

# One To World

## Executive Summary

### Community Partner

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### Student Consulting Team

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## Background

One To World is a non-profit organization founded by a group of international student counselors in New York City with the intention of fostering intercultural exchanges by connecting international students with local communities. Through three primary programs—enrichment programs, the Global Classroom, and the Membership Program—they predominantly interact with more than 1,000 international students and 500 local K-12 students. Jaime Fahy, the director of operations, and Cornershop Creative support their current technology infrastructure, which consists of a WordPress-hosted website and data distributed across multiple Google Sheets. While their data administration is electronic, it is inefficient due to spreadsheet fragmentation.

One To World aims to improve efficiency and performance through better data management and prospective monthly or annual subscription services. Existing obstacles include ineffective information administration and the absence of automation in the Global Classroom enrollment procedure.

## Project Description

### Project Opportunity

One To World faces two significant challenges: ineffective information management and a lack of automation. Their current system necessitates extensive data scouring through numerous spreadsheets, requiring a substantial amount of time and effort from employees who must ensure accuracy when scheduling, amending, or coordinating. This inefficiency prevents the organization from concentrating on its primary mission. They recognized the need for a more efficient data storage and access method. They identified a database as a potential solution but have yet to allocate significant resources. The second issue is the need for more automation. At each process step, the Coordinator must manually email the Global Guide, wasting time and necessitating frequent manual data transfer and cross-reference of multiple spreadsheets.

### Project Vision

We aimed to create a centralized database and automate the Global Classroom's onboarding process, streamlining applications, training, and scheduling for Global Guides. The project is divided into two phases: establishing basic database functionality and automation, and developing a user interface for a web application. Our client's data was spread across multiple

Google Sheets, impeding efficient access. Our proposed solution was a Wix-hosted database, costing \$27 per month, providing an event calendar and 50 GB of storage—sufficient for several years, given their current data size of 3GB. This system will automatically record participant information at the application, send a welcome email and waiver, allow RSVPs for training, check-in Global Guides, manage scheduling, and provide visibility for Guides and the Global Classroom team while allowing schedule edits by the Coordinator.

## **Project Outcomes**

The process of updating, inserting, and manipulating data records has been streamlined to save time for the client team. Along with this, the risk of data inconsistency has been diminished, which makes sorting through and viewing records easier for the Global Coordinators.

The community partners' weekly feedback and involvement with the design process allowed them to gain a greater understanding and capability for further utilizing technology to support their mission. In addition, the Global Classroom onboarding process has been simplified and centralized to the Wix site allowing for a more efficient allocation of the community partner's time.

## **Project Deliverables**

The project deliverables consist of the following: paperwork and training documentation regarding the project, the live website, and the backend code for the Wix website.

## **Recommendations**

We recommended that the community partners create a plan to maintain and update the website over time to ensure a good user experience for Global Guides and that it remains an effective tool. Also, we recommend that they provide ongoing training for Global Guides to maximize the power of the tools and aid in the program's growth. Finally, it would be suitable for the community partner to explore whether they could also transfer their other data to the Wix site.

## **Student Consulting Team**

**Yiqun Zhang** served as a backend engineer. She is a third-year student majoring in Information Systems and Artificial Intelligence. She will be interning at Citizens Bank this summer and is looking toward a career in software engineering.

**Leah Walko** was in charge of frontend development. She is a fourth year student majoring in Information Systems with a minor in Media Design. She is graduating this Spring and will be working at Epic in Madison, Wisconsin as a Technical Solutions Engineer.

**Emma-Miranda Herrera** served as the project manager. She is a fourth year student majoring in Information Systems. She is graduating this Spring and will be pursuing her master's in Information Systems Management in Heinz College at Carnegie Mellon University.