Case study - Winnipeg Trails Staff Portal
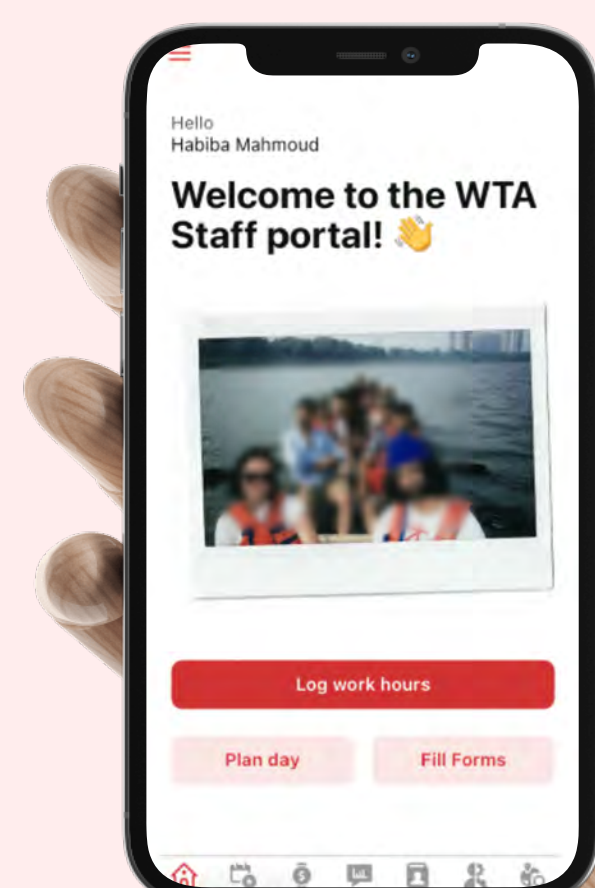
# Bridging the communication gap between staff and admin during remote and hybrid work

Web App | Winnipeg Trails Association | 2 months | UX Design



## Who is Winnipeg Trails

### A non-for profit organization working for a better city

Winnipeg Trails is a dynamic organization that plays a critical and comprehensive role in the development of a modern, sustainable city through the primary lens of active transportation.


Photo source: Winnipegtrails.ca

## The challenges

### How can we streamline reporting for admin and HR during remote work?

The organization faced challenges with getting employees to consistently report hours for payroll, expense reporting, scheduling, and setting processes for project task and time reporting. The organization relied mostly on various scattered channels such as over our meetings, email, slack, and Google Doc templates to gather the aforementioned information which makes it difficult to organize and centralize information for use in HR, payroll, and project time and expense reporting.

### How can we connect staff with each other and with the right resources?

With a growing list of new staff, and an ever-growing document database that makes it hard to track down and consistently update staff contact information, and difficult to find key documents easily such as the employee handbook, expense reporting form, and more.

## Finding solution

### Desigining, and developing a solution

My approach in solving this problem was first conducting interviews with staff members to gather data, and identify pain-points with the current processess. I then set a meeting with the Executive Director of the organization and pitched the idea for the app. Once approved, I took the initiative to lead this project design and development, and developed a solution using low-code tools like Google sheets, google data studio for the backend and Glide for the interface. I now maintain and update the app regularly.



## The solution

### An application that can connect staff, allows staff to report directly to admin, and allows admin to post resources for staff
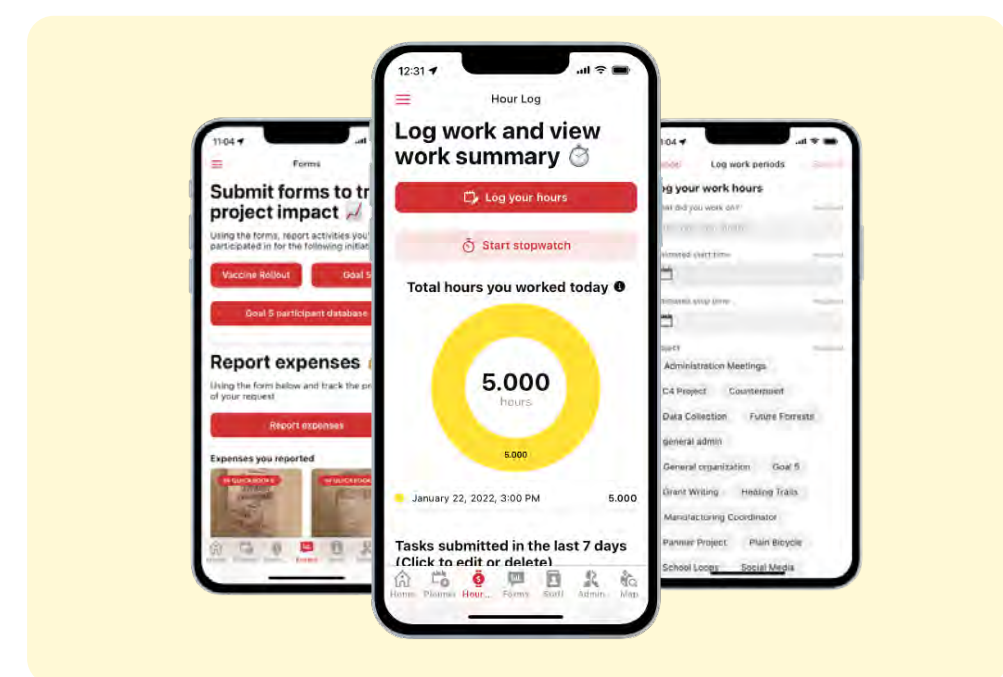


### Staff can log tasks, hours attributed to projects, expenses and more

When starting every shift, team members can **log their shift** start time, end time, and attribute the entry to a project. The team can also report expenses through the app, and HR is notified with every entry. They can also add any notes or comments to send to HR if they need to notify them about anything happening during the shift.

### The team can all choose to add their contact information to be reached

The team has a **contact directory** with the person's role, and contact information so the team can easily reach each other when needed. In addition, since our team is always on the move between our different project locations and might need support, we added the feature to choose to **share your location** with other staff members.
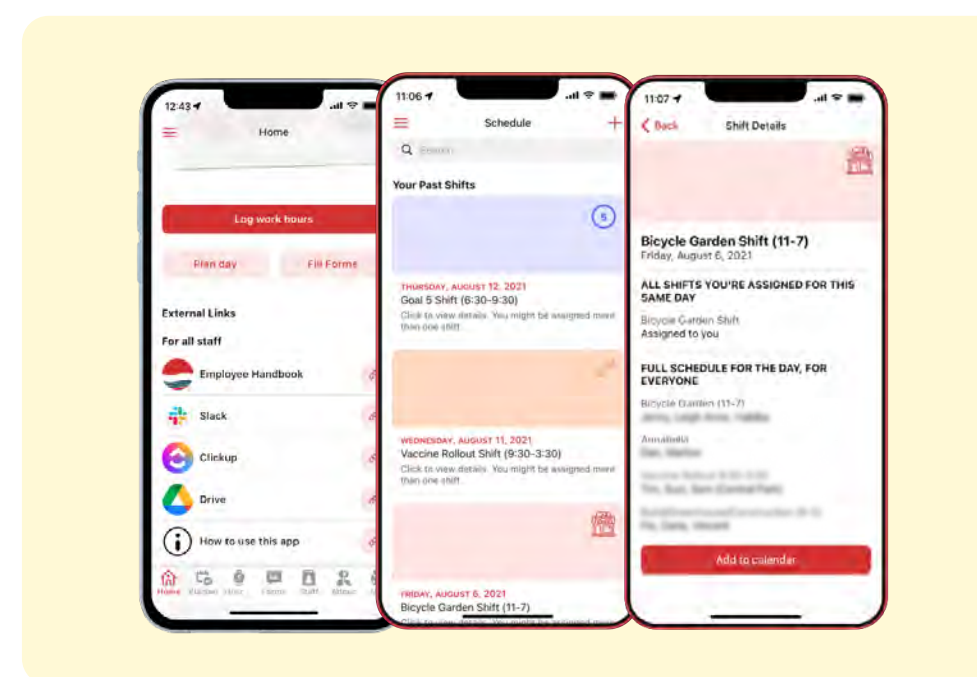
### Admin can post information such as the schedule and resources

Previously, the team relied on checking the schedule in the form of a spreadsheet shared by admin, this was very confusing for many as it was hard to navigate on mobile interfaces. As a solution, we **automatically synced the schedule data to be displayed in the app.**
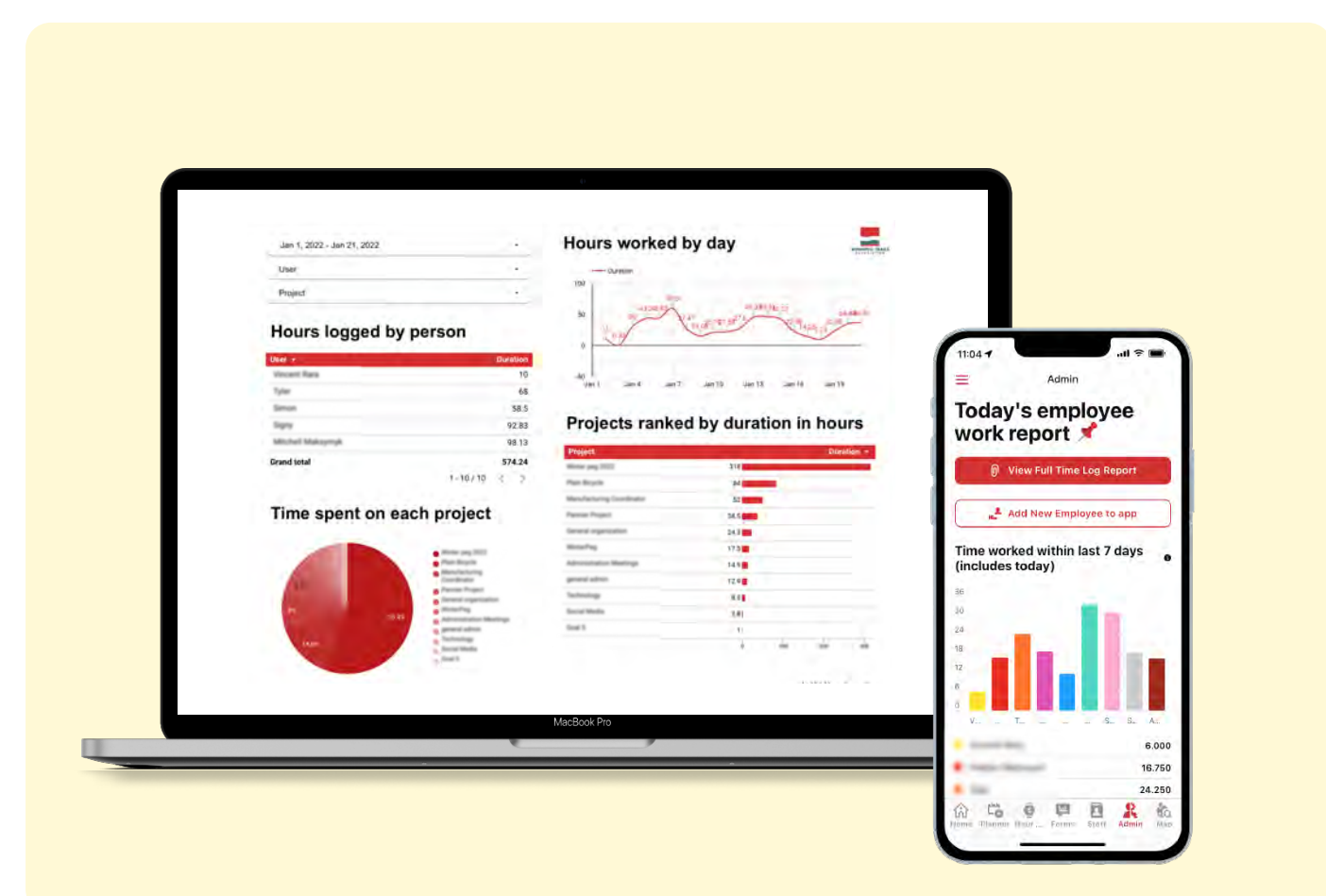


### Admin and HR can get daily reports through the app, and through an external live data dashboard for payroll, reporting, and more

Using the admin tab in the app, admin can access analytics at a glance and can access analytics through a live dashboard that allows them to track the projects in more detail, and unveil data patterns.

The dashboard is designed to allow admin to filter down data using 3 different control factors: timeframe, user name, and project.

## Outcomes

### Saving time and money, streamlining internal operations, better organization performance

The app was able to capture over **10,000 hours of work** throughout the last year, and attribute those hours to projects, which now allows us to make more informed decisions about the need for hybrid shifts, who should be scheduled when, and measure the impact of projects compared to the amount of resources that went in.

**Payroll now permanently uses this app to issue part-time/contract staff their wages,** and our payroll admin reported that this solution has **saved her over 5 hours/bi-weekly** to compile hours from different sources.