

# Center for Organ Recovery and Education (CORE)

## Executive Summary

### Community Partner

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### Student Consulting Team

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## Background

The Center for Organ Recovery & Education (CORE) is a non-profit organization that facilitates and streamlines organ procurement that connects donors, healthcare providers, and transplant recipients. Being a consistent top-performing organ procurement organization (OPO) and previous record-setter in organ donations, they have a very passionate and dedicated volunteer team and staff to push what is capable of OPOs in America. CORE also partners with Donate Life America to help organize the annual Donate Life Month. CORE helps organize events for the month, which includes finding speakers for each event and communicating with those involved about the event details.

## Project Description

### Project Opportunity

There is a lack of consistency in CORE's event management process, as many communications are manually sent and most parts of the process are manual. This process can become confusing when managing hundreds of volunteers and partner organization requests. These issues have led CORE to invest many hours into coordinating and organizing Donate Life Month events, and automating these processes would solve much of the issue.

### Project Vision

Our vision is to create a custom web app for more systematic event management. Our solution will help CORE automate the process, improve efficiency, and facilitate donation education. Volunteers and event organizers can receive timely notifications and contribute to more organized events. Better events will help enhance donation awareness and save more lives, accomplishing CORE's mission.

## Project Outcomes

The most important people, process, and technology outcomes are highlighted below

- The event management web app automates the event creation, edit, and management process, increases efficiency, and reduces human error.
- The dashboard makes all the event information display in a clear and navigable way that reduces the time spent on finding specific information in a large spreadsheet.

- The intake form and the dropdown lists of preset hospitals and volunteers for selection eliminates the need to repetitively input the same information and increases efficiency of creating events.
- New technology capacity is created as we train the community outreach team to use the web app. Their efficiency of accessing and editing event information and data is increased, and they have a better user interface to do event management.
- New process capacity as the whole manual event management process is automated.

## Project Deliverables

Our project deliverables include a zip file and a GitHub repository of our final web app that is built through Radzen Studio as well as our hand-off document for future development and recommendations, QA document that includes test plan and test cases, and final report that documents the whole project process and web app maintenance.

## Recommendations

The main recommendations that we provide include:

- Create “locking” functionality that once an event is locked, only the event admin can change the event information.
- Create a notification feature for event updates so that all relevant CORE staff will be notified once an event is updated.
- Automate email sending or add an option of receiving text messages that update CORE staff of event creation and subsequent changes, update speakers of event details, update event organizers of any changes, and update volunteers of any assignments and changes.
- Create an export function to VolunteerHub so that the two systems can be connected and synchronized.

## Student Consulting Team

**Jim Chen** worked as the project manager and database developer. He is a junior studying Information Systems with an additional major in Computer Sciences at Carnegie Mellon University.

**Rebecca Jiang** worked as the client/advisor POC and designer. She is a junior studying Information Systems and Human-Computer Interaction with a minor in Media Design. She is eager to pursue a career in the UX design industry.

**Anna Li** was the Risk Manager and dashboard developer. She is a senior studying Information Systems at Carnegie Mellon University.

**Victor Waddell** worked as the Quality Assurance lead for the project. He is a junior studying Information Systems and minoring in Information Security, Privacy, and Policy at Carnegie Mellon University.