

# The Equity | Impact Center

## Executive Summary

### The Equity | Impact Center

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### Student Consulting Team

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## Background

The Equity | Impact Center (EIC) is a nonprofit organization located in Pittsburgh that is dedicated to strengthening communities locally and beyond, while also addressing systemic inequities. To achieve their mission, EIC offers eight programs and services, including The Transformative Leader Program, which is a leadership development and award program for social justice, social impact, and nonprofit leaders. As EIC is experiencing rapid expansion and launching exciting new projects. They have plans to scale their infrastructure through new investments and projects in Q2 2023 to support their growth.

## Project Description

### Project Opportunity

Many of EIC's community partner organizations need volunteers and interns but struggle to find candidates. They recently signed on to a new project that is projected to have 200+ volunteers, and want to use this project as an opportunity to develop a process for managing and engaging a high volume of volunteers. A solution connecting these two groups would not only bring them together but build a network, and enhance its reputation.

### Project Vision

The team aims to leverage technology to create a volunteer-client finding system. To achieve this, they plan to expand EIC's WordPress website and create a dedicated section for community partners to post openings and volunteers to indicate availability, providing a seamless platform for communication and connection. The team is also utilizing plug-ins to enhance the functionality of the platform. The team expects no costs as they are utilizing free versions of the plugins and free software services such as Google Sheets. Maintenance will mainly involve managing the plugins, which EIC is well-equipped to handle.

## Project Outcomes

One of the key “people” outcomes is the user guide. The EIC is a relatively small and new organization that is not versed in complicated technology. Given this context, the user guide is designed around taking technology and helping it fit onto the human-context of the users. To this end, the user guide relies heavily on a step-by-step guide that follows a format of an instruction manual, telling users exactly what button to click or what text to type to ensure that there is minimal misunderstanding. A technology deliverable was the volunteer hub that was created to be part of EIC’s original WordPress site. The website was created to use the same stylistic elements as the rest of the website to ensure a seamless experience and can be modified and edited in the same way as the previous pages. The entire hub is also “low-code” and pages can be altered without the need to write much code.

## Project Deliverables

The project deliverables include the volunteer hub, user guide with step by step videos, documentation containing intermediate deliverables, system design documents, wireframes, and recommendations.

## Recommendations

To ensure a smooth functioning website, the team recommends regular monitoring to identify and address any potential issues. In addition, the team recommends that EIC personally share the platform with potential volunteers and community partners to gather initial feedback and assess their interest in using it before deploying the volunteer hub. Lastly, the team has included proposals for several valuable features such as search functionality and pagination.

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## Student Consulting Team

**Wen Shan Jiang** served as the design lead and project manager. Wen Shan is a senior majoring in Information Systems and Human-Computer Interaction. Wen Shan intends to pursue a career in product management after she graduates.

**Joan Lee** served as the quality assurance lead overseeing technical aspects of the project. Joan is a senior majoring in Information Systems and Statistics. She intends to pursue a career in tech consulting at Accenture after graduating.

**Tejas Venkatesh** served as the operations lead overseeing operations of the project. Tejas is a junior majoring in Information Systems. Tejas will be a management consultant at the Boston Consulting Group after graduating.

**Asyer Yonas** served as the client transition lead. Asyer is a junior majoring in Information Systems with a concentration in UI/UX. Asyer will be interning as a Product Manager this summer at Microsoft.