

Bhutanese Community Association of Pittsburgh

Executive Summary

Community Partner

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Background

The Bhutanese Community Association of Pittsburgh (BCAP) is a 501(c)(3) nonprofit organization that aims to serve the Bhutanese community in Pittsburgh through culturally informed services and programs. BCAP's mission is to "ease the transition of community members into American society by providing support, education and a sense of community." The organization's office is located in Pittsburgh and is open for walk-in assistance. The organization currently has four full time employees, and a committee of twelve board members who provide oversight and work to establish connections in the Pittsburgh community. BCAP's operations are funded through federal and state grants, and a variety of community foundations.

Project Description

Project Opportunity

Through our discussions with BCAP, we identified two primary challenges and project opportunities: information management, and appointment management. Previously, BCAP used a combination of digital and paper means to store data, and used paper forms to check in visitors. When they had to report visitor statistics to the government or other community partners in order to receive funding, they needed to manually aggregate and analyze the data collected in the paper forms. Digitizing this process would increase efficiency and effectiveness for BCAP. BCAP also previously served community members on a walk-in basis, with the exception of a few appointments scheduled by calling ahead of time. Community members were not informed about the working schedule and availability of the employees, and would occasionally have to be turned away due to busyness. Implementing an appointment management system would help them to maximize the amount of community members they serve.

Project Vision

Our team's vision was to improve BCAP's efficiency by transforming their visitor data collection and scheduling capabilities via Google Suite. The collected visitor information would be filled out using a digital form, with subsequent analytics generated through a dashboard. Through this dashboard, the client would easily be able to generate analytics necessary for funding reports and newsletters. Compared to when these analytics were manually calculated, this dashboard would both improve efficiency and eliminate human error. Furthermore, we planned to implement an appointment scheduler to help streamline the process of managing BCAP's employee availability in order to serve more community members, and allow them to schedule their visits ahead of time on the BCAP website.

Project Outcomes

We have achieved a few key outcomes with this project. We have streamlined BCAP's visitor check-in process and centralized the information they collect. We have also automated the analysis of visitor information, so that statistics no longer need to be manually calculated. Both of these outcomes result in a subsequent outcome of time saved and utilized more efficiently for BCAP employees—they can spend less time wrangling information and more time serving their community members. We have additionally achieved availability and schedule transparency, allowing BCAP community members to see when employees will be available to assist them and make appointments ahead of time. The result of this is more efficient time management for BCAP employees and community members alike, further driving BCAP's mission.

Project Deliverables

Our final deliverable to the client is a Google Drive Folder that contains extensive documentation of the form, sheet, and appointment calendar we built for them. For each facet of the solution, we have built a guide on how to use it, and included additional resources and documentation from Google about the technologies. This folder also contains the check-in form which they have already begun utilizing and the sheet that stores the visitor information they collect using the form. Additionally, the folder includes posters we designed for BCAP to post in their office and provide as handouts that allow community members to easily schedule appointments using a QR code.

Recommendations

For future Information Systems Consulting teams or other technical professionals working with BCAP, our team recommends implementing a system of information management to collect volunteer information similar to the one we have built to collect visitor information. Volunteer statistics are also reported to the government or other community partners in order to receive funding, so digitizing and centralizing volunteer information would prove beneficial to BCAP. Furthermore, we recommend that an outside IT specialist be hired for future troubleshooting and website maintenance or analysis purposes.

Student Consulting Team

Adriana Poznanski served as project manager. She is a third-year student majoring in Information Systems with an additional major in Human-Computer Interaction. She will be interning as a design engineer at Replit this summer.

Mona Lin served as the client relations manager. She is a third-year student majoring in Information Systems with an additional major in Statistics and Machine Learning. She will be interning as a software developer at Citibank this summer.

Marko Henien served as development manager. He is a fourth year student majoring in Information Systems. He is scheduled to start work in NYC this summer as a full time software engineer.

Rahul Ravula served as quality assurance. He is a third-year student majoring in Information Systems with an additional minor in Human-Computer Interaction. He will be interning as a software development engineer at Amazon this summer.