Slack dashboard

Business problem

Slack is the main forum for communication between all of the members of the CYF family during the week; there are a lot of messages and calls going back and forth between various groups and channels. It allows us to provide mentoring during the week, even though we're only able to get together as a whole group on Sundays, and is a core part of the CYF social network.

However, this extensive communication means it's sometimes difficult to keep track of who's been talking and how much. This means that we can miss out on when a student has stopped communicating, which can be a signal that they need further support. Communication is one of the key soft skills we're encouraging, too, and we want to be able to evaluate how students are doing at this.

Proposed functionality

To help students and mentors understand communication levels in each city, this application will create a dashboard to view statistics of Slack usage for each week of the course. To encourage students to be proactively communicating their progress with the rest of the group, the mentors will be able to set individual and class targets.

Users and roles

Both students and mentors will be able to see information about the levels of communication in class and city channels (although the students' view will only show *their* detailed data). Additionally, mentors will have an administrative role, setting individual and class targets for number of messages and number or duration of calls.

Likely challenges

Building this application would require integration with the Slack API pretty early on (you can build some dashboards with canned data to prove out the UI, but we want this whole process to be as automated as possible). The data itself can be pretty boring, so how do you make it fun to use, could you try some kind of gamification? How does this align with students' incentives and

drive the behaviour we're actually trying to encourage (we don't want people posting "asdf" just to get their numbers up, for example - how do we encourage quantity *and quality*)?

Stretch goals

- **Notifications**: can we prompt students to hop back into the channel if they've been away? What if it's for a reason? Can they snooze these messages and/or be prompted to contact a mentor?

- **Integrations**: how can we get this Slack data into e.g. Google Sheets along with the other information we have about students' progress?