University of Virginia: Service Learning Practicum

Customer Project Agreement

This document contains a number of items of note and disclaimers for nonprofits taking part in the Service Learning Practicum ("SLP") at the University of Virginia ("UVa").

- Please do not hesitate to email the course instructor. It is his/her job to facilitate the interaction between the customer and the students, so if there are any issues at all, contacting him or her is the best way to get them resolved.
- Likewise, please don't feel shy about suggesting changes to the requirements document. The purpose of that document is so that we can estimate how to build the system that works best for the nonprofit. Thus, if the nonprofit feels that the system would work better with certain changes, then please mention this – either to the course instructor (before the projects actually start) or the students (after the projects start). That being said, requirement changes presented in the late spring may not be able to be implemented in time due to the impending end of the academic school year.
- The course instructor will largely disappear once the projects start in late September. The reason for this is to allow the students to work on their own – if the instructor is present, or helping the development of the system, then the students will generally not lead, which is one of the goals of the SLP. The course instructor and the students stay in very regular contact about the system, which allows multiple people – other than just the students – to follow the progress of the system.
- The schedule for the academic year is estimated to be the following:
    - Late September: project groups assigned, students start contacting the nonprofits
    - October: students learn the customer's needs and the framework on which the system will be built on
    - November: System development to meet the minimum requirements
    - Early December: deployment to the deployment host; initial system finalization
    - Late December through early January: winter break, so little development will occur
    - Late January through late March: Further system development to meet the desired requirements
    - Late March through early May: system transition: documentation, final testing, etc.
    - Early May: final hand-off to the customer
- This system comes with no warranty – it may work, or it may completely fail. There is no legal or financial liability on behalf of UVa or the SLP.
- The time commitment from the customer averages about 1 hour per week: meeting with the students every other week, answering emails, etc.
- The customer agrees to meet, in person when possible, with the students approximately every other week. This meeting can be with a surrogate, of course. Due to issues such as transportation limitations or nonprofit location confidentiality, the meeting may have to occur at UVa rather than at the nonprofit's location. On grounds meetings will likely occur in Rice Hall. Metered parking can be obtained in front of Bryant Hall (part of Scott Stadium) off of Stadium Road.

- The system will eventually have to be hosted somewhere. Any and all hosting costs are the sole responsibility of the nonprofit. The students can investigate free hosting services, but they may not be appropriate for the type of system developed, and thus should not be counted on.
- The code is owned by the students. The nonprofit is granted a license to use it, but the nonprofit may not distribute it in any fashion outside of the nonprofit itself. This is covered in detail in the "Student Participation and Release Form", item 6. That form can be found online at http://aaronbloomfield.github.io/slp/uva/legal.html.
- If a Non-Disclosure Agreement (NDA) is desired, then the nonprofit can request that the students sign such a form. A default NDA is provided at http://aaronbloomfield.github.io/slp/uva/legal.html; any other NDA must be approved by the legal authority at UVa *prior* to student signatures. The course instructor(s) should also sign any and all NDAs, as s/he will also have access to the confidential data.
- Once the students graduate in May, their work for the SLP is complete, and they are under no obligation to continue to support the system. Historically, about half the students are willing to help out with bug fixes and minor system maintenance, but there is no guarantee of that. Thus, the nonprofit needs to be aware that there may be NO system maintenance provided after the completion of the SLP in May. The course instructor can try to help, but due to the large number of projects, it is not feasible for him/her to be able to support all the projects.
- System documentation will be delivered in May with the completion of the system – this includes a user manual, programming reference, installation instructions, and other items.
- The students may be new to the domain that the nonprofit operates within, and may ask inappropriate and/or politically incorrect questions. Please gently correct them, as they may still be learning the best way to phrase items of relevance within the nonprofit's domain.

I certify that I am aware of all of the above bullet points.

NONPROFIT REPRESENTATIVE

_____

Authorized Signature

_____

Name - printed or typed

_____

Title

_____

Date