

# Just Grace Community Engagement Solution

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UCT KNOWLEDGE CO-OP

The UCT Knowledge Co-op facilitated this collaborative project between Just Grace and UCT.

See <http://www.knowledgeco-op.uct.ac.za> or

Contact us at [know-op@uct.ac.za](mailto:know-op@uct.ac.za) / 021 – 650 4415



# Background

Just Grace is a non-profit with a vision of making the Langa community a place where residents are safe and have access to both quality education and meaningful employment.



# Situation of Concern & Opportunity Statement

*Just Grace is working too hard to reach people in need*



Just Grace sends notifications on paper, which they've no ability to ensure reach their intended recipients.



Just Grace spends too much time calling people to check whether they've received notifications.



We believe that there is an opportunity to address the concerns by transforming how Just Grace communicates with its participants.

# Key Objectives

1. Ensure that notifications reach the intended people.
2. Replace paper with digital documents and forms so that approvals may be collected more easily.
3. Allow all participants to chat, socialize, and engage with each other so that they may help and support each other.







# Proposed Solutions

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Custom-developed, mobile app solution.

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Commercial-off-the-shelf (COTS) software solution.

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Hybrid, COTS and open source solution.

# Recommendation: Hybrid, COTS and Open Source Solution

*A “green-fields” solution that is cost-effective to acquire, operate, maintain, and upgrade*



The community already uses WhatsApp, using WhatsApp for Business helps Just Grace ensure that notifications are delivered.



MyBB gives our community a place to chat, socialize, and engage together.



Google Classroom lets us teach, share documents, and survey our community.

# Approach

Integrate pre-existing, open-source software and commercial software. There is, therefore, no need for a prototype to be delivered. We will, however, attach pictures to illustrate our intended solution. Further, we will specify how each meets Just Grace's needs.

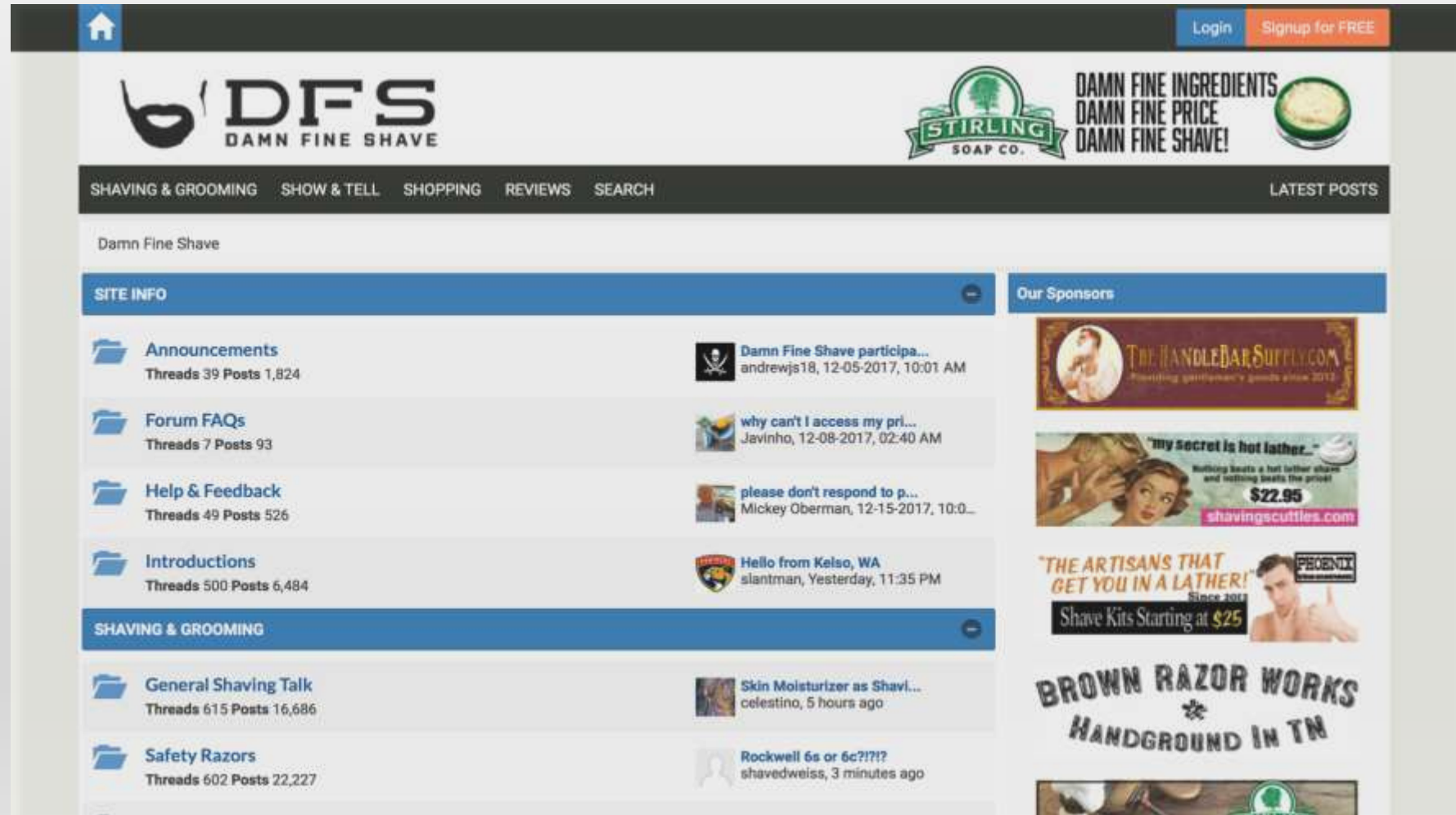




# MyBB: Open Source Forum

## Needs addressed:

- Social messaging
- Forums
- Push notifications
- Localisation
- Document management



The screenshot displays the homepage of the 'Damn Fine Shave' forum. At the top, there is a navigation bar with a home icon, a search bar, and links for 'Login' and 'Signup for FREE'. Below this is the forum's logo, 'DFS DAMN FINE SHAVE', and a banner for 'STIRLING SOAP CO.' with the slogan 'DAMN FINE INGREDIENTS DAMN FINE PRICE DAMN FINE SHAVE!'. A secondary navigation bar includes categories like 'SHAVING & GROOMING', 'SHOW & TELL', 'SHOPPING', 'REVIEWS', and 'SEARCH', along with a 'LATEST POSTS' link.

The main content area is divided into two columns. The left column features a 'SITE INFO' section with a list of forum categories and their respective thread and post counts:

Category	Threads	Posts
Announcements	39	1,824
Forum FAQs	7	93
Help & Feedback	49	526
Introductions	500	6,484

Below this is the 'SHAVING & GROOMING' section, which lists active threads:

Thread Title	Author	Time
General Shaving Talk	celestino	5 hours ago
Safety Razors	shavedweiss	3 minutes ago

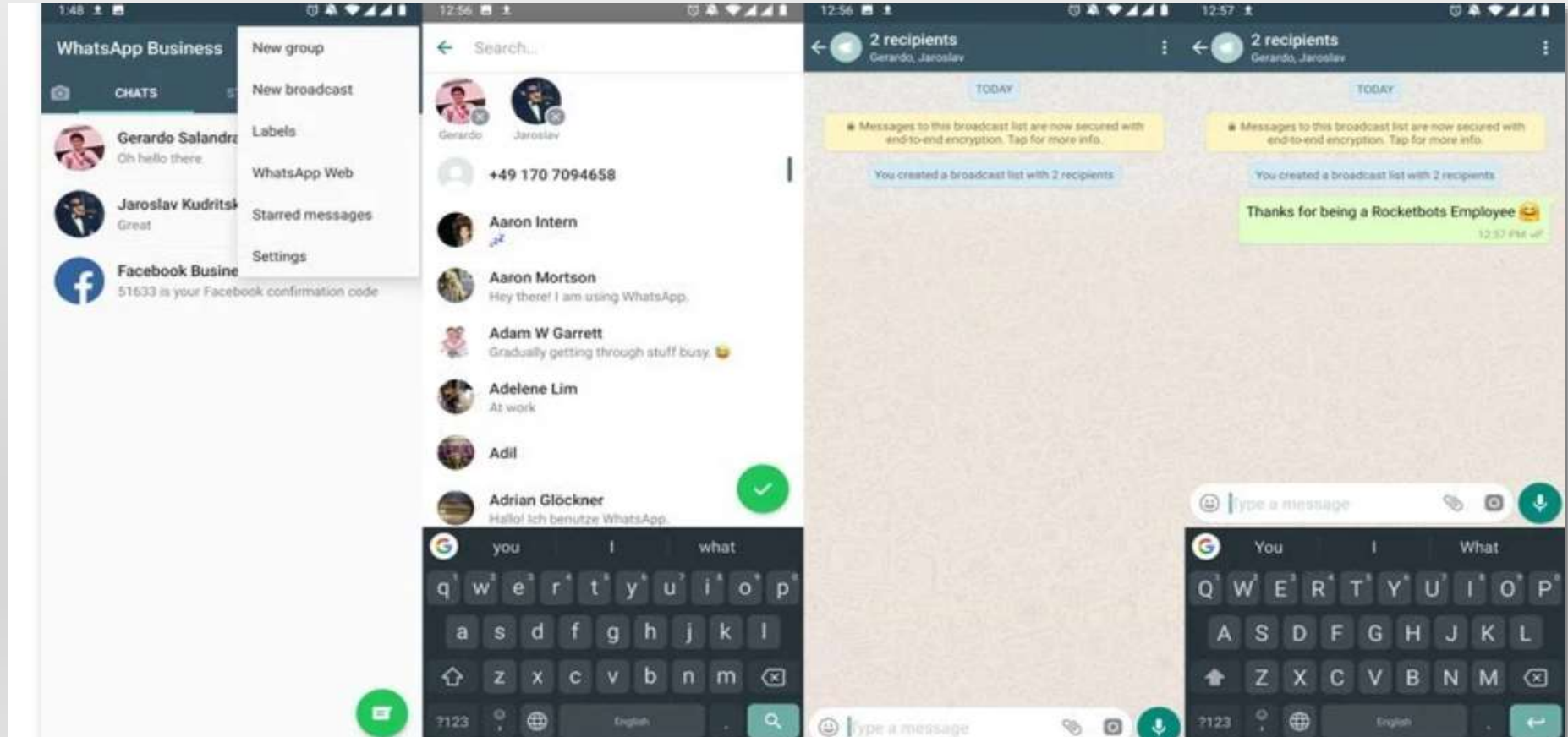
The right column is titled 'Our Sponsors' and contains several advertisements, including 'THE HANDLE BAR SUPPLY CO.', 'my secret is hot lather...', 'THE ARTISANS THAT GET YOU IN A LATHER!', and 'BROWN RAZOR WORKS HANDGROUND IN TN'.



# WhatsApp for Business: Chat

## Needs addressed:

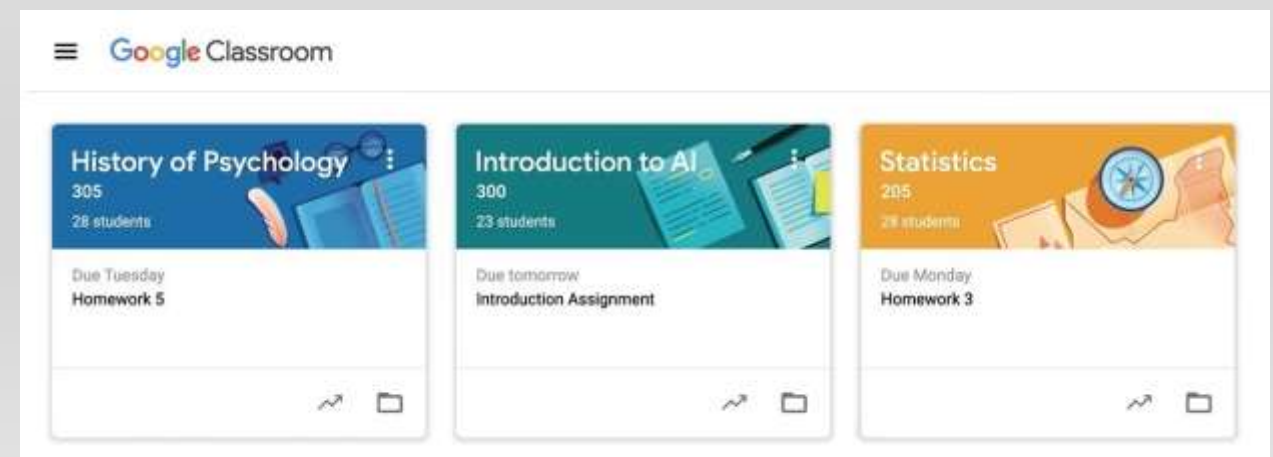
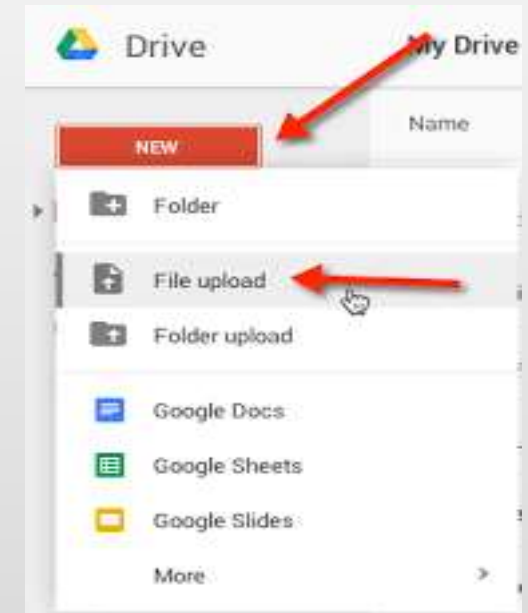
- Push notifications
- Analytics



# Google Classroom: Cloud Classroom

## Needs addressed:

- Localisation
- Document management
- Surveys





# Our Poster

To help people,  
we must reach them

 We send notifications on paper  
that don't always **REACH** people.

 We spend too much time calling  
people to **CHECK** on notifications.

## Just Grace: Community Engagement Solution

To reach people, we must  
meet them where they are

 Using WhatsApp for Business helps us  
ensure our notifications are delivered.

 MyBB gives our community a place to  
chat, socialize, and engage together.

 Google Classroom lets us teach, share  
documents, and survey our community.

**Just Grace**  
Inspiring a Community with Hope

# Thank You

*We appreciate your taking the time to hear to us*

