Filipino American Association of Pittsburgh

Executive Summary

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Background

The Filipino American Association of Pittsburgh (FAAP) is a non-profit organization founded in 1957 to preserve Filipino heritage, promote charitable causes, and advance educational opportunities in the Pittsburgh area. Operating out of its community center in West Mifflin, PA, FAAP is a key pillar of the local Filipino American community, offering programs such as the Dance Troupe, Filipino language classes, and scholarship support. The organization is primarily sustained by volunteers and membership dues, making efficient membership management critical to its operations.

Project Description

Project Opportunity

At the start of this project, FAAP struggled with outdated membership management. Specifically, the organization lacked an automated system to transition children under family memberships to adult or student plans upon turning 18. This gap led to inaccuracies in membership dues, voter lists for elections, and administrative records. Our consulting team partnered with FAAP to modernize its membership infrastructure, focusing on database improvements, automating status transitions, and streamlining the membership intake process.

Project Vision

Our vision was to deliver a cohesive, sustainable system that automated critical membership transitions while remaining accessible to non-technical volunteers. By redesigning the database, automating member transitions, and improving data collection, we aimed to reduce administrative burdens, improve financial accuracy, and support FAAP's long-term growth without requiring a costly platform migration.

Project Outcomes

Our project produced three major outcomes:

Updated Membership Database Structure: We redesigned the database to follow an entity-relationship model, which allows for a clearer representation of individual and family memberships, standardized data entry, and greater scalability for future needs.

Automated Membership Status Transition System: We developed an automated system that updates membership plans when children turn 18, eliminating manual tracking and errors, ensuring timely dues collection and voting eligibility.

New Membership Intake Form: We created a streamlined WordPress intake form with validation checks, ensuring accurate collection of key data such as birth dates and family relationships.

These outcomes enhanced FAAP's people, process, and technology capabilities by reducing volunteer workload, increasing membership data accuracy, and creating a robust foundation for future system improvements.

Project Deliverables

Deliverables included the updated membership database, automated transition scripts, a redesigned membership intake form, technical documentation, and user training materials. All materials were securely handed off to FAAP leadership for immediate use and future reference.

Recommendations

Our recommendations to sustain and build on the project's success include:

Regular Database Audits: Conduct semi-annual audits to maintain data integrity and catch potential system issues early.

Continued Member Education: Implement reminder emails encouraging family membership transitions before children turn 18, strengthening dues collection.

Future Feature Expansion: Develop an event attendance tracking system to monitor member engagement and support programming decisions.

Student Consulting Team

Andrew Cheng is a junior majoring in Information Systems. He served as the plugin developer.

Tim Wang is a junior majoring in Information Systems. He served as the back-end developer and quality assurance manager.

Yiyao Wang is a junior majoring in Information Systems with an additional major in Psychology and a minor in Human-Computer Interaction. He served as the project manager and front-end developer.. In the future, he hopes to pursue an academic career in Human-Computer Interaction.