Munhall Cares

Executive Summary

Community Partner
Shannan Katanick, Carol Lawson, Melany Alliston, Katie Whitney, Colleen Fedor
Student Consulting Team
Ziqi Ding
Yewon Lee
Spencer Long

Background

Munhall Cares is a nonprofit organization composed of local volunteers whose primary goal is to provide support to citizens of Munhall through community action, recreation and environmental service. Munhall is located in Allegheny County, on the West of Monongahela River, which is about a 15 minute drive from CMU. The newly formed organization was established in October 2022 and is led by four board members: Shannan Katanick, Carol Lawson, Melany Alliston, and Katie Whitney. The organization is currently hosting a total of 12~18 events per year that focus on holiday activities and support for local events. Some events include: Santa event for children, Munhall Community Band Concert, Munhall Farmer's Market, Munhall Egg-Stravaganza, and Munhall Community Day. These events foster connections between the community members and make Munhall a more lively place to live.

Project Description

Opportunity Statement

Munhall Cares is lacking forms of technology management. As a result, they are facing various problems related to communication between group members and with Munhall citizens. They were previously exchanging information via Facebook posts which has a lot of restrictions as it is not accessible to everyone and there are some risks in the quality of information. People also had to physically participate in the monthly meeting to get updates on current events happening at Munhall. For event volunteer and attendee documentation, people had to manually go to a location and sign up through paper forms which is inefficient for all stakeholders and has the risk of losing data collected.

Project Vision

Through our project, we are aiming to improve in three main objectives: increasing usability of Munhall Cares' website, creating an accessible way to exchange information, and making the documentation process more efficient and easier for volunteers. Thus, our vision is to implement a technological solution that can facilitate efficient communication for accessing and sharing information and streamline documentation processes for event logistics.

Project Outcomes

The most important people, process, and technology outcomes developed through this project were:

- Enabled improved interaction between Munhall Cares and the community by redesigning Munhall Cares' website to be user-friendly that caters to varying levels of technological proficiency within the community, reaching a wider range of Munhall residents;

- Integrated Google Calendars and Google Forms into Munhall Cares' website, simplifying the sign-up process;
- Enabled a streamlined process for the Munhall Cares team to efficiently store and manage files through Google Suite applications;
- Documented significant website, Google Forms, and Google Calendar modifications for long-term sustainability and maintenance purposes;
- The consulting team developed valuable client management skills and gained expertise in implementing effective project management strategies;
- Munhall Cares team acquired the necessary skills to effectively collaborate with consultants and communicate their requirements in a clear and concise manner.

Project Deliverables

1. *Munhall Cares Website*: A revamped website hosted on GoDaddy that supports easy development/editing and Google Calendar/Google Forms integration.
2. *Google Form Templates*: Two sets of Google Form templates for volunteer and participant sign-ups that support reusability.
3. *Maintenance Documentation and Project Files*: Serves as a how-to guide for community partners to refer to when maintenance on the website is needed in the future and relevant files project processes.

Recommendations

To guarantee the continued enhancement and optimal performance of the website, we advise our community partner to follow these recommendations:

1) Implement a technology management process and support a Lead for technology that ensures that the organization's technology infrastructure is running smoothly, securely, and efficiently.
2) Provide ongoing training to staff members to enhance their proficiency in website editing and maintenance, as well as data management on Google Suite applications.
3) Take advantage of the various features and tools offered by GoDaddy's website builder to extend the functionality of the website.
4) Implement marketing strategies to promote the website, raising awareness among a broader range of residents and encouraging its use as a resource.

.

Student Consulting Team

Ziqi Ding served as the design lead and led the website development. She is a third-year student majoring in Information Systems with minors in Computer Science and Human-Computer Interaction. She will be joining Splunk as a software engineer intern this summer and is looking toward a career in software engineering / product management.

Yewon Lee was the quality assurance manager. She is a Senior majoring in Information Systems with a minor in Human Computer Interaction. She will be working as a full stack developer at IBM after graduation.

Spencer Long served as the project manager during this project. He is a Senior majoring in Information Systems with a minor in Business Administration. He will be working as a back-end software engineer at CS Disco upon graduation.