

Amachi Pittsburgh

Executive Summary

Community Partner

Caily Grube

Student Consulting Team

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Background

Amachi Pittsburgh is a non-profit organization with a mission “to empower, nurture, and protect those most vulnerable to the criminal justice system”. Amachi serves the Greater Pittsburgh area through one on one mentorship, family strengthening programs, and various community events with an overall goal to break the incarceration cycle, beginning with youth affected by incarcerated parents.

Project Description

Project Opportunity

Amachi’s programming requires strong communication with various constituents – mentors, mentees, and family members. The organization faces various challenges with its existing technologies that prevent effective external communication. Specifically, outgoing emails often get lost in spam which causes issues when they require action items from the recipient. Additionally, mentors do not currently have a way to communicate or connect with one another as a collective outside of monthly outing events.

Project Vision

Our project vision centers around creating a space for Amachi and their mentors to enable consistent communication as well as community building. A mentor platform introduces a new software technology to allow the Amachi team to send out important information easily while fostering a new way for mentors to seek support and connect with one another.

Project Outcomes

- Delivered a fully-integrated Geneva account populated with chats, channels, descriptions, configurations, and welcome messages.
- Shared knowledge with our community partner on how to use the selected platform and its features, demonstrating the ability to manage the platform during our meetings.
- Expansion of a new initiative as part of a larger communication issue, working beyond Amachi’s current resources and technologies.

- Provided transition and onboarding documents such as a feature breakdown, room management guide, and messaging templates to assist Amachi in maintaining the platform after handoff.
- Provided marketing content in the form of a flyer to help promote the platform.

Project Deliverables

The key deliverables for this project, aimed at streamlining communication and enhancing mentor engagement within Amachi Pittsburgh, consist of a detailed analysis of nine potential communication platforms, with Geneva chosen for its user-friendliness, cost-effectiveness, and suitability. A customized Geneva platform was created with tailored rooms, permissions, and descriptions for Amachi staff and mentors. Additionally, a comprehensive room management guide, a detailed Geneva feature list, a set of pre-written message templates, and a designed marketing flyer for promoting the platform launch have also been provided as support.

Recommendations

The recommendations for Amachi Pittsburgh focus on three key areas: First, planning and executing the formal Geneva platform launch to streamline communication, foster mentor connections, and enhance the mentorship program's effectiveness. Second, promoting continuous mentor engagement and training through regular online sessions, ensuring mentors are well-equipped and supported. Third, regularly evaluating the platform by assigning a dedicated staff member to manage rooms, content, and address mentor feedback. For future student teams, maintaining open communication with Amachi, being responsive to their evolving needs, and seeking continuous feedback will ensure project relevance and value.

Student Consulting Team

Saloni Gandhi is a fourth-year student studying Information Systems, Human-Computer Interaction, Business, and Physical Computing. She focused on managing the project plan and facilitating client meetings. After graduating, she will be joining Amazon as a UX Designer.

Kimberly Gao is a third-year studying Information Systems and Human-Computer Interaction with a minor in Computer Science. She focused on facilitating all advisor meetings and team management efforts. She will join Reddit as a Product Design intern in the summer.

Helen Huang is a third-year studying Information Systems with a minor in Computer Science. She focused on organizing the team's efforts, especially leading documentation. She will be a summer intern at PwC and pursue a Master in Information Systems Management following.

Zahir Saiyed is a fourth-year student studying Information Systems with an additional major in Statistics. He focused on client relationship management and technical research aspects. After graduation, he will be joining Capital One as a Product Manager.