

Wesley Family Services

Executive Summary

Community Partner

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Background

Wesley Family Services is a non-profit that provides comprehensive healthcare to children, adults, and elders in Western PA. Their mission statement is “to empower children, adults, and families by providing transformational care”. WFS can keep track of their clients and the services they request with the help of a database management system. In the engagement, the project group partnered with Aaron Richards, the software engineer of Wesley, to remodel the database application into a web application that adds usability and reduces maintenance required. These changes will allow Wesley’s staff to save a lot of time from doing repetitive work and will reduce the operational costs associated with the non-profit.

Project Description

Project Opportunity

The primary problem with the existing web application created by the previous consulting team is that parts of the application are not very user-friendly. The specific area where a problem arises is the inability to edit a client’s information when looking at that client’s inquiries. On the other hand, the current Microsoft Access database that is being used does not allow for edits for any object unless the row is duplicated, which leads to normalization issues. The staff is also unable to add notes when editing inquiries. The three main objects: clients, inquiries, and notes are often updated simultaneously so the ability to navigate between the views of all three is crucial. The current situation forces staff members to navigate multiple forms and tabs to update different information, which is a time-consuming process. By implementing a better interface for editing information and completing unfinished features left by the previous project group the consulting team will be able to save both the staff and the maintainer a lot of time and repetitive busy work.

Project Vision

The project team’s proposed vision is to improve upon the current dotnet web application left over from the consulting team that worked with Wesley Family Services the previous spring. This can be done by improving upon the usability issues and migrating all the information from the old MS database into this one before deployment. Usability will be improved by allowing the three main objects to be editable on the same view page and rerouting the save function directly to the edit view again. As a result, a staff member will save 1-2 clicks and tab

