

First Tee Pittsburgh

Executive Summary

Community Partner

Paul Coultas

Student Consulting Team

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Background

First Tee Pittsburgh (FTP) is a non-profit, youth development organization located in the Pittsburgh, Pennsylvania region. FTP's mission is to *impact the lives of young people by providing educational programs that build character, instill life-enhancing values, and promote healthy choices through the game of golf*. Although a regional chapter of a national organization (First Tee), FTP is one of the largest chapters, with over 1,600 kids flowing through their programs per year. These educational programs consist of youth ranging from ages 5 to 18 years old. FTP is led by Eric Amato, President and CEO. Paul Coultas, Director of Operations and First Tee Coach, is responsible for day-to-day operations and is the primary staff member who oversees FTP's technological operations and support. The staff also consists of coaches who run classes and summer camps.

Project Description

Project Opportunity

Due to the high volume of participants FTP serves annually, there have been pain points identified in communication between coaches and parents. This is particularly troublesome when a coach cancels a class or a summer session through email and some parents do not receive or see the email notification. Further, this process of canceling and sending out mass emails is very difficult to accomplish via a mobile phone, making it easy to overlook a parent's email.

Project Vision

The vision of this project was to develop a server-side automation process that populates a Google Calendar with all of FTP's classes and summer camps. The sessions are divided and added in the Google Calendar of the respective coach who runs that class. Having this data on the Google Calendar application not only increases accessibility since the mobile interface is simple, but also fills any gaps coaches may have when trying to send urgent messages to a large group of people.

Project Outcomes

Our project technology outcome is a server-side automation process that pulls class information from Salesforce to Google Calendar where the class is then added as an event. The sessions are divided and placed in the Google Calendar of the respective coach who runs that class. Each class is shared with the guardians of the participants, notifying them with email and text messages. As new users sign up for a class, they are added to the event and notified. Further, if classes are updated or deleted, the guardians receive notifications accordingly.

As for our process outcomes, the solution improves upon the prior communication system of coaches. Our solution significantly simplifies the process for a coach, as they only need to simply delete the event from their calendar. From here, our solution efficiently retrieves and notifies all registered participants of the event, minimizing any errors.

We provided extensive documentation of the various aspects of the project, including technical development, deployment, and training of staff to utilize the solution. This has the added benefit of improving the rate of adoption of the system, which may be extended as First Tee National has shown interest in the solution.

Project Deliverables

We built a server-side program hosted on Google Cloud Platform (GCP) that is continuously listening for class changes or additions in FTP's Salesforce database. When said changes occur, the program performs the entire flow of populating the respective coach's Google Calendar to notifying parents. Further, we listen for changes to the events through the Google Calendar API, allowing us to send out notifications to users on deletion of events. Additionally, we have compiled and delivered several transitional documents to our community partner.

Recommendations

Our recommendation for our community partner going forward is to ensure the conventions for inputting information into Salesforce remain consistent since our solution depends on the current formatting that exists. Additionally, we recommend maintaining the GCP cluster and training others on how to manage this platform.

Student Consulting Team

Navid Mamoon served as Project Manager. He is a senior studying Information Systems with a minor in Business Administration. He plans to graduate in the spring of 2022 and begin his career with Netflix.

Riccardo Santoni served as the Quality Assurance Lead. He is a senior double majoring in Information Systems and Computer Science. He plans to graduate in spring of 2022 and begin his career with Citadel.

Helena Spencer served as the Client Relations Manager. She is a junior studying Information Systems with a double minor in Human-Computer Interaction (HCI) and Societal and Human Impacts of Future Technologies (SHIFT). She plans on graduating in spring of 2023 and is interested in UI/UX design and BA positions.