

PLUM (Pittsburgh Lutheran United Ministries)

Executive Summary

Community Partner

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Background

PLUM is a unique and innovative community service provider that brings together ten Lutheran churches in the greater Pittsburgh area. The PLUM committee consists of seven relevant internal staff members. Members currently communicate with one another through email, phone, text, and video. Information regarding church member data is currently managed by the pastors and administrative leads in a Microsoft Access database and Microsoft Excel spreadsheets. Information regarding coordinating events is managed in Google Calendar and transferred through word of mouth. Information regarding church information and files is managed with Microsoft Word documents and a rudimentary Google Drive.

Project Description

Project Opportunity

The ultimate goals are to implement: a framework of a centralized, accessible, and easy-to-use database system, a consolidated cloud repository responsible for managing the large volume of documents and forms associated with PLUM's associated churches, and a standardized directory to coincide with responsibilities and an efficient flow of contact amongst the churches, administrative staff, and the PLUM committee.

Project Vision

Our proposed solutions to effectively address and solve these key issues are to utilize the Google ecosystem: Google Forms and Sheets technology which will completely store the PLUM data, Google Drive for centralized file management and organization, and Google Calendar for schedule management for tasks including pastoral care events.

Project Outcomes

We have created a Google Form that acts as an electronic, revamped version of their current membership form, where sections are categorized per various entry points and are linked to associated Google spreadsheets by church. We have also populated 2,220+ of the existing church members' data to each of the Google spreadsheets. We also ensured that all of the content within each individual spreadsheet was successfully reflected in a master spreadsheet. We have also provided a recommendation for how to best organize their files in specific folder categories and converted imported word documents into Google Docs. Furthermore, we have utilized a backend script provided by Google to create calendar event tracker sheets, allowing for

the functionality of categorizing events. We conducted weekly meetings in addition to providing training videos & documentation as well as in-person training sessions to ensure that PLUM would achieve new understanding and capacity. The two key top-level outcomes were increased organization and increased efficiency, as our solutions greatly reduced the level of tedious time commitment and redundancy of information-gathering processes and information, respectively.

Project Deliverables

Deliverables included a group of Google Forms linked to a church's corresponding Google spreadsheet, where responses are sent directly to a group of Google spreadsheets. Each spreadsheet is linked to a master spreadsheet, where updates in any church spreadsheet will be reflected. We also provided a recommended set of Foogle folders for the PLUM team to later on place files into in addition to the conversion of word docs to Google Docs to maintain consistency. Furthermore, we provided a group of Google Calendar event trackers using Google Sheets with two tabs: one for weekly calendar events and the other for a list of categories that PLUM would like to group the events by. An extensive collection of documentation and training videos for each solution and obtainment of a non-profit Google Workspace were also provided.

Recommendations

Recommendations to help PLUM sustain their progress and increase their capacity include: *regular training sessions, continual data monitoring and analysis, regular maintenance and updates, and implementation of feedback mechanisms.* Suggestions to implement the recommendations include: *developing a training program, monitoring usage and feedback, establishing a maintenance plan, and training new staff.* Relevant resources to implement these recommendations include: *online training materials, google support resources, and IT support.* Some potential user stories to be realized include: *integration with other systems, enhanced reporting and analytics, and customization.* Some suggestions and advice for prospective groups include: *take the time to understand the client's needs, keep it simple, and provide ample training and support.*

Student Consulting Team

Woojoo Lee was responsible for the project management for the project and took ownership of the Google Sheets aspect of the project. He is a fourth-year student majoring in Information Systems. He will be working at Amazon post-graduation as a program manager.

Massa Coulibaly was responsible for the client transition for the project and took ownership of the Google Form aspect of the project. He is a third-year student majoring in Information systems with a concentration in data science. He will be interning as an IT consultant this summer with a community partner in Ghana through the CMU TCinGC program.

Vatsalya Verma was responsible for the client relationship for the project and took ownership of the Google Drive aspect of the project. He is a third-year majoring in IS with a background in Product and VC.

Joanne Tsai was responsible for quality assurance for the project and took ownership of the Google Calendar event tracker aspect of the project. She is a third-year student majoring in Information Systems. She will be interning as a software engineer at Google this summer.