

## User Stories

### **User Story #1** - Sign up for membership

As Elizabeth (a non-member), I want the convenience of being able to sign up for a membership online via paypal so that I do not need to travel to NYSC.

#### **Conversations:**

What kind of forms/fields are required for membership registration? -personal information, health information

Should users be able to sign up online and pay in person or later? -no

Should other methods of payment be supported (apart from paypal)? -no

### **User Story #2** - Register for class

As Elizabeth (a non-member), I would like to register for classes online and pay via paypal, versus registering in person at the NYSC, without having to register for a membership, so that I can register for classes without traveling to NYSC, and paying for a membership.

#### **Conversations:**

Should non-members be able to register for classes? -yes

Do non-members need to pay more? -yes

What kind of forms/fields are required for sign up of a member?

- Personal info, health info, physical activity questionnaire

Is the price of each class the same? no

Are they eligible for early bird discounts? no

### **User Story #3** - Renew membership

As Shirley (a member), I would like to be able to renew my expired membership online and pay via paypal, so that I do not have to travel all the way to NYSC.

#### **Conversations:**

Should the user have to fill in a new membership form?

-we would prefer the form to be pre-populated

Can members see their memberships expiry dates? -yes

### **User Story #4** -View membership expiry date

As Shirley (a member), I would like to be able to view my membership expiry date, so that I know when to renew my membership without having to get someone from the NYSC to look it up for me.

#### **Conversations:**

Can members see their memberships expiry dates? -yes

Should members be notified when they are nearing their expiry dates? -yes

Will members be notified when their membership will expire soon? How?When? -yes, email, a week before

**User Story #5** - Register for classes during regular period

As Shirley (a member), I would like to be able to register for a class of my interest online while maintaining my membership price (varies by class), so that I do not have to travel to NYSC and wait in line for someone to process my registration form.

**Conversations:**

Do members pay different fees for classes versus a non-member?

-yes, members prices are lower

What does registering for a class consist of?

-physical activity readiness questionnaire

**User Story #6** - Register for classes in early bird period

As Shirley (a member), I would like to register for classes one month before it is open to non-members (early bird registration), so that I have a better chance of getting in the class, and to save five dollars on each program I register for.

**Conversations:**

What is the difference between early bird registration, and just regular registration?

-early bird registration is reserved for members only

-it not only gives them a month in advance to register for the class

(versus non-members), it also gets them a 5 dollar per class discount!

**User Story #7** - Join waitlist of a full course

As Shirley (a member), I would like to be able to join a waitlist if a class I am interested in is full (It should not require me to pay until I have a spot) so that I can get into a class if someone drops without having to keep in touch with a NYSC employee.

**Conversations:**

Can members join a waitlist if the class is full? -yes

Can non-members join a waitlist if the class is full? -no

Will they have to pay upfront, and be refunded if they don't get in?

-no, they do not pay until they have secured a position in the class

Should a member be able to view how far in the waitlist they are? -no

**User Story #8** - physical activity readiness questionnaire warning

As Elizabeth (a non-member) when filling out the health form necessary when registering for each class, if at any point one of my answers signals a potential health risk I would like to be notified, and recommended to consult a doctor so that I do accidentally register in a class I could hurt myself in.

**Conversations:**

Are you concerned about anyone hurting themselves?

-yes, this is why all members, and non-members are recommended to consult their doctor and have doctor's notes

Do non-members know they are recommended a doctor's note?

-we would like them to be warned during the registration if their answers show a potential health risk. We would then like a prompt recommending them to consult their doctor.

Should the doctor's note be specific?

- we have a generic layout we prefer, and would like to have it available for registrants to download

**User Story #9a** - be notified/emailed if a class is starting

As Shirley (a member), or Elizabeth (a non-member), if I am enrolled in a class and have provided my email address, I would like to be reminded, and notified I am enrolled in a class one week before classes begin so that I remember to attend the classes.

**Conversations:**

Should registered participants be notified that the class is starting soon? -yes

How? -by email

When? -a week in advance

**User Story #9b** - be notified/emailed if a class canceled

As Shirley (a member), or Elizabeth (a non-member), if I am enrolled in a class and have provided my email address, I would like to be informed if the class is canceled so that I don't make a trip to NYSC for the class unknowingly.

**Conversations:**

Are classes ever cancelled? -yes

Should participants be notified? -yes

How? -by email

**User Story #9c** - be notified/emailed if a class updated/changed

As Shirley (a member), or Elizabeth (a non-member), if I am enrolled in a class and have provided my email address, I would like to be emailed if there are any changes/updates so that I can decide if the change/update makes me change my mind about the class.

**Conversations:**

Should registered participants be notified if a class is updated? -yes

How? - by email

**User Story #10** - sign up a new member

As Stacy (an admin), I would like to be able to allow users to fill in forms and pay in person for a membership so that members who do not want to register online will be accommodated. I will need to be able to enter their personal information into the database and provide them with their member ID and password so the member can use the online system if they choose to at a later time.

**Conversations:**

Should users be able to choose their passwords? -yes

Can a member who registers in person use the online system?

-yes, they will be given a ID and password

What if a member does not want to use the online system?

-admin will have rights to register them in person  
Payment? -cash, cheque

**User Story #11** - renew a membership (payment in person)

As Stacy (an admin), I would like to be able to renew memberships for members so that that I can accommodate for those who do not want to renew their memberships online, or do not use the online membership system.

**Conversations:**

Should the form be prepopulated with the member's old information? -yes

Should admins be able to view a member's expiry date? -yes

**User Story #12** - view when a member's membership will expire

As Stacy (an admin), I would like to be able to check when a user's membership has expired either for personal knowledge, or if the member would like to know, so that members and I, know when renewal payments are due.

**Conversations:**

Should a member be able to check when their membership expires? -yes

**User Story #13** - register a member into a class (payment in person)

As Stacy (an admin), I would like to be able to allow members to fill in forms and pay in person for registration into a class so that those who do not want to use the online registration will be accommodated. (I will need to be able to find their member ID and register them into the class).

**Conversations:**

Does a member need to memorize their member ID? -no, we will need to be able to find it

Do members receive a discount? -yes, varies by course

**User Story #14** - add member into waitlist

As Stacy (an admin), if a member is interested in enrolling into a full class, I would like to be able to add them to a waitlist so that they may be notified and join if extra space becomes available.

**Conversations:**

Should non members be able to join the waitlist? -no

Will a payment be required to join the waitlist? -no

Should the user be notified if they are removed from the waitlist and into the course? -yes

How? -email

Should an admin be able to view how far in the waitlist they are? -no, but they should be able to view the waitlist and manually count how far a user is

**User Story #15** - register non-member into a class (payment in person)

As Stacy (an admin), I would like to be able to allow non-members to fill in forms and pay in person for registration into a class so that those who do not want to use the online registration are accommodated.

**Conversations:**

What if non-members don't know about the online registration and want to register?

-admin can register them in person

What if non-members don't want to use the online registration? -admin can register them  
Payments? -cash, cheque

**User Story #16** - register a member into a class - early bird (payment in person)

As Stacy (an admin), I would like to register members in classes one month before non-members can register (early bird), allow members to pay in person (cash, cheque), and also apply the discount of five dollars per class so that members who do not want to use the online registration can still take advantage of the early bird pricing..

**Conversations:**

Should members be eligible for the early bird payment period and discount in person? -yes

**User Story #16** - Create new classes

As Stacy (an admin), I would like to create new classes so that members have can view all the classes offered and select, pay, and register for those that they are interested in.

**Conversations:**

Are new classes offered regularly? -yes

Prices? -vary depending on member, non-member, or early bird, non-early bird

**User Story #17** - Edit event classes

As Stacy (an admin), I would like to be able to edit class details to remove any mistakes, or add updates (such as location, teacher, etc) so that members who register are not inconvenienced with incorrect information.

**Conversations:**

Have you ever allowed more participants to enter a class than initially stated?

-yes, some classes need to be moved to bigger rooms because of demand

Have instructors ever been changed during enrollment?

-yes, sometimes our initial instructor cannot teach the course and we get a replacement

**User Story #18** - cancel a class

As Stacy (an admin), I would like to be able to cancel a class if the minimum amount of people necessary was not reached, or a instructor is not available, and I would like to send a notification to inform all who had registered so that they can come in person to the NYSC for a refund.

**Conversations:**

Are classes ever canceled? -yes

Why? -initial instructor can't teach it, and no replacement found, or not enough participants etc  
Do you want to know the number of people in a class?

-yes, this is important so that the class can be canceled if there are not enough participants (or if it is full and someone wants to enroll)

**User Story #19** - view list of participants in a class

As Stacy (an admin), I would like to be able to view the list of participants in a class so that I can see how many members are registered, and create an attendance sheet for the instructor. Additionally, seeing how many members are registered will allow me to decide if the class is cost effective to host, or if I should just cancel it.

**Conversations:**

Do instructors want access to view who is in there class?

-no, only admin should have access to this information

Attendance sheet? -print out a copy of the class participants

Do you want to know the number of people in a class?

-yes, this is important so that the class can be canceled if there are not enough participants (or if it is full and someone wants to enroll)

**User Story #20** - export data of all members

As Stacy (an admin), I would like to be able to export the personal details of all members as an excel document so that I can create charts and reports to analyze the data.

**Conversations:**

What format would you like this export as? -excel

Personal details? -criteria in personal information form (name, age, etc)

**User Story #21** - Find and view details of member

As Stacy (an admin), I would like to be able to search for a specific member and view their details so that I can print it and use it while working, or to be filed. I will also want to be able to do this so that I can retrieve a member's forgotten ID/username.

**Conversations:**

Does the admin have rights to view personal information? -yes

What criteria will be required to search for a user? -first name, last name, or member ID

**User Story #22** - update details of existing members

As Stacy (an admin), I would like to be able to update a member's personal information if it has changed (ex. new address or phone number) so that our system will always have the most current information about its members.

**Conversations:**

Can members change their information after filling out the form?

-no, only admin can change personal information after initial form fill out

**User Story #23** - view number of sales/profits made each day

As Stacy (an admin), I would like to be able to see how much money has been made in total through new member registrations, renewals, and number of sign-up for classes so that we can fill out profit forms at the end of the day.

**Conversations:**

Would you like to see the number of sales and revenue from purchases made in person?

-no, only how much money we have made charged through paypal

How often do you need this information?

-it should contain daily income (we need it to fill out a profit form at the end of the day)

**User Story #24** - add a doctor's note into the system

As Stacy (an admin), I would like to be able to enter whether a member has a doctors note so that they are not constantly badgered while registering for classes. Additionally, I would like to be able to keep track of these notes so that I know when they expire and when I should be recommending my members to consult their doctors for new notes.

**Conversations:**

What are the doctor's notes for?

- the doctor's notes are required for each member if they want to participate in classes, specifically physically intense classes (ie: Zumba)

Do members have to fill out the physical activity form when registering for each class?

-yes, but if a member has a doctors note do not ask them to bring another one before classes start (only non-members will be prompted for that)

**User Story #25** - remove a member from a class/ waitlist

As Stacy (an admin), I would like to be able to remove a member from a class if he/she decides to back out, or the wait list was unsuccessful, so that space will be freed up for other members who are interested in the class. Getting removed from a class should be done in person so that I can give them a cheque to return their money.

**Conversations:**

Will the member be refunded via paypal if they paid online and they were removed from a class that they were enrolled in? -no, they will be issued a cheque

**User Story #26** - edit membership form

As Stacy (an admin), I would like to be able to add, edit, and remove questions on the membership form so that if I want additional or fewer details about new members, I can update the form accordingly.

**Conversations:**

What kind of questions should be able to be added? -short/word answer, drop down

If a question is edited, should the old answers to the deleted? -no. they should stay the same

If a question is deleted, should the answers be kept? no

**User Story #27** - edit class registration form

As Stacy (an admin), I would like to be able to add, edit, and remove questions on the class registration form so that if I want additional or fewer details about members, I can update the form accordingly.

**Conversations:**

What kind of questions should be able to be added? -short/word answer, drop down

If a question is edited, should the old answers to the deleted? -no. they should stay the same

If a question is deleted, should the answers be kept? -no