PROJECT CHARTER

ASSESSMENT OF DINING INCLUSIVITY AT IUPUI

PURDUE SCHOOL OF ENGINEERING AND TECHNOLOGY AT IUPUI

799 W. MICHIGAN STREET
INDIANAPOLIS, IN 46202

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EXECUTIVE SUMMARY

IUPUI Auxiliary Services exists to support the University's academic mission and to enrich the campus experience for students, faculty and staff, alumni, parents and visitors. In the never-ending pursuit of this mission, we must regularly evaluate and challenge ourselves to continue to provide valuable services to the campus community. An area for evaluation and challenge or opportunity for IUPUI Auxiliary Services, and in particular, IUPUI Food Services, is to assess how our hearing and visually impaired students navigate food on campus. An evaluation and assessment would allow us to determine and develop the necessary resources in partnership with the Division of Diversity, Equity and Inclusion's Office of Adaptive Educational Services so that all students, regardless of ability, are able to achieve and succeed at IUPUI.

The project will assess the current status of resources for the hearing and visually impaired students at IUPUI as it relates to food services, and based on those findings, develop programming, which include creating ongoing programming, purchasing equipment, designing materials, collaborating with Adaptive Educational Services, and potentially obtaining grant money, to apply appropriate resources for this population.

PROJECT PURPOSE/JUSTIFICATION

Business Need/Case

Diversity is at the core of the culture at IUPUI. IUPUI has worked to build a diverse campus community that reflects IUPUI's urban environment, embracing a broad definition of diversity that includes gender, race, ethnicity, veterans, people with disabilities, and members of the LGBTQ+ community. Eating with other students offers welcomed opportunities to relax, connect with others, talk about classes, make plans, and meet new people. Approximately four years ago, it was determined that students with sight impairments were unable to use the residential dining facility and meal plans in the same way as other students. In order to serve these students IUPUI Food Services/Auxiliary Services had/has to make changes to the meal plan structure to convert part of the meal plan to a retail plan. While IUPUI Auxiliary and Food Services have made accommodations for people with disabilities it has never been ideal. While those accommodations make it possible for these students to eat in the retail areas such as the Campus Center food court, it does not solve the problem for them to experience the traditional university dining hall at University Tower. In addition, it places an administrative burden on the Meal Plan Program since the accommodation changes the meal plan program requiring system changes and decreased financial profitability.

Business Objectives
The business objectives for this project are in direct support of IUPUI's diversity, equity and inclusion mission for all students, regardless of ability, are able to achieve and succeed at IUPUI within Auxiliary and Food Services.

- Interview stakeholders within the next 21 days to confirm that our proposed solution is the best option.
- Design a proposed solution based upon our research within the next 30 days
- Carry out a pilot test with minimum 75% success rate (this will be specified further as research progresses and the pilot test is created)

These objectives will result in a recommendation report intended for use in the subsequent phase of this initiative. The intention of this recommendation report is to create programming and provide resources within Tower Dining for hearing and visually impaired students so they may experience all that campus dining has to offer. It will also reduce the administrative burden on IUPUI Auxiliary Services Meal Plan Program as a result of modifying program structure.

PROJECT DESCRIPTION

Currently IUPUI Food Services does not have any assistive devices or other such resources for students with visual or hearing impairments. An evaluation and assessment would allow us to determine and develop the necessary resources in partnership with the Division of Diversity, Equity and Inclusion's Office of Adaptive Educational Services so that all students, regardless of ability, are able to achieve and succeed at IUPUI.

Project Objectives and Success Criteria
The objectives which mutually support the milestones and deliverables for this project have been identified. In order to achieve success on the project, the following objectives must be met within the designated time and budget allocations:
- Secondary research will guide the creation of a pilot test
- Pilot testing will be completed and evaluated by team members
- Evaluation of secondary research and pilot testing results will guide team members in the creation of a recommendation report to be distributed to relevant stakeholders

Objectives that are outside the scope of this project which are the intended end result of this project include:
- Students, regardless of ability, are able to navigate the food options easily within Tower Dining
- Meal Plans are no longer modified to accommodate students with disabilities as a result of not being able to use Tower Dining meal swipes.

Requirements
Tower Dining is a residential dining area where students may eat and socialize. Unfortunately, these options are not easily available for those who are hearing- and visually-impaired. Tower Dining has six designated food service areas, each area having its own constantly changing menus. This makes it challenging for hearing- and visually-impaired students to navigate the food service areas and interact with fellow students.

Information from our potential stakeholders will guide us in understanding the best way to address the project requirements below.

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Stakeholders we intend to interview are:
- IUPUI Adaptive Educational Services
- IUPUI Auxiliary Services
- IUPUI Housing and Residence Life
- Chartwells Higher Education Food Services
- Visual- and Hearing-Impaired Students
- Campus Facility Services
- Indiana School for the Blind
- Bosma Enterprises

The following table presents the requirements that the project's product, service or result must meet in order for the project objectives to be satisfied.

	Project Requirement Description
1	The capability to navigate the place where the food is located in Tower Dining
2	The capability to track menus status
3	The capability to reach silverware and beverages
4	The capability to report problems and suggestion to Tower Dining

Constraints
All of the above requirements may influence each other and affect the impact. Examining the necessary resources, time, and quality of our project, we conclude that the following constraints may appear.
- Tower Dining may have to be shut down for construction to place tactile paving.
- Managers may need to accommodate students for that period of time by giving them access to other dining areas.
- If our sponsors find that our work does not fully benefit hearing- and visually-impaired students, we may need to put more resources into our project, which could increase our cost and time for delivery.

Assumptions
The following are assumptions set out and agreed upon by the team.
- The project will be taken up by the Office of Auxiliary Services, where they will work and collaborate closely with the Office of Adaptive Educational Services at IUPUI.

- Information about students with disabilities, specifically in regards to visually-impaired, will be made available to the team to help their research proposal. The same is true for obtaining access to public data and general information from Indiana's School for the Visually Blind.
- Team members will be given access to discuss with visually-impaired students about their experiences at Tower Dining, Campus Center, ask about equipment enhancements that will make their dining experience more positive.
- Likewise, team members will also consult the opinions of dining service employees, and the food distributor, Chartwells, about their experiences serving or preparing food for students with disabilities.
- In terms of the budget, we believe if we correctly assess what the needs are for students, we will be able to come up with budget that can be covered by either OAS, AES, or another IUPUI funder.
- If, at any point, the aforementioned assumptions need intervention, we will address them by submitting a Change Request form and Control Process and await approval.

Preliminary Scope Statement

The scope of the team's adaptive educational services project includes creating planning, design, development, testing, and transition recommendation document for hearing and visual impairment resources and equipment for Tower Dining at IUPUI. These resources will meet or exceed the needs of adaptive educational service standards and additional requirements established in the project charter.

Project completion will occur when these recommendations on resources and equipment have been successfully delivered for deployed at Tower Dining. Some of this project work will be performed internally and some portion of this project may be outsourced contingent upon needs and resources. The scope of this project does not include food services outside of the University Tower's Tower Dining area.

RISKS

Risks can be categorized as financial, technical, commercial, execution, and contractual/legal. While there are countless unforeseen risks that are inherent to any project, the most important risks identified by our group are as follows:
- failure of pilot test
- purchased items fail to work properly
- exceeding the initial budget
- some aspects of dining services may be unable to adapt
- difficulty obtaining the materials we need
- going over schedule
- safety concerns

As the project progresses, the team will address unanticipated risks that may arise and will seek guidance from the Project Sponsor as needed.

PROJECT DELIVERABLES

All deliverables will be met by the completion of the project in May 2019. If there are significant changes, all internal stakeholders will be notified about said changes and they will be reflected upon in the final report.

Deliverables for this project are as follows:
- Recommendation report for IUPUI Auxiliary Services
- Summary report for external stakeholders
- Final report for the project sponsor

SUMMARY MILESTONE SCHEDULE

The following schedule provides estimated completion dates for high-level project milestones. This schedule is subject to change as the project progresses. All changes will be assessed and dealt with individually to avoid a delay in meeting deliverable deadlines.

Summary Milestone Schedule	
Project Milestone	**Target Date**
Meet with AES to discuss project specifications	02/15/2019
Create a summary report of feedback from students	02/27/2019*
Contact ISVB to obtain general info on VB students	02/27/2019
Halfway progress report	03/05/2019*
Final Report containing recommendations and lessons learned	05/2019, TBD

*tentative date

SUMMARY BUDGET

The following provides an initial estimated budget based upon our knowledge of the project at this time. Approval will be requested for any changes that need to be made after the project has begun.

Summary Budget – List component project costs	
Project Component	**Component Cost**
Development/Personification of a Visually-Impaired App (50/hr @ 100 hrs - Estimate)	$5,000
Braille Tactile Machine / Costs of Creating Tactile Signage	$3,500
Training and Research/Development Costs of Project Consulting Team (30/Hr @ X Hours)	$TBD
Construction/Installation Costs (25/hr @ 145 hours)	$3,625
Equipment (TBD)	$TBD
Food/Travel for Project Consultants and Focus Groups	$TBD

PROJECT APPROVAL REQUIREMENTS

The project will be deemed to have reached successful completion when the team has completed a report based upon the results of the secondary research, completed the pilot test, and completed a written recommendation report to be given to the Project Sponsor and relevant stakeholders. Success will be determined by the Project Sponsor, who will authorize the Project Charter as well as the Project Closeout.

PROJECT MANAGER

X Y is named Project Manager for the duration of the project. X's responsibility is to manage all project tasks, scheduling, and communication regarding the project. Their team, consisting of four other expert project managers and Purdue School of Engineering and Technology OLS master degree candidates will also serve as co-project managers for all practical purposes of this assignment. X and team will coordinate all resource requirements through the project team and needed stakeholders. X is authorized to approve all budget

expenditures up to, and including, the allocated budget amounts. Any additional funding must be requested by X.

AUTHORIZATION

Approved by the Project Sponsor:

_____   **Date:**_____