

PROJECT CHARTER

Immersion 2010-2011

George Mason University

Project Name: T/TAC Online for Parents

Product Name: TBD

Version: 1.7

Revision Date: January 19, 2011

Approval of the Project Charter indicates an understanding of the purpose and content described in this document. By signing this document, each individual agrees work should be initiated on this project and necessary resources should be committed as described herein.

Approver Name	Title	Signature	Date
J. Eisenberg	Dir., ISSRS/VADOE	Via e-mail (Version 1)	06/02/2010

1. Problem Statement

The Virginia Department of Education is seeking to leverage and expand the content in its T/TAC Online web site (http://www.ttaconline.org/staff/s_home.asp) to serve and inform the parents of children with disabilities. T/TAC Online is designed for educators working with special needs children and provides information, resources and training in a timely manner. As such, the content under those links is not targeted specifically to parents with key messages and benefits that address their particular needs/wants. Consequently, the extent to which parents deem the site to be relevant and usable to them is unclear.

2. Project Description

This project will enhance the value of the current T/TAC Online web site by re-purposing the site's content and identifying additional content needed to meet the needs of parents of children with disabilities. The project will also (a) be inclusive of all adults who are the legal guardians of children with special needs, reflecting the dynamics of modern family structures, and (b) provide a solid foundation for creating a product with its own brand identity that is distinct from the educator-oriented T/TAC Online and that appeals specifically to those who are the legal guardians of children with special needs.

3. Project Goals/Objectives

The overall goal of this project is to create a ~~T/TAC Online for~~ Parents portal that seamlessly integrates current T/TAC Online content and new and/or modified parent-specific content for a positive user experience for parents.

4. Project Approach

This project will be undertaken as an authentic, real-world project for students in the 2010-2011 full-time Immersion program at George Mason University. The Immersion Program is designed to allow small teams of full-time students to immerse themselves in several project-based experiences that require them to utilize their instructional design, development, and management skills through authentic practice. Professors, instructors, and representatives from the sponsoring organization support students through the project experience.

T/TAC has been sponsoring various Immersion projects for more than a decade. Immersion teams have created prototyped deliverables including the original TTAC Online design, the SOL Enhanced searchable database, and other no longer used elements such as enhancements to the School Improvement section of the web site (2004-2005) and the creation of the Alternative Assessments section (2005-2006).

5. Project Scope

Project includes:

- Examination of the current T/TAC Online site and identification of the content elements that parents of children with disabilities deem to be of value to them.
 - Specific elements that parents like (and why)

- Extent to which parents find the site usable in terms of efficiency (e.g., ease of use) and effectiveness (provides what it says it provides)
- Missing elements that need to be added
- Existing elements that need to be modified or removed from their portal
- **Client deliverable:** Performance Analysis Report that analyzes research conducted among parents and includes recommendations for prototype design and development
- Design and develop a preliminary prototype ~~T/TAC Online for Parents~~ site based on the Performance Analysis Report and feedback on that report from the client
 - Additional research to include remaining audience segments (e.g., parents of children with visual impairments, parents beyond the Northern Virginia region), as well as advice/recommendations from the Experts Panel chaired by VDOE
 - Liaise with Mason's T/TAC Technical Team throughout the design and development phases to capitalize on the latest technology and web design trends and capabilities
 - Application of the instructional design processes (task analysis, storyboarding/wire-framing, writing user requirements, etc.) throughout the design and development process.
- Refinement and implementation of "live" ~~T/TAC Online for Parents~~ prototype based on user feedback
 - **Client deliverable:** Final presentation that includes tasks addressed from previous client deliverable, **new product name**, formative and summative evaluation techniques and results, as well as a demonstration of the "live" **sections** of the prototype

Project excludes the creation by the project team of a fully operational product that is "rollout ready" to the intended target audience.

6. Critical Success Factors

- A written client (T/TAC)-Mason team communications plan that indicates ...
 - Who needs what information
 - When information is needed
 - How information will be given
 - Who will provide the information

7. Assumptions/Constraints

- ~~T/TAC Online for Parents~~ Prototype will utilize the same technology platform/environment as the current T/TAC Online site
- Project scope must be completed by May 2011, the end of the Mason academic year
- Project team will have access to all products and human resources required to complete the project as documented in a project plan to be developed by the Immersion Team

8. Major Milestones

Milestones/Deliverables	Target Completion Date
Scheduling of internal cross-functional collaborative tasks/activities	January 2011
Updates to public project web site, located at http://immersion.gmu.edu/ttac/fall2010/	February 2011
Panel research	March 2011
Usability and name testing	April 2011
Final presentation of "live" product prototype to Client	May 2011

9. Project Stakeholders

Role	Name/Title/Organization	E-mail
Executive Sponsor	Prof. Michael Behrman/Principal Investigator, Region 4 Training and Technical Assistance Center/George Mason University	mbehrman@gmu.edu
Virginia Department of Education Sponsor	John Eisenberg, Director Instructional Support and Related Services, VDOE	john.eisenberg@doe.virginia.gov
Virginia Department of Education Client Lead	Gloria Dalton, Parent Ombudsman, VDOE	Gloria.Dalton@doe.virginia.gov
Faculty Project Manager	Dr. Shahron Williams van Rooij/Assistant Professor/George Mason University	swilliae@gmu.edu
Collaborating Faculty	Dr. Kevin Clark/Associate Professor/George Mason University	Kclark6@gmu.edu
Subject Matter Experts (SME)	<ul style="list-style-type: none"> Cherie Takemoto/George Mason University Kristine, Neuber/AT Parent Information Technology Coordinator/Keller Institute for Human Disabilities/George Mason University 	<ul style="list-style-type: none"> crtake@gmail.com kneuber@gmu.edu
Project Team	George Mason University Immersion Team: <ul style="list-style-type: none"> Dalia Abdelmeguid Colleen Halverson Jeffrey Sears Christy Stanley 	

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10. Revision History

Version	Date	Name	Description
1	06/02/2010	M. Behrmann	Version approved by VDOE
1.5	10/18/2010	S. Williams van Rooij	Immersion Team membership finalized
1.6	12/09/2010	S. Williams van Rooij	Addition of VDOE contact name
1.7	01/19/2011	S. Williams van Rooij	Updates based on results of January 19, 2011 internal stakeholders' meeting