

13/01/2025 - Client Kick-off Meeting Notes:

- Collecting donation
- Main task: Getting and distributing income
 - Collect from different areas:
 - Offline donation
 - Donation boxes, daily/weekly basis
 - Physical collector with a desk
 - Online collection: website and mobile
- Currently, they have website
 - Base: SharePoint in-house and online
 - In-house: front and back
 - Development: 3rd party: they developed the website. They are improving it from many departments. They are mainly outsourcing.
 - Developed a REST api that communicates with Sharepoint to get data for the application
 - Want to collect amounts from donors, they want to show this data in the real world
 - Donors who accessed the website can see the projects
 - Give the users to choose multiple projects to donate
 - Options: payment gateway, and call center
 - Allow the donor to to the donation through the application
- EXPECTATIONS: what we can provide?
 - Make visually impaired individuals donate
 - Phone application!
 - Need: a simpler donation method
 - Supporting the internal staff to deliver to the beneficiary
 - Focus: increasing people into digital donation

The mobile app is developed in-house:

- Database sql server
- They use microsoft solutions
- Open source flutter for the App
- API keys to access data (backend)
- Reads data and exposes it based on requirement
- API communicates with SharePoint
- Database of projects
- Data is given to the marketing
- They need to collect a target amount from any donor

- Dotnet is for backend along with the java
- Flutter open source is used for the UX, also for the backend communication. You can build for both iOS and Android.

Task: expose the data into the real world, beneficiary-supported. This much is collected from all projects. The donor should see the project and if they want to donate they can do more than one project.

Deduction because of bank commissions

This should be in both mobile application and website. What are they expecting :

- donor , there are disabled people , how can we allow them to donate?
- Supporting the delivering staff to deliver to the beneficiary.
- Preferred to implement in applications
- Seasonal support, distributing cards with third parties this card holds money for beneficiaries.
- All above is allocated budget projects
- For accessibility- maybe no need for login or entering phone number when donating.

Communication

Infrastructure team to manage servers (physical)

- **Security team** -> manages network security and system security (1 person)
 - **IT support team** (for end users for the internal application)
 - Small development team
 - Department head for consultation
 - Head of software
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Client Kickoff Meeting Questions:

Current systems

- **Data storage:**
 1. What is the current system used in QRCS for storing and managing data and information? (database, cloud solutions, on-premise system)
- **Tech Infrastructure:**
 2. What hardware, software, and networks are currently in use?
 3. Are there any significant challenges with the current infrastructure used?

4. Who are the primary users of the technology? And what technical skills do they possess?
5. Is there any existing technology training or support provided?
6. Who is responsible for managing the technology? Is there a dedicated IT team? Is it Out-sourced or In-sourced?
7. Is there a technology planning process or a dedicated budget for technology?

Collaboration and Expectations

- **Project Scope:**

8. What specific project or issue would you like us to focus on?
9. What are the pain points that created a need for improvement?
 - **Making the donation process accessible to visually impaired people**
 - **Suggest a step in the flow of the website**
 - **Adding 10 projects to the car and continue the payment process**
 - **Possibility of skipping steps**
 - **Distribution: a good possibility**
 - **Giving items as donations, storing in the warehouse**
 - **We could provide a solution to help people choose what products they need**
 - **Maybe a website page**

- **They use dotnet and flutter**

- **Flutter:**

- **Flutter helps building for both ios and android**
- 10. What are the desired outcomes and deliverables for this project?
- 11. How do you envision technology enhancing your operations or services?
- 12. Who are the primary users of the solution and what benefits do you hope the solution can provide them?
- 13. What services do you provide your partners and how will improvements be beneficial to the partners?

- **Resources and Support:**

14. What resources, data, or support can QRCS provide to assist us in this project? For example, who can be of assistance to us if we are facing technical problems?

15. Who will be our primary point of contact for guidance and information? What is their contact information (phone number, email address...)

- **Communication and Reporting:**

16. What is your preferred mode and frequency of communication during this project?

17. How would you like us to report our progress and findings?

- email

18. What is the most convenient time for the team to meet with you regularly each week?

- 33172691
- saheem@qrcs.org.qa

- Seasonal support: distributing card with a value to a beneficiary

- Also do box distribution based on family size, confirmed through sms
- Budget allocation

Mobile app :

- The challenge : flutter do not have the capability for accessibility
- Study flutter and what features they have for accessibility
- Focus on one software system
- Limit the scope of the project
- Will we have access to the mobile app code
- Doing an audit of their application,
- how can i add value to the client

21/1/2025 - Client meeting questions for Wednesday 5-6pm

Technology & Tools

1. What technology or tools are currently being used to support the donation process in your app?
 - Flutter (Google)

Design Preferences

- Are there any specific graphics or design elements you envision for the app?

No specific Designs:->

Branding Guidelines:

Fonts:

Colour Palatte:

Logo

, orange, green, purple,

- What color palette or tone aligns with your branding or user preferences?
 - This will be provided

User Interface (UI)

- Are there any specific UI changes or features you'd like to prioritize to enhance accessibility?

Language Options

- Should the app support both Arabic and English, or is there a preference for one language?

Platform Support

- Is it possible if the accessibility solution will only be available in Apple devices?
 - Should look at plugins in flutter for this to support apple and android

User Profiles and Personas

- Do you have an existing donor profile or user persona we should consider during development?
 - No need,
 - Currently we have donor profiles after logging in, in menu > profile > previous donations etc
 - Don't think it's necessary for blind people

Data Retention

- How long should user data be retained in the system?
- Are there any specific regulations or policies we need to follow regarding data storage?
 - A receipt in the app
 - SMS to their registered phone number

Donation Process Flow

- Is there an ideal way to ensure the donation process can be completed smoothly?
- How do you prefer to maintain communication with donors throughout the process?

Seasonal Considerations

- Are there any specific periods, like Ramadan, where donations peak that we should account for in the design?
 - Deep linking, which will take the donor to the
- How many transactions do you typically expect during these peak seasons?
 - 21,000 total transactions, 14183254QAR through

Technology Infrastructure

- Are there any technical constraints or requirements in your current infrastructure that we need to be aware of?
 - Backend APA
- We cant give the existing code because its too complex and there are many different donation process and payment integrations, which needs to be approved by the management.
- He suggests to build a prototype
- Like making a temporary database
- The client can provide test credentials for a payment gateway
 - For example using credit card in the gateway for testing processes

Project community partner meeting notes:

- Popularity of the QRCS platforms:
 - how many downloads does the app have?
 - Our mobile application has been downloaded 19.9K times on iOS and 10K times on Android.
 - how many visitors does the website have?
 - The QRCS website receives approximately 2.7 million visitors per month.
 - Do most donations to QRCS come through the application or the website?
 - Based on our data, donations are distributed approximately equally between the website and mobile applications.
 - Do you have data on the number of visually impaired individuals who are unable to use the application
 - Currently, we do/do not have specific data on the number of visually impaired individuals who face challenges using the application. However, we are actively working on enhancing accessibility features to ensure a more inclusive user experience.
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22/01/2025 - Weekly Client Meeting on Wednesday (5pm):

- Prior to the meeting we sent an extensive list of questions regarding the current processes in QRCS in terms of their app. This includes questions about their current technology and tools, any specific design/UI preferences that we should take note of, as well a re-clarification of the current pain point being the donation process flow.
- Following the meeting, our client provided us with a detailed documentation of their QRCS app.

05/02/2025 - Weekly Client Meeting on Wednesday (5pm):

- We sent a kind request to our client to ask questions regarding transaction data from the company's app and website, including the number of users on both platforms, as well as the number of donations coming through both platforms.
- We received his reply including the needed information which assisted us in writing our proposal.

24/02/2025 - Client Meeting for proposal approval on Monday (5pm)

- Meeting with Mr. Saheem and colleague Mr. Fardeen ahmad
- Proposal approved and discussed with the client and the app developer.
- No comments or feedback. All is good.

5/03/2025 - Weekly Client Meeting on Wednesday (5pm)

- Began development of the prototype, requested the font from the client that is currently being used in the QRCS app.
- Was told that the font is a paid font called "Boutros MarcoPolo"
- Found a similar one that is free to use for our prototype that also meets the Web Content Accessibility Guidelines (WCAG) being "Inria Sans font"

12/03/2025 - Demo Monday 1 - 2 pm

- After showing our client the demo of our solution, he approved it without any negative feedback to give.

19/03/2025 - Weekly Client Meeting on Wednesday 1 - 2 pm (Ramadan Time)

- We showed our client our progress with our advancements with Flutter. He liked our progress and the way we were moving forward.
- We gave him our general overview of how our progress will continue moving forward given the eid break and the fact that only 1 month is left.

26/03/2025 - Weekly Client Meeting on Wednesday (5pm)

- We showcased our continued progress of the prototype and our recent advancements.
- We also showed our client our plan for the peer reviews and the upcoming plans, goals, and accomplishments.
- We also explained our new changes that are in accordance to WCAG to ensure that it aligns with his expectations.
- Mr. Saheem was satisfied with our progress and is looking forward to our testing results soon.

09/04/2025 - Weekly Client Meeting on Wednesday (5pm)

- The team shared the outcomes of the recent peer review, highlighting key areas of feedback and the subsequent improvements made to the prototype.
- Mr. Saheem showed interest in the review findings and appreciated how the feedback was used to guide refinements.
- The team introduced the plan for screen reader testing scheduled for the current sprint.
- By sharing our screen, we showed both the wireframe and current prototype to visually explain the corrections. Mr. Saheem acknowledged the changes and expressed that the side-by-side comparison helped him understand the adjustments clearly.

17/04/2025 - Weekly Client Meeting on Thursday (1:30pm)

- Purpose: Training
- Showcased the problem: Lack of screen reader compatibility in the current donation page of the QRCS app
- Demonstrated the solution: Showed the new redesign of the donation page, along with how the screen reader is able to now read all elements of the page.
- Showed the client the documentation: the handover manual and the testing results