

Activity #1 Check-in Meeting Notes

Project: Food Bank Application

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Client: John Bailey

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Q1. Does the delivery option only serve customers that live in the communities near the food bank? If people ordered online, only a few of them can get the delivery option?

A1. There might be some miscommunication in the last meeting, the food bank does delivery across the city. But they are looking for a way to improve the delivery efficiency. If a customer books a delivery to their home, the food bank needs almost 2 days to complete the order.

Q2. Are we only working on the customers side for the application, or will the food bank need an option that can allow employees to have a different sign-up page where they can see information about customers and orders?

A2. For the food bank, the employee side is set up with the other system (CRM). There is a specific gate-way for group members and employees.

Q3. When a user signs up, should the registration page ask for all the information? Or just require basic information like username, password and email, and have a separate section to ask for more private and personal questions like income?

A3. We don't have the answer yet. Based on human behaviour study, we don't know which one a customer would prefer and which is the better option. However, the process should be simple and clear to all customers.

Q4. About the income question on the application.

A4. The food bank cares about the income question, but it is a private question for most customers. The food bank does not need an answer if people are unwilling to give their income.

Q5. For delivery service, is there any maximum number of deliveries per day?

A5. There might be around 350 hampers ordered that need delivery, but we do not know how many could be completed.

Q6. Will the food bank allow the customers to make any changes after they finished the order? If it is allowed, how can we deal with the difference between orders?

A6. Of course, the orders can be changed, but the food bank needs 24 hours' notice to change their schedule. People make changes all the time.

Overall: never turn a customer away and design a simple user interface