Personas

**Descriptive Name**: Jeremy System Admin

Vital Statistics:

Age: 40

Job: System Administrator

Family Situation: Married, 2 children, aged 7 and 10.

Goals/Needs:

1. Needs the website to be cheap and run on a small server.
2. Wants the website online at most times and for it to crash rarely.
3. Wants the source code of the website as well as a manual on it as he will be the long term maintainer.
4. Needs to be emailed the second the website goes down for any reason, as well as be given crash logs.
5. Wants the database of the website to have a rollbacking feature in case it gets corrupted.
6. Needs to be able to reset users passwords/login info, change the roles of people.

Motivations:

1. The sense of superiority for helping a charitable organization.
2. To make the world a better place.
3. Earn some extra income while taking care of his family.
4. To prevent volunteers from having frustrations themselves with the website.

Frustrations:

1. The website takes way too much processing power and resources to run on a cheap server.
2. The website is going down frequently at random times throughout the day, but not emailing him about it.
3. The source code for the website is terrible and there is no documentation available.
4. The database is corrupted and there is no rollback feature, meaning all information is gone.

Activities:

1. Setting up and maintaining a server with the website that Group 41 has created.
2. Helping users reset their passwords and such.
3. Fixing bugs as they come up
4. Rolling back the server.

Technical Usage/Proficiency: Jeremy is an Applied Computing masters graduate who is very comfortable with a desktop computer. He can use mobile and touchscreen devices if required.

Epics:

1. As Jeremy, I want an emailing system that properly emails me an extensive crash log and debugging info when it goes down.

2. As Jeremy, I want a rollbacking feature for the server/website if the data ever gets corrupted.

3. As Jeremy, I want to be able to manage everyone's account.

User Stories:

Epic 1: Error Email System

As Jeremy, I want to be emailed when the server goes down, so that I can investigate the problem.

As Jeremy, I want the website to have extensive crash logging so that I can know exactly what goes wrong.

Epic 2: Rollback Feature

As Jeremy, I want the database to automatically save itself periodically, in case data is corrupted.

As Jeremy, I want the database to be able to be switched out with a different database, so that if the most recent one is corrupted an older one can be used instead.

Epic 3: Account Managing

As Jeremy, I want to be able to reset peoples passwords, in case they’ve forgotten their password.

As Jeremy, I want to be able to edit the permissions of peoples accounts, in case their role at the company has changed.

As Jeremy, I want to be able to delete accounts, in case the account is wasting space (or has a bad name maybe? Idk if our accounts will have names)

**Descriptive Name: Laura Volunteer (No account)**

**Vital Statistics:**

* Age: 25
* Occupation: Student
* Family Situation: Single, no children

**Goals/Needs:**

1. Laura wants to contribute to her community by volunteering at the coop store.
2. She needs a flexible volunteering schedule due to her fluctuating class timetable.
3. Laura wants to know about available volunteer shifts and events without needing a registered account.
4. She hopes to gain experience in retail and customer service.

**Motivations:**

1. Desire to give back to the community and support a cooperative store.
2. Interest in learning about sustainable and ethical business practices.
3. Gain experience and skills that will help in her future career.
4. Connect with like-minded individuals who share her values.

**Frustrations:**

1. Difficulty in finding available volunteer shifts and events.
2. Lack of access to real-time updates regarding shift availability and store events.
3. Unable to sign up for shifts easily without going through a complicated process.
4. Challenges in coordinating her volunteering with her academic schedule.

**Activities:**

1. Checking for available volunteer shifts and events.
2. Assisting with stocking shelves and organizing products.
3. Helping customers and providing information about products.
4. Participating in store events and community outreach programs.

**Technical Usage/Proficiency:** Laura is moderately proficient with technology. She uses a smartphone for communication, web browsing, and basic app usage but may require guidance when using new software or apps.

**Epics:**

1. As Laura, I want to easily view available volunteer shifts and events without requiring an account, so that I can plan my volunteering activities accordingly.
2. As Laura, I want a simple and intuitive way to sign up for volunteer shifts and events without the need for a registered account, so that I can easily contribute my time.
3. As Laura, I want to receive timely notifications about upcoming volunteer opportunities and store events, so that I can plan my participation effectively.

**User Stories:**

**Epic 1: Access to Shifts and Events without an Account**

* As Laura, I want to browse and view available volunteer shifts and events on the coop store's website without needing to create an account, so that I can easily find opportunities to volunteer.
* As Laura, I want to filter and sort available volunteer shifts and events based on dates and preferences (e.g., morning shifts, weekend events), so that I can easily find opportunities that align with my availability.

**Epic 2: Easy Sign-Up for Volunteer Shifts and Events**

* As Laura, I want a straightforward and efficient way to sign up for a volunteer shift or event, providing essential details such as my name and contact information without needing a registered account, so that I can participate without any hassle.
* As Laura, I want to be able to quickly sign up for a volunteer shift or event by providing my basic contact details and selecting my preferred time slot, all in a seamless and user-friendly interface.

**Epic 3: Timely Notifications for Volunteer Opportunities**

* As Laura, I want to receive email notifications or SMS alerts about new volunteer shifts and events, so that I can stay informed and plan my schedule accordingly.
* As Laura, I want to receive instant notifications via text message or email as soon as a new volunteer shift or event is posted, ensuring that I don't miss out on opportunities.

**Descriptive Name**: MatthewManager

Vital Statistics:

Age: 34

Job: Shop Manager, also works as a lab tech on campus

Family Situation: Married, 1 child, 3 years old

Goals/Needs:

1. Matt wants to work part time while finishing his graduate degree.
2. He wants to know if one of his volunteers or staff cannot make it to a shift so that he can schedule in a replacement.
3. Living only a few blocks from Broadway, Matt needs a reliable local grocery store now that the Extra Foods has closed.
4. Be able to sign up volunteers who don’t have access to technology in store.
5. Be able to make new shifts available online for volunteers to sign up for.

Motivations:

1. Make locally sourced and organic food available to his community.
2. Get the staff discount on products to lessen the financial burden of having a young family.
3. Earn some extra income while going to school.
4. Help enhance the living situation of those living in the Broadway area.

Frustrations:

1. Has no warning if a volunteer is going to be a no-show.
2. Can not specify how many workers are needed for a specific day
3. Cannot see both volunteer and staff schedules in the same window/calendar.
4. He is unable to specify which tasks a volunteer is responsible for.

Activities:

1. Creating new volunteer shifts.
2. Finding replacements for people who drop a shift.
3. View how many hours someone has volunteered in a month to check if they qualify for discount.
4. Create special event shifts for when we put on or participate in an event in the community.

Technical Usage/Proficiency:

Matthew is a biology grad student who has taken several comp-sci classes. He is quite proficient with technology. He prefers his laptop to his phone, and mouse and keyboard to touchscreen.

# Epics

1. As MatthewManager, I want to be immediately notified of someone dropping a shift, so that I can quickly find a replacement for the shift or republish that shift for sign up.
2. As MatthewManager, I need to be able to create and delete shifts, so that volunteers can sign up and keep the store properly staffed.
3. As MatthewManager, I want to be able to view someone’s volunteer history, so that I can check if they are eligible for a discount and know how reliable they are.

# User Stories

Epic 1: Shift Dropping Notification

* As MatthewManager, I want to be notified of dropped shifts, so that I can create the new schedule.
* As MatthewManager, I want to see a list of available volunteers and their contacts, so that I can easily find a new person to work the dropped shift.

Epic 2: Shift Creation

* As MatthewManager, I need to be able create new shifts, so that we can create a volunteer schedule.
* As MatthewManager, I want to specify what job a volunteer is doing, so that I know that all needed jobs are completed in a day and the volunteer knows what is expected of them.
* As MatthewManager, I want to be able to specify if the shift is for a special event or daily tasks in the store.

Epic 3: View History

* As MatthewManager, I want to easily view how many times and how many hours someone has volunteered for us, so that I know if they qualify for the volunteer discount.
* As MatthewManager, I want to be able to mark it down on someone’s file if they are inconsistent, so that the staff and I won’t be surprised if they do not show up.

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Age: 34

Job: Shop Manager, also works as a lab tech on campus

Family Situation: Married, 1 child, 3 years old

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**Descriptive Name**: Sarah - Active Volunteer (User Account)

**Vital Statistics:**

- Age: 32

- Occupation: Environmental Scientist

- Family Situation: Married with two children

**Goals/Needs:**

1. Sarah wants to continue her regular volunteering efforts at the co-op.

2. She seeks a user-friendly online platform to easily access and sign up for volunteer shifts.

3. Sarah wants to maintain a record of her volunteering hours and contributions.

4. She aims to engage in more leadership roles within the cooperative.

**Motivations:**

1. Passion for supporting sustainable and locally sourced food initiatives.

2. Desire to set an example for her children by actively participating in community service.

3. Building a strong network of like-minded individuals in the community.

4. Using her professional skills in environmental science to benefit the co-op.

**Frustrations:**

1. Difficulty in finding and signing up for specific volunteer shifts.

2. Limited visibility into her past and upcoming volunteer commitments.

3. Challenges in tracking her volunteer hours and contributions accurately.

4. Desire for increased involvement and leadership but uncertain about available opportunities.

**Activities:**

1. Logging into the co-op's online platform to check and sign up for upcoming volunteer shifts.

2. Actively participating in organizing and executing cooperative events and programs.

3. Assisting in sustainability and environmental initiatives within the co-op.

4. Keeping records of her volunteering hours and contributions for personal and co-op purposes.

**Technical Usage/Proficiency:** Sarah is highly proficient with technology. She uses a smartphone, laptop, and various apps for communication, work-related tasks, and organizing her volunteering activities.

**Epics:**

1. As Sarah, I want a user-friendly platform to easily access and sign up for specific volunteer shifts, so that I can continue contributing to the food co-op efficiently.

2. As Sarah, I want a comprehensive record-keeping system within my user account to track my volunteering hours and contributions accurately.

3. As Sarah, I want to explore opportunities for increased involvement and leadership roles within the cooperative, ensuring that I can contribute more effectively.

**User Stories:**

**Epic 1: Access and Sign-Up for Volunteer Shifts**

1. As Sarah, I want to log into my user account on the co-op's website and easily view available volunteer shifts and events, ensuring that I can plan my volunteering efforts effectively.
2. As Sarah, I want to filter and sort available volunteer shifts based on dates, times, and preferences (e.g., evening shifts, weekend events) so that I can align my availability with my volunteering commitments.

**Epic 2: Comprehensive Record-Keeping System**

1. As Sarah, I want to maintain a record of my past and upcoming volunteer commitments within my user account, including hours worked and tasks performed, so that I can keep track of my contributions.
2. As Sarah, I want to generate reports or summaries of my volunteering history for personal records and to share with the co-op, demonstrating my dedication to the organization.

**Epic 3: Opportunities for Increased Involvement**

1. As Sarah, I want to explore and apply for leadership roles and responsibilities within the cooperative through my user account, ensuring that I can contribute more actively and effectively.
2. As Sarah, I want to receive notifications about leadership opportunities and new initiatives within the co-op, keeping me informed and engaged in community service.