

Youth Enrichment Services

Executive Summary

Community Partner

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Student Consulting Team

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Background

Youth Enrichment Services is a non-profit organization with a mission to empower socially and economically at-risk youth to achieve success through academic preparation, career exploration, and cultural and social leadership development. Dedicated to this mission since 1994, YES has served over 5000 children and teens from local communities in Pittsburgh, PA. The organization offers two primary modes of educational engagement: Mentoring and Programming. YES receives financial support and resources from its 15+ generous funders and donor stakeholders. YES' formula for success leverages students' unique skills and centers their voices to influence community growth, economic prosperity, and student-driven leadership.

Project Description

Project Opportunity

The YES organization had two pressing issues: inefficient communication with registered students and event attendees due to a lack of an automated messaging system, and disorganized student information due to the use of Google Sheets. These issues negatively impacted attendance at events and hindered the organization's ability to provide effective services and tailor mentorship programs. Addressing these issues would improve student engagement, retention, and overall value, allowing more time for promoting and organizing events

Project Vision

Our solution for YES was to use Monday.com, which is a customizable platform that streamlines communication with students and organizes student information efficiently. Monday.com offers SMS updates and automation, reducing the time and effort needed to reschedule meetings. It allows administrators to track student involvement by maintaining a history of programs and students. With ten free users for non-profits, Monday.com is the perfect solution, and our team will provide instructional materials. Alternative solutions were considered but were not as effective as Monday.com.

Project Outcomes

People Outcomes

- Staff and program leaders have access to a visually pleasing and intuitive table structure for one central place for student information and program details.
- Students and Program leaders can better communicate with one another and build stronger relationships.

Process Outcomes

- Monday.com enables the creation of a systematic approach for sending notifications and structuring program details.
- The restructuring of program and event details has allowed for easier program management and clear communication with students.
- The streamlined system has reduced the amount of paperwork and increased efficiency for staff and program leaders.

Technology Outcomes

- Integration with Twilio has enabled the sending of SMS updates to students.

Project Deliverables

- Centralized mobile and web application on Monday.com for data management and automated communication
- Integrated access to SMS automation tool, Twilio API
- Integrated access to Twilio Inbox tool, Ulgebra
- Thorough documentation of all deliverables

Recommendations

Recommendations for Youth Enrichment Services that can help them sustain and expand on their current operations:

- Training/Hiring Technical Staff
- Further Automations for Communications
- Further Automations for Transferring Student Data
- Further Automations for Collecting Student Responses

Student Consulting Team

Colin May served as the team lead. He is a third-year student majoring in Information Systems with a minor in Computer Science. He will be interning at Apple this summer and is looking toward a career in information security.

Daniel Gunawan served as the research and quality lead. He is a third-year student majoring in Information Systems with a minor in Computer Science. He will be interning at Atlassian this summer and is looking toward a career in software engineering and possibly entrepreneurship.

Nathan Wai served as the technical lead. He is a third-year student majoring in Information Systems with a minor in Human-Computer Interactions. He will be interning at PwC Labs this summer and is looking toward a career in software consulting.