

CS615 –User, Task and Domain Analysis

Group 4

Group members:

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Group name: Pixels

1. User Analysis

INTERVIEW SYNOPSIS

Synopsis of interview with Person1 (Referred as Paula)

27-year-old

Strong desire to make a profound difference in her community through volunteer work

Aspirations

Making a Meaningful Impact

Happy in supporting for peoples in need

Challenges

Finding opportunities that align with her skills

Balancing volunteer work with personal life and her other activities like art, hiking etc.

Getting proper instructions from the organization team

Preferred communication would be Social media than the others

Synopsis of interview with Person2 (Referred as Robert)

64-year-old retired person.

Want to stay active and contribute to his society.

Want to share his knowledge and skills with the youth.

Aspirations

Feeling fulfilled by helping and sharing his knowledge with others.

Involving in activities and making new friends to avoid loneliness.

Challenges

Health issues

Feeling left alone

Can't do much of physical work

Preferred communication - calls (not much into social media)

My observed conclusions

Neglected by most youngsters

Can't stand for long time

Can't do heavy physical work

Very knowledgable

Gives his best for the causes he cares about

Synopsis of person 3 (Not referred directly in any persona)

35-year-old

Runs an Art club

Finding dedicated and diverse volunteers who support and stand by for the events organized.

Wants to find volunteers effortlessly when required.

Aspirations

Seek volunteers with a diverse range of artistic skills and backgrounds. The diversity can enrich the club's creative offerings.

Create an atmosphere of collaboration and creativity where volunteers can work together on art projects, share ideas, and inspire one another.

Challenges

Finding dedicated and reliable volunteers.

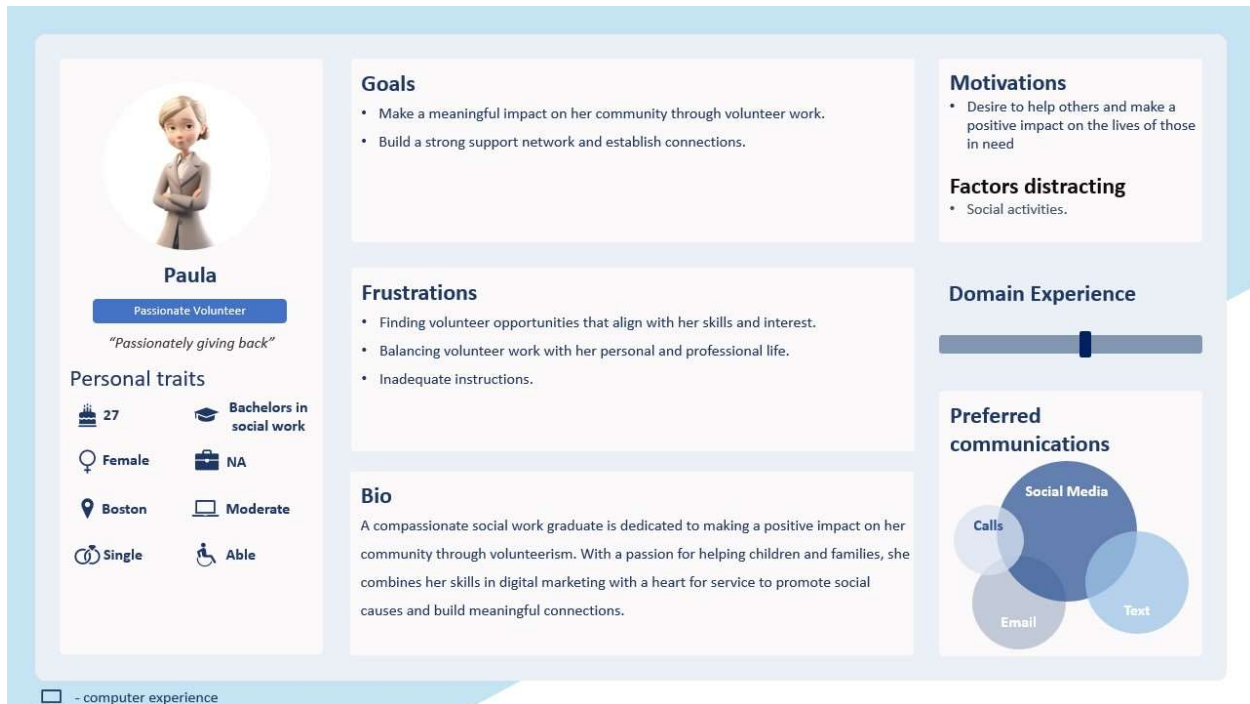
Machine volunteers with their skills


Some volunteers don't communicate properly with their updated plans

Managing conflicts between volunteers

Preferred calling method - Email because of busy schedules

PERSONAS





Robert

Retiree Volunteer

"Care with experience"

Personal traits

64

High school graduate

Male

Retired

New York

Basic

Married

Able

Goals

- To stay active and give back to his community.
- Find opportunities that allow him to share his knowledge and skills.
- Contribute to the causes he cares about.

Frustrations

- Finding volunteering opportunities is difficult due to his limited social connections.
- Feeling ignored because of his age, especially in volunteer settings with younger people.
- Volunteering which involves lot of physical work.

Bio

Robert is a retiree with a wealth of knowledge and experience gained from his life. Having recently retired, he has found a new purpose in giving back to his community through volunteering. Robert is a firm believer in the power of sharing one's skills and expertise for the greater good. His commitment to volunteering and his dedication to helping others make him a valuable asset to any organization or because he supports.

Motivations


- Sense of personal fulfillment.
- Giving back to the communities
- Making new friends


Factors distracting


- Health issues.

Domain Experience

Preferred communications



 - computer experience



John

Nonprofit enthusiast

"Work to empathize"

Personal traits

35

Masters in Social work

Male

Volunteer recruiter, Non-Profit Org

New York

High

Married

Mobility limitation

Goals

- Find volunteers who are passionate about her organization's cause.
- Find dedicated and diverse group of volunteers.
- Effortlessly locate volunteers.

Frustrations

- Finding volunteer with matching skillset.
- Managing volunteers' available timeframe.
- Lack of commitments from volunteers resulting in disruption or gaps in the event.

Bio

John is a dedicated member of an NPO, bringing his passion to life through his valuable contributions. With a bachelor's degree in nonprofit management and extensive experience in the field, John takes charge of volunteer recruitment and engagement with a firm commitment to identifying individuals who share his unwavering dedication to the cause. He is skilled in utilizing office software and online platforms to streamline operations.

Motivations


- Passion for social justice and a desire to address systemic inequalities and injustices in society


Factors distracting


- Limited funding and resources.

Domain Experience

Preferred communications



 - computer experience



Carlos

Community Leader

"Together, we can!"

Personal traits

45

High school diploma

Male

Com

Malden

Basic

Married

Able

Goals

- Improving the neighborhood's quality of life.
- Engage local volunteers in various projects.
- Mobilize local residents to make a positive impact.

Frustrations

- Unclear or inefficient communication with volunteers.
- Searching for volunteers consume time.
- Matching volunteers with the appropriate skills and interests.
- Recruiting and retaining volunteers to support his initiatives.

Bio

Carlos is a dedicated community leader focused on improving life in his urban neighborhood. Despite limited formal education, his hands-on experience has given him valuable insights into his community's needs. He's passionate about safety, green spaces, and overall neighborhood vitality. Carlos believes in simplifying processes. Beyond his community work, he enjoys family time and local events. His commitment, care, and hands-on approach make him an essential neighborhood leader.

Motivations


- Strong pride and attachment to the neighborhood
- well-being and quality of life of the underprivileged


Factors distracting


- Resistance from community members.

Domain Experience

Preferred communications



 - computer experience



Emily

Community Service Enthusiast

"Caring for everyone"

Personal traits

20

Bachelors in Social Work

Female

Student

Albany

High

Single

Able

Goals

- Gain valuable hands-on experience in the field of social work.
- Better understand the needs and challenges of the local community.
- Raise awareness about important social issues of the community.

Frustrations

- Managing time effectively to excel in all areas.
- Emotional challenges when dealing with difficult social issues.
- Finding opportunities that align with social work goals and match with college schedule .

Bio

Emily is a dedicated college student pursuing a Bachelor of Social Work. With a deep passion for social justice and a heart for helping others, she actively engages in volunteer work to gain hands-on experience in the field. Emily aspires to make a meaningful difference in the lives of underprivileged children and families, combining her academic knowledge with her compassion for the betterment of communities.

Motivations


- Deep-seated desire to create positive social change.
- Gain practical experience in her field of study.


Factors distracting

- Excessive use of smartphones.

Domain Experience

Preferred communications



 - computer experience

2. Task Analysis (Hierarchical Task Analysis)

0. User Registration and Profile creation:

GOAL:

Establish user authentication and profile management functionality within the web application to provide users with a secure and personalized experience.

1. Create Registration page:
 - 1.1 Create input fields.
 - 1.1.1 Create input for first name.
 - 1.1.2 Create input for last name.
 - 1.1.3 Create input for email.
 - 1.1.4 Create input for password.
 - 1.1.5 Create input for user id.
 - 1.2 Create validation for user id availability.
 - 1.3 Create validation for password.
 - 1.4 Create the "Sign Up" button.
2. Create login page:
 - 2.1 Create input for user id.
 - 2.2 Create input for password.
 - 2.3 Create validation.
 - 2.4 Create the "Login" button.
3. Create User Profile:
 - 3.1 Create a link between login and user profile page.
 - 3.2 Create a display for user details.
 - 3.3 Create "Edit Profile." Button.
 - 3.4 Create "Edit Profile" page.
 - 3.4.1 Create input for age.
 - 3.4.2 Create input for preferences.
 - 3.4.3 Create input for location.
 - 3.4.4 Create input for profile photo.
 - 3.4.5 Create "save changes" button.
 - 3.5 Create a link between the edit profile button and "Edit profile" page.
 - 3.6 Update edited content on User profile page.
 - 3.7 create a display for Volunteer History
4. Log Out:
 - 4.1 Create logout button.
 - 4.2 Link logout button to home page

Plans:

- Plan 0: Do 1,2,4 in any order. Do 3 after 2.
- Plan 1: Do 1.1 to 1.4 in the same order.
- Plan 1.1: Do 1.1.1 to 1.1.5 in any order.
- Plan 2: Do 2.1 to 2.4 in any order.
- Plan 3: Do 3.1 to 3.7 in the same order.
- Plan 3.4: Do 3.4.1 to 3.4.5 in any order.
- Plan 4: Do 4.1, 4.2 in the same order.

0. Volunteer Opportunity Posting:

GOAL:

Create a page for organizations/Individuals to post, edit or delete volunteer opportunities.

1. Create a page for Volunteer Posting:
 - 1.1 Create a button “Create Opportunity”.
 - 1.2 Build “Create opportunity” page.
 - 1.2.1 Create an input for Date.
 - 1.2.2 Create an input for Location.
 - 1.2.3 Create an input for Time.
 - 1.2.4 Create an input for Skills Required.
 - 1.2.5 Create an input for contact email.
 - 1.2.6 Create an input for the number of volunteers needed.
 - 1.2.7 Create an input for perks.
 - 1.2.8 Create the “Post” button.
 - 1.3 Create a link between the Create Opportunity button and “Create Opportunity” Page.
 - 1.4 Create a link between the Post button and the volunteer posting page.
 - 1.5 Upload the content on volunteer posting page.
2. Edit a Volunteer Post:
 - 2.1 Create a button “Edit Opportunity”.
 - 2.2 Build the “Edit Opportunity” page.
 - 2.2.1 Create an input for Date.
 - 2.2.2 Create an input for Location.
 - 2.2.3 Create an input for Time.
 - 2.2.4 Create an input for Skills Required.
 - 2.2.5 Create an input for contact email.
 - 2.2.6 Create an input for the number of volunteers needed.
 - 2.2.7 Create an input for perks.
 - 2.2.8 Create the “Post” button.
 - 2.3 Create link between Edit Opportunity button and Edit Opportunity Page
 - 2.4 Create a link between the Post button and the volunteer posting page.
 - 2.5 Update the content on volunteer posting page.
 - 2.6 Update the respective volunteers.
3. Delete a Volunteer Post:
 - 3.1 Create a button “Delete Opportunity”.
 - 3.2 Notify the respective volunteers.
 - 3.3 Delete the Opportunity content from database.
4. Manage Volunteer Registrations:
 - 4.1 Create a display of a list of volunteers and their details.
 - 4.2 Create Accept or reject registrations feature.

Plans:

Plan 0: Do 1,2 in the same order. Do 3, 4 in any order.

Plan 1: Do 1.1 to 1.5 in the same order.

Plan 1.2: Do 1.2.1 to 1.2.8 in any order.
Plan 2: Do 2.1 to 2.6 in the same order.
Plan 2.2: Do 2.2.1 to 2.2.8 in any order.
Plan 3: Do 3.1 to 3.3 in the same order.
Plan 4: Do 4.1, 4.2 in the same order.

0. Explore events.

GOAL: Implement a comprehensive and user-friendly search feature within the web application to enable users to explore and discover volunteer opportunities that match their preferences and needs effectively.

1. Implement the Search feature:
 - 1.1 Create search bar.
 - 1.2 Add a search icon or button next to the search bar for initiating the search.
 - 1.3 Write a search algorithm.
2. Results Display Area:
 - 2.1 Design a block for displaying search results.
 - 2.2 Organize results (volunteer opportunities) in a grid/card.
 - 2.3 Make the result cards actionable to trigger the opportunity details page.
3. Filters:
 - 3.1 Design the filters using sliders/checkboxes.
 - 3.2 Update the display according to the results.
 - 3.3 Display error messages.

Plans:

Plan 0: Do 1,2, 3 in any order.
Plan 1: Do 1.1 to 1.3 in the same order.
Plan 2: Do 2.1 to 2.3 in the same order.
Plan 3: Do 3.1 to 3.3 in the same order.

0. Event Booking and Registration:

GOAL:

- Enable users to sign up for volunteer events directly through the platform.
 - Implement event registration confirmation and reminders.
1. View for volunteer opportunity details:
 - 1.1 Display the volunteering details.
 - 1.2 Display the date of posting.
 - 1.3 Display the organizer of the post.
 - 1.4 Display the organizer contact details.
 2. Event Registration:
 - 2.1 Create input for time slots.
 - 2.2 Create input for extra comments and preferences.
 - 2.3 Create the "Register" or "Book Now" button on the event page.
 - 2.4 Create a confirmation message.

- 2.5 Create confirm button.
- 3. Confirmation and Ticket Generation:
 - 3.1 Create a display for registration confirmation on-screen.
 - 3.2 Update the registered event on user's profile.
 - 3.3 Update the volunteer information on organizers account.

Plans:

- Plan 0: Do 1 to 3 in the same order.
- Plan 1: Do 1.1 to 1.4 in any order.
- Plan 2: Do 2.1 to 2.5 in any order.
- Plan 3: Do 3.1 to 3.3 in the same order.

3. Domain Analysis

