1. **Course Objectives and Description**

Georgia Tech’s Pro Bono Consulting Program is part of the Georgia Tech Net Impact chapter initiatives, and is aimed at helping not-for-profit organizations based in Atlanta resolve key strategic challenges. We are also committed to providing exceptional educational and personal growth opportunities in leadership, teamwork and problem solving for motivated student participants. Over the course of the semester it is expected that you will engage in activities, reflections and learning leading to increased competencies in self-awareness, social awareness, self-management and relationship management. Increased competencies related to pattern recognition and systems thinking are also expected.

Prior to beginning a project you should work together with our clients to set expectations and define scope. All projects are evaluated against our dual-goal...
mission (client satisfaction and development of student leadership/teamwork competencies) and are approved by the client-representatives, the consulting team, and program leaders, as well as advising faculty from Georgia Tech's Scheller College of Business. Projects must have a defined problem and defined scope, addressing a specific need. Upon completion, clients will receive a presentation of findings with the expectation that results will be considered for implementation by key organizational decision makers.

We pride ourselves with providing solutions that are practical, usable and easy to implement. Our teams, while independent, work closely with the clients' staff and management. This approach enables us to better grasp underlying issues, gather feedback on our work, and adjust our approach early in the process, and finally arrive at actionable solutions that our clients are prepared to implement.

2. Deliverables

- **Projects are conducted from May 15th** (first day of the semester or before) with the final report (power point presentation, executive summary) submitted, and presented, to the organization during the weeks of July 25th or August 1st, or earlier if they are completed and it is preferred by the parties involved. In any event, grades are due on August 5th so I must have the deliverables, team evaluations and client evaluations in time to submit the grades.

- **Project scope:** The initial project scope of a project should be agreed upon by the client and the team and submitted via T-Square by Tuesday, May 31st and sooner if possible. This scope should include the obligations of the client in providing access to information and timely response to the team questions.

- **Mid-term report:** Students are required to provide a midterm progress report and team assessment to T-Square by Friday, June 24th. The team should schedule a telephone conference call with Terry Blum for the subsequent week to discuss the project progress. The team should also engage in a team assessment of engagement. If the assessment of any student by their peers, or by the comment, appears to be an issue, the student involved will be informed so they can improve their engagement and performance before the end of the semester.

- **Final deliverable:** The final project PowerPoint and executive summary should be presented to the client organization and submitted to T-Square by July 28th, unless time is extended because of a later scheduled presentation. Team assessments should also be submitted to T-Square by this date. The date of the final presentation should be provided to Professor Blum as far in advance of the presentation as possible.

The final deliverable will be evaluated by Professor Blum and will include input from the clients and the Net Impact Student Leader. The students will assess the input of their team members to assure a fair division of labor and input into the final project. However any issues or problems should be reported as they arise so they might be resolved.

Note that it is possible for students in the team to receive different grades based on the inputs of their team members.
Course Materials

There is no required text for the class. Students are expected to search for resources from periodicals, texts, and functional or domain experts that will help provide a solution to the organizational problem and build the capacity of the organization if it is implemented.


3. Course Requirements and Grading

Grading Policy: The grading policy is based on overall performance in the course. In addition to the scope of work, there are two deliverables in the form of a midterm presentation and a final readout/presentation, and an two required team member assessments. Team members who do not fill out the required evaluation of team members will receive a 10% reduction in their grade. The last assessment form is due by July 28th unless an extension is needed because of a late presentation date.

The grade outline below provides a way of understanding the grade makeup and student accountability.

<table>
<thead>
<tr>
<th>Grade Outline</th>
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<tbody>
<tr>
<td>Midterm Presentation/Check in</td>
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<tr>
<td>Final Presentation and Product</td>
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<tr>
<td>Team Member Peer Assessment</td>
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4. Additional Course Notes:

Client Meetings: You (or members of the team) are required to meet with your client at least 3 times during the semester (Introductory Meeting, Midterm Presentation and Final Presentation). It is, however, encouraged that the meetings be in line with what the client deems necessary. We don’t want you to overextend yourselves, but consulting and problem solving is about meeting the needs of the client.

Recommendations: Getting started can be a challenge, so we recommend that you plan an initial period of research so that you are up on all of the client’s business. Understanding and agreeing on the scope of work at the outset is essential. Any deviations should entail consultation with Professor Blum, so they could be resolved in a timely way to assure completion of work for the class. Also, be sure to use your network and the resources that Georgia Tech brings to the table. Outside resources too, are generally more than willing to help students who seek advice/help – these resources depend on the type of project you are doing, so don’t be afraid to do a Google search.