

TECHNOLOGY CONSULTING

IN THE GLOBAL COMMUNITY

Final Consulting Report

kanthari

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Executive Summary

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Community Partners, Paul Kronenberg and Meghana Raveendra

I. About the Organization

kanthari is a 12 month scholarship-based, incubation program for international social changemakers who have overcome adversity and are looking to make a positive change within their communities. It is located in Trivandrum, Kerala, India in order to be in a central location for its participants to come to campus and has an international audience that ranges over 48 countries.

The mission statement of kanthari is as follows,

By providing tailored leadership training, we catalyze change makers from the margins to realize sustainable social change.

II. Provide a flat database for knock

kanthari currently stores their alumni in MS Access. Although there is data in multiple tables, the necessary information is consolidated in one table. This database is maintained by the Treasurer of the German branch of kanthari and is not intuitive or user-friendly for the founders. Moreover, it is difficult to use this data to do simple analytics and create visualizations that could be used to update their website, improve the organization or inform their donors. There is an opportunity here to improve how kanthari stores their data which can then help their alumni network, knock, get off the ground. This project will hence provide a new, flat database for the kanthari alumni through a platform such as Excel, Zoho Sheets or Airtable.

Outputs

1. Flat database
2. Training for staff with training guide
3. Long term sustainability plan

Outcomes

1. Consolidated place for data about 226 alumni
2. Easy to update and maintain
3. Able to create visualizations: interactive visualizations

Major Risks

1. Long-term maintenance and relevance of platform
2. Lack of knowledge from the staff
3. Keeping the database updated

III. Deliver an alumni network through an existing platform

Currently, kanthari's 226 alumni are scattered globally and while Paul keeps in regular contact with them, they have not tapped into this network in a more systematic way. It would be advantageous to kanthari to tap into this network because the work that kantharis do is pretty unique and groundbreaking in many of their countries. Hence, it can provide a safe space for kantharis to talk about issues and garner support without having to explain themselves. It can also serve as a platform for fundraising, mentorship and shadowing opportunities, and a way for kantharis to connect with each other. Therefore, this project will take advantage of this opportunity by creating a platform for kanthari's alumni network, knock, through an existing alumni management software.

Outputs

1. New Platform
2. Training for staff with training guide
3. Design Guide
4. User Testing Guide
5. Long term sustainability plan

Outcomes

The alumni will be able to participate on the platform in the following ways:

1. Forums
2. Blog
3. Opportunities Board: finding and providing opportunities
4. Mentorship Matching
5. Connecting through a membership database
6. Attending events
7. Donating to knock

Major Risks

1. Long-term maintenance and relevance of platform
2. Lack of knowledge from the staff
3. Keeping the platform active
4. Accessibility concerns
5. Fostering a safe environment on the platform

IV. Additional Recommendations

1. User testing the alumni platform
2. Adding an opportunities board to the Airtable

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I. About the Organization

Introduction to kanthari

kanthari is a 12 month scholarship-based, incubation program for international social changemakers who have overcome adversity and are looking to make a positive change within their communities. It is located in Trivandrum, Kerala, India in order to be in a central location for its participants to come to campus and has an international audience that ranges over 48 countries.

The mission statement of kanthari is as follows,

By providing tailored leadership training, we catalyze change makers from the margins to realize sustainable social change.

In their own words, kanthari's vision is "[to] see a world transformed by ethical visionaries and spiced with integrity, equality and empathy". They believe in the power of those who have overcome a difficult adversity and equip them with the tools necessary to start their own changemaking organizations. The organization is named after a small chilli also known as kanthari that is abundant in Kerala. Although this chilli is small, it is very potent in flavor and has numerous medicinal properties. It is therefore a symbol for the types of changemakers that the organization intends to recruit and foster - leaders who have the strength to challenge the status quo and are incredibly passionate about their respective causes. Hence, their changemakers are also known as kantharis and these terms will be used interchangeably from this point.

kanthari is the flagship program of the Braille Without Borders Charitable Trust. BWB was founded in 2005 and in 2009 the first kanthari leadership training course started. Since then it has grown to a truly global leadership program. In 11 courses, 226 social changemakers from 48 different countries were trained. These changemakers have gone on to found over 130 organizations with a total over over 50,000 beneficiaries. Today, kanthari currently has 22 people on their staff ranging from directors to IT Coordinators and from catalysts to gardeners and has just begun their annual course with a new round of 17 changemakers. The current budget of kanthari is app 166 lakhs INR, or about \$225,000 and all of the money is from fundraising. The fundraising is mostly international as kanthari does not have a strong awareness within the local community.

Currently, kanthari's main technological issue is creating a platform where the alumni of their program can network and communicate. They would also like to consolidate their alumni network data into a robust database that can be easily updated and can integrate with financial data from their international donors. More details will be provided in the sections below.

Facilities

kanthari has a campus located in Trivandrum, Kerala, India. This campus is intended to provide a supple and inspiring work environment.

The facilities are something of a mini college campus. There are administrative buildings, 18 double dorm rooms, a kitchen, amphitheater, auditorium, gym, bakery and academic block. The campus itself is very green and is located right next to a freshwater lake. There are paddle boats that campus members may use on the lake.

The campus was designed with sustainability in mind and this is seen in its many environmentally-conscious features. It has its own source of water and the main power source is solar. In 2013 it was recognized as the second greenest campus in India. Some other eco-friendly features include eco-friendly mud buildings, natural air conditioning systems, rain water harvesting, vermicomposting, ecosan toilets, gymnasium with bamboo enclosure, wind-solar hybrid pump, and an organic vegetable garden.

The campus has two servers. Most computers are located in the admin building and there is a sound system located in the auditorium. More details about problems relating to technology and electricity access will be addressed in the Technology Infrastructure section.

Programs

kanthari's landmark program is a 12-month scholarship-based leadership program that recruits changemakers from around the world and gives them the tools and resources necessary to create their own organization, NGO or social venture. The kanthari Curriculum is designed as a hands-on learning experience and includes finances/accounting, fundraising, project management, management, problem solving, communication, developing partnerships, public speaking, branding and a network of alumnis with similar experiences.

The kantharis themselves are recruited from an international pool of applicants with 20 to 25 that are officially enrolled each year. They are divided into 5 categories: green, yellow, orange, red, purple. The colors correspond to the following designations: Initiators, Technologists (using technology to bring about social change), Entrepreneurs, Activists, and Artists.

kanthari's curriculum 'A Journey in Five Acts' is intended to act as a springboard for its participants and encourages innovation and creativity above templated thinking. The curriculum is divided into 5 acts where the first 4 acts take place in Kerala and the final one takes place in the home country of the changemaker. The phases are as follows:

Act One: Setting the Stage

This phase is about the techniques required to start a social venture. The kantharis are required to evaluate and reevaluate their social venture ideas, learn how to pitch it and begin learning the logistical tasks needed to run a successful social venture beyond simply an idea. This includes grant proposals, fundraising, advertising and cooperation. These ideas are taught through an extended case study that is linked to a practical social and/or environmental issue in the direct surrounding of the kanthari campus. Also in Act one, the participants set up a social venture in a fictitious country where the process takes them through real life challenges.

Act Two: The Wild World

In this phase, the kantharis create a social venture profile that takes their ideas and puts it on paper. They also engage with the local community by carrying out grass-root research on different organizations in the community and collect best practice methodologies.

Act Three: Overcoming Barriers to Change

Act Three focuses on overcoming barriers that kantharis may face in their home countries and creating awareness for their ventures. This is done through learning about branding, project planning and an introduction to the alumni community.

The participants take up the skills cultivated in Act One and Two and utilize them to present their own social ventures to the public. The end of this act is commemorated with a public “kanthari - Spread the Spice” event which is organized and implemented by the participants themselves.

Act Four: Run, Jump and Swim

This act is intended to jumpstart the kantharis on moving back to their home countries and creating their social ventures. The major topics covered are communication, organizational skills, and how to navigate different policies and regulations they may encounter. Act Four is completed with the kanthari TALKS event in which all participants present their social ventures in a 10 minute pitch to a panel of international experts.

Act Five: Change from Within

The kantharis return home to kickstart their social ventures, but during this phase, they continue to receive regular support and mentoring from the kanthari graduates. The goal of this phase is to get the organisation registered and to increase awareness of the venture. Upon successful completion of all 5 acts, a participant officially graduates from the kanthari course.

These phases are guided and taught by Catalysts, the kanthari form of teachers/facilitators. These instructors are not meant to be traditional teachers, but rather a tour guide that can support, mentor and catalyze the intrinsic passion and skills of the kantharis.

Aligning with their theme of chilli's, the way kanthari's are graded is by a system called SHU which stands for Scoville Heat Unit and is a way to measure spice. In order to progress to the next Act in the kanthari curriculum, a changemaker must earn 85% of all SHU's. A SHU is gained by the changemaker's adherence to deadlines, high-quality deliverables and proactivity during each Act.

The kantharis are taught technology skills in the curriculum primarily by learning Wordpress and how to develop their own websites. The kantharis are required to come to campus with basic computer skills such as creating documents, saving files, downloading applications and knowledge of common search engines.

Aside from their leadership program, kanthari also runs a blog and has provided an emergency COVID response program in response to the current crisis in India and countries in which kantharis are active.

Staff

The founders and co-directors of kanthari are Paul Kronenberg and Sabriye Tenberken. In 1997, the couple originally founded the first school for the blind in Tibet, Braille without Borders, as Sabriye had developed the official Tibetan Braille Script. They intended to come to Kerala and create a foundation to support blind social entrepreneurs, but they soon realized that the audience for that program was not as large as they had originally thought. Therefore, they opened up their program to social entrepreneurs who had overcome adversity and kanthari was created.

kanthari currently has 20 people on their staff ranging from directors to IT Coordinators and from catalysts to gardeners. The number on their staff is shifting as the catalysts are not all permanent staff members. Rather, there are typically 4-5 catalysts per Act, some of whom teach basic course material and others who simply teach small workshops. These catalysts are often former kantharis who have been through the program, founded their own organization and come back temporarily to teach. The other, more permanent staff members such as the administrative staff are often Trivandrum locals who have been with kanthari for several years.

The organization does not place any emphasis on hierarchies and the staff structure is fairly fluid. This is signified by the fact that their organisation's name is always spelled with a lowercase k symbolizing that everyone is equal. (kanthari)

Most staff have Windows computers that they use regularly. The founders use their privately paid laptop computers and Sabriye uses a Mac as it has more robust accessibility features. They often use Google Drive and they teach Wordpress skills to their kantharis. Training is not typically required or available, however, if any staff member wishes to learn a specific skill, they are permitted to use work time to learn the software on their own.

Technology Infrastructure

kanthari currently has a myriad of technology infrastructure that is already in place and is operating well. The details of their current infrastructure are below:

Technology Category	Description
Hardware	2 servers located on campus, most staff have computers Most computers are Windows, Sabriye uses a Mac Kanthari participants bring their personal laptops Sound system in auditorium
Internet Connection	Experiences frequent power outages Used to provide 24/7 access, but is now limited from early morning to 22:00 hours daily
Operating System Servers	Linux
Database	MS Access

Website	Robust website built with Wordpress and active blog
Software Programs	Google Drive used by admins and kantharis, Firefox, Inkscape, gimp, blender, Ubuntu, Thunderbird, Google Groups for knock
Social Media	Youtube, Twitter, LinkedIn, Facebook and Instagram
Solar System	<p>In total the campus has 25 KW of solar PV systems. 2 times 10 KW are mounted on top of the auditorium. These are feeding into the power grid. Additionally there are a few smaller systems that have battery backup. Kanthari installed one of the first floating solar systems in India about ten years ago.</p> <p>The server room and the office are connected to the off-line systems and most of the time, electricity to run the computers is available. In case of a total blackout, the campus also has a generator.</p>

kanthari's solar system can make their access to electricity dependent on the weather more than other electrical systems. For example, during monsoon season in Kerala, there is lot of lightning and flooding. The lightning had previously caused a server to blow up, but has since been fixed. They are currently experiencing issues with electricity fluctuations that has resulted in an amplifier and two computers breaking in the past week. They have yet to find the source of these electricity issues.

It is important to note that the organization greatly values technology with a small environmental footprint. They also prefer to use open source technology and are concerned about data security.

The organization would like to move away from MS Access and onto a more robust database that can be easily updated, can create visualizations easily, and has an intuitive user interface. They have been using MS Access because the Treasurer of the kanthari organization in Germany is very adept at Access. However, the database is outdated and kanthari wants to move to a more modern technology to store their data.

Technology Management

The person currently in charge of IT Operations is Surji who doubles as the Media Coordinator for kanthari. Currently, part of his work is on audio and video for a new movie that kanthari is creating. He is also in charge of issues such as Internet access, network and other daily IT operations.

The typical process for reporting technology issues begins with the accountant and catalysts, people who are actively using the technology, who find issues with the technology. They will then report it to the admin manager who will delegate the IT task to someone or simply tell the IT manager the problem. The admin manager and/or the accountant will keep track of IT issues.

The organization does not typically contract third parties as most simple updates and designs are completed in-house, but received support from two outside entities since their inception. The first is

UST Global who helped create kanthari's original website in 2011. However, they left poor documentation and did not handle maintenance issues leaving kanthari to manage their website. The second contractor is Olubodun, a former kanthari, who currently is updating kanthari's intake system.

Operational tasks such as backing up critical systems and updating software are completed by Surji. He was recently hired for this position as of 6 months ago. These operational tasks are handled on an ad-hoc basis and are documented by the admin department.

Technology Planning

Technology planning is done on an ad-hoc basis and the initiative for projects typically comes from the founders. The projects are planned as a need arises as there is no formal technology plan in place. Technology is used when there is a way that computers can expedite current processes, but is otherwise not relied on.

Once a technology project is started, there is no formal process for budgeting, contracting if necessary and timelines. These aspects are delineated based on the specific project and how kanthari feels it is best to move forward.

Some previous technical projects that kanthari undertook were its website and the kanthari intake system (KIS). These were planned by the founders who found outside contractors that completed the work. The maintenance and upkeep of these systems is within the scope of the current IT manager, Surji.

Communication

Communication within the organization is primarily handled digitally. Most informal communication is done through Whatsapp and more formal communication is handled through email. Emails are sent in a long thread between the staff once a week in an "Info Bite" system. These are similar to the format of AGILE standups where each member of the team will send their plan for the previous week, what worked and what didn't work, and their plan for the next week. This puts the responsibility of planning on everyone's shoulder rather than having people who specifically delegate tasks and allows the co-directors to manage their team from a bird's eye perspective.

Because they are a small organization of about 20 people on campus at any given time, these forms of communication are currently very effective. However, kanthari is looking for a more consolidated and efficient means of communication for their alumni. Unlike the people on campus itself, the alumni are scattered internationally and there are over 200 of them compared to about 20 people on campus. Currently, the alumni network has a Whatsapp group, but this is an inefficient way of sharing problems, seeking advice and finding potential partners or donors.

The organization communicates with its donors via e-mail, whatsapp and through calls (zoom, Skype, Whatsapp, phone). Fundraising and related communication is mainly done by the founders.

Information Management

The organization's current database is located on MS Access and it keeps track of the most essential information: where fundraising money went as well as the data for current and past kantharis.

However, this Access file is mostly static. The financial information is mainly updated by the Treasurer of the German branch of kanthari and the information about current and past kantharis is updated by Paul. It is also difficult to visualize this information through graphs, charts and other potentially helpful visualizations. Having a more modern database would allow kanthari to update their website more easily, create visualizations and general statistics to report to donors and use to improve their organizations, and create a social network for their alumni.

Other information including IT damages due to weather, security issues, and damages to the campus are managed on a more ad-hoc basis. For example, IT damages are kept track of by the current IT manager and damages to the campus are managed in a notebook by the security guard.

The two servers on campus are used to exchange internal information and the computers on campus backup automatically to the servers on a daily basis. The servers have a double backup system where they backup any data weekly. There have been no data breaches in the past 13 years, since kanthari's inception.

Business Systems

Each unit in the organization has its own finances for which they are responsible. There is one Accounts Manager who consolidates these finances and makes sure that kanthari has a transparent and effective accounting system. There is also a Purchase Assistant who takes charge of all of kanthari's purchases. Together, the Accounts Manager and Purchase Assistant manage the finances. They report weekly to the admin manager.

Also on a weekly base, an expense report and the needs for the following week are shared with Paul, the co-director. In this way he knows how the funds are spent.

There are two accounts for kanthari: one is a master account managed by ICICI Bank and the other is a federal bank account. The scholarships for their program do not come directly to these accounts because of various financial laws that India has for NGOs. Because organizations need special permission for international funding. To comply with the law, scholarships are sent to the participant's account in India and then paid as a fee to kanthari. The fees cover kantharis running costs for the duration of one year. One scholarship is approximately \$10,000. Kanthari has supporting entities in Switzerland, Germany, Netherlands and USA

knock

knock stands for "kanthari network of change and knowledge" and is the organization for the alumni of the kanthari program. There are currently 226 alumni with 150 who are actively running their own NGO/social venture.

A knock coordinator, Meghana Raveendra, oversees the daily operations of the organization. Currently, there are weekly 'open mike calls' that Meghana manages with any of the alumni who show up. These meetings are generally informal and provide the alumni with a safe space to talk about their projects, challenges, and donation needs. knock plans to coordinate more formal meetings and workshops in the future as per requests from alumni. knock also has other digital means of communication including a Whatsapp group as just now started a Google Groups.

Because knock is a new idea that kanthari has launched, it does not yet have formal programming or a formal technology platform on which the alumni can network. The idea for knock is to create a

proactive, collaborative, safe space for alumni where they can be understood without having to explain themselves, exchange experiences and where they can source ideas, donors, and potential partners. Hence, the main purpose of this project will be to create a technology solution that allows knock to grow and scale.

II. Provide a flat database for knock

Motivation

kanthari currently stores their alumni in MS Access. Although there is data in multiple tables, the necessary information is consolidated in one table. This database is maintained by the Treasurer of the German branch of kanthari and is not intuitive or user-friendly for the founders. Moreover, it is difficult to use this data to do simple analytics and create visualizations that could be used to update their website, improve the organization or inform their donors.

The current situation results in an overly complicated database that the founders and people who use it on a regular basis are confused by. Hence, they cannot take advantage of the data that they have stored. Moreover, it is difficult to use this data to create a network for their alumni.

There is an opportunity here to improve how kanthari stores their data which can then help their alumni network, knock, get off the ground. This project will hence provide a new, flat database for the kanthari alumni through Airtable.

Outcomes

Activities and Outputs

The outputs were a new database with the data migrated from MS Access onto a new platform. There was also documentation provided regarding maintenance, sustainability for the organization and a plan for the future.

The service provided was training for the staff about how to use the new flat database including how to enter data, how to update the database, how to create reports with the information available and how to create basic statistics with the data.

These outputs were achieved by undertaking the following tasks:

1. Developed use cases and user stories (see appendix for use cases)
2. Transferred the data from MS Access to Airtable
3. Created multiple views of the data including a Form, Grid, and Gallery
4. Added in an Opportunities Board
5. Trained staff about updating and maintaining the new database (see appendix for Training Guide)
6. Developed long-term maintenance and sustainability plans for the organization (see appendix)

Outcomes and Indicators

The outcomes of this new database are as follows:

1. Consolidated place for data about 226 alumni
 - a. Includes a grid view, a form for new alumni to input information and a Gallery View that acts as a Member Directory

2. Able to provide opportunities for alumni through an Opportunities Board
 - a. Provided as a grid and gallery view
3. Easy to update and maintain and keep track of alumni activity
4. Able to easily create visualizations: interactive visualizations, charts depicting demographics of alumni including gender, country, industry, number active

The full set of outcomes as a set of user stories is listed in the appendix (Appendix A).

With the previous database, the admin did not know how to update or maintain it. However, with the new, user-friendly interface and the training provided, the admin have been able to successfully input and update the database. They have created a form and a new report as well.

We were not able to include donor information on the platform as the donor information is sensitive and sharing permissions were not as flexible as we needed. This capacity could be reached by creating another base within the Airtable workspace or another table within the current base, but this capacity is yet to be reached.

Recommendations

For future recommendations, the client should continue to update Airtable biweekly or monthly in order to ensure that they have accurate, up-to-date information about their alumni. They can also use Airtable to create forms for their alumni, create triggers that allow events to be tracked in the Airtable, and make sure their data is relevant. In the long term, this will ensure that they catch mistakes or maintenance issues before they are major.

They can also use Airtable every few months to create reports and visualizations for their donors, website, social media and annual reports. This can be done on an ad hoc basis.

Furthermore, they should update the database annually with information about their new alumni. Because their program runs annually, it is most straightforward to update the alumni table with new information yearly.

If they require assistance and additional resources for these activities, there is a training guide provided in the final documentation that addresses many simple questions about using and updating the Airtable. There is also a long-term sustainability plan that provides these recommendations in a concise format (see appendix). Finally, the training guide includes links to Airtable's official resources which includes public forums, articles and video tutorials.

III. Deliver an alumni network through an existing platform

Motivation

Although the database will serve as an internal mechanism to keep track of and analyze data, kanthari also desires an externally-facing application that their alumni can interact with. Currently, their 226 alumni are scattered globally and while Paul keeps in regular contact with them, they have not tapped into this network in a more systematic way. It would be advantageous to kanthari to tap into this network because the work that kantharis do is pretty unique and groundbreaking in many of their countries. Hence, it can provide a safe space for kantharis to talk about issues and garner support without having to explain themselves. It can also serve as a platform for fundraising, mentorship and shadowing opportunities, and a way for kantharis to connect with each other.

Therefore, this project will take advantage of this opportunity by creating a platform for kanthari's alumni network, knock, through an existing alumni management software.

Although kanthari currently has programming for their alumni, they wish to have a more robust platform to consolidate many possible alumni activities. Their current programming includes weekly calls for their alumni and they plan to conduct more specific workshops in the future. They also have a Whatsapp group and Google Group for their alumni, but they are looking for the features of these different platforms to be consolidated into one. They also want a technical platform that can provide more mentorship, sharing and fundraising opportunities.

Outcomes

Activities and Outputs

The expected output is a new platform that the alumni can use in order to connect with each other. This will be created on an existing alumni management system with kanthari's alumni engaged on the system.

The service provided will be training for the staff about how to interact with the new system as well as recommendations on how to keep the alumni engaged and the network active.

These outputs were achieved through the following activities:

1. Developed use cases and user stories (see Appendix A)
2. Interviewed 7 kanthari's and alumnus about needs for platform
3. Developed 11 pages on the platform, both public facing and internal
4. Created 6 forums with introduction posts for each
5. Implemented a member directory and 4 events on the site
6. Uploaded member data onto the platform and created 2 membership levels
7. Created tasks flows to ensure that the platform was user-friendly
8. Created a design guide
9. Wrote community guidelines to provide direction on how to use the platform
10. Trained staff about updating and maintaining the new software
11. Developed long-term maintenance and sustainability plans for the organization

Outcomes and Indicators

The outcomes of this new platform was to create a consolidated platform for alumni to interact virtually and share experiences. There are six different ways that the alumni can interact with the platform: posting in forums, connecting with members, finding a mentor, attending events, reading and creating blogs, and finding and posting opportunities. This allows 5 more ways than previously (there was only the opportunity to attend events before) for alumni to connect and interact with one another virtually. This platform is also easy for the admin and IT manager to maintain as demonstrated by the admin adding new events, forum posts, and a new page onto the website.

The full set of outcomes as a set of user stories is listed in the appendix (Appendix A).

A major risk to the sustainability of this platform is accessibility features. Although the platform was tested by a blind alumni before development took place, Wild Apricot does not meet the WCAG 2.1 AA guidelines and therefore, may pose a major risk to the success and usability of the

platform. This is one element that will be tested during the user testing phase that kanthari undertakes. In addition, accessibility resources have been provided in the final documentation.

Donation and online payments settings will also need to be set up from the kanthari side as receiving non-profit donations in India is difficult and requires an outside conduit. Another future step on the platform is to add donors onto the platform with their own designated roles.

IV. Additional Recommendations

User Testing with Alumni Platform

The admin of kanthari should conduct user testing for their alumni platform within the next month. This was originally part of the project scope, but was not completed as there would not have been enough time to thoroughly develop the platform itself. However, user testing is incredibly important before rolling out the platform to all the alumni and can mitigate several risks associated with the platform such as accessibility, usability, understanding of the community guidelines and measuring how active alumni will be. It will also allow a period that the admin can work on, participate in and edit the platform without the high-stakes consequences of having to learn how to use the platform while all of the alumni are on it.

The user testing will happen in 5 phases: reaching out to alumni, alumni testing, alumni interviews, incorporating feedback, and launching the platform. The first phase has already been completed and about 1--15 alumni, including some who are visually impaired, are prepared to user test. The next phases will be completed within the next month. A complete user testing guide is listed in the Appendix below (see Appendix B).

Certain aspects of the platform that will be tested are accessibility, usability and understanding of the network. Accessibility is very important as many of the alumni are blind and/or visually impaired and the network itself does not comply with the WCAG 2.1 AA guidelines. User testing will allow a period of time to test the accessibility of the platform and make sure that it is usable for all alumni. It is also important to test usability as this platform is new to all alumni and they will need some time to adjust to it. Anything that can be edited in terms of usability should be edited before launching to all alumni.

The specific steps that should be taken and resources provided are listed in Appendix B in the User Testing Guide.

Adding in Opportunities Board to Alumni Database

There is a Grid View, Gallery View and a Form left in the Airtable where an Opportunities Board can be created. This will allow alumni to post and receive news about opportunities from around the world and they can become more engaged in other alumnus organizations and activities. Currently, there is no consolidated way for alumni to find these opportunities and the Opportunity Board will provide that for them.

The Opportunity Board and form are currently embedded in the alumni network, but simply need to be updated with opportunities in order to ensure that alumni can use it effectively.

About the Consultant

Anjali Akula is a rising junior majoring in Information Systems with a minor in Business Administration at Carnegie Mellon University. She will be taking part in the Technology Consulting in the Global Community internship over the summer and return in the fall to begin her junior year.

Appendix A.

Original Use Cases

Database

High Priority

- ☐ Can create charts and visualizations for donors and organization
- ☐ Stores all kanthari alumnus with additional information
- ☐ Easy to maintain
- ☐ Good documentation
- ☐ Privacy with other tables

Medium Priority

- ☐ Get data from intake form
- ☐ Store updates from kantharis
- ☐ Update website - kantharis update their website, updates kantharis website
- ☐ Have surveys update database

Low Priority

- ☐ Environmental impact of the technology

Alumni Network

High Priority

- ☐ Accessible for all kantharis
- ☐ Can post and comment in order to fundraise and talk about common problems
- ☐ Profile pages
- ☐ Provides a safe space - data privacy and security

Medium Priority

- ☐ Can categorize posts
- ☐ Tag type of support needed
- ☐ Opportunity board
- ☐ Profiles for donors

Low Priority

- ☐ Facilitate local groups
- ☐ Tag different people
- ☐ Sourcing new Catalysts/volunteers/staff (also for kantharis organizations)

User Stories

Database

As a <role>	I can <goal>	So that I can <reason>
Admin	Create simple visualizations	Report information to donors
Admin	Create statistics based off the alumni data	Use these statistics to make changes to the alumni network and report to donors
Admin	Filter the alumni by certain attributes	Understand subdivisions of alumni to create reports/put on my website
Admin	Add in opportunities for my alumni	Make sure my alumni are engaged through the networking platform
Admin	Update the current contact with alumni easily	Have an up-to-date account of the alumnis
Admin	Have outside surveys and forms update the database	I can collect and store new information about alumnus as the need arises
Admin	Have the database automatically update the website	I don't have to update multiple tech platforms
Admin	Manage permissions easily	I can hide sensitive information such as donations
IT Manager	Contact support easily	Clarify any outstanding questions or concerns about the platform
IT Manager	Post problems I have with the platform	Have crowdsourced answers to questions I may have

Alumni Network

As a <role>	I want to <goal>	So that I can <reason>
Alumni	Share my success/problems	Have a safe space where I don't have to explain myself
Alumni	Categorize my posts	Talk about specific topics and get tailored responses to my post
Alumni	Post and comment	Have an easy way to interact with other alumni

Alumni	Find mentors	Get advice from people who have been in my place
Alumni	Attend events	Connect with others on a virtual call
Alumni	Post opportunities I have for others	Find people who can fill vacant positions/help me with my organization
Alumni	Be part of subgroups	More easily connect with similar people
Admin	Can invite alumni onto platform OR upload data	Invite new alumnus as a program finishes
Admin	Delete inactive alumnus automatically	Make sure the platform is a working resource for alumnus
Admin	Source new Catalysts	Keep the kanthari program running with updated staff members
IT Manager	Contact support easily	Clarify any outstanding questions or concerns about the platform
IT Manager	Post problems I have with the platform	Have crowdsourced answers to questions I may have

Task Flows

Ideas:

1. Just log in page - website is not public facing at all
2. New landing page for alumni
3. Log in button on home page for alumni
4. Make it feed centric

Task Flows

Regular Membership

1. Member Directory and Private Messaging
 - a. Only through email right now
 - b. Connect through Whatsapp
 - c. Regional directories
2. Forums
 - a. Landing page → Choose forum → Post in forum
3. Knock Connects
 - a. Landing page → Events → Sign Up Page → Confirmation → Landing Page

Premium Membership

1. Mentorship
 - a. Landing page → Mentor directory → Categorize → Reach out
2. Blog
 - a. Landing page → blog

Other

1. Donation

Appendix B. Links to Final Documentation

User Testing Guide

[Design Guide](#)

[Sustainability and Maintenance Plan](#)

[Community Guidelines](#)

[Training Guide](#)

Appendix C. Screenshot of Database

Alumni

Opportunities Board

Add or import

SHARE

AUTOMATIONS

APPS

VIEWS

Grid view for alumni

Hide fields

Filter

Group

Sorted by 3 fields

Color

Share view

Find a view

Grid view for alumni

Member Directory

Intake Form for knock Network

Update your project

Create...

Grid

Form

Calendar

Gallery

Kanban

Gantt

New section

	ID	Year	First Name	Surname	Sex	DOB	Country	Continent	Active?	Project	Subject	Description
1	GYENST	2009	Gyendsen		M	11/5/1987	China	Asia	third party	Tibetan Unlimited Library a...	IT	library for the
2	KYLAA	2009	Kylla		F	3/2/1984	China	Asia	third party	Kiki Kids	Early Intervention	inclusive kinde
3	OFOERI	2009	Eric	Oforimary		17/7/1960	Ghana	Africa	active	OSIN	Alternative Education	early childhoo
4	RAKHOL	2009	Holi	Rakotoarisoa		20/12/1981	Madagascar	Africa	active	Madagascar Education and...	Alternative Education	support and se
5	BUGHUS	2009	Hussni	Bugis		25/1/1958	Saudi Arabia	Asia	active	TOUCH Training of Unique...	Vocational Training	massage clinic
6	JOHIAM	2009	James	Johnson		25/12/1968	Liberia	Africa	not active	Education a Blind Child Fou...	Alternative Education	equipping poo
7	WAIJAY	2009	Jayne	Waithera		10/3/1972	Kenya	Africa	active	Positive exposure Kenya	Advocacy	Resource Centr
8	SHRJES	2009	Jessica	Schroeder		16/9/1983	Germany	Europe	not active	Reach Out	Alternative Education	mobile resourc
9	BRAJUL	2009	Julius	Brainmah		16/3/1975	Ghana	Africa	active	Resource Centre for Adapti...	Alternative Education	adaptive comp
10	BROKAR	2009	Karin	Broeske		26/7/1981	Norway	Europe	not active	Madagascar Education and...	Alternative Education	support and se
11	RAJKHO	2009	Khom	Raj Sharma		20/12/1983	Nepal	Asia	need to check	Inclusion Empowerment Ce...	Alternative Education	training of visu
12	JOHKOR	2009	Kortu	Johnson		25/12/1968	Liberia	Africa	not active	Education a Blind Child Fou...	Alternative Education	equipping poo
13	KARLUC	2009	Lucy	Karimi		12/7/1986	Kenya	Africa	active	Mountain View Center	Vocational Training	vocational trair
14	NIRMAR	2009	Martin	Niry		17/3/1975	Madagascar	Africa	third party	WWF	Advocacy	Works with WV
15	SALMOH	2009	Mohamed	Salia		5/3/1987	Sierra Leone	Africa	active	Supporting Entrepreneursh...	Vocational Training	Microcredit for
16	TANPYN	2009	Pynhoi	Tang		17/1/1984	India	Asia	third party	Sapphire Early Intervention...	Early Intervention	early childhoo
17	SABROB	2009	Robert	Sabwami		6/2/1976	Kenya	Africa	not active	Centre for Adaptive Techno...	Alternative Education	inclusive ICT ce
18	YILSAH	2009	Sahr	Yillia		16/9/1982	Liberia	Africa	need to check	Youth Partnership for Peace...	Alternative Education	Community En
19	GAIVIC	2009	Victor	Gaigale		19/11/1966	Liberia	Africa	not active	Education a Blind Child Fou...	Alternative Education	equipping poo
20	HORYOS	2009	Yoshimi	Horiuchi		12/7/1983	Japan	Asia	active	Always Reading Caravan	Alternative Education	weekend mobi
21	OMABAH	2010	Bahati S.	Omar		8/8/1984	Rwanda	Africa	active	Uwezo Youth Empowerment	Alternative Education	A centre where
22	LAMCHH	2010	Chhitup Dorji	Lama		2/1/1984	Nepal	Asia	active	Himalayan Education and ...	Alternative Education	To make the m
23	CHIDAN	2010	Daniel	Chiambah		10/7/1975	Cameroon	Africa	need to check	Enabling Platform for Impai...	Alternative Education	first Braille Prin
24	SEXDAV	2010	David	Sexton		8/12/1983	USA	North America	third party	Ka Jingkieng Ksiar(The Gol...	Community Development	Montessori Pre
25	WOTDEG	2010	Deginet	Wotengo		8/12/1983	Ethiopia	Africa	need to check	Opportunities Ethiopia	Advocacy	To set-up an er
226 records Sum 455173												

