



## Community characteristics & orientation

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### Instructions

Research the community you are most interested in exploring using links from the UN Sustainable Goals website (<https://www.un.org/sustainabledevelopment/>) and others. In your exhaustive research, answer the following.

| Community characteristics   |  |  |
|---|--|--|
| Community life-cycle (current state)  |  |  |
| Where is your community in its life-cycle?  | What you need to focus on:   | Special needs  |
| <input type="checkbox"/> <b>Just forming</b><br>Need basic tools to connect, but not sure from there                        | Research and/or discuss the potential of some basic tools with members, explore what ideas it might give them, and see what they might bring in with them. |  |
| <input type="checkbox"/> <b>Self-designing</b><br>Information stage, but with a strong sense of what it wants to accomplish | Contribute ideas to the design. Analyze systematically the implications of their community design for technology, infrastructure, and technology skills.   |  |
| <input type="checkbox"/> <b>Growing &amp; restless</b><br>Ready to add new functionality to its tool configuration          | Try to make this a community reflection and self-design event. Does their restlessness suggest a major change, such as a transition to a new platform?     |  |
| <input type="checkbox"/> <b>Stable and adapting</b><br>Just needing some new tools  | How much disruption will the community tolerate? How will the new tools be integrated into or affect existing practices?                                   | In Regina, we are fortunate that there are many homeless shelters that ensure that the homeless are well fed, however this app will be a very beneficial tool that helps shelters, homeless individuals and restaurants to donate and distribute food. The app will not cause too much of a disturbance, it will only increase the amount of food the shelter hands out to people. It will be integrated into the already existing practices and using an application similar to UberEats, DoorDash or SkiptheDishes makes it very simple to use and adapt to. The restaurant might be overwhelmed with the disruption at first since they normally throw food out at the end of the day and |



will now need to package it up, but in the end, they are wasting less food and giving it to those who are less fortunate.

## Constitution

**Diversity:** How diverse is the community?

| Topic   | Your notes   |
|---|--|
| What are the different types of members and what are their levels of participation? | <p>According to a 2018 study, there were 286 homeless people in Regina. In the past 3 years that number has likely gone up due to the uncertainty of the COVID-19 pandemic. This total number of homeless individuals in Regina does not specify the age ranges of the individuals, religion, gender, race, or any disabilities they may have. It is important to realize that the homeless population has many different circumstances/conditions that effect each individual differently, and so we must ensure that we account for these differences when determining their levels of participation. Individuals who feel comfortable going to shelters will have a very high, passive participation since they will be getting food from there. Individuals who do not feel comfortable going to shelters will have low participation.</p> <p>Volunteer drivers are also needed to ensure the food gets dropped off to the shelters from the restaurant, the drivers will need to have high, active participation.</p> <p>Homeless shelters will also need to be involved since the food will be dropped off there and handed out to the homeless. Regina has few larger shelters however, some of them are religious shelters that certain homeless individuals may not be comfortable going in to get food from them. Homeless shelters will have a high, slightly active participation. Since they are only handing food out and not picking it up themselves, they do not need to do too much extra work.</p> <p>Restaurants are also very important since they will make requests for leftover food to be picked up from their store at the end of the day. They will have a high, moderately active participation. They may need to package up some of the food for delivery but they do not need to drive it all the way to the shelters.</p> |
| How spread apart is it in terms of location and time zones?                         | <p>Currently, the focus is only on Regina and helping the homeless community here. Eventually, it could be implemented in all of Saskatchewan and from there, the whole country, which would have very spread apart locations and many different time zones. As of now though, it is only in Regina and concentrated in a smaller location where more homeless individuals are found, like downtown Regina.</p>  |
| What language(s) do members speak?  | <p>Majority of the population in Regina will likely speak English well or at least have some knowledge of English but since the homeless population is likely very diverse, many individuals may speak many different languages and have a lower understanding of English.</p>   |
| What other cultural or other diversity aspects may affect your technology choices?  | <p>Many of the homeless individuals in Regina may not feel comfortable going to certain shelters. Younger homeless individuals may not feel comfortable asking for help in the first place either. Since there is so much diversity in Regina, it is important to account that some individuals may have limited or no knowledge and understanding of English so it is important to communicate with them clearer. In the case of individuals not being comfortable going to certain shelters, we may need to</p>  |



adjust our technology choices and maybe not allow restaurant managers to pick a shelter of their choice and instead drop it off to the most frequently visited shelter instead.

**Openness:** How connected to the outside world is your community?

| Topic   |   | Your notes   |
|---|---|--|
| How much do you want to control the boundaries of your community? Does your community need                                    | <input type="checkbox"/> To be private/secure<br><input type="checkbox"/> <b>Open boundaries</b><br><input type="checkbox"/> Both private & public spaces | The community needs to have open boundaries so that they can welcome and accommodate new members, we do not want anyone to feel left out and feel too scared to ask for food so we must be open and accepting new individuals. Even individuals who may not be homeless but still need food for the day, should be welcome to get some. There should not be any restrictions on who can get food since access to food should be a human right. |
| How does your community need to interact with other communities? Do you need common tools for sharing and learning with them? |   | Yes, the community will be interacting with the volunteer drivers when they drop food off to the shelters. It will also maybe interact with the restaurant owners if the shelters relay messages back to the restaurant owners. The community will also definitely interact with the shelters to get food.   |

**Technology aspirations**

**Technology savvy, tolerance, & constraints:** What are your community's technology interests and skills and patience thereof? What are the constraints imposed by technology factors?

| Topic  | Your notes  |
|--|---|
| How interested is your community in technology?  | The community itself will not be interested in technology because homeless individuals may not have access to technology or the internet. However, the technology will impact their lives since it will help them get food so they will have an interest in the app since it benefits them directly. The restaurant, shelters and drivers will also not need to be very interested in technology, instead they care more about helping the homeless.                              |
| What is their capacity for learning new tools?   | The restaurant managers will need a moderate capacity to learn new technology since they will need to request a driver to pick up their food leftover from the day. The drivers will need a moderately high capacity to learn new technology since they will need to accept the requests and let the shelters know they will be dropping food off to them. The shelters will only need a low capacity for learning new tools since they only need to accept and decline the food. |
| What is the range of skills? If their interests and/or skills are diverse, could it cause conflict or distraction? | The range of skills will be very moderate. Since the app will be very clear and easy to use, many users will already have experiences with similar apps like SkiptheDishes, and so it will be a very limited range of skills. Many restaurants already use a food delivery app to allow users to order their food online and so they have experience there, and many drivers will have experience with technology since they have likely used food delivery apps themselves.      |
| How tolerant are members of the adoption of a wide variety of tools?   | The homeless individuals, shelters and drivers are likely very tolerant of the adoption of a wide variety of tools. Restaurants may not feel comfortable or ready to adopt these new tools and may be reluctant at first.   |



|   |   |
|---|---|
| How many technological boundaries are they willing to cross, e.g. sign in to more than one web-based tool, learn to use new tools, or give up old favorites? This helps you understand what level of integration you need.                          | Shelters are likely very busy, so they would prefer a simple technology where they will not have to cross too many boundaries so it is more efficient. Restaurants are also on a tight schedule and would likely prefer to request pickup in a very fast and efficient way so that their employees can go home on time and not need to wait around for any drivers. The drivers are volunteering their own time so they will likely be willing to cross more boundaries: they will need to contact the restaurant to accept their request and the shelters to ask if they need to the food. |
| What are your members' technology constraints (e.g., bandwidth, operating systems, etc.)?   | The restaurant and shelters must have a smartphone, tablet device, or computer with them at the restaurant and have working internet. The drivers will likely need to have cellular data so they can contact the restaurant and shelters away from home and so that they are able to be tracked by the restaurant/shelters to see how far or close they are.  |
| How much time are members able to be online and from where (office, home, field)? Some people have limited online time, or are able to be online only in specific locations. Others are always on. Very diverse situations can affect participation | All members are able to be online at all times, from all locations. However, shelters and restaurants will only need to be online while in the shelter/restaurant. The drivers will need to be notified while they are at home or anywhere, and then will need to drive to both locations while still being online so the restaurant and shelters can see how far they are. Restaurant owners who are looking to create an account can do it at all times and from anywhere.  |

## Community orientation

**Relevance to community:** Use the range from 0 (no relevance) to 5 (high relevance) to determine what matters most to the community. Look at these from the perspectives of the different types of members (under "constitution"). Also discuss the "value-added" to each member group

| 0                        | 1                                   | 2                        | 3                        | 4                        | 5                        | Orientations   | Variants   | Key activities/your notes  |
|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|--|--|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <b>Meetings</b><br>Many communities place a great emphasis on regular meetings where members engage in shared activities for a specific time. Meetings, and the visible participation of members, assert the community's existence | <input type="checkbox"/> Face-to-face/blended<br><input type="checkbox"/> Online synchronous<br><input type="checkbox"/> Online asynchronous                   | The driver will need to meet with the employees of the restaurants and the shelters. These are not regular, scheduled meetings but they are still necessary. The homeless individuals will also need to meet in the shelters to get food, these also are not regular or planned meetings, they rely completely on whether restaurants donate food that day or not. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <b>Open-ended conversation</b><br>Some communities maintain ongoing conversations as their primary vehicles for learning. Open-ended conversations are common when a community is co-located and people keep the                   | <input type="checkbox"/> Single-stream discussions<br><input type="checkbox"/> Multi-topic conversations<br><input type="checkbox"/> Distributed conversations | Although it is not necessary for the restaurant and the shelter to be in contact, it would be nice for some conversations every so often. It would help restaurants know how many  |



|                          |                          |                          |                                     |                          |                          |  |  |   |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--|--|---|
|                          |                          |                          |                                     |                          |                          | conversation going as they “bump” into each other.   |  | people they are helping and give them more incentive to continue donating and it would be nice for the shelters to thank the restaurants and let them know if there are every any problems.   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <b>Projects</b><br>In some communities’ members want to focus on particular topics, go deep, and collaborate on projects to solve problems or produce useful artifacts. Learning is not just a matter of sharing knowledge or discussing issues. Members need to do things together in order to develop their practice. Projects usually involve a subgroup within the community | <input type="checkbox"/> Practice groups<br><input type="checkbox"/> <b>Project teams</b><br><input type="checkbox"/> Instruction  | The shelter, drivers and restaurants would form a team working towards the best way to give food to the homeless and what the best types of food to donate would be.  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <b>Content</b><br>Some communities are primarily interested in creating, sharing, and providing access to documents, tools, and other content. Valuable and well-organized content is a useful resource for members  | <input type="checkbox"/> Library<br><input type="checkbox"/> Structured self-publish<br><input type="checkbox"/> Open self-publish<br><input type="checkbox"/> Content integration   | Not applicable.   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <b>Access to expertise</b><br>Some communities create value by providing focused and timely access to expertise in the community’s domain, whether internally or externally. Communities with this orientation focus on answering questions, fulfilling requests for advice, or engaging in collaborative, just-in-time problem solving  | <input type="checkbox"/> Questions & requests<br><input type="checkbox"/> Access to experts<br><input type="checkbox"/> Shared problem solving<br><input type="checkbox"/> Knowledge validation<br><input type="checkbox"/> Apprenticeship & mentoring | Not applicable.   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <b>Relationships</b><br>Some communities focus on relationship building among members as the basis for both ongoing learning and being available to each other. This orientation emphasizes the interpersonal aspect of learning together. Communities with this orientation place a high value on knowing each other personally,  | <input type="checkbox"/> <b>Connecting</b><br><input type="checkbox"/> <b>Knowing about people</b><br><input type="checkbox"/> Interacting informally  | The shelters would need to connect with and build a relationship with the homeless people. They should be more comfortable going to the shelter for food. The shelter and restaurant should also connect so they can let the restaurant know what food is okay to send and how to |



|                          |                          |                          |                          |                                     |                                     |   |  |   |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|---|--|---|
|                          |                          |                          |                          |                                     |                                     | emphasizing networking, trust building, and mutual discovery  |  | package it so it is clean and safe to eat.  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <b>Individual participation</b><br>Learning together happens in the context of a group, but it is realized in the experience of individuals. People bring different backgrounds, communication styles, and aspirations to their participation in a community. People have different levels of commitment, they take on different roles, and they use tools differently  | <input type="checkbox"/> Levels of participation<br><input type="checkbox"/> Personalization<br><input type="checkbox"/> Individual development<br><input type="checkbox"/> Multi-membership       | The community relies on having multiple members, like employees at the shelter and restaurants, drivers and homeless individuals. The drivers must be willing to participate and the restaurant and shelters must be willing to develop independently to solve any problems they end up facing.   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <b>Community cultivation</b><br>Some communities are happy with loose self-organization and unplanned evolution, while others thrive on attention to community cultivation. They have a need to reflect on the effectiveness and health of the community to make things better, joined with a willingness to work on it   | <input type="checkbox"/> Democratic governance<br><input type="checkbox"/> Strong core group<br><input type="checkbox"/> Internal coordination<br><input type="checkbox"/> External facilitation   | The process of getting food to the homeless individuals in Regina will require a lot of internal coordination, shelters must let homeless people know that they have the possibility of getting food at the end of the work day, the restaurant must contact the driver and the driver must pick and drop the food off in time. The driver cannot arrive to the restaurant late since the employees will need to leave work soon and so the driver must take that into consideration. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <b>Service context</b><br>In some cases, serving a specific context becomes central to the community's identity and the ways it operates. They may live inside an organization, whose charter their practice needs to serve. They may have a mission to provide learning resources to the world or to recruit members widely. Or they may seek interactions with other communities whose domain complements their own | <input type="checkbox"/> Organization as context<br><input type="checkbox"/> Cross-organizational<br><input type="checkbox"/> Other related communities<br><input type="checkbox"/> Public mission | The public mission is helping homeless individuals who have trouble getting food to eat throughout the day. In general, we would prefer to just ensure that all people in Regina have food to eat every day and do not go to sleep hungry.  |

Scratchpad (other interesting insights, questions/answers, etc.)





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