

**Dietrich College Dean's
Office of Diversity, Equity, and Inclusion**

Executive Summary

Community Partner

Ayana Ledford

Student Consulting Team

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Background

The mission of the Dietrich College Dean's Office of Diversity, Equity, and Inclusion (DEI) is to "provide oversight on diversity, equity and inclusion issues and facilitates communication and accountability". The associate dean monitors DEI initiatives within the larger Dietrich ecosystem, which is the second-largest academic body at CMU. Consequently, they reach a large audience that spans across undergraduate students, graduate students, faculty, and staff. The DEI system relies on shared responsibility, making it decentralized and dynamic. Individual departments, with the help of volunteers, launch and monitor their own DEI initiatives, such as workshops, guest lectures, and town hall meetings.

Project Description

Project Opportunity

The biggest challenge the Dietrich DEI committee faces is collecting, storing, and accessing committee data in a centralized format. As a team, it was our job to use our stakeholder interviews to determine which of DEI's pain points to address in our solution. We decided on the data pain point, because the Dietrich Dean's Office of DEI cannot accurately assess impact without first establishing a more efficient and organized system for collecting data on DEI initiatives. Many departments did not collect post-event data, and emailing volunteers to collect it was time consuming. Being decentralized, it is difficult to work with DEI data aggregated across Dietrich.

Project Vision

The biggest pain point that Ayana said she faced was getting a broad picture view of DEI initiatives across Dietrich. In particular, our client found it difficult to collect post-event data on each department's DEI initiatives. To combat this, we proposed to build a standardized form for her to send out to department heads via email. The form saves on time by streamlining the data-collection process. Then, the data can automatically be stored in a single spreadsheet shared across Google Drive. A labeled, accessible spreadsheet could also make Ayana develop visualizations to explore trends in the data.

Project Outcomes

The main project outcomes were developing a method for Ayana to collect and store programmatic data about DEI initiatives. From a technology standpoint, we developed a Google Form, Google Spreadsheet, and Tableau Dashboard to visualize form responses. This new technology greatly improved Ayana's communication process with department heads and administrators, as before she would manually email all for basic event data. Throughout these past few months our team also developed a strong relationship with Ayana as we met every Wednesday in person. With a strong, trustworthy relationship, we were able to work together to iterate our Google Form solution and understand our respective viewpoints.

Project Deliverables

Our group's final deliverable was a finalized Google Form that is now published and live on the CMU Dietrich DEI website. In addition, this form was attached to a Google Spreadsheet with form responses, as well as a Tableau dashboard showing overall event trends as well as departmental trends. Our solution targets capturing event information (such as description, primary goals), and event statistics (such as number of attendees, number of people who RSVP'd). Lastly, we created documentation to help sustain a long-term solution, including a solution guide, user testing script, and our research findings.

Recommendations

To maintain a successful solution, we recommended: continue to have the form capture success metrics to support the strategic plan; leverage the system of people accountable to the form in case its frequency of use goes down; consider implementing an incentive system.

To further develop the form/tableau solution, we recommended: create more tableau visualizations; create attendee post-event survey form; create automated mailer that notifies event organizer to fill out form.

Student Consulting Team

Gloria Moon served as the project manager, leading the team to success with high-quality deliverables. She is a junior majoring in Information Systems and Human-Computer Interaction with a minor in Media Design. She will be a PM intern in Seattle this summer and is pursuing a career in product management.

Neha Choudhari is a junior at Carnegie Mellon pursuing a degree in Information Systems with an additional major in Statistics/Machine Learning. This summer, she will be working in Seattle as a software engineer. In her free time, she enjoys web development and playing the flute. In this project, she was the client relationship manager.

Gus Saalfeld worked as the documentation manager, helping the client sustain a long-term solution. He is a senior Creative Writing & Information Systems double major. This summer, he is pursuing software engineering and game development positions.