REOPENING SCHOOLS: SHARING BEST PRACTICES
WE WILL BE USING THE DESIGN THINKING APPROACH

Six one-hour sessions
(7/27-8/12 Time: 4:30 – 5:30 PM)

Outcome-Template for Action Plan

Facilitated by an expert

Exchange ideas among middle/ high school educators & students
OUR PROCESS

Week 1: Introduction & Define Problem

Week 2: Persona & Journey Maps

Week 3: Service Design & Action Plans (SURVEY)
Dr. J. Coleman holds professional certifications in User Experience (UX) Design Thinking and Project Management. Additionally, he advises fellow executives about strategic management and solution architecture.

Dr. Coleman earned his doctorate in Engineering Management. He will be leading our Best Practices discussions using the Design Thinking process.
WEEK 1 OVERVIEW
TOOLS OF THE TRADE & DEFINING THE PROBLEM

**MONDAY, JULY 27, 2020**

- 4:30 – 4:50 PM  
  Introduction and Overview of Design Thinking Process
- 4:50 – 5:00 PM  
  Explanation of the Exercise
- 5:00 – 5:20 PM  
  Round-Robin Brainstorming
- 5:20 – 5:30 PM  
  Poll & Wrap Up!  
  Homework (Tool: MURAL)

**WEDNESDAY, JULY 29, 2020**

- 4:30 – 4:45 PM  
  Explain the “Problem Statement” Exercise
- 4:45 – 5:15 PM  
  Develop a Problem Statement (Breakout)
- 5:15 – 5:30 PM  
  Share & Homework (Video: PERSONA)
PERSONA & JOURNEY MAPPING

• MONDAY, AUGUST 3, 2020
  • 4:30 – 4:45 PM  
    DESCRIBE STUDENT PERSONAS
  • 4:45 – 5:15 PM 
    BREAKOUT: COMPLETE 3 PERSONAS
  • 5:15 – 5:30 PM 
    WRAP UP & HOMEWORK 
    (VIDEO ON JOURNEY MAP)

• WEDNESDAY, AUGUST 6, 2020
  • 4:30 – 4:45 PM  
    DESCRIBE JOURNEY MAP
  • 4:45 – 5:15 PM 
    BREAKOUT: COMPLETE JOURNEY MAP
  • 5:15 – 5:30 PM 
    WRAP UP & HOMEWORK 
    (VIDEO ON SERVICE DESIGN)
WEEK 3 OVERVIEW
SERVICE DESIGN & ACTION PLANS?

• MONDAY, AUGUST 10, 2020
  • 4:30 – 4:45 PM  
    Introduction to Service Design
  • 4:45 – 5:15 PM  
    Breakout: Develop Service Design
  • 5:15 – 5:30 PM  
    Wrap Up & Homework  
    (Video on Action Plans)

• WEDNESDAY, AUGUST 12, 2020
  • 4:30 – 4:55 PM  
    Introduction to Action Plans
  • 4:45 – 5:15 PM  
    Develop Action Plans
  • 5:15 – 5:30 PM  
    Wrap Up & Survey  
    (Tailor Action Plan for You on Mural)
NEXT STEPS & TAKE AWAY

SGAP Leaders
Student Global Ambassador Program
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