

Just Grace Community Engagement Solution

Presented by team Nirvana: Stephanie Panther, Rukudzo Wakandigara, Makgabo Mapoulo, and Mthunzi Ngcobo



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 / 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

\$\$\$

Custom-developed, mobile app solution.

\$\$

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

\$

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:

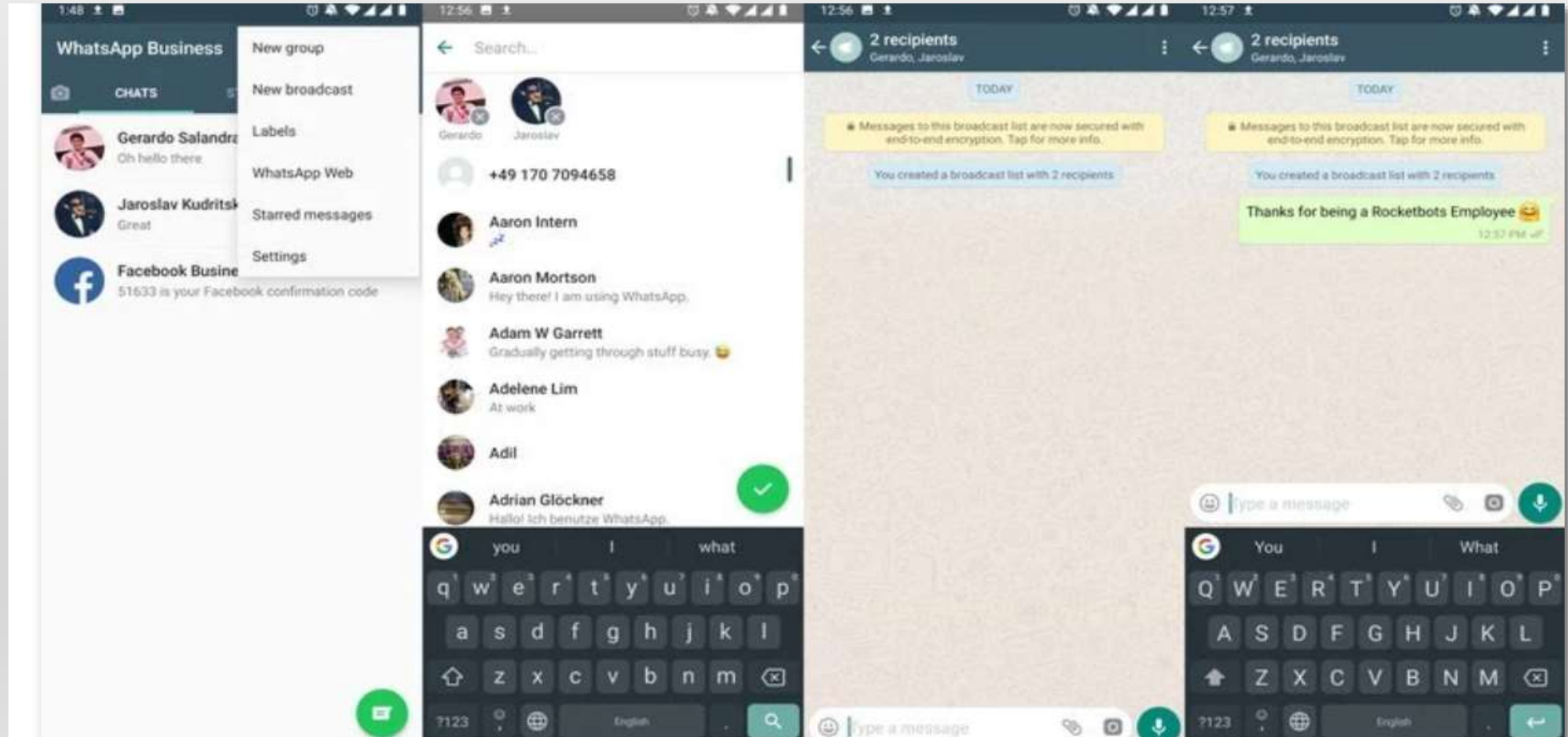
Thread Title	Author	Time
Announcements	andrewjs18	12-05-2017, 10:01 AM
Forum FAQs	Javinho	12-08-2017, 02:40 AM
Help & Feedback	Mickey Oberman	12-15-2017, 10:0...
Introductions	slantman	Yesterday, 11:35 PM
General Shaving Talk	celestino	5 hours ago
Safety Razors	shavedweiss	3 minutes ago

The right column is titled 'Our Sponsors' and contains several advertisements for shaving-related products and services, including 'THE HANDLE BAR SUPPLY CO.', 'shavingscutties.com', 'THE ARTISANS THAT GET YOU IN A LATHER!', and 'BROWN RAZOR WORKS HANDGROUND IN TN'.

WhatsApp for Business: Chat

Needs addressed:

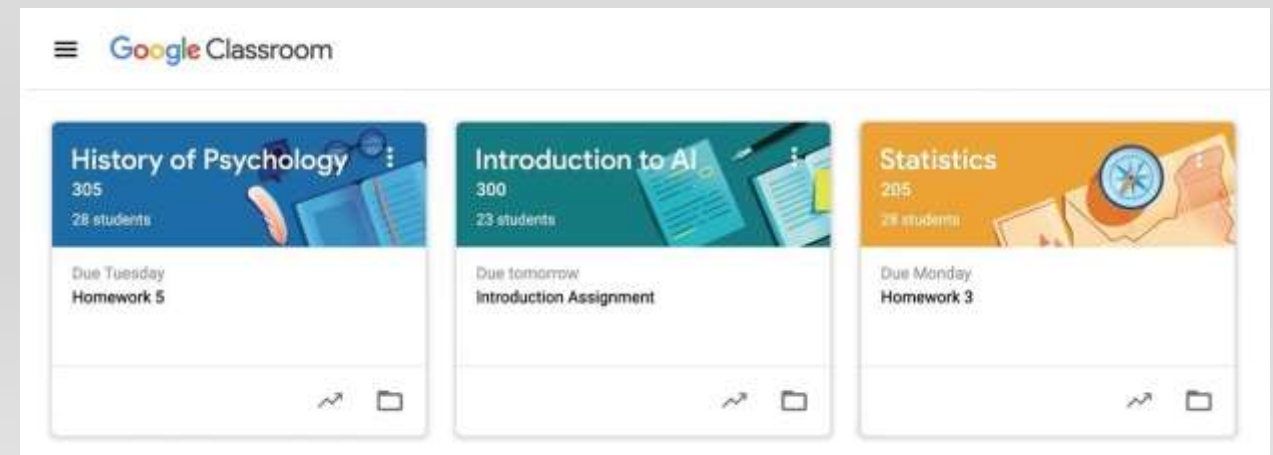
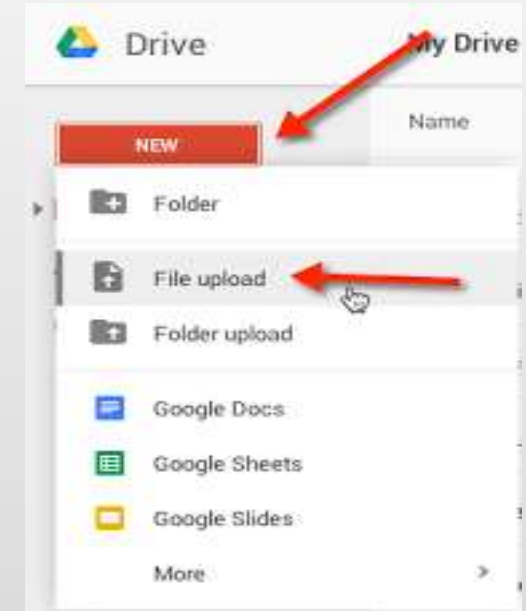
- Push notifications
- Analytics



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

