

Task List Peer Project

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Introduction

Our task list is the framework for what needs to be completed by students at each shift. After receiving feedback that the instructions were not clear and often unhelpful, I led the project to update and edit every task. While I led the project, every service desk student assistant was involved.

Goals

- Delete unnecessary tasks
- Add new tasks to keep up with our new responsibilities
- Update instructions and make them more detailed
- Utilize the student assistants in editing the instructions
- Peer review other students' edits

Example

Task & Instructions

Courier Box Check @ 5:30pm

Instructions Attached

🔗 1

COURIER BOXES

Too Confusing!!!

Student Assistants will check the courier boxes every evening before closing to make sure they are ready to be mailed during opening the next morning. This will really help Gene when he is transporting courier boxes so the books aren't sliding around and getting damaged.

Please make sure to organize items in the courier boxes **neatly** and snugly. If it's possible to stack books in two piles, please do so. If there is a book that is too large to stack, you may place it in the box with the **spine down** or on top of the two piles. You can view the following photos to see examples of how items in the courier box should be stacked.

If you run out of room in a box, please do not overfill it! You can grab an **empty gray bin** by the cubicle walls and place the new empty bin in front of the full one, or if one is not available, please see a full-time staff person.

What does this mean?!?

Challenges

- Consistent communication will all student assistants and involved staff
- Lots of changes meant lots of updates
- Multiple campus closures and weather delays!!
- Added stress for the students

Involving the Student Assistants

Since the feedback on the confusing instructions came from the student assistants, we wanted to make sure they were involved in the project. This was done by letting them choose two of the task instructions to update and edit. We then assigned peer reviewers so that each student got comments and suggestions on their edits.

Future of the Project

In the final editing stage, we will allow the student assistants to use the suggestions from their peers to tweak their instructions. When the summer semester starts up, each student will receive a "pet task" that they will consistently monitor and update as needed.

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I like how you added photos for each step. I would also mention where all the passwords are located in teams in case someone forgets or it's their first time opening

March 25, 2022, 3:49 PM

@mention or reply

RR Rodriguez, Ryan

Specify that this computer only needs Sierra open

@mention or reply

