



This course supports the assessment for MBA, Healthcare Management Capstone. The course covers 7 competencies and represents 4 competency units.

Introduction

Overview

The Capstone is the culminating assessment of the MBA curriculum. You will integrate the MBA degree competencies demonstrated thus far in your MBA program and you will develop competencies in business strategy content. All of your MBA competencies will be demonstrated as you work as a consultant with a real-world organization to address a business challenge and practice teamwork and strategic management skills to simulate running a business.

Getting Started

You are required to complete five tasks. This course is challenging, so take some time to fully understand the course expectations. One of your first tasks is to enroll in the Capsim simulation. Contact your program mentor to approve the enrollment and to assist you through the process. This will generate an email that will contain instructions for your required Capsim pre-work.

About a week before your start date you will receive a Finish Strong email. Use this email to reach out to your team members and organize your first meeting, to attend the recorded webinars, and to understand the assignments due your first week. This course requires you to complete four rounds of practice and eight rounds of competition simulations with your team within Capsim. Successful completion requires your team to score in the 50th percentile or higher on the balanced scorecard and to work individually with a business to help them solve a real-world business problem. Use the Knowledge Base Index (located in the Course Search) to search for Task Instructions, rubric guidelines, and other course-mentor-provided resources to guide you through the required expectations in this course.

Watch the following Getting Started video for this course:

Competencies

This course provides guidance to help you demonstrate the following competency:

- **Competency 981.1.1: Capstone**

The graduate integrates and synthesizes competencies from across the degree program and thereby demonstrates the ability to participate in and contribute value to the chosen professional field.

Course Instructor Assistance

As you prepare to demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and are eager to work with you.



Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, and you are encouraged to contact them as soon as you begin. Course instructors are fully committed to your success!

Preparing for Success

The information in this section is provided to detail the resources available for you to use as you complete this course

Learning Resources

The learning resources listed in this section may be referenced to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

Manually Enrolled Resources

You will need to enroll in the learning resources listed in this section.

Capsim Management Simulations

Registration instructions are found in the Cohort Enrollment Confirmation email. To request enrollment in a cohort, go to the Explore Cohort Offerings section, click on View Details & Enroll, and select the start date that works best for your schedule. The Capsim team cohort begins twice a month. Please plan your enrollment to allow at least eight weeks prior to the end of your term to complete the simulation and the associated tasks in Taskstream. Team assignments will be distributed one week prior to the start date. Contact your program mentor or Learning Resources (learningresourcestier2@wgu.edu) for assistance with requesting enrollment in the capstone cohort and ensure that you receive a team assignment.

Previously Used Resources

You can access any of the learning resources that you've used throughout your MBA program. You may be prompted to log in to the WGU student portal to access the resources.

Cengage MindTap

Managing Organizations and Leading People, including:

- [Daft, R.L. \(2014\). *Management*. South-Western, Cengage Learning. ISBN: 9781285068657](#)

Global Economics for Managers, including:

- [Mankiw, G. N. \(2014\). *Principles of Economics \(7th Ed.\)*. Cengage Learning. ISBN-13: 9781285165875](#)



- [Peng, M. \(2014\). *Global Business* \(3rd Ed.\). Cengage Learning. ISBN-13: 9781133485933](#)

Human Resource Management, including:

- [Phillips, J. M., & Gully, S. M. \(2014\). *Human resource management* \(1st Ed.\). Cengage. ISBN-13: 9781111533557](#)

Management Communication, including:

- [Guffey, M. E. & Loewy, D. \(2014\). *Business communication: Process & product* \(8th ed.\). Stamford, CT: Cengage Learning. ISBN: 9781285094069](#)

Marketing, including:

- [Pride, W.M., & Ferrell, O.C. \(2014\). *Marketing*. Mason, OH: Cengage Learning. ISBN: 9781133939252](#)
- [Ferrell, O.C., & Hartline, H. \(2014\). *Marketing strategy, text and cases* \(6th ed.\). Mason, OH: Cengage Learning. ISBN: 9781285073040](#)

MyEducator

- [Accounting for MBAs](#)
- [Finance for MBAs](#)

VitalSource

- [Thompson, A., Peteraf, M., Gamble, J., & Strickland III, A. J. \(2018\). *Crafting and executing strategy* \(21st ed.\). McGraw-Hill Education. ISBN: 978-1-259-73278-2](#)
- [Trevino, L.K., & Nelson, K.A. \(2014\). *Managing business ethics: Straight talk about how to do it right* \(6th ed.\). Hoboken, NJ: Wiley. ISBN: 9781118801697](#)

Ebook Central E-Books

The following textbooks are available to you as e-texts within this course. You will be directly linked to the specific readings required within the activities that follow.

- [Bogardus, A. \(2012\). *PHR/SPHR—Professional in human resources certification study guide* \(4th ed.\) Hoboken, NJ: Wiley. ISBN: 9781118289174.](#)

EBL e-books can be downloaded to your computer or mobile device. Follow the [instructions](#) to download your e-books for offline access.

Note: These e-texts are available to you as part of your program tuition and fees, but you may purchase hard copies at your own expense through a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition.



MindEdge

- [Data-Driven Decision Making](#)

WileyPlus

Operations Management, including:

- [Reid, R.D. & Sanders, N.R. \(2012\). *Operations management* \(5th ed.\). Hoboken, NJ: John Wiley & Sons. ISBN: 9781118122679.](#)

Additional Preparation

The MBA Capstone Course differs from your previous courses in several ways. Because it is an integration of previous courses, you will want to review your notes and assessments from those courses as you complete your Capstone activities.

Final Video Presentation

The final task in the Capstone requires a recorded video presentation of your work. You will be using the Panopto video recording system. As part of the task requirements, you will submit your recording for evaluation. Instructions for using this system are included in the course of study.

The Model Capstone Archive

Your final Capstone project should be a project that you will be proud to exhibit in your portfolio. Exemplary work is also eligible for annual Capstone awards selected from projects from all graduates. Western Governors University has developed Capstone archives to display final Capstone written work and presentations. When WGU archives your final Capstone documents, these will be made available to current students, mentors, and evaluators after you have graduated. You will be able to determine whether you wish to participate in the Capstone Archive by completing a copy of the Capstone Waiver and Release Form upon completion of your Capstone. The Capstone Waiver and Release Form can be found as a file attachment in Taskstream. By participating, your scholarship and effort at the University will be recognized, and you will have the satisfaction of contributing to the advancement of WGU and its students.

Since your final Capstone project is to be shared with the WGU academic community, you will want to make sure that this represents your best work and displays rigorous scholarship and practical application of competencies. WGU has taken great care to ensure that safeguards are in place to guard the academic authenticity and the exposure of sensitive information. When you submit the Capstone Waiver and Release Form, you agree to remove voluntarily confidential information. This means your own personal details and contact information and information identifying co-workers, organizations, and their contact information. View the Capstone Security and Anonymity document for more information.

The course instructors will aid you in understanding areas where you need to improve and will guide you to learning resources. For a calendar of events, please refer to the [Course Instructor](#)



[Live Calendar](#) and use the course instructor [Finish Strong](#) video to guide you through the expectations in this course. Request their help as needed when preparing for the assessment.

The Capstone archives may be accessed via your student portal. It is linked under: Student Support > Assessment Services > Performance Assessments.

MBA Capstone Course Community

The course community is a virtual space in this course of study where you can interact with other MBA Capstone students and the Course Instructors. You may post questions and share your knowledge by responding to questions using the Chatter feature, view important tips and announcements, and search the knowledge base using the Course Search feature.

Topic and Pacing

The topics and pacing guide suggests a weekly structure to pace your completion of learning activities and assessments. It is provided as a suggestion and does not represent a mandatory schedule. Follow the pacing guide carefully to complete the course in the suggested timeframe.

Week 1

- Capsim simulation registration
- Open the confirmation email from Learning Resources and complete pre-work

Week 2

- Live cohort event
- Review team strategies and team roles
- Schedule team meeting
 - Team contract
- Update roles and complete practice rounds

Weeks 3 & 4

- Practice rounds and debrief
- Team contract
- Team schedules and formal debrief
- Use new course code (received during formal debrief)
 - Reregister in Capsim
 - Reform or join team

Weeks 5 & 6

- Submit Task 3
 - Problem Statement
 - Client Verification Form
 - Capstone Waiver Release Form
- Team Collaboration
- Competition rounds



- Balanced scorecard

Weeks 7 & 8

- Capsim simulation
- Peer evaluations
- Task 1
- Task 2

Weeks 9 – 11

- Task 4
 - Consulting Report

Week 12

- Submit Task 5
 - Reflection

Capsim Simulation

The first two tasks for your Capstone assessment relate to your substantial participation in and reflection on the Capsim simulation experience. You will work in teams to simulate running a business. Prepare to contribute your best to your team. Your results will be compared to investors' expectations and other WGU teams in the same industry.

Simulation

Capsim allows you to act as a business leader to make decisions in a simulation environment. You won't be running the business by yourself. The assessment tasks include both the ultimate success of your company and how well your team functions.

This topic addresses the following competency:

- **Competency 981.1.1: Capstone**
The graduate integrates and synthesizes competencies from across the degree program and thereby demonstrates the ability to participate in and contribute value to the chosen professional field.

Simulation Schedule

There are three different parts to this simulation: the learning phase, the practice phase, and the competition phase. You will complete some activities to get you going in the learning phase. You will complete four rounds as a team in the practice phase and eight rounds in the competition phase.

Because this task requires that you work with other students as a team, there are certain deadlines that must be met. Each team establishes its own schedule. The following suggested schedule will help give you an idea of what to expect. Each part is explained in more detail



below.

Schedule:

Prior to Start Date - Team assignments distributed by course instructors and teams are encouraged to conduct an introduction call.

Phase 1 - Attend Finishing Strong cohort call and conduct first official team meeting (contract, roles, schedule, strategy selection, and situation analysis).

Phase 2 - Complete four practice rounds with team, conduct team debriefs, schedule and conduct Capsim debrief. Submit team contract to course instructor for approval via email: MBACapstone@wgu.edu.

Phase 3 - Reregister in Capsim using the code provided during the Capsim debrief and begin competition rounds.

Phase 4 - Complete four competition rounds; submit round four balanced scorecard to course instructor via email: MBACapstone@wgu.edu; complete last four competition rounds; and complete/retrieve peer evaluation.

Phase 5 - Achieve overall results in the top 50th percentile and begin work on Tasks 1 and 2 in Taskstream.

Team and Company Formation

This task requires that you work as a team. All efforts will be made to group students based on time zones and desired simulation pace (4, 6, or 8 weeks). This is not always possible. You will receive an email one week prior to your official start date with the names of your teammates. You should arrange to meet sometime during that first week.

Meet as a team and determine your individual roles in the simulation, your company strategy, and any other organizational and business tactics for the simulation. One member will form the company in Capsim, leaving registration open. The remaining team members will join the company. You do not need to contact your course instructor (as stated in Capsim).

Students must find their own screen-sharing and phone conferencing tools. Here is a list of tools that will help you when working with others in a virtual environment:

- [WGU Google Docs](#): Set up a shared document for tracking your work and collaborating on assignments.
- [Teamviewer](#): Share a common computer screen with other members of your team.
- [FreeConferenceCall.com](#): Set up a free conference call number you can use to have virtual meetings.
- [Skype.com](#): Participate in video and audio chat with your teammates.
- [WebEx.com](#): Participate in video and audio chat with your teammates.
- [Join.me](#): Participate in video and audio chat with your teammates.



Business Roles

There are six different roles in the simulation:

- product/research and development (R&D) manager
- marketing manager (includes advanced marketing)
- production manager
- finance manager
- HR manager
- total quality management (TQM)

Each role plays a functional part in the simulation and will be responsible for making decisions for that area of the simulation. In terms of team administration, one student will assume the role of CEO. The CEO is responsible for organizing team meetings, making sure deadlines are met, and serving as the team's liaison to Capsim and course instructors.

Each member will be assigned a team role. Every participant is required to fill at least one of the first four roles (R&D, marketing, production, and finance). The role you decide to fill determines if you need a second role or not. The roles are broken down by major and minor roles. Major roles are large areas with many aspects and decisions to make. For this reason, if you choose a major role, you will not have an additional role. If you choose a minor role, you will be required to choose a second role. Not all roles will be required to make a decision in all of the rounds. Decide what role(s) you would like to play in the simulation. You will then meet as a team to decide who will play what role. No two people can play the same role, so there may be some negotiation required if several people choose the same role. The following schedule lists what roles will be played in each round:

Major and Minor Roles

- Product Research and Development (R&D) Manager (Rounds 1-8)
- Marketing Manager (Rounds 1-8)
- Production Manager (Rounds 1-8)
 - Minor Role is Total Quality Management (TQM) (Rounds 4-8)
- Finance Manager (Rounds 1-8)
- Minor Role is Human Resources Manager (HR) (Rounds 2-8)

Note: The R&D Manager and Marketing Manager do not require minor roles.

Other Roles

- CEO provides an administrative role
- Ethics requires team vote/team decision (Rounds 3, 5, and 6)

Team Strategy

Your company decisions will reflect your strategy and tactics. For example, cost leaders will compete based on price while differentiators compete based on product design. The simulation



is designed so that teams will do much better if they follow a unified strategy for the whole company.

1. Log in to [Capsim](#).
2. Click "Getting Started."
3. Click "Pick a Strategy." Review the six strategies, which can be a starting point for your own team.

Situation Analysis

1. Log in to [Capsim](#).
2. Click "Getting Started."
3. Click the "Complete the Simulation Analysis" tab. The situation analysis covers important concepts that will help you plan for your company's future. When it is completed, the situation analysis will cover demand, capacity, and margin analysis. In addition, the consumer report is critical information for R&D and Marketing. The analysis will also help you assess how your customers perceive your current product line. You should plan to complete the situation analysis independently and with your team.

Capstone Courier

1. Log in to [Capsim](#).
2. Navigate to [Help & Support](#).
3. Click the "Tutorials & Demos."
4. Review the "Courier Explanation" tutorial there to get an idea of the data that is available in the Capstone Courier and how it can be used for making decisions in the simulation.

Support Documents

As a team, fill out the "Team Assignment Designation Form" found in Taskstream. Each student submits a copy of the completed form with the Task 2 submission. As a team, complete the "Team Contract" located in Taskstream. The Team Contract is the governing document for the team during the competition rounds. Teams are best served by clearly detailing how the team will operate, resolve problems, and give consequences for unacceptable behavior. All team members must actively participate and contribute in the simulation. If a team cannot resolve a problem or disagreement, the MBA course instructors will rely upon the team's contract to determine the appropriate course of action. The approved contract is submitted as part of Task 1.

Simulation Practice and Competition

In this portion, your team will make decisions for the company based on the roles and strategies you set up.

At the end of this section, you should have

- completed the practice and competition rounds of the simulation,
- completed a team evaluation on each of your teammates, and
- achieved 50 overall percentile or higher on your Round 8 balanced scorecard.



Practice Rounds

R & D - Rounds 1-4

Marketing – Rounds 1-4

Production – Rounds 1-4

Finance – Rounds 1-4

TQM – Round 4

HR – Rounds 2-4

Competition Rounds

R & D - Rounds 1-8

Marketing – Rounds 1-8

Production – Rounds 1-8

Finance – Rounds 1-8

TQM – Rounds 4 -8

HR – Rounds 2-8

Ethics – Rounds 3, 5, and 6

Making Decisions

Based on the schedule developed by your team, you will be asked to begin making decisions for the company. You will first make decisions as a team for four practice rounds. You can use the [Capsim Tips](#) document and the [Capsim Step-by-Step Guide](#) as you move through the practice rounds. Once the team has finished four practice rounds, the team contract will be finalized and sent to MBACapstone@wgu.edu for approval. Next, the team will [self-debrief](#) its practice round results before scheduling a formal debrief with Capsim. After the debriefing, the team will reregister in Capsim, reform and rejoin the company, then begin the eight competition rounds. Capsim will provide a new registration code as part of the formal debrief process.

It is the responsibility of each team member to keep up with the team's schedule and due dates. You can easily see what decision needs to be updated by logging in to [Capsim](#) and clicking on the dashboard. There are links to the next decision that needs to be made, as well as links to help documentation.



Each team member should have a role at this point. In addition to the textbooks you have used throughout your study at WGU, the Capsim Team Member Guide (online guide) is an excellent resource that you should reference when making decisions. The following resources are links to documentation and tips for making decisions in each of the roles:

- [Research and development \(R&D\)](#)
- [Marketing](#)
- [Production](#)
- [Finance](#)
- [Human resources](#)
- [Total quality management and sustainability](#)

Once you know how to make decisions, the first thing you need to do is review the "Capstone Courier" to make informed decisions for your role. You can access the report in the simulation or by logging in to Capsim and clicking on "Reports" > "Industry Reports" > "Capstone Courier" and accessing the most recent report.

All decisions should be made in order, which is R&D, Marketing, Production, and then Finance. You will likely not be successful if you make decisions out of order.

Ethics decisions will be entered in rounds 3, 5, and 6 and should be entered first when you begin these rounds.

Note: All team members will have access to the decision areas for all members. You only need to make decisions for your area, but you can see what decisions other team members are making if needed. Make sure you click the "File-Update Decisions" button when you are done.

Decisions made by other team members will not update in real time. When you are finished making changes you can save your decisions to the website by going to "File" > "Update Official Decisions". Decisions updated as "Draft" cannot be viewed by your teammates.

Once decisions are saved as official (not draft) there are two ways that students can see the decisions uploaded by other group members. In both scenarios, item #1 has to happen first.

1. Student #1 updates their decisions to the website by going to "File" > "Update Official Decisions".
2. Next, Student #2 can see those decisions by clicking, "Start from official decisions" when they first open their spreadsheet. This is like picking up where the group left off. In general, if you see the option to start from the official decisions then that is what you should click.
3. OR, if Student #2 were already in the spreadsheet they could click on "Undo" then "Undo to official decisions". This is like hitting refresh to make your spreadsheet show you whatever decisions are currently on file for the team.

Your round results will be available right after the team finalizes all decisions for the current round and advances to the next. The overall percentile updates once a day at 3:00 am EST.



You must manually advance to the next round via the dashboard in Capsim. You can then begin to make decisions for the next round.

As you work through the simulation, you may have specific questions about how the simulation works or technical problems. If so, please contact the Capsim support team. Their office hours are 9:00 am to 9:00 pm EST Monday-Friday. Weekend support consists of email support and callbacks. The support team can be reached at support@capsim.com or 877-477-8787. Capsim does not provide guidance on how to play the simulation or tell you what decisions to make.

For additional questions about the process for completing the simulation, refer to the Capsim Step-by-Step Guide available in the MBA Capstone knowledge base (accessible by clicking on Course Search in this course of study). The Capsim Step-by-Step Guide is provided as an attachment in the team assignment email that is sent to all students one week prior to the start date of the simulation.

If your team does not achieve 50 percentile as measured by the Round 8 (competition) balanced scorecard, your team will need to repeat the simulation. Task 2 cannot be submitted until a passing score has been achieved. Contact the course instructors if your team does not reach the 50 percentile threshold.

Team Evaluations

After you have completed the practice and competition rounds for the simulation, you will be asked to complete an evaluation on all members of your team. You can access this evaluation by logging in to [Capsim](#) and clicking on Homework > Legacy Peer Evals. Peer evaluations can be retrieved on Monday and Thursday and can be submitted on any other day of the week.

The instructions for completing and retrieving peer evaluations can be found on this link:

- [Peer Evaluation Schedule](#)

Once you have completed the simulation and have downloaded your peer evaluation report, you can begin working on Tasks 1 and 2 in Taskstream. Please refer to the tips documents below for additional guidance:

- [C216, C218, C219 Task 1 Tips](#)
- [C216, C218, C219 Task 2 Tips](#)

Complete the following tasks in Taskstream:

- MBA Capstone: Task 1
- MBA Capstone: Task 2

Real-World Business Challenge

The next tasks for your Capstone assessment relate to application of your MBA skills to a real-world business challenge. You will create a framework for addressing an existing business



challenge at your current place of employment, a local business, a non-profit, or any operating organization.

For these tasks you must select an organization and project that is related to your degree major. Your problem statement is reviewed and approved by course instructors to ensure it is appropriate in scope. The problem statement must be approved before you begin to work with your client. If the problem changes after you begin to work with the client, you must have the new problem statement approved. The approved problem statement is part of your Task 3 submission, and Task 3 must be passed in Taskstream before you can submit Task 4. Work with the course instructors to ensure that your proposal is appropriate, well-defined, and specific.

MBA Capstone Task 3: Problem Statement

The ability to identify challenges and needs in an organization is paramount to all MBA students and is a skill you will use on a regular basis. In this task, you will complete the following items:

- Identify a potential client whose business you are familiar with. Contact them to determine their willingness and ability to be a part of your Capstone project.
- Identify a business need that incorporates multiple functional areas so you will be able to apply competencies from across the MBA program.
- Develop a problem statement using the Problem Statement Form and obtain course instructor approval.
- Obtain your client's approval on the Client Verification Form.
- Complete the MBA Capstone Waiver form.
- Develop a response to Task 3 (approved problem statement, Client Verification form, MBA Capstone Waiver).

This topic addresses the following competency:

- Competency 981.1.1: Capstone
The graduate integrates and synthesizes competencies from across the degree program and thereby demonstrates the ability to participate in and contribute value to the chosen professional field.

Identifying a Client

You will first need to select a client and then start a log to track the amount of time spent with the client. You may choose your current place of employment, a local business, a non-profit, or any operating organization (e.g., government, school district, hospital, online business). Since this is a consulting project, you may not use a business where you have a majority ownership. Contact your potential client—either virtually, on the phone, or in person—to discuss the client's business leadership challenge or goal, and formulate a written statement that describes the challenge or goal in detail. Additionally, you should be able to meet with the organization in order to truly assess its needs and present your finished proposal.

Types of Businesses:



- current employer
- local company
- family or friend business
- businesses you frequent
- online businesses

Types of Organizations/Nonprofits:

- hospitals
- schools
- government offices
- churches
- community groups

Really, the sky is the limit. If it is an operating organization of any type, you can work with it personally; if the business need is large enough for this final project, it will probably work. The organization must have been in business for at least one year.

Identifying a Need or a Problem

Schedule an appointment to meet with your client to discuss the problem to be addressed. Work together to develop a problem statement for a current need or problem in the business. Look at the organization holistically and examine the problem or need from multiple positions to determine the most probable cause. The problem also needs to either be affected by or impact three functional areas within the organization. Refer to the [Functional Areas](#) document for a list of acceptable functional areas.

Client Verification Form (CVF)

You are required to submit a completed client verification form with Task 3. Your Task 3 will fail if the completed and signed CVF is not submitted. If Task 3 is not passed, Task 4 cannot be submitted. This is a legal document and is the only form or document in which you are required to use your client's real name.

It is the policy of Western Governors University ("WGU") that student Capstone projects should not be based upon, and should not include, any proprietary or classified information or material belonging to your employer or any other organization ("Restricted Information") without appropriate authorization.

Students are required to submit the MBA Capstone Client Verification Form from this organization as a separate attachment when submitting Task 3. The MBA Capstone Client Verification Form provides a template for a letter to your employer or sponsoring organization, along with the required form that needs to be submitted. The client verification form is a legal document and must include the client's legal name. The form can be found as a file attachment for Task 3 in Taskstream.

Failure to submit the appropriate documentation along with your Capstone work will result in a returned submission.



Problem Statement Form and Approval

When you have identified the problem that you are trying to solve, you will fill out the "Problem Statement" form to document your proposed problem for submission. This will help ensure that the problem or need fits the requirements for the Capstone project. This form can be located as a file attachment in Taskstream. When the form is complete and you are ready to submit for approval, please email your problem statement form to EvalCapstone@wgu.edu. Within three business days after the date submitted, you will receive an email indicating approval or requiring revisions prior to approval. If needed, course instructors may request a phone conference. You must submit an approved problem statement with your Task 3 submission.

Capstone Waiver Release Form

The Capstone Waiver Release Form is the third form required with the Task 3 submission. This form will indicate your approval to share your Capstone in WGU's archive. The waiver release form can be found as a file attachment for Task 3 in Taskstream.

For additional help, please refer to the following document: [C216, C218, C219 Task 3 Tips](#).

Complete the following task in Taskstream:

- MBA Capstone: Task 3

MBA Capstone Task 4: Developing a Solution

Once a challenge has been identified, it is time to develop a solution that holistically addresses the needs of your client.

In this task, you will complete the following items:

- Analyze how functional areas are contributing the problems and related obstacles to success.
- Present a solution, which may be comprised of several recommendations, to a business challenge.
- Create an action plan that includes implementation resources.
- Develop a visual timeline for implementation.
- Forecast the long-term financial and organizational impacts of your recommendation.
- Maintain a client contact/meeting log.

This topic addresses the following competency:

- Competency 981.1.1: Capstone
The graduate integrates and synthesizes competencies from across the degree program and thereby demonstrates the ability to participate in and contribute value to the chosen professional field.

As you progress through the business report, please refer to the following document: [C216](#).



[C218, C219 Task 4 Tips.](#)

Holistic Solution and Resources

After identifying the cause of the problem or need, refer to your previous experience and assessments to develop a solution. This solution should look holistically at all areas of the organization to solve the problem.

Develop a written proposal of your solution to include the action plan and an implementation timeline to recommend to your client that includes three functional areas of the organization. The solution should present the overall solution(s) as well as discuss how it solves the problems identified in the three functional areas. It is wise to break the proposal down into sections that are easy to understand, digest, and implement and that make sense for the industry. There is a business report template available in Taskstream that will demonstrate the appropriate formatting for this report.

Add your proposed solution and resources to C216, C218, C219 Task 4.

Visual Timeline

Estimating how long it will take to implement a recommendation is crucial for any proposal for clients. Meet with your client to determine needs and a realistic timeline for implementation.

Create a timeline to implement your recommendation. You could use a program like Microsoft Project to create a chart, but a simple table will do as well.

Add your timeline recommendation to C216, C218, C219 Task 4.

Organizational Impact

Estimating how much a recommendation is going to cost to implement is a difficult task. This estimation should be in the form of a table. Also, give the client recommendations for monitoring the implementation of your recommendation.

Add this forecast to C216, C218, C219 Task 4.

Presentation of Recommendation

Finalize your recommendation and arrange a time to meet with your client to present your findings. Be sure to be professional.

Complete the following task in Taskstream:

- MBA Capstone: Task 4

Capstone Reflection and Presentation

In business you will frequently be called on to present to various audiences. This professional speaking and presentation experience is critical to your ultimate success. In the final task of your Capstone, you will record your presentation to submit as a part of your culminating WGU



MBA Capstone project.

MBA Capstone Task 5: Reflection and Presentation

You should never be too busy to reflect on past experiences. As you review your previous actions, you can gain valuable insights into mistakes and successes that can help guide your future actions.

In an increasingly technological world, being able to communicate via multiple media will set you apart from the crowd. The recording of your presentation of your Capstone project is evidence of your skill and professionalism.

This topic addresses the following competency:

- Competency 981.1.1: Capstone
The graduate integrates and synthesizes competencies from across the degree program and thereby demonstrates the ability to participate in and contribute value to the chosen professional field.

Practice: Using Panopto

You will be using the Panopto video recording system. As part of the task requirements, you will submit your recording URL for evaluation.

Note: If you have not referred for the performance assessment to gain access to your tasks, you will not be able to utilize Panopto to record your video. The video recorder button will not display, and you will not have access to the correct course folders. Please refer for the assessment prior to attempting to use Panopto.

Panopto instructions and resources are located in the “File Attachments” and “Web Links” sections of the task directions. Contact [WGU E-Care](#) for additional support if you have any questions or concerns associated with using Panopto.

The following instructional videos will guide you through your first use of Panopto, including how to install the recorder to your computer and select capture sources prior to recording. It also includes some troubleshooting tips.

If you are a PC user, watch the following video tutorial on how to use Panopto to create your video presentation:

Note: To download this video, right-click the following link and choose "Save link as...":
[download video](#).

If you are a Mac user, watch the following video tutorial on how to use Panopto to create your video presentation:



Note: To download this video, right-click the following link and choose "Save link as...":
[download video](#).

When you are ready to use Panopto, go to the following website, log in using your WGU student portal credentials, and download/install the recorder:

- [Panopto](#)

After you have installed Panopto, you should practice recording yourself giving your presentation until you are confident with your skills using the tool.

Complete: MBA Capstone Task 5

Carefully read all of the requirements for Task 5.

- Assemble all of the media that will be included in your presentation.
- Practice using the technology as well as your communication skills.
- Review your work from the audience point of view.

For additional guidance, please refer to the following document: [C216, C218, C219 Task 5 Tips](#).

Complete the following task in Taskstream:

- MBA Capstone: Task 5

For details about this performance assessment, see the "Assessment" tab in this course.

Final Steps

Congratulations on completing your WGU MBA program! This work has prepared you for graduation and advancement in your career. Be sure that all assessment tasks have been completed successfully. Remember your mentors and others in your support network that have contributed to your success on this journey.