CityStudio North Vancouver

Partner Toolkit

CAPILANO UNIVERSITY

CITYSTUDIO

city of north vancouver

What is CityStudio?

CITYSTUDIO

NORTH VANCOUVER

CityStudio North Vancouver is an experimentation and innovation hub where Capilano University students collaborate with City of North Vancouver staff and partners to co-create projects that make the city more vibrant, sustainable and healthy.

We are a member of the CityStudio Network, a global movement of cities working with post-secondary institutions for civic benefit. Through the co-creation of experimental projects, students gain employable skills and city staff receive support to advance strategic priorities in the community.

CityStudio North Vancouver collaborations and projects are created on the lands of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish) and səl̓ilwətaʔɬ (Tsleil-Waututh) Nations.
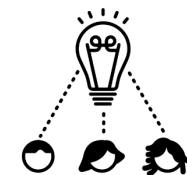
HOW WE WORK

STEP 2
We match opportunities with courses and form partnerships between faculty and staff.

STEP 4
Students develop and/or test their projects in the community and present their final deliverables.

STEP 1
We convene municipal staff to brainstorm opportunities for collaboration.

STEP 3
Students develop projects with support from CityStudio, faculty and staff partners.

STEP 5
We share all student work with staff partners and celebrate top projects with the community.

CONTENTS

Thank you for collaborating with us

Our partners make the vision of CityStudio a reality! The initiative launched in September 2019 and has been growing in response to the commitment and enthusiasm of municipal staff and university faculty members alike. The initiative is still relatively young, and we are constantly adapting and evolving our practices to meet the needs of our partners. We hope this toolkit will help guide you through a successful collaboration this term. We recommend that you review it at the beginning of the collaboration, then refer to it as needed throughout the term. Please let us know if we could add anything to this toolkit to better support future partners (hopefully that includes you!).

CityStudio Lexicon

Opportunity	A question or challenge posed by municipal staff to address and/or support a municipal initiative.
Course Collaboration	A partnership between an instructor and one or multiple municipal staff.
Project	A deliverable or idea developed and/or tested by a team of students (or an individual student) to address the opportunity. Course collaborations may lead to several projects, depending on the number of students and structure of the course.
Showcase Project	The student project(s) selected to be shared at the end of term showcase (HUBBUB) in order to represent each course collaboration.

General Timeline

Subject to change depending on individual course timelines.

Project Scoping + Matching	***Project Scoping Meeting*** • Establish expectations, roles, helpful deliverables and agree on a project timeline
	Project Partner Agreement • Faculty share a Draft Assignment Outline with all partners for input (this doc acts as our Partner Agreement) • Helps everyone to be on the same page; clear project description and helpful deliverables
Semester Roll-out + Project Support	**Project Introduction** • Presentations from the CityStudio Projects Coordinator and City staff to introduce the partnership and the projects • City staff available via email or phone to answer questions
	Mid-project Feedback • Staff attends a class feedback session and/or provides written feedback.
	Final Project Presentation / Deliverables submission City staff select top project for HUBBUB
Sharing + Evaluating	**HUBBUB! Project Showcase**
	• Final Project deliverables shared with all partners • Sharing final projects on the CityStudio Website
	Project Wrap-Up • CityStudio sends an online evaluation survey • Debrief conversation with CityStudio Project Lead

CityStudio Project Lead: What do I do?

In a nutshell:

- I am always on the lookout for CapU courses and programs that could benefit from immersive, real-world projects, and City of North Vancouver departments that could benefit from student energy and ideas.

- To spread the word about this awesome initiative, I give presentations to various departments and faculties at the City and University, and I have one-on-one meetings to better understand why and how people want to get involved. Many of the projects are generated by City staff at an annual project generation workshop.

- When potential matches are identified, I bring the faculty and staff together and support them as they design a project.

- Throughout the term, I organize several touchpoints between the staff and the faculty, and I help to address any challenges or questions that may arise as the students embark on their exciting projects.

- The best part: I organize a celebratory project showcase at the end-of-term HUBBUB to share the students' accomplishments!

Some things I do:

- Schedule and facilitate meetings between faculty and staff
- Suggest resources for students and faculty to support the project based on my knowledge of university programs and previous CityStudio projects.
- Stay up to date with communications and step in when my help is needed (e.g. by being copied on all project-related emails)

Some things I don't do:

- Attend CityStudio project courses regularly (outside of the three scheduled class visits)
- Advise on grades given to projects for course completion purposes

CityStudio Criteria / Scoresheet

This scoresheet is used to evaluate projects from all course collaborations in order to provide feedback and select Showcase Projects to be displayed at HUBBUB. Students will be shown this scoresheet at the beginning of their project, and the scores they receive are separate from the marks assigned by the instructor. I will provide you with a DOC or online form version of this scoresheet prior to the feedback and final sessions.

Category	Criteria	Score	Notes
Content	- How well has the team understood the project brief? - How well does the idea modify, adapt and extend existing resources, social capital and work? - How creative and/or innovative is this idea?	/3	
Impact	- How relevant is the idea to municipal needs and goals? - How scalable is the idea? (e.g. have possible prototypes and long-term potential been identified?) - How viable is this idea? (e.g. how useful is this deliverable to municipal staff / partners?)	/3	
Presentation	- How engaging is the pitch? (e.g. memorable, clear, on time) - How effective is the poster / visual component? (e.g. visual appeal, clarity) - How engaged is the student group? (e.g. communication style, ability to answer questions)	/3	
Potential	- How inspiring and exciting is this idea?	/1	
		Total: /10	

Introductory Class Visit Guide

Purpose

This visit sets the stage for a successful collaboration between the students and municipal staff/partners. It is an opportunity for the students to get to know their staff partner, understand the bigger picture and reasoning behind their project, and the CityStudio initiative.

Outcome

The goal is for students to walk away feeling excited to dive into the question at hand and empowered by the impact their work can have.

Process

Student introductions

If time permits (e.g. in classes of less than 15 students), do a go-around for students to introduce themselves and their background/interest in the course.

CityStudio introduction

Project lead gives a brief presentation about the model, HUBBUB and the alumni network and shares the CityStudio Scoresheet (see page 7).

Partner + project introduction

Staff partner gives an overview of their background and the project (can be with or without slides, but slides tend to support engagement with students).

Some introduction prompts:

- o   What in your professional / academic / personal background led you to this moment?
- o   What does your current role entail?
- o   What is the project / question / opportunity being explored by the class? Why is it important? What led to its existence?
- o   What is your relationship to the topic? How will the student projects support your work? Who else is implicated (e.g. other departments, staff members, stakeholders)?
- o   So far, how has the project / question / opportunity been addressed by your organization?
- o   What are some key elements that you need, or are most interested in, when it comes to final deliverables?
- o   Why are you excited about this collaboration?
- o   Anything students need to know about communicating with you this term? E.g. you are okay with them emailing you or you prefer phone calls, you are away for 2 weeks at this time,..

Dialogue

- o   Q&A, **OR**
- o   Brief breakout sessions, then Q&A, **OR**
- o   CityStudio Project Lead facilitates Idea Jam or other interactive activity (to be determined)

Follow-up

Project lead gathers any unanswered questions from the notes and forwards them to staff partner. Instructor shares any answers with the entire class. Staff partner sends any materials and resources that can be useful to students.

Feedback Session Guide

Purpose

This visit ensures that the student projects are evolving in a direction that is impactful and in line with the needs of the municipal partner. It is an opportunity for students to share the work they have completed, hear feedback from the partner, clarify any uncertainties and reignite the inspiration and energy needed for the completion of their projects.

Outcome

The goal is for students to walk away feeling more confident about the direction of their project for the rest of the term. They are equipped with tangible ideas of how to redirect, refine, deepen or evolve their idea in order to best support their municipal partner.

Process

CityStudio updates
Project lead shares timely reminders, including Hubbub details, poster requirements and relevant opportunities.

Project-specific feedback
Each project team shares a summary of the work they have done so far and the expected next steps in their project. Staff, faculty and project lead ask clarifying questions and suggest resources that could be helpful. If time permits, it may be helpful to complete an interim "scoresheet" (see page 7).

- This can be done in front of the other students or in a breakout session.

- Depending on the project and time availability of the partner, written feedback on project deliverables may be more appropriate.
   ### Some feedback prompts:
   o This idea is very interesting because […] Could you dive deeper into […]?
   o I have never heard of this idea before, could you do more research on previous implementations and outcomes?
   o This idea is not quite relevant to the work I do in my role; I wonder if you could focus more on […].
   o This idea aligns well with […] strategic goal – I think it is worth focusing more of your attention here.
   o This idea is ambitious! How would you achieve similar outcomes with [smaller budget/fewer staff/shorter timeline etc…]?

Class re-group
The staff partner, project lead and faculty member share any recurring feedback or insights that are relevant to the group. Students ask any remaining clarifying questions.

Follow-up
Staff partner shares any resources that may be relevant and answers any outstanding questions by emailing the project lead and faculty member, who share the information with the class. Project Lead compiles scoresheets and shares scores with student groups.

Final Presentations / Submissions Guide

Purpose

This visit is an opportunity for students to share their final project deliverables with the course partner(s), instructor(s) and CityStudio Project Lead. It enables students to learn from each other's projects, and ends the course collaboration in a way that honours all the students' contributions.

Outcome

Students refine their presentation skills in a professional setting and walk away with further questions, inspiration and curiousity about their course collaboration topic. They understand the strengths of their project and how their work might be applied or extended to address City goals.

Process

pre-visit Submit deliverables

Instructor uploads the student CityStudio deliverables (poster, one-pager and/or pitch) to the shared OneDrive folder at least 2 business days before the scheduled visit and notifies the CS Project Lead and Partner(s). Instructors can request that students upload their deliverables directly to the folder.

Project presentations

Students present a 1-minute pitch of their project. Staff, faculty and Project Lead ask clarifying questions and share feedback during a Q&A session (length to be determined based on size of the class). Staff, faculty and Project Lead each complete a CityStudio Scoresheet for each project team (see page 10).

- This can be done in front of the other students or in a breakout session.

- Instructors may choose to have students record their presentation and submit a video, rather than organizing synchronous presentations.

  #### Some feedback prompts:
  o   This idea is very interesting because [...]
  o   I can already see that it could be applied by [...].
  o   I have never heard of this approach before. Did you come across any previous implementations and outcomes?
  o   Why did you choose to focus on [...]? What else do you think would be worth exploring?
  o   How do you think your project aligns with [...] strategic goal?
  o   This idea is ambitious! How would you achieve similar outcomes with [smaller budget/fewer staff/shorter timeline etc...]?
  o   Emphasizing / researching / mentioning [...] would help to make your project even stronger.

Class re-group

The staff partner, project lead and faculty member share any recurring feedback or insights that are relevant to the group. Students are invited to share any reflections on their CityStudio experience.

post-visit Follow-up

Project Lead tallies the scoresheet results and consults with the instructor(s) and partner(s) if there are any uncertainties or concerns regarding HUBBUB showcase projects. Project Lead writes an announcement inviting select groups to fill out the HUBBUB presenter form and inviting all students to take part in the post-project survey. Project Lead compiles scoresheets and shares scores with teams.

Project Deliverables

All file sharing (resources, interim and final deliverables) will take place via a designated CityStudio OneDrive Folder.

At the end of the course, project deliverables are shared with all partners (City of North Vancouver, CityStudio North Vancouver, and any other participating organizations). All partners will have unfettered access to use, modify and share the deliverables with the agreement, in good faith, that they will give credit to the creators.

All project deliverables are *due on the last day of class*, to be uploaded in the designated file on the **CityStudio OneDrive folder.** It is important that student work be shared in a timely manner in order to best suit the needs of our partners and ensure that we can be prepared for HUBBUB. Instructors can decide whether to upload deliverables or request students to upload them directly to OneDrive. Instructors, please consult the **"Guidelines for CityStudio Deliverables"** document for additional guidance.

Deliverables may include:
- a final report
- one-pager
- pitch video + transcript
- poster
- links to any online content developed (ie. Blog, videos, etc)

Coursework Policies & IP Considerations

The ethos of our work is that projects and their deliverables are created and used for public good, not for profit. We share them publicly, so that residents, organizations, municipalities locally and globally can learn from this knowledge. By collaborating with CityStudio all partners agree to joint ownership of the project deliverables including things such as copyright, as well as all partners having complete and unfettered access to using the project deliverables without limitation. We agree, in good faith, that all partners in a course collaboration give full credit to the individuals who produced the deliverables, whenever they use, share, or adapt these materials.

We ask that you include the above text in your assignment outline to raise student awareness about sharing project outcomes and address any questions or concerns before the project starts.

No City of North Vancouver Logo or Student Numbers

On final project deliverables (ie. HUBBUB Poster, final report), we ask that students do not include their student numbers as well as the City of North Vancouver logo. The omission of student numbers is to protect the students' personal information. The omission of the City's logo is to acknowledge that, although the projects are completed in collaboration with the City of North Vancouver, they are not authored by the City and may not always represent the City's perspective on an issue.

HUBBUB Project Showcase

HUBBUB is a celebratory showcase during which students, City staff, elected officials and university faculty members connect and learn about each-other's work. At the end of each term (December and April), the most creative and exciting projects generated from CityStudio collaborations are on display, and visitors can vote for their favourites. A judging panel selects the most impactful, relevant and promising projects, with prizes to celebrate the students' hard work.

We look forward to celebrating with you! Here is a summary of ways you can support this important final step of the collaboration. In the case of an online HUBBUB event, we may invite you to submit a brief video to help us create the launch video. The video will feature our partners sharing some background on the challenge or opportunity that was presented to students at the beginning of the CityStudio experience.

Faculty Members

- Help ensure that one project group from your class is available to showcase their work live on the HUBBUB launch day.
- Help spread the word by sharing the event details with your department and encourage non-showcase students to attend.
- Join us for the event launch and stop by the project booths in support of your students. Stay until we announce the final winners, if you can!

Municipal Partners

- Help spread the word by sharing the event details with your department / organization.
- Join us for the event launch and stop by the project booths in support of the students. Stay until we announce the final winners, if you can!

Survey

At the end of the term, please make sure to share your experience and feedback by **a brief anonymous survey**. We appreciate your input and look forward to improving the CityStudio North Vancouver initiative with your help!

CityStudio North Vancouver