Bhutanese Community Association Of Pittsburgh

Executive Summary

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Background

The Bhutanese Community Association of Pittsburgh ("BCAP") is a non-profit organization committed to helping the local Bhutanese community in the Pittsburgh area. BCAP does this by providing culturally informed services and activities, information sessions and courses, financial assistance, relationship counseling, and many other services in order to develop a sense of 'togetherness' and community. The organization is made up of four staff members, advised by a board of 13 members, and supported by a myriad of foundations and agencies. BCAP's mission is "to ensure a high quality of life for all members of the Bhutanese community in Pittsburgh and to support their integration into American Society through culturally-informed services and activities."

Project Description

Project Opportunity

After initial discussions with BCAP, the project opportunities revolved around three main pain points: website information architecture, automated phone messaging system, and tracking volunteer hours. For the website information architecture, the main issue that BCAP wanted to resolve was the organization of the information on their website because of how difficult it is for their users to find important functions like scheduling an appointment. The next pain point, the automated phone messaging system, is specifically regarding how the organization receives too many phone calls that can be handled by their staff; meaning, an automated system to handle some of these calls would alleviate a large burden on them. Lastly, BCAP engages with a lot of volunteering in the community. However, they currently record all information related to volunteering with a pen and paper system. This process takes very long for both the data entry and data retrieval later on. We were told that using this current paper-based system, it takes *2 hours* to determine the hours of just 1 volunteer!

Project Vision

Out of the project opportunities, our team's project goal was to optimize BCAP's business process for managing volunteer hours. We will do this by introducing an online information system that is less error-prone and significantly more efficient. In particular, we plan to create a system custom-tailored to fit BCAP's exact needs rather than adopting an out-of-the-box human-resources system.

Project Outcomes

A significant outcome was to change the business process that BCAP follows to track and manage volunteer hours. We did this by introducing new technology (in the form of a web application) into the organization. This information system should allow volunteer records to be logged as easily and quickly as they can already be done on paper. However, unlike sifting through mountains of paper documents, our online system should allow the *retrieval* of this information instantly. Through discussion with our client, we've identified the need for power tools when viewing this information, including not only the ability to search or filter by specific users or dates but also the ability to export this information to an Excel spreadsheet. Our client has also expressed the desire to keep track of the volunteers that currently work in the organization. This also optimizes their processes as the system can serve as a one-stop-shop for anything volunteer-related. For example, during the requirement gathering process, we determined that they also want to keep track of information about their volunteers (and not just solely their hours), like consent waivers for volunteers that are minors.

Project Deliverables

We have developed a web application that is currently live on the cloud. Our solution is fully responsive, allowing volunteers and administrators to experience it on desktop and mobile web. The system allows volunteers to log and view their hours. BCAP staff can view all hours in the system, create new events, and export this information automatically to Excel. BCAP staff can even automatically generate volunteering certificates as a PDF with a volunteer's name and total hours logged in the system. Supplementing this solution is also an extensive 30-some page technical & training manual and our development repository.

Recommendations

A robust foundation for the experience has been built. However, there are plenty of opportunities for the experience to grow. Some recommendations we have are: a dynamic dashboard that would display volunteer analytics, a reward system that could incentivize volunteers to contribute more as well as the ability to directly attach forms and pictures to each profile.

Student Consulting Team

Ayoub Mansar was the chief technical lead. He is a third-year student majoring in Information Systems with minors in Software Engineering & Information Security. He will be interning at Meta this summer on the WhatsApp team in California.

Matthew Guo was the chief design lead. He is a fourth-year student majoring in Information Systems with an additional major in Human Computer Interaction.

Rohit Kumar served as project manager. He is a third-year student majoring in Information Systems with a minor in Business Administration. He will be interning at Boeing this summer and is looking toward a career in project management.