Declaration

I, Jiezhi Geng, declare that this assignment, titled PingPong Pathways, is my own original work and has not been copied from any other source except where explicitly acknowledged. I have not engaged in plagiarism, collusion, or any other form of academic misconduct in the preparation and submission of this assignment. All sources of information and data used in this assignment have been properly cited and referenced in accordance with the prescribed guidelines. I have not used unauthorized assistance in the preparation of this assignment and have not allowed any other student to copy my work. I am aware that any breach of academic integrity may result in disciplinary action as per the policies of Monash University, which may include failing this assignment or the course, and further academic penalties.

Signature: ___Jiezhi Geng_____   Date: _____14/08/2025_____

Github Check

Enter your Github details here.

Github Username *Enter your username here*	icanplaystar
Repository Shared? *Have you started and shared your assignment repository with your tutor yet?*	No

Self-Evaluation

Rate your performance for each criteria. Put a ✓(tick) in the box where you think your work belongs.

Criteria	Exceeds Expectations	Meets Expectations	Needs Improvement	Fail to meet expectations
Executive Summary	✓			
User Personas	✓			
Sitemap	✓			
Wireframes/Low-fidelity Prototype	✓			

<Full Name>
<StudentNumber>

Section 1: Executive Summary

Project Title: PingPong Pathways — A Community Table Tennis Web Application for Health & Inclusion

This project proposes a modern, accessible, and responsive web application for a Melbourne-based not-for-profit (NFP) committed to improving community health through table tennis. Based on analysis of successful platforms such as headspace for location-based service discovery and VicHealth for inclusive community sport promotion, the design integrates proven engagement strategies into a tailored solution for the client's mission.

The client's objectives are threefold: **(1)** increase participation in inclusive, low-cost community sport, especially among retirees and older adults seeking gentle, social activity; **(2)** support newcomers, including international students, to engage in welcoming, beginner-friendly activities; and **(3)** streamline operations for event promotion, registration, volunteer coordination, and donations, while demonstrating measurable impact to stakeholders.

The primary audiences are retirees and older adults who value accessible sport for health maintenance and social connection, and young international students seeking affordable, beginner-friendly activities to reduce stress, make friends, and adapt to life in Melbourne. Secondary audiences include volunteers, coaches, partner venues, local councils, and donors who share the NFP's commitment to health and inclusion.

The application centers on two core experiences:

1.A Venue & Session Finder with suburb/postcode search, senior-friendly and beginner-friendly filters, accessibility indicators, and integrated map-based directions, inspired by headspace's "Find a Centre" functionality, reducing first-visit anxiety and ensuring sessions are easy to locate.

2.An Events & Registration system with clear scheduling, capacity indicators, concession pricing, and multilingual confirmations, streamlining participation and minimising barriers identified in VicHealth's community program feedback.

Supporting features include Getting Started guides for first-time players, Safety & Inclusion pages reflecting Table Tennis Victoria's inclusive practice statements, and Stories that showcase participant and volunteer experiences to inspire engagement. For staff and administrators, an Admin Dashboard tracks attendance, demographics, and satisfaction to inform program development.

Built with Vue 3, Bootstrap responsiveness, Pinia state management, and Firebase services (Authentication, Firestore, Storage, Cloud Functions), the platform enables role-based access, ratings aggregation, CSV/PDF exports, and secure communication. Accessibility adheres to WCAG 2.1 AA standards, ensuring keyboard navigation, semantic HTML, and text alternatives for all media.

Success metrics will monitor venue searches, registrations, ratios of first-time to returning users, retiree/student participation share, and post-session ratings. By combining research-driven design with user-focused functionality, PingPong Pathways will serve as a trusted, inclusive entry point for diverse community members to connect, stay active, and benefit from the mental and physical health advantages of table tennis.

Section 2: User Personas

MR. WANG

- Age: 62 years old
- Location: Eastern Melbourne
- Status/Role: Retired Electrician
- Seniority: Community Participant

DESCRIPTION

Mr. Wang is a retired technician who values routine, community connection, and gentle exercise. He wants to stay healthy and socially active after retirement, while finding activities that are accessible and culturally comfortable. His limited English means he looks for bilingual resources and simple registration processes.

PERSONAL CHARACTERISTICS

- Down-to-earth
- Friendly
- Cautious but open to new activities
- Values safety and inclusion
- Practical and detail-oriented

HOBBIES AND INTERESTS

- Morning exercise and Tai Chi
- Reading newspapers
- Chatting with neighbours at the community centre
- Attending local events
- Enjoying tea with friends

USER ROLES

- Event attendee
- Community group member
- Potential volunteer/helper

GOALS

- Maintain mobility and overall health
- Meet and socialise with peers
- Find nearby senior-friendly activities
- Join slow-paced, welcoming environments

CHALLENGES

- Limited English for online navigation
- Uncertainty about venue accessibility
- Anxiety about attending for the first time
- Unsure if equipment is provided

USER'S JOURNEY

Awareness → Checks website for "senior-friendly" events → Filters by location and time → Registers online → Receives bilingual confirmation → Attends event and shares feedback

NEEDS

- Senior-friendly filter with accessibility info
- Bilingual event details
- Simple, clear registration process
- Contact information for organisers

SOURCES OF INFO

- Local Chinese community bulletin boards
- Word of mouth from friends
- WeChat and community group chats

AISHA

- Age: 19 years old
- Location: Melbourne CBD
- Status/Role: International Student
- Seniority: University Freshman

DESCRIPTION

Aisha is a first-year student from Malaysia who is eager to explore Melbourne beyond her studies. She looks for affordable, beginner-friendly activities to reduce stress and make friends. She prefers events that are easy to find online, quick to register for, and close to public transport.

PERSONAL CHARACTERISTICS

- Curious and open-minded
- Friendly
- Tech-savvy
- Values inclusivity and diversity
- Slightly shy in new groups

HOBBIES AND INTERESTS

- Social media browsing
- Photography
- Exploring cafes
- Watching lifestyle vlogs
- Attending cultural festivals

USER ROLES

- Event attendee
- Potential ambassador for student engagement
- Word-of-mouth promoter among peers

GOALS

- Relieve academic stress
- Make new friends
- Improve her table tennis skills in a casual setting
- Join activities accessible via public transport

CHALLENGES

- Unfamiliar with local recreational options
- Nervous about attending alone
- Uncertain about equipment requirements
- Worries about missing out if events are full

USER'S JOURNEY

Awareness → Sees event via social media → Checks "Beginner-friendly" events on website → Registers online and pays → Receives email confirmation → Attends event and shares experience online

NEEDS

- Beginner-friendly event filter
- Transparent transport and cost information
- Photos/videos of past events
- Mobile-friendly registration and payment

SOURCES OF INFO

- University student groups
- Instagram and TikTok
- Friends and classmates

<Full Name>
<StudentNumber>

Section 3: Sitemap
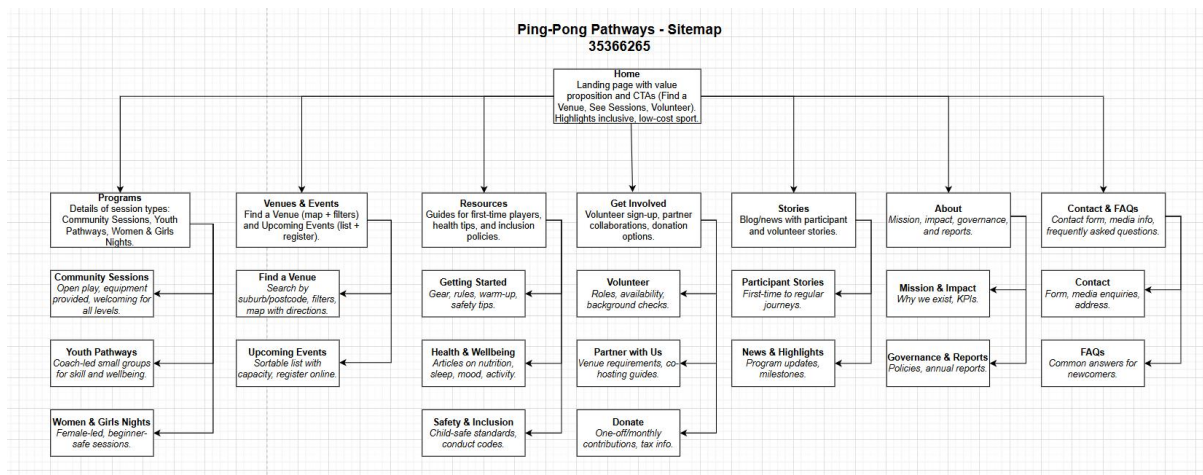
Home

Landing page with value proposition and CTAs (Find a Venue, See Sessions, Volunteer). Highlights inclusive, low-cost sport.

Programs

Details of session types: Community Sessions, Youth Pathways, Women & Girls Nights.

Venues & Events

Find a Venue (map + filters) and Upcoming Events (list + register).

Resources

Guides for first-time players, health tips, and inclusion policies.

Get Involved

Volunteer sign-up, partner collaborations, donation options.

Stories

Blog/news with participant and volunteer stories.

About

Mission, impact, governance, and reports.

Contact & FAQs

Contact form, media info, frequently asked questions.

Community Sessions

Open play, equipment provided, welcoming for all levels.

Youth Pathways

Coach-led small groups for skill and wellbeing.

Women & Girls Nights

Female-led, beginner-safe sessions.

Find a Venue

Search by suburb/postcode, filters, map with directions.

Upcoming Events

Sortable list with capacity, register online.

Getting Started

Gear, rules, warm-up, safety tips.

Health & Wellbeing

Articles on nutrition, sleep, mood, activity.

Safety & Inclusion

Child-safe standards, conduct codes.

<Full Name>
<StudentNumber>

Volunteer
Roles, availability, background checks.
Partner with Us
Venue requirements, co-hosting guides.
Donate
One-off/monthly contributions, tax info.
Participant Stories
First-time to regular journeys.
News & Highlights
Program updates, milestones.
Mission & Impact
Why we exist, KPIs.
Governance & Reports
Policies, annual reports.
Contact
Form, media enquiries, address.
FAQs
Common answers for newcomers.

Section 4: Wireframes/Low-fidelity prototype

Header: Logo | Navigation Menu | Login/Register

Search: Suburb/Postcode   [Locate me] [Search]

Filters Panel:
- Accessibility
- Women-only
- Cost (Free/Low)
- Hours
[Apply] [Reset]

Map Area:
- Venue Markers
- Popups with details
- Directions: User → Venue

Selected Venue Details: Name | Address | Next Session | [Register] [Directions]

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│           Header: Logo | Navigation Menu | Login/Register         │
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┌─────────────────────────────────────────────────────────────────┐
│           Upcoming Events   [Export CSV] [Export PDF]             │
├─────────────────────────────────────────────────────────────────┤
│                    Per-column search inputs                      │
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│                                                                   │
│                                                                   │
│                                                                   │
│                        Interactive Table:                        │
│                         - 10 rows/page                           │
│           - Columns: Date | Venue | Session | Cost | Rating | Actions │
│                        - Sortable headers                        │
│                         - Column search                          │
│                          - Pagination                            │
│                                                                   │
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└─────────────────────────────────────────────────────────────────┘
┌─────────────────────────────────────────────────────────────────┐
│      Pagination: « Prev | 1 | 2 | 3 | Next »   Rows per page: 10  │
└─────────────────────────────────────────────────────────────────┘
┌─────────────────────────────────────────────────────────────────┐
│      Quick filters: [Free] [Women & Girls] [Beginner] [Evening]  │
└─────────────────────────────────────────────────────────────────┘
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Declaration: Additional Help

Any tools that you used (including Gen AI or existing code reuse) must be declared here.

Note: GenAI is not allowed for coding purposes in any assignment,

However, you may use GenAI for brainstorming, problem solving and learning. You need to declare all such uses here. One row per help used. More details on how to acknowledge the use of Gen AI can be found here.

Name	Description
ChatGPT for problem solving	*I used ChatGPT to get feedback on my draft personas and sitemap to improve clarity and detail so they meet the "Exceeds Expectations" standard.*
ChatGPT for brainstorming ideas	*I used ChatGPT to brainstorm how to structure the Executive Summary, User Personas, Sitemap, and Wireframes. It helped me clarify the key elements and ensure they aligned with the assessment criteria.*