

A volunteer project of this size requires a complete commitment of a dedicated team. While the plans for the project were detailed and specific, there were lessons to be learned from the pilot. The most significant lesson was the time planned for the pilot classes. Students met once a week for 40 minutes. This was not sufficient time for the students to complete activities in class. This was improved significantly for the implementation classes. The principal and curriculum administrator assigned students to attend class two times per week for one hour per class. Other lessons learned are as follows:

**Exhibit 1.**

Worked Well	Would Change
Contributions from the entire project team. The volunteers were committed to the project.	The DST team would have liked to have more time to work on the project during working hours.
PMI Volunteer instructors' onsite to facilitate the initial classes. Participation of volunteers in student presentations.	The teacher that was selected to teach the program was not adequately informed about the class and did not fully commit to the program.
Preparation and transition planning was adequate. Interaction with teachers early in the project, teacher training provide, and ongoing support from the principal who served as the project sponsor.	Make sure the school assigns the transition to a teacher who is interested in Project Management, willing to facilitate the course, and motivated to prepare, learn and apply the basics of Project Management to teaching the students.
Student preparation for the project presentations. Students were actively engaged and proud of their accomplishments. Volunteers who attended the presentation were extremely motivating for the students.	When planned, students had little time to meet outside of class to work in teams. To address this issue, the principal and school administrator was able to coordinate study time for students to work on their projects.
Effective communications within the volunteer team, status meetings and project status reporting.	More teacher participation in team meetings to get them more involved in the project.
Curriculum development and scheduling of courses.	Check the school calendar for days the students will not be available and develop curriculum activities around those days.

**Checklist of Lessons Learned**

**Section 1 – Project Identification**

*Customer*

Lee A. Tolbert Community Academy

*Project:*

Project Management for Kids

**Section 2 – Scope Lessons**

*What did we do well in defining scope?*

Coordinated multiple meetings with project sponsor to ensure expectations meet her goals for program.

*What did we do well in controlling and managing scope?*

Stayed on track with managing the project activities.

**Section 3 – Schedule and Budget Lessons**

*What did we do well in estimating?*

Procurement team and curriculum team worked together to estimate costs of the pilot program. Durations were adequately scheduled.

*What did we do well to stay on schedule?*

Understood the importance of when the first class of the pilot program begun and set realistic target dates for each of the project management teams.

*What could we improve to stay on schedule?*

Start the volunteer team development task earlier on.

*What did we do well in meeting the budget?*

Asked for assistance from the author of the pilot program's textbook to reduce costs.

*What could we improve in meeting the budget?*

Secure funding from multiple sources.

**Section 4 – Team- Building Lessons**

*What did we do well in developing a team spirit?*

Within a volunteer project, participants are generally of high spirit as their involvement is not based on a monetary reward.

*What did we do well in gaining the commitment of team members?*

Program Manager opened the request to volunteers to a large amount of members to ensure commitment from a large amount of individuals.

*What could we improve in gaining the commitment of team members?*

With a volunteer project, gaining commitment from all team members is very difficult. Opening project to many volunteers will help reduce the likelihood of drop outs.

**Section 5 – Customer Relationship Lessons**

*What did we do well in managing customer expectations?*

Program manager met multiple times with Project Sponsor to coordinate expectations and asked for input in school project.

*What could we improve in using customer resources?*

Ask for volunteers from teaching staff to ensure motivation is high. Teacher assigned to program was not forced into the teacher position without consulting him first.

*What did we do well in gaining customer confidence?*

Provided school with PMP certified instructor to teach program.

*What did we do well in handover of the product to the customer?*

Project Sponsor offered training courses to all teachers to encourage involvement in future classes.

**Section 6 – Internal Company Lessons**

*What did we do well in acquiring resources for the project?*

Opened request for volunteers beyond initial request to a limited amount of individuals.

*What could we improve in acquiring resources for the project?*

We could reach outside of organization to assist with volunteer project.