

LostNFound

Author: Sourav Das,
Puneet Singh Puri

Project Description:

LostNFound is a web-based lost-and-found hub for the Northeastern community. It gives students and staff a single destination to report missing belongings, upload details about items they discover, and coordinate returns securely. The platform focuses on rapid discovery through structured metadata (category, location, time found), real-time search, and intuitive post management.

User personas:

1) Sourav Das — A graduate student who lost an item

Profile: 1st-year student; moves between classroom, library, and gym; mostly mobile user.

Goals: Posting a ‘Lost’ item quickly; get accurate match suggestions; recover within a day.

Pain points: Too many similar posts; hard to prove ownership; worries about sharing phone/email publicly.

Key tasks: Creates post with photo with last-seen location and time, reviews suggested matches, messages the finder and marked it as returned.

Success metrics: Time to first relevant match, successful handoff, minimal back-and-forth.

2) Puneet Singh Puri — Student who finds items while commuting

Profile: A senior who carries a busy schedule, often spots items in common areas.

Goals: Records a ‘Found’ item with minimal friction and sets a pickup and holding location.

Pain points: No time to create long posts or pasting images from phone and getting spammy messages.

Key tasks: Posting photo and holding place, toggling status to ‘*Matched/Returned*’ after handoff.

Success metrics: Post completion in less than 60 seconds, reduction in duplicate “Is this yours?” pings.

3) James Wolowitz — Campus helpdesk/moderator

Profile: A student who works at the front desk, receives physical items and ensures posts are legitimate.

Goals: Verify obvious matches, hide spam/duplicates, and keep an audit trail.

Pain points: Repeated/low-quality posts and no single place to link a Lost with a Found.

Key tasks: Reviewing flagged posts, link *Lost-Found* pairs, and marks *Returned* to add moderator notes.

Success metrics: Fewer unresolved open posts; fast resolution of flagged content.

4) Sam Raimi — International graduate on the go

Profile: Lives off-campus; commutes; uses low-connectivity cellular data.

Goals: Search and filter quickly; save time with good defaults; receive email notifications.

Pain points: Slow networks; long lists; needs accessible, readable UI on small screens.

Key tasks: Search by category/location/date; subscribe to updates; view detail; contact safely.

Success metrics: Time to locate relevant posts; number of clicks to reach an item detail.

User Stories:

A. Lost-item owner (Sourav)

- **Create Lost post** - As a student who lost an item, I want to create a Lost post with photo, last-seen location, and time so that others can help me find it.
Success Criteria: Required fields validated; success redirects to detail; status = **Open**; shows contact panel.
- **Edit/Update** - As a poster, I want to edit my post to correct details or add a better photo so that matches improve.
Success Criteria: Only owner can edit; changes logged with timestamp; feed updates reflect edits.
- **Match suggestions** - As a poster, I want to see suggested Found items so that I can quickly check potential matches.
Success Criteria: Suggestions ranked by category/keywords/date proximity; each links to candidate detail.
- **Mark returned** - As an owner, I want to mark my item as Returned so that the listing stops appearing in open searches.
Success Criteria: Status changes to **Returned**; item de-emphasized in feeds; write to history trail.
- **Safe contact** - As a poster, I want to share email (or masked contact) so that I'm reachable without exposing private data.
Success Criteria: Toggle “show email”; copy-to-clipboard; safety note displayed.

B. Finder (Puneet)

- **Create Found post fast** - As a finder, I want a quick form with image upload/URL and pickup location so that I can post in under a minute.
Success Criteria: Mobile-friendly; image preview; default time = now; status = **Open**.
- **Hold & update** - As a finder, I want to update holding location and status so that the owner can retrieve it easily.
Success Criteria: Location editable; status transitions **Open** → **Matched** → **Returned**; changes timestamped.
- **Reduce duplicates** - As a finder, I want the system to warn me if a similar post already exists so that I don't create duplicates.
Success Criteria: Inline hint when title/category/date match an existing Found post; user can proceed or view similar.

C. Searcher on the go (Sam)

- **Search & filter** - As a student, I want to filter by category, location, and date so that I can narrow to relevant posts quickly.
Success Criteria: Query params preserved across pagination; empty state and loading skeletons implemented.
- **Notifications** - As a user, I want notifications for matches and status changes so that I don't need to keep checking the site.
Success Criteria: Unread badge increments; “Mark all as read”; each notification deep-links to item.

D. Moderator (James)

- **Moderation queue** - As a moderator, I want a queue of flagged/new posts so that I can review and clean up the feed.

Success Criteria: Filter by type/status/flags; table with bulk actions **Verify/Hide/Delete**; reasons captured on hide.

- **Link Lost–Found** - As a moderator, I want to link a Lost post to a Found post so that both show **Matched** with cross-references.

Success Criteria: Both items get matched to set; statuses updated; audit entry recorded.

- **Verify post** - As a moderator, I want to mark legitimate posts as ‘Verified’ so that users trust the platform.

Success Criteria: Verified badge visible on public card/detail; reversible by admin.

- **Audit trail** - As a moderator, I want every action logged so that we maintain accountability.

Success Criteria: Log stores actor, action, before/after, timestamp, optional note; read-only timeline view.

E. Cross-cutting (all users)

1. **Accessibility & mobile** - As any user, I need clear text labels, keyboard navigation, and readable layouts on small screens so that the app is usable for everyone.

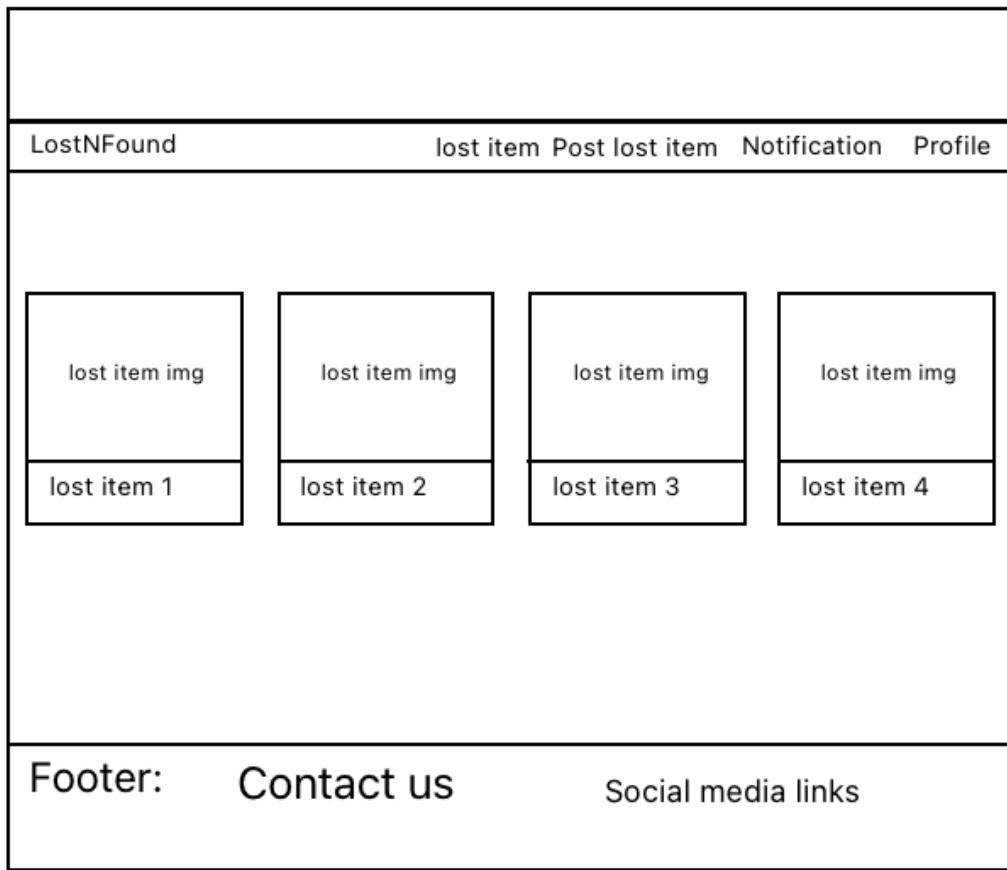
- **Success Criteria:** Color and text for statuses, alternative text on images, focus states and responsive grid.

2. **Performance** - As any user, I want lists to load quickly so that the site feels responsive even with 1k+ records.

- **Success Criteria:** Paginated endpoints; client caching of last page; API returns in less than 500ms on seeded data.

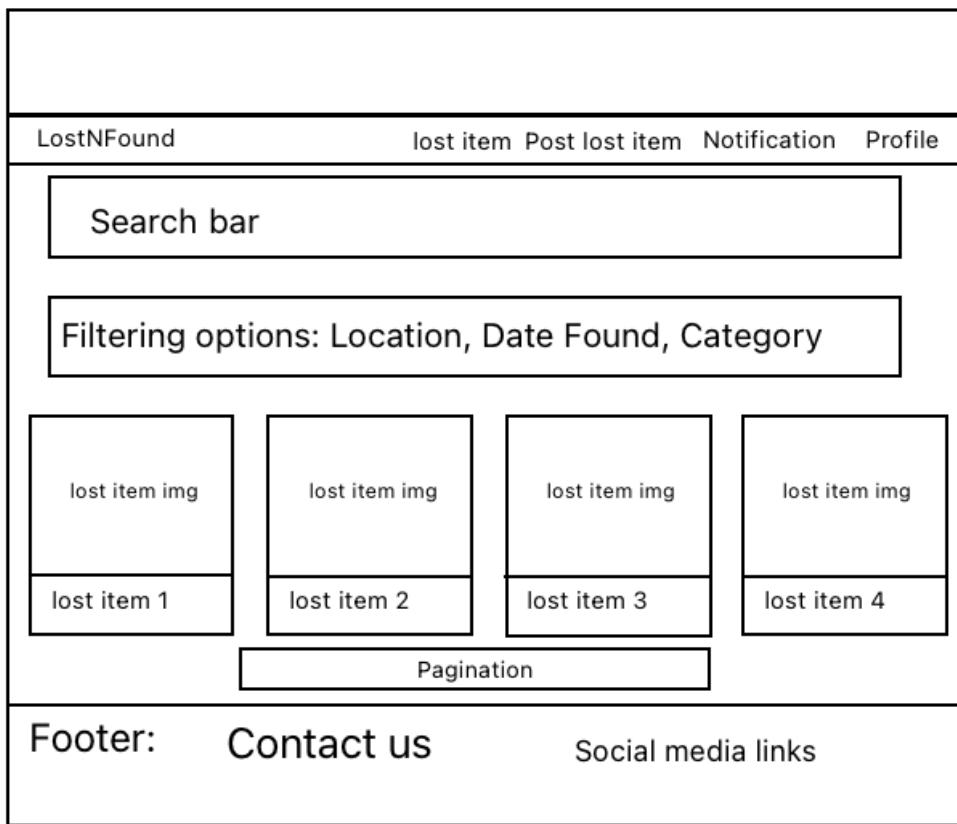
Design Mockups:

Home Feed



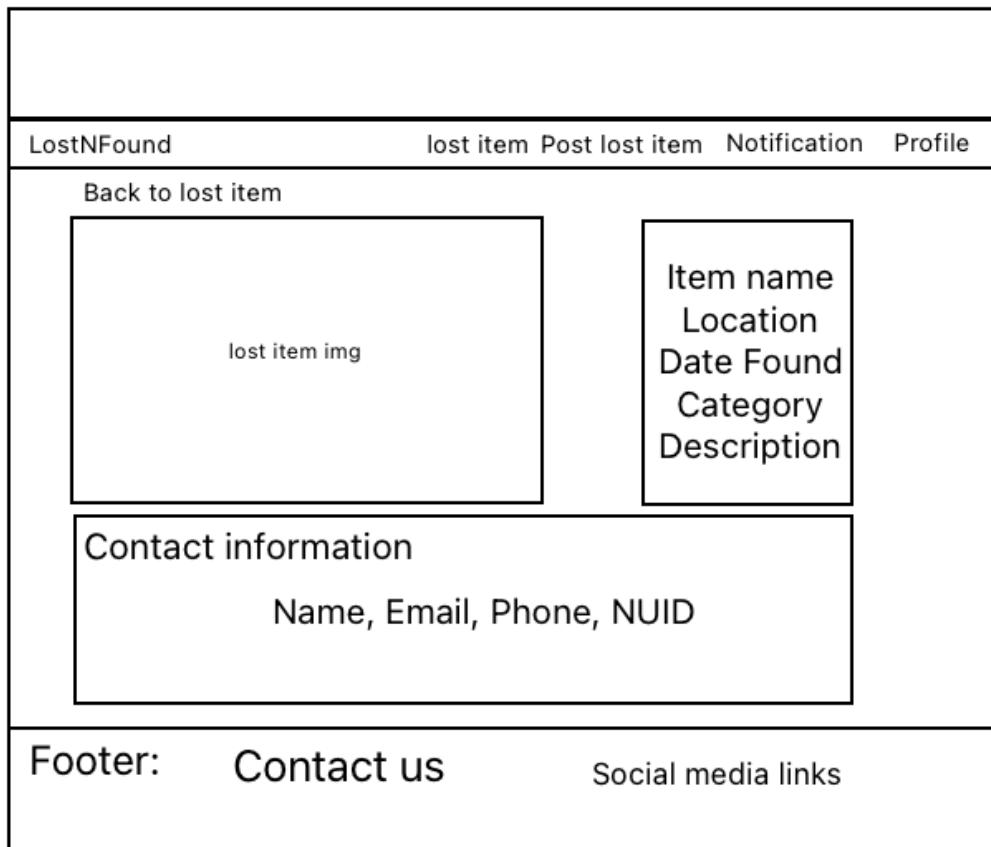
The **Home Feed** shows a simple, top navigation bar with brand, quick links (Lost Items, Post Lost Item, Notifications, Profile), and a clear primary CTA to create a post. Below it, a responsive **card grid** lists recent lost items, each card displaying a thumbnail, item title, category badge, and a small status pill. Users can click any card to view full details. A slim info/hero strip (optional) can highlight value or stats. The **footer** provides Contact Us and social links for support and credibility.

Lost Items Catalog:



This page lists all lost-item posts with a prominent **search bar** and a **filter row** (Location, Date, Category) to quickly narrow results. Below, a responsive **card grid** displays each item's thumbnail, title, and a small meta line (posted time/location) with a **View Details** quick action. Results support **pagination** (or infinite scroll) for long lists while preserving active filters and search terms. The standard top navigation and footer remain consistent for easy access to posting, notifications, and contact links.

Item Detail:



This page shows a large item photo (or carousel) on the left with a right-side **metadata panel** containing the item name, category, where/when it was lost/found, and a short description. A dedicated **Contact panel** displays the poster's name and email/phone/NUID with a copy button and a brief safety note. An action bar provides **View Matches**, **Report Issue**, and, for the owner, **Edit** plus **Mark as Matched/Returned**. A breadcrumb ("Back to Lost Items") and a small timeline (created/updated) help navigation and transparency.

Post Item:

The wireframe illustrates a step-style form for posting a lost or found item. At the top, there's a navigation bar with links: LostNFound, lost item, Post lost item, Notification, and Profile. Below the navigation is a main form area titled "Posting an item". This area contains several input fields: "Name" and "Location" in separate boxes, followed by a box for "Item image(upload option)". A large box for "Description" follows. Below these are two more boxes: "Date Found" and "Category". At the bottom of the form are two buttons: "Post Item" and "Clear Form". At the very bottom of the page is a footer section with "Footer: Contact us" and "Social media links".

A simple, step-style form to create a new lost/found post, capturing **Name**, **Location**, **Image (upload/URL)**, **Description**, **Date**, and **Category**. Fields validate inline (required, email / URL format, reasonable date) and show a compact **live preview** so users see exactly what will be published. Primary actions are **Post Item** (creates with status *Open* and redirects to the item detail) and **Clear Form**. Small tips beneath fields guide what to include (e.g., proof-of-ownership hints) and a brief safety note appears near the contact section.

Login:

LostNFound lost item Post lost item Notification Profile

Sign in

Sign in Create account

Email address

Password

Sign in

Footer: Contact us Social media links

A centered auth card offers tab ‘**Sign in**’ with clear fields for email and password. Inline validation shows format/strength hints and explains campus-only access if required (e.g.,@northeastern.edu). Helpful links include **Forgot password** and a brief privacy note about how contact info is used on posts. On success, users are redirected back to their prior context (e.g., the post form or item they were viewing).

Create Account:

LostNFound lost item Post lost item Notification Profile

Create account

Sign in Create account

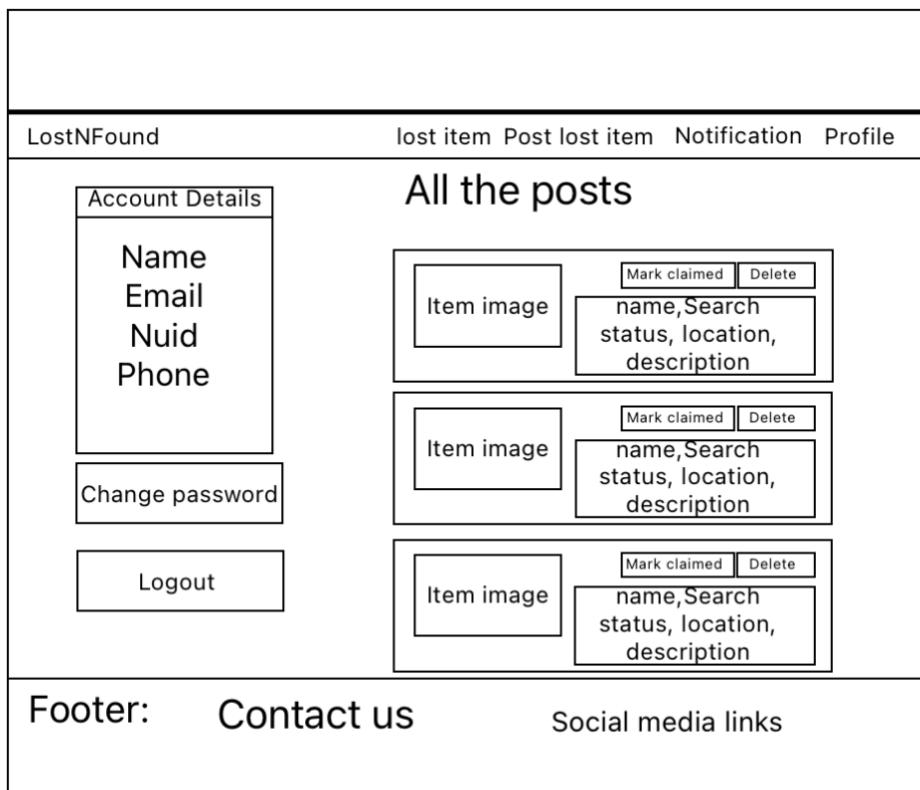
NUID
Full name
Phone number
Email address
Password
Confirm password

Create account

Footer: Contact us Social media links

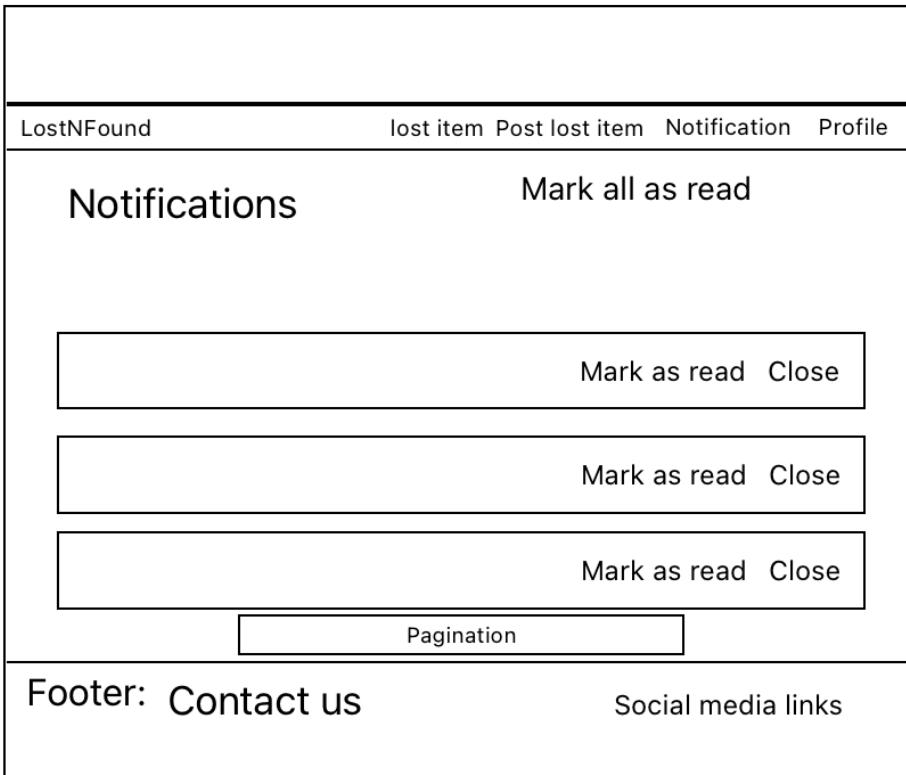
A centered auth card offers tab 'Sign in' with clear fields for email and password. Inline validation shows format/strength hints and explains campus-only access if required (e.g., @northeastern.edu). Helpful links include **Forgot password** and a brief privacy note about how contact info is used on posts. On success, users are redirected back to their prior context (e.g., the post form or item they were viewing).

Profile Dashboard:



A two-column dashboard shows an **Account panel** on the left (name, email, NUID/phone) with quick actions for **Change Password** and **Logout**. The main area lists **My Posts** as compact cards with image, title, location/date, and a status pill, each offering **Edit**, **Delete**, and **Mark as Claimed/Returned** actions. Filters (status/date) and a small counter help track open vs. resolved posts. Edits and password changes open in lightweight modals, so users stay in context.

Notifications:



A clean feed lists timestamped alerts related to your posts—match suggestions, claim requests, messages, and status changes—each entry linking directly to the relevant item. A top “**Mark all as read**” control and per item **Mark as read / Close** actions keep the inbox tidy. Simple filters (Unread/Read, Type) and pagination help manage long histories. Badges on the nav show the unread count, and read items de-emphasize visually.