

# Trick or Eat Final Lab Post Mortem



## **FREEDOM EATERS**

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# 1 Team Details

## 1.1 Marcel Amato

Marcel Amato is the designer for the team, and for our final prototype session he was in charge of taking notes and monitoring the users' reaction to the system. He paid attention to the actions of the user to determine if certain use cases were designed well, or if they confused the user. Marcel coded the general layout and design of all the HTML pages and created the main features of the Trick or Eat page including the centered map and plotted map routes. Marcel also did a few photoshop edits to put within the website to add a pleasant visual aspect.

## 1.2 Dominic Gagné

Dominic Gagné is the documentation lead for the team for our final lab demonstration. He was charged with the task of documenting how the client interacted with the system, along with Alexandre Gontcharov. Dominic paid attention to the details of the client whilst they attempted to navigate the web application, being careful to document the issues and successes that the client experienced when completing the use cases. Dominic was involved with the design of the web portal, helping to make decisions and dutifully documenting the interactions of the team. Dominic completed the task of setting up the server and configuring it to accompany our website, as well as writing several test drivers for calls to the API.

### 1.3 Alexandre Gontcharov

Alexandre Gontcharov is the project manager of the team, and for our final prototype session was charged with the task of documenting how the client interacted with the system. This included paying attention to any positive or negative feedback from the client, such as any areas of struggle, as well as documenting anything important that happened throughout the use cases. Furthermore, he helped communicate between the leaders of the two teams, the database and mobile app team and establish meetings.

### 1.4 Matthew Tersigni

Matthew Tersigni is the team leader for the team, and for our final prototyping session was entrusted with facilitating the session. Matthew introduced both the freedom eaters and the members of the database team that accompanied the team, after which he promptly discussed Meal Exchange and Trick or Eat to the clients. Matthew discussed the goals of the Trick or Eat campaign with the client, and how Meal Exchange planned to meet those goals. Matthew continued into a preamble about what a final prototyping session entails, explaining the client's responsibilities along with the responsibilities of the team. Matthew then went on to lead the client through the use cases, prompting often for feedback. A polite stance was taken when faced with feedback, whether it be positive or negative.

## 1.5 Erik Zorn-Wallentin

Erik Zorn-Wallentin was responsible for working with the team in implementing the use cases 'create an account' and 'log in to account'. Erik worked with the database team following an API scheme that was created by our group. We were able to implement our first 'log in' feature finally working before the designated deadline. With the assistance of the API scheme, Erik followed the API format to add more functionality to the wireframe, creating a participant account and a team captain account that we did not previously have.

## 2 Client Details and Use Cases

### 2.1 Ross

Ross is a Graduate Student with the Department of Mathematics and Statistics. He has a strong background in Computer Science and is currently developing Statistical Modelling Systems for the School of Computer Science. During the paper prototype session Ross found the splash screen to be slightly overwhelming and flooded with information. He was happy to find that the actual implementation of the splash page and every other page on the website did not appear cluttered. We did not receive any specific criticism from Ross. He only had positive feedback for the rest of the final lab demo, and generally appeared satisfied with our final prototype. In addition it appeared that Ross was more interested in knowing how we implemented the API for the database and seeing the actual code as to which the database team answered.

### 2.2 Sarah

Once again, Sarah was our first client along with Ross who worked through our final prototype session. One of the things that Sarah noticed and pointed out was that the text was uneven in the 'Home' page and the 'About Us' page. She explained that it was inconsistent compared to the rest of the pages. After comparing the text with the different pages on the web portal it was made clear that the text was not left aligned. Additionally, she noticed in the footer on the 'Create Account' page that the toll-free number was not in sync with the rest of the information displayed. However, overall she reacted pretty well to the new 'Create Account' page which was previously implemented

as a modal. Her only suggestion was to reduce the size of the fields, which make sense as currently username, first name, last name, email address, password, province/state and city span across the whole page.

## 2.3 Jenna

After Ross and Sarah, Jenna was the next client to test our final prototype whom we had for our previous session. Just like last time she provided very useful information and was the most enthusiastic of all the clients about our prototype. Jenna admired the way our home page was organized. In addition, she liked the tabs and colour coordination on the 'Trick or Eat' page, nonetheless she wished that the 'Route Info' modal looked similar to the 'All Team Info' modal. She was pleased to see that we took her feedback from the wireframing session, that all the routes on the map were colour coordinated depending on which zone they fell in and that we applied it on the map. Although we did not have any zones set in place, the roads were coloured in a different colour showing that it was possible to be done and she once again emphasised again that each routes in a section of a city should be categorized by colour. This was important information for us a team since it displayed what our priorities should be for the web portal.

## 2.4 Meagan

Meagan was our last client to work through our final prototype session. Not unlike Jenna she gave us a plethora of feedback as well. Overall she indicated that the web portal was very clear, looked aesthetically pleasing, and approved that the feedback that we



took from the wireframing sessions actually got implemented in our final prototype. Furthermore, Meagan was a big fan of the big buttons in the 'Trick or Eat' page, she found it to be 'very intuitive'. Meagan also enjoyed the movement of the text in the 'About Us' page, it made the page much more attractive and more enjoyable to read. As we worked through case one in section 2.5 she loved the option of being able to sign up as a team captain or a participant, and that the system was responsive in adding more information when she chose team captain. Furthermore, she loved that indicating accessibility needs was very generic and easy to do. Although we did not receive any constructive criticism from Meagan the positive feedback was also important information for us as it implied that we were on the right track.

## 2.5 Use Cases

1. **Use Case:** A participant must be able to create a participant account.

**Brief Description:** The user accesses the system and attempts to create an account. The system responds with a dialog allowing the user to choose either a participant account or a team captain account. The user selects a participant account. The system responds with the respective prompt allowing the user to input their participant information. The user fills out the form and clicks submit. The system stores the information and logs the user into the system as a participant.

2. **Use Case:** A participant must be able to sign up as a team captain when creating a participant account.

**Brief Description:** The user accesses the system and attempts to create an account. The system responds with a dialog allowing the user to choose either a participant account or a team captain account. The user selects a team captain account. The system responds with the respective prompt allowing the user to input their information. The user fills out the form and clicks submit. The system stores the information and logs the user into the system as a team captain.

3. **Use Case:** A participant must be able to log in to their participant account.

**Brief Description:** The user accesses the system and attempts to log in. The system responds with the log in prompt. The user inputs their username and password. The system validates the user's credentials. The system forwards the user to the Trick or Eat page. The system populates the page with information relevant to that user.

4. **Use Case:** A participant must be able to indicate whether they are a university student.

**Brief Description:** The participant clicks the account settings button. The system prompts the user with their account settings. The user edits their university student status. The system updates the information for that user.

5. **Use Case:** A participant must be able to accept an invitation to join a team.

**Brief Description:** The participant clicks their notification stating that they have been invited to join a team. The system displays the notification stating that the user has been invited to join a team. The user accepts the invite to join a team. The system associates that user with their team.

6. **Use Case:** A team captain must be able to choose the route(s) their team will canvas.

**Brief Description:** A team captain who is logged into their team captain account clicks the button to select a route. The system displays the list of existing routes. The user selects a route. The system displays the detailed information about that route. The user confirms their selection. The system assigns the team captain and their team to the selected route.

7. **Use Case:** A participant must be able to see which route(s) their team is assigned.

**Brief Description:** A participant has logged into their account and clicks the button to “view route”. The system displays the route that participants team is assigned to.

8. **Use Case:** A participant must be able to view the participants on their team.

**Brief Description:** A participant has logged into their account and clicks the team info button. The system displays their respective team info.

9. **Use Case:** A participant must be able to sign a participation waiver.

**Brief Description:** The participant declined the participation waiver when signing up. The system sets the participation waiver status to reflect this. The participant logs into their account and clicks the waiver status button. The system displays the participation waiver. The participant accepts the participation waiver. The system

updates the participant's waiver status.

10. **Use Case:** A participant selecting a bus route must be provided with a bus waiver to be signed.

**Brief Description:** A participant who is logged into their participant account clicks on the “view route” button. The system displays the routes. The participant selects a bus route. The system displays the detailed information for that route. The participant confirms their selection. The system prompts the team captain of the team the participant selected to join that a participant wants to join their team. The team captain accepts the new participant to their team. The system inserts the participant to the team. The system alerts the participant that they have been accepted to the team. The system prompts the participant to accept or decline the bus waiver. The participant accepts the bus waiver. The system updates the participant’s waiver status.

### 3 Things That Worked

The layout of our final design was adored by all, and every client that tried the website felt immersed with the user interface. People were instantly drawn into the layout and design, as they were quickly able to find where to go when each use case was given to them. The colours from the original Meal Exchange website were used in our website, these include orange, black, and blue; we were given positive feedback from all the clients using these colours. Furthermore, all the clients found the log in and register buttons where they expected them to be. The process to logging in on the portal was remarked as simple and intuitive. The register and log in were also linked to our database so whenever a user would do either of the two operations our website would communicate with the database and proceed to either store a new account or log in a registered user. On the Trick Or Eat page we used an embedded Google map as our implementation for the mapping system specified by Meal Exchange, and the clients all appeared to be impressed with its functionality. We implemented JavaScript code to read information from our database and plot routes of different colours onto our map. This was our complex feature that was implemented for the final design and it was definitely all of our client's favourite aspect of our project. Our modals were also given a facelift since our wire framing session and we received positive feedback from the clients about the modals new looks and intuitive feel.

## 4 Things to Improve

In the future, Freedom Eaters aims to improve several components of the web application that was developed. Freedom Eaters will work closely with Meal Exchange in order to improve all possible aspects of Trick or Eat. The project consisted of various different constituents, many of which were fully completed, but some of which still require improvement.

In particular, Freedom Eaters will make the web application more responsive to users logging in and out of the system. Several users indicated to us during our final lab demonstration that they would like to receive some sort of feedback upon being successfully authenticated onto the system. In response to this constructive criticism, Freedom Eaters will update the navigation bar shown on all screens to indicate to the user whether or not they are logged in, and if they are, which account is logged in.

In addition to this, several members of Meal Exchange suggested organizing bus routes into districts, or locales, as this would aid in the organization of the event. Bus routes would then be colour coded based on which locale they are a part of, as this would make the selection of routes more intuitive for participants.

Sarah from Meal Exchange noted that some of the text that was placed on the 'About Us' and 'Home' pages was not centered and formatted as text on the rest of the website was. While this is a somewhat superficial flaw, Freedom Eaters recognizes that consistent layout and visually pleasing aesthetics are an important part of user

experience, and as such will be taking this recommendation seriously. The text will be reformatted to be more uniform with the rest of the text layout.

Feedback was received from multiple clients that the option to register a team as a 'Private Team' was somewhat confusing. Members of Meal Exchange did request that this option be available to team captains, and as such the removal of this feature is not an option. However, Freedom Eaters determined that an explanation of the difference between a 'Private Team' and a 'Public Team' would be presented to the user before they are offered the option to register a team. As such, participants registering a team would be well aware of what each type of team is, and the differences between each.

Finally, it was noted by one client that the telephone number for Meal Exchange on the footer on the 'Create Account' page is incorrect. This oversight will be corrected by Freedom Eaters in a timely manner.



## 5 Looking to the Future

Looking to the future our team is tasked with improving the system based on the feedback that the client provided during the final prototyping session. The most frequent feedback we got from our clients is that they wished they were able to select routes on our Trick or Eat page, the current state of our final prototype only allowed users to view the routes on the map but were unable to select each one. Allowing the use of selecting routes would add extensibility to our project and would change the design aesthetic of our web portal for the better. The next idea requested by the client was to integrate bus drop off and pick up locations in the map, the current implementation only has a menu option in the bottom left of Trick or Eat page to display these locations. Allowing the bus drop off and pick up locations to be integrated in our map gives extensibility to the website because the participants would know how close a bus location is to routes they could canvass, and would change our design of the project by changing our menu option to a map feature.

Another common feature that was requested to be implemented in the future was to have some type of notification in the top right of the website to display any type of special account notifications, website changes, team status, route info, waiver status, etc. Implementing the notification features on the top right of the website would change the overall design of the project to add more extensibility for the future of our website and give more clarity to the users of the website about any special information they need to know.

## 6 Individual Contribution

### 6.1 Marcel Amato

There have been many things that I have learned throughout the semester in this class, including 3 main concepts in particular. I feel that I have grasped: a deeper understanding of what makes a good design process, web development coding, and successfully working with a group to achieve greater potential results. Since I major in Computer Science, I have not taken any software development courses, which greatly hindered my knowledge of what exactly makes a good design process for a given task or project. Throughout this course, I have learned what great importance proper planning can do for the progress of developing and coding a product. The ability to write a set of program requirements, along with presenting paper prototypes and wireframes to the client greatly deepens the understanding of what the client is expecting and what will need to be done to write a successful product. Before this semester I have only had experience writing one website, which did not have any backend functionality. During the coding of this project I was able to learn how to make my HTML look more elegant, and expanded my knowledge of CSS during this process. My biggest personal accomplishment was learning how to write backend functionality using JavaScript and the Google Maps API. In my opinion, this is what transformed our final product from a standard website to a usable and professional looking product. This was the first programming assignment that I have ever done in a group environment. It was interesting to communicate as a group and use technology like Trello, Google Docs and Git to gather our work together. The idea of “five minds are better than one” was definitely proven through our amazing work this semester.

## 6.2 Dominic Gagné

I believe that I've learned a great deal from the course. I had no knowledge of any software planning and design strategies prior to taking System Analysis and Design. I was also completely unaware of the extent to which planning and design are required for a large software project. In the past, I had always done any design while coding. Designing entire components of a system before any implementation took place was a completely novel concept to me.

In addition to this, I learned about using Gantt charts to organize and assign tasks to members of a group to aid in management of the development process. While not very practical for such a small team of people, I do imagine that tools of this kind would be extremely useful for working on larger scale projects with big teams.

Finally, I was able to interact with end users of the system and incorporate their feedback into the software. Paper prototyping, creating a post mortem report, and wireframing were all new concepts to me, and it was interesting and educational to be involved in their development.

### 6.3 Alexandre Gontcharov

At the beginning of this course I was split into the software engineers without co-op and so our team had to build a web portal for the participants. The first thing I learned in this course is that finding and writing requirements takes a long time and it's an ongoing process. When my group and I wrote our requirements we only had 50 to start with, and then that number increased to 80 when our entire lab section worked together. In the end, there were 111 requirements when we combined both our lab sections. This process included me editing, deleting and adding new requirements to make better sense of the whole project. The next lesson I learned is that working in a group can be frustrating. Each member has their own goals, and you'll find some are satisfied with putting minimal work and just passing by whilst others are not. As a result this creates a lot of conflict between team members in groups, especially when someone doesn't show up for a meeting or doesn't contribute their share. Although we do have internal evaluations at the end of each assignment sometimes I feel like it's not enough. However, I'm quite satisfied with the team with which I've worked. Lastly, I learned the importance of scheduling a project. Keep a track of all the tasks you need to do by a deadline. Just having someone in your group do this is a big plus as this allows everyone to judge how long it will take to finish any given part. In addition to this, being organized helped in determining when the group could relax or when we needed to buckle down and get working.

## 6.4 Matthew Tersigni

I learned many things in this course, among the most important was how to coordinate with an extremely large group to accomplish a task. Working with other team leaders, who worked in turn with their groups brought a lot of opinions to the table, and the team leaders had to know when and where to draw the line with ideas. The group of team leaders fortunately ended up being a very capable group, who worked together very well. The experience overall was enriching, and I feel was one of the more useful experiences I have had in my entire university career. I also learned (the hard way) that semantics are very important. I thought that I wrote in a clear, concise manner using proper grammar, spelling, and punctuation... Boy was I wrong. One must pay close attention to the language that they are using, because it is our means of communication. Using the correct words to convey information not only makes one seem intelligent, but avoids the confusion caused by the incorrect use of language. I learned that working with a real world client can be difficult, and taking their feedback can be hard. When things that I might have worked hard on end up not being what the client needed or intended, that can be a difficult pill to swallow. I learned that I should not get so attached to my work, and that I need to be able to adapt in a more available manner so that I might serve the needs of my client better.

## 6.5 Erik Zorn-Wallentin

There were numerous things I learned in CIS\*3750 this semester, but the top 3 things I learned was taking working with the same team efficiently for an entire semester, how to make a paper prototype, and how to properly create a wireframe prototype.

The first thing I learned which is the most important, was working with my team for the entire semester. Working with my team for this long allowed me to learn what it takes to be in a more “long term” commitment to a project and how you need to communicate with people properly at the beginning before problems arise. I think doing this project allowed me to be better prepared for any job opportunities I will get in the future.

The second thing I learned is how to make a paper prototype and do a paper prototype session in front of clients. This was the first time I ever did a software project where I did not write code, and presented the entire project (in paper) to the client to test. I learned how to get valuable feedback using a paper prototype and how to interact with the client properly to gain the feedback we would need for any project.

The third thing I learned this semester is how to make a wireframe prototype, and this was exceptionally fun because we were able to convert our paper prototype to a “non-functional” website for the client to test. The wireframe prototype was the first software the client would test and we were able to test the feedback we have gotten from the paper prototype to the wireframe prototype and the difference of feedback between them.