

## Community Partner Guide for the Global Community Challenge YYC

### Fall 2023

Welcome and thanks for your interest in participating as a Community Partner for our Global Community Challenge YYC!

The Global Community Challenge YYC is a hands-on program that challenges students from the University of Calgary and from UCalgary's exchange partner universities around the world to work in cross-disciplinary, cross-cultural teams to come up with solutions for real life problems identified by organizations in the Calgary community. This will give them the opportunity to develop valuable skills in areas such as communication, intercultural capacity, teamwork, leadership, problem solving, interdisciplinary thinking and innovation, while also extending their network with other students, mentors, and organizations. All this will be done from home due to the virtual nature of this program.

This global learning @home initiative was developed through funding by the Government of Canada's Outbound Student Mobility Pilot Program.

As a Community Partner, you will determine a challenge your organization is facing that will be addressed by the student team. Whether or not you choose to implement their proposed solution is entirely up to you! Your feedback on the team's work as well as their solution will also be a part of the "competition" aspect of the challenge. Please carefully review the following information for details on your participation and commitment. You will need to submit your challenge through the following link no later than Sunday, August 20, 2023:

[GCC Community Partner Challenge submission form](#)

### Who can be a community partner?

We handpick community partners based on the organization's focus on local, intercultural, and global issues. This challenge is all about understanding how issues that are relevant around the world also affect day-to-day life here in Calgary and/or in the regions in which you are active. The Global Community Challenge YYC aims to inspire students to create positive change in their own city and beyond - and that starts with supporting your organization!

### How much time do you need to invest?

We estimate this will require a 15–20-hour time commitment from one staff member over the 8–10-week challenge from the week of September 25<sup>th</sup> to the end of the week of November 27<sup>th</sup>. That includes your training workshop, meeting and collaborating with the team(s), a semi-final competition, final competition (for shortlisted teams), and debriefing with your team(s). Of course, you are welcome to put in more time if you would like.

## What is your role as a community partner?

As a community partner, we ask that you identify a challenge for 1 or 2 student team(s) to develop a solution – ideally a real-world challenge that your organization is currently facing. Remember the team is working virtually, with student participants from around the world so the challenge cannot require tasks on the ground. You will support your student team with insights, context, and feedback to ensure they understand the challenge as they develop a solution.

As a community partner, you are expected to:

- Actively participate in Zoom discussion meetings with your student team, for a total of 15-20 hours during the Challenge from late September to late November. We estimate four to five meetings lasting around 1.5 hours each.
  - 1 initial Zoom meeting for introductions and to learn about the organization and the issue/challenge they are facing.
  - Follow-up emails and phone calls to answer questions and provide clarification, as needed, as your team develops their solution.
  - A meeting during the “Feedback Round” to provide feedback on the solution thus far and to help prepare for the final presentations.
  - A debrief meeting following the completion of the competition so the student team can provide you with their solution and answer any questions you may have.
- Respond to your team’s emails and/or phone calls as soon as possible but no more than 3 working days.
- Provide constructive feedback to your team from a place of care and concern for their success and well-being. [The Centre for Mentoring Excellence shares](#) the following advice for giving quality feedback:
  - Being transparent about the value of feedback.
  - Providing feedback in a timely manner, so that it remains relevant.
  - Consider the perspectives and feelings of your team and balance negative comments with positive comments.
  - Provide sincere feedback. If positive comments are false, this undermines credibility.
  - Keep it two-way – have a conversation, not a lecture. Accept feedback from your team.
  - Be careful not to overwhelm your team. Your role is to support and clear the way for them, not complicate it.
- Watch the presentation of the team’s proposed solution for the semi-final and/or final, should your team make it through.

- Join the Global Community Challenge Finals event to see whether your team’s presentation has been selected as one of the top 5. At the final, the top 5 teams will share their video presentations and participate in a Q&A with judges during which winning teams will be announced!
- Participate in a final debrief meeting with your team after the competition and receive any work and materials generated by them.

Your consistent availability is a key component for the success of this initiative. If something arises and you need another colleague from your organization to take over the role as a Community Partner representative during the challenge, please notify the UCalgary organizing committee at [global.challenge@ucalgary.ca](mailto:global.challenge@ucalgary.ca) and connect them with your replacement so they can be oriented to the team and challenge goals:

### What is expected from the student teams?

- We expect that participating in this challenge will require students to commit approximately 30 hours of their time. This would include workshops, meetings with community partners and mentors, working with their team, preparing final presentations, and a debrief after the completion of the challenge.
- Each team will have an assigned mentor(s) to support them in the development of their proposed solution. Students are expected to have 3-5 Zoom meetings (1.5 hours each) with their mentors across the span of the challenge.
- We will be running 7 separate workshops across the active weeks of the challenge. All sessions will be held virtually on zoom. Students are expected to attend Workshop #1 synchronously, and the following workshops synchronously or asynchronously. At least 1 member of each student team is required to be present synchronously at each workshop. Most workshops will be offered two times to accommodate different time zones of participation.
- Students are expected to lead and maintain communication with their assigned community partner and mentor(s) after the first meeting, which will be coordinated by the mentor.
- If there are any expectations that can be reinforced with students during the challenge, please contact Chris Enns at [chris.enns@ucalgary.ca](mailto:chris.enns@ucalgary.ca) and the UCalgary organizing team at [global.challenge@ucalgary.ca](mailto:global.challenge@ucalgary.ca)

### Students’ Certificate of Participation and Co-Curricular Record

University of Calgary students and students from our international partner institutions are eligible for a Certificate of Participation. University of Calgary students who complete the challenge are also able submit a request to add their participation in the Global Community Challenge YYC to their Co-Curricular Record. Challenge participants are eligible for the Certificate of Participation and/or Co-Curricular Record provided they complete the following:

- Attend workshops synchronously and write responses to discussion questions on D2L **or** watch the recording of all workshops and write responses to discussion questions on D2L
- Contribute to the video presentation of their solution during the Feedback Round of the challenge

Students participating through our international partners are ineligible for Co-Curricular Record because it is an internal UCalgary program offered through the Leadership and Student Engagement Office.

Certificates will be sent to students after the program has ended. UCalgary students who qualify for Co-Curricular Recorded will also be sent instructions on how to add the challenge to their record after the program has ended.

### **Is the student team responsible for solving and executing the solution to the challenge?**

Due to the short timeframe and physical location of most of the participants, student teams are expected to develop and articulate the process to address the challenge, and to outline what the solution would look like, but they are not expected to carry out and execute the solution. For example, if the challenge set by a community partner is around how to pivot their community engagement from a face-to-face focus to a digital focus, student teams will be expected to deliver a strategy on community engagement, but not to execute that strategy.

Such a strategy could highlight the different types of diverse partners to collaborate with on community outreach, and perhaps a vetting tool to select the right partners to collaborate with, but student teams would not be required to list the actual organizations to partner with. The deliverable for student teams is the toolkit the community partner can deploy, or a strategy they can execute. Student teams are not expected to deploy the toolkit or execute the strategy.

As a guide, we have included the Fall 2022 scoring rubric at the end of this document. Please note that we are in the process of updating this rubric for Fall 2023.

### **What is expected from the team mentors?**

We aim to assign two mentors to each team (if possible) and they will be assigned based on their interests and areas of expertise. The Team Mentor is available to provide strong, effective guidance to the student team(s) as they explore the challenge set by their community partner organization. Our student participants are bright and enthusiastic and rely on their mentors as their guide to navigate what may be, for many of them, the first time actively working in a global team, and on a real-world problem set by professional organizations. Mentors are a key part of creating a vibrant learning experience for our global student teams.

Mentors will:

- Expand their team's horizons as they explore ideas towards crafting possible solutions.
- Provide strategic direction for their team, and potentially co-create solutions together with them.
- Support their team in helping them consider all the different sides to their challenge.
- Bring their experience and expertise to enrich the team's approaches and strategies.
- Encourage and energize the students to develop a compelling "pitch" that will exhilarate the judges.
- Empower the students to work together effectively as a team, leveraging their multicultural insights and diverse strengths.

### What is the difference between a community partner and a team mentor?

The main difference between the community partner and team mentor is that the community partner is the “client” who defines the challenge and offers feedback on the development of the solution and how it will or will not meet their needs. The goal for the team is to offer the community partner a workable, innovative solution that meets the needs of their organization. Community partners can guide the students, but they are not expected to address team dynamics, differing levels of participation within the team or interpersonal challenges among team members. The team mentor is available to provide strong, effective guidance to the student team(s) as they explore the challenge set by their community partner. The team mentor is expected to support the team working effectively together, encourage full participation of all team members and communicate with the UCalgary team if issues arise. The Global Community Challenge is meant to reflect real-world working dynamics, and we hope all students will gain new teamwork skills. The mentor is a supportive, coaching role, and is not expected to offer direct solutions to the challenge set by the community partner.

Other areas to which mentors may lend support include reviewing the rubric with the team, suggesting areas for further exploration or research, and reminding teams to ensure their solutions fit within the parameters a community partner has communicated would be feasible and effective within the organization.

### What are the overarching goals of this challenge? Something to keep in mind...

For us, the competition component is secondary! It is not just about who wins this challenge, it is really about the process and the learnings that students gain along the way to support community and help tackle real-world challenges. They will work in interdisciplinary teams with students from different countries and cultures, learning to see things through different lenses, gaining a better understanding of themselves, discovering more about their strengths and weaknesses and how to work effectively with others.

We are hoping to explore ways to make the proposed solutions and contributions of student teams sustainable for our community partners. If you have suggestions for how we can continue to work together, please do not hesitate to reach out.

### How will you get connected with your student team(s)?

In their application, students will select their top two or three community challenges based on their interests, knowledge and skills. Individual students will be placed into teams of 5 or 6 with the goal of creating cross-disciplinary and multi-cultural groups to address each challenge. Once the teams are assembled, you will be matched with the team(s) that selected your challenge.

We will connect you with your student team and the team mentor by email to facilitate introductions on Sept 25<sup>th</sup>. Please follow up on communication from your team’s mentor to book your first team meeting with your student team, which should take place the week of Oct. 2<sup>nd</sup> to Oct. 6<sup>th</sup>. If your student team is unresponsive, or if you have any questions or concerns, please contact [global.challenge@ucalgary.ca](mailto:global.challenge@ucalgary.ca) or [chris.enns@ucalgary.ca](mailto:chris.enns@ucalgary.ca)

**How will I communicate with the mentors and Global Community Challenge YYC organizing team?**

- **Direct to our team:** We regularly monitor [global.challenge@ucalgary.ca](mailto:global.challenge@ucalgary.ca) – please use this email if you would like to discuss anything that may be interpreted as personal, or that should be discussed privately. If you have a serious concern about a student, or specific students you would like to discuss, please email us directly at this email address.
- **Connect with Chris:** Feel free to contact Chris for guidance or issues related to your challenge, or how to work effectively with your student team. Send an email anytime to [chris.enns@ucalgary.ca](mailto:chris.enns@ucalgary.ca) to discuss it by email or request a Zoom call.
- **Check-in survey:** We will also send out a short survey to all community partners and mentors in early/mid-October to check in on how you’re doing and would be happy to follow-up with any mentor.

**Challenge Milestones**

<b>Oct 30- Nov 10</b>	<b>Feedback Period</b>	<b>All teams</b> to share their solution at the Feedback Round meetings and receive feedback.
<b>Nov 17</b>	<b>Submit final presentation video for judging</b>	<b>All teams</b> to submit a video of judging for the final round of the competition
<b>Nov 23</b>	<b>Finals Round</b>	<b>All teams</b> to attend finals. Top 5 Teams will be announced and given a Q&A session with the judges. Winner will be announced.

## Global Challenge YYC Community Partner Timeline

Date(s)	Milestone or task	Approx. volume of emails/week
Aug 23	Deadline for Community Partner Challenges to be submitted – <b>Final Details</b>	Moderate
Aug 24	Community Partner Challenges go live on Global Community Challenge website for student viewing.	Low
Sep 22	Students receive acceptance emails.	Low
Sep 25 - Sep 30	Introduction e-mail of community partners to their student teams and mentors. Community partners and mentors to set launch meeting for week of Oct 2 – Oct 6.	High
Oct 2	Challenge starts, introductory meeting between student teams, mentors and community partners happens this week.	High (5-7)
Oct 2 - Nov 30	Community partners participate in ongoing communication with student teams	Moderate
Oct 23 - Oct 25	Mid-point check-in with mentors and community partners	Moderate
Oct 30 - Nov 10	<b>Feedback Period</b> Students must touch base with their community partner and their assigned UCalgary Expert to receive feedback on a draft of their presentation in this time frame.	High
Nov 17	Students submit final video presentation	Moderate
Nov 23	Community partners attend final presentation and Q&A with judges	High
Nov 24	Winning teams are selected and announced.	Moderate
Dec 1	Deadline to complete final debrief between community partners, mentors, and student teams.	Moderate

### Challenge evaluation guidelines:

The student teams will present their solutions and be evaluated by a panel of judges based on the rubric below. Please note that we are in the process of updating this rubric for Fall 2023. The new rubric will be shared on D2L.

#### Example:

#### Global Community Challenge YYC Fall 2022 Scoring Rubric

Team:	
Community Partner:	
Challenge:	

Please score how well the team addressed the criteria outlined below using the following scale:

Description	Score Value
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This criterion was very well addressed	4
This criterion was well addressed but there are small areas that could be improved	3
This criterion was addressed but could use improvement/elaboration	2
This criterion was somewhat addressed but has significant gaps	1
This criterion was not addressed.	0

Explanation of the challenge	Score
The challenge has been clearly explained	
The team has a deep understanding of intersectional issues that contribute to the challenge	
Proposed solution	Score
<b>Effective and Innovative</b> The solution addresses the defined challenge. The solution demonstrates critical thinking, is innovative and, where appropriate, applies disciplinary knowledge and existing research.	( ) x4
<b>Feasible and Sustainable</b> The solution is feasible and takes into consideration accessibility to resources and necessary supports; it also addresses the capacity of the community partner to implement the solution. The solution is sustainable and can be implemented long term with the plan outlined by the team. The team anticipated and responded to important questions or challenges arising from the proposed solution.	( ) x3
Global mindset	Score
Where appropriate, the team has aligned their solution with global or regional strategic goals and priorities (such as UN Sustainable Development Goals)	
Understanding of community partner	Score
The team demonstrates that they have appropriately engaged the community partner in the development in the solution and have a strong understanding of both the partner and their clientele	
The work of the team demonstrates knowledge, skills and abilities for Engaging Respectfully, Learning Cultures, Valuing Diversity	
Video Presentation	Score
<b>Organization</b> The video presentation was effectively organized and made good use of the time allotted	
<b>Communication</b> Visuals in the video served to enhance the presentation, and presenters spoke clearly and were easily understood	



Questions The team was able to address questions that were within the reasonable scope of their project	
<b>Overall Comments</b>	
	FINAL SCORE

**Additional resources:**

- [The Mentorship Guide for Teaching and Learning, by the UCalgary Teaching Academy](#)
- [6 tips from the Center for Mentoring Excellence](#)
- [Receiving and Giving Effective Feedback](#)

**Conflict of interest:**

As with all supervision and mentorship, any form of actual, potential, or perceived conflict of interest should be avoided. Mentors should disclose any actual, potential, or perceived potential conflicts to the Global Community Challenge administrators. Conflict of interest situations could include, for example, personal relations (familial, romantic, sexual) with mentees or community partners, or financial relations, such as employer-employee or business co-ownership.

**Take care of yourself and each other:**

As we strive to create a safe and respectful workspace for mentors, students, community partners:

- Ensure that your team's environment is safe, healthy, and free from harassment, discrimination, and conflict.
- Contribute to a collegial environment; seek to add to, rather than take away from, the wellness of others.

**Contact information:**

For any questions or concerns, contact Chris Enns, Global Training Programs Specialist/GCC Community Partner Coordinator: [chris.enns@ucalgary.ca](mailto:chris.enns@ucalgary.ca) and the Global Challenge YJC team at [global.challenge@ucalgary.ca](mailto:global.challenge@ucalgary.ca)

**Thank you!!!**

Our goal is to make this a meaningful experience for all involved.