Frequently Asked Questions (FAQs) for the MCP Project

1. I am interested in doing a solo project, is that okay?
   a. Yes, absolutely!
2. For people who are planning to work in teams with members of the same Secretariat but different department, how should we approach this?
   a. You can find something that matches your expertise or find something that is more general. Maybe each of your agencies has different ways of solving that problem. It could be looking at it from a different lens and the effect that it has on the different agencies that you are talking to.
3. Does the project have to solve the problem we identify?
   a. The goal of the project is to solve the problem, yes. However, many problems have many facets to be solved and you may only be able to work on one aspect of the problem solving and that can have an impact. Progress toward solving the problem is a good project, too.
4. Does my project have to have a financial or budgetary component or can it be something more simple such as a broad, sweeping policy change that involves multiple external partners and buy-in from subordinates?
   a. It can be anything, so it definitely does not have to have a budget. It can be a broad sweeping policy change or policy change in your unit/department/agency only.
5. Can a project be about bringing awareness to a state agency?
   a. Yes, definitely!
6. Will a lesson plan suffice as the project, e.g., I expect that another agency will be involved in some training for one of the ideas.
   a. Doing a lesson plan is absolutely a project and maybe someone takes the training to the next level, but a lesson plan is indeed a project. A lesson plan is not a quick and easy task. Resource guides, job aids, e-learning, mass.gov secretariat sites, all of these can be vehicles to bring awareness to something.
7. Can it be a project that was completed several years ago or should it be more recent or currently underway?
   a. It can be something that is currently underway, it does not have to be a new project. If the project was completed already, you can revive it with something new, or extend it to include new work you do.
8. How do I go about finding a project?
   b. Think about a process improvement. Sometimes, you might be drawn to big, grand projects - something you will do that will be statewide and affect your

entire secretariat and will last more than 6 months. However, that may not be attainable. Alternatively, you can try to target a smaller, manageable project to make meaningful and impactful change. An example could be: how do you reduce wait time in a lobby? How to help clients have a better experience? Process improvement within a department? Identifying and implementing a simple change in a document to increase customer success?

9. I'm struggling with finding a project because my work is more related to contact with stakeholders than it is about tangible items.
    a. You can look at how you communicate with your stakeholders, or how you disseminate information or policies as a project. Think about improving the experience or the workflow, which can be something as simple as creating a better form for people to use.

10. How much of the materials from the courses should be integrated into the project presentation?
    a. It doesn't have to be specifically "this is what I took from this class, or this is what I took from that class", but just use what you can for the project. If you want to mention it because it was helpful, great, but it doesn't have to be integrated.

11. Do we need to get approval from our Manager?
    b. You don't need to get a physical signature or formal approval from your Manager, but we do trust that you will talk to your Manager that you will work on a project that they approve.

12. What happens if the project is not fully completed by May?
    a. The project does not have to be completed by May. We ask that you do your best in implementing it, and present on what you would be able to accomplish in the project. You may say that it has failed, and that's okay as well! The goal would be to hear about why it failed and the efforts and learning experience you were able to have.

13. How do I submit my Project proposal?
    a. You need to complete the form and submit online. Form will be sent when the program starts.

14. When can I submit my project proposal?
    c. You can submit your proposal as soon as the MCP Hub for participants is shared with you in September. The due date is in January.

15. Is there any flexibility with January Project Proposal deadline?
    a. If you have any issues, just reach out to us! We can help figure it out on a case-by-case basis. If you are worried about a change in the future, that's okay as well, do your best to put down what you think it will be and we can adjust with the change accordingly.

16. Does the project proposal submission need to include a project explanation or everything attached or just a gist?
    a. It can be one sentence, it can be a whole paragraph, and you can work off of that as well. You do not have to attach any materials to the proposal. It's a good way to put into words exactly what you want to do. Consider it a good kickstart to your project. We will have a proposal form for you to use to submit and we ask the main questions for your proposal – see the *MCP Project Guidelines* document.

17. What kind of format can my project presentation be in?
    a. PowerPoint is not required. You can use any application to present your project. You can share screen with documents you produced, narrative, or bullet points.

18. Will we be presenting live or on Zoom?
    a. All final project presentations will be held virtually on Zoom. There will be two dates available per cohort, but you can attend the date that works best for your schedule. A form will be sent in April for you to choose your presentation date.

19. For presentations, are you looking more for what we did, how we got there, our thought process, or all of the above?
    a. A bit of it all. In your presentation you should cover your project and your process, and it would be great if we could hear about what you learned and different obstacles or interesting things that happened.

20. What is the time limit for the presentation?
    a. 5-7 minutes is recommended, but we do have a little buffer time put in. The block of time each person is allotted is 10 minutes, as we want to encourage you to be succinct in your presentation. Keep in mind that in addition to your friends and family that may attend, the senior leaders that you work with will be invited as well.

21. What are our overall deadlines?
    c. January: Project Proposal
    d. May: Project Presentations

22. Do I need to refer to concepts learned in the course?
    e. It's a good idea to call out the major things, but maybe when you've learned something about yourself and you use that information to work more collaboratively with someone, it might be a good idea to add to your presentation. It's more about incorporation than calling it out, we want it to work smoothly with your project.