

# Big Hearts Hub

by Team MVC

By embracing innovation and user-centric design, our application reimagines volunteer management as a collaborative, empowering journey that maximizes the potential of every volunteer and organization.

Big Hearts Hub offers seamless management of activities, enrolment, reporting and more — all in a cost-effective solution.



# Problem Statement

Develop a cost-effective system for volunteers to enroll, manage activities, and request certificates, while enabling nonprofit administrators to efficiently handle forms, attendance, and generate detailed reports.

## Pain Points

### Volunteers

- Tedious enrollment process
- Difficult to find activities that suit their volunteering interest areas and skills
- Feeling disconnected or unengaged due to a lack of recognition, or meaningful interactions within the volunteering platform
- No avenue for expressing their volunteering experiences

### Administrators

- Limited reporting and analytics
- Manual administrative tasks like processing enrollment forms, attendance tracking
- Impossible to keep track of volunteer preferences, skills
- Lack of streamlined process for obtaining and storing volunteer feedback



# Solution Overview



## Management of Volunteering Activities

- For Admins,
  - streamlined activities management processes: creation, attendance,...
- For Volunteers,
  - personalised activities recommendations
  - tracking of upcoming activities



## Engaging Volunteers through Gamification

- Progress tracking for clocking in hours and engaging in the platform
- Rewards and Recognition
- Engagement through feedback and discourse



## Generation of Reports and Analytics

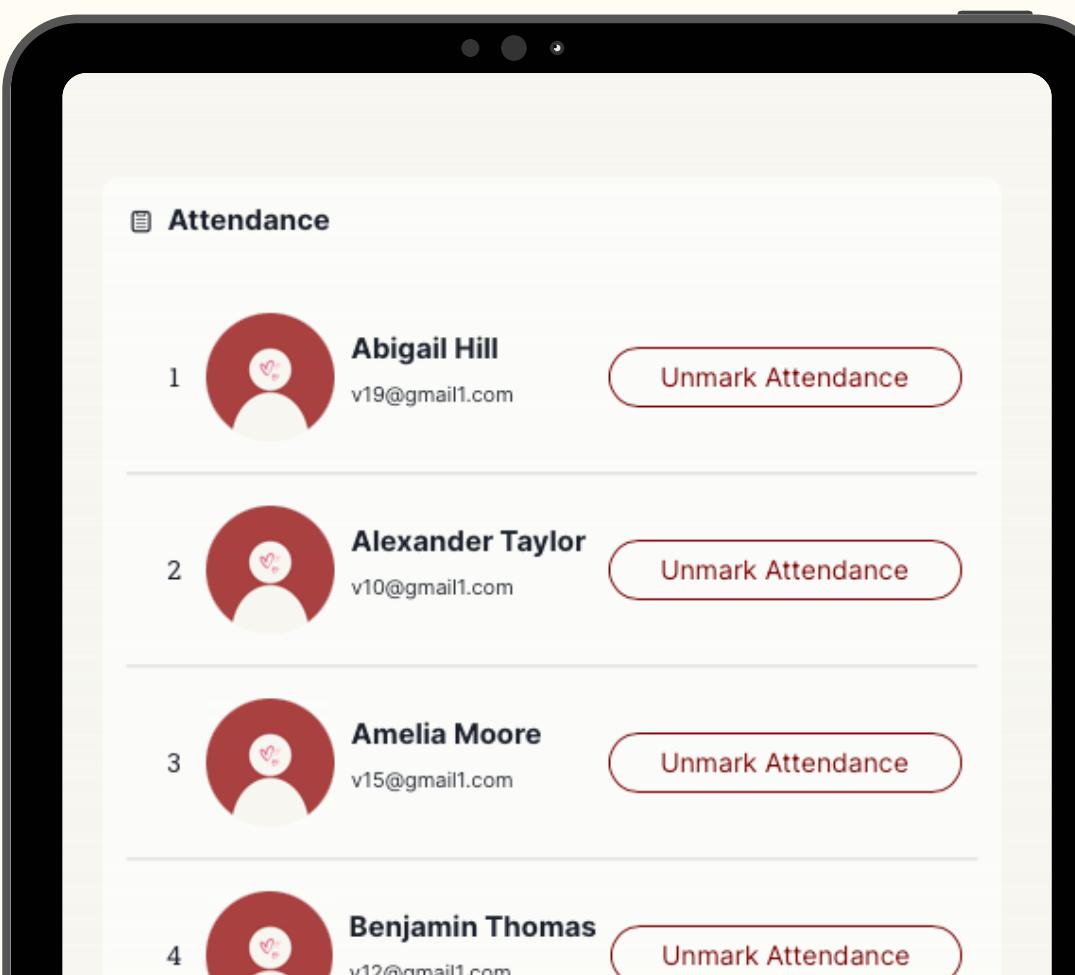
- Comprehensive reporting tools to track volunteer engagement, activity participation, and impact metrics.
- Insights into volunteer trends, activity effectiveness, and resource allocation

# Key Features

- Management of Volunteering Activities

## Admins' Activities Management

- Create and manage activities
- Indicate activity interest areas (such as "Seniors" and specify skillsets, languages desired)



The screenshot shows a user profile for Olivia Martinez at the top right. Below it, a section titled "Recommended Activities For You" displays three activity cards:

- Empower Youth: Volunteer Opportunities for a Brighter Future**  
March 23, 2024, Saturday | Duration: 1:00 PM to 4:00 PM | ABC Secondary School  
CHILDREN & YOUTH | Vacancy: 25 | Slots left: 11
- Elderly Caregiving Assistance at St. Joseph's Home**  
May 4, 2024, Saturday | Duration: 9:00 AM to 4:00 PM | St. Joseph's Home  
ELDERCARE | STORY-TELLING | MENTAL HEALTH | Vacancy: 30 | Slots left: 30
- Community Clean-Up Project at East Coast Park**  
September 8, 2024, Sunday | Duration: 4:00 PM to 6:00 PM | East Coast Park  
ENVIRONMENT & WATER | BEFRIENDING | Vacancy: 29 | Slots left: 29

## Users' Activities Management

- Find "recommended" activities based on indicated skills and interest areas
- Activities are tagged by "skills" and "interest areas"
- Enrol in various activities
- Be able to track and manage activities that have been signed up for

# Key Features

- Engaging Volunteers through Gamification and Blog

**Our Stories and Experiences**

From their impactful contributions to heartfelt reflections, discover what **our volunteers** have to say about their journeys with us.

All      Reflections      Feedback

Post Type	Title	Description	Author	Actions
Image	Green Thumb Initiative: Community Garden Maintenance Day	A big shoutout to everyone who participated in our 'Green Thumb Initiative: Community Garden Maintenance Day! Your commitment to environmental stewardship and community engagement is truly	Sean Chen	<a href="#">Read more...</a>
Image	Youth Empowerment Workshop Series: Building Future Leaders	The workshops were well-structured and provided practical tools for personal and professional growth. I appreciated the emphasis on developing leadership skills and fostering a sense	Sean Chen	<a href="#">Read more...</a>
Image	Caring for Our Furry Friends: Animal Shelter Volunteer Day	Finally learnt how to write my first for-loop! Hoping to learn how to use if-else statements. After that, who knows? :) Love coding	Sean Chen	<a href="#">Participating in 'Caring for Our Furry Friends: Animal Shelter Volunteer Day' was a heartwarming experience</a>

## Blog and Feedback Posts

- Volunteers can have their sentiments be heard and also an avenue for volunteers to find activities based on experiences they resonate with

**Leaderboard**

Rank	Name	Exp	Level	Badges
1	Sean Chen	1070	13	
2	Abigail Hill	1015	12	
3	Emily Johnson	1000	12	
4	Amelia Moore	905	12	
5	Benjamin Thomas	735	10	
6	Ethan Williams	685	10	

## Leaderboard

- For volunteers to track where they measure up against other volunteers
- Attractive badges

# Key Features

## - Generation of Reports and Analytics

### Reports Generation

- Administrators can generate reports to gain insights on volunteers and activities.
- They can also see reports for individual volunteers.

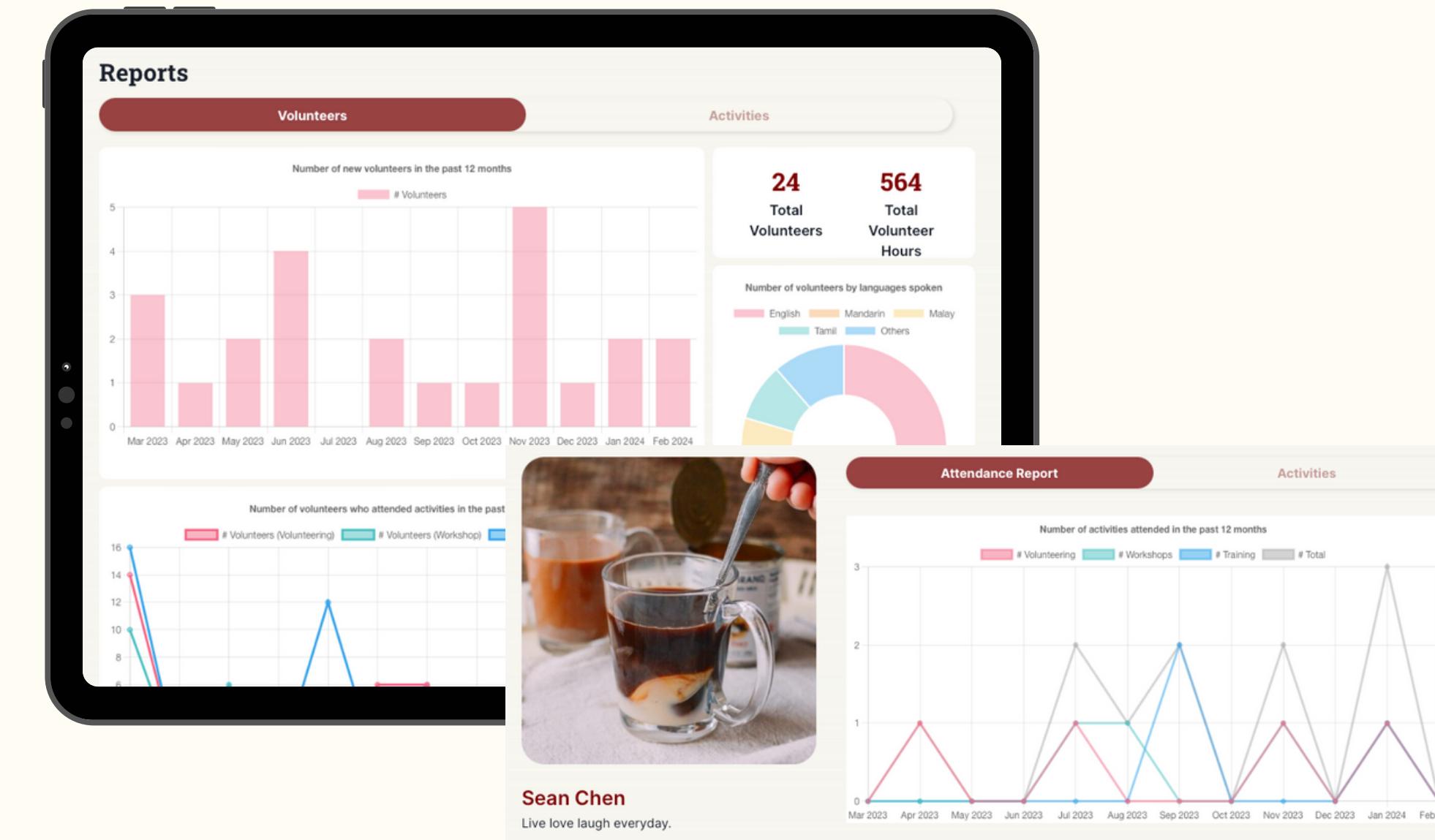
Request Certificate

By Activity      By Date Range

Select Activity: \*

Supporting Survivors: Domestic Violence Awareness Event

Request Certificate



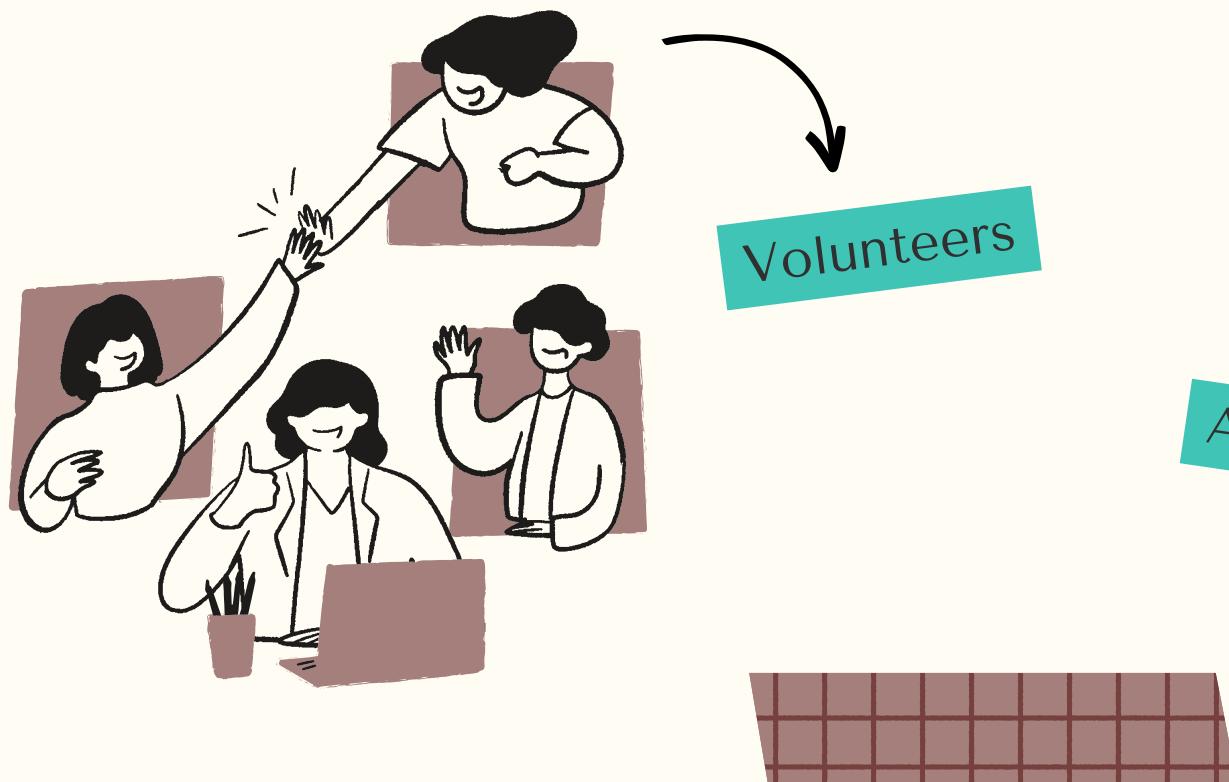
### Certificates Request

- Volunteers who have attended activities can be automatically granted a certificate to certify their participation

# Impacts

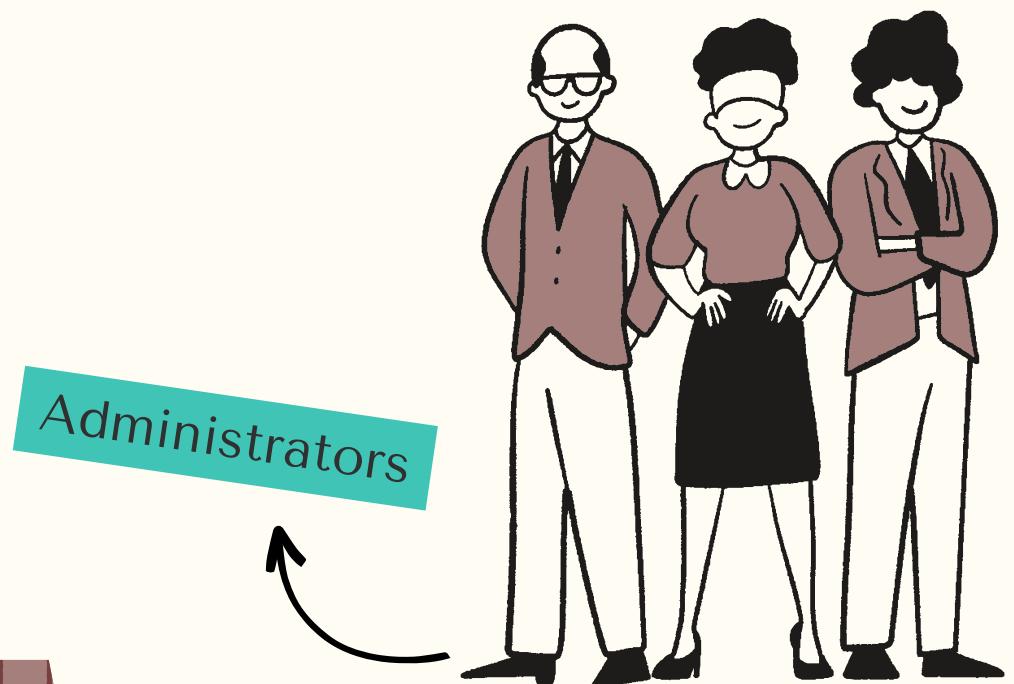
## Enhanced Volunteer Engagement & Motivation

- EXP's and leaderboard recognises volunteers' contributions, boosting their motivation.
- Recommended activities ensure volunteers are connected with opportunities that resonate with their passions



## Streamlined Management & Informed Decision-Making

- Simplified activity creation, attendance marking, and certificate generation significantly enhances the efficiency of volunteer & activity management, reducing administrative burdens.
- Intuitive dashboard and detailed statistics offer valuable insights into volunteer behaviour, resulting in enhanced understanding and more strategic decision-making for future activities



## Community Building and Sustainable Benefits

- Reflections gallery facilitates community building by providing a platform for volunteers to share their thoughts and experiences, fostering a profound sense of belonging and community.
- Big Hearts Hub is designed to initiate a positive cycle where heightened engagement leads to more impactful similarly designed community projects, creating a sustainable and lasting benefit for both volunteers and the community they serve



# Novelty

## EXP's and Levels

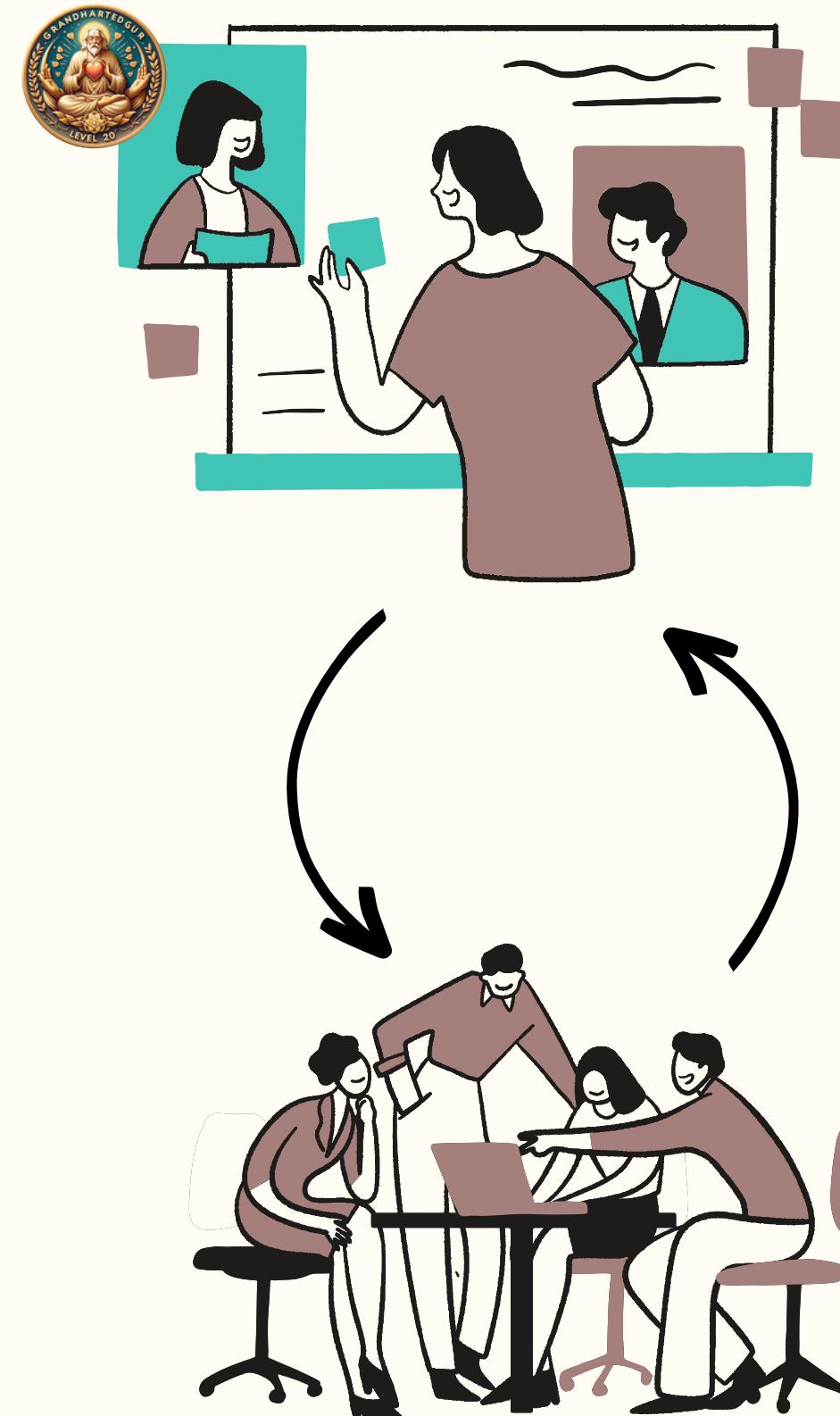
Inspiring Every Achievement, Igniting Collective Impact

- Volunteers earn experience points (exp) by actively participating in activities.
- In the level-based progression system, volunteers can unlock different levels that signify their efforts.
- Distinctive badges for each attained level, creating a tangible and visually appealing representation of volunteers' dedication. to increase motivation

## Leaderboard

Inspiring Together, Achieving More

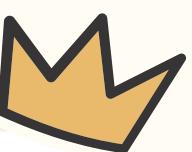
- Interactive leaderboard showcases top-performing volunteers based on experience points to give volunteers added motivation.
- Recognises outstanding contributions, fostering an engaging space for sustained community involvement.



## Reports Dashboard

Empowering Decisions, One Statistic at a Time

- Tool for comprehensive volunteer and activity statistics.
- for data-driven approach to volunteer engagement, demographics, and activity trends



# FUTURE DEVELOPMENTS

As we steadfastly pursue the pinnacle of effectiveness for our app, our relentless focus remains on elevating volunteer engagement and further streamlining processes. Through ongoing enhancements, we aim to create an environment where every user interaction maximizes impact, ensuring that Big Hearts Hub continues to be a catalyst for meaningful community contributions.



## Mobile App Integration

Optimise web app for responsiveness to allow administrators and the organising team more mobility as they manage activity logistics on-the-ground.



## Gamification Missions

Exciting missions tied to the volunteer journey, and participation milestones, adding a new layer of fun and accomplishment to the volunteering adventure.



## Announcements Feature

Introduce an announcements feature, providing administrators with a dedicated space to share important updates and community news directly with volunteers.



## Enhanced Personalization

Further develop more advanced machine learning algorithms to refine the activities recommendation system.



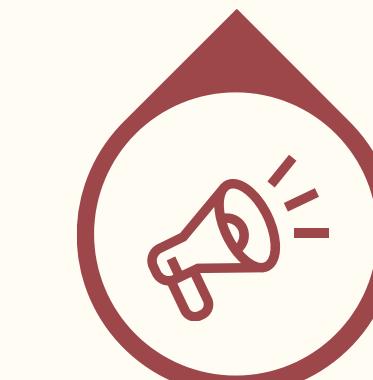
## Increased Reports Customisability

Enable more insights by expanding the customisability of the reports for more detailed analysis and strategic decision-making.



## Recurring Activities

Enhance support for recurring activities, ensuring a streamlined experience for volunteers participating in ongoing events.



## Increased Activities Integration

Introduce support for more activities such as "giving", to empower volunteers to contribute meaningfully to fundraising efforts.

# Thank you!

Big Hearts Hub is the volunteering solution that not only meets the needs of today's volunteers and organisations but also paves the way for a more connected, impactful future.

Team MVC.

Make VCount

Make Volunteering Creative

Make Volunteering Coordinated

Make Volunteering Collaborative

Make Volunteering Community-Driven

