

SI 688: Global Information Engagement Program Winter 2019

- Meeting Time:** Thursday 9:00 am - 12:00 pm
March 14 - April 25, 2019 (7 sessions)
- Course Location:** NQ 1265 - Classroom
NQ 1282 - Meeting Overflow Room (Unless otherwise noted)
- Course Website:** **Canvas**
- Credits:** 6 (fulfills the internship requirement for MSI, MHI students)
- E-Mail:** umsi.giep@umich.edu (to contact David, Jill, Kelly)
umsi.giep.fellows@umich.edu (all Fellows, David, Jill, Kelly)
- Instructional Team:** David A. Wallace Kelly Kowatch
Clinical Associate Professor Director, OPCE and Lecturer
<https://www.si.umich.edu/node/9913> <https://www.si.umich.edu/node/9969>
- Office:** Virtual UMSI Engagement Center
- Email:** davwal@umich.edu kkowatch@umich.edu
- Office Hours:** By appointment via Skype Mondays 1:00 to 3:00pm
(Skype ID = davwal.davwal)
- Program Manager:** Jill Coughlin
Global and Intercultural Engagement, Program Manager
Office of Professional and Community Engagement (OPCE)
Jillianp@umich.edu
Appointments can be scheduled via [iTrack](#) or by email for non-UMSI students

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 take place in Cape Town, South Africa and comprise five projects in five organizations:

- **District Six Museum:** [Creating and Curating Online Experiences to Communicate and Preserve Community History](#)
- **Haven Night Shelter:** [Integrating, Mining, and Extracting Knowledge from Client Registration System Data to Generate Insights on Positive and Negative Client Outcomes](#)
- **League of the Friends of the Blind (LOFOB):** [Recovery and Launch of Institutional Website and Creation of Two Sub-Sites to Support a Core Educational Program and an Awareness and Fundraising Campaign](#)
- **Social Justice Coalition:** [Developing and Implementing an Information Management System to Report, Track, and Monitor Housing Evictions and Demolishments Across Cape Town](#)
- **St Luke's Combined Hospices:** [Implementing an Electronic Records System to Enhance Patient Care and Improve Staff Communication and Coordination](#)

SI 688 is a fifteen week course experience - seven weeks at U-M's campus and eight weeks in Cape Town. The on-campus component orients Fellows to the South African context, provides resources and exercises to psychologically and intellectually prepare Fellows and teams and facilitates their information project through weekly consultations with project organization liaisons. Class sessions will provide briefings and exercises addressing issues such as South African history and contemporary society, project management, developing productive and integrated teams, and entering new cultural and racially diverse spaces respectfully. Upon the completion of the on-campus course portion, Fellows will shift to full time project work at their project organizations in Cape Town for across May and June.

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.

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 weeks.

Partner Engagement

- Fellows manage a challenging and complex process, initially working remotely with their partner organization for preliminary scoping and elaboration of the specifications for their project, and later upon relocation to Cape Town, creating and implementing alongside the partner organization a solution appropriate to the context and available resources. Fellows are expected to behave as consultants contracted to a professional project that entails managing a complex client-professional relationship from the initial scoping of the project, through elaboration to completion and adoption.

Immersive Learning

- Fellows are immersed in teams in a new working setting in an international location. This requires increasing awareness of and engaging in a completely new set of cultural and institutional norms and expectations, an openness to new work styles and definitions of professionalism, and the ability to adapt to and thrive in diverse situations.

Team-based Learning and Cohabitation

- Fellows will work with their team members for nearly four months, including in-country in Cape Town where they will both work alongside and share living space with their GIEP cohort. This intensive group work and social environment will require Fellows to learn, work, and live together as a team, build on their strengths and identify their weaknesses in group and organizational settings, and ethically and maturely negotiate and resolve conflicts as they arise.

Course Requirements

- Attendance at all course sessions
- Arriving at the start of the course time (9:00am) and staying through the end of session (11:50am)
- Completion of individual and teamwork assignments and presentations
- Weekly consultation with host organization liaison and other organization members as necessary
- Ongoing consultation with instructional team to continuously advance the project

Programmatic Requirements

- Completion of M-Compass program requirements and other U-M agreements and forms
- As appropriate, submission of verification letter requesting special accommodations at the start of class
- Securing a volunteer or nationally required visa for travel to South Africa, if necessary
- Commitment to participate in GIEP in Cape Town, South Africa from May 8 through June 28, 2019

Assignments

Fellows are expected to actively participate in class session exercises and ongoing project work. Please read the weekly schedule closely to understand what individual and group deliverables are expected and when in-class exercises are likely (generally associated with guest speakers). The main work expectation is the successful completion of the project.

Towards this end, students are required to continuously interact and communicate with organization liaisons and Instructional Team, including weekly project updates.

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-July. Your assessment will be based on your contributions and engagement throughout the course and in-country effort. Students that experience issues with their project, team members, or site are expected to communicate early to the instructional team.

WEEKLY SCHEDULE

SESSION / DATE	AGENDA	ASSIGNMENTS DUE / DELIVERABLES	ACTION ITEMS
WEEK 1 03/14	<p>Course Introduction >></p> <ul style="list-style-type: none"> ● Student Introductions and Icebreaker ● Instructional Team and Program Manager introductions ● Syllabus & Canvas Review ● Course site for team and GIEP resources <p>Lecture >> Understanding South Africa: The Racial State, National Liberation, and the Ongoing Struggle for Democracy</p> <ul style="list-style-type: none"> ● Peter Alegi, Ph.D. Professor, Department of History, Michigan State University <p>Overflow Room >> None</p>	<p>None</p>	<p>Action item: Over next week connect with and have initial meeting project site liaison. Initiate and continue assembling project site documentation and source materials. (DAW to send introductory email/)</p> <p>Action item: Sign-up for 60-minute project team meeting with Instructional Team the week of March 25. See calendar for available dates and times: Sign up here via Google Calendar. (If no available slots work, please email umsi.giep@umich.edu).</p>
WEEK 2 03/21	<p>Interactive Workshop >></p>	<p>Assignment due: Come to class prepared</p>	<p>Action item: Over next two weeks complete StrengthsFinder Gallup Assessment (30-60</p>

	<p>Entering a New Cultural Space Respectfully</p> <ul style="list-style-type: none"> • Ebony Johnson and Marianna Coulentianous, Ginsberg Center for Community Service and Learning <p>GIEP Alumni Panel >> <i>Professional Engagement in a South African NGO</i></p> <p>Overflow Room >>1282 NQ</p>	with questions to ask the GIEP alumni panel.	<p>minutes); book and assessment code provided by instructional team.</p> <p>Action Item: Over next two weeks schedule a 2-hour hour project team meeting with Dr. Pat Pasick in April. Sign up for appointments listed as “GIEP Team Meeting with Pat Pasick. Meeting are available the weeks of April 1 and April 8.</p> <p>Action item: Over next week develop Individual Reflection Essay #1.</p>
WEEK 3 03/28	<p>Preparing for Week 4 Student Presentations</p> <p>Interactive Workshop >> User-Centered Design and Project Management for your GIEP Project</p> <ul style="list-style-type: none"> • Charlie Michaels, UM Center for Socially Engaged Design • Kelly Kowatch <p>Overflow Room >> 1282 NQ</p>	Assignment due: Submit Individual Reflection Essay #1	<p>Action item: Develop initial Project Scoping Document draft.</p> <p>Action item: Prepare a ten to fifteen minute presentation on your organization, your project, and a related South African social issue connected to your project site’s mission.</p>
WEEK 4 04/04	<p>Interactive Workshop >> Team Dynamics and Role Formation</p>	Assignment due: Bring a full copy of your StrengthsFinder Gallup Report to class.	<p>Action item: Develop five minute formal Project Presentation on project scope and plan, considering external / subject matter experts as audience to whom you will be</p>

	<ul style="list-style-type: none"> ● Joelle Fundaro, Assistant Director University Career Center <p>Student In-Class Presentations >></p> <ul style="list-style-type: none"> ● Haven ● LOFOB ● St. Luke's ● Social Justice Coalition ● District 6 Museum <p>Instructor Preparation for Week 5 >> Team Formal Presentations and Feedback Session Overflow Room >> 1282 NQ</p>	<p>Assignment due: Submit initial Project Scoping Document draft. (Feedback to be provided within two weeks.)</p>	<p>presenting to at the following week's course session.</p>
<p>04/09 Tuesday</p>	<p>Optional: UMSI International Pre-Departure Workshop (Two Sessions Offered - 4/9 or 4/19) 11:30am - 1:00pm UMSI Engagement Center Lunch provided</p>		
<p>WEEK 5 04/11</p>	<p>Expert Panel >> GIEP Student Presentations and Consultations with Expert Panels (Location: Space 2435 North Quad)</p> <p>Student Presentations >></p> <ul style="list-style-type: none"> ● Social Justice Coalition 	<p>Assignment due: Present five minute formal Project Presentation on project scope and plan, considering external / subject matter experts as audience to whom you</p>	<p>Action item: For GIEP website, over next week send: Project description; Individual biography</p> <p>Action item: Complete the Conflict Styles Assessment.</p>

	<ul style="list-style-type: none"> • Haven • District 6 Museum • St. Luke's • LOFOB <p>GIEP Individual and Team Photos</p> <p>Overflow Room >> None</p>	<p>will be presenting to at the following week's course session.</p>	<p>Action item: Read Hammer (see Canvas).</p>
<p>WEEK 6 04/18</p>	<p>Interactive Workshop >> Racial Dynamics and Conflict Resolution</p> <ul style="list-style-type: none"> • Carrie Landrum, Assistant Director, U-M Office of Student Conflict Resolution <p>Team Building Exercise >> Team Charter Development</p> <p>- Mitchell R. Hammer, "Solving Problems and Resolving Conflict Using the Intercultural Conflict Style Model and Inventory." In Michael A. Moodian (ed.) <i>Contemporary Leadership and Intercultural Competence: Exploring the Cross-Cultural Dynamics within Organizations</i> (Sage,</p>	<p>Assignment due: Complete the <i>Conflict Styles Assessment</i> and print the outcome and bring to class.</p> <p>Assignment due: Hammer reading (see Canvas).</p> <p>Assignment due: For GIEP website, over next week send: Project description; Individual biography via Google Form.</p>	<p>Action item: Over the next week develop Individual Reflection Essay #2.</p> <p>Action Item: Read <i>SA Reconciliation Barometer Survey 2017</i> ; Sisonke Msimang, "Can South Africans Be Friends ... (see Canvas)</p>

	<p>2008): 219-232. https://www.icsinventory.com/resources/mr-hammer-2009-ics-moodian-article</p> <p>Informal Project Work based on Expert Feedback</p> <p>Overflow Room > 1277 NQ</p>		
04/19 Friday	<p>Optional: UMSI International Pre-Departure Workshop (Two Sessions Offered - 4/9 or 4/19) 11:30am - 1:00pm UMSI Engagement Center Lunch provided</p>		
WEEK 7 04/25	<p>Lecture >> Topic, TBA</p> <ul style="list-style-type: none"> • Yazier Henry, Lecturer, Ford School of Public Policy <p>Video >> Siddique Motala, District Six and CPUT: a carto-story</p> <p>Readings Discussion:</p> <ul style="list-style-type: none"> - Elnari Potgieter, SA <i>Reconciliation Barometer Survey 2017</i> (Institute for Justice and Reconciliation, 2017) 	<p>Assignment Due: Individual Reflection Essay 2 (by May 1)</p>	

	<p>http://www.ijr.org.za/home/wp-content/uploads/2017/12/IJR-Barometer-Report-2017-web-1.pdf</p> <ul style="list-style-type: none"> - Sisonke Msimang, “Can South Africans Be Friends Across ‘Racial’ Boundaries? Yes and No” <i>The Conversation</i> (1 December 2016). <p>https://theconversation.com/can-south-africans-be-friends-across-racial-boundaries-yes-and-no-69593</p> <p>Final Pre-Departure Info >></p> <ul style="list-style-type: none"> - Cape Town Agenda - Health and Safety - Travel agenda - About Observatory - Q&A 		
<p>04/26 Friday</p>	<p>Optional: Farewell Potluck with former GIEP students 5:30pm - Location: UMSI Engagement Center Bring dish to pass!</p>		

MAY - JULY Schedule

From Tuesday, May 14 through Friday, June 28, student teams will be working full-time Monday through Friday at project-partner sites. Teams are required to schedule a formal weekly meeting with identified project liaison(s) in order to ensure project progress and alignment of expectations, outcomes, and deliverables. Teams should schedule necessary additional touch points with project site staff as seen necessary. Professor Wallace will visit each project site on a weekly basis to facilitate communications and to serve as a resource for advice on project development and for other issues

arising. Teams are expected to be prepared to meet with Professor Wallace weekly and to present project status and challenges.

Starting week 3, Professor Wallace will also conduct brief 1:1 check-in meetings with each Fellow to discuss adaptation to the South African setting, team and project sites relationships, and any other issues that Fellows want to raise. This will also be joined with a retreat half-way through your time in Cape Town. Beyond that, Fellows are very much encouraged to reach out to the instructional team at any point to discuss any issue.

DATE	AGENDA	ASSIGNMENTS / ACTIONS
Thursday 05/09 through Monday 05/13	Orientation, Excursions, Meet and Greet Luncheon. Schedule forthcoming in late April.	Monday, May 13 >> Meet and Greet Luncheon with Project Sites Assignment Due (5/12): Informal Project Presentations <ul style="list-style-type: none"> ● Informal five to ten minute project presentations during luncheon with project hosts. <ul style="list-style-type: none"> ● District 6 Museum ● LOFOB ● Social Justice Coalition ● St. Luke's ● Haven
Friday 05/31	Day trip to Robben Island Half-work day from home	Assignment Due: Individual Reflection Essay #3 <ul style="list-style-type: none"> ● 500 words on experience to date in terms of adaptation to South Africa, work culture and working relationships with host organization, team experience, and project development.

Saturday 06/08	Half Day Group Retreat in Cape Town	
Tuesday, 06/25 Through Thursday, 06/27	<p>UMSI Dean and Instructional Team Site Visits</p> <p>Tentative Schedule:</p> <ul style="list-style-type: none"> ● Tuesday - District Six ● Wednesday morning - Haven ● Wednesday afternoon - LOFOB ● Thursday morning - Social Justice Coalition ● Thursday afternoon - St. Luke's <p>Photographs and debriefs with students and organization staff</p> <p>Final group dinner (Thursday 6/27)</p>	<p>Assignment Due: Final On-Site Project Presentation to Your Project Site Host</p> <ul style="list-style-type: none"> ● A professional 30 minute presentation to project host that elaborates: <ul style="list-style-type: none"> ○ project's challenge space ○ information gathered ○ solution approach ○ project solution ○ key deliverables ○ plans and hopes for sustainability once team departs South Africa
Friday 06/28	<p>Exposition > Final Presentations (River Club, Observatory)</p> <p>Closing class roundtable assessment (afternoon)</p>	<p>Assignment Due: Exposition Final Presentation slides by Thursday 6/27</p> <ul style="list-style-type: none"> ● 10 minute formal professional presentation that: <ul style="list-style-type: none"> ○ States the project challenge ○ Describes the work conducted and the solution developed and its core deliverables ○ Plans and hopes for sustainability
Friday 07/13		Assignment Due: Individual Reflection Essay 4

		<ul style="list-style-type: none"> • 1,000 word meta-essay on the GIEP experience. Review past reflections, focusing on initial expectations, goals, perceived learning outcomes and reflect on the experience holistically. <p>Assignment Due: Final Project Report</p> <ul style="list-style-type: none"> • 10 page single spaced document articulating to the GIEP Instructional Team an understanding of what your team accomplished, as well as a means to convey considered thoughts on your core deliverables and their continuation at the host organization <p>Assignment Due: Work Product Repository</p> <ul style="list-style-type: none"> • The team google drive workspace within the course's Google drive folder. Including all substantive work products generated as part of the project; including but not limited to: data gathering instruments, data, and interpretive outcomes and analyses (ex. surveys, interviews, focus groups, scripts and agendas, results and findings memoranda and reports, work process diagrams, IT inventories, prototype mockups, screenshots, etc. Also include, as much as possible, final deliverables. <p>Assignment Due: Submit Photos to UMSI</p> <ul style="list-style-type: none"> • Via M-Box GIEP folder. Ongoing for entire project but final upload August 31, 2019. • Photos can also be emailed to GIEP_20.4ubxg84fku4n599o@u.box.com.
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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.

Student Mental Health and Wellbeing

The University of Michigan is committed to advancing the mental health and wellbeing of its students, while acknowledging that a variety of issues, such as strained relationships, increased anxiety, alcohol/drug problems, and depression, directly impacts students' academic performance.

For help, contact Counseling and Psychological Services (CAPS) at 001-734-764-8312 (Press 0) (24 hours) and <https://caps.umich.edu/> during and after hours, on weekends and holidays or through its counselors physically located in schools on both North and Central Campus. You may also consult University Health Service (UHS) at 001-734-764-8320 and <https://www.uhs.umich.edu/mentalhealthsvcs>, or for alcohol or drug concerns, see www.uhs.umich.edu/aodresources. For a more comprehensive listing of the broad range of mental health services available on campus, please visit: <http://umich.edu/~mhealth/>