Final Project

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Throughout the SNHU Travel project, I had the opportunity to assume various Agile roles, each teaching me something new about team collaboration. As the Scrum Master, my focus was on keeping the team organized and moving forward. I helped plan sprints, led daily check-ins, and ensured everyone understood our weekly objectives. The best part of this role was witnessing how a few brief meetings could significantly impact alignment and resolve minor issues before they escalated.

When I worked as the Product Owner, the job shifted to understanding what the users really wanted. I used feedback from focus groups to write clear user stories, such as “Top Destinations” and “Customized Recommendations.” By turning raw input into features, I gained insight into the importance of clarity and direction for the rest of the team. Every decision had to connect back to what would bring value to the user, which gave the project a real sense of purpose.

As a Tester, I learned how important it is to look at the product through the eyes of the customer. I wrote and refined test cases that checked each user story against its acceptance criteria. Working closely with the Product Owner ensured that any questions or gaps were addressed before they caused problems later. It was satisfying to see how that back-and-forth between roles helped the whole project run smoothly.

Each role showed me a different side of Agile. The Scrum Master focuses on teamwork, the Product Owner on direction, and the Tester on quality. Together, they keep the project balanced and adaptable, which is what Agile is all about: communication, flexibility, and steady progress.

The Scrum-Agile process significantly simplified the process of turning user stories into finished features. Each story had a clear purpose and a defined endpoint, which kept the team focused on delivering something usable every sprint. Using short, repeatable sprints allowed us to plan just enough work to stay realistic and receive quick feedback before moving on to the next set of tasks.

During the SNHU Travel project, the backlog started with stories like Top Destinations, Cruise Preferences, and Customized Recommendations. We categorized these stories by effort: large, medium, or small, allowing us to plan balanced sprints that combined prominent features with smaller, achievable ones. The acceptance criteria attached to each story acted as a checklist for completion, giving the developers and testers an exact, clear definition of ‘done’.

Working in sprints helped every story stay on track. Daily stand-ups and backlog refinement meetings provided a space to address questions and make minor adjustments before they escalated into delays. For example, when creating the slideshow feature, communication with the Product Owner confirmed which images and captions fit the updated wellness-travel theme. That feedback loop saved time and prevented rework later.

By the end of each sprint, we had something tangible to show, an increment that matched the user stories and met the acceptance criteria. That rhythm of planning, building, testing, and reviewing turned a long project into a series of manageable goals. The Scrum-Agile structure not only helped us stay organized but also made completion feel continuous, one user story at a time, rather than distant.

When the SNHU Travel project changed direction, Agile practices enabled quick adaptation without losing momentum. During the development phase, management decided to shift the product's focus to highlight wellness and detox travel over general vacation options. This could have been a huge setback, but because we were working in short sprints, the change felt manageable rather than overwhelming.

The Product Owner immediately reprioritized the backlog, moving less-important stories aside so the team could focus on features that supported the new goal. As a team, we reviewed the completed work and determined what could be reused or updated to align with the new direction. For example, we adjusted the slideshow content and captions to reflect the wellness theme instead of starting from scratch. This served as a good reminder that Agile is built around flexibility, enabling us to respond to change rather than resist it.

Scrum ceremonies also helped keep everyone aligned during the transition. Sprint planning meetings and daily stand-ups provided a space to discuss how the new priorities impacted each role. Developers, testers, and the Product Owner were able to clarify next steps together rather than waiting for top-down decisions. The open communication and short feedback loops enabled the delivery of an updated, working product on time, even after a mid-project pivot. In the end, that interruption turned into an opportunity to practice what Agile really stands for: adaptability, collaboration, and delivering value even when the goalposts move.

Effective communication was crucial to the smooth operation of the SNHU Travel project. Agile relies on open dialogue, and our team made that a consistent habit. Between sprint planning meetings, daily stand-ups, and backlog refinement sessions, we always had space to ask questions and clarify details before they became roadblocks. This regular rhythm made it easy to stay aligned and adapt when priorities shifted.

One example of effective communication came from an email I sent to the Product Owner and Tester during development. In it, I asked for confirmation that the updated wellness slideshow design matched the new product goals and requested feedback on the image balance and caption readability. The message was short, direct, and focused on specific decisions that needed to be made to keep the sprint on schedule. That clarity helped us move forward quickly and avoid confusion later.

Another strong example came from a message I drafted while working as a tester. I reached out to the Product Owner to clarify several unclear user stories, like whether the Top Destinations feature should appear as a slideshow or list, and whether Cruise Preferences should include sortable columns for price and rating. This approach made it easier for the Product Owner to respond efficiently and ensured that our test cases matched the actual product requirements.

Beyond direct communication, we also relied on tools like Jira to keep everyone updated. Jira’s task boards and story tracking made progress visible to the entire team, letting us see who was working on what and when blockers appeared. That level of transparency kept collaboration strong and encouraged accountability across roles.

Together, these examples show how consistent, structured communication helps a team function efficiently. Whether through clear emails or shared project tools, every message had a purpose: to keep the team informed, reduce delays, and strengthen collaboration throughout each sprint.

Agile relies on structure just as much as flexibility, and the right tools make that balance possible. Throughout the SNHU Travel project, our team used a combination of Scrum events and organizational tools to stay coordinated and transparent. Jira was one of the most valuable tools we worked with. Its boards, story points, and sprint-tracking features helped us visualize progress and identify bottlenecks early. Everyone could see what tasks were in progress, what was blocked, and what was ready for review, which made accountability much easier.

Each Scrum event is tied to these tools in a meaningful way. During Sprint Planning, Jira helped us estimate story points and build realistic sprint goals. The backlog view made it easy to see how each user story connected to the overall project vision, allowing us to prioritize the most valuable items first. During Daily Scrums, we used Jira to review progress quickly, rather than relying solely on verbal updates. It gave us a shared visual reference for discussing blockers and tracking who was working on what.

For Sprint Reviews, Jira provided a clear record of completed stories and tasks. This made it simple to demonstrate what the team had accomplished and how it aligned with user needs. Pairing that with detailed test cases ensured that every increment met the acceptance criteria before being presented to stakeholders. Finally, during the Sprint Retrospective, we could review Jira’s metrics and discuss what went well or what needed improvement. Having that data made those reflections more concrete and action-oriented.

Overall, combining Scrum principles with structured tools like Jira gave the team both flexibility and discipline. The tools made collaboration smoother, the sprints more predictable, and the outcomes easier to measure. Agile may emphasize adaptability, but it has an organized system in place that makes that adaptability work in practice.

Using the Scrum-Agile approach for the SNHU Travel project was both practical and eye-opening. Overall, it proved to be a valuable framework for handling a constantly changing project, especially one with evolving goals and user expectations. The flexibility built into Scrum enabled the team to adapt mid-sprint, communicate openly, and meet deadlines without sacrificing quality.

One of the most significant advantages was how Agile encouraged continuous feedback. Through regular sprint reviews and daily stand-ups, we consistently had the opportunity to identify problems early and adjust before they escalated into significant issues. This steady rhythm of reflection and improvement helped maintain a strong team connection and kept us focused on delivering small, working pieces of the project each sprint. Tools like Jira also support transparency by making our progress visible to everyone, from the Product Owner to the testers.

The collaborative environment was another strength. Agile made it easy for each role, such as Scrum Master, Product Owner, Developer, and Tester, to contribute equally to the outcome. The open communication channels prevented misunderstandings and helped the team stay aligned even when requirements changed.

However, there were also a few drawbacks. Because Agile encourages flexibility, it can sometimes lead to scope creep if priorities shift too often. During the wellness-travel pivot, for instance, the team had to reorganize its work, leading to some short-term confusion. Additionally, Agile’s focus on frequent meetings can feel repetitive if the team doesn’t stay disciplined in keeping them short and productive.

Despite those challenges, the Scrum-Agile approach was the best fit for the SNHU Travel project. The project involved constant input from stakeholders and changing requirements, and Agile thrives in that kind of environment. Its emphasis on collaboration, adaptability, and delivering value in small increments made it ideal for managing the evolving goals of the travel platform. A traditional Waterfall approach would have struggled with mid-course corrections, but Agile allowed the team to adjust in real time and keep moving forward.

In the end, Agile not only supported project completion, but it also shaped a stronger, more communicative team that could handle change confidently.