Software Leadership Exercise

❖ The computer science department and the School of Business have created a small certificate program in *Software Leadership*. The program has three required courses and one choice of two courses. Its four program objectives are usually summarized by faculty as *Management, Coding, Elicitation, Documentation*.

❖ Example SLO (Elicitation:) By the end of the program, successful students will be able to clearly and accurately describe client software needs based on interviews with those clients.

CAPSTONE ASSESSMENTS	Meets Exit Competency
Management	84%
Elicitation	33%
Documentation	77%
Coding	92%

Software Leadership	Management	Elicitation	Documentation	Coding
CSCI 301 (required)			3	3
CSCI 302 (required)		2	2	2
CSCI 303 (choice A, 20%)	2	3		1
CSCI 304 (choice B, 80%)	2		1	3
BUS 302 (required)	3	1		

Levels of Emphasis: 3 = Primary, 2 = Secondary, 1 = Tertiary

▶ CSCI 302: Students receive lectures on principles of interviewing and take quizzes on those principles. They also participate in an low-stakes, practice in-class activity in which students are randomly assigned to pairs, with the students in each pair trading off being "client" and "interviewer." Students in the client role are given a handout with the details of the project that they are to communicate to the interviewer.

▶ CSCI 303: In the first half of the term, students regularly listen to recorded elicitation interviews and must write up the resulting elicitation documents which are reviewed and discussed and revised in class. In the second half of the term, student teams meet with the faculty or grad assistants in office hours, with the faculty or GA playing the client according to a trained script. The interview sessions are recorded. The teams then collaboratively build elicitation documents. Students who disagree with their team's approach may file "minority report" or dissenting versions. Teams with weak elicitation documents must meet with faculty to review the recorded interview, to determine where they went wrong.

▶ BUS 302: The prompt for the final project includes a recorded client interview, from which students create their elicitation documents, which are included in an appendix in the final project and are scored for factual accuracy as part of the overall project grade. The same assignment and the recorded interview for this project have been used consistently for four years.