Capstone Project Template

Boise Track 13 and East Track 5

Report Template Instructions

Project Title:
Name:
Track
Agency
Phone:
Email:
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Note: Click on the table of contents above. Then, click on ‘Update Table’ to automatically update the table of contents to match your report.
Abstract

The abstract is a short (less than one page) summary or overview of your project. It should include a brief summary of the project, the outcome, and measurable results.

Resources for writing an abstract:

http://writing.wisc.edu/Handbook/presentations_abstracts.html

http://hsp.berkeley.edu/sites/default/files/HOW%20TO%20WRITE%20AN%20ABSTRACT.pdf

https://www.verywell.com/how-to-write-an-abstract-2794845
Project Title

Enter the project title.

Problem Statement

Write the problem statement as a question. The problem statement is an explanation of the problem that currently confronts your agency with its implied solution and expected benefits. Use critical thinking skills and ways of knowing to describe the situation and come up with a good question.

Current Reality

This is an analysis of the core problem, including symptoms of the problem, and the consequences of the failure to resolve the problem. Describe the current conditions in your agency that promote the problem described above. What is causing the problem to continue or not be resolved? What are the consequences of having this unresolved problem? Using a systems approach, identify the contributing systematic factors as outlined below:

- Events: What events cause or contribute to the situation? This can include a history of how the problem or issue began and how it has evolved or changed over time.

- Mental models: How do the attitudes, thinking and perceptions of managers, staff, and customers contribute to the situation?

- Patterns of behavior: How do managers, staff and/or customers behave and what is the effect of their behaviors on the situation?

- Systematic structures: How do physical structures or work processes contribute to the situation?

You may also choose to include:
- Process improvement tools to show relationships: i.e., casual loops, a mind map, an ecomap, and/or a fishbone diagram.
- A description of the organizational culture and dynamics involved.
- A gap analysis of the problem and explain why you chose the option you did to solve the problem.
Vision

Desired state: This is where you describe your vision of your agency when the problem has been resolved, changed, or made workable. This is what you expect your agency to look like when your project is complete.

Your vision of the ideal situation should be described fully; painting a picture of what the condition will be when a problem is resolved or changed.

Break the vision down to specifically address customer benefits, staff benefits, and agency benefits and outlined below:

- Customer Benefits
- Staff Benefits
- Agency Benefits

Goal/Outcome

From your analysis of the current problem and its solution, state the overall goal and outcome you plan to achieve. This statement provides the bigger picture perspective and represents the overall condition that will be met in your agency through completion of your project.

The goal and outcome should be logical and complete.

Objective/Output

Based on your overall goal and the option you selected to alleviate the problem, write the objective or output you will undertake. This is the deliverable you will produce.

An objective/output leads to goal achievement. It is a tangible action that results in a product/service that can be measured (your project).
Success Factors/Measurement Metrics

Consider what constitutes success for your project and critical measurements that will give you that information and let you know if you met your objective. **This is the plan, not the result.**

Example:
Success is: (critical factors that can be measured)
- Fewer calls from customers
- Less time spent with customers
- Satisfied customers
- More time for staff to do vital work
- Agency cost savings
- More accurate customer data
- Timelier customer data

Identify **at least two** measurements from your list of critical factors that you will use to evaluate the success of your project. If at all possible, make one a cost benefit.

Examples
1. Cost Benefits
   - Compile and measure the number of calls and time spent on calls pre and post implementation of your project. Compare findings.
   - Calculate cost savings per year (time saved per month x salary x number of people x 12 months).
2. Quality of Guide
   - Evaluate the guide in meeting the criteria developed by team (use rating scale or check list, identifying excellent scores).
   - Evaluate the guides by internal stakeholders (use rating scale, identifying excellent scores).
   - Evaluate accuracy and timeliness rates, pre and post.
3. Customer Satisfaction Survey
   - Provide customer satisfaction survey (ratings) as part of the online guide. Track and compile responses (identify excellent ratings).
4. Employee Productivity
   - Identify hours of time (week, month, and year) now available for staff to work on more mission-critical activities (use info from #1).
   - Compile anecdotal date about how additional time is spent.
5. Employee Satisfaction
   - Survey staff pre and post project implementation for job satisfaction levels. Compile differences.
6. Web Access
   - Track number of hits on web. Look for a rising trend.
**Action Taken**

Tell the story of what you did to complete your project, identifying key actions and milestones reached. Be thorough. Include a timeline if applicable.

Describe what you actually did and who was involved. If you led meetings, describe what you did to ensure successful outcomes, commitments, and or/consensus. Describe the intricacies of your project that made it difficult or complex.

Your actions should be guided by your goal/outcome. Explain execution and why the action was taken.

Describe if applicable:
- Complexities in action and implementation
- Problem solving and decision making
- Involvement, both vertically and laterally, or across departments and/or agencies
- Coordination, collaboration and/or participation with others
- Facilitation of meetings for commitment and consensus building
- Broader and deeper awareness of agency issues and polices
- Utilization of current management concepts

Explain any personal challenges you faced and how you dealt with them.

Compare your original plan of action to what really happened, explaining why the difference occurred.

You may include a [Gantt Chart](#) which identifies, by date, the actual milestones reached.

*Hint: Using a timeline is helpful for your readers.*
Evaluation

Evaluate your project by comparing it to the previously identified measurement metrics. Provide evidence of how your project was a success, or not a success, in meeting your intended vision and outcome. Explain how you used your metrics to evaluate your project’s success.

Include:

- Detailed calculations/formulas used by defining where hours and savings were found and how the savings occurred. For example, explain how you came up with an hourly wage used in your calculations. E.g.: Was it the average hourly salary of the people doing the work? How many people are in that position?

- Actual results and/or projected results. Actual results are those that can be calculated based on the implementation of your project up to this point. If future results are projected, but not yet realized, be sure to explain your methodology for the projection.

- Concrete data whenever possible.

- Any anecdotal information about how the project was viewed by stakeholders or by other employees.

Display data in a format that the reader can readily understand: pie charts, histograms, comparison charts, pre and post-tests, and surveys.
Impact

This section should explain the impact of the project to the organization outside of actual measureable results that were described in the ‘Evaluation’ section. Determine the success of your implementation process and further explain the outcomes of the project. For example, did your project meet your intended goals? If not, why and what did you learn in the process?

Use a narrative style, considering some or all of the following:

1. Rules/policies/procedures: Were any changes made or are to be made? What will be the effect?
2. Budget: Was the budget impacted, either positively or negatively? How and why?
3. Customers (internal/external): Is it now different or better for customers?
4. Management: How has management accepted and/or used your results? What feedback do you have from them?
5. The organization: Has your project made a difference in the workings or culture of your organization?
6. The Legislature: Will their thinking or decision making change?
7. The Future: Will your project be ongoing?
8. Other: Were there other unanticipated results?

Conclusions must be based on actual findings and should be specific rather than generalizations. For example, whether the project results met or failed to meet the project goals/outcomes and why or why not. Include a thorough, candid, and reflective evaluation of the project’s results.
Learning

Describe your ‘best learning’ from the project experience.

- **CPM Learning:** Explain the concepts, theories, practices, and/or skills you used in completing your project that you acquired in the CPM Program. Be specific about the actual training that was useful to you.

- **Stakeholder Involvement:** Describe how your stakeholders helped you achieve your goal or hindered your progress. How involved were your stakeholders in the development and implementation of your project?

- **Relationship Building:** Describe the relationships you developed. Did you go outside your normal communication circles to establish and build new communication strategies? What might be the impact of these new relationships?

- **Perceptions:** Provide narration on what worked well and what adjustments you had to make. Having gone through the process, what might you have done differently? How can you use this experience in the future?

Appendix (Optional)

Use appendices for supplemental material – material that works better at the end of your report than in the body.

1. Use a separate page for each appendix.
2. Use a letter or number to designate pages: for example: A-1, A-2 or 1-A, 1-2.
3. Use tabs to help your reader navigate appendices.

Below is a good example for formatting your appendices:

https://owl.english.purdue.edu/media/pdf/20090212013008_560.pdf

Bibliography (Optional)

A bibliography is not required. However, if you use resource material, be sure to cite it here. Use MLA or APA formatting. The easiest way to correctly cite sources is to use the following resource:

http://www.citefast.com/
Template Resources and Writing Tips

Template formatting:

- You can change the font if you so choose. However, make sure your font is consistent through the entire document.
- Heading Font: Calibri Light (Heading), size 18,
- Body font: Calibri Body, size 12, black
- The template is a WORD document. You may convert it to a PDF before you submit it.
- Use single spacing.
- Add color for emphasis, if desired.
- Insert charts, graphs, pictures in the report or include them in the appendix, referring to their location in the report.
- Number your pages.
- Use bullets whenever possible.
- Delete spaces if there is too much space between headings.
- Avoid putting a heading at the bottom of a page without any text beneath it. Hit enter or do a page break so the heading is that the top of the next page.

Writing Tips:

- Be thorough in providing all information under each heading.
- Avoid using acronyms. If you do use acronyms, explain them several times throughout the report. Chances are that your project evaluator does not know your agency’s acronyms.
- Proofread you report and have someone else proofread your report for you!