td>Team Charter - Version 2</td>
<td>Due: Sunday, June</td>
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<td>June</td>
<td>Reflection #2</td>
<td>Due: Sunday, June 20</td>
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<td>June</td>
<td>Project Management Plan</td>
<td>Due: Wednesday, June 30</td>
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<tr>
<td>July</td>
<td>Reflection #3</td>
<td>Due: Sunday, July 11</td>
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<tr>
<td>Friday,</td>
<td>Final Presentations</td>
<td>Due: Thursday, July 29</td>
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<td>July 30</td>
<td>10am</td>
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<td>July</td>
<td>Final Report</td>
<td>Due to partner organization for feedback on July 20</td>
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<td>Due to faculty: July 29</td>
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<tr>
<td>August</td>
<td>Final Reflection</td>
<td>Due: Sunday, August 8</td>
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Academic Integrity

Violations of academic and professional integrity will be reported to the UMSI academic integrity officer. Consequences regarding the assignment or course grades are determined by the faculty instructors; additional sanctions may be imposed by the Associate Dean for Academic Programs.

Collaboration

- UMSI strongly encourages collaboration while working on some assignments, such as those requiring group efforts. Collaboration is an effective learning tool and you are encouraged to review and discuss course readings and materials with other students as a general practice. However, individually submitted assignments must be your own work. Read the instructions for each assignment carefully and request clarification about collaboration when in doubt.

Plagiarism

- All written submissions must be your own original work, and when it is not the original source MUST be cited when paraphrased and MUST include quotation marks in instances where language from the original source is duplicated word for word. All substantive writing and ideas must either be your own or be explicitly attributed to another source. Instances of plagiarism will be dealt with severely and place your completion of this course at risk, as they are affronts to the scholarly process.

Accommodations for Students with Disabilities

If you need an accommodation for a disability, please let us know at your earliest convenience. Some aspects of this course, the assignments, the in-class activities, and the way we teach may be modified to facilitate your participation and progress. As soon as you make us aware of your needs, we can work with the Office of Services for Students with Disabilities (SSD) to help us determine appropriate accommodations. SSD (734-763-3000; https://ssd.umich.edu/) typically recommends accommodations through a Verified Individualized Services and Accommodations (VISA) form. We will treat any information that you provide in as confidential a manner as possible.

Statement on Pronouns
This course affirms people of all gender expressions and gender identities. If you go by a different name than what is on the class roster, please let us know. Using correct gender pronouns is important to us, so you are encouraged to share your pronouns with the faculty and correct us if a mistake is made. If you have any questions or concerns, please do not hesitate to contact us. Students are encouraged to update their university record to share their pronouns and preferred name. Faculty will review this in advance of the course.

Student Well-Being

Students may experience stressors that can impact both their academic experience and their personal well-being. These may include academic pressure and challenges associated with relationships, mental health, alcohol or other drugs, identities, finances, etc.

If you are experiencing concerns, seeking help is a courageous thing to do for yourself and those who care about you. If the source of your stressors is academic, please contact me so that we can find solutions together. For personal concerns, U-M offers the following resources:

- **Counseling and Psychological Services (CAPS)** - confidential; 734-764-8312; for after-hours urgent support, call and press 0; counseling, workshops, groups and more, counselors are embedded in some schools [insert school-specific details if possible]
- **Dean of Students Office** - 734-764-7420; provides support services to students and manages critical incidents impacting students and the campus community
- **Ginsberg Center for Community Service Learning** - 734-763-3548; opportunities to engage as learners and leaders to create a better community and world
- **Multi-ethnic Student Affairs (MESA)** - 734-763-9044; diversity and social justice through the lens of race and ethnicity
- **Office of Student Conflict Resolution** - 734-936-6308; offers multiple pathways for resolving conflict
- **Office of the Ombuds** - 734-763-3545; students can raise questions and concerns about the functioning of the university.
- **Services for Students with Disabilities (SSD)** - 734-763-3000; accommodations and access to students with disabilities
- **Sexual Assault Prevention and Awareness Center (SAPAC)** - confidential; 734-764-7771 or 24-hour crisis line 734-936-3333; addresses sexual assault, intimate partner violence, sexual harassment, and stalking
- **Spectrum Center** - 734-763-4186; support services for LGBTQ+ students
- **Trotter Multicultural Center** - 734-763-3670; intercultural engagement and inclusive leadership education initiatives
- **University Health Service (UHS)** - 734-764-8320; clinical services include nurse advice by phone, day or night
- **Well-being for U-M Students website** - searchable list of many more campus resources
- **Wolverine Wellness** - confidential; 734-763-1320; provides Wellness Coaching and much more