

Attack of the Post-It Notes! (Learning on the job!)

Robert Tommy Ward, Student Affairs Information and Technology Services (SAITS)

Introduction

- I am a third year Political Science major and have worked at SAITS as a student assistant for one year.
- Currently my goal is to become an advocacy lawyer.
- My stated learning goal at SAITS for 2010 was to increase my independence and ability to work on my own.

The Project

- SAITS was beginning a new project for the Disability Resource Center (DRC).
- I was tasked with attending design meetings throughout the Summer of 2010 and documenting the business process flows.
- Next, translated my notes and the illustrated charts into a visual format.
- The visual representation needed to be understandable and accurately describe each business process.

“Tommy gained my confidence and respect when he took ownership of his project. He gained independence when he accurately translated the business process flows into diagrams.”

-Adeline Yoshioka

My Expectations

Expectations for this project were the ability to:

- Review and diagram business processes based upon verbal description.
- Analyze the information provided to calculate decisions points and pivotal steps in each business process.
- Explain and justify my visual diagrams and decision points while adjusting and compromising differing decision points.

My Success

- The actual diagrams on display here demonstrate my ability to convey complicated procedures visually.
- Reviewing these diagrams with DRC staff demonstrated increased conversation skills and my ability to convey a particular point.
- Review by DRC staff affirmed the accuracy of translating their words into an understandable diagram.

Conclusion

- This project has definitely helped me in my proposed growth at SAITS.
- Although SAITS is a technology-based department, working here increased my skills in my current classes and future employment.
- This project tasked me to understand others' views while effectively arguing my own.
- This increased confidence in my work which resulted in more independence on future tasks.

