Can you describe the different completion points in a project? What are the key tasks that should be accomplished at each phase of the project?

I think we find the bailout points, the segments of a project, and places where we have a fail-safe, where we can pull out, or we need to go to the very end on it. It happens very early in the project, it has to happen then. Now, I usually have a feel for that after negotiating ideas with clients. I'll usually go to three or four different clients, and try and scare up projects for the class. And in talking with them, you get a feel for projects that can be scaled up or scaled back if you need to. But I don't go into it with exact ideas of where that might need to happen. That usually happens as part of the design process that our students go through, in the whole front-end analysis piece. They go in and identify the specific outcomes that we want for users. They talk about the parameters and the needs, the expected expenses and costs that are starting to emerge, and they'll develop a rough design of what we want very early on in the project. Everybody gets this idea about what they want. And they'll have specs for the entire project along with as much detail as we can provide. And then we take that back to the client. The client has maybe been talking to me up until that point. At this point, we unleash the team on them. And the team sits down with the client and talks through things. (They say) "Here are the things, and here are the steps we think we have to go through, here's what we think we can deliver and here's what we're sure we can deliver." Those things are things that we take up in the teams. And I think that's an important thing because I think it's an important part of learning to be an instructional designer, is going through that process of defining what those scaling points might be or where those scaling points might be. But the other stages that we do typically, in this course, is we're working with a client so that whole front-end analysis, we'll take that with a report to the client, sit down, have a good conversation around it, and then the client will sign off. Then we go into full development. We've already, very early on by the way, I should have mentioned before even the project begins, I sign a memorandum of understanding with the client. So, everybody's on the same page, but it's pretty rough. We don't know what products are going to look like yet. None of us do. But so now we're into the process, we do front end analysis, and it's signed off by the client. The client says, "Yeah, that looks like what we want. That's what we agree to, I think that'll do, I think those would be good points if we need to scale back." And then we go to the development phase and you start creating the product. And this is a matter of trying to put together a fully functioning prototype of the full product with everything done, and then a shape that you can share with the client. So, in a 14-week process, I like to see the front-end analysis take about three weeks. Like we want to spend time on it, but we've got to move. That's all stuff you do before you do the work, right? So, it's important stuff, but it's stuff before you get down to the work. And so that whole work period of developing the prototype and delivering that to the client takes, I like it to take six weeks or so, if we can. That's got to be fluid. We don't know, it depends on the project, it depends on the complexity. And then we deliver that over with the client. Again, the client sometimes is somebody who is signing for the organization. And they sometimes have to take these products and go back to meet with a board of directors, a task team, or a team that they have with their organizations. So, that can take a little bit of time itself. But at any rate, they'll sign off on that if they're relatively happy with it, and they'll give us feedback on what we want. By this point there's been some usability testing. But now we go into full evaluation, tweaking, making the thing work exactly the way it's got to work. A fully deliverable product by the end of this and we test it, make final changes, drop evaluation reports, user guides, manuals, all of the material you have to hand off to a client. Where they have all the

passwords and all the subscription information and anything else. This includes all the legal information that they might need, all of the all of the language conventions that you've used, so that they know that if they move forward with this and make any changes to what you did, they don't change any of the key points. So, all of that, and that's a third delivery point. And so we'll sign off on that. And usually, that's with a huge party. That's usually pulling in everybody, every stakeholder that has been involved, everybody and their friends, families and dogs and cats, and we get in a room, and we celebrate the delivery of the product. And those are wonderful times. And usually the team is demonstrating how the product works and why it's designed the way it is. And it's a real revelation to a lot of people, they don't realize what goes into the product into a properly designed product. It blows them away.