Technology Consulting in the Community

Spring 2017

Urmila Ravichandran
CISV – Pittsburgh Chapter

Final Consulting Report

Carnegie Mellon University
Pittsburgh, Pennsylvania
www.cmu.edu/tcinc

Carnegie Mellon University

CISV-Pittsburgh Chapter
Executive Summary

Student Consultant, Urmila Ravichandran
Community Partner, Jennifer Burns

I. About the Organization

CISV is a charitable, independent, non-political, volunteer organization promoting peace education and cross-cultural friendship. It is a global community of volunteers, that create opportunities for people, especially children, to experience the excitement and enrichment of cultural diversity through various educational programs. *The mission of this organization is that peace is possible through friendship—and that the real difference can be made by starting with children.*

CISV organizes six summer programs that offer educational group activities to encourage respect and understanding of various cultures in children from the age of 11-18. By conducting such activities, CISV offers a scope for development of self-awareness in children and strives for a more peaceful world. There are many chapters in CISV USA, and Pittsburgh chapter is one of them. CISV Pittsburgh not only conducts local monthly activities but also hosts international programs.

In these programs, the children are made to participate in group activities that help them learn about various cultures and to appreciate and respect the differences.Children may apply to these programs by filling out forms that are available on the CISV website.

II. Tasks

1. Make the Information Management of Applications More Efficient

The application process involved printing and manually filling 28 application forms. It was very laborious and confusing for both the parents and the CISV volunteers. In order to make the process of application and review simpler, an efficient information management system was required.

The solution that was developed made use of electronic PDF forms that is more time efficient and does not require the use of printers and scanners. Once filled using a computer, these forms could then be emailed to the organization for review. In addition to this, some forms were made into google forms. This saves a lot of time for the volunteers, as they no longer need to manually enter data into spreadsheets.

2. Improve User Experience

To err is human, goes the saying. Many applications received every year would have repetitive errors in them. Such as, incorrect date format, name not as in passport, scanned documents incorrectly collated , etc. Therefore, the applications were sent back to applicants for changes. This was time-consuming for both the applicants and the application review board. As a solution to this, Adobe Acrobat with java scripting was used to create fillable PDFs, that ensured data validation and data security.

III. Outcomes

Outcome of Task 1:

- Time spent by applicants to fill the forms has reduced from 5 hours to about 3 hours
- Time spent by applicants to re-apply to programs has reduced from 5 hours to about 1 hour
- Time taken by application review panel has reduced from 2 hours to 30 mins

Outcome of Task 2:

- The number of applications received with errors has tremendously decreased from 15 in 30 to just 1 in 30. Therefore, applicants don't have to spend additional time in corrections.

IV. Recommendations

CISV leverages the use of technology to attract more children to its international programs and inculcates in them a sense of respect for other cultures.

Goal 1: CISV can use online blogs and social media as a means of promotion. Children can be encouraged to write about their experience and this could be used to advertise and attract new applicants.

Goal 2: Volunteer IT Experts can be recruited to build a new website applicant portal, where all the forms could be filled and stored online. This will make the application procedure all the more easier for the users. In addition to this, a more efficient database management system to manage online applications could also be developed. A complex solution would require continuous maintenance, therefore dedicated volunteer IT experts, should be recruited and every change should be documented. A great resource to find IT experts would be undergraduate and graduate schools.

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I. About the Organization

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CISV organizes six summer programs that offer educational group activities to encourage respect and understanding of various cultures in children. By conducting such activities, CISV offers a scope for development of self-awareness in children and strives for a more peaceful world. There are many chapters in CISV USA, and Pittsburgh chapter is one of them. CISV Pittsburgh not only conducts local monthly activities but also hosts international programs.

Facilities

It is a fairly small organization that is managed only by volunteers. There is no fixed office space, therefore all their chapter meetings are conducted at Chatham University. All documents are stored in paper binders at the homes of respective volunteers.

Programs

CISV adopts different curriculums for children of different age groups and follows the "learning by doing" approach. They have various programs for children starting at the age of 11. They are:

- Village
- Step-up
- Interchange
- Youth Meeting
- Seminar
- Junior Counselor.

In these programs, the children are made to participate in group activities that help them learn about various cultures and to appreciate and respect the differences. Children may apply to these programs by filling out forms that are available on the CISV website.

Staff

Mrs. Jennifer Burns is completely in charge of data management and website maintenance is. The treasurer is in charge of updating only one sheet of the spreadsheet.

Most of the positions in the organization are on a rolling basis and most of the volunteers do not have much experience working with complex technologies. However, they are familiar with spreadsheets. No volunteers have received any formal training in any technology so far.

Technology Infrastructure

Since there is no office space and the workers of this organization are all volunteers there are no dedicated systems. So all the volunteers use their personal PCs. There is no shared technology infrastructure in the organization. They have a website: https://pitt.cisvusa.org

CISV USA has adopted e-tapestry to manage their database. The volunteers of the Pittsburgh chapter have not yet been trained to use and extract information from e-tapestry. E-tapestry may only be used to retrieve past data. The clients do not know if they will be able to use it for storing information pertaining to the Pittsburgh chapter.

Another major concern is that the application forms are currently being received via email. Since these forms are manually filled, there is a lot of manual data entry involved.

Technology Management

Mrs. Jennifer Burns is in charge of managing their spreadsheet database and also the maintenance of the WordPress website. Earlier, the process of technology management was also time-consuming.

There is no IT support team and all of the technology related problems are handled by Mrs. Burns. No reporting tools or pivot tables are used to view well-outlined data. In addition to spreadsheets for database management, they use Paypal for managing their payments, Constant Contacts to send out bulk emails and event planning and their website is based on Word Press.

Technology Planning

There is no technology planning committee at CISV Pittsburgh. All of the CISV Pittsburgh technology related planning is shouldered by Mrs. Jennifer Burns.

Internal and External Communication

All the internal communication is done via emails and phone calls. The application related data are stored in google drive which may be accessed by certain volunteers.

The external communication is also done by using website and email for which CISV uses Constant Contact to store the contact details of their clients. This software is also used to send notifications to their clients about upcoming events. The clients are comfortable with this mode of communication.

Information Management

The main information required is the details of their clients from the application forms. This is managed by using a mix of software and paper-based forms. The clients will have to fill out an online google form with their basic information. Then, several forms have to be downloaded, printed, filled, scanned and emailed to the organization. This is then manually fed into google spreadsheets.

The payment information for the programs is managed using Paypal. Once a payment is received, it is updated on the Google spreadsheet. However, this google spreadsheet is not every efficient. It does not follow a good database design and has a lot of non-atomic & redundant information. The data is spread out across various spreadsheet tabs and there is no collective view of data for viewing the details of selected applicants.

Salesforce was adopted last year to be able to manage the forms and to collect data from the clients, but it did not sustain because of a software update. Also, the volunteers found it very difficult to learn and use.

Business Systems

Quickbooks is the accounting software that is used. There are no problems associated with using Quickbooks and the volunteers are comfortable using it for accounting management.

II. Make the Information Management of Applications More Efficient

Motivation

In order for students to participate in CISV programs, the students and their parents will have to fill many application forms. Parents used to print out a stack of 28 pages of forms and manually fill it, scan it and then email it to CISV. It would approximately take them 5-6 hours to do so. Once the CISV volunteers receive these forms, the data have to be manually filled into their computers in. In addition to the paper-based forms, parents also have to fill in some repetitive information on a Google form.

This process is very laborious and confusing for both the parents and the CISV volunteers. In order to make the process more user-friendly, the client proposed to have electronic forms that parents can fill and sign.

These observations were indicative of the fact that the clients need a solution that is not only sustainable but is also simple. Therefore, it led to choosing the best possible solution to cater to their needs.

Requirements for an efficient information management system:

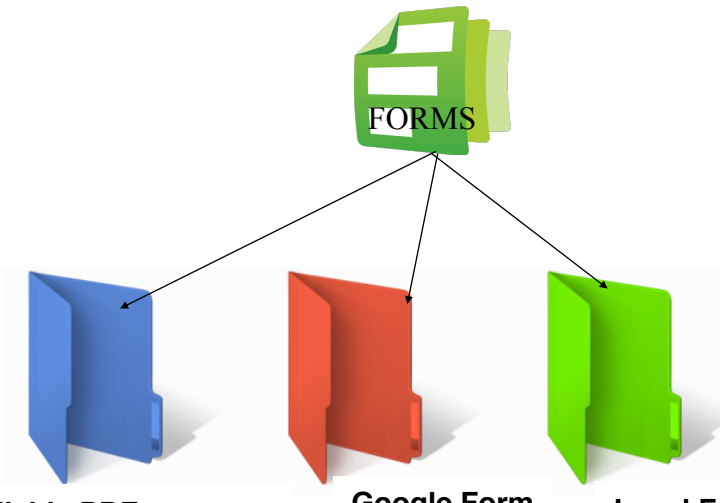
- An efficient database management system and redesign of pdf forms into fillable pdf forms is required. Firstly, making the process of applying to this program has to be made easier because parents may find it tedious to fill out the application form and scan it every time their child applies to a program. This may discourage some parents from applying to further programs. Thus, easy-to-use fillable electronic forms is required to reduce attrition and make the application process easy.
- Secondly, the workers at CISV volunteer their time. The current application review process involves an extensive amount of data entry into the system and copy-paste between multiple google spreadsheets. Also, new volunteers find the process of data entry hard to comprehend. In order to help the volunteers make efficient use of their time, the forms from which data has to be stored should be made into google-forms. This will auto-populate data, thus preventing manual data entry. Other forms that are made into fillable electronic forms, are only stored for record and need not be saved into a spreadsheet. Such forms can be received on emails and can be stored on a cloud storage like Dropbox, Google Drive, etc.

Alternatives Considered :

- Other alternatives considered were a lightweight database, CRM tools, etc. But all these require considerable amount of maintenance and costs associated with it. Since CISV presently receives only about 30 applications per year and expects the number of applications to grow by 15% a year, the data related to it is of a small size. This can be well managed by a well-designed spreadsheet and by leveraging the use of google forms. Another advantage is that changes to the forms can be made easily using google forms.

Approach :

- The forms were divided into three categories: fillable PDF, google form and legal forms(which require a handwritten signature).
- The non-fillable forms were transformed to fillable PDFs and Google Forms.
- Designed file storage structure on google drive for easy storage and retrieval of applications



Fillable PDF

>>Electronic signature OK
>>Only used for application review
>>No information is used for quick lookup

Google Form

>>Forms used for capturing information for quick look-up

Legal Forms

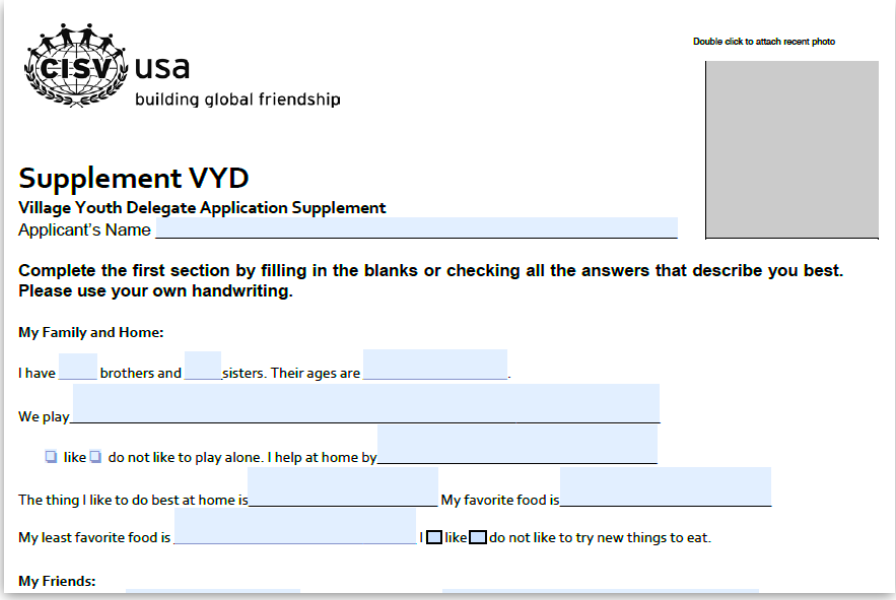
>>Forms for which handwritten signature is compulsory

	TECHNOLOGY USED	PURPOSE
FILLABLE PDF	Adobe Acrobat Pro	To create and edit fillable forms with electronic signature
	Javascript	Photo import, data validation & security in Adobe forms
GOOGLE FORM	Google Form	Online form
	Google Spreadsheet	Automatically capture important information from online form
LEGAL FORM	Adobe Acrobat Pro	To create and edit fillable forms without electronic signature
STORAGE	Google Drive	Secure cloud storage for quick access to information from anywhere

1. Fillable PDFs:

Adobe Acrobat Pro allows to create interactive forms using PDFs, that helps to check for data validation, mention specific instructions for each form field, allows uploading photographs, etc.

The "Create form" option allows to create fillable forms from existing PDFs and it auto-fills the fields with appropriate text box, checkbox, etc. Therefore it saves time to create new forms. Appendix A gives the steps to create PDF forms.



cisv usa
building global friendship

Double click to attach recent photo

Supplement VYD

Village Youth Delegate Application Supplement

Applicant's Name _____

Complete the first section by filling in the blanks or checking all the answers that describe you best. Please use your own handwriting.

My Family and Home:

I have ____ brothers and ____ sisters. Their ages are _____.

We play _____

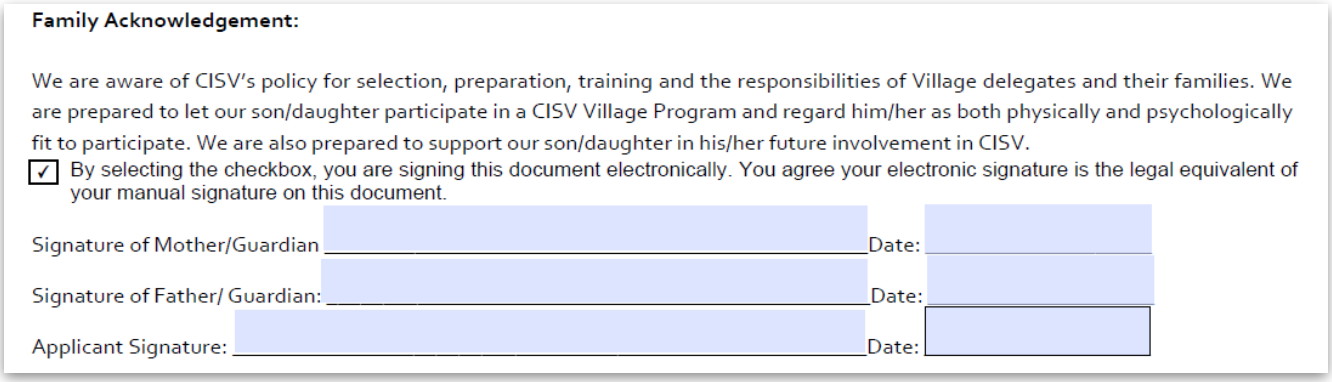
☐ like ☐ do not like to play alone. I help at home by _____

The thing I like to do best at home is _____ My favorite food is _____

My least favorite food is _____ I ☐ like ☐ do not like to try new things to eat.

My Friends:

Fig.: Completed Fillable Application Form



Family Acknowledgement:

We are aware of CISV's policy for selection, preparation, training and the responsibilities of Village delegates and their families. We are prepared to let our son/daughter participate in a CISV Village Program and regard him/her as both physically and psychologically fit to participate. We are also prepared to support our son/daughter in his/her future involvement in CISV.

☑ By selecting the checkbox, you are signing this document electronically. You agree your electronic signature is the legal equivalent of your manual signature on this document.

Signature of Mother/Guardian _____ Date: _____

Signature of Father/ Guardian: _____ Date: _____

Applicant Signature: _____ Date: _____

Fig.: Completed Fillable Application Form with Electronic Signature

2. Google Forms:

Google Forms were used to capture information that could be required for quick retrieval. This includes information for travel dates, Parent contact information, Emergency contact information, etc. The use of Google forms reduced the number of PDF forms from 28 to 13. The remaining 13 forms have been made into fillable PDFs.

All the information filled in the Google form is readily reflected in a Google spreadsheet. This saves a lot of time for the volunteers as they do not have to manually type-in information. Since the data stored is about 50 rows, information look-up is also easy using spreadsheet filter and find options. Another useful feature of storing information on google spreadsheet is that information is available on-the-fly to all the staff of CISV who have access to that google spreadsheet.

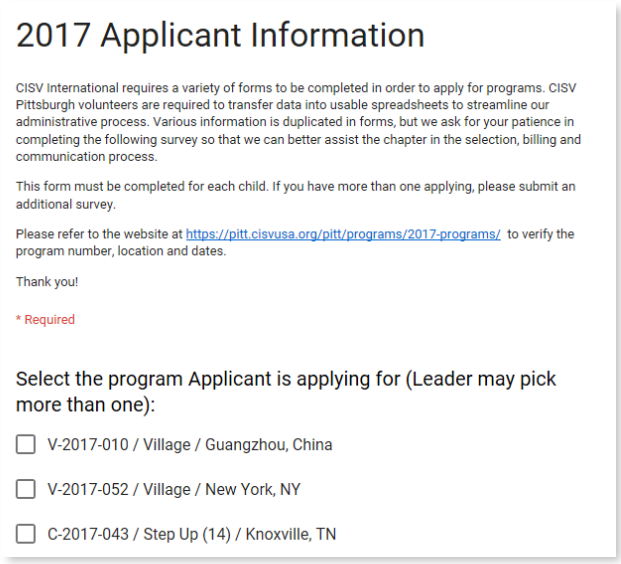


Fig.: Completed Google Form for Applicant Information

3. Legal Forms:

Legal forms are similar to the fillable PDF forms, except that these forms do not have a text field to enter an electronic signature. It is a requirement that these forms be signed by hand. Therefore, these forms have fillable text fields to feed-in information, but they have to be printed out and signed by hand and then emailed to CISV Pittsburgh chapter.

CISV international
building global friendship

Youth Travelling Alone Legal Information Form - Appointment of Temporary Guardian for Medical Care, Release and Consents (TWAL)

CISV International Ltd
MEA House, Ellison Place
Newcastle upon Tyne, NE1 8XS
England

Company Registration: 3672838
Charity Registration: 1073308

Telephone: +[44 191] 232 4998
Fax: +[44 191] 261 4710
E-mail: International@cisv.org
www.cisv.org

This form requires that you have ADOBE ACROBAT 9 or HIGHER (downloadable here)

Do not begin filling this form in without first having downloaded ADOBE ACROBAT 9 or HIGHER, otherwise the data you enter may not viewable on other computers and when printed.

PLEASE UPDATE NOW

Youth Travelling Alone Legal Information Form - Appointment of Temporary Guardian for Medical Care, Release and Consents (TWAL)

This form relates to youth participants (aged 16 to 20 inclusive) and is to be completed by the youth participants and a parent / legal guardian. The participant must carry the signed original plus two copies to the CISV international programme. A copy should also be left with the participant's home CISV Chapter. *Note. In this form, unless otherwise specified, "CISV" includes CISV International Ltd, all National and Promotional Associations, together with all leaders, staff, volunteers, employees, agents, members.* ***Signing this form is a condition of participation in the CISV Programme noted below.***

Full Name of Participant		Participant's Date of Birth (day / month / year)	
CISV Programme (e.g. Village (2013-111)		Host National Association (Country)	
Full Name of Participant's P			
Emergency Contact informati	C-2017-019		
Name	C-2017-043		
Number & Street	I-2017-053		
Town / City	S-2017-019	/ State / Province	
Country	V-2017-010	stcode / Zip code	
	Y-2017-045	a Code	Local Number
Telephone			
Mobile Number	1		
Fax Number	1		
E mail			
Alternate Emergency contact phone number			

Fig.: Completed Fillable PDF for Legal Form

Outcomes

Intermediate Outcomes:

1. Forms were grouped into the three categories based.
2. Required fields, date format, fields that require validation, etc were identified
3. Type of fields such as drop-down menu, text field, checkbox, radio button etc were decided.

Final Outcomes:

1. 19 forms were converted to fillable PDFs
2. 6 forms were converted to Google Forms
3. 4 to legal forms (fillable PDF which require handwritten signature).
4. The use of Google forms has cut down the effort of storing (typing/copy-pasting) information into spreadsheets, since it auto populates the spreadsheets. Therefore the time spent in training

the volunteers to use google forms has reduced from 8 hours to anywhere between 30 mins to 1 hour.

Technology Capacity: With this solution, the organization has adopted the use of Adobe Acrobat to create fillable electronic forms that is simpler than a CRM.

Human Capacity: The use of screen casting has increased the knowledge base of volunteers and has ensured the ease of transitioning into new roles and responsibilities.

Organizational Capacity: Since the solution implemented is focused on ease-of-use and is time efficient, volunteers can spend the time saved in other important activities such as organizing more educational events, promotional events, fundraising events , etc., that help attract more and more applicants each year, thereby helping them achieve their vision and promoting world-peace.

	Measure of time- Before	Measure of Time- Current Technology
Time spent by applicants to fill the forms	5-6 hrs	3 hrs
Time spent by applicants to re-fill same forms for next application	5-6 hrs	1 hr (for minor changes) Provided, the fillable version of the previous forms are saved on user's system is saved
Time taken by application review panel	Application review panel takes about 2 hours to process each application because of time taken to copy contents to spreadsheets	Since data is autofilled from Google-forms to spread sheet, application review panel takes only 30 mins to review an application
Knowledge Transfer of technology maintenance for new Volunteers	In-person session explaining the process and technology used	Screen casting of new technological changes will help in easy learning. Available anytime for quick clarification since it is uploaded on Drive

Table: Comparison of technology impact before and after implementing proposed solution

III. Improve User Experience

Need for easy to fill electronic forms

Motivation

As mentioned above, it was observed that the time spent by applicants in filling out the forms and sending it. Typically applicants would spend about 5-6 hours in filling out the forms by hand. And an additional 1 hour would go into printing it out and then collating it back into an electronic PDF.

Often, all the applications received would have some errors in them such as incorrect date formats, incorrect order of collated scanned documents, name not as per passport ,etc. The volunteers would have to inform the applicants and the applicants would have to re-do parts of the application and send it back to the volunteers. The time spent in re-work and email exchanges is anywhere between 4-5 hours.

Solution

Use of "Tool-tips" and special high-lighted instructions in the PDF forms. A useful feature of Adobe is that it integrates Javascript for data validation and manipulation.

In the PDFs that were developed, Java script was extensively used to :

- Enforce "YYYY" format for year
- Upload photographs into PDF
- Make the document "Non-editable" for submission

This helps immediately review and respond to common errors made by applicants, such as entering date in incorrect format, not entering name as on passport ,etc. Appendix B gives the steps to ensure data validation in PDF forms.

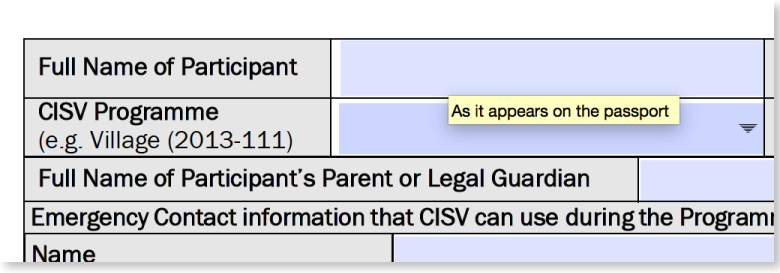


Fig.: Tool Tip to applicants

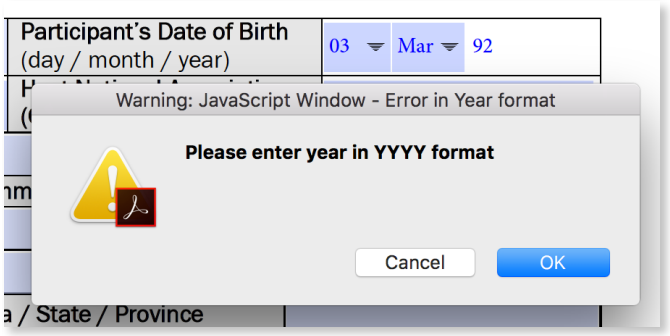


Fig.: Data Validation

Outcomes

Intermediate Outcomes:

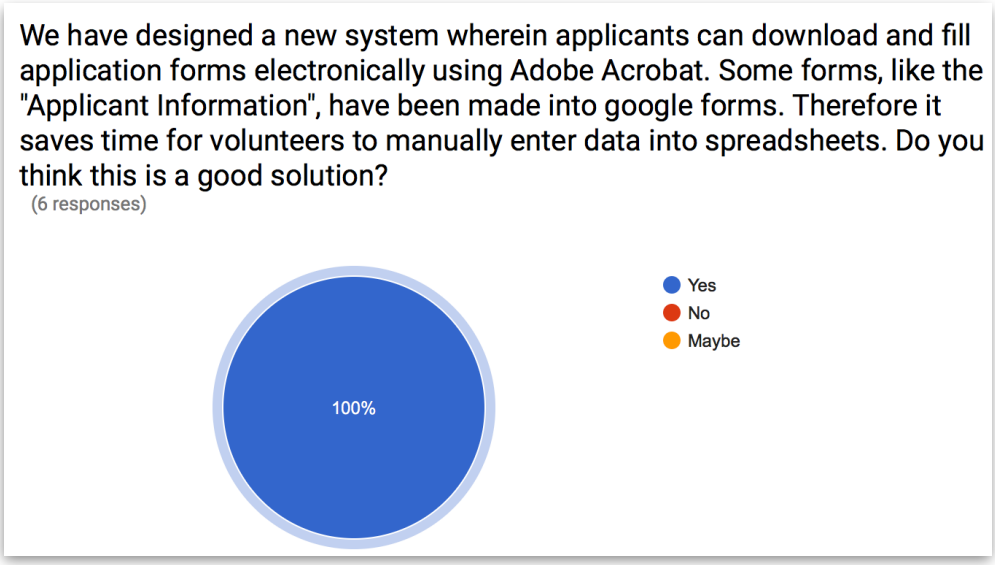


Fig.: Responses collected from volunteers

Final Outcomes:

- Earlier, 15 in 30 applications would have errors in them. The solution that has now been adopted has eliminated the need to re-do applications by making use of tool-tips in the electronic PDF forms, which prompts the applicants with appropriate instructions for each field. Now only about 1 in 30 applications that have errors in them that require re-work. With this solution, the

organization has adopted the use of Adobe Acrobat to create fillable electronic forms that is simpler than a CRM.

Technology Capacity: With this solution, the organization has adopted the use of Java Script in Adobe Acrobat for data validation and securty

Human Capacity: Due to the use of tool-tips in PDFs, the application selection panel alone is sufficient to process these forms. Additional volunteers are not required to check the PDFs for errors.

Additional Resources to improve sustainability

- The appendix of this documentation gives all the step-by-step details to generate fillable PDF forms using Adobe.
- The necessary java-scripts required for data validation and photo-upload have also been included in the appendix.
- The required HTML tags and instructions to store "downloadable" forms on Word-press have been included in the appendix C.
- In addition to this, to ensure sustainability to continue adapting this solution, a detailed screencast has been shared with the organization. The screen cast gives detailed instructions to create fillable electronic PDFs, explaining the structure of the file system on Google Drive and creating and using Google forms and spreadsheets. It is stored on their google drive for easy access. This has made it easy for the volunteers to quickly adapt to the work process at the organization since the responsibilities of the volunteers change on a yearly basis. A poll conducted with the volunteers shows 6 out of 6 volunteers found this useful.

IV. Business Impact

☆ With the previous business practice, the clients anticipated an increase of only 10% in applicants in the next five years. Most of the previous applicants would not apply due to the time and effort it took to apply. But, with this new application process and the ease of filling application forms the attrition of applicants is estimated to decrease by more than 50% .

☆ In addition to this, the ease of application review process, storage and retrieval of information will encourage volunteers to manage the organization efficiently. With the time that they have saved from having to manually enter data, volunteers can now utilize this time to plan and organize more activities and take the organization to new heights.

V. Risks

- A minor risk associated with this solution is the update to Adobe. Since all the forms are basic text fields and radio buttons, it is highly probable that any update to adobe will not affect the current forms. In such a case, an IT Expert should be consulted.
- It is also a requirement for the applicants to have at least a basic version of Adobe installed on their computers. The installation links and instructions have been added to the website.

VI. Recommendations

Vision

CISV leverages the use of technology to attract more children to its international programs and instills in them a sense of respect for other cultures.

Goal 1: Blogs as a means of promotion

- CISV can make use of online blogs and social media for promoting its organization. In addition to this, written or video blogs can be used for encouraging children to write about their experience
- This would help CISV attract more children to their international programs because, written essays or video blogs can help serve as a reflective exercise for the children and will help them understand the values learnt in the camp. In addition to this, after getting approval from the parents of the participants, these blogs may be used to promote the organization via social media,

Strategy:

- Check the existing CISV social media accounts and identify the most active account in terms of maximum inputs by account followers.
- Then use that account to post essays and videos.
- On the last day of the camp, encourage children to write about their experience. It should serve as a reflective exercise. It could have several questions based on the age group of the children, such as, what have you learned over the past few days, what can you do to promote world peace, etc.
- Upload their essays on the organization website and popular social media website.
- Use these blogs for promotional activities

Expected Outcomes

PHASE	EXPECTED OUTCOME	HOW TO MEASURE	CURRENT MEASURE
Blogs as a means of promotion	Written essays or video blogs of children	Has the child learnt about world peace and harmony in the camp ?	Group activities are conducted on the last day of the camp. There is no individual activity to gauge the amount of learning.

Resources:
- Facebook
- Youtube
- Instagram
- Wordpress

Goal 2: Recruit Volunteer IT Expert

- Engage a full time IT expert to develop and maintain online process for applications with Relational Database Management Systems.

- Volunteers at CISV, are not experienced in IT software development and management. Therefore, hiring a volunteer IT Expert can help to create a new online section for online applications. This will make the process of applying and processing a lot more easier and less time consuming for both the users and volunteers.

Strategy:

- Engage an IT Consultant to help interview and bring into team an IT Expert in software development and maintenance.
- Conduct knowledge transfer meetings and brainstorm for new technological solutions.
- Document new developments for future IT volunteers

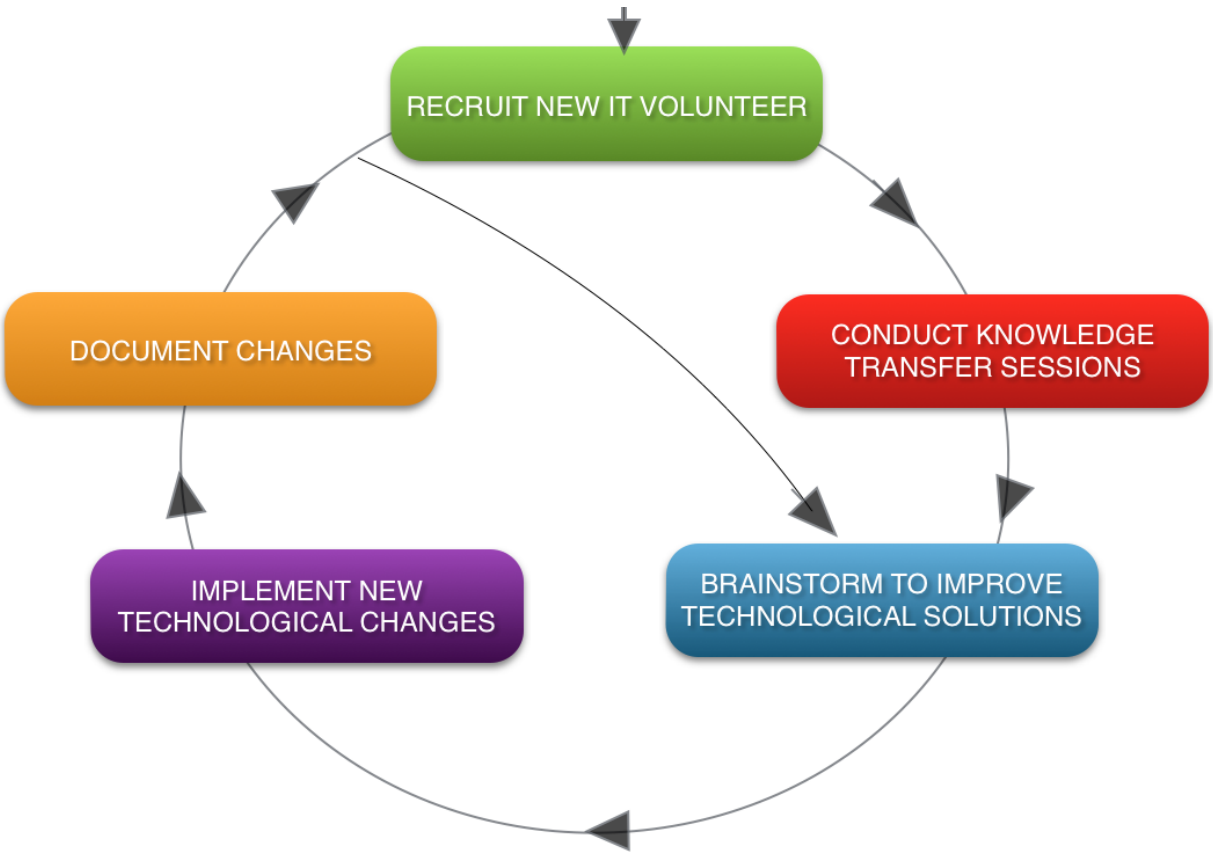


Fig.: Process to engage with volunteer consultants

Expected Outcomes:

- Improved management of information systems
- Build efficient online application submission system
- Develop centralized database for easy access

Resources:

- Undergraduate and graduate students
- University career fairs-Information about these fairs may be found on Google
- University courses such as IT-Consulting in CMU
- Contact the Career Services departments of various universities and place advertisements.

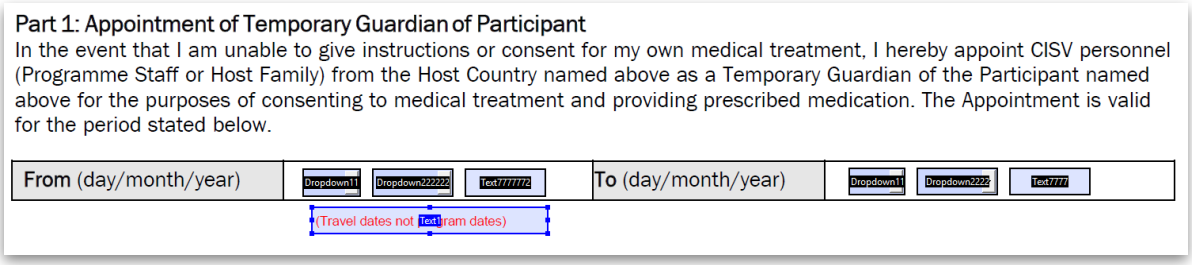
About the Consultant

Urmila is a Graduate student in Information Systems Management at Carnegie Mellon University. She will be working as a Data Analyst and Web Development Intern at North-shore University HealthSystem.

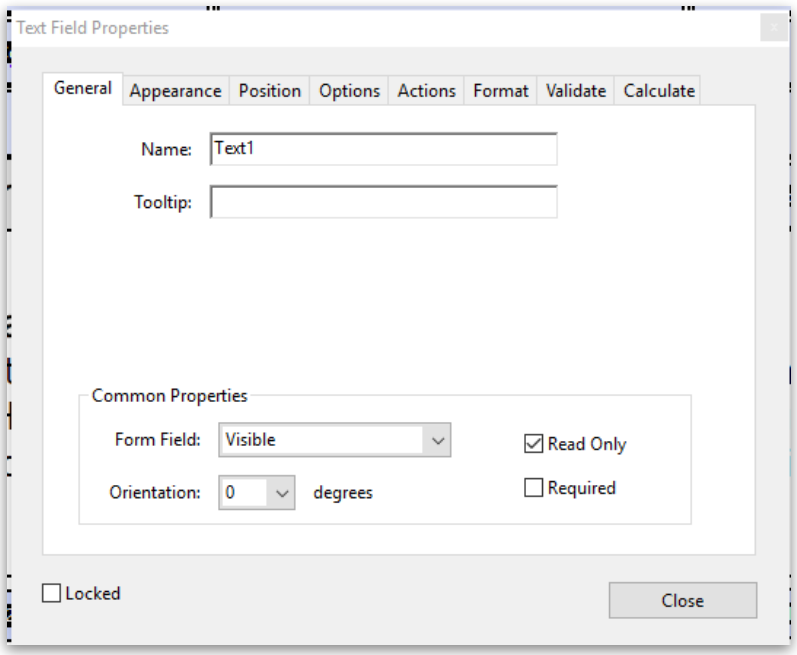
Appendix A.

Steps to develop fillable PDF forms:

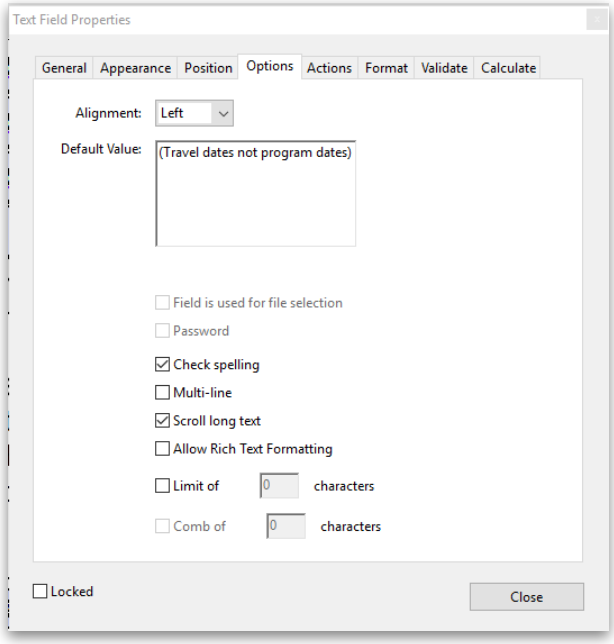
1. Design Fillable PDFs from existing forms.
2. Open any non-fillable PDF form using Adobe Acrobat Pro
3. Click on Create >> Create Form >> From Existing Document >> Launch
4. Most of the fields are auto-filled. Ensure that the fields are of the correct type. For instance, ensure that checkbox is used appropriately and not radio buttons.
5. Set the fields to “Read-only”, “Required”, where relevant. In addition to this, to ensure uniformity, set the properties of all the fields to appropriate font, color and size.
6. To see the property of a field double click the field.



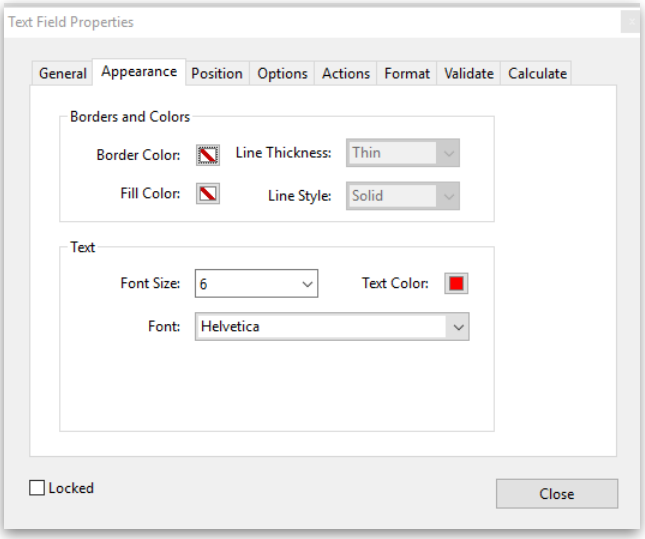
7. You can make a field “Read only” or “Required” using the General Tab in the properties window.



8. To give a default value, navigate to the “Options” tab. Alignment, multi-line scrolling ,etc., can be specified here.



9. To change the color or font, navigate to the “Appearance” tab.



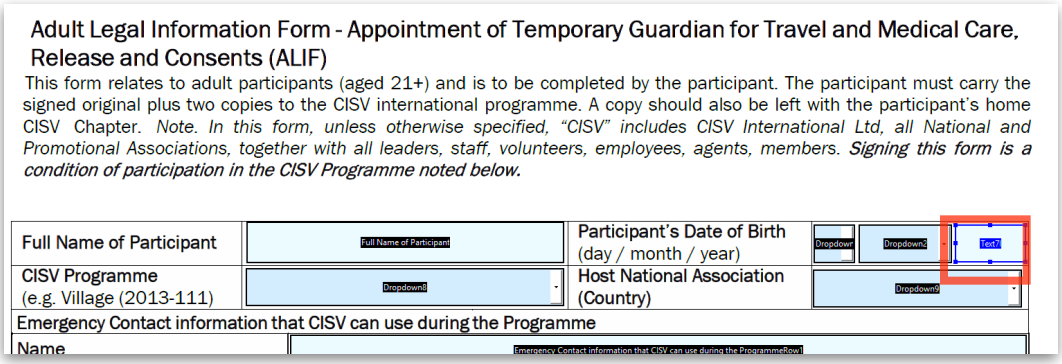
Appendix B:

Data Validation

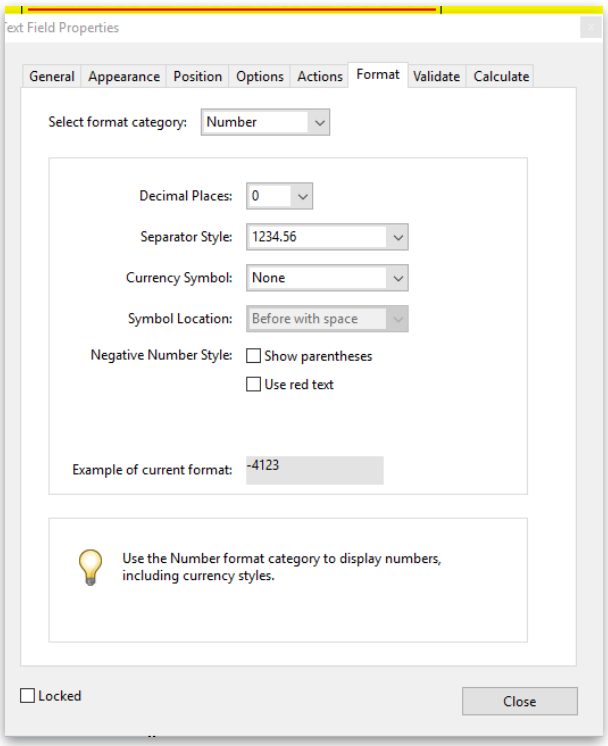
I. Validate year field to be entered in YYYY format

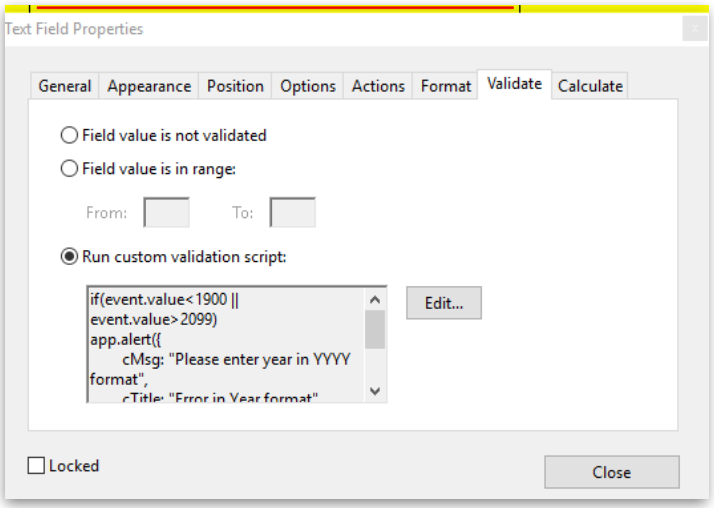
This can be achieved by setting a java-script to run in the properties of the year field.

1. Double click on the year field.

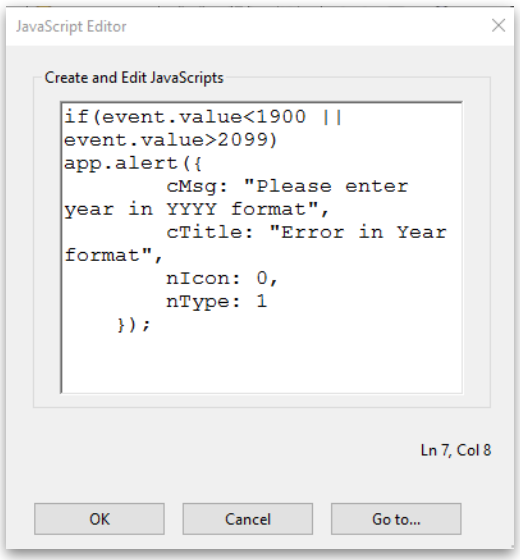


2. Goto the format tab and set the format category as "Number". In the validation tab, choose "Run custom validation script" option.





3. Write the following java script, to constraint the year format and value.

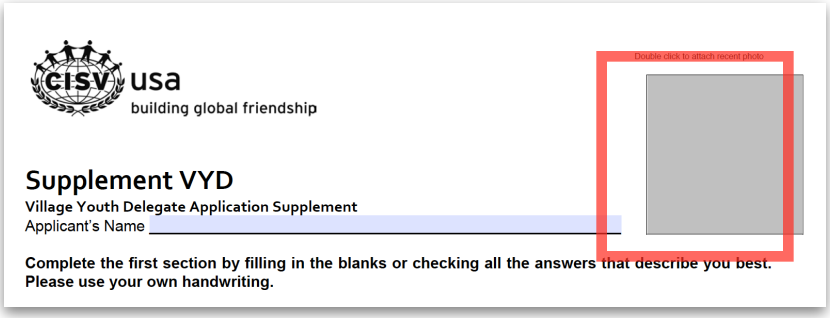


The java script used above is:

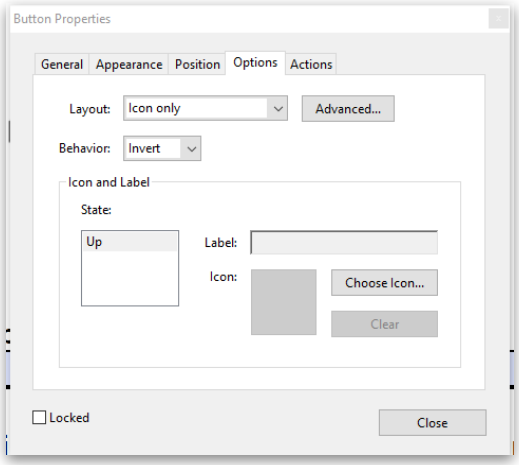
```
if(event.value<1900 || event.value>2099)
//if condition constraints the value of year
app.alert({
//app.alert causes a pop-up prompt to appear
      cMsg: “Please enter year in YYYY format”,
//cMsg specifies the message to be displayed
      cTitle: “Error in Year format”,
//cTitle sets up pop-window title
            nIcon: 0,
            nType: 1
});
```

II. Upload Photo on form:

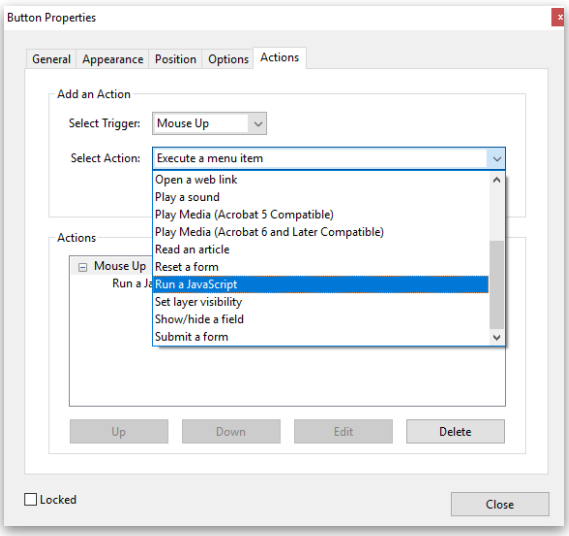
1. To upload an image, drag and drop a button to the size of the image.



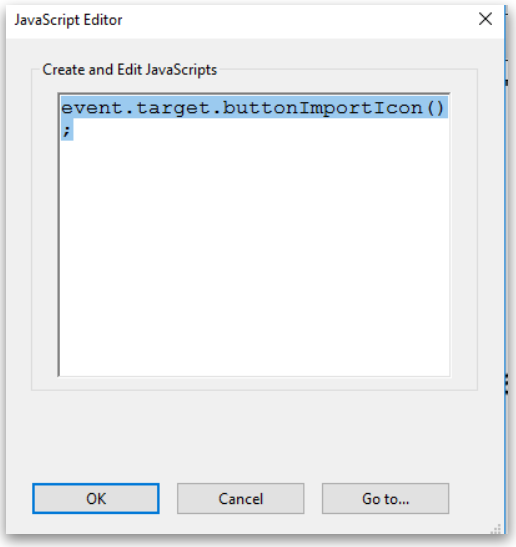
2. Goto the options tab of the Button property and set layout to "Icon Only"



3. In the actions tab, select trigger "Mouse Up" and action "Run a Java script"



4. Click on Edit and enter the java-script and click OK

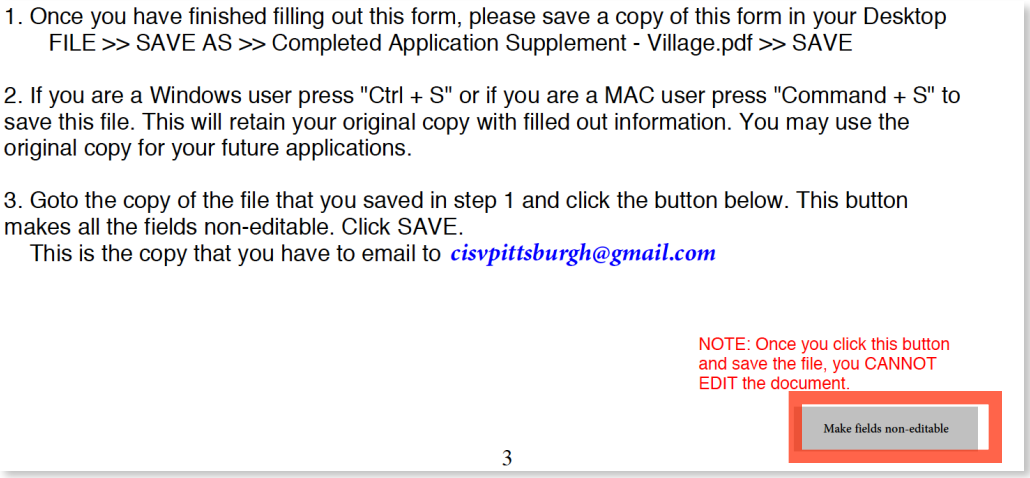


The java script used above is:

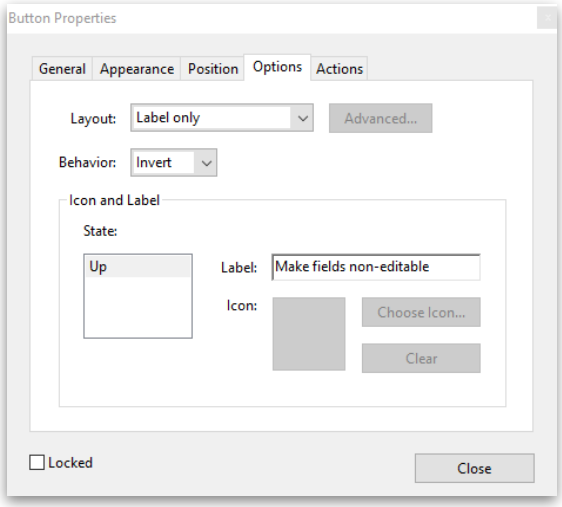
```
event.target.buttonImportIcon();
//this will open a file navigator to upload a picture
```

III. Button to make form fields non-editable

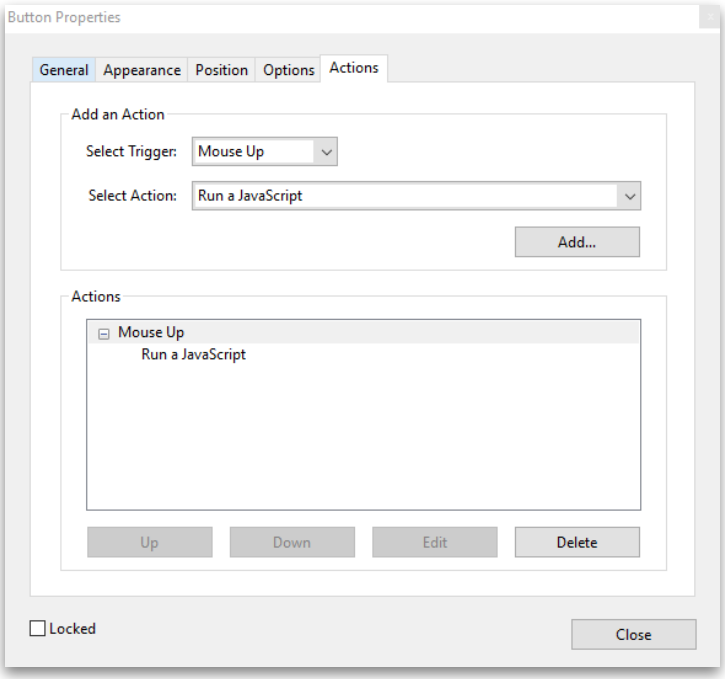
1. Double click button and goto its properties



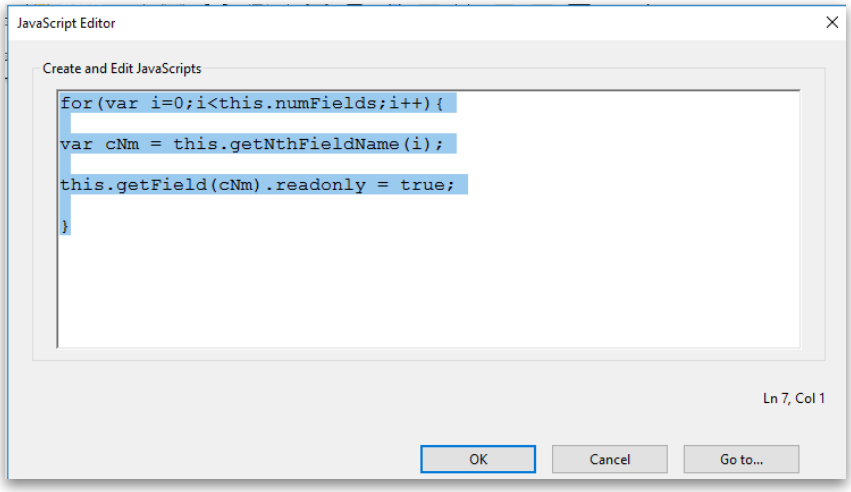
2. In options tab, choose Label Only layout and give Label name



3. In Actions tab, select “Mouse up” trigger and select “Run a javascript” option and click “Edit”



4. Enter the below javascript and click OK.



The java script entered above is:

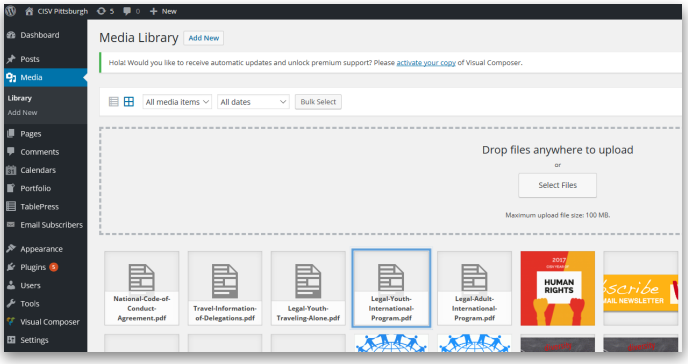
```
for(var i =0; i<this.numFields; i++){
 //this will iterate through every field in the document and will set it as a “read only” field
  var cNm = this.getNthFieldName(i);
  this.getField(cNm).readonly = true;

}
```

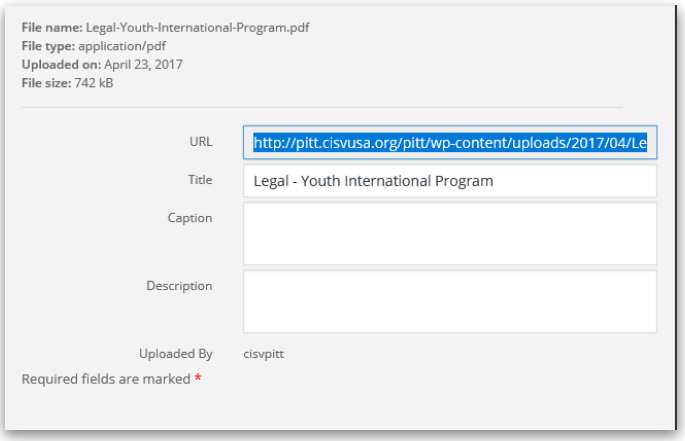
Appendix C.

Upload “downloadable” documents on WordPress:

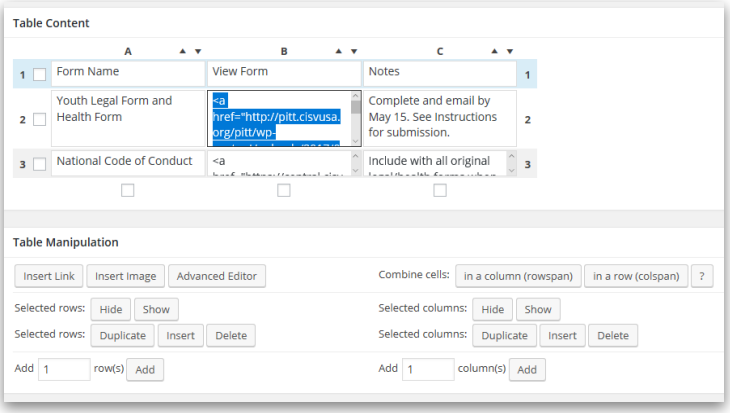
1. Upload the required document in the media library.



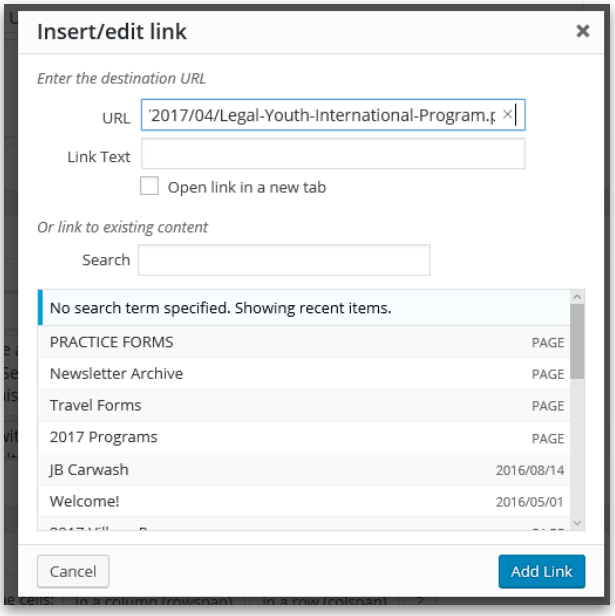
2. Get the URL of the uploaded file



3. In the edit mode of the website, goto table press and select the field where the form has to be uploaded



4. Click on insert link on table manipulation and paste the URL got in step 2. And give it a Link text as “Download” .



5. The URL that is inserted in the table looks like this:

```
<a href="http://pitt.cisvusa.org/pitt/wp-content/uploads/2017/04/Legal-Youth-International-Program.pdf" target="_blank">Download</a>
```

You need to change this to: (Please note the change in green). Then save.

```
<a href="http://pitt.cisvusa.org/pitt/wp-content/uploads/2017/04/Legal-Youth-International-Program.pdf" download>Download</a>
```