**Project Description**

**Client and Domain**

The clients is the Northeastern University Center of Community Service, or NUCCS. They are a department of the Office of City and Community Affairs at Northeastern University. NUCCS’s mission is to facilitate service opportunities for students and staff to collaborate with local and global organizations. For communication purposes, the members of NUCCS we will be coordinating with are Lisa Roe (Assistant Director of Service Learning) and Hillary Sullivan (Director, Co-Curricular Service Programs).

One of NUCCS’s programs is the Northeastern University Alliance of Civically Engaged Students, or NU|ACES. NU|ACES matches Northeastern Students with local community service opportunities and nonprofit organizations in the greater Boston Area. Students will work with their organization for the full academic year, and are required to achieve a weekly quota of on-location work sessions.

**Problem Overview**

NUCCS needs a system that verifies and confirms the work sessions for students in NU|ACES. The system requires a front end for students and a back end for NUCCS administrators and the community service organization liaisons. On the front end, students need to confirm that they have arrived at their assigned organization for their on-location work session. Students should also be able to see their total work history. On the back end, NUCCS need to be able to access, view, and modify the accounts for every NU|ACES member, and liaisons should access and view the accounts for students in their organization.

Originally, NUCCS had a dedicated team to manage these responsibilities. They used a propriety program hosted by the cloud computing company Salesforce. However, this team has since dissolved, leaving NUCCS unable to modify this program. Currently, there are 2 people and a co-op that manage their system. For this project, NUCCS will want to have full control of the new system and have it be as automated as possible to avoid similar situations and reduce workloads.

**Current operating procedure**

* The Northeastern University Alliance of Civically Engaged Students program currently works with more than twenty community partners and more than a hundred students.
* The students in the NuACES program volunteer at one or more of the community partners assigned to them based on their choice.
* The NuAces system is currently managed by two administrators and a single co-op that changes every semester.
* The Service learning program works with approximately sixty classes on campus every semester. Each of these classes has about 50 – 100 community partners. The students in each class work for the assigned community partner.
* The client currently uses the salesforce platform to record and track student activity. The client stores other relevant data about each student on an excel sheets.
* The client tracks the number of hours each student has spent volunteering and uses a manual verification process to certify the number of hours each student has spent volunteering with each client.
* Students on the other hand access their time sheets through myNEU and manually enter their volunteering activity.
* The community partners have minimal, voluntary involvement. Each partner logs student attendance in some form and gives northeastern university feedback. Additional feedback is provided upon the clients’ discretion.

**Constraints**There are a few constraints that the problem inherently obtains which are listed below:

* Each community partner or volunteering activity maybe situated at different locations
* Students need to check-in and check-out from an activity remotely
* Student activity logs need to verifiable possible via location information
* Students might forget to check-in or check-out
* Students might work with custom community partners not assigned to them via Northeastern University
* Students might need to view their tracking history
* Students might require different levels of access
* Students enter their volunteering activity by themselves
* Community partners shouldn’t be burdened with trivial tasks
* Community partner’s may or may not participate
* Administrators might not be able to accurately verify activity
* Administrators require data about overall student engagement
* Administrators want data in an excel format
* Administrators want to be able to filter data by any field

**Project Scope**

The ideal system seeks to accomplish a few goals. The clients have stated that they wish to abolish the current system in favor of one that is simpler, more accessible and user friendly. The system, at minimum, is to track student check-ins as they pertain to NU|ACES involvement, as well as can track these check-ins to be accessible as history. The clients currently struggle to manage and access the current system powered by Salesforce, so the new system must allow for accessibility and modification.

*Functional*

* The system must track individual student check-ins
* The system must show student check-in history
* The system must be modifiable and accessible by system managers/administrators
* The system should recognize some NU identification for ease of login (e.g. NUID or husky email)

*Nonfunctional*

* The system must have a visual to show tracked history
* The system must be accessible to stakeholders
* Students must be able to edit/add information about themselves
* System must be able to support at least 100 students
* System must be accessible via web/mobile
* System should be mobile friendly (UI/UX)
* System must support user accounts/profiles; may add, delete or edit

*Legacy*

Since the legacy system has been stated to be inaccessible and unmanageable, it appears little to no existing infrastructure will be carried forward to the new system. Any collections of data regarding service groups and the students involved may, however, be useful in preparing the new system.

**Who are the stakeholders?**

*Northeastern Center of Community Service*

* As the clients, the Northeastern Center of Community service, they are affected by the system. Any alterations to the current system have direct effects on how it is navigated, how information is consumed or produced, and how it is managed by this group. Improved accessibility in the system will allow the center to delegate responsibilities and balance work load across groups and people.The center is also involved in the procurement of resources to make the project a success.

*Northeastern University*

* As client investors, the university has a stake in the project. The university’s resources are what are utilized for the project, and would naturally like to see that the benefits appropriate the cost.

*NCoCS Community Partners*

* Community partners would be affected by the system. An improved system would ensure that involvement between students and community partners are appropriately tracked, logged and accessible.

*NU|ACES participants*

* Participants of NU|ACES (e.g. students) are affected by the system. The system provides a way for students to mark their involvement and attendance with ease, and view their involvement history. The system provides clarity to their work.