

QUIET App Project

Sprint 0 Demo/Recap

A photograph of three people gathered around a table, looking at a red smartphone held by an older woman on the right. A young man on the left and a young woman in the center are also looking at the screen. They appear to be discussing something on the phone. The setting is indoors with large green plants in the background.

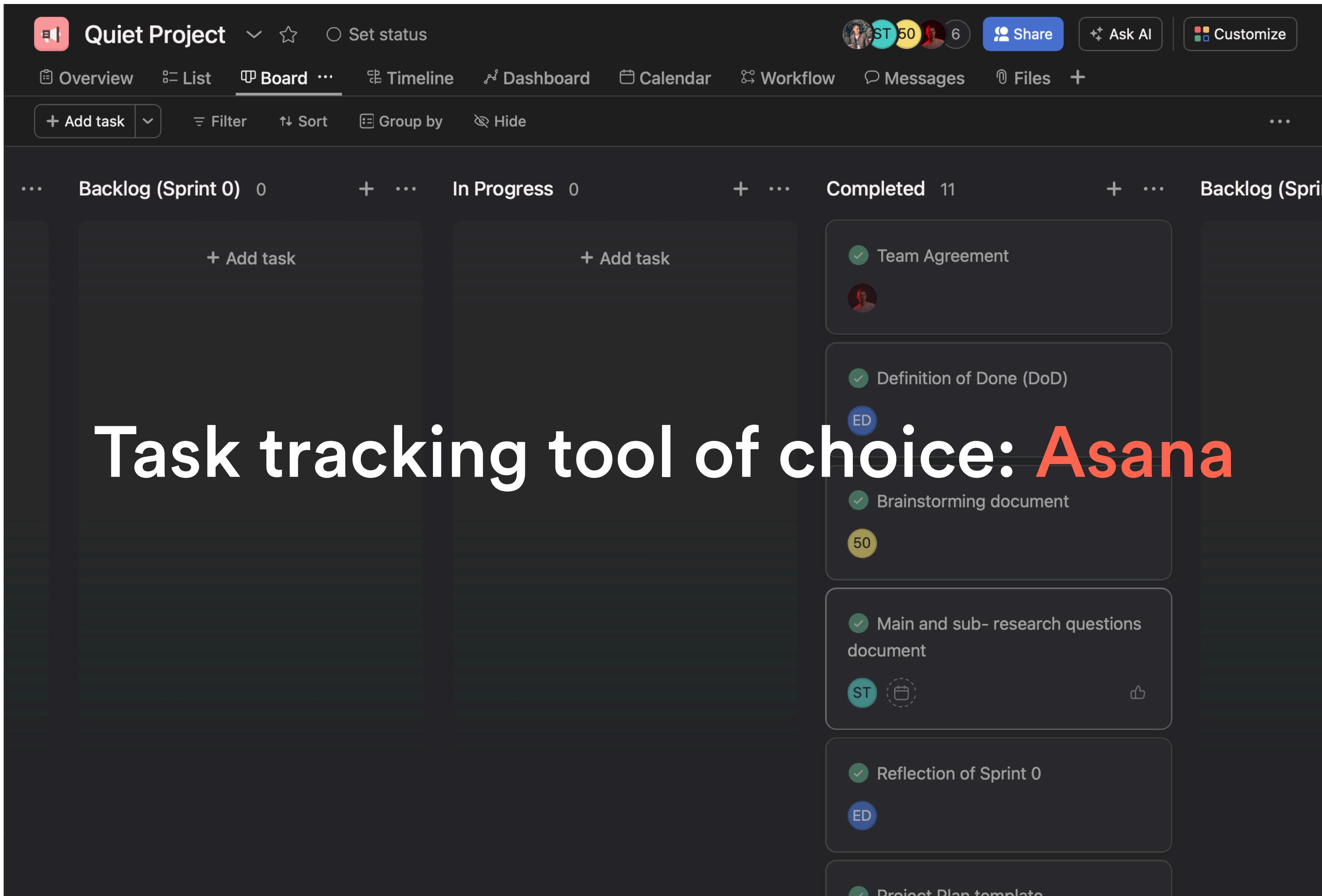
The Assignment

What we learned during the kick-off

- 1.Quiet 500 - 500 poorest people
- 2.Provide theatre tickets
- 3.Improving lives, sharing stories, empowering (encouraging)
- 4.600-member household, 2k people
- 5.Hidden poverty
- 6.Fund raising, nationwide sponsors
- 7.Geluksmomentjes (moments of happiness)
- 8.Intranet per community
- 9.Communication app ? (a struggle at the moment)
- 10.Sponsor satisfaction is important
- 11.Multicultural community
- 12.Identity with a geluksmomentje ticket at the sponsor place to redeem the offer
- 13.Sponsors sometimes have contact with members
- 14.want to have more insight into GM (geluksmomentje) usage
- 15.good mix of icons and labels

Scrum in our team

- A. Product Owner (Alexander):** Represents stakeholders of Quiet Eindhoven and is responsible for maximising the value of the product.
- B. Scrum Master (Elena):** Ensures the team follows Scrum practices, helps remove impediments, and facilitates Scrum events.
- C. Development Team (Dilyan, Salem, Katerina, Melisa):** A cross-functional group that does the work of delivering the product.

 Quiet Project

Set status

ST 50 6 Share Ask AI Customize

Overview List Board Timeline Dashboard Calendar Workflow Messages Files +

+ Add task Filter Sort Group by Hide ...

... Backlog (Sprint 0) 0 + ... In Progress 0 + ... Completed 11 + ... Backlog (Sprint 0) 0 + ...

+ Add task + Add task

Team Agreement

Definition of Done (DoD)

ED Brainstorming document

50

Main and sub- research questions document

ST ED

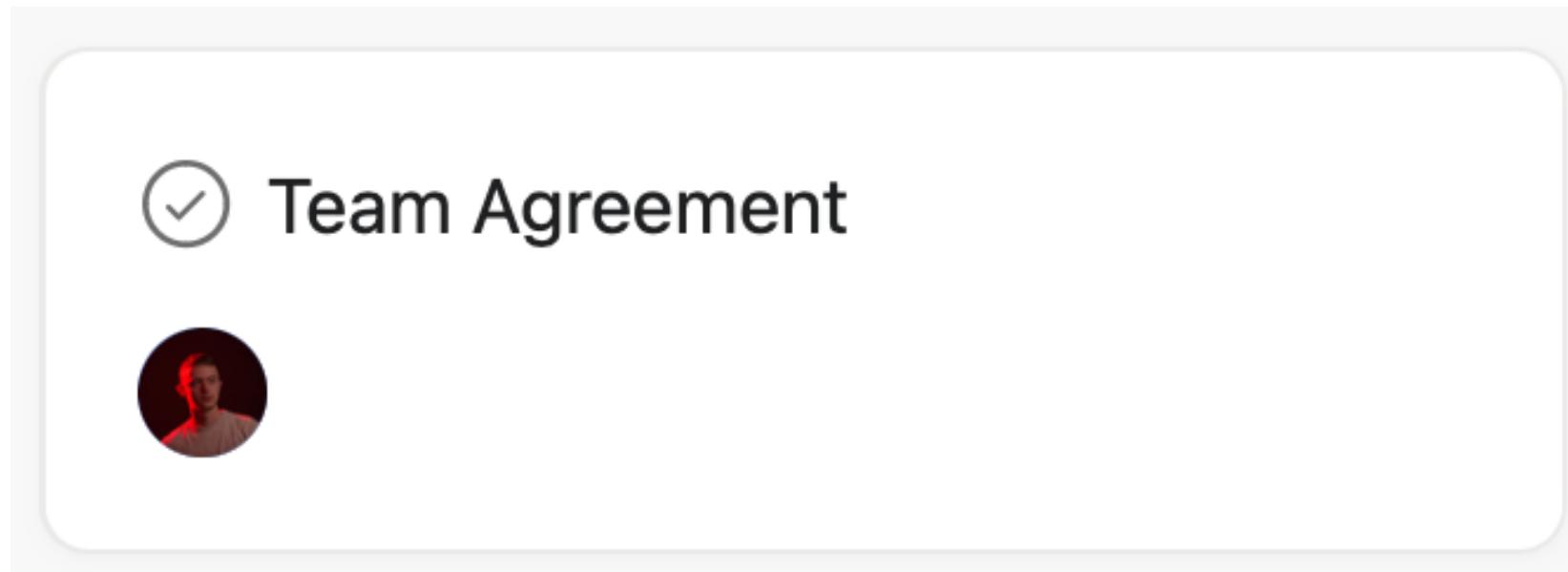
Reflection of Sprint 0

ED

Project Plan template

Task tracking tool of choice: Asana

Tasks Completed:



Team Agreement

Group Members:

- Dilyan Mezev
- Alexander Murashka
- Elena Damakova
- Katerina Markova
- Sayem Taher
- Melisa Sahin

General Agreements / Conditions

1. Every Time you're late it will be kept track of, the one who has the most points has to buy the group a pizza. If you miss a deadline a point will also be added.
**Also, if you're going to be late be sure to notify! **
2. The points will be tracked at the bottom of this document.
3. If a team member has reached 5 points (failing to meet deadlines, arriving late), a meeting will be held with the member concerned. Agreements are made during this conversation.
4. If you cannot come to school, you should always let the group members know.
5. If a team member is late for a valid reason (e.g., public transport problems, illness, etc.), the participant must report this in the WhatsApp Chat in time and not at the time of meeting.
6. In the event of absence with a valid reason, the participant must report this at least one day in advance in the chat.
7. Team members must stick to the schedule. So, assignments must be finished at the time indicated in the schedule.
8. Team members create the assignments that are given. If a team member's name is on the assignment, he/she is responsible for this assignment.
9. Completed assignments must be placed in the shared Google Drive (or WhatsApp) so that everyone can view the progress. All assignments that have been made are placed here.
10. During the lessons, each group member asks for feedback on his or her assignment. Each group member is responsible for his/her own feedback.
11. When a group member gets stuck somewhere, they must report this to the rest of the group in time, so that the deadline can be met without putting extra pressure.
12. If a team member wants to work from home, this will be communicated to the group at least one day in advance.
13. Everyone checks their own papers to check for structure, grammar, and language errors. At the end of an assignment, 1 person also checks for structure.
14. At the end of the entire project, one person checks again for structure, grammar, and language errors.

Main and sub- research questions document

ST

Quiet Eindhoven

Main and Sub-research questions

Context

Quiet Eindhoven is a community initiative aimed at addressing hidden poverty by facilitating interactions and transactions between members (receivers of "geluksmomentjes"), sponsors (providers of "geluksmomentjes"), financial sponsors, and community volunteers. The initiative leverages a digital platform to manage communications, resource distribution, and stakeholder engagement.

Goal

The formulated research questions aim to guide an investigation into how technological solutions can best support Quiet Eindhoven in achieving its mission. They focus on enhancing the platform's functionality, improving stakeholder interaction, ensuring equitable resource distribution, and maintaining the sustainability of the initiative.

Main research question

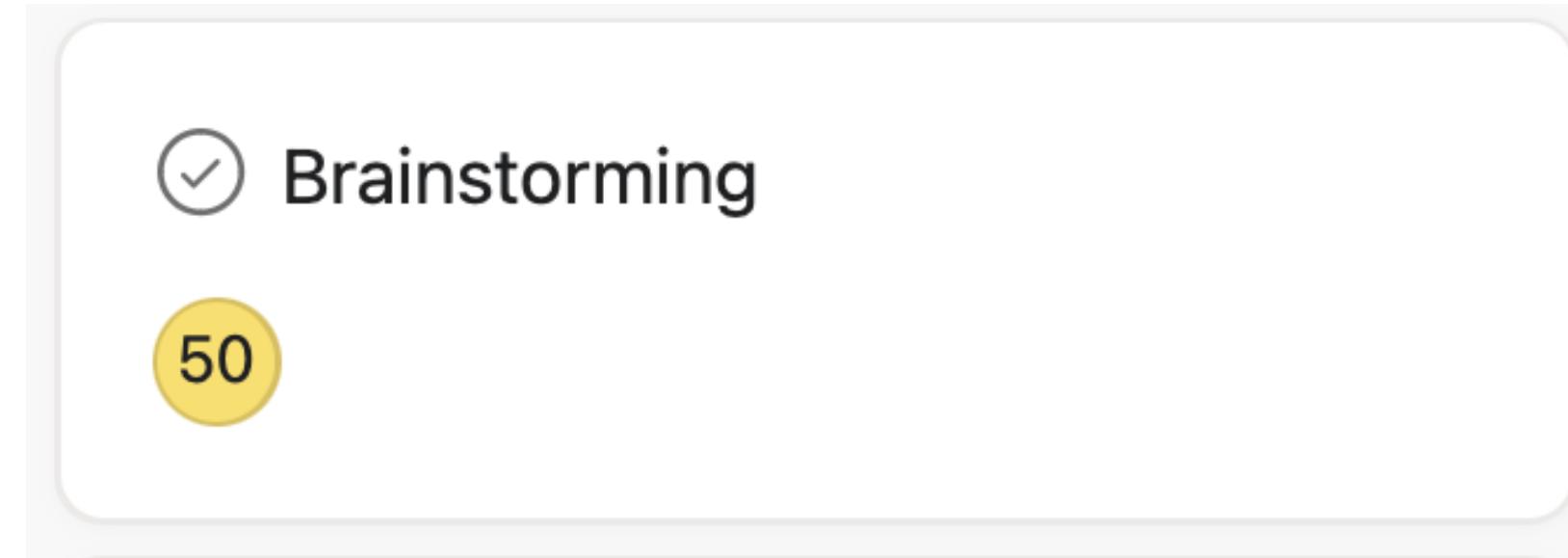
How can a digital solution be offered to optimize the effectiveness of community-based initiatives like Quiet Eindhoven in addressing hidden poverty through improved stakeholder interaction and resource allocation?

Sub-research questions

How can the digital platform be designed to ensure high engagement and accessibility for members, especially those not fluent in the local language or unfamiliar with digital technology?

How can the digital platform be developed to ensure fair and equitable distribution of "geluksmomentjes" among members based on criteria such as category, gender, age range, and frequency of previous benefits?

How can the digital platform facilitate improved communication and coordination between sponsors and community volunteers while easing the challenges that volunteers face to manage enrollment and allocation of 'geluksmomentjes'?



1. Objective

The objective is to develop an app for Quiet that is both easy to use and intuitive. This app will provide features and information specific to sponsors, members, volunteers, and donors. It will simplify correspondence, facilitating connections and teamwork for all. The app will directly contribute to Quiet's goal of enabling those living in poverty to attend events that they otherwise would not have been able to. It will make sharing information more effective, better coordinate the use of resources, and give every user a smooth experience. The app seeks to empower all parties to collaborate more successfully by attending to their individual needs, which is in line with the organisation's mission to improve lives and strengthen communities.

2. Guidelines

- Focus on creating an intuitive user interface for different target groups.
- Prioritise features that will streamline communication and resource sharing.
- Consider the multilingual nature of the user base.
- Ensure data security and privacy, especially for sensitive information.

3. Main Themes

- User Roles and Permissions
- Communication Channels
- Resource Distribution
- Multilingual Support
- Donation Management

4. Ideas

Theme 1: User Roles and Permissions

Idea 1: Implement role-based access to customise the user experience for sponsors, members, volunteers, and donors.

Idea 2: Provide a dashboard for each user role to quickly access relevant information and actions.

Theme 2: Communication Channels

Idea 1: Integrate multi-channel communication, including calls, WhatsApp, emails, and an in-app messaging system.

Idea 2: Implement push notifications for important updates and reminders.

Idea 3: Provide a central feed for news, updates, and event notifications.

Theme 3: Resource Distribution

Idea 1: Create a centralised repository for "geluksmomentjes" resources, including vouchers and tickets.

Idea 2: Allow sponsors to upload and manage "geluksmomentjes" for members.

Idea 3: Implement a tracking system for resource distribution to members.



Reflection of Sprint 0

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Reflection of Sprint 0

In conclusion of our project plan, we would like to evaluate sprint 0. First of all, both primary and secondary research methodologies were used to obtain the information and understanding needed to guide the development and use of our app. This has not only given us an extensive understanding of the requirements of the Quite Eindhoven community, but it has also brought to light how crucial it is to incorporate functions like the "geluksmomentje" allocation process and an intuitive user interface.

The most important thing we did was create our team agreements. These agreements, which have been developed collaboratively, cover more ground than just deliverables and dates. They also cover communication, solving conflicts, and mutual support as we navigate the difficulties of development. They have previously proven their worth by building a collaborative environment where tasks have been assigned and personal skills are maximized.

But as with any initial sprint, there were difficulties. We had to compromise and negotiate in order to arrange our individual schedules to maximize our collaborative work periods. Even though there was an overwhelming feeling of excitement as the project got in progress, we also had to control our enthusiasm by sticking to our Scrum methods and procedures.

As much as project planning and research, Sprint 0 has been about developing the team. The relationships and comprehension that have grown between us during this period are just as much deliverables as the documents that we have created. Looking ahead, we approach the upcoming sprints with a feeling of solidarity in purpose, certain that the base we've laid is strong and that our team is prepared to take on the difficulties of making the Quite Eindhoven app a reality.



Competitive Analysis document





Competitive analysis

VI. Nextdoor

VII. GoFundMe

VIII. Kiva - Lend for Good

App	Features and functionality	Integration Capabilities/ Cost Efficiency	Best Practises to borrow
Benevity	Corporate giving, volunteering, and grant management. Tailored to engage employees in philanthropy.	Integrates with corporate HR systems; pricing may be subscription-based with potential for custom quotes based on organization size.	Employee Engagement: Encourage companies to engage their employees in philanthropy, enhancing the sense of community involvement and responsibility. Integrated Corporate Social Responsibility (CSR): Provide tools for managing CSR initiatives, allowing companies to easily incorporate giving and volunteering into their culture.
Uber Eats (Client app = Community Members)	Food ordering and delivery, with a user-friendly interface and customer review system.	Can integrate with various payment systems; generally cost-effective for users but includes service fees.	User-Friendly Interface: Ensure the app is intuitive and easy to navigate, enhancing the user experience for all stakeholders.
Uber Eats Orders + Uber Eats Manager (Business apps = Sponsors)	Restaurant-facing app for managing orders, menu updates, and business analytics.	Robust integration with point-of-sale systems; pricing models may involve commission fees.	Real-Time Updates: Implement real-time status updates for requests and deliveries, providing transparency and timely information.
Uber - Driver: Drive & Deliver (Volunteer side)	App for drivers to manage ride and delivery requests, earnings, and navigation.	Seamless integration with mapping services; cost efficiency varies based on driver incentives and fare structure.	Efficient Matching System: Develop an algorithm that efficiently matches community members with sponsors, akin to how customers are matched with restaurants.
Eventbrite	Event discovery, ticketing, and management services for both organizers and attendees.	Offers API integration; cost-efficient for free events, with fees applied to ticket sales for paid events.	Event Management: Incorporate robust event management tools to help community members and sponsors organize and participate in events. Ticketing System: Develop a streamlined ticketing process for events and services provided by sponsors.



Risk Assessment document



Risk Assessment

Risk	Probability	Impact	Mitigation
Project team misunderstand the requirements	Highly unlikely	Extremely harmful	By setting up this project plan with all the required details all parties can know exactly what is required. Referring back to the plan frequently will prevent most of this risk.
Users have inaccurate expectations	Likely	Harmful	Between students, and teachers clear discussion about quality and expectations should be discussed.
Impacted individuals aren't kept informed	Unlikely	Harmful	The students will report frequently about their progress.
Decisions are incomplete	Likely	Slightly harmful	When decisions are made, these should be documented (Canvas) and agreed upon by both parties, answering all questions.
Project team lacks the authority to complete the work	Likely	Slightly harmful	The team as a whole is responsible for all deliverables. All deliverables can be tracked using the Canvas course.
Delays in training impact the project	Highly unlikely	Harmful	When one of the subjects is delayed, this should be communicated between the team and teacher to find an appropriate solution.

Gantt Chart

MS

Secondary Research on Quiet's Organisation



Secondary Research

**Quiet Community App
Secondary
Research**

QUIET

Introduction

Quiet is an organization that actively engages in mitigating hidden poverty by facilitating a unique system of exchanges they refer to as "geluksmomentjes" (moments of happiness). These exchanges occur between members who receive benefits and sponsors who provide them, underpinned by financial sponsors who support the system financially. In this document we will outline the key aspects of their organisation.

Detailed Organizational Processes

Member Interaction

Enrollment and Communication: Members are enrolled through various communication methods, ensuring inclusivity even among those not fluent in Dutch. The proposed app could include language selection and simplified interfaces to cater to this demographic diversity.

Receiving Benefits: Currently, members can receive tickets or vouchers either physically or electronically. The app should streamline this process, allowing for real-time notifications and digital storing of such vouchers for easy access and redemption.

Sponsor Engagement

Provision of Benefits: Sponsors provide "geluksmomentjes" that need to be managed and allocated effectively. The app should incorporate a flexible backend that allows sponsors to update their contributions dynamically, track their engagements, and receive feedback from members.

 3 Concepts document



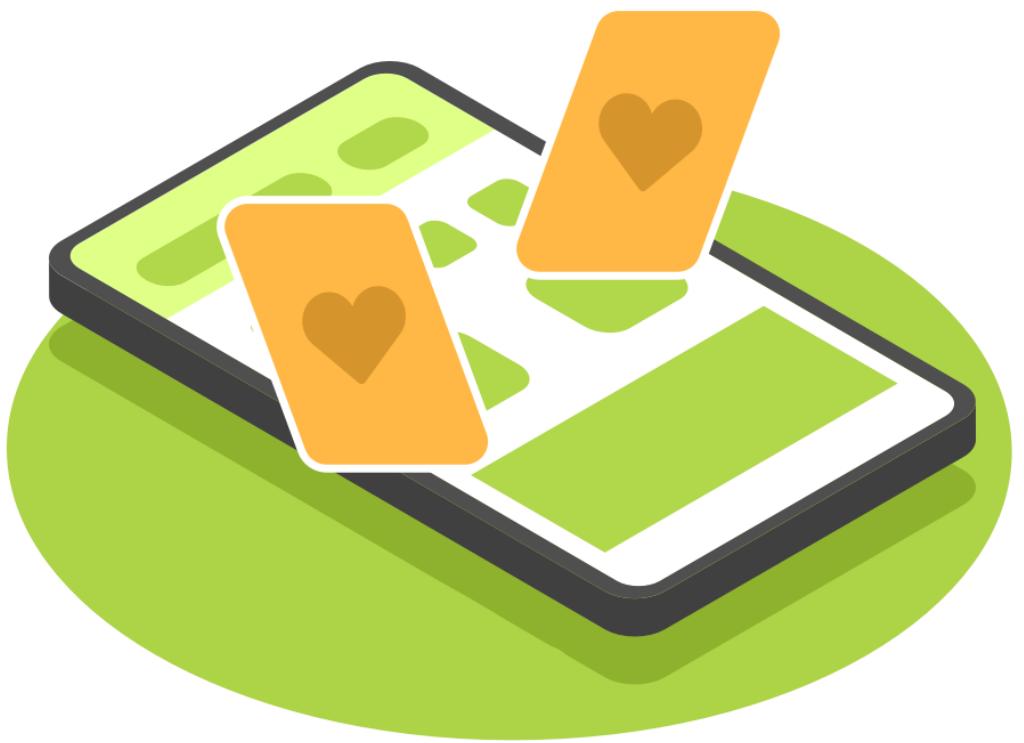
Concept 1: The Community Connector App

This app serves as a centralized digital hub for community engagement and support, designed to enhance interactions between members, sponsors, and volunteers. It's envisioned as a multi-functional platform that integrates aspects of social networking, event management, and resource sharing tailored to a community-oriented environment. The app should be highly interactive, user-friendly, and supportive of inclusivity, fostering a vibrant community spirit.



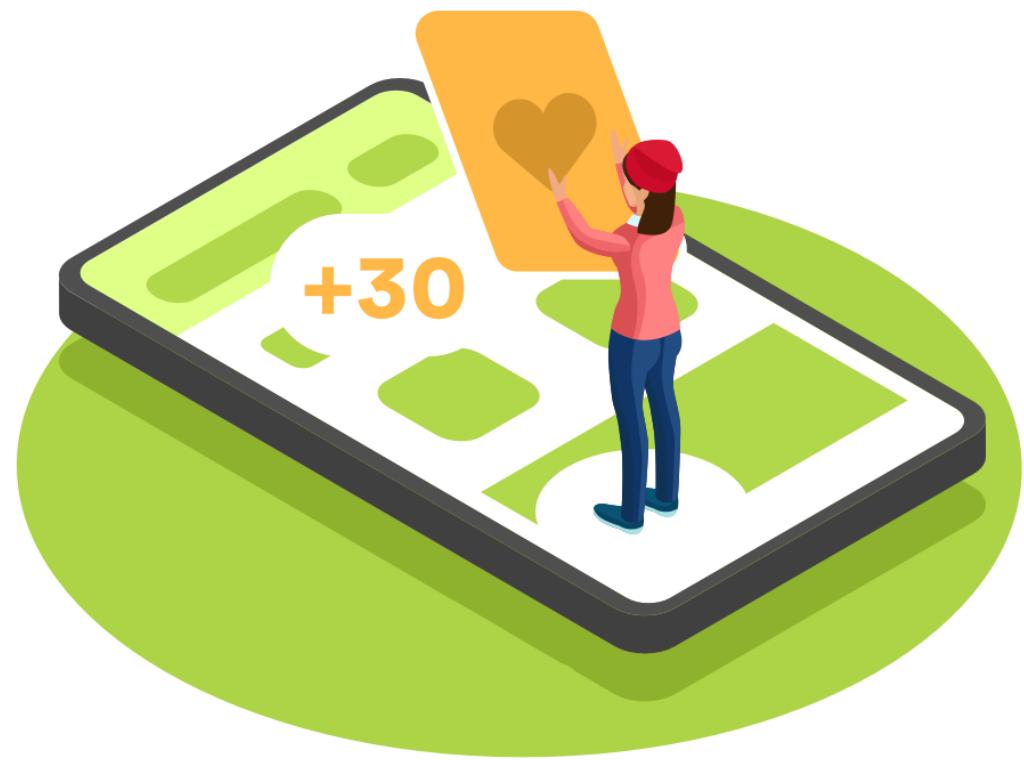
Concept 2: The Quiet Navigator App

The Quiet Navigator App is designed as a logistics and operations tool primarily focused on efficiently managing the distribution and tracking of "geluksmomentjes." It combines the ease of use seen in consumer apps like Uber Eats with the functional depth of business management tools, tailored to meet the specific needs of Quiet's operational dynamics.



Concept 3: The Quiet Impact Tracker App

The Quiet Impact Tracker App is focused on visualizing and managing the impact of community activities, donations, and "geluksmomentjes." This app is primarily designed as a tool for tracking and reporting the effects of various initiatives within the Quiet community. It serves as a bridge between members, sponsors, and volunteers, providing real-time data on the contributions and outcomes of the community's efforts, tailored to enhance transparency and encourage more active participation.



Retrospective

Start, Stop, Continue Retrospective

Title | Date: 05/05/2024

