ENSE 271 - Food Bank Hamper Site - Team Figs

Team Members
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Project Sponsor

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Project Background and Business Needs

The pandemic has caused an increase in demand for the food bank's assistance. This has put a strain on the food bank's current hamper system and they are unable to serve their customers as efficiently as they would like. This has created high wait times resulting in those who need assistance to hang up and solve their problem by themselves.

The food bank needs a system in place to reduce wait times so that there are fewer people leaving and more getting the help in need. The Regina Food Bank would like a system in place to help customers order food hampers in advance so that they can order food on their own time, reducing wait time severely and increasing those who are receiving food from the food bank.

Northstar Customers

Chronic and Episodic users of the food bank. They will be the ones who use the product the most

Carryover Customers

The one-time users of the food bank who will be using the product only once or twice to order their hampers

Assumptions
- The program will be created through WordPress

Limitations
- Knowledge of WordPress
- Experience in website design
- Having limited resources to produce the prototype on Wordpresss

Affinity Diagram + Empathy Map Findings

Key findings found through the affinity diagram and empathy map processes was the ability to return to the "homepage" from the selection screen, the idea that the website's UI should be enjoyable to look at, the idea of having selection dates, the idea that the site should be quick/easy to use, and idea that the site should be able to be used on the clients own schedule were all discovered in the affinity diagram/empathy map process. These functions were instrumental in coming up with and developing the final design of the website.

User Story Map/MVP Evolution

The USM and MVP started out as a very simple, linear design guiding the user through the process of creating an account, then selecting a hamper, then selecting a date, and finally confirming their order by checking out. It then evolved to include options such as CAPTCHA authentication system, and an auto renew hamper feature for returning users in future versions. Our design is a MVP because it has the bare minimum requirements, (client info, hamper selection, date/location selection, order confirmation), in order to solve the problem that it is required to solve. That problem being a website to help customers order food hampers in advance so that they can order on their own time, reducing wait times and dropped calls severely.

Prototyping Activities/People Centered Design

We wanted to build a prototype that was as simple and easy to use as possible. By going with a linear type program, that pushes the user through as they go, the user should be able to understand the process of their transaction and what they are required to do next. We also planed used metaphors to signify difference options, ie. car for delivery, cart for shopping cart, however these had to be scrapped because we could not find a good way to implement them with the

plug-ins we used for our site. We also used the North American cultural constraints of having buttons on the bottom right of the screen to improve the user's understandability.

Reflection on Results

We really enjoyed the concept of the project. It was something that none of us had really done before. It was great to see the entire design and build process with an actual client and believe this will be extremely beneficial when it comes to future jobs.

We feel that our ability to implement the course content into our build especially in activities one through three. We could have done a better job doing this in activity four but the lack of experience with WordPress definitely provided some issues. Our communication could have definitely been better throughout the process. There were times where it felt like it was three separate people working on a project instead of one team. That being said the communication improved by the time activities three and four came around. Another thing that could have been better was our execution of the final design but with the lack of experience we had we believe that it went alright.

The labs on AdobeXd helped us a lot in understanding the user story mapping, lo-fi prototype, Hi- fidelity prototype, and finally Wordpress. We were moderately successful in translating our prototype into Wordpress. We were able to translate our main design but when it came to some of the finer details and functions we experienced difficulties getting the complete functionality we wanted.

The people centered design ideas discussed in the lectures helped immensely with the development of our website design. They gave us guidelines to build our site from scratch so that

we knew what we were doing. Without the lectures and labs this project would have been a lot harder.

On future projects we would definitely try to implement an activity system again. It forced little bits of work to always be completed so that we were waiting until the last minute to complete everything. For future projects, one major thing we'd definitely do better is communicating, and assigning roles much earlier in the process. We started out slow with this project and it could be seen in activities 1/2 and even into 3.

WordPress Plug-Ins

Theme: Astra

Version: 3.7.9

The Astra theme is the main theme required to use the plug-in starter templates

Plug-In: Starter Templates

Rating: 5/5 (2,760 Ratings)

Last Updated: 3 Weeks Ago

Active Installations: 1+ Million

Starter Templates allows the developer to use a template to create their site instead of starting from scratch. We used Simply Natural

Plug-In: Easy Appointments

Rating: 4.5/5 (118 Ratings)

Last Updated: 1 Week Ago

Active Installations: 30,000 +

Allows the developer to add Booking Appointments to their site. The one downside is that everything is set to required and cannot be changed.

Plug-In: User Registration

Premium Cost: $79 - $399/yr depending on package ($299 - $899 Lifetime)

Rating: 5/5 (455 Ratings)

Last Updated: 4 Weeks Ago

Active Installations: 70,000 +

Implements a drag and drop registration/sign-in builder. Premium version adss feature such as,

geolocation, social media integration, account customizability, and more. It is avery good plugin

and we found it useful.