

Youth Enrichment Services

Executive Summary

Community Partner

Deanna Sinex

Student Consulting Team

Alice Nie

Natasha Akali

Sen Feng

Background

Youth Enrichment Services (YES), a non-profit organization, was originally started as Project YES, a summer learning initiative in West Virginia aimed at empowering youth in public housing communities. The success of Project YES led to the formation of YES in 1994, with a mission to provide similar opportunities to at-risk youth in Pittsburgh. YES' mission is to provide socially and economically at-risk youth the opportunity to achieve success through participation in mentorship, education, and enrichment programs. With 10 full-time staff, YES has reached over 5,000 young people through its programs, demonstrating its commitment to local communities, students, and families.

Project Description

Project Opportunity

YES recognized the need to expand its program offerings while increasing employee involvement. However, the organization faced two primary challenges: ineffective project management practices and disorganization within their Google Drive. Managing projects through monthly meetings and a Google Docs task list often led to missed deadlines and task ambiguity. Additionally, navigating the cluttered Google Drive to locate documents proved highly time-consuming, hindering productivity.

Project Vision

The project aimed to transition YES's task management from Google Docs to Monday.com, a robust project management platform, and establish an organizational structure for their documents through a comprehensive Wiki on Monday.com. The overarching goal was to significantly reduce time spent searching for information and ensure tasks were completed efficiently, enabling YES to scale up and better support its mission of serving at-risk youth.

Project Outcomes

The implementation of Monday.com as a project management tool and the creation of a comprehensive Wiki has enabled YES to serve more children while increasing employee

productivity. Key technology outcomes encompass integrating Monday.com's robust features for task management, notifications, and file sharing as well as developing a centralized Wiki for document protocols and configuring custom boards and templates. People outcomes showcase staff's new capacity to use the solutions effectively, with designated admins trained to maintain them. Process improvements include streamlined project management practices, efficient document retrieval, enhanced onboarding procedures, and elimination of redundant meetings - optimizing employee time and positioning YES to better achieve its mission.

Project Deliverables

The final project deliverables include a built-out project management board on Monday.com for the upcoming 2024 Summer Learn & Earn program, a reusable template board for creating new boards, and a comprehensive Wiki with guidelines for document management and organization across Google Workspace applications. Documentation, workshop materials, and video walkthroughs were also provided to support ongoing usage and training.

Recommendations

To sustain progress and continue increasing capacity, key recommendations include enforcing daily status updates on Monday.com, conducting yearly Monday.com workshops to address issues and introduce new features, and integrating Monday.com with Google Calendar for easier change management. Additionally, following the Wiki's protocols for document naming conventions, folder structures, and version control will be crucial for maintaining organizational efficiency.

Student Consulting Team

Alice Nie served as project manager. She is a fourth-year student majoring in Information Systems with a minor in Business Administration. She plans to pursue a career in product design.

Natasha Akali served as the client relations lead. She is a fourth-year student majoring in Information Systems with a minor in Computer Science. She is hoping to work in software engineering after graduation.

Sen Feng served as the quality assurance lead. He is a third-year student majoring in Information Systems with a concentration in Data Analytics. He looks forward to a career in software engineering and data science.