

## **A7: Project Charter**

LIS615

Date: 10/26/2023

Team Name: Five Guys

Project Members: Pavan Agarwal, Zijie Wang, Ying-Hsuan Huang, Akshay Saraf

### **Purpose of the Project**

The goal of this project is to enhance the user experience of the UHS online booking system by reducing the time and effort required in the vaccination form and confirmation process for students. This will ensure that students can easily access the booking system and schedule their vaccinations without unnecessary delays or difficulties, leading to increased efficiency, user satisfaction, and compliance with vaccination schedules.

### **Project Scope**

The project will focus on:

1. Streamlining the vaccination form by introducing auto-fill features.
2. Simplifying the vaccination form by removing redundant or unnecessary fields.
3. Implementing a segmented form with progress bars to help students understand their completion status.
4. Enhancing instructions for better user clarity.

Activities out of scope:

1. Complete redesign of the UHS online platform.
2. Physical logistics related to the vaccination process.

### **Deliverables**

1. Redesigned vaccination form with auto-fill capabilities.
2. Updated user interface for the segmented form with progress bars.
3. Comprehensive user guidelines and instructions.

### **Costs**

Considering the redesign of specific features, hiring UI/UX experts, backend developers, and testing: The estimated cost is \$50,000.

### **Project Schedule**

- Start Date: 11/01/2023
- End Date: 02/01/2024
  - Milestone 1 (Form redesign and auto-fill): 11/30/2023
  - Milestone 2 (Segmented form with progress bars): 12/31/2023
  - Milestone 3 (Final testing and deployment): 01/25/2024

### **\*\*Measures of Success\*\***

1. At least a 50% reduction in the average time taken by students to fill the vaccination form.
2. User satisfaction rate above 85% after the implementation of changes.

3. Less than 5% error or issue reports related to the new features within the first month of launch.

### Stakeholders

Name	Engaged/Affected	Expected Benefit	Concerns	Power	Interest
UHS Administration	Engaged	Streamlined process leading to better student turnout.	Implementation challenges	High	High
Students	Affected	Easier booking process.	Data privacy	Low	High
IT Department	Engaged	Streamlined system maintenance.	System compatibility	High	Medium

### Communication Plan

- Team Communication: Weekly meetings via Zoom on Thursday at 3 PM. Daily updates via Google Chat.
- UHS Administration: Monthly progress report and feedback sessions.
- IT Department: Bi-weekly check-ins to ensure technical feasibility and discuss challenges.
- Students: Surveys and feedback forms after the beta release of the new features.