

Collaborative Project Documentation

Help Me Out
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Software Requirements

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Software Requirements

1. Introduction

1.1 Purpose

HelpMeOut is a website that connects people, called Beggars, who are looking for some help doing basic task that they themselves do not want to do. The Choosers, people who help out Beggars, are paid in cash to compensate them for completing their task. The product described in this document is both a website and an android mobile site. Each with different GUI components, which will be discussed later in this document. This document will go into detail about the product and give the reader a detailed overview of what to expect from HelpMeOut.

1.2 Document Conventions

Henceforth, HelpMeOut will be referred to as **HMO** throughout the remainder of this document. The glossary at the end of this document defines any key words (which are in bold) used on our site.

1.3 Intended Audience and Reading Suggestions

This document is intended to give an overview of HMO, to anyone who wants an overview of everything the website entails and what it will bring to the user. The document contains, general information about the product an overview of it's interface, both on web and mobile based applications, a list of its features, and nonfunctional requirements in the product. A table of contents has been provided above for the reader if he or she is looking to read about a specific section about HMO.

1.4 Product Scope

HMO will first start out at the SMU campus and use its student body as a base group. Students will be able to benefit from the product as we test out interest and logistics of the website. We believe the product has a potential to take off among college students so if the product proves to be successful at SMU, HMO will move on and get promoted at other college campus similar to other successful website targeted at college students, such as Facebook. Another goal of this product is to start at the colleges and then move to the surrounding city from there. This will allow HMO will have a base market and can then spread out (so people asking for help and

people looking to help are at a similar ratio).

1.5 References

This document uses various words used on our website that are not only defined in our glossary but also defined in our software lexicon document. The GUI design comes from our paper prototypes and the UI Design Document.

2. Overall Description

2.1 Product Perspective

HMO is designed to be a stand-alone, fully functional web service to help college students outsource simple tasks to their classmates. The application connects people who need help with people who are willing to help, and its economy is driven by small transactions between these two parties. While constricted to SMU students for the alpha testing, HMO is built with the intention of expanding into more spheres of customers.

2.2 Product Functions

- Allow users to post requests for help
 - By category
 - For a specific price
 - To be completed in a specific timeframe
- Allow users to respond to requests by offering help
 - If a user offers help and their offer of help is accepted, they agree to perform the task for the monetary amount specified by the user who originally requested help
 - If a request is declared to be negotiable, a user who offers help may propose a change to the original price of the request

2.3 User Classes and Characteristics

Occasional Users: These users will log on anywhere from once a month to once a week and will be the average user of HMO.

- **Beggars:** these users will occasionally post requests for completion on the feed.
- **Choosers:** these users will occasionally complete tasks for other people.

Frequent Users: frequent users will fuel the HMO marketplace and will help drive traffic to the site and mobile app. These users will effectively create a self-maintaining marketplace where

requests are consistently posted and offers are quickly fulfilled. These users will also be more frequently rewarded with in-app currency (Tokens) as well as achievements and badges.

- **Beggars:** these individuals will frequently post requests on a weekly and/or daily basis.
- **Choosers:** these users will help ensure that requests (especially urgent requests) are responded to in a timely manner

Bystanders: these users may never make a request or offer help to another user, but by occasionally visiting the site and/or mobile app, they may develop an interest and generate awareness of HMO through word of mouth.

Hidden Users: if a specific user manages to accumulate a specific amount of negative feedback (TBD) or their requests are flagged as inappropriate, they may be hidden from the system. As a result, any requests made by these users will not be visible to other users and offers for help they make will not be visible by Beggars. By hiding these users, they will not be aware that they have been hidden and will not attempt to make a new account

Administrators: These users will be able to use all of HMO's normal functionality, and in addition will be able to hide/block users, remove/flag jobs, and/or give Token prizes.

2.4 Operating Environment

HMO will primarily be a web application where any user can access the app via a computer with an internet connection. HMO will be accessible through all Operating Systems (Mac, Windows, Linux) and through all web browsers (Chrome, Firefox, Safari, etc.). HMO is also intended to reach Android platforms in app form, but establishment as a website will precede its emergence in the Android market.

2.5 Design and Implementation Constraints

HMO is currently being developed in a very restricted time frame (about 4 months) which will most likely limit the amount of features that we, the developers, will be able to implement in that time. HMO is also being developed on a small webspace, so simulation of an actual, full-blown application with a wide market of users will be limited by our server capacity.

2.6 User Documentation

First time users may want to access the site Lexicon, which will be linked to the HMO web pages, to familiarize themselves with the terminology and the functionality of the HMO site.

2.7 Assumptions and Dependencies

HMO and its developers will assume that its users are running a relatively updated Operating System and Browser configuration. Minimum Recommended configurations are as follows:

Mac: OSX 10.6 or later

Windows: XP SP2 or later

Linux: Ubuntu 12.04+, Debian 7+, Fedora Linux 17

3. External Interface Requirements

3.1 User Interfaces

Web Client:

The web client for HMO will be implemented using HTML, CSS, Javascript, JQuery, and PHP. Every page of the website will display at the top the HMO name & logo (which links to the main page), a section that displays any alerts that the user has not viewed, and a menu bar which contains links to the Home, Login/Account, Post a Job, and Control Panel pages. To the right of the menu bar, the user's name and profile picture will also be displayed, with a link to sign out of their account.

On the bottom of each web page will be links to the following pages: About, Help, User Agreement, Privacy Policy, and our group page (LabLabs). There will be no keyboard shortcuts. Error messages will display when forms are incorrectly or insufficiently filled. Contextual module overlays may occur when the user takes certain actions. Further details of the user interface design can be found in the UI design diagram.

Mobile Client:

The mobile client for HMO will be available on Android devices and will be optimised for a normal screen size, around 720 x 1280. The app will feature a menu bar at the bottom of the screen, divided into 3 sections: Dashboard, My Jobs, and My Account. Pressing the menu button at any time will reveal the following options: View Dashboard, My Jobs, My Account, Sign Out, Help, and About. Error messages will display only if a form is incorrectly or insufficiently filled. Alerts that the user has not viewed will be displayed on the Notifications bar. Selecting an alert from the Notification bar will bring the user to their Dashboard. Further details of the mobile client's user interface design can be found in the wireframes folder in our technical design document folder on the github.

3.2 Hardware Interfaces

Web Client:

The web client can be accessed by any device featuring a web browser.

Mobile Client:

The mobile client interface will be supported only for Android devices. Optimization will be done for a normal screen size, targeting standard mobile phones above tablets or mini-tablets.

3.3 Software Interfaces

Web Application:

The web application will use a 3-tier architecture comprised of an SQL database, a PHP middleware, and a web client.

Mobile Client:

The HMO mobile client will use the same database as the web client. It will use features of the Android OS. In addition, the mobile client will leverage libraries provided by the Android interface. (i.e. notification bar, alerts, etc.) This application will always make HTTP request similar to those found in the PHP middleware of the web application.

3.4 Communications Interfaces

Both the web and mobile clients will communicate with the database via PHP for sending and receiving data, as well as submitting forms. For a user to confirm their email address, an email will be sent to their provided email address that they must respond to before using the application as a user. All messages between the PHP middleware and the web application via a JSON encoding. The HTTP communication standard will be used. Any private data will be hashed via built-in hashing algorithms such as bcrypt.

4. System Features

This website has two main features for it's users:

4.1 Posting a Job

4.1.1 Description and Priority

This is one of two main features on this site. Posting a job makes the user a “beggar”. Beggars are willing to pay in-app currency to have a job they don't want to do done for them by a “chooser”. The cost for them is determined by how much they are willing to pay. The benefit is it creates an in website economy driven by the need to have jobs done and to do jobs to get more in app currency. The risk of course is that someone accepts the job and then never does it. The

app allows the beggar to rate the person low. Keeping that misbehaving user for looking good to other members of the community and possibly stopping that behavior.

4.1.2 Stimulus/Response Sequences

<List the sequences of user actions and system responses that stimulate the behavior defined for this feature. These will correspond to the dialog elements associated with use cases.>

The user will first select his job type. He will give a brief description and set a price and timeframe he needs for the project. Then the user, now called a beggar, will wait for someone to pick up his job. After someone picks his job all he has to do is sit back and wait for a chooser to pick his job and perform the task.

4.2 Performing a Job

4.1.1 Description and Priority

<Provide a short description of the feature and indicate whether it is of High, Medium, or Low priority. You could also include specific priority component ratings, such as benefit, penalty, cost, and risk (each rated on a relative scale from a low of 1 to a high of 9).>

The other main feature on the site is performing a job. The user performing the job is known as the chooser. This completes the website economy of user paying and user doing the job.

Creating a cycle of money, unless the user wants to cash out, and making sure there is a constant stream of jobs. There is no risk on this side as the user's job will be performed and the cash, tokens, will be exchanged through website. Making sure the chooser gets paid for his job.

<List the sequences of user actions and system responses that stimulate the behavior defined for this feature. These will correspond to the dialog elements associated with use cases.>

He/She goes through a feed of local jobs and picks the one they want to do. The jobs are displayed to the user by type and how much they pay. After selecting the job the beggar will accept the job offer and the chooser will go out and perform the task. After performing the task both users will select the job is done and go on their way.

5. Other Nonfunctional Requirements

5.1 Performance Requirements

Mac: OSX 10.6 or later

Windows: XP SP2 or later

Linux: Ubuntu 12.04+, Debian 7+, Fedora Linux 17

5.2 Safety Requirements

By creating an account, all users of HelpMeOut (HMO) verify that they have read and agreed to the "Terms of Use" (TOU).

AGE: By agreeing to the TOU, users verify that they are 18 years or older. The developers of HMO are not responsible for any unlawful use of HMO services by a minor or the results of such use.

MODERATION: The developers of HMO maintain the right to block any request for help or deny any offer of help for any reason whatsoever. The developers of HMO also maintain the right to prevent any user from accessing HMO services for any reason WITHOUT notification as long as such users do not incur any costs as a result of being denied from using HMO services.

RIGHT TO DENY SERVICE: The developers of HMO maintain the right to deny service to ANY USER at ANY TIME for ANY REASON.

FEES: The use of HMO service is not free to all users, however, the developers of HMO maintain the right to award users “Tokens” for any reason. If a user wishes to continue using HMO services with a token balance of zero tokens, he/she must purchase additional tokens to continue using HMO services.

SALES: Any and all sales made by a user of HMO are final. If a user requests a refund, it is up to the sole discretion of HMO developers to award refunds to users.

5.3 Security Requirements

Since HelpMeOut has a money component to it, the website will be featuring user logins/hash passwords and your traditional security components. As of right now more layers of protection are being discussed and will be added at a later date.

5.4 Software Quality Attributes

Every design, feature and business move put into this website is for the ease of the user. The website is being built with an android mobile client in mind. That means our website will be extremely portable, thus allowing users to reuse and reap the benefits of the site whenever they want to. These frequent users will even be rewarded free tokens. The website is going to be aimed at key target markets while starting out which will allow a large user base of **choosers** to help **beggars** and vice versa. The website UI is also built with an ease of use in mind and takes design inspiration from various popular mobile apps on the market.

5.5 Business Rules

Only people who make accounts can be **beggars** and **choosers**. Tokens are used as the website's currency (which are bought with real life money) and will help make sure fake accounts or people purposefully trying to mess with people will ruin the system. Frequent abusers will be punished for their actions while frequent posters or job fulfillers will be rewarded. Further

encouraging good behavior among the community. Web administrators can also ban bad accounts if an account continues to act out of line. The entire goal of this website is to make the user job easy and not have him worry, so that next time he needs a task done, he comes straight back to us.

6. Other Requirements

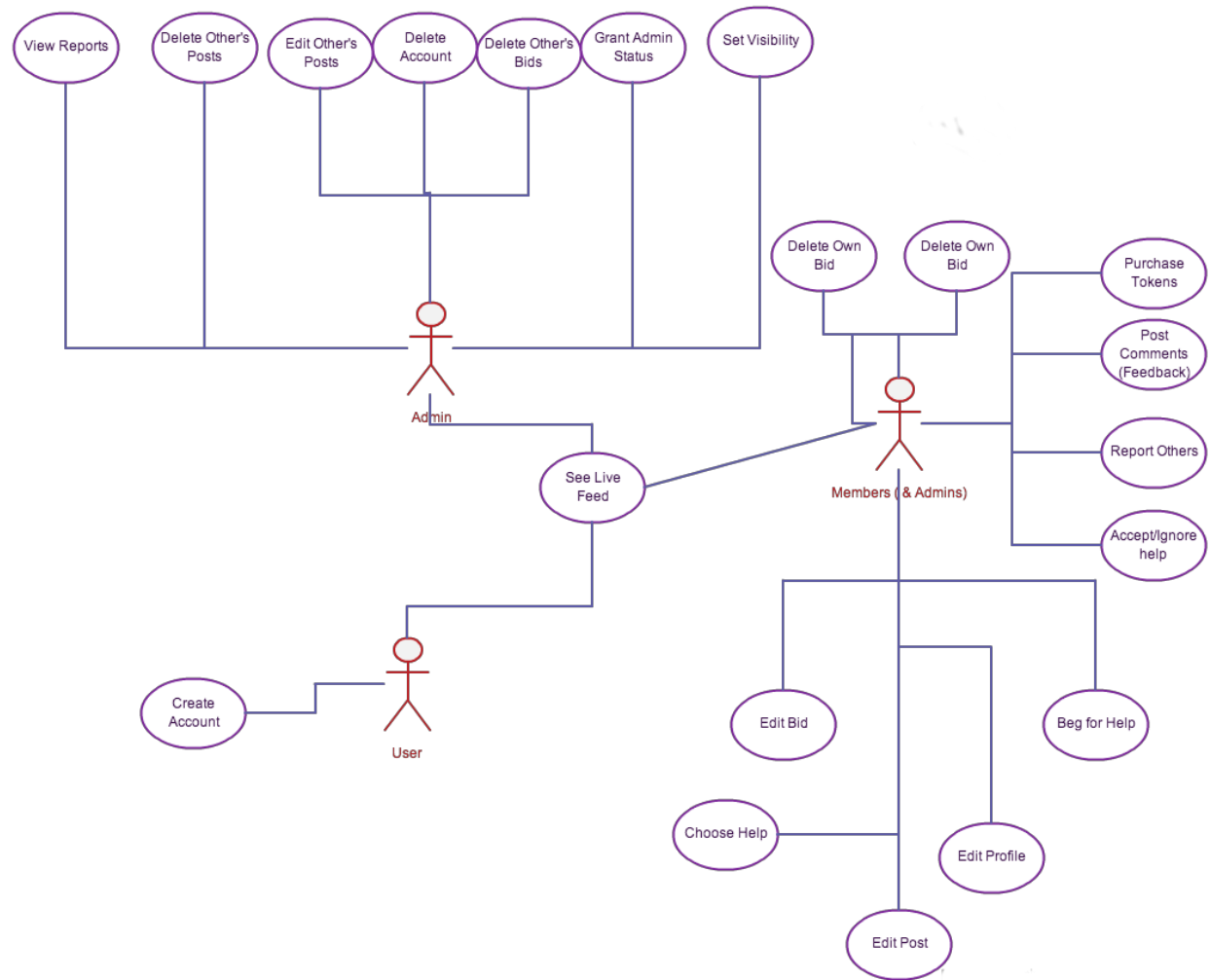
Appendix A: Glossary

Beggar: a user who posts a request for help using HMO

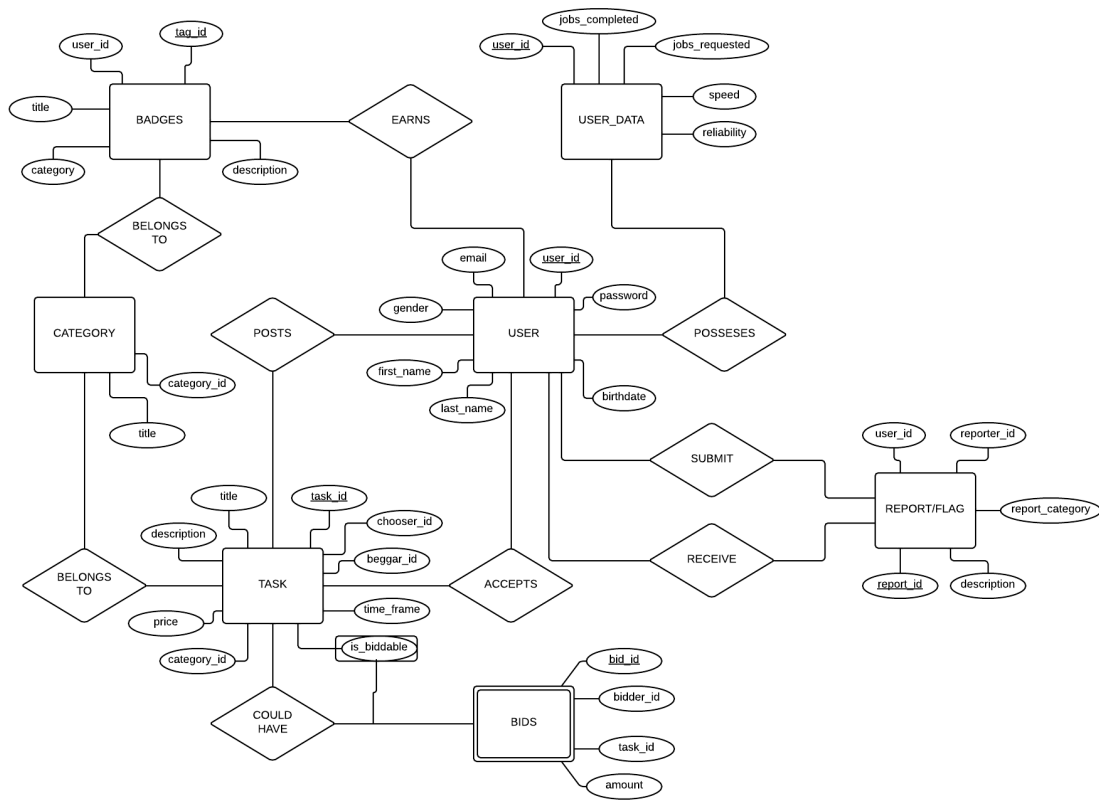
Chooser: a user who responds to a request for help by offering help

Tokens: In app currency that will be used to request jobs. It's how we transfer payments from the beggar to the chooser while being able to take a small cut to keep the website functioning.

7. Use Case Diagram



8. Database Model



9. Requirement Satisfaction of Data Model

A brief explanation of how each requirement can be satisfied by the data model

HelpMeOut has two main features and several minor features that can be shown in the data model. They are explained below:

1. Placing a Job ("Beggar"): The User post a job on the website (currently there is no discussion on how many jobs a person can post at once, so for now assume this is a 1 to 1 ratio). The job is in the "Task" Table placed on the website and gets the following attributes added to it, that the user selects: price, description of the job, title of the job, the time frame the job needs to be done by, the category of the job, and if choosers can bid on how much they'd do the project for. Also behind the scenes the following attributes get assigned to it for identification purposes: task id, beggar id, and eventually the chooser's id. Once the job is posted it waits on the dashboard for someone to select it...
2. Selecting a Job ("Chooser"): The User can search a job by price, time frame, or the category of the certain job. After finding a job he/she wants, the chooser selects that job and a notification is sent to the beggar. After both users accept the job, the Chooser gets the task and goes out to complete the job. This flow of User -> Post -> Task -> Accept -> User -> etc.... is the basis for the app and how it functions. Various minor qualities to help the user have been added to this data model
3. A user possesses data about the amount of jobs completed, requested, how fast they are, and how reliable they are. This is stored in the user_data table and is accessed on the user profile. This table allows Beggar's and Chooser's to find out data about a user and

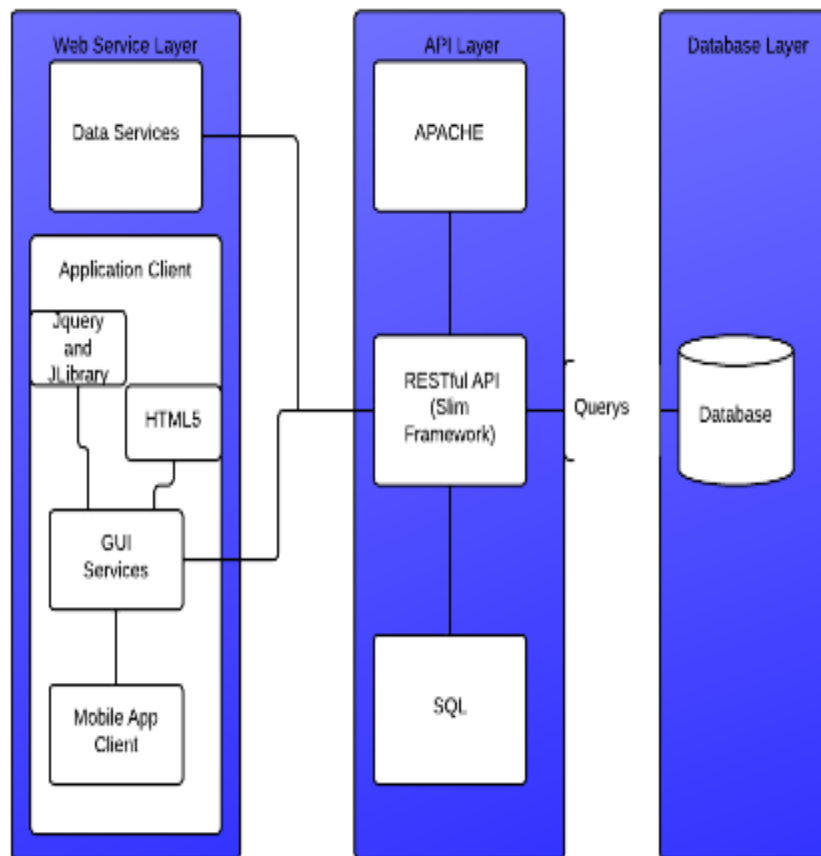
whether they would want to take/do a job for them.

4. Users are encouraged to continue completing task and being a helpful member to the HelpMeOut community by being able to earn badges. These badges each belong to a certain category (just like the job posting) and are stored in their own table. These add a gamification aspect to the website that will keep users coming back to use HelpMeOut. These badges can be shown off on the profile page for everyone, Beggars and Choosers, to see.

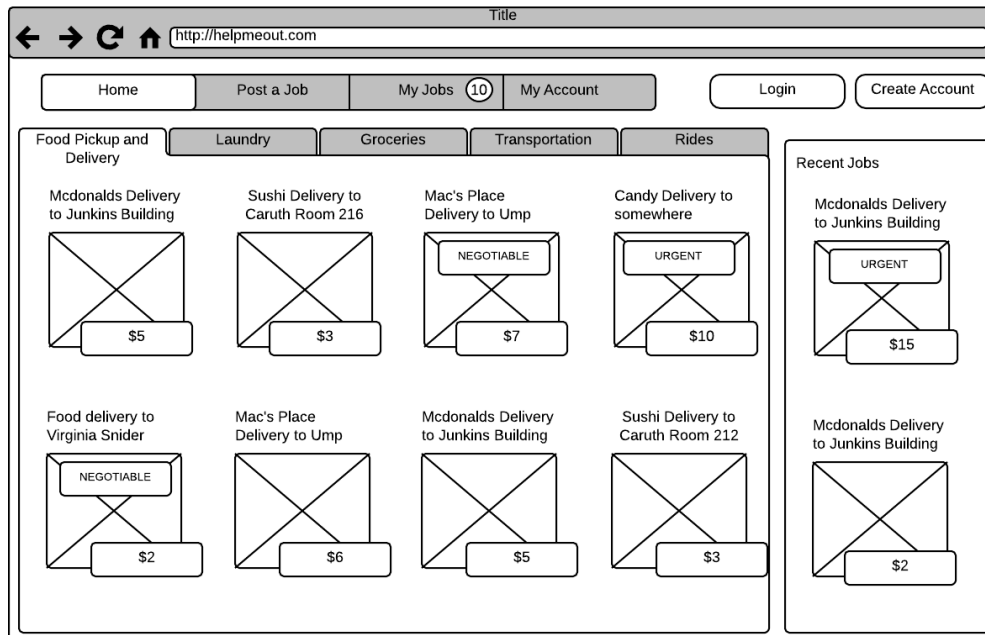
5. The Bid system is a feature that can be enabled by a Beggar at the time of job creation and is designed to allow Choosers to bid a price on the jobs. This feature is just another convenience for the users and is able to be enabled at the creation of a job. Bid data will be stored on its own table that is connected to the Task table.

6. Connected to the User table is a special Report/Flag table. A user can either be sent here because they are reporting another user or have been reported themselves. This data, while connected to the profile is stored on a separate table because of its separate attributes including why the user was reported and the category the report belongs too (along with identification for the report and user itself). This table has been designed for the sole purpose of making sure HelpMeOut has a good community behind it.

10. Detailed Software Architectural Diagram



11. Paper Prototype - Website



http://lucidchart.com

Title

Home

Post a Job

My Jobs10

My Account

Login

Create Account

Job's I'm Doing

Math Tutoring at Fondren Science

Food Drop Off Junkins Building

Laundry at CM Dorm

Name: John Doe
Phone: #123-234-3456
Email: johnDoe@smu.edu
Location: Fodren Science

\$5

Notes from John Doe
Meet me in CM at 3:34PM. I'll give you my laundry and everything you need to do it and then once you're done I'll pay you five dollars. Call me when you arrive at CM.

Cancel Job

Job Completed

Jobs I need done

John's Laundry at CM Dorm

John Doe has requested to complete your task: Laundry

Name: John Doe
Jobs Filled: 123

Offered Price
\$5

EDU Verified

Speedy Service

100 Jobs Filled

Reliability

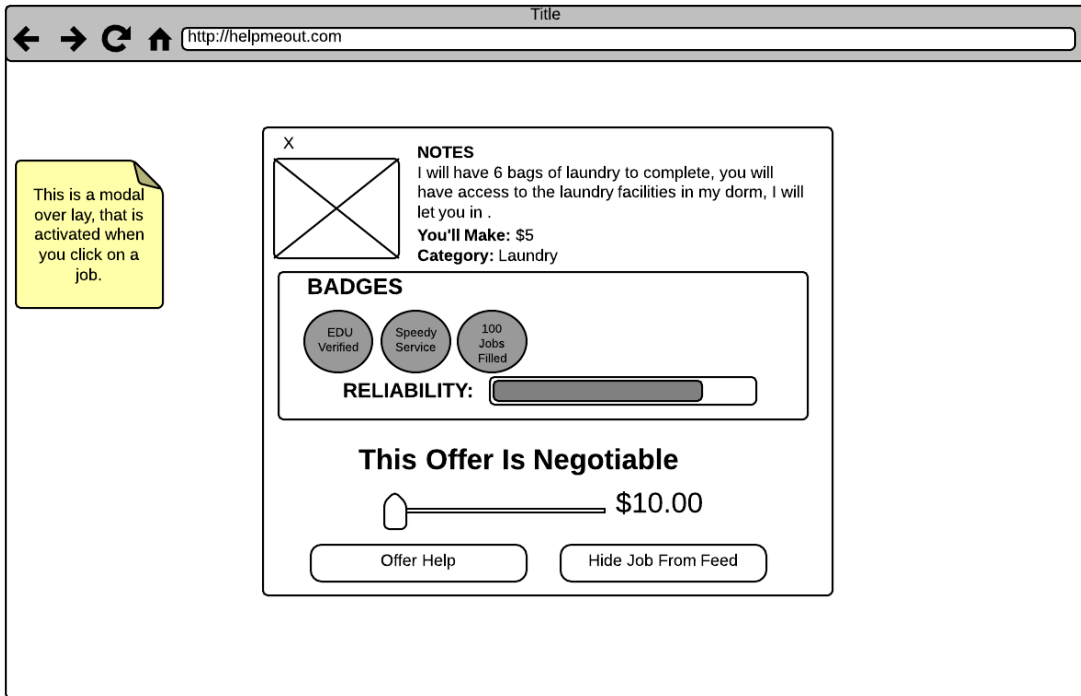
Overall Rating

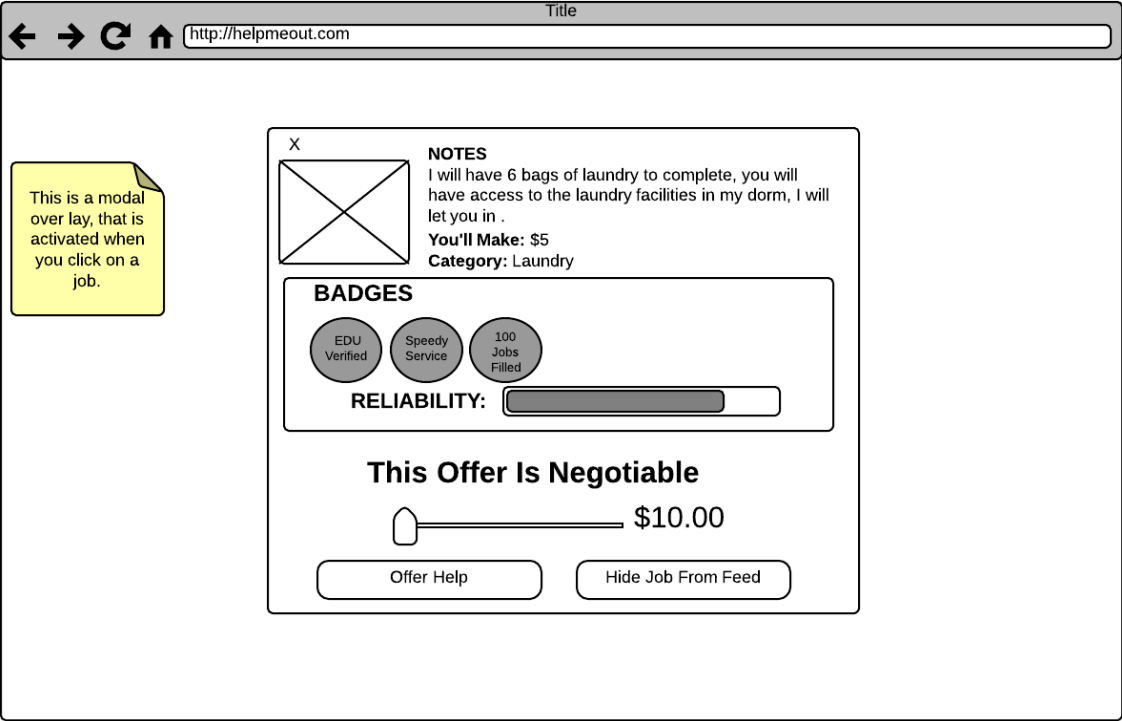
Accept

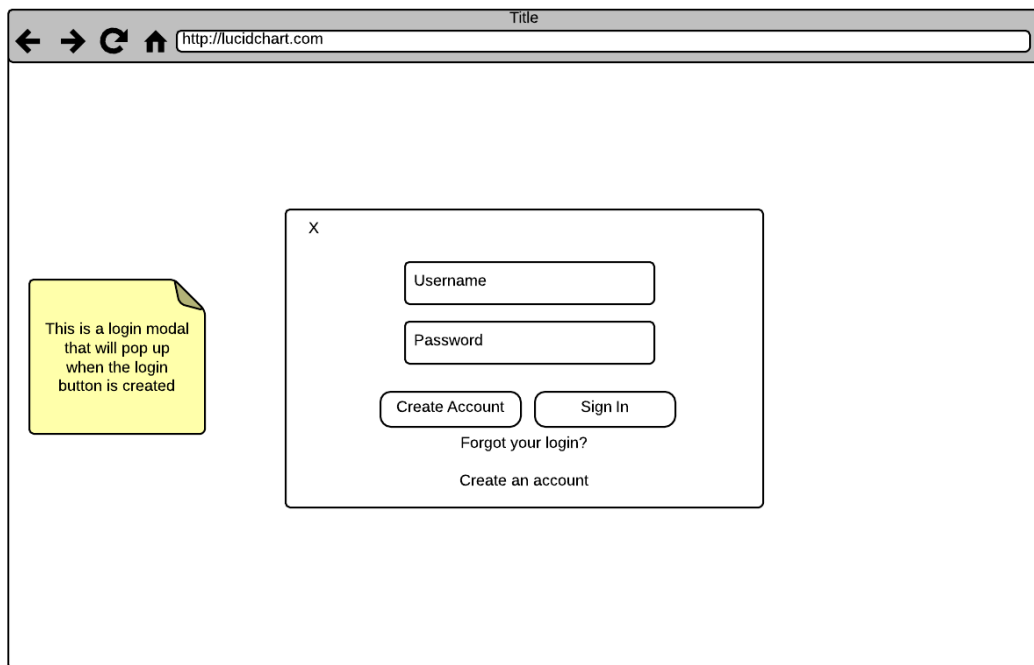
Decline

McDonald's Food Drop off at CM Dorm

Math Tutoring at CM Dorm







http://lucidchart.com

Title

This is the modal for ordering new tokens.

Order More Tokens

X

Credit Card Number

Credit Card Provider:

Visa

First Name:

Last Name:

☒ 10 Tokens - \$1.00

☐ 25 Tokens - \$2.50

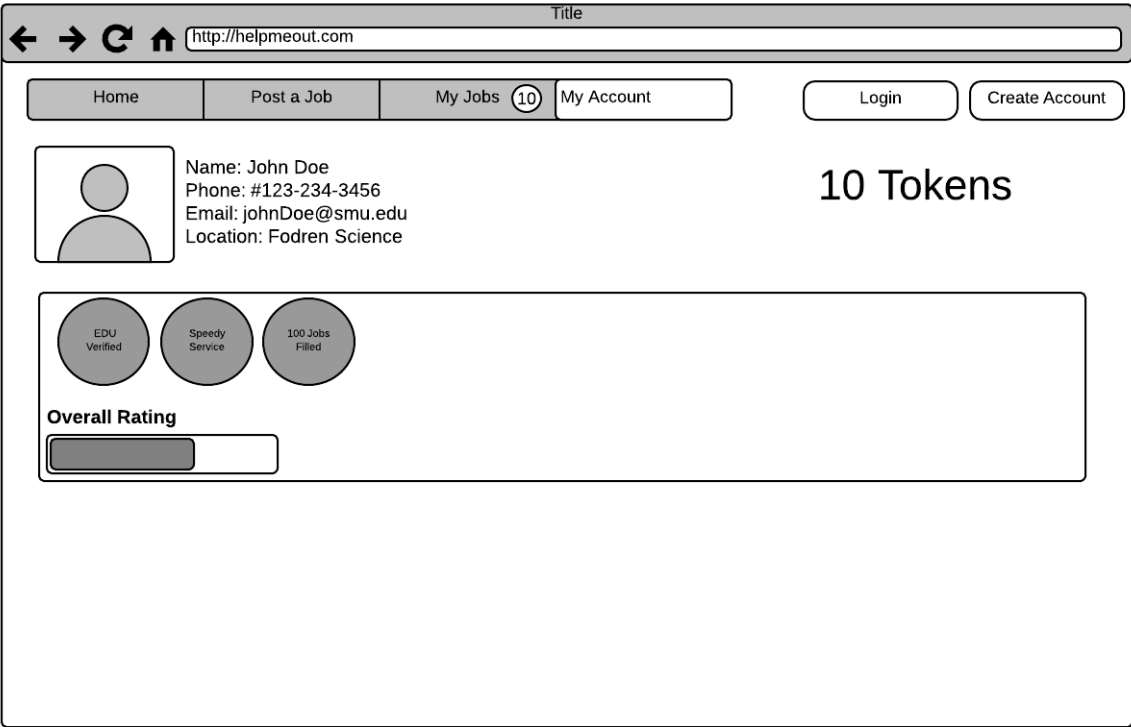
☐ 50 Tokens - \$5.00

☐ 100 Tokens - \$10.00

☐ 200 Tokens - \$20.00

☐ 500 Tokens - \$50.00

Order




12. Mobile


Help Me Out

Email

Password



Get Help


10

Category
Food

Payment Amount
5.00

Meeting Location
1st floor Caruth Hall

Description
Double Double from Burger House

Time:
5:30

Day
1/1/10

Negotiable
Yes

Home
Submit

Food

Rides

Laundry

Groceries

Payment Amount:
Increase on dollar bases min is
\$1.00

Yes

No

Jobs I'm Doing



10

Double Double from...

Description: Double Double from Burger House.
Time: 5:30
Day: 3/4/14
Price: \$5.00

Help Out

Ignore



Box Combo with...

15 wing combo...

Jobs I Need Done

Double Double from...

Box Combo with...

15 wing combo...

Home

Jobs



Chris Raley



10

order more
tokens

Total Jobs Complete: 48
Total Current Jobs: 7
Rank: Speedy

Reliability



Overall Rating



Home

Current Jobs

13. User Profiles

Name	Ana	Matt	Nick
Age	19	21	22
Education Level	Sophomore	Junior	Senior
Salary	\$20,000/yr	N/A	\$25,000/yr
Gender	Female	Male	Male
Job	Tutor	Business Student	Student/AV Tech
Willingness to trust others	High	Medium	Low

Ana : Ana is 19 year college student that lives on campus. A native from california, she is currently employed as a tutor and said that having an interface like the Help Me Out website would be phenomenal for getting new clients. During discussion she specifically pointed out that she would use the laundry and tutoring services on the web applications. Ana also said she was an extremely trusting person and wouldn't be very afraid of having a verified SMU student complete a job for her.

Matt : Matt, a 21 year old full time student at SMU originally from Los Angeles, California, said that having an app like the Help Me Out would be fantastic to have. During our conversation, he specifically pointed out that he would use the laundry and food services. But would like to see a cleaning services so he could pay someone to clean his apartment once in awhile. If all the people who would be bid on his job were SMU verified, he would have no problem trusting them and accepting their offers.

Nick : Nick is a 22 year old English major at SMU from St. Louis. Outside of schoolwork, Nick spends his time working for the student center's AV department, as well as writing science-fiction. Nick was very interested in the concept of the app, and wanted to learn more about what was planned. He admitted that he would be less likely to post job requests besides the occasional food delivery during a long shift at work. After the testing, he said that he wished Help Me Out existed when he was a freshman, because he had too much time on his hands and not enough money.

14. Task Analysis

[Q] After you've accepted a verified SMU student to complete a task for you what contact information would you be comfortable sharing with them?

[Ana Rios]

Name, year in school, email address, phone number, and where I'm from and where I live.

[Matt Amon]

My first name, phone number, and picture of me so they know what I look like.

[Michael Gonzales]

Cell phone #, email, full name, picture

[Q] When accepting a job would you prefer to pay one flat fee for accepting a job or would you prefer the fee to be related to how much you make from the job?

[Ana Rios]

One flat fee

[Matt Amon]

I would prefer a one flat fee based on the task of the job I will be completing

[Michael Gonzales]

Percentage, like 10% or whatever.

[Q] What is the minimum value you would be willing to accept a job for?

[Ana Rios]

five dollars

[Matt Amon]

The minimum I would be willing to do for a job depends on what it is it could be as low as a dollar or two if its getting something from a vending machine.

[Michael Gonzales]

Depends on what it is, probably \$5.

[Q] If you wanted to have someone to complete a job for you how much time would you give

them? How much time would you give them to do your laundry? How much time would you give them to deliver food?

[Ana Rios]

It depends on the job [so say laundry] three hours [so say delivering food] and hour

[Matt Amon]

It all depends on the job food could be anywhere from a half an hour to an hour depending if I plan ahead asking for it or not. Laundry probably a days time would be nice give it to them one day and have it return the next.

[Michael Gonzales]

Laundry - by the end of the day. Food - within the hour. Anything else would depend on the context.

[Q] Would you rather pay people in cash or have the service take care of payment (but have to pay a 20% fee)

[Ana Rios]

cash

[Matt Amon]

I would like the option to have it either way sometimes its nice to have cash other times I wouldn't mind if it went into my Amazon Pay account.

[Michael Gonzales]

I think you should have the option, especially food delivery where change is an issue, or just when you're short on cash.

[Q] When selecting a bidder to complete a job for you, what information would you like to know about them? (full name? profile picture? etc.)

[Ana Rios]

There name, where they are from, there phone number and if they go to SMU.

[Matt Amon]

His or her name and job history stats.

[Michael Gonzales]

Full name, what class year they are, cell phone #, email, picture, gender, age

[Q] Do you find yourself going out of your way to achieve badges, achievements, or unlockables in non-gaming applications? Would you be more likely to if achieving them came with additional benefits?

[Ana Rios]

yes, I feel like there is extra incentive to try harder if I get rewarded for it. Even if it's in the form of a badge.

[Matt Amon]

I would most likely try to achieve them more if there was added benefits to them.

[Michael Gonzales]

Yes & yes.

[Q] Would you prefer to filter out people who have not verified that they are from SMU?

[Ana Rios]

Depends on the person, if it is someone accredited by smu [what do you mean accredited] I guess it wouldn't bother me. But they probably wouldn't know the campus so it would take them longer.

[Matt Amon]

I thought this was just going to be SMU base but yes I would like the options to filter bidder by just being SMU students.

[Michael Gonzales]

Its a little more sketchy. I'd try to keep it SMU-only.

[Q] How often do you find yourself reviewing products or services? Would you be annoyed if reviews were mandatory for completed jobs?

[Ana Rios]

No... it depends how long the review it was.

[Matt Amon]

I wouldn't mind taken a quick survive after someone completing a job as long as it was short and quick.

[Michael Gonzales]

Yes...Maybe 15% of the time. Not really.

[Q] When posting a job, would you find it more comfortable to do so via a web interface (computer) or mobile interface? Which would you find more comfortable for bidding on & completing jobs?

[Ana Rios]

Web and mobile go together because we have smart phones... sooooo..... yeah I just that's it. Probably web.

[Matt Amon]

Honestly either way would be fine with me.

[Michael Gonzales]

Either one, its just nice to have the option. Same for bidding.

[Q] What type of help would you most likely ask for as a college student?

[Ana Rios]

Laundry..... no, Probably a tutor maybe.

[Matt Amon]

I would ask for help with classes, food, and maybe laundry if i get really lazy.

[Michael Gonzales]

Probably sorts of odd jobs. Laundry, food delivery & rides. I'd probably use it to find someone to stand in line for me for basketball tickets or sit in at a class I can't attend and take notes for me.

[Q] Which services if any would you be comfortable to use for payment on completed job Amazon Pay, PayPal, and or Google Wallet?

[Ana Rios]

I'd really be comfortable with any, but I only really have a paypal and amazon account.

[Matt Amon]

I'm most familiar with PayPal. I would have to create an account for the other two but I wouldn't be turned off from it. If there was an option to deduct from your student account, that would be convenient.

[Q] Do you think you and your friends would be interested in an app like this?

[Ana Rios]

Sure, I think it would definitely be useful.

[Matt Amon]

Yes, especially during midterms or times I'm stuck studying in the library having someone bring me food would be amazing.

[Michael Gonzales]

Yeah

[Q] When looking for jobs to do how which order would like to see them in most recent, biggest paying, or by most urgent?

[Ana Rios]

Biggest paying, definitely

[Matt Amon]

Either by most recent or by best paying.

[Michael Gonzales]

Most recently posted or sorting by category. More options would be good though.

[Q] Would you like to be able ignore jobs (hide them from the the job dashboard) so not to look at jobs you don't want to do?

[Ana Rios]

Absolutely.

[Matt Amon]

Yes, but have the ability to see them under a different tab if I really need money one day

[Michael Gonzales]

I don't know exactly how I feel about hiding them. Alternatively you could mark or "star" postings which go to a new tab.

15. Object/Action Analysis and Matrix

Account User - U

Guest - G

Everyone - X

		View	Edit	Create
My Jobs				
	Jobs I'm Doing	AU		
	Jobs I Need Done	AU		
	Completed Jobs	AU		
Job				AU
	User ID	X		
	Title	X	A	
	Category	X	AU	
	Timeframe	X	AU	
	Notes	X	AU	
	Payment	X	U	
	Bids	AU	A	
Bid				AU
	User ID	AU		
	Negotiated Price	AU		
Account				G
	Email	AU		
	Password		U	
	First Name	X	AU	
	Last Name	X	AU	
	Profile Pic	X	AU	

	Payment Info	U	U	
	Visibility	A	A	
	Badges	X	A	
	Title	X	U	
Payment Info	Credit Card #	U	U	
	Credit Car Provider	U	U	
	Name on Card	U	U	
	Expiration Date	U	U	
Badges				
	Badges Unlocked	X	A	
	Badge Statistics	A	A	

16. Action Analysis

Object	Attribute	Action
My Jobs	jobsImDoing, jobsINeedDone, completedJobs	View Jobs
Jobs	userId, title, category, paymentAmount, location, hasTimeFrame, timeFrame, hasNotes, notes, isNegotiable, isUrgent, Bids, isAccepted	Offer Help, Edit Job, Cancel Job, Report Job, Mark as Complete
Bid	userId, negotiatedPrice	View Bid, Accept Bid
Account	firstName, lastName, Badges, profilePic, emailAddress, password, contactInfo, tokenAmount, paymentInfo, isVerified, rating, badgeStatistics, title	Edit Info, Report
Payment Info	creditCardNumber, creditCardProvider, nameOnCard, expirationDate	Update Info
Badges	unlockedBadges, badgeStatistics	View Badge

17. Software Lexicon

- **Dashboard:** Ask for help, check up on your requests, and leave feedback for the Choosers that have helped you out
- **Request Help:** You need help and don't know where else to go!
- **Categories:** What do you need help with? Help Choosers find your Request by categorizing it.
- **Rides:** Don't have a car? You can find someone willing to drive you anywhere you want.
- **Food Delivery:** Stuck in a study sesh? Favorite restaurant doesn't deliver? Someone can deliver food to you!
- **Grocery Run:** Want someone else to fill your fridge? Make a list, and someone will go rush out and grab it for you.
- **Cleaning:** If you can't remember what color your carpet used to be or if you've created new life in your sink, we suggest you find someone's help
- **Laundry:** We hate folding too; luckily someone out there likes it. For a small fee of course
- **Maintenance:** Don't worry, we know it was like that when you got there... but it still needs to be fixed and someone out there can fix it for you.
- **Tech Support:** Don't feel like waiting 40 minutes for a "Genius" to help you out? Ask for help.
- **Title:** A brief description of the task you'd like help with
- **Description:** What, where, how, and when is the task you would
- **Price:** How much are you willing to spend to get this task done?
- **Time Frame:** Need it done ASAP? Next Tuesday at 12:37PM? like done
- **Negotiability:** Think your request is a little out of the ordinary? Sometime in the next week? Time Frame lets the Chooser know when he or she needs to do your job. Name your price and let the Choosers tell you if it's reasonable or bid for the right price.
- **Active Requests:** See if any Choosers have offered you a helping hand with your current Requests. Once you've received an offer for help, check out the Chooser's profile to see their reputation and stats and then accept or decline their offer.
- **Requests In Progress:** Are you a Beggar? What's the status of your Request? Is the Or are you a Chooser? Your offer to help has been accepted! Keep Chooser on his way? in touch with the Beggar and let him know you're on the way.
- **Completed Requests:** Are you a Beggar? Leave feedback for Choosers who have helped Or are you a Chooser? Take a look at how Beggars rated your you out. service.
- **Profile:** Who are you?
- **Username:** This is your name on the website and what others will see when you make a request or offer a helping hand.
- **Title:** Choose a badge you've earned to define yourself... could you beat Speedy Gonzalez in a foot race? Do you offer your help at all hours of the night? Can you handle multiple requests and still generate smiles all around?

- **Rating:** As a Chooser, how do you stack up against the competition?
- **Speed:** How quickly do you fulfill Requests? Ratings range from
- **Reliability:** Do you follow instructions well? Did you remember
- **Badges:** What makes you so special??
 - **Title:** The name of the Badge you unlocked. Here's a few Turtle to Speed Demon, so make sure you keep up the pace. to charge your phone? Did you fulfill the Request on time?
 - **Tier:** How Many times have you earned this badge?
 - **Multi-tasker:** You take on multiple requests at a time and Beggars are none the wiser
 - **Speed Demon:** They call you... "El Rapido"
 - **Night Owl:** You work the graveyard shift (You take on task late at night).
 - **Hot Stuff:** You're easy on the eyes
 - **Iron:** You made an effort.
 - **Bronze:** You're nothing special yet, but you have potential.
 - **Silver:** Now you actually have potential, we were just being nice before.
 - **Gold:** You deserve a cookie.
 - **Platinum:** You are a legend.
 - **Wow:** Much skill. Such amaze. Many Requests. Wow.
- **Description:** What did it take to unlock your Badges?
- **Tokens:** Currency! Every time you fulfill a Request, you spend a token. But don't worry, you can earn badges to unlock more tokens. You can also login frequently for a chance to win some free tokens! If you're really stuck, you can always purchase more from our shop.
- **Feed:** Want to offer a helping hand or see an example of how you can ask for help? This is the place for you.
- **Beggar:** In the Feed, everyone is a beggar; they need your help
- **Chooser:** YOU are the Chooser... if you have some free time or need some quick cash, offer a helping hand to a beggar and perform a task they are asking.
- **Categories:** if you're in the feed, you aren't a beggar so you CAN be a chooser... narrow down the Requests you see to find one that works best for you
- **Rides:** Have a car? Check. Have a full tank? Check. Go help
- **Food Delivery:** Ever had someone hook you up with some food
- **Grocery Run:** Heading out to stock the fridge? Why not make someone who doesn't have these things. when you're in a bind? Return the flavor.
- **Cleaning:** Somebody's has to clean up the mess; you might as
- **Laundry:** You're a pro at folding? Someone needs your help.
- **Maintenance:** Something broke and you know how to build it.
- **Tech Support:** Don't need a blue shirt to be a tech wiz? Offer some quick cash while you do and get someone else's groceries. well get paid to do it. some help to those who aren't quite as skilled in the tech department as you.
- **Timing:** Free now and want to offer help right away? Or have plan in your calendar to do a job that happens on a later date.

18. Usability Test Outline

Usability testing focuses on measuring a human-made product's capacity to meet its intended purpose. Our Usability Testing at each stage of the project will consist of groups of 4 to 5 people (one of which is Professor Chris Raley). At each stage of testing we will use at least one of the following test to test the usability of our project: hallway testing, opinion poll, observe only, think aloud, and cooperation.

Hallway Testing is a technique used in a user centered interaction design to evaluate a product by testing on user who are not familiar with the project. The test gets its name from stopping people in the hallway and asking if they would test your project. If they say yes, then you walk them through predetermined steps with a script and logging the reactions of the user.

Opinion poll is a technique of getting a response about a product by asking users to complete a questionnaire on the project. For all our questions we will you a Likert scale: strongly disagree, disagree, neutral, agree, strongly agree. This will allow us to know what our users like, dislike, or are unsure of about our product. Hard to perform during testing development will use in later stages of development.

Observe Only, is a less interactive way to get the usability of your product. By allowing the user to have free rain on your project, while you sit back and observe them, allows you to note what problems they run into and what things they can perform easily.

Think Aloud is a more interactive way to get the usability of your product. It's similar to observe only, but this time around the user actually explain out loud what they are doing. This lets us know his or her thought process and allows us to better examine and know what parts are catching the user and why it is. This test also allows use to direct the user and question why they did certain things.

Cooperation is a more interactive way to compare and see how users think alike. By having two user complete tasks during testing instead of one. We get a more general broad idea of how different people are interpreting what to do to complete a task given to them.

Usability testing focuses on measures the usability, or ease of use, of a specific object or set of objects, whereas general human computer interaction studies attempt to formulate universal principles. During all usability testing we will be logging data of how the user is completing a task, what is aggravating them, what they do well, and after ask them about their experience.

19. Usability Report

Problems To Fix Based on Severity

1. **Bug** - no way to click out of contact information
2. **Task failure** - Terminology is consistent with the needs of the user. When users click on a button it does differently than they expect. (i.e. job failed)
3. **Medium** - confusing of canceling a job by using job fail
4. **Annoying** - confusing to terminology not knowing if I am looking my current jobs that I am helping on or the ones I posted.
5. **Annoying** - terminology is hard to understand
6. **Minor** - position of 'Post a Job' button is possibly unintuitive
7. **Annoying** - it is unclear if User doesn't have contact info or if it is hidden
8. **Annoying** - interface for reviewing a user after job completed is confusing

20. usability problems/severity

bug, task failure, annoying, medium, minor

Severity	Problem Description	Submitted By
minor	difficulty finding 'Post A Job' button for the first time	Jordan Silver
annoying	unclear that contact info is only available after job is accepted	Jordan Silver
medium	isn't clear that 'Job Failed' button is the way to cancel a job	Jordan Silver
Medium	confusing of canceling a job by using job fail	Chris Dunn
Annoying	Terminology is hard to understand	Chris Dunn
Annoying	confusing to terminology not knowing if I am looking my current jobs that I am helping on or the ones I posted.	Chris Dunn
Annoying / task failure	Terminology is consistent with the needs of the user. When users click on a button it does differently then they expect. (i.e. job failed)	Austin Wells
Annoying	Interface for reviewing is confusing	Austin Wells
Bug	No way to click out of contact information	Austin Wells

21. User Logs

User Log 1

Facilitator: Austin C Wells

User: Anna Rios

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 8/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

Is that like offer rides? Can I click offer help?

[Facilitator]

No, that will provide help for food delivery to virginia snider

[User]

No, no one is looking for ride

[Facilitator]

The tabs at the top are categories

[User]

Yes

[Facilitator]

They are clickable

[User]

Oh (clicks rides)

[Facilitator] (task difficulty 5/10)

Sadly, no jobs are currently available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

I would click laundry, oh wait that's wrong. I would click post a job
(click category and laundry)
(set's time frame)
(does negotiable)

(submits)

[Facilitator] (task difficulty 1/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

(clicks correctly)

[Facilitator] (task difficulty 4/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

I guess I would click job failed.

[Facilitator] (task difficulty 4/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

How do I go back? Oh, I get it.

[Facilitator] (task difficulty 2/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(clicks correctly)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 8/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

Is that like offer rides? Can I click offer help?

[Facilitator]

No, that will provide help for food delivery to virginia snider

[User]

No, no one is looking for ride

[Facilitator]

The tabs at the top are categories

[User]

Yes

[Facilitator]

They are clickable

[User]

Oh (clicks rides)

[Facilitator] (task difficulty 5/10)

Sadly, no jobs are currently available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

I would click laundry, oh wait that's wrong. I would click post a job
(click category and laundry)
(set's time frame)
(does negotiable)
(submits)

[Facilitator] (task difficulty 1/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

(clicks correctly)

[Facilitator] (task difficulty 4/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

I guess I would click job failed.

[Facilitator] (task difficulty 4/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

How do I go back? Oh, I get it.

[Facilitator] (task difficulty 2/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(clicks correctly)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

User Log 2

Facilitator: Christopher Dunn

User: Matt Amon

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 7/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

What is the difference between rides and transportation? Is the menu of jobs I've posted or that offers have?

[Facilitator]

They are the same, what terminology do you like better? The dashboard is of jobs others have posted that are still available for you to offer help on.

[Facilitator] (task difficulty 5/10)

As you see currently there is no ride jobs available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

Okay, so do I click on the laundry tab and post a job there or do I go to post a job directly.

[Facilitator]

You have to click on post a job

[User]

(click category and laundry)
(set's time frame)
(does negotiable)
(submits)

[Facilitator] (task difficulty 1/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

(clicks correctly)

[Facilitator] (task difficulty 6/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

Do you cancel a job by clicking job failed?

[Facilitator]

Yes

[User]

(clicks correctly)

[Facilitator] (task difficulty 4/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

How do I exit this pop up can I click outside the window don't see an x. Okay clicking outside work

[Facilitator] (task difficulty 2/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(clicks correctly)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

(clicks correctly)

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

User Log 3

Facilitator: Jordan Silver

User: Nick Lentes

[Facilitator]

This is the first page of the help me website, where you have the option to see what people need help around you, offer them help, and make some money in the process. you've already logged in to the web application

[Facilitator] (task difficulty 4/10)

You've decided you want to make some money by offering rides, please check to see if there are any jobs available to offer rides.

[User]

(Clicks rides tab.)

[Facilitator] (task difficulty 7/10)

Sadly, no jobs are currently available, but you've decided you don't want to do laundry. Please post a job to have someone do your laundry for you.

[User]

(After looking for a few seconds, click the correct button. Goes through the job posting process and posts the job.)

[Facilitator] (task difficulty 3/10)

You see that you have a new notification in your control panel, please go to the control panel and see what notification you've received

[User]

(Clicks correct button.)

[Facilitator] (task difficulty 2/10)

After reviewing their profile, you decide to accept the offer for help.

[User]

How can I contact them if they don't have any contact info listed?

[Facilitator]

All contact info remains hidden until you have accepted them to complete your job. Then that information gets revealed to you.

[User]

Ah, nice! (Clicks accept.)

[Facilitator] (task difficulty 8/10)

John calls you and says that he can no longer fulfill your order because he had a family emergency come up. Please cancel the job.

[User]

Job failed, Is that how I cancel the job?

[Facilitator]

Yes.

[User]

(Clicks 'Job failed'.)

[Facilitator] (task difficulty 1/10)

Decide whether or not to review him, and then please return back to the dashboard

[User]

No thanks. (Clicks 'Return to Dashboard'.)

[Facilitator] (task difficulty 4/10)

You get a call from a friend to go to a party, but you need some gas money so you decide to accept a job. Go accept a job to make some money.

[User]

I saw some job postings on the front page, so I'll just go there. (Correctly offers help on a non-negotiable job.)

[Facilitator] (task difficulty 2/10)

John accepts your job, and you see that you have an update in control panel. Go see information about your task.

[User]

(Clicks control panel and views the job.)

[Facilitator] (task difficulty 2/10)

After reviewing the notes from the job you are confused to where CM is, so you decide to get in touch with him and give him a call. How would you contact john?

[User]

Ah, I'm seeing the contact info now. Yeah, I'll just call him and ask.

[Facilitator] (task difficulty 1/10)

You complete your job and get paid, finish out the job.

[User]

(Clicks 'Job Completed'. Closes pop-up dialog box.)

[Facilitator]

Thank you for your participation.

Chris Raley's Usability Test

Web

- Click on laundry tab for current job laundry but notice he went wrong
- Set a time frame and notes with ease
- Accept job with ease
- Guess to click on job failed to cancel the job
- Clearly review help and undo buttons
- Display more on job when click on before offer to help or (increase the bid)
- Add and x to exit overlays
- Control Panel
 - Use two different tabs or make more apparent jobs i have posted and jobs I have offered help to
 - how are jobs order
- **Job Failed** - use different terminology maybe use something better ask more people
- When hover over job make it apparent that you can click on it
- Scroll down at bottom may say so hidden jobs
- Terminology of hide job
- More negotiation bar to inside visibility if negotiable
- Add an X to the pop of job description window and when hit offer help do something to the submit button to show its been click
- Talk to other people about button closer

Mobile

- Task Failure - Clicked "Jobs" instead of "Help" when posting a job
- Android has dedicated back button, so on screen "back" isn't needed
- Relabel "Help" because it seems to be "help for the application"
- Didn't recognize "description" as a "notes" section.
- Didn't know how to view accepted Jobs.
- "Find Jobs", "My Current Jobs", "Jobs I'm Working" at top would be better than clicking "Jobs" -> "Current"
- Unclear how to view further job options.
- Look into android's "expandable list view"; he may send a link on it
 - Would add all of "Jobs" clickable buttons to "the drawer"
 - Puts things in action bar; notifications
- TERMINOLOGY