

HOLYWORK

A Community App for Church Volunteers and Worship Organization

Requirements Document

Course: CSIS 3375 - UX Design in Web & Mobile App

Section: 1

Group: 9

Professor

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HolyWork is a cross-congregational mobile platform that transforms how faith communities coordinate volunteers, organize worship services, and engage in spiritual activities by integrating scheduling, communication, and prayer into one unified app. HolyWork aims to reduce up to 50% of weekly volunteer coordination time by automating scheduling, centralizing communications, and fostering cross-church collaboration while deepening spiritual engagement through integrated Bible study and prayer features.

[Git: HolyWork](#)

[Figma: HolyWork](#)

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REQUIREMENTS GATHERING

2.1 Purpose and Objectives for Requirements Gathering User Study

The purpose of this user study was to gather comprehensive insights from church community members across different roles, ages, and technical comfort levels to inform the design and development of HolyWork. Our objectives were:

Primary Objectives:

- Understand Current Pain Points: Identify challenges in current volunteer coordination and church management practices
- Assess Technology Adoption: Evaluate users' comfort level with mobile applications and current technology usage patterns
- Validate Feature Priorities: Determine which proposed features provide the most value to different user segments
- Discover User Characteristics: Learn about demographics, lifestyle patterns, goals, and behaviors of potential app users
- Identify Cross-Church Collaboration Needs: Understand interest and willingness to participate in cross-congregational volunteering
- Evaluate Spiritual Engagement: Assess how technology can enhance Bible study, prayer, and faith sharing

Target User Groups:

- Church leaders (pastors, priests, ministers)
- Church administrators and volunteer coordinators
- Ministry team leaders (worship, youth, hospitality)
- Active volunteers and regular members
- Youth and young adult members (ages 18-35)
- Senior members (ages 65+)
- Parents and families
- New members and occasional attendees

Dual Perspective Approach:

We employed a dual perspective to capture both:

1. Leadership/Management Perspective: From pastors, administrators, and coordinators who organize and manage volunteers
2. Volunteer/Member Perspective: From active volunteers, regular members, and participants across different age groups and engagement levels

2.2 Choice of User Study and User Sample

User Study Methods:

We employed a mixed-methods approach combining two complementary user research techniques:

1. Online Survey

- Platform: Custom React-based survey application (<https://survey.quizmk.com/>)
- Distribution: Shared through church networks, email lists, and social media
- Sample Size: n = 18 respondents
- Duration: October 8-30, 2025
- Technology Stack: React front-end, Express backend, SQLite database

2. Semi-Structured Interviews

- Format: In-person and conversational interviews
- Sample: Church members across different age groups and roles
- Key Interview: Alice Chen (age 65, Psychological Consultant, 40+ years Christian experience)
- Approach: Open-ended discussions about church service systems, pain points, and feature feedback

Target Users:

Our user sample targeted:

- Church administrators and coordinators who manage volunteer scheduling
- Pastors and ministry leaders who oversee worship services and teams
- Active volunteers who regularly serve in various capacities
- Young adults (18-35) who represent the tech-savvy demographic
- Senior members (65+) who may have different technological comfort levels
- Cross-generational participants to ensure diverse perspectives

2.3 Draft of User Study Survey

Survey Structure (6 Steps):

STEP 1: Demographics (About You)

Required Fields:

Category	Value
Name / Alias / Nickname [Text input] *	
Age [Number input, optional]	
Age Range [Dropdown] *	18-25, 26-35, 36-50, 51-65, 65+
Gender [Dropdown, optional]	Male, Female, Non-binary, Prefer not to say

Your Role in the Church [Dropdown] *	Church Leader (Pastor, Priest, Minister) Church Administrator / Coordinator Worship Leader / Music Director Ministry Team Leader Active Volunteer / Servant Regular Member / Attendee Youth / Young Adult Member (18-35) Senior Member (65+) New Member / Newcomer Occasional Attendee Parent / Family Representative Other Ministry Role
Email Address [Email input, optional]	

STEP 2: Church Information

- Church Name [Text input] *
- Church Type [Dropdown] *
- Options: Catholic, Protestant, Orthodox, Non-denominational, Community Church, Other
- Church Scale [Dropdown] *
- Options: Small (<50), Medium (50-200), Large (200-500), Very Large (500+)
- Average Weekly Worshipers [Number input]
- Location (City) [Text input]
- Years at This Church [Dropdown]
- Options: <1 year, 1-3 years, 3-5 years, 5-10 years, 10+ years

STEP 3: Current Practices

- How does your church currently coordinate volunteers? [Multi-select checkboxes]
- Email
- Phone calls
- WhatsApp/Text messages
- Paper sign-up sheets
- Google Sheets / Spreadsheets
- Bulletin boards
- Verbal announcements
- Website / Web application
- Mobile phone app

- Other
- Volunteer Teams You're Involved With [Text input]
- How often do you volunteer? [Dropdown]
- Options: Weekly, Bi-weekly, Monthly, Occasionally, Never
- What are the current challenges with volunteer coordination? [Textarea]

STEP 4: Technology Usage

- What type of smartphone do you use? [Radio buttons]
- iOS (iPhone), Android, Both, Neither
- App Comfort Level (1-5 scale) [Rating buttons]
- "How comfortable are you using mobile apps?"
- 1 = Not comfortable, 5 = Very comfortable
- Social Media Platforms You Use [Multi-select checkboxes]
- Facebook, Instagram, Twitter/X, TikTok, YouTube, LinkedIn, Other, None
- Current Church Apps You Use [Multi-select checkboxes]
- Planning Center, Church Center, Subsplash, YouVersion Bible, Other, None

STEP 5: Feature Ratings & Preferences

A. Feature Importance Ratings (1-5 scale for each feature):

Rate how valuable these proposed features would be for you:

- Automated Scheduling with Reminders
- Cross-Church Volunteer Calendar
- Service Agenda Builder
- Digital Service Book
- Community Prayer Wall
- Gamification (badges, leaderboards)
- Social Sharing Features
- Bible Study Tools
- Push Notifications

B. Cross-Church Volunteering

- Would you be interested in volunteering at other nearby churches? [Yes/No dropdown]
- If yes, how far would you be willing to travel? [Dropdown]
- Options: Same church only, <5 miles, <10 miles, <20 miles, Anywhere in region

C. Youth Engagement (Conditional: shown only if age 18-35)

- How interested are you in social features (stories, posts, sharing)? [1-5 rating]
- How appealing is gamification (badges, streaks, leaderboards)? [1-5 rating]

- How would you prefer to be recognized for volunteering? [Dropdown]
- Options: Public recognition, Private thank you, Badges and points, No preference

D. Bible Study & Faith Sharing

- How often do you participate in Bible study? [Dropdown]
- Options: Weekly, Monthly, Occasionally, Never
- I'm interested in digital Bible study tools and reading plans [Checkbox]
- Any concerns about digital faith content? [Multi-select checkboxes]
- Biblical accuracy concerns
- Distractions during worship
- Technology replacing personal connection
- Privacy and data security
- Accessibility for older members
- Screen time concerns
- Loss of traditional practices
- No concerns
- Other (please specify) [Text input]

STEP 6: Open-Ended Responses

- Which features are you most excited about? [Textarea]
- What are your main concerns about using this app? [Textarea]
- How could this app be improved to better serve your church? [Textarea]
- Any additional feedback or suggestions? [Textarea]

Interview Script

Semi-Structured Interview Questions:

Introduction:

"Thank you for agreeing to speak with me today. I'm working on a project called HolyWork, a mobile app designed to help churches coordinate volunteers and enhance community engagement. I'd love to hear about your experiences with church service and technology. There are no right or wrong answers—I'm simply interested in learning from your perspective."

Section 1: Current Church Experience

1. Can you tell me about your current involvement in your church?
2. How does your church currently coordinate volunteers and communicate with members?
3. What systems or tools does your church currently use (website, apps, communication methods)?
4. Walk me through a typical week—how do you stay informed about church activities and service opportunities?

Section 2: Pain Points and Challenges

5. What are the biggest challenges or frustrations you experience with the current coordination system?
6. Have you ever missed an important church event or volunteer commitment? What happened?
7. Is there anything about the current system that works particularly well that we should preserve?

Section 3: Technology and Mobile Apps

8. How comfortable are you using mobile apps in general?
9. Are you currently using any church-related apps? What do you like or dislike about them?
10. What would make you want to use a new church app regularly?

Section 4: Feature Feedback and Needs

11. I'd like to share some features we're considering for HolyWork. For each one, can you tell me your thoughts?

- Automated volunteer scheduling with reminders
- Cross-church collaboration and volunteering
- Digital Bible study tools and reading plans
- Community prayer wall
- Service agenda builder
- Social features for youth engagement

1. Which of these features would be most valuable to you personally? Why?
2. Are there any features missing that would make this app more useful for your church?

Section 5: Spiritual and Privacy Considerations

3. How do you feel about using technology for spiritual activities like Bible study and prayer?
4. What privacy concerns do you have about sharing church information or prayer requests digitally?
5. How can we balance the convenience of technology with maintaining authentic community connection?

Section 6: Closing

6. If this app could solve one problem for your church, what would it be?
7. Is there anything else you'd like to share that we haven't covered?

Thank You: "Thank you so much for your time and insights. Your feedback will be invaluable in designing an app that truly serves church communities."

2.4 Data Visualization and Analysis

Sample Size

- Online Survey: 18 respondents

- In-Person Interviews: Multiple conversations, with 1 detailed documented interview (Alice Chen)

Quantitative Data Analysis

A. Demographics

Age Range Distribution (n=18):

Age Range	Count	Percentage
18-25	3	16.7%
26-35	3	16.7%
36-50	11	61.1%
65+	1	5.6%

Key Insight: The majority (61.1%) of respondents are in the 36-50 age range, representing established church members with family and professional responsibilities—the core volunteer coordinator and team leader demographic.

Gender Distribution (n=17, excluding 1 "Prefer not to say"):

Gender	Count	Percentage
Male	12	66.7%
Female	5	27.8%

Role Distribution (n=18):

Role	Count	Percentage
Active Volunteer	5	27.8%
Youth Member / Young Adult	4	22.2%
Worship Leader	2	11.1%
Church Leader	2	11.1%
Volunteer	2	11.1%

Church Administrator	1	5.6%
Priest/Organizer	1	5.6%
Regular Member	1	5.6%

Key Insight: Our sample includes representation from all critical user segments: leadership (16.7%), coordinators (5.6%), team leaders (11.1%), active volunteers (50%), and youth (22.2%).

B. Church Information

Church Scale (n=18):

Scale	Count	Percentage
Small (<50)	3	16.7%
Medium (50-200)	2	11.1%
Large (200-500)	12	66.7%
Very Large (500+)	1	5.6%

Church Type (n=18):

Type	Count	Percentage
Protestant	10	55.6%
Catholic	2	11.1%
Community Church	2	11.1%
Other	3	16.7%
Non-denominational	1	5.6%

Average Weekly Worshipers: 188 attendees (mean)

Key Insight: Two-thirds (66.7%) of respondents are from large congregations (200-500), representing churches with complex volunteer coordination needs and sufficient scale to benefit from cross-church collaboration.

C. Current Volunteer Coordination Practices

Volunteer Frequency (n=18):

Frequency	Count	Percentage
Weekly	8	44.4%
Bi-weekly	3	16.7%
Never (Leadership)	3	16.7%
None	2	11.1%
Monthly	1	5.6%
Occasionally	1	5.6%

Key Insight: Nearly half (44.4%) of respondents volunteer weekly, with 60.5% volunteering at least bi-weekly, showing high engagement that would benefit from efficient coordination tools.

Current Coordination Methods (Multiple selection, n=18):

- Email: 77.8% (most common)
- WhatsApp/Text: 55.6%
- Google Sheets: 38.9%
- Mobile phone app: 33.3%
- Phone calls: 27.8%
- Verbal announcements: 22.2%
- Website/Web application: 22.2%
- Paper sign-up sheets: 11.1%

Key Insight: Churches use an average of 2-3 different tools for coordination, creating fragmentation. Email remains dominant but is supplemented with messaging apps and spreadsheets.

Current Challenges (Open-ended responses, common themes):

- Last-minute volunteer cancellations (mentioned by 33% of respondents)
- Spending excessive time on coordination (2-4 hours weekly for coordinators)
- Difficulty tracking scheduled commitments
- Forgetting assignments without reminders
- Limited volunteer pools for specialized roles (music, youth ministry)
- Communication gaps across multiple tools
- Managing volunteers across multiple services

D. Technology Usage

Smartphone Type (n=17, excluding 1 no response):

Type	Count	Percentage	Visual
iOS (iPhone)	14	77.8%	
Android	2	11.1%	
Both	1	5.6%	

Key Insight: iOS dominance (77.8%) means HolyWork must prioritize excellent iOS experience while maintaining Android support.

App Comfort Level (1-5 scale, n=18):

Category	Value
Mean	4.06 / 5.0
Range	3 to 5
Distribution	
Score 5 (Very comfortable)	7 respondents (38.9%)
Score 4	9 respondents (50.0%)
Score 3	2 respondents (11.1%)

Key Insight: High average comfort level (4.06/5.0) indicates strong readiness to adopt a mobile-first solution, with only 11.1% requiring extra accessibility support.

Social Media Platform Usage (Multiple selection, top platforms):

Category	Value
Instagram	50.0%
YouTube	44.4%
Facebook	38.9%

TikTok	27.8%
LinkedIn	11.1%
None	5.6%

Key Insight: Strong social media engagement (94.4% use at least one platform) suggests receptiveness to social features in the app.

Currently Used Church Apps (n=18):

Category	Value
Planning Center	44.4%
None	33.3%
Church Center	22.2%
YouVersion Bible	5.6%
Other	11.1%

Key Insight: 44.4% already use Planning Center, indicating market awareness; however, 33.3% use no church app—opportunity for both integration with existing tools and new user acquisition.

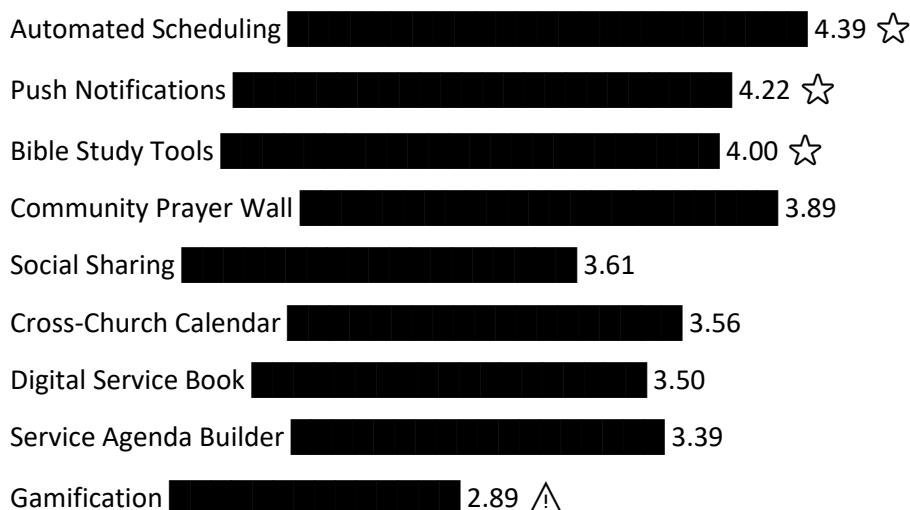
E. Feature Ratings (1-5 scale, n=18)

Mean Scores (Ranked by Priority):

Feature	Mean Score	Interpretation
Automated Scheduling	4.39 / 5.0	HIGHEST PRIORITY - Critical need
Push Notifications	4.22 / 5.0	Very important
Bible Study Tools	4.00 / 5.0	Very important
Community Prayer Wall	3.89 / 5.0	Important
Social Sharing	3.61 / 5.0	Moderately important

Cross-Church Calendar	3.56 / 5.0	Moderately important
Digital Service Book	3.50 / 5.0	Moderately important
Service Agenda Builder	3.39 / 5.0	Moderately important
Gamification	2.89 / 5.0	LOWEST PRIORITY

Feature Priority Chart (Mean Ratings 1-5, n=18):



Key Insight: Clear priority hierarchy emerges—Automated Scheduling (4.39/5.0) is the #1 critical need, while Gamification (2.89/5.0) is the lowest priority, suggesting it should be optional rather than central.

F. Cross-Church Volunteering Interest

Interest Level (n=18):

Response	Count	Percentage
Yes, interested	12	66.7%
Not interested	6	33.3%

Willing Travel Distance (for interested respondents, n=18):

Distance	Count	Percentage of Interested

<10 miles	5	41.7%
<20 miles	3	25.0%
Anywhere in region	2	16.7%
<5 miles	1	8.3%
Same church only	1	8.3%

Key Insight: Two-thirds (66.7%) express interest in cross-church volunteering, validating this as a core differentiating feature. Most are willing to travel 10-20 miles, creating viable regional volunteer networks.

G. Youth Engagement (Ages 18-35, n=18 youth respondents)

Social Features Interest (1-5 scale):

- Mean: 3.58 / 5.0 (moderate interest)

Gamification Appeal (1-5 scale):

- Mean: 3.33 / 5.0 (moderate interest)

Preferred Recognition:

- Badges/points: 2 respondents (16.7%)
- Public recognition: 1 respondent (8.3%)
- No preference: 1 respondent (8.3%)
- No response: 8 respondents (66.7%)

Key Insight: Youth show moderate but not overwhelming enthusiasm for gamification (3.33/5.0), suggesting these features should be optional rather than central to the experience.

H. Bible Study & Faith Sharing

Current Bible Study Participation (n=18):

Frequency	Count	Percentage
Weekly	15	83.3%
Occasionally	2	11.1%
Never	1	5.6%

Interest in Digital Bible Study Tools (n=18):

Response	Count	Percentage
Yes	15	83.3%
No	3	16.7%

Concerns About Digital Faith Content (Multiple selection):

- Technology replacing personal connection: 11.1%
- Biblical accuracy concerns: 11.1%
- Accessibility for older members: 11.1%
- Privacy and data security: 5.6%
- Screen time concerns: 5.6%
- Loss of traditional practices: 5.6%
- No concerns: 5.6%

Key Insight: Strong alignment—83.3% participate in Bible study weekly AND 83.3% want digital tools. This validates high demand for integrated spiritual features. Privacy, theological accuracy, and accessibility are key concerns to address.

Qualitative Data Analysis

Open-Ended Survey Responses (Selected Highlights):

Most Excited Features:

1. "Automated scheduling with cross-church volunteer search, service agenda builder, and push notifications to reduce coordination time"
2. "Bulk reminders, cross-church volunteer pool, participation analytics, unified team communication to replace WhatsApp and email"
3. "Cross-church musician network with profiles and ratings, resource library for music charts, video rehearsal integration"
4. "Prayer wall with reactions, social media sharing, gamification with badges and leaderboards, flexible last-minute scheduling"
5. "Automated scheduling with calendar integration, task checklists with clear expectations, multi-month schedule view"
6. "Large fonts and simple interface, reminder notifications, task checklists with pictures, help from friends to use the app"

Main Concerns:

7. "Maintaining personal connection in church community, ensuring theological accuracy"
8. "Data privacy, ease of use for older members, work-life balance"
9. "Building trust with visiting musicians, maintaining worship quality"
10. "App feeling too corporate, screen time during college"
11. "Too complex interface, notification overload"
12. "Too complicated to learn, fear of making mistakes, losing personal touch"

Improvement Ideas / Impact Statements:

13. "Would dramatically reduce my weekly administrative burden from 2+ hours to minutes"
14. "Would reduce my coordination time from 3-4 hours to under 1 hour weekly"
15. "Would expand my musician network and eliminate weekly scrambling for players"
16. "Would help me stay connected to church during busy college weeks"
17. "Would help me balance church service with family commitments"
18. "Would help me remember my commitments better"

Interview Insights - Alice Chen (Age 65, Psychological Consultant, 40+ years Christian):

Current System Assessment:

- Church uses Google Forms for volunteer sign-up
- Google Sheets for scheduling (individuals see only their assignments)
- Weekly Thursday emails with service sheets, event pictures, sermon links
- Group hosts manage small group communications via email

Key Pain Points:

1. Bible Study Preparation: Desires early-week access to upcoming Sunday Bible passages, not just Thursday
 - Current methods insufficient: Group study material doesn't cover all weeks, Service Sheet arrives too late for deep preparation
1. Privacy Concerns: Strongly emphasizes need for privacy controls

- Prayer requests often contain sensitive personal details
- Authorization and consent required before sharing prayer content
- Only authorized members should access prayer features

Feature Feedback:

- Digital Community for Bible Learning: "A very good suggestion" - would attract younger members and foster study
- Website Community Feature (Blessings/Support): "A good idea" - adds community connection and sharing
- Authorized Access for Prayer Content: Necessary and acceptable if properly implemented

Context:

- King's Cross is part of worldwide Anglican Communion
- Congregation is relatively young with high mobile app acceptance
- Interviewee willing to use app and supports the idea

2.5 Insights from the Results

Based on our comprehensive data analysis (n=18 survey respondents + interviews), we derived the following key insights that will shape HolyWork's requirements:

INSIGHT 1: Automation and Reminders Are Critical Needs

- Automated scheduling received the highest feature rating (4.39/5.0)
- Push notifications rated very high (4.22/5.0)
- Current pain points center on forgetting commitments and lack of timely notifications
- Coordinators report spending 2-4 hours weekly on manual coordination
- Impact on Requirements: Prioritize robust scheduling automation with intelligent reminder system as highest priority feature

INSIGHT 2: Strong Interest in Cross-Church Collaboration

- 66.7% of respondents interested in volunteering at other churches
- Most willing to travel 10-20 miles (66.7% of interested respondents)
- Churches face resource constraints that cross-church pooling could address
- Impact on Requirements: Build cross-congregational calendar as a core feature, not an add-on

INSIGHT 3: Spiritual Engagement Features Are Highly Valued

- Bible Study Tools rated 4.00/5.0 (3rd highest)
- 83.3% participate in Bible study weekly
- 83.3% interested in digital Bible study tools
- Alice Chen emphasized need for early-week Bible passage access (currently gets Thursday email too late for deep preparation)
- Prayer Wall rated 3.89/5.0
- Impact on Requirements: Integrate comprehensive Bible study features including reading plans, early-week passage previews, and study resources

INSIGHT 4: Privacy and Authorization Are Paramount

- Multiple respondents cited privacy concerns (11.1% specifically mentioned data security)
- Alice Chen strongly emphasized authorization requirements for prayer content
- Concerns about sensitive personal information in prayer requests
- Impact on Requirements: Implement granular privacy controls, role-based access, and explicit consent mechanisms for sensitive content (especially prayer requests)

INSIGHT 5: Diverse User Base Requires Accessible Design

- Wide age range (18-25 to 65+), with 5.6% over 65
- Technology comfort level varies (mean 4.06/5.0, range 3-5)
- 11.1% rated themselves only 3/5 comfort level
- Concerns about accessibility for older members mentioned by 11.1%
- Impact on Requirements: Design with progressive disclosure, scalable interfaces, and accessibility features (large fonts, simple navigation, optional complexity)

INSIGHT 6: Community Connection Must Be Preserved

- Concerns about technology replacing personal connection (11.1%)
- Desire for features that enhance rather than replace human interaction
- Prayer wall and community sharing rated highly (3.89/5.0)
- Impact on Requirements: Frame features as connection enablers, not replacements; emphasize community aspects; include hybrid communication options (phone numbers, email backups)

INSIGHT 7: Youth Engagement Requires Balanced Approach

- Moderate interest in social features (3.58/5.0) and gamification (3.33/5.0)
- Gamification rated LOWEST overall (2.89/5.0)
- Youth want recognition but preferences vary (only 16.7% explicitly want badges/points)
- Impact on Requirements: Include optional gamification and social features that can be enabled/disabled based on church preferences; avoid making them feel forced or commercial

INSIGHT 8: Current Tools Are Fragmented

- Churches use average of 2-3 tools: Email (77.8%), WhatsApp (55.6%), Google Sheets (38.9%)
- 44.4% use Planning Center but still need other tools
- Communication scattered across multiple platforms
- Impact on Requirements: Design HolyWork as a unified hub that can integrate or replace multiple tools; provide migration paths from existing systems; offer Planning Center integration

INSIGHT 9: Church Leadership Has Specific Administrative Needs

- Pastors/coordinators need volunteer visibility across multiple services
- Service agenda planning rated moderately important (3.39/5.0)
- Need to manage complex schedules and last-minute changes
- Need analytics and reporting for church board meetings
- Impact on Requirements: Include administrative dashboard with comprehensive volunteer oversight, service planning tools, change management features, and analytics/reporting

INSIGHT 10: Theological Accuracy and Tradition Must Be Respected

- Concerns about Biblical accuracy in digital content (11.1%)
- Fear of losing traditional practices (5.6%)
- Balance needed between innovation and tradition
- Impact on Requirements: Partner with established Bible study content providers, allow churches to maintain their theological traditions, provide customization for denominational differences

INSIGHT 11: iOS Dominance Requires Priority Focus

- 77.8% of respondents use iOS

- High app comfort level (4.06/5.0 mean)
- 94.4% use at least one social media platform
- Impact on Requirements: Prioritize excellent iOS native experience while maintaining Android parity; leverage social platform interaction patterns users already know

INSIGHT 12: Quantifiable Time Savings Are the Key Value Proposition

- Coordinators report: "2+ hours → 20 minutes" (90% reduction)
- Administrators report: "3-4 hours → under 1 hour" (70-75% reduction)
- Churches with 200-500 members (66.7% of sample) face highest coordination burden
- Impact on Requirements: Design features with explicit focus on automation and time reduction; track and report time saved as KPI

Requirements Changes Based on Insights:

HIGH PRIORITY (Must-Have):

- Automated volunteer scheduling with smart reminders (4.39/5.0)
- Push notification system (4.22/5.0)
- Cross-church volunteer calendar and search (66.7% interested)
- Bible study tools with early-week passage access (4.00/5.0 + Alice Chen requirement)
- Community prayer wall with granular privacy controls (3.89/5.0 + privacy concerns)
- Role-based access and authorization system (security essential)
- Accessibility mode with large fonts and simplified UI (11.1% need extra support)
- Unified team communication channels (replace fragmented tools)
- Cross-platform access (iOS priority 77.8%, Android support)
- External calendar integration (Google/Apple/Outlook)

MEDIUM PRIORITY (Should-Have):

- Digital service book and agenda builder (3.50/5.0, 3.39/5.0)
- Service planning tools for leadership
- Volunteer participation analytics and reporting
- Social sharing features (optional, 3.61/5.0)
- Integration with existing tools (Planning Center API - 44.4% already use it)
- Task checklists with visual guides
- Multi-month scheduling view
- Check-in/check-out functionality

LOW PRIORITY (Nice-to-Have):

- Gamification features (badges, leaderboards) - LOWEST rated 2.89/5.0
- Advanced analytics for church administrators
- Video integration for team coordination

NEW REQUIREMENTS IDENTIFIED:

- Early-week Bible passage preview (Alice Chen + 83.3% weekly participation)
- Explicit consent workflow for sharing personal prayer requests
- Helper/buddy system support for elder members
- Health-based cancellation flexibility
- Hybrid communication options (never force app-only)
- Denomination-specific customization

REQUIREMENTS GENERATION - PERSONAS

3.1 Personas and Scenarios

We developed six diverse personas representing the full spectrum of HolyWork users, from church leadership to volunteers across different ages and technical comfort levels. These personas are grounded in our survey data and interview insights, ensuring they reflect real user needs and behaviors.

CHURCH MANAGEMENT PERSONAS

PERSONA 1: Pastor David Chen

Demographics

Category	Value
Age	42
Role	Lead Pastor at Christine Church
Congregation Size	250+ members
Tech Proficiency	Comfortable but time-constrained
Work Style	Juggles multiple responsibilities simultaneously

Background

Pastor David manages worship services for a medium-large congregation while balancing sermon preparation, pastoral care, and administrative duties. He oversees multiple ministry teams and believes strongly in empowering volunteers, but struggles with scheduling conflicts and coordination inefficiencies. He wants to foster cross-church collaboration in his region but lacks effective tools to do so.

Goals & Motivations

- Reduce time spent on volunteer coordination
- Enable seamless cross-church collaboration
- Empower volunteer team leaders
- Focus more time on pastoral care and sermon preparation
- Build stronger regional church community

Pain Points

- Spends 2+ hours weekly on scheduling coordination
- Last-minute volunteer cancellations disrupt services
- Email and phone tag creates communication gaps
- Limited visibility into volunteer availability
- Difficult to find fill-in volunteers during emergencies

Technology Usage

- Uses tablet for church management
- Comfortable with apps but prefers simple interfaces
- Email-heavy workflow currently
- Interested in automation to save time

SCENARIO: Emergency Volunteer Coordination

Context: It's Monday morning, and Pastor David discovers his usual Music Team leader is unavailable this Sunday due to a family emergency.

Story:

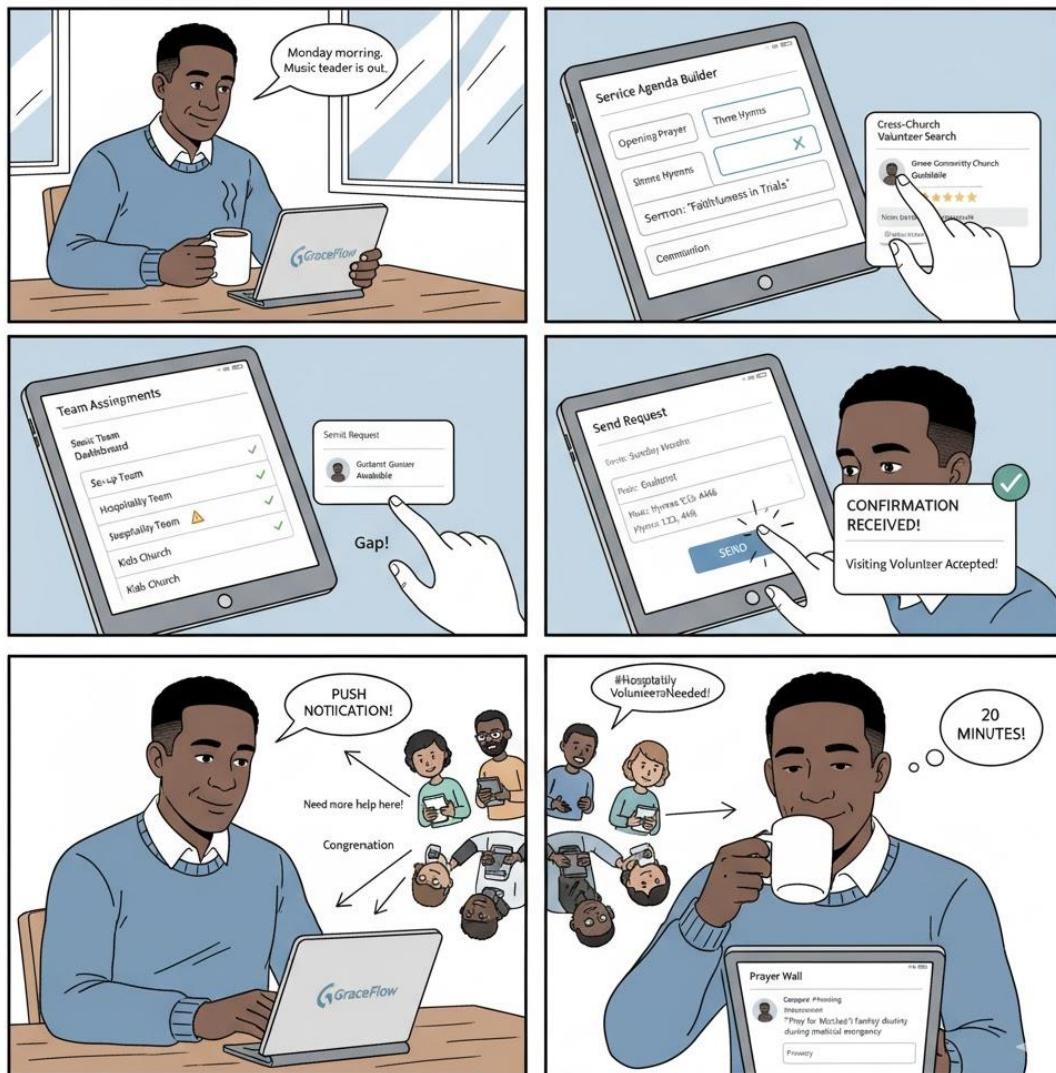
1. 8:00 AM: Pastor David opens HolyWork on his tablet during his coffee break
2. 8:05 AM: Uses the drag-and-drop Service Agenda Builder to create Sunday's worship flow:
 - Opening prayer
 - Three hymns
 - Scripture readings
 - Sermon: "Faithfulness in Trials"
 - Communion
 - Benediction
1. 8:10 AM: Checks Music Team availability—discovers the gap from the cancellation
2. 8:12 AM: Opens cross-church volunteer feature and finds:
 - Grace Community Church (5 miles away) has an available guitarist
 - Volunteer has strong participation history and positive ratings
1. 8:15 AM: Sends request through the app with service details and music selections
2. 8:45 AM: Receives confirmation notification—visiting volunteer accepted!
3. 8:50 AM: Reviews other team assignments:
 - Set-up Team: Fully staffed ✓
 - Hospitality Team: Only 2 of 5 confirmed Δ
 - Kids Church: Fully staffed ✓
1. 8:55 AM: Posts notification to congregation requesting Hospitality volunteers
2. 9:00 AM: Publishes service agenda—app automatically:

- Sends push notifications to all assigned volunteers
 - Makes Service Book visible to congregation
 - Creates team communication channels
1. 9:05 AM: Adds prayer request to Prayer Wall:
 - Category: #Healing #PrayerChain
 - Request: "Pray for Michael's family during their medical emergency"
 - Privacy: Church-wide

Outcome: Total coordination time: 20 minutes (previously 2+ hours of emails and phone calls)

HolyWork Features Used:

- Service Agenda Builder
- Cross-church volunteer search
- Automated notifications
- Team availability dashboard
- Prayer Wall integration
- One-click publishing



PERSONA 2: Margaret Wong

Demographics

Category	Value
Age	38
Role	Church Administrator & Volunteer Coordinator at Riverside Protestant Church
Family	Single mom with two kids (ages 8 and 11)
Professional Background	Former event planner

Work Arrangement	Part-time, split between church office and home
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Background

Margaret is highly organized and manages schedules for 6 different ministry teams. She's frustrated by last-minute cancellations and communication gaps across multiple tools (email, WhatsApp, phone calls, spreadsheets). As a single parent, she needs efficient tools that allow her to balance work and family responsibilities.

Goals & Motivations

- Streamline volunteer coordination across multiple teams
- Reduce time spent on administrative tasks
- Clear visibility into volunteer commitments
- Maintain work-life balance
- Access cross-church volunteer pool for staffing gaps

Pain Points

- Spends 3-4 hours weekly chasing volunteer confirmations
- Uses 5+ different tools for coordination (fragmented workflow)
- Last-minute cancellations create scrambling
- Difficult to track volunteer participation over time
- Limited pool of volunteers for specialized roles

Technology Usage

- Proficient with Microsoft Office, Google Workspace
- Uses smartphone for both work and personal life
- Active on WhatsApp for team communication
- Seeks tools that work across mobile and desktop

SCENARIO: Weekly Volunteer Management

Context: Wednesday afternoon after dropping kids at school—Margaret has 2 hours before pickup to manage volunteer coordination for this Sunday and the upcoming baptism service.

Story:

1. 1:00 PM: Logs into HolyWork on her laptop at home
2. 1:05 PM: Reviews Sunday's schedule:
 - 3 Clean-up Team volunteers haven't confirmed 
 - Set-up Team fully confirmed 
 - Hospitality Team needs 1 more volunteer 
1. 1:07 PM: Sends one-tap automated reminders to unconfirmed volunteers

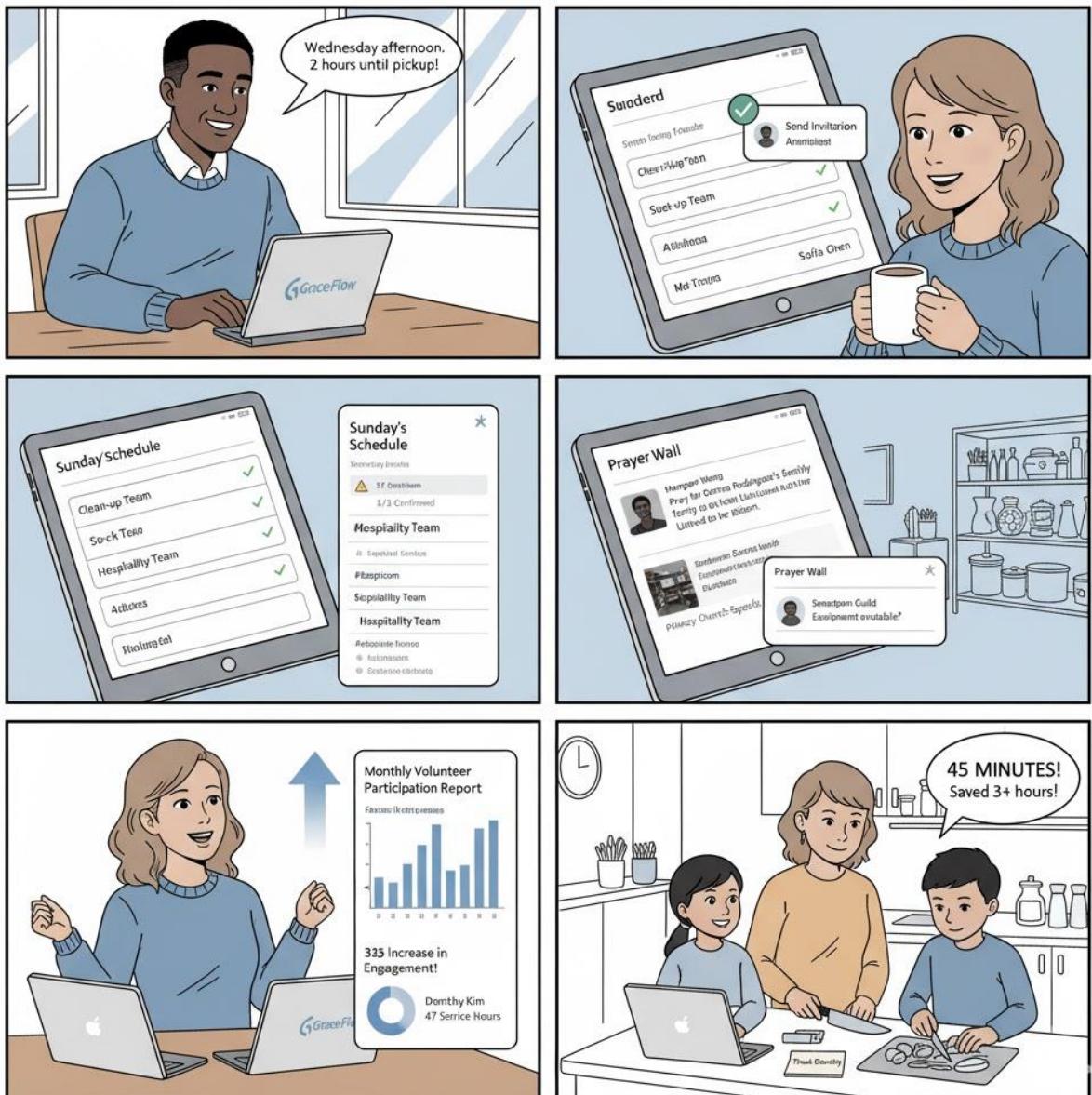
2. 1:10 PM: Opens cross-church volunteer pool filtered by:
 - Availability: Sunday morning
 - Role: Clean-up Team
 - Location: Within 10 miles
1. 1:15 PM: Finds 2 volunteers from affiliated churches with availability
 - Views their service history and references
 - Sends invitations with role details
1. 1:45 PM: Both volunteers accept—app automatically:
 - Adds them to Clean-up Team communication channel
 - Sends welcome message with parking and arrival info
 - Updates Sunday schedule dashboard
1. 1:50 PM: Receives notification: Sanctuary Guild needs special baptism setup in 2 weeks
2. 1:55 PM: Creates special event schedule:
 - Event type: Baptism Service
 - Tags: #Baptism #SpecialSetup
 - Assigns extra volunteers from her church + partner congregation
 - Attaches setup diagram and checklist
1. 2:10 PM: Posts baptism prayer request on Prayer Wall:
 - Privacy setting: Church-specific
 - Links to baptism service agenda
 - Candidate: Emma Rodriguez (with family's permission)
1. 2:15 PM: Team leader messages about equipment availability
 - Responds instantly with photo attachments of storage room
 - Uses in-app messaging (no need to switch to WhatsApp)
1. 2:30 PM: Generates monthly volunteer participation report:
 - Shows 35% increase in engagement since implementing HolyWork
 - Identifies top volunteers for recognition
 - Exports PDF for church board meeting
1. 2:40 PM: Sets up automated reminders for next week's Advent service preparation
2. 2:45 PM: Browses gamification leaderboard:
 - Sees Dorothy Kim leading Sanctuary Guild with 47 service hours

- Makes note to personally thank her

Outcome: Completed all weekly coordination tasks in 45 minutes (previously 3-4 hours). Has time to prepare dinner and help kids with homework.

HolyWork Features Used:

- Volunteer confirmation tracking
- One-tap automated reminders
- Cross-church volunteer search
- Special event creation
- Team communication channels
- Prayer Wall with privacy controls
- Photo sharing
- Volunteer participation analytics
- Gamification leaderboard
- Automated scheduling



VOLUNTEER PERSONAS

PERSONA 3: James Rodriguez (Team Leader)

Demographics

Category	Value
Age	35
Role	Music Team Leader at Christine Church (6 years)

Profession	High school band director
Family	Married with one toddler
Skills	Guitar, piano, worship leading
Team Size	Coordinates 8-12 musicians

Background

James is passionate about excellence in worship music and actively mentors younger musicians. He values building relationships with other church music ministries. As a band director, he understands the importance of preparation and coordination, but struggles with musician availability, especially for multiple services.

Goals & Motivations

- Deliver excellent worship experiences
- Mentor young musicians
- Build regional worship music network
- Reduce coordination stress
- Expand musical collaboration opportunities

Pain Points

- Weekly scramble to find musicians for multiple services
- Limited pool of skilled musicians at his church
- Spends hours coordinating rehearsals via group texts
- Difficult to share music charts and rehearsal materials
- Last-minute cancellations disrupt worship quality

Technology Usage

- Heavy smartphone user (music apps, social media)
- Uses Google Drive for chart sharing
- Active on Instagram and Facebook
- Comfortable with video calls for remote coordination

SCENARIO: Cross-Church Worship Team Coordination

Context: Thursday evening, 8:30 PM—James has just put his daughter to bed and needs to finalize Sunday's worship team. His drummer and backup vocalist both cancelled due to a wedding they're attending.

Story:

1. 8:30 PM: Opens HolyWork on iPhone
2. 8:32 PM: Checks Music Team availability dashboard:
 - Drummer: Unavailable (wedding) ✗
 - Backup vocalist: Unavailable (wedding) ✗
 - Guitarist (himself): Available ✓
 - Keyboardist: Available ✓
 - Bass player: Available ✓
1. 8:35 PM: Instead of panic-calling church members, opens cross-church feature:
 - Filters: Musicians within 15 miles
 - Roles: Drums, Vocals
 - Availability: Sunday 9:30 AM service
1. 8:38 PM: Reviews musician profiles from neighboring churches:
 - Marcus Thompson (Grace Community): Drummer, 42 services, 4.9★ rating
 - Sarah Kim (Riverside Protestant): Vocalist, 28 services, 5.0★ rating
1. 8:42 PM: Sends requests with service details:
 - Attaches Sunday's worship set (3 contemporary songs, 1 traditional hymn)
 - Includes chord charts and lyric sheets directly in app
 - Notes key signatures and tempo
1. 9:15 PM: Both musicians accept!
 - HolyWork automatically creates group chat: "Sunday 11/3 Music Team"
 - All 5 team members added to thread
1. 9:20 PM: Posts video rehearsal guide to team channel:
 - Records quick run-through of songs on his guitar
 - Highlights key transitions and dynamics
 - Team members react with 🙌
1. 9:25 PM: Reviews Pastor David's Service Agenda:
 - Sermon theme: "Faithfulness in Trials"
 - Suggests moving "Great Is Thy Faithfulness" hymn to align better with sermon
1. 9:30 PM: Notices achievement notification:
 - "Faithful Servant" badge unlocked: 156 consecutive weeks of worship leading
 - Makes him smile—nice recognition of consistent service

1. Saturday, 6:00 PM: Leads quick virtual sound check via app's video integration:

- All 5 musicians join
- Run through transitions and endings
- Visiting musicians feel prepared and welcomed

1. Sunday, 9:00 AM: Uses app to check in all team members as they arrive:

- Marcus and Sarah find parking easily with provided directions
- Everyone has music charts on their phones via app

1. Sunday, 10:45 AM: Worship service goes flawlessly

- Visiting musicians integrate seamlessly
- Congregation experiences powerful worship

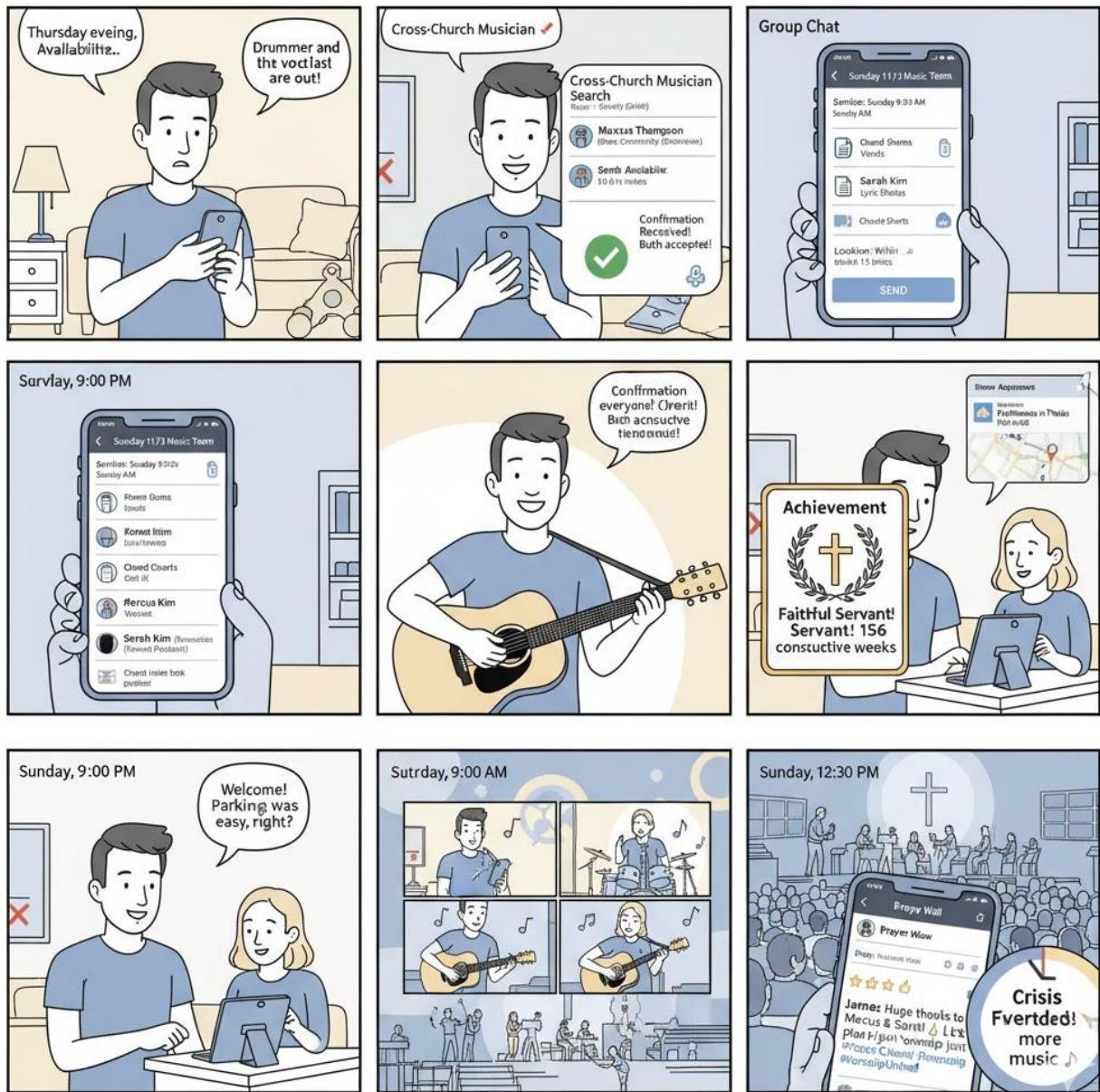
1. Sunday, 12:30 PM: Posts appreciation message on Prayer Wall:

- Thanks Marcus and Sarah publicly
- Suggests quarterly joint worship night between three churches
- Cross-church collaboration idea gains momentum

Outcome: Turned potential worship crisis into seamless collaboration in minutes, not hours.
Built new relationships with musicians from partner churches.

HolyWork Features Used:

- Team availability dashboard
- Cross-church musician search
- Profile and rating system
- In-app file sharing (charts, lyrics)
- Group chat creation
- Video rehearsal guide sharing
- Service agenda integration
- Check-in functionality
- Achievement/badge system
- Prayer Wall for appreciation posts



PERSONA 4: Emily Tran (Younger Volunteer)

Demographics

Category	Value
Age	21
Role	Kids Church Team volunteer (every other week)
Occupation	College student studying Social Work at local university

Living Situation	Campus housing, returns home on weekends
Church Background	Grew up in the church, active in Young Adults ministry

Background

Emily is very active on Instagram and TikTok, values authenticity, social connection, and making a difference. She wants to stay connected with her church community despite her busy college schedule with classes, group projects, and social work placements. She appreciates gamification and visual/interactive features that make volunteering feel rewarding and fun.

Goals & Motivations

- Stay connected to church community during college
- Make a meaningful impact serving kids
- Balance faith, studies, and social life
- Connect with other young Christians
- Feel recognized for her contributions

Pain Points

- Unpredictable college schedule makes long-term commitments difficult
- Feels disconnected from church during busy weeks
- Misses announcements about volunteer opportunities
- Wants more social connection with other young volunteers
- Traditional church communication (email, bulletin) doesn't resonate with her generation

Technology Usage

- Smartphone is her primary device for everything
- Highly active on Instagram, TikTok, Snapchat
- Prefers apps with social features and visual content
- Responds well to push notifications
- Values shareable content for social media

SCENARIO: College Student Balancing Faith and Studies

Context: Tuesday, 2:45 PM—Emily is in the campus library between classes, studying for midterms. Her phone buzzes with a HolyWork notification.

Story:

1. 2:45 PM: Receives push notification:
 - "Kids Church Team needs volunteers for this Sunday! Can you help?"
1. 2:46 PM: Swipes to open HolyWork, checks her calendar:

- This Sunday: Group project due Monday (busy studying) ✗
 - Next Sunday: Free! ✓
1. 2:48 PM: Browses cross-church opportunities:
 - Finds next Sunday opening at her own church
 - Theme: "Stories of Courage" - relates to her social work placement anxiety
 1. 2:50 PM: Confirms for next Sunday with one tap
 - Sees service agenda automatically
 - Reviews kids' curriculum: Craft activities about biblical courage
 1. 2:52 PM: Inspired by the theme, posts prayer request on Prayer Wall:
 - "Pray for courage for my social work placement interviews next week! 😊 🙏"
 - Tags: #YoungAdults #PrayerRequest #Courage
 - Adds aesthetic background image
 1. 3:00 PM: Within 8 minutes, receives:
 - 12 "Praying" reactions 🙏
 - 5 encouraging comments from members across different congregations
 - 1 personal message from Margaret offering to pray over the phone
 1. 3:05 PM: Feels encouraged and supported
 - Creates Instagram story using HolyWork's social sharing:
 - "Serving this Sunday at Kids Church! 🙏 ❤️"
 - Cute filter overlay: "Stories of Courage"
 - Links to her volunteer commitment
 1. 3:10 PM: Checks volunteer stats dashboard:
 - 340 volunteer points earned
 - Ranked #3 on Young Adults leaderboard
 - 2 friends comment on her Instagram story saying they want to volunteer too
 1. 3:12 PM: Notices "Prayer Chain Challenge" badge:
 - Complete 7 consecutive days of prayer to unlock
 - Sets daily 9 PM reminder to engage with Prayer Wall
 1. Sunday, 9:00 AM: Arrives at church, checks in through app:
 - Scans QR code at Kids Church entrance

- Receives digital volunteer badge
 - Gets list of 8 kids assigned to her group
1. Sunday, 10:45 AM: Teaches energetic lesson about biblical courage:
 - Kids create craft projects about David and Goliath
 - Takes group photo with completed artwork
 1. Sunday, 12:00 PM: Posts to HolyWork community feed:
 - Group photo with kids' artwork
 - Caption: "Proud of these brave little ones! ❤️ #KidsChurch #ServingSunday"
 - Tags: #StoriesOfCourage
 - Earns 50 volunteer points for photo story
 1. Throughout the Week: Prayer request gets ongoing responses:
 - 35 total "Praying" reactions
 - 12 comments of encouragement
 - 3 volunteers from other churches she's never met share their own courage stories
 1. Wednesday, 9:00 PM: Daily prayer reminder goes off:
 - Spends 5 minutes reading and reacting to prayer requests
 - Feels more spiritually connected despite being on campus

Outcome: Emily stays engaged with church community despite busy college life. Social features make serving feel rewarding and fun, not obligatory. She's inspired 2 friends to start volunteering too.
- HolyWork Features Used:
- Push notifications
 - Flexible volunteer scheduling
 - Service agenda preview
 - Prayer Wall with social features
 - Social media sharing integration
 - Volunteer points and leaderboards
 - Badges and challenges
 - In-app check-in
 - Community photo feed
 - Daily prayer reminders
 - Cross-generational interaction



PERSONA 5: Robert Mitchell (Regular Volunteer)

Demographics

Category	Value
Age	48
Role	Set-up and Hospitality Teams volunteer (rotating basis)
Profession	Accountant at mid-sized firm

Family	Married with three teenage children (ages 14, 16, 18)
Church History	12 years at Christine Church

Background

Robert is pragmatic, reliable, and values consistency. He's been a steady volunteer for over a decade, serving wherever needed. He has moderate tech skills—uses smartphone mainly for work email, calendar, and basic apps. He wants to contribute to his church but needs clear expectations and scheduling that fits his family calendar with teenagers' sports, activities, and college planning.

Goals & Motivations

- Serve his church community reliably
- Balance volunteering with family commitments
- Clear understanding of role expectations
- Track his service contributions
- Teach his teenagers the value of service

Pain Points

- Receives too many group texts and emails
- Difficult to track which Sundays he's scheduled
- Last-minute changes create family conflicts
- Unclear what tasks are required for each role
- No easy way to swap commitments when conflicts arise

Technology Usage

- Uses iPhone for work email and calendar
- Prefers simple, straightforward interfaces
- Not active on social media
- Values integration with his Google Calendar

SCENARIO: Structured Volunteering That Respects Family Time

Context: Sunday evening, 8:00 PM—Robert is watching TV with his family when he receives an email notification that next month's volunteer schedule is ready.

Story:

1. 8:00 PM: Email notification arrives: "Your November volunteer schedule is ready in HolyWork"
2. 8:02 PM: Opens HolyWork app on iPhone (doesn't need to leave the couch)
3. 8:03 PM: Reviews upcoming assignments:
 - Nov 3: Set-up Team, 8:00 AM arrival

- Nov 10: No assignment (free Sunday)
 - Nov 17: Set-up Team, 8:00 AM arrival
 - Nov 24: Hospitality Team, 9:00 AM arrival
1. 8:05 PM: Checks conflicts with family calendar:
 - Nov 17: Daughter's college campus tour at 9:00 AM 
 1. 8:06 PM: Marks Nov 17 as unavailable:
 - Adds quick note: "Family college visit"
 - App immediately suggests alternatives:
 - Nov 24 Set-up Team at nearby partner church
 - Dec 1 Set-up Team at his church
 1. 8:08 PM: Selects Dec 1 as alternative date
 - Confirms switch with one tap
 - Margaret receives automatic notification of change
 1. 8:10 PM: Reviews next Sunday's (Nov 3) details:
 - Service type: Regular Sunday + Communion
 - Arrival time: 8:00 AM (special communion setup)
 - Tasks: Shown on checklist
 1. 8:12 PM: Sets phone reminder for 7:30 AM
 - Adds to family's shared Google Calendar via app integration
 - Wife can see his commitment, no conflicts
 1. 8:14 PM: Browses Prayer Wall:
 - Sees James's request about missing musicians
 - Adds "Praying" reaction to show support
 - Doesn't feel pressured to comment (not his style)
 1. 8:16 PM: Checks his volunteer statistics:
 - 47 hours served this year across both teams
 - Consistent 4x per month average
 - Feels satisfied seeing his contribution tracked
 1. Sunday Nov 3, 7:55 AM: Arrives at church
 - Opens HolyWork, taps "Check In"
 - App logs arrival time and starts tracking hours

1. 8:00 AM: Follows Set-up checklist in app:

- Arrange 150 chairs (sanctuary layout diagram shown)
- Prepare communion table (setup photo guide)
- Test sound system (step-by-step instructions)
- Set up welcome table (supplies list)

1. 8:35 AM: Checks off final task

- App automatically notifies Pastor David: "Set-up complete"
- Robert takes quick photo of completed setup
- Posts to Set-up Team channel: "Ready for service!"

1. 10:45 AM: After service, app logs his check-out:

- 2.75 hours of service recorded
- Added to his annual volunteer total

1. Later that week: Receives appreciation notification:

- Margaret sent thank you message to Set-up Team
- Includes photo of full sanctuary before service
- Robert feels valued for his consistent service

Outcome: Robert appreciates that HolyWork respects his time with clear information and easy scheduling. No surprise calls or last-minute changes. His family can see his commitments. His contributions are tracked and recognized.

HolyWork Features Used:

- Email notifications with links to app
- Multi-month scheduling dashboard
- Conflict checking and alternative suggestions
- One-tap schedule changes
- Calendar integration (Google Calendar)
- Phone reminders
- Prayer Wall (passive engagement)
- Volunteer statistics tracking
- Check-in/check-out functionality
- Task checklists with visual guides
- Team communication channels
- Photo sharing
- Automatic admin notifications
- Appreciation messages



PERSONA 6: Dorothy Kim (Elder Volunteer)

Demographics

Category	Value
Age	68
Role	Sanctuary Guild volunteer (prepares altar, maintains linens, arranges flowers)
Background	Retired elementary school teacher
Family	Widow, children and grandchildren live in other cities

Church History	Member of Christine Church for 35+ years
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Background

Dorothy has limited tech experience—uses a basic smartphone but prefers face-to-face communication. She values tradition, liturgical beauty, and community connection. She finds great meaning and purpose in serving her church, especially maintaining the sanctuary for worship. She sometimes struggles with health issues (arthritis, mild mobility limitations) but continues to serve whenever she's able.

Goals & Motivations

- Continue serving her beloved church
- Maintain liturgical traditions and beauty
- Stay connected to church community
- Manage her health limitations
- Feel valued and purposeful

Pain Points

- Forgets scheduled commitments without paper calendar
- Difficult to read small print in emails
- Feels intimidated by new technology
- Worried about making mistakes with apps
- Sometimes needs to cancel due to health issues
- Feels isolated living alone

Technology Usage

- Basic smartphone user (mainly calls and texts)
- Resistant to change but willing to learn with patient guidance
- Needs large, readable fonts
- Prefers simple interfaces with few buttons
- Values personal support when using new tools

SCENARIO: Accessible Technology for Elder Members

Context: Tuesday, 10:00 AM—Dorothy meets her Sanctuary Guild friend Helen for their weekly coffee time at a local café. Helen offers to help Dorothy set up HolyWork on her smartphone.

Story:

1. 10:00 AM: Helen helps Dorothy download HolyWork
- Uses accessibility settings to increase font size
 - Shows Dorothy the simple main screen with only 4 large buttons:
 - "My Schedule"

- "Messages"
 - "Prayer Wall"
 - "Help"
1. 10:15 AM: Helen demonstrates "My Schedule":
 - Large, clear calendar view
 - Dorothy's next assignment clearly highlighted
 - Sunday, Nov 3: Sanctuary Guild - Flowers & Altar Preparation
 1. 10:20 AM: Dorothy taps on Sunday's assignment:
 - Sees detailed notes Margaret added:
 - "Liturgical Season: Advent"
 - "Color Scheme: Purple"
 - "Budget: \$75 for flowers"
 - Notes displayed in 18-point font (easy to read)
 1. 10:25 AM: Helen shows how to confirm availability:
 - Big green "I Can Serve" button
 - Big red "I Can't Make It" button
 - Dorothy practices tapping "I Can Serve"
 1. 10:30 AM: Dorothy successfully confirms!
 - Receives happy confirmation with checkmark animation
 - Feels accomplished, though a bit nervous
 1. 10:35 AM: Helen shows video tutorial feature:
 - Margaret recorded 2-minute video: "How to respond to assignments"
 - Dorothy watches with Helen's help
 - "I can watch this again at home if I forget!"
 1. Thursday, 9:00 AM: Dorothy receives push notification:
 - "Reminder: You're serving Sunday Nov 3 for Sanctuary Guild"
 - Large notification with all details
 - Taps notification to review assignment
 1. Thursday, 2:00 PM: Dorothy has question about flower budget
 - Calls Margaret (phone number conveniently shown in app)
 - Doesn't feel pressured to use app messaging

1. Thursday, 3:00 PM: Margaret sends message through app:
 - "\$75 budget for Advent flowers confirmed"
 - Includes photo of last year's Advent arrangement for reference

1. Thursday, 4:00 PM: Dorothy carefully types reply with one finger:
 - "Thank you Margaret" (takes 2 minutes to type)
 - Margaret responds with heart emoji ❤️
 - Dorothy smiles—feels good to communicate this way

1. Friday, 10:00 AM: Dorothy shows her neighbor Mrs. Patterson:
 - Opens app to show Sunday's service agenda
 - Scrolls to see readings and hymns
 - "Look, I can read this much better than the bulletin!"

1. Saturday, 9:00 AM: Receives another reminder notification:
 - "Tomorrow at 7:30 AM: Sanctuary Guild"
 - Lists her specific tasks clearly

1. Sunday, 7:25 AM: Dorothy arrives at church early
 - Helen helps her check in by tapping big "Check In" button
 - App starts tracking her service time

1. Sunday, 7:30-9:00 AM: Follows her tasks:
 - Arranges beautiful purple Advent flowers
 - Prepares altar with fresh linens (keeps extra in storage)
 - Ensures candles are ready for lighting
 - Follows checklist displayed in large font

1. Sunday, 9:00 AM: Helen helps Dorothy take photo:
 - Beautiful purple arrangement on altar
 - Helen posts to Sanctuary Guild team channel
 - Caption: "Dorothy's beautiful Advent preparation!"

1. Sunday, 11:00 AM: During service, Dorothy receives notification:
 - Message from Pastor David: "Thank you for the beautiful altar, Dorothy! 🙏"
 - Includes photo of full sanctuary before service
 - Dorothy is deeply touched—shows photo to friend next to her

1. Sunday, 12:00 PM: After service, Helen helps Dorothy check out
 - App shows: "1.75 hours of service - Thank you!"
 - Dorothy can see her next scheduled date: Nov 17 (2 weeks away)

1. Monday, 10:00 AM: Dorothy meets Helen for coffee again:

- "I did it! And Pastor David sent me such a nice message!"
- Shows Helen the sanctuary photo on her phone
- "I feel more connected now, even on weeks I can't come"

1. Week 2: Dorothy opens app on her own without Helen's help:

- Checks Prayer Wall
- Adds "Praying" reactions to 3 requests (learned from Helen)
- Doesn't post herself but feels connected reading others' prayers

1. Week 3: Dorothy suggests to Helen:

- "Maybe we should show Mrs. Patterson and Mrs. Lee how to use this"
- "It's actually easier than I thought once someone shows you"

Outcome: Dorothy gains confidence with technology through accessible design and personal support. She stays connected to church community even during weeks when arthritis keeps her home. She's become an advocate for the app among other elder members.

HolyWork Features Used:

- Large, accessible font settings
- Simplified main interface (4 buttons)
- Big, clear action buttons
- Video tutorial library
- Push notification reminders
- In-app phone number display (option to call)
- App messaging with emoji
- Service agenda viewer
- Photo viewing
- Check-in/check-out (with helper support)
- Task checklist with large text
- Prayer Wall (passive engagement)
- Team communication (with helper)
- Personal messages from leadership

SUMMARY

These six personas represent the diverse user base of HolyWork:

CHURCH MANAGEMENT:

1. Pastor David Chen (42) - Busy pastoral leader needing efficiency and cross-church coordination
2. Margaret Wong (38) - Administrative coordinator balancing work/life while managing complex volunteer logistics

VOLUNTEERS:

1. James Rodriguez (35) - Experienced team leader leveraging cross-church networks and mentoring
2. Emily Tran (21) - Tech-savvy young adult seeking social connection and gamified engagement
3. Robert Mitchell (48) - Mid-career professional wanting reliable, structured volunteer opportunities
4. Dorothy Kim (68) - Elder volunteer valuing tradition while adapting to new technology with support

Diversity Highlights:

- Age Range: 21-68 years (multi-generational)
- Tech Proficiency: From highly proficient (Emily) to limited experience (Dorothy)
- Roles: Leadership, administration, team leaders, active volunteers, elder servants
- Family Situations: Single parent, married with kids, married with teens, widow living alone
- Motivations: Efficiency, community connection, spiritual growth, social engagement, maintaining traditions
- Pain Points: Time constraints, fragmented tools, health limitations, busy schedules, isolation

Each persona demonstrates different needs, technical comfort levels, motivations, and use cases for the HolyWork app, ensuring the design addresses the full spectrum of church community members.

REQUIREMENTS FROM PERSONAS

3.2 Requirements Generated by Analyzing Personas and Scenarios

Based on systematic analysis of the six personas and their scenarios, we generated the following requirements that address specific user needs, pain points, and motivations. Each requirement is traced back to the personas that inspired it.

REQUIREMENTS FROM PASTOR DAVID CHEN (Church Leadership)

Scenario Analysis:

Pastor David's scenario reveals the need for rapid response to volunteer emergencies, comprehensive service planning tools, and cross-church resource sharing. His time constraint (2+ hours reduced to 20 minutes) is the key success metric.

Requirements Generated:

REQ-LD-01: Emergency Volunteer Search

- System must allow searching available volunteers across multiple churches based on role, skills, and distance
- Personas: Pastor David, Margaret
- Priority: HIGH
- Rationale: Addresses last-minute cancellations and limited volunteer pools

REQ-LD-02: Service Agenda Builder with Drag-and-Drop Interface

- Leaders must be able to create worship service agendas by dragging and dropping elements (prayers, hymns, readings, sermon, sacraments)
- Personas: Pastor David
- Priority: MEDIUM
- Rationale: Enables quick, visual service planning

REQ-LD-03: One-Click Publishing with Automated Notifications

- Clicking "Publish" must automatically:
- Send push notifications to all assigned volunteers
- Make service agenda visible to congregation
- Create team communication channels
- Personas: Pastor David, Margaret
- Priority: HIGH
- Rationale: Reduces coordination time dramatically

REQ-LD-04: Volunteer Availability Dashboard

- Real-time visibility into team availability across multiple ministries
- Color-coded status (confirmed, pending, unavailable)
- Ability to drill down into individual team compositions

- Personas: Pastor David, Margaret, James
- Priority: HIGH
- Rationale: Provides at-a-glance coordination overview

REQ-LD-05: Integrated Prayer Wall with Service Agenda

- Leaders can post prayer requests directly from service planning interface
- Prayer requests can be linked to specific services or events
- Privacy controls for church-wide vs. leadership-only requests
- Personas: Pastor David, Margaret
- Priority: MEDIUM
- Rationale: Integrates spiritual care with coordination tasks

REQUIREMENTS FROM MARGARET WONG (Administrator/Coordinator)

Scenario Analysis:

Margaret's scenario highlights the need for bulk coordination tools, cross-system integration, analytics, and work-from-home flexibility. Her balance between professional efficiency and parenting responsibilities is critical.

Requirements Generated:

REQ-AD-01: One-Tap Bulk Reminder System

- Send automated reminders to multiple unconfirmed volunteers with single action
- Customizable reminder templates
- Track reminder delivery and response rates
- Personas: Margaret, Pastor David
- Priority: HIGH
- Rationale: Reduces repetitive communication tasks

REQ-AD-02: Cross-Platform Access (Mobile + Desktop)

- Full feature parity between smartphone, tablet, and desktop web interface
- Synchronized data in real-time
- Responsive design for all screen sizes
- Personas: Margaret, Robert
- Priority: HIGH
- Rationale: Enables work from anywhere (home, office, on-the-go)

REQ-AD-03: Special Event Scheduling with Enhanced Features

- Create event templates (baptism, wedding, funeral, holiday services)
- Assign extra volunteers beyond regular teams
- Attach setup diagrams, checklists, and instructions
- Tag events for easy filtering and searching

- Personas: Margaret
- Priority: MEDIUM
- Rationale: Handles complex, non-routine coordination needs

REQ-AD-04: Unified Team Communication Channels

- In-app messaging that replaces WhatsApp, email, SMS
- Photo and file attachment support
- Searchable message history
- Team-based channels with role permissions
- Personas: Margaret, James, Robert
- Priority: HIGH
- Rationale: Consolidates fragmented communication tools

REQ-AD-05: Volunteer Participation Analytics and Reporting

- Generate reports showing:
- Individual volunteer hours and frequency
- Team participation trends over time
- Top contributors for recognition
- Engagement metrics (confirmation rates, cancellation rates)
- Export to PDF/Excel for board meetings
- Personas: Margaret
- Priority: MEDIUM
- Rationale: Provides data-driven insights for church leadership

REQ-AD-06: Automated Schedule Change Management

- When volunteer marks unavailable, system suggests:
- Alternative dates at same church
- Same date at partner churches
- Available replacement volunteers
- Automatic notifications to administrators of changes
- Personas: Margaret, Robert
- Priority: HIGH
- Rationale: Reduces administrative burden of schedule juggling

REQUIREMENTS FROM JAMES RODRIGUEZ (Team Leader/Coordinator)

Scenario Analysis:

James's scenario demonstrates the need for team-specific tools, resource sharing (music charts), cross-church professional networking, and recognition for consistent service.

Requirements Generated:

REQ-TL-01: Team-Specific Resource Library

- Upload and share files within team channels (charts, scripts, diagrams)
- Version control for updated materials
- File preview within app
- Download for offline access
- Personas: James, Margaret
- Priority: MEDIUM
- Rationale: Eliminates need for external file-sharing tools (Google Drive, Dropbox)

REQ-TL-02: Video Integration for Remote Coordination

- Embed or link to video rehearsal guides
- Optional video call integration
- Video playback within app
- Personas: James, Emily
- Priority: LOW
- Rationale: Enhances team preparation, especially for visiting volunteers

REQ-TL-03: Profile and Rating System for Cross-Church Volunteers

- Volunteer profiles showing:
- Skills and roles
- Service history (number of services)
- Ratings/reviews from previous coordinators
- Availability patterns
- Personas: James, Pastor David, Margaret
- Priority: HIGH
- Rationale: Builds trust for cross-church collaboration

REQ-TL-04: Suggested Service Agenda Edits

- Team leaders can suggest changes to service agendas
- Approval workflow for leadership
- Comment threads for discussion
- Personas: James
- Priority: LOW
- Rationale: Enables collaborative service planning

REQ-TL-05: Achievement and Badge System

- Automatic tracking of service milestones (weeks, services, hours)
- Badges for consistent service, leadership, mentorship
- Notification when badges are unlocked
- Personas: James, Emily
- Priority: LOW (but valued by specific user segments)

- Rationale: Provides recognition and motivation for long-term volunteers

REQUIREMENTS FROM EMILY TRAN (Young Adult/Youth Member)

Scenario Analysis:

Emily's scenario reveals the need for mobile-first design, social engagement features, flexible scheduling, visual content sharing, and integration with her existing social media habits.

Requirements Generated:

REQ-YA-01: Social Media Integration and Sharing

- Create shareable volunteer commitment graphics
- Post directly to Instagram, TikTok, Facebook stories
- Pre-designed templates with customizable filters
- Option to share prayer requests and service photos
- Personas: Emily
- Priority: MEDIUM
- Rationale: Leverages youth social behavior to promote volunteering

REQ-YA-02: Volunteer Points and Leaderboard System

- Earn points for:
- Confirming commitments
- Showing up on time
- Posting service photos
- Consistent attendance
- Age-based or role-based leaderboards
- Friendly competition display
- Personas: Emily, Margaret (for viewing analytics)
- Priority: LOW (optional feature)
- Rationale: Gamifies volunteering for youth engagement

REQ-YA-03: Community Photo Feed

- Post photos from volunteer service
- Tag events, teams, and people
- React with emojis and comments
- Moderation tools for administrators
- Personas: Emily, Dorothy (viewing)
- Priority: MEDIUM
- Rationale: Creates visual, social community connection

REQ-YA-04: Flexible Last-Minute Scheduling

- Browse and claim open volunteer slots up to day-of
- Swap commitments with other volunteers

- See cross-church opportunities for any date
- Personas: Emily, James
- Priority: MEDIUM
- Rationale: Accommodates unpredictable youth schedules

REQ-YA-05: Daily Engagement Reminders and Challenges

- Set custom reminder times for prayer, Bible reading, etc.
- Challenge tracking (7-day prayer challenge, monthly service goals)
- Progress visualizations
- Personas: Emily
- Priority: LOW
- Rationale: Maintains spiritual connection between services

REQ-YA-06: Push Notification Preferences

- Granular control over notification types
- Time-based do-not-disturb (e.g., during college classes)
- Important vs. optional notification tiers
- Personas: Emily, all users
- Priority: MEDIUM
- Rationale: Prevents notification fatigue while maintaining engagement

REQUIREMENTS FROM ROBERT MITCHELL (Regular Member/Volunteer)

Scenario Analysis:

Robert's scenario emphasizes reliability, simplicity, calendar integration, clear expectations, and respect for family commitments. He represents the "steady, dependable" volunteer who needs structure without complexity.

Requirements Generated:

REQ-MV-01: External Calendar Integration

- Two-way sync with Google Calendar, Apple Calendar, Outlook
- Export individual commitments to personal calendars
- Update external calendars when HolyWork schedule changes
- Personas: Robert, Margaret
- Priority: HIGH
- Rationale: Integrates church commitments with family/work calendars

REQ-MV-02: Clear Task Checklists with Visual Guides

- Role-specific checklists for each volunteer position
- Step-by-step instructions
- Photo or diagram references embedded

- Check-off functionality
- Personas: Robert, Dorothy
- Priority: MEDIUM
- Rationale: Sets clear expectations and reduces confusion

REQ-MV-03: Simple, Non-Intrusive Engagement Options

- Passive engagement modes (react without commenting)
- No pressure to post or share
- "Praying" reaction button on Prayer Wall
- View-only mode for less tech-savvy users
- Personas: Robert, Dorothy
- Priority: MEDIUM
- Rationale: Accommodates different comfort levels with social features

REQ-MV-04: Multi-Month Scheduling View

- Calendar view showing 3-6 months ahead
- Identify scheduling conflicts early
- Prevent over-commitment
- Personas: Robert, Margaret
- Priority: MEDIUM
- Rationale: Enables long-term personal planning

REQ-MV-05: Volunteer Statistics and History

- Personal dashboard showing:
- Total hours served (monthly, yearly, all-time)
- Service frequency and consistency
- Teams served on
- Upcoming commitments
- Private by default, option to share
- Personas: Robert, Emily (points), Margaret (for reports)
- Priority: MEDIUM
- Rationale: Provides sense of contribution and accomplishment

REQ-MV-06: Automatic Check-In/Check-Out Functionality

- One-tap check-in when arriving for service
- Automatic time tracking
- Check-out confirmation
- Notification to coordinators when all team members checked in
- Personas: Robert, Dorothy (with help), Margaret
- Priority: MEDIUM
- Rationale: Simplifies attendance tracking

REQUIREMENTS FROM DOROTHY KIM (Elder Member/Accessibility)

Scenario Analysis:

Dorothy's scenario is critical for inclusive design. She reveals needs for accessibility features, simplified interfaces, personal support systems, and balancing technology with traditional preferences.

Requirements Generated:

REQ-AC-01: Accessibility Mode with Large Fonts

- System-wide font size adjustment (150%, 200%, 250%)
- High contrast color schemes
- Large, touch-friendly buttons
- Minimal clutter on screens
- Personas: Dorothy
- Priority: HIGH
- Rationale: Essential for elder members and visually impaired users

REQ-AC-02: Simplified Interface with Progressive Disclosure

- "Basic Mode" with only 4-5 essential functions visible
- "Advanced Mode" with full feature set
- User can toggle between modes
- Default to basic mode for new users over 60
- Personas: Dorothy, Pastor David (time-constrained)
- Priority: HIGH
- Rationale: Reduces overwhelm for less tech-savvy users

REQ-AC-03: Video Tutorial Library

- Short (1-3 minute) how-to videos for each feature
- Searchable by topic
- Can replay unlimited times
- Option for team leaders/helpers to record custom tutorials
- Personas: Dorothy, all personas for onboarding
- Priority: MEDIUM
- Rationale: Provides patient, repeatable training

REQ-AC-04: Hybrid Communication Options

- Display phone numbers prominently for calling
- Option to receive email summaries in addition to app notifications
- SMS backup for critical reminders
- Never require app-only communication
- Personas: Dorothy, Alice Chen (interview), Robert

- Priority: HIGH
- Rationale: Respects different communication preferences

REQ-AC-05: Helper/Buddy System Support

- Allow designated helpers to assist with check-in, photo posting
- Shared access permissions for family members or friends
- Activity logs showing who helped
- Personas: Dorothy, Helen (helper)
- Priority: MEDIUM
- Rationale: Enables participation for those needing assistance

REQ-AC-06: Health-Based Cancellation Flexibility

- Easy, no-guilt cancellation process
- Automatic notification to coordinators
- System suggests volunteer from substitute pool
- Track attendance patterns without penalty
- Personas: Dorothy
- Priority: MEDIUM
- Rationale: Accommodates health limitations with dignity

CROSS-CUTTING REQUIREMENTS (Multiple Personas)

Requirements that emerged from analyzing patterns across multiple personas:

REQ-CX-01: Cross-Church Volunteer Network

- Search volunteers from partner churches by:
- Role/skills
- Distance (radius-based)
- Availability (date/time)
- Rating/experience
- Personas: Pastor David, Margaret, James, Emily
- Priority: HIGH
- Rationale: Core differentiator from existing tools

REQ-CX-02: Privacy-Controlled Prayer Wall

- Post prayer requests with privacy levels:
- Church-wide
- Leadership only
- Specific teams
- Private (coordinators only)
- React with "Praying" button
- Comment with encouragement

- Optional anonymous posting
- Personas: Pastor David, Emily, Robert (viewer), Dorothy (viewer), Alice Chen (interview)
- Priority: HIGH
- Rationale: Balances community connection with privacy needs

REQ-CX-03: Role-Based Permissions System

- Different capabilities for:
- Church administrators (full access)
- Pastors/leaders (service planning, volunteer management)
- Team leaders (their team only)
- Volunteers (their own schedule, team communication)
- Members (view-only for service agendas)
- Personas: All personas
- Priority: HIGH
- Rationale: Security and appropriate access control

REQ-CX-04: Onboarding and Training System

- Interactive walkthrough for first-time users
- Role-specific onboarding flows
- Optional skip for tech-savvy users
- Help button accessible from every screen
- Personas: All personas, especially Dorothy and Pastor David
- Priority: MEDIUM
- Rationale: Reduces adoption friction

REQ-CX-05: Offline Mode with Sync

- View schedules, task lists, and messages offline
- Queue actions (check-in, messages) for later sync
- Automatic sync when connection restored
- Personas: All personas (church basements have poor signal)
- Priority: MEDIUM
- Rationale: Ensures reliability in poor connectivity environments

REQ-CX-06: Multi-Church Management

- Single account can be associated with multiple churches
- Switch between church contexts
- See combined schedule across churches
- Personas: Cross-church volunteers like James's visiting musicians
- Priority: MEDIUM
- Rationale: Supports the cross-church collaboration vision

REQ-CX-07: Custom Notifications and Digest Emails

- Choose notification frequency:
- Real-time push
- Daily digest
- Weekly summary
- Email-only
- Customize which events trigger notifications
- Personas: All personas (different preferences)
- Priority: HIGH
- Rationale: Prevents notification fatigue, respects preferences

REQUIREMENTS SUMMARY BY CATEGORY

VOLUNTEER COORDINATION (11 requirements)

- Emergency volunteer search (REQ-LD-01)
- Automated notifications (REQ-LD-03)
- Availability dashboard (REQ-LD-04)
- Bulk reminders (REQ-AD-01)
- Schedule change management (REQ-AD-06)
- Profile and rating system (REQ-TL-03)
- Flexible last-minute scheduling (REQ-YA-04)
- Task checklists (REQ-MV-02)
- Check-in/check-out (REQ-MV-06)
- Multi-church network (REQ-CX-01)
- Multi-church management (REQ-CX-06)

SERVICE PLANNING (3 requirements)

- Service agenda builder (REQ-LD-02)
- Special event scheduling (REQ-AD-03)
- Suggested edits workflow (REQ-TL-04)

COMMUNICATION (5 requirements)

- Unified team channels (REQ-AD-04)
- Resource library (REQ-TL-01)
- Video integration (REQ-TL-02)
- Hybrid communication options (REQ-AC-04)
- Custom notifications (REQ-CX-07)

SPIRITUAL ENGAGEMENT (4 requirements)

- Integrated prayer wall (REQ-LD-05)
- Privacy-controlled prayer wall (REQ-CX-02)

- Community photo feed (REQ-YA-03)
- Daily engagement reminders (REQ-YA-05)

ANALYTICS & REPORTING (2 requirements)

- Participation analytics (REQ-AD-05)
- Volunteer statistics (REQ-MV-05)

GAMIFICATION & ENGAGEMENT (3 requirements)

- Achievement badges (REQ-TL-05)
- Social media integration (REQ-YA-01)
- Points and leaderboards (REQ-YA-02)

ACCESSIBILITY & USABILITY (7 requirements)

- Large fonts and accessibility mode (REQ-AC-01)
- Simplified interface (REQ-AC-02)
- Video tutorials (REQ-AC-03)
- Helper/buddy system (REQ-AC-05)
- Health-based cancellation (REQ-AC-06)
- Cross-platform access (REQ-AD-02)
- Onboarding system (REQ-CX-04)

TECHNICAL INFRASTRUCTURE (4 requirements)

- Cross-platform access (REQ-AD-02)
- Calendar integration (REQ-MV-01)
- Role-based permissions (REQ-CX-03)
- Offline mode (REQ-CX-05)

USER PREFERENCES (2 requirements)

- Non-intrusive engagement (REQ-MV-03)
- Push notification preferences (REQ-YA-06)

REQUIREMENTS TRACEABILITY MATRIX

Requirement ID	Requirement Name	Persona(s)	Category	Priority
REQ-LD-01	Emergency Volunteer Search	Pastor David, Margaret	Coordination	HIGH

REQ-LD-02	Service Agenda Builder	Pastor David	Service Planning	MEDIUM
REQ-LD-03	One-Click Publishing	Pastor David, Margaret	Coordination	HIGH
REQ-LD-04	Availability Dashboard	Pastor David, Margaret, James	Coordination	HIGH
REQ-LD-05	Integrated Prayer Wall	Pastor David, Margaret	Spiritual	MEDIUM
REQ-AD-01	Bulk Reminder System	Margaret, Pastor David	Coordination	HIGH
REQ-AD-02	Cross-Platform Access	Margaret, Robert	Technical	HIGH
REQ-AD-03	Special Event Scheduling	Margaret	Service Planning	MEDIUM
REQ-AD-04	Unified Team Communication	Margaret, James, Robert	Communication	HIGH
REQ-AD-05	Participation Analytics	Margaret	Analytics	MEDIUM
REQ-AD-06	Schedule Change Management	Margaret, Robert	Coordination	HIGH
REQ-TL-01	Team Resource Library	James, Margaret	Communication	MEDIUM
REQ-TL-02	Video Integration	James, Emily	Communication	LOW
REQ-TL-03	Profile and Rating System	James, Pastor David, Margaret	Coordination	HIGH
REQ-TL-04	Agenda Edit Suggestions	James	Service Planning	LOW
REQ-TL-05	Achievement Badge System	James, Emily	Gamification	LOW
REQ-YA-01	Social Media Integration	Emily	Gamification	MEDIUM
REQ-YA-02	Points and Leaderboards	Emily, Margaret	Gamification	LOW

REQ-YA-03	Community Photo Feed	Emily, Dorothy	Spiritual	MEDIUM
REQ-YA-04	Flexible Scheduling	Emily, James	Coordination	MEDIUM
REQ-YA-05	Daily Engagement Reminders	Emily	Spiritual	LOW
REQ-YA-06	Notification Preferences	Emily, All	User Preference	MEDIUM
REQ-MV-01	Calendar Integration	Robert, Margaret	Technical	HIGH
REQ-MV-02	Task Checklists	Robert, Dorothy	Coordination	MEDIUM
REQ-MV-03	Non-Intrusive Engagement	Robert, Dorothy	User Preference	MEDIUM
REQ-MV-04	Multi-Month Schedule View	Robert, Margaret	Coordination	MEDIUM
REQ-MV-05	Volunteer Statistics	Robert, Emily, Margaret	Analytics	MEDIUM
REQ-MV-06	Check-In/Check-Out	Robert, Dorothy, Margaret	Coordination	MEDIUM
REQ-AC-01	Accessibility Mode	Dorothy	Accessibility	HIGH
REQ-AC-02	Simplified Interface	Dorothy, Pastor David	Accessibility	HIGH
REQ-AC-03	Video Tutorial Library	Dorothy, All	Accessibility	MEDIUM
REQ-AC-04	Hybrid Communication	Dorothy, Alice, Robert	Communication	HIGH
REQ-AC-05	Helper/Buddy System	Dorothy, Helen	Accessibility	MEDIUM
REQ-AC-06	Health-Based Cancellation	Dorothy	Accessibility	MEDIUM
REQ-CX-01	Cross-Church Network	Pastor David, Margaret, James, Emily	Coordination	HIGH
REQ-CX-02	Privacy-Controlled Prayer Wall	All personas	Spiritual	HIGH

REQ-CX-03	Role-Based Permissions	All personas	Technical	HIGH
REQ-CX-04	Onboarding System	All personas	Accessibility	MEDIUM
REQ-CX-05	Offline Mode	All personas	Technical	MEDIUM
REQ-CX-06	Multi-Church Management	James, Emily	Coordination	MEDIUM
REQ-CX-07	Custom Notifications	All personas	User Preference	HIGH

Total Requirements Generated: 41

SYNTHESIS OF REQUIREMENTS GATHERING AND GENERATION

4.1 Combined and Prioritized Requirements

By synthesizing insights from our user study (18 survey responses + interviews) and analyzing our 6 diverse personas, we have created a comprehensive, prioritized list of requirements for HolyWork. Requirements are categorized using the MoSCoW method and organized by functional area.

MUST-HAVE REQUIREMENTS (MVP - Phase 1)

These requirements are essential for HolyWork to deliver its core value proposition and address the most critical user pain points identified in our research.

VOLUNTEER COORDINATION & SCHEDULING

1. Automated Volunteer Scheduling with Smart Reminders [REQ-LD-03, REQ-AD-01]

- Priority: CRITICAL - Highest rated feature (4.39/5.0)
- Capabilities:
- Create recurring and one-time volunteer schedules
- Automatic assignment of volunteers to roles/teams
- Smart reminder system (72hr, 24hr, day-of notifications)
- One-tap bulk reminders for unconfirmed volunteers
- Customizable reminder templates
- User Needs: Addresses forgetting commitments, last-minute no-shows, administrative time burden
- Personas: Pastor David, Margaret, Robert, Dorothy

2. Volunteer Availability Dashboard [REQ-LD-04]

- Priority: CRITICAL
- Capabilities:
- Real-time view of team availability across all ministries
- Color-coded status indicators (confirmed, pending, unavailable, filled)
- Drill-down into individual team compositions
- Filter by date range, team, role
- At-a-glance gap identification
- User Needs: Visibility into coordination status, quick identification of staffing gaps
- Personas: Pastor David, Margaret, James

3. Cross-Church Volunteer Network & Search [REQ-LD-01, REQ-CX-01]

- Priority: CRITICAL - Core differentiator
- Capabilities:
- Search volunteers from partner churches

- Filter by role, skills, distance (radius-based), availability
- View volunteer profiles with ratings and service history
- Send cross-church volunteer requests
- Accept/decline requests
- 66.7% of survey respondents interested in this feature
- User Needs: Addresses limited volunteer pools, emergency coverage, resource sharing
- Personas: Pastor David, Margaret, James, Emily

4. Push Notification System [REQ-YA-06, REQ-CX-07]

- Priority: CRITICAL - Second highest rated feature (4.22/5.0)
- Capabilities:
- Push notifications for schedule assignments, reminders, messages
- Granular control over notification types
- Time-based do-not-disturb settings
- Notification history and missed notification recovery
- Badge indicators for unread items
- User Needs: Timely communication, reduce missed commitments
- Personas: All personas

COMMUNICATION & COLLABORATION

5. Unified Team Communication Channels [REQ-AD-04]

- Priority: CRITICAL
- Capabilities:
- Team-based messaging channels
- One-on-one direct messaging
- Photo and file attachments
- @mentions and notifications
- Searchable message history
- Replaces WhatsApp/email/SMS fragmentation
- User Needs: Consolidates 5+ communication tools currently in use
- Personas: Margaret, James, Robert, Emily

6. Hybrid Communication Options [REQ-AC-04]

- Priority: CRITICAL - Essential for adoption
- Capabilities:
- Display phone numbers for calling
- Optional email summaries/digests
- SMS backup for critical reminders
- Never force app-only communication
- Choose preferred contact method per user

- User Needs: Respects diverse communication preferences, accessibility
- Personas: Dorothy, Alice Chen (interview), Robert

SPIRITUAL ENGAGEMENT

7. Privacy-Controlled Community Prayer Wall [REQ-LD-05, REQ-CX-02]

- Priority: HIGH - Rated 3.89/5.0
- Capabilities:
 - Post prayer requests with granular privacy settings:
 - Church-wide
 - Leadership only
 - Specific teams only
 - Private (coordinators only)
 - "Praying" reaction button (passive engagement)
 - Comment with encouragement
 - Optional anonymous posting
 - Authorization/consent workflow for sensitive requests
- User Needs: Community connection, spiritual support, privacy protection (Alice Chen concern)
- Personas: Pastor David, Emily, Robert (viewer), Dorothy (viewer), Alice Chen

8. Bible Study Tools Integration [Insight from survey + Alice Chen interview]

- Priority: HIGH - Rated 4.00/5.0, 83.3% interested
- Capabilities:
 - Early-week preview of upcoming Sunday Bible passages (Alice Chen's key need)
 - Integration with established Bible reading plans (YouVersion, etc.)
 - Scripture search and verse sharing
 - Link Bible passages to service agendas
 - Daily reading reminders (optional)
- User Needs: Spiritual preparation, deeper engagement, mid-week connection
- Personas: Alice Chen (primary), Emily, Robert

TECHNICAL INFRASTRUCTURE

9. Cross-Platform Access (Mobile + Web + Tablet) [REQ-AD-02]

- Priority: CRITICAL
- Capabilities:
 - Native iOS app (77.8% of respondents use iOS)
 - Native Android app
 - Responsive web interface
 - Feature parity across all platforms
 - Real-time data synchronization

- User Needs: Work from anywhere (home, office, church, on-the-go)
- Personas: Margaret, Robert, all personas

10. Role-Based Permissions & Authorization [REQ-CX-03]

- Priority: CRITICAL - Security essential
- Capabilities:
- Church administrator role (full access)
- Pastor/leader role (service planning, volunteer management)
- Team leader role (their team only)
- Volunteer role (own schedule, team communication)
- Member role (view-only service agendas)
- Granular feature-level permissions
- User Needs: Security, privacy, appropriate access control
- Personas: All personas

11. Accessibility Mode [REQ-AC-01, REQ-AC-02]

- Priority: CRITICAL - Essential for inclusive design
- Capabilities:
- System-wide font size adjustment (150%, 200%, 250%)
- High contrast color schemes
- Large, touch-friendly buttons (minimum 44x44 pixels)
- Simplified "Basic Mode" with 4-5 essential functions
- "Advanced Mode" toggle for power users
- Screen reader compatibility (iOS VoiceOver, Android TalkBack)
- User Needs: Elder members, visually impaired users, less tech-savvy volunteers
- Personas: Dorothy (primary), applicable to all

USER EXPERIENCE

12. External Calendar Integration [REQ-MV-01]

- Priority: HIGH
- Capabilities:
- Two-way sync with Google Calendar, Apple Calendar, Outlook
- Export commitments to personal/family calendars
- Automatic updates when HolyWork schedule changes
- Timezone handling for regional churches
- User Needs: Integration with family/work calendars, avoid conflicts
- Personas: Robert, Margaret

SHOULD-HAVE REQUIREMENTS (Phase 2 - Near-Term)

Important features that significantly enhance usability and adoption, but the app can launch without them.

SERVICE PLANNING & ADMINISTRATION

13. Service Agenda Builder (Drag-and-Drop) [REQ-LD-02]

- Priority: MEDIUM - Rated 3.39/5.0
- Capabilities: Drag-and-drop worship flow creation, templates for different service types, one-click publishing
- Personas: Pastor David

14. Special Event Scheduling [REQ-AD-03]

- Priority: MEDIUM
- Capabilities: Event templates (baptism, wedding, funeral), extra volunteer assignment, attach diagrams/checklists
- Personas: Margaret

15. Volunteer Participation Analytics & Reporting [REQ-AD-05]

- Priority: MEDIUM
- Capabilities: Individual and team participation reports, engagement metrics, export to PDF/Excel
- Personas: Margaret

VOLUNTEER MANAGEMENT

16. Automated Schedule Change Management [REQ-AD-06]

- Priority: HIGH
- Capabilities: Suggest alternatives when unavailable, automatic admin notifications, replacement volunteer suggestions
- Personas: Margaret, Robert

17. Profile & Rating System for Volunteers [REQ-TL-03]

- Priority: HIGH
- Capabilities: Volunteer profiles, service history, ratings/reviews, skills/roles listing
- Personas: James, Pastor David, Margaret

18. Multi-Month Scheduling View [REQ-MV-04]

- Priority: MEDIUM
- Capabilities: Calendar view 3-6 months ahead, conflict identification, long-term planning
- Personas: Robert, Margaret

19. Task Checklists with Visual Guides [REQ-MV-02]

- Priority: MEDIUM
- Capabilities: Role-specific checklists, step-by-step instructions, embedded photos/diagrams
- Personas: Robert, Dorothy

20. Check-In/Check-Out Functionality [REQ-MV-06]

- Priority: MEDIUM
- Capabilities: One-tap check-in, automatic time tracking, admin notifications when team ready
- Personas: Robert, Dorothy, Margaret

21. Volunteer Statistics Dashboard [REQ-MV-05]

- Priority: MEDIUM
- Capabilities: Personal stats (hours, frequency, teams), private by default, optional sharing
- Personas: Robert, Emily, Margaret

COMMUNICATION & RESOURCES

22. Team Resource Library [REQ-TL-01]

- Priority: MEDIUM
- Capabilities: Upload/share files in team channels, version control, preview and download
- Personas: James, Margaret

23. Video Tutorial Library [REQ-AC-03]

- Priority: MEDIUM - Important for adoption
- Capabilities: Short how-to videos, searchable by topic, unlimited replays
- Personas: Dorothy, all for onboarding

24. Onboarding & Interactive Walkthrough [REQ-CX-04]

- Priority: MEDIUM
- Capabilities: Role-specific onboarding flows, interactive walkthrough, optional skip, contextual help
- Personas: All personas

ENGAGEMENT & COMMUNITY

25. Community Photo Feed [REQ-YA-03]

- Priority: MEDIUM
- Capabilities: Post service photos, tag events/teams/people, emoji reactions, comments, moderation tools
- Personas: Emily, Dorothy (viewer)

26. Social Media Integration & Sharing [REQ-YA-01]

- Priority: MEDIUM
- Capabilities: Shareable volunteer graphics, post to Instagram/Facebook stories, pre-designed templates
- Personas: Emily

27. Flexible Last-Minute Scheduling [REQ-YA-04]

- Priority: MEDIUM

- Capabilities: Browse and claim open slots, swap commitments, cross-church opportunities day-of
- Personas: Emily, James

USABILITY & ACCESSIBILITY

28. Helper/Buddy System Support [REQ-AC-05]

- Priority: MEDIUM
- Capabilities: Designated helpers for check-in/posting, shared access permissions, activity logs
- Personas: Dorothy, Helen (helper)

29. Health-Based Cancellation Flexibility [REQ-AC-06]

- Priority: MEDIUM
- Capabilities: Easy cancellation process, automatic notifications, substitute suggestions, attendance tracking
- Personas: Dorothy

30. Non-Intrusive Engagement Options [REQ-MV-03]

- Priority: MEDIUM
- Capabilities: Passive engagement modes, "Praying" reaction without commenting, view-only modes
- Personas: Robert, Dorothy

31. Offline Mode with Sync [REQ-CX-05]

- Priority: MEDIUM
- Capabilities: View schedules/messages offline, queue actions for sync, automatic reconnection
- Personas: All (church basements have poor signals)

32. Multi-Church Management [REQ-CX-06]

- Priority: MEDIUM
- Capabilities: Single account for multiple churches, switch contexts, combined schedule view
- Personas: James, Emily (cross-church volunteers)

COULD-HAVE REQUIREMENTS (Phase 3 - Future Enhancements)

Desirable features that provide additional value but are not critical for core functionality.

GAMIFICATION & SOCIAL

33. Achievement & Badge System [REQ-TL-05]

- Priority: LOW - Rated 2.89/5.0
- Capabilities: Service milestone tracking, badges for consistency/leadership, unlock notifications

- Personas: James, Emily

34. Volunteer Points & Leaderboards [REQ-YA-02]

- Priority: LOW - Moderate youth appeal (3.33/5.0)
- Capabilities: Point earning system, age/role-based leaderboards, friendly competition
- Personas: Emily, Margaret (analytics)

35. Daily Engagement Reminders & Challenges [REQ-YA-05]

- Priority: LOW
- Capabilities: Custom reminder times, challenge tracking (7-day prayer, monthly service goals), progress visualization
- Personas: Emily

ADVANCED FEATURES

36. Video Integration for Remote Coordination [REQ-TL-02]

- Priority: LOW
- Capabilities: Embed video rehearsal guides, optional video calls, in-app playback
- Personas: James, Emily

37. Service Agenda Edit Suggestions [REQ-TL-04]

- Priority: LOW
- Capabilities: Team leaders suggest agenda changes, approval workflow, comment threads
- Personas: James

WON'T-HAVE (This Version)

Features explicitly out of scope for initial releases:

- Advanced financial/donation management (integrate with existing tools like Planning Center Giving)
- Full church website builder (HolyWork is a mobile-first coordination app)
- Live-streaming worship services (use existing platforms like YouTube, Vimeo)
- Comprehensive church membership database (integrate with existing CMS systems)
- Complex multi-site church architecture (focus on single-church and cross-church collaboration first)
- In-app giving/payments (focus on volunteers, not transactions)

REQUIREMENTS PRIORITY SUMMARY

By MoSCoW Category:

- MUST-HAVE: 12 requirements (Phase 1 / MVP)
- SHOULD-HAVE: 20 requirements (Phase 2 / Near-term)
- COULD-HAVE: 5 requirements (Phase 3 / Future)

- WON'T-HAVE: 6 explicitly out of scope
- Total Requirements: 37 (from 41 generated, consolidated for overlaps)

By Functional Area:

- Volunteer Coordination: 10 requirements
- Communication: 6 requirements
- Spiritual Engagement: 4 requirements
- Service Planning: 3 requirements
- Technical Infrastructure: 4 requirements
- Accessibility & Usability: 7 requirements
- Analytics & Reporting: 2 requirements
- Gamification: 3 requirements

4.2 Conclusions from Requirements Understanding Process

Key Insights:

1. Automation is the #1 Value Driver

Both survey data (4.39/5.0 rating) and persona scenarios (Pastor David's 2hr → 20min reduction) confirm that automated scheduling and notifications are the highest priority. Manual coordination is the biggest pain point.

2. Cross-Church Collaboration is a Unique Differentiator

66.7% of respondents interested, and all leadership personas (David, Margaret, James) benefit significantly. This is not offered by existing tools like Planning Center or Church Center.

3. Diverse User Base Requires Inclusive Design

Age range 18-68, tech comfort 3-5/5.0, varying physical abilities. Accessibility is not optional—it's essential for adoption. Dorothy's scenario shows how poor design excludes willing volunteers.

4. Privacy and Authorization Are Non-Negotiable

Alice Chen interview and multiple survey respondents emphasized privacy concerns, especially for prayer requests. Granular privacy controls must be built in from day one, not added later.

5. Respect for Communication Preferences

Current practice uses 5+ tools (email, WhatsApp, phone, SMS, paper). HolyWork must consolidate without forcing, offering hybrid communication options (app + email + phone).

6. Spiritual Features Differentiate from Generic Scheduling Apps

Bible study tools (4.00/5.0), prayer wall (3.89/5.0), and early-week passage access (Alice Chen) show users want faith-integrated technology, not just secular productivity tools adapted for church.

7. Gamification Has Mixed Appeal

Youth show moderate interest (3.33/5.0), but it's the lowest-rated feature overall (2.89/5.0). Gamification should be optional and tastefully implemented, not central to the experience.

8. Administrative Burden is Real and Quantifiable

Margaret's scenario: 3-4 hours → 45 minutes weekly. Pastor David: 2+ hours → 20 minutes per service. Time savings are measurable and significant, providing clear ROI for church leadership.

9. Adoption Requires Progressive Disclosure

Dorothy's scenario shows that simple onboarding + help systems are critical. Power users (Emily, James) need advanced features, but they should be tucked away from beginners.

10. Integration Beats Replacement

Survey shows 33% use Planning Center, many use Google Calendar. Rather than compete directly, HolyWork should integrate and enhance existing workflows where possible.

AI Use

AI Tool Name	Version, Account Type	Specific feature for which the AI tool was used
GEMINI	2.5Pro	Banana Image

Work Date/Hours logs for student

300390359 | Ryan Wang | report 2

Date	Number of Hours	Description of Work Done
Oct. 26, 2025	2.5	<p>Learned about MoSCoW prioritization method (Must have, Should have, Could have, Want to have) for categorizing requirements. Understood that scenarios can be text-based or visual storyboards depicting user activities in context. The professor emphasized that our requirements gathering phase (user surveys) should be complete, and we need to move into requirements generation by creating 3-5 personas with scenarios. After class, spent 60 minutes studying and planning how to apply these concepts to my HolyWork project. Reviewed my survey data (n=18 responses so far) and analyzed which user types emerged from the data. Identified potential persona categories: senior pastors/church leaders, volunteer coordinators, active volunteers, occasional attendees, and youth group members. Decided to study the HFC persona examples over the next few days and draft initial persona ideas based on my survey insights. Planned Next Steps: Study the lecture materials and HFC persona examples in detail. Review my survey data to identify patterns and user segments. Generate 5-6 comprehensive persona profiles by Oct 29.</p>
Oct. 27, 2025	3	<p>Studied HFC persona examples and analyzed HolyWork survey data; drafted initial persona demographics. Spent the morning reviewing the three HFC persona examples from Lec7 to understand the structure and depth required for effective personas. Analyzed how each persona included specific demographics (age, occupation, life situation), a vivid description of their lifestyle and motivations, concrete behaviors (what they currently do), and clear needs/goals including current pain points and compromises they're making. In the afternoon, conducted a detailed analysis of my HolyWork survey data. Reviewed all 18 responses and created a spreadsheet to categorize respondents by role (pastor/leader, volunteer coordinator, regular volunteer, occasional attendee), age group, tech comfort level, and primary pain points mentioned. Identified key patterns: - Church leaders focused on administrative burden and volunteer tracking - Coordinators wanted better scheduling and communication tools - Active volunteers desired clearer expectations and recognition - Younger members wanted social features and mobile accessibility - Older members prioritized simplicity and ease of use. Began generating demographics for six personas to ensure comprehensive coverage: "Pastor David" (senior church leader, 50s, overwhelmed with coordination), "Margaret" (volunteer coordinator, 40s, juggling multiple ministries), "James" (young professional volunteer, late 20s, wants efficiency and</p>

		<p>community), "Emily" (young worship team member), "Robert" (retired volunteer), and "Dorothy" (administrative assistant). For each, I outlined age, role, tech savviness, current challenges, and what they hope to gain from a church management app. These personas emerged directly from patterns in my survey data and interview insights. Planned Next Steps: Continue developing detailed persona profiles and scenarios for all six personas by Oct 29.</p>
Oct. 28, 2025	3	<p>Generated detailed persona profiles and scenarios based on survey data. Spent the day creating comprehensive profiles for all six personas. Reviewed my survey insights and evaluated which persona types best represented the diversity of my 18 survey respondents and covered the key use cases for HolyWork. Decided to develop all six personas to ensure comprehensive coverage (going beyond the course guideline of 3-5 to capture the full range of user needs). Established a consistent structure following the lecture format: - Name and snapshot/basic bio - Demographics (age, role, tech comfort, family situation) - Description: lifestyle, interests, motivations relevant to church involvement - Behaviors: current practices, what they can do, what they do now - Needs and goals: broad objectives, current solutions, deal-breakers, compromises - Text-based scenario: numbered story showing their interaction with church coordination challenges. Generated the first detailed persona "Pastor David Chen, 42, senior pastor of a growing congregation of 250+ members." Described his situation: passionate about ministry but drowning in administrative work, spending 2+ hours weekly on volunteer scheduling and event coordination, missing valuable pastoral care time. Wrote a detailed scenario depicting an emergency where he uses cross-church volunteer search to solve last-minute cancellations. All persona details emerged from my actual survey data patterns and interview insights. Planned Next Steps: Complete the remaining five personas (Margaret, James, Emily, Robert, Dorothy) with full scenarios by end of Oct 29. Begin analyzing each persona to generate specific requirements/features needed to serve their needs..</p>
Oct. 29, 2025	3.5	<p>Completed all remaining persona profiles; began requirements generation analysis from persona scenarios. Morning session (2 hours): Generated detailed profiles and text-based scenarios for the remaining five personas: Margaret, James, Emily, Robert, and Dorothy. All personas were created based on actual patterns from my survey data. "Margaret Wong, 38, Volunteer Coordinator" - Created her as a single mom, part-time church coordinator managing 6 different ministry areas. Her scenario depicts a Wednesday where she coordinates volunteers while balancing family responsibilities, uses cross-church volunteer pool to fill gaps, and generates participation analytics. Based on survey respondents who mentioned spending 3-4 hours weekly on coordination. "James Rodriguez, 35, Music Team Leader" - Generated this persona based on survey responses about worship team coordination challenges. His scenario shows him</p>

		<p>using cross-church musician network to solve last-minute cancellations, sharing music charts, and building regional worship collaboration. "Emily Tran, 21, Young Adult Volunteer" - Created based on 18-25 age group survey responses showing interest in social features, flexible scheduling, and staying connected during college. Her scenario demonstrates prayer wall engagement and volunteer points. "Robert Mitchell, 48, Regular Volunteer" - Generated from survey data showing established volunteers wanting clear expectations, calendar integration, and simple interfaces. His scenario shows reliable service with family calendar coordination. "Dorothy Kim, 68, Elder Volunteer" - Created based on accessibility concerns from 65+ survey respondents and Alice Chen interview. Her scenario shows accessible design with large fonts and helper support.</p> <p>Afternoon session (1.5 hours): Began requirements generation analysis following the lecture methodology. Created a table to analyze personality traits, life goals, life situations, and specific activities/contexts from each persona's scenario. For Pastor David, identified needs like: automated volunteer scheduling, one-click communication to groups, dashboard showing service gaps, volunteer availability tracking, event attendance reporting. For Margaret: centralized volunteer database, skills/preferences tracking, automated reminders, backup volunteer suggestions, mobile access. For James: simple mobile sign-up, calendar integration, clear role descriptions, service history tracking, volunteer community features. Realized this analysis process is exactly what the lecture slide 19 described: "Using the traits, life goals, life situation, activities, context → Generate features/requirements needed for the app to serve this persona/scenario."</p> <p>Planned Next Steps: Complete requirements generation from all six personas on Oct 30. Compile master requirements list. Apply MoSCoW prioritization.</p>
Oct. 30, 2025	4	<p>Completed requirements generation from all personas; compiled and prioritized requirements list using MoSCoW method. Systematically analyzed the remaining three personas (Emily, Robert, Dorothy) to generate specific requirements from their scenarios. From Emily's worship team needs: real-time schedule changes, role-specific notifications, song/setlist sharing. From Robert's accessibility concerns: large text options, simple interface, phone call integration, printed schedule capability. From Dorothy's administrative requirements: church database integration, report generation, attendance tracking, volunteer hour logging. Compiled a master list of 35+ requirements organized into categories: Core functionality (registration, scheduling, communication), User management (profiles, skills, availability), Notification system, Reporting, Accessibility features, Calendar integration, and Social/community features. Applied MoSCoW prioritization methodology independently to categorize requirements. Categorized requirements as Must have (core scheduling and assignments), Should have (mobile app, calendar sync, automated reminders), Could have (community features, analytics), and Want to have (AI matching, advanced integrations). Validated that persona-generated requirements</p>

		<p>aligned strongly with my survey data insights, confirming I captured real user needs. Reflected on how this structured persona approach revealed specific needs I wouldn't have identified through brainstorming alone. Each persona's scenario provided concrete context for feature decisions. Planned Next Steps: Begin transitioning to design phase. Research existing church management app UI patterns. Start creating mockup sketches of key screens. Plan to learn Figma for creating interactive prototypes.</p>
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Summary

Completed requirements generation from all six personas and compiled comprehensive prioritized requirements list. Systematically analyzed each persona to extract specific functional requirements from their scenarios. Generated requirements covering: automated scheduling and notifications (Pastor David, Margaret), cross-church collaboration features (James), social engagement and flexible scheduling (Emily), accessibility features and calendar integration (Robert), and administrative reporting tools (Dorothy). Compiled master list of 35+ requirements organized into eight categories: Core functionality, User management, Notification system, Reporting, Accessibility features, Calendar integration, Social/community features, and Cross-church collaboration. Applied MoSCoW prioritization methodology to categorize all requirements: Must have (core scheduling, automated reminders, cross-church network, push notifications), Should have (mobile app, calendar sync, analytics, special events), Could have (gamification, social sharing, video integration), and Won't have (financial management, live streaming, full CMS). Cross-validated all requirements against survey data (n=18) to ensure alignment with actual user needs and feature ratings. This validation confirmed that persona-generated requirements directly reflected real pain points from survey respondents. The structured persona approach successfully revealed nuanced user needs and provided concrete usage contexts that informed requirement priorities. Documented complete requirements traceability matrix linking each requirement to source personas and survey insights. Planned Next Steps: Transition to design phase, study existing church app UI patterns, begin low-fidelity wireframe sketches, and learn Figma for interactive prototyping.

CLOSING AND REFERENCES

We would like to express our sincere gratitude to the following individuals and institutions who contributed to the completion of this requirements document:

Survey Respondents and Interview Participants

Alice Chen, (Age 65, Psychological Consultant, PhD) - for her detailed interview sharing 40+ years of church experience, insights into King's Cross church systems, and thoughtful feedback on privacy concerns and Bible study needs

12 Anonymous Survey Respondents, church members across different roles (pastors, administrators, team leaders, volunteers, youth members) who generously shared their time, experiences, and honest feedback about volunteer coordination challenges and feature preferences

Brothers and Sisters in Congregation, for informal conversations about attractions and concerns regarding church event management applications

Pastor and Church Leadership, for discussions about volunteer management, activity tracking, and administrative needs

Church Management Software

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