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# **Volunteer Connect**

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## **System Analysis Document (SAD)**

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**Version 1.0**

**07/29/2023**

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# 1. Introduction

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Volunteerism is at the heart of each thriving community, allowing organizations to deliver essential services and individuals to lend a hand. However, the process of connecting enthusiastic volunteers with relevant opportunities is complex and disassociated. Volunteer Connect intends to launch a website that will streamline and improve volunteer and organization management processes. With a focus on social welfare and civic volunteer activities in the Paranaque City area, Volunteer Connect will build a centralized database where organizations can publish volunteer needs and possibilities. Interested community members may browse the available options, create a volunteer profile, and register for open volunteer opportunities. Organizational administrators can then manage volunteer teams, and arrange schedules and assignments.

By harnessing the power of technology to unite dedicated volunteers with organizations addressing crucial community needs, Volunteer Connect has the potential to increase volunteerism, magnify impact, and strengthen the spirit of service in Paranaque City. This proposal outlines the key features and system scope and modules for the Volunteer Connect website, allowing our community to build connections that matter.

## 1.1 Project Overview

Volunteer Connect is a software system to improve volunteer management processes for social and civic welfare volunteer activities in the Paranaque City Area. The purpose of the website is to establish a centralized platform for volunteers and organizations to come together and collaborate on community service projects. The system will allow volunteers to search for volunteer program opportunities based on their desired interests and availability. It will include a user-friendly interface that will streamline the volunteer application process, allowing volunteers to apply for activities that resonate with them. The system will also authorize organizations to manage their program schedule and desired number of volunteers.

Volunteer Connect's target audience is twofold: volunteers and organizations in the Paranaque City Area interested in participating in social and civic welfare volunteer activities.

The primary objective consists of various smaller objectives of equal importance, every single one of which ultimately leads to the final product. These specific objectives are as follows:

1. Registration of new users: Any user can access the application as a guest to enjoy the basic features provided, but registration is required to gain full access. The registration process is separated depending on the user type (volunteer, organization).

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2. Authentication: Registered users can log in and manage their volunteer activity.
  3. Event posting: organization users may publish volunteer events wherein interested volunteers may submit applications.
  4. Participation in events: This is a direct method for volunteers to become involved in volunteer programs. Based on the information gathered, the organizations may accept or reject them.
  5. Notifications: Volunteers will be notified about their upcoming program schedule and whether they were accepted or denied. Organizations will also be notified when an interested applicant registers for their program.

To achieve the requirements of each given objective, choices made during the project development phases must meet high-quality standards. Thus, the key elements that will be addressed are the enhancement of usability through an intuitive user interface, the responsiveness of the website to user requests, and the security of user data and resources that can be obtained by unauthenticated users.

## **1.2 Problem Statement**

Finding volunteer opportunities is a significant problem. Even if organizations advertise volunteer programs on their websites, volunteers must find ways to get involved or find other means to discover activities or projects that interest them. A similar problem exists on social media platforms like Facebook, which organizations also use to publicize events: volunteering opportunities from many organizers cannot be located on a single platform.

Non-profit and civic organizations in Parañaque City face challenges in recruiting, managing, and retaining volunteers to support their social welfare initiatives. Many organizations lack the resources and tools to effectively advertise their volunteer needs. At the same time, community members in Parañaque City who are interested in volunteering have a few centralized places to find out about local volunteering opportunities. Due to a lack of matching platforms, missed connections between motivated volunteers and organizations emanate.

There are two issues present: a lack of visibility and the online centralization of volunteer programs. These challenges impact organizations, which struggle to run their programs and serve their communities, and volunteers who want to lend a helping hand. Thus, this demonstrates a clear need for an online volunteer management system to connect organizations and volunteers in Parañaque City.

As a result, a web-based application that manages volunteer processes and provides a common interface for presenting volunteer programs from many organizations could address the concerns specified. A centralized platform could increase the exposure of volunteer programs and make it easier for volunteers to identify suitable opportunities.

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## 1.3 Background Information

Parañaque City is an urban area located in Metro Manila, Philippines, with an increasing need for structured social and civic welfare initiatives. The city is home to diverse communities, some of which face various social challenges, such as poverty, infrastructure issues, and access to healthcare and education. The city's local government and numerous non-governmental organizations (NGOs) are engaged in various social and civic welfare activities to address these issues, often relying on volunteers to extend their reach and impact.

The global trend toward digital transformation has been steadily making its way into the nonprofit sector. More and more organizations are turning to digital solutions to streamline their operations, improve productivity, and enhance their engagement with stakeholders, including volunteers.

The rise of cloud-based platforms, mobile technologies, and data analytics has provided new opportunities for improving volunteer management. Volunteer management systems can utilize these technologies to provide a centralized platform for recruiting and managing volunteers, coordinating activities, tracking progress, and facilitating communication. They can also leverage data analytics to gain insights into volunteer engagement, preferences, and performance, enabling organizations to make more informed decisions and better meet their goals.

Given the growing demand for digital solutions in volunteer management and the social and civic welfare context in Parañaque City, there is a clear need for a platform like Volunteer Connect. This platform could possibly bring significant improvements in how organizations in Parañaque City recruit volunteers, ultimately leading to more effective social and civic welfare initiatives in the city.

## 1.4 Target Audience

The primary users or stakeholders who will benefit from Volunteer Connect are:

1. *Social and Civic Welfare Organizations in Parañaque City:* These organizations need volunteers to carry out their social and civic welfare activities effectively. However, they often face challenges in finding suitable volunteers, managing their volunteer database, and communicating with volunteers. Volunteer Connect can help address these challenges by providing an easily accessible platform where organizations can post volunteer opportunities and manage their volunteer database.
2. *Volunteers:* Volunteers interested in social and civic welfare activities in Parañaque City often face challenges in finding suitable volunteer opportunities that match their skills and interests. Volunteer Connect can help address this challenge by providing a comprehensive database of volunteer opportunities in the area, making it easier for volunteers to find opportunities that match their skills and interests.

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3. *Parañaque City Government:* As the local government, Parañaque City has a vested interest in promoting social and civic welfare activities in the area. Volunteer Connect can help the city government achieve this goal by providing a platform that connects volunteers with social and civic welfare organizations in the area, increasing volunteer participation, and improving the overall social impact in the area.

By addressing the needs and challenges of these stakeholders, Volunteer Connect can have a significant impact on the social and civic welfare activities in Parañaque City. The system can help organizations find suitable volunteers, manage their volunteer database, and communicate with volunteers effectively. It can also help volunteers find suitable volunteer opportunities, increasing their participation in social and civic welfare activities. Furthermore, the system can help the Parañaque City Government achieve its goals of promoting social and civic welfare activities in the area, leading to improved community engagement and social impact. The primary audiences and users for Volunteer Connect are: Non-Profit and Civic Organizations in Parañaque City; and Community Members and Potential Volunteers in Parañaque City.

## 1.5 Benefits and Significance

Implementing Volunteer Connect would bring several advantages and benefits for the stakeholders involved in the volunteer selection and management processes in Parañaque City Area. Here are some of the potential benefits:

1. *Improves Volunteer Recruitment:* Volunteer Connect provides a centralized platform to post opportunities and attract applicants specifically interested in the organization's causes. This expands their volunteer pool.
2. *Increased Volunteer Participation:* Volunteer Connect can make it easier for individuals to find volunteer opportunities that match their interests and skills. This can increase the number of volunteers participating in social and civic welfare activities in Parañaque City Area, leading to improved community engagement and social impact.
3. *Cost-Effective:* Volunteer Connect can help organizations save money by reducing the need for traditional advertising and recruitment methods. With Volunteer Connect, organizations can post volunteer opportunities for free, reaching a wider audience without spending money on advertising.
4. *Improved User Experience:* Volunteer Connect can provide a user-friendly and interactive platform for volunteers and organizations to connect and communicate. This can make the volunteer management process more efficient, productive, and enjoyable for everyone involved.

Raising recognition and public awareness of the volunteer's essential role in our country can guarantee the ongoing growth of the spirit of volunteerism. The more connected people feel to their community, the more inclined they are to take ownership and responsibility for that community. They will feel a sense of fulfillment and devotion.

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When communities organize their resources and expand their capability through volunteers, the organizations within those communities gain more attention. This increased attention can result in more volunteers, more individuals participating in programs, and more funds.

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## 2. System User Roles and Responsibilities

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User Type	Roles and Responsibilities
<i>Individual Volunteer</i>	<ul style="list-style-type: none"><li>• <i>Responsible for creating a “volunteer account”.</i></li><li>• <i>Responsible for applying for volunteer activities.</i></li><li>• <i>Responsible for joining volunteer activities.</i></li><li>• <i>Responsible for canceling volunteer schedules.</i></li></ul>
<i>Organization</i>	<ul style="list-style-type: none"><li>• <i>Responsible for creating an “organization account”.</i></li><li>• <i>Responsible for creating volunteer activities.</i></li><li>• <i>Responsible for approving volunteer applicants.</i></li><li>• <i>Responsible for updating volunteer activity information.</i></li></ul>
<i>Admin</i>	<ul style="list-style-type: none"><li>• <i>Responsible for verifying and approving organization registration.</i></li><li>• <i>Responsible for overall control of the system.</i></li><li>• <i>Responsible for handling database records.</i></li><li>• <i>Responsible for verifying volunteer activity programs.</i></li></ul>



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### 3. Terms and Definition

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Term	Definition
<i>Database</i>	<ul style="list-style-type: none"><li>• <i>An organized collection of information stored electronically</i></li></ul>
<i>Individual Volunteer</i>	<ul style="list-style-type: none"><li>• <i>Pertains to the user of the website who selects and applies for available volunteer activities</i></li></ul>
<i>Individual Volunteer Portal</i>	<ul style="list-style-type: none"><li>• <i>Website page for individual volunteers where they can apply for volunteer activities and manage their volunteer schedule</i></li></ul>
<i>Organization</i>	<ul style="list-style-type: none"><li>• <i>A type of user who creates and opens volunteer activities on the website</i></li></ul>
<i>Organization Portal</i>	<ul style="list-style-type: none"><li>• <i>Website page for organization users where they can create, manage, and edit their volunteer activities</i></li></ul>
<i>Privacy Policy</i>	<ul style="list-style-type: none"><li>• <i>Pertains to the legal document that informs users how the website collect and handle their personal data.</i></li></ul>
<i>VC-MOD-1</i>	<ul style="list-style-type: none"><li>• <i>User Management Module</i></li></ul>
<i>VC-MOD-2</i>	<ul style="list-style-type: none"><li>• <i>Individual Volunteer Management Module</i></li></ul>
<i>VC-MOD-3</i>	<ul style="list-style-type: none"><li>• <i>Organization Activity Management System</i></li></ul>
<i>VC-MOD-4</i>	<ul style="list-style-type: none"><li>• <i>Security and Privacy Module</i></li></ul>

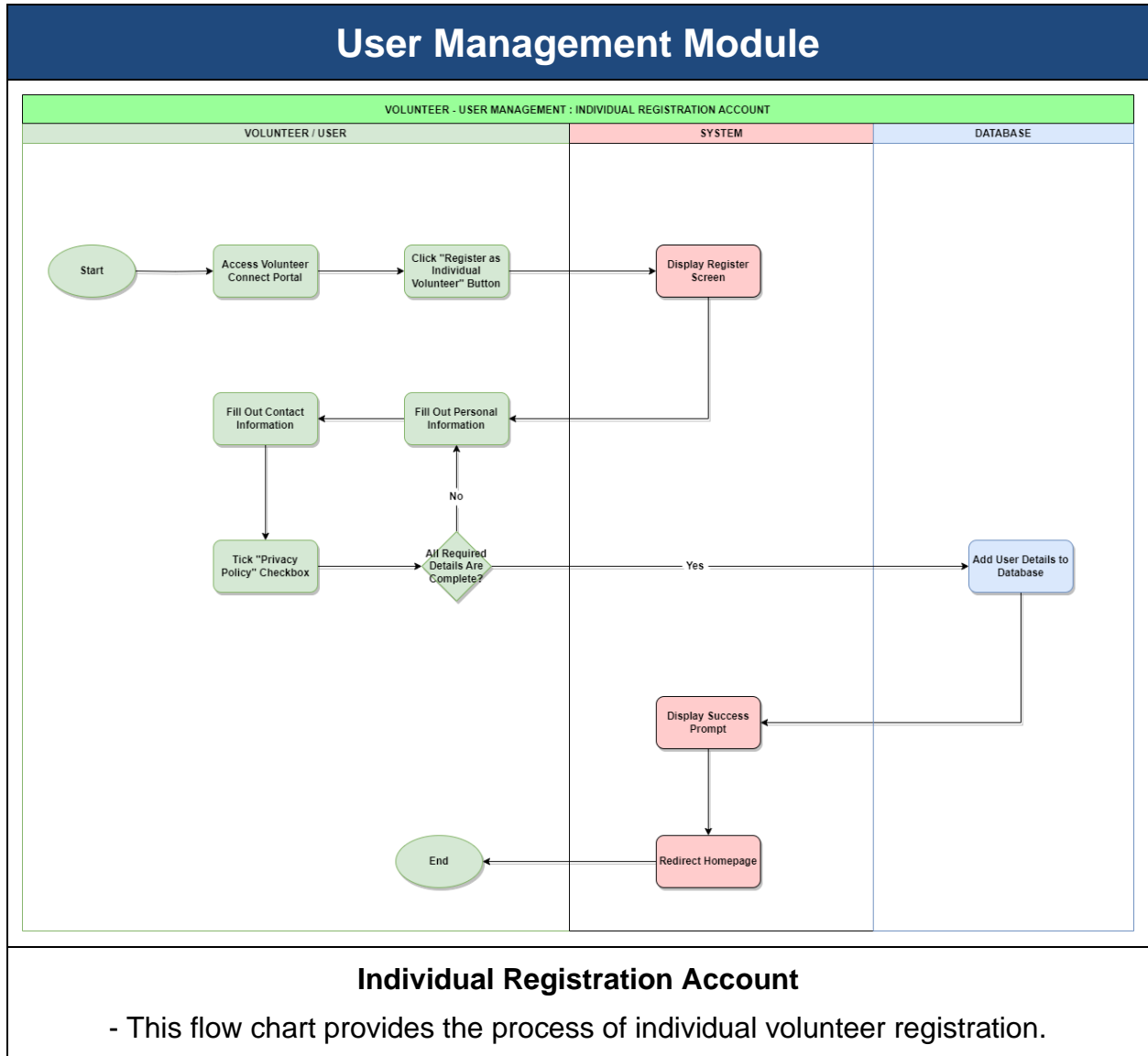
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## 4. Features and Functions

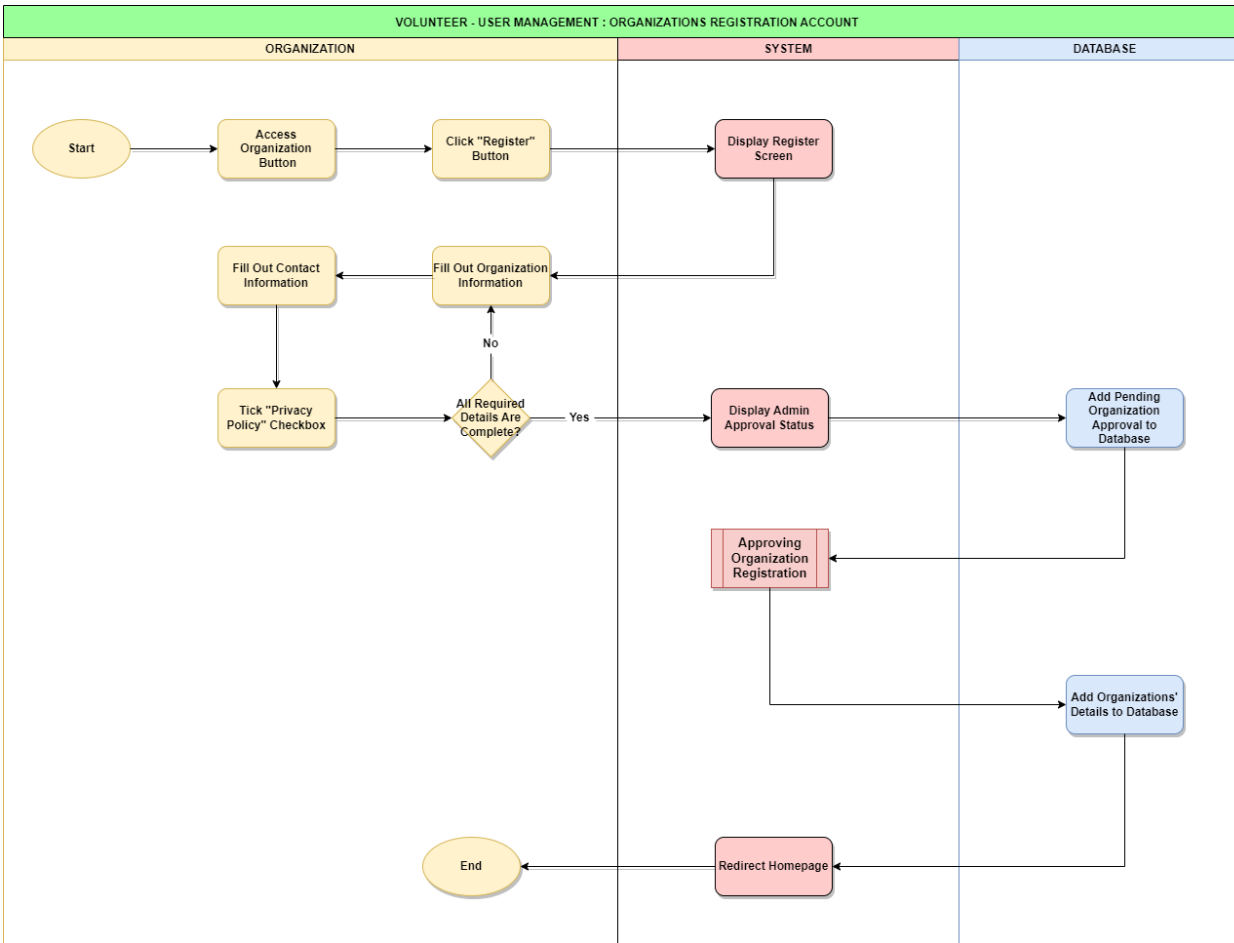
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Module Name	Features and Functions
<i>User Management Module</i>	<ul style="list-style-type: none"><li>• <i>The system should be able to allow a new individual user to register as a “volunteer user”.</i></li><li>• <i>The system should be able to allow a volunteer organization to register as an “organization user”.</i></li><li>• <i>The system should be able to allow registered users to log in.</i></li><li>• <i>The system should be able to allow the admin to accept or reject users who register in the system.</i></li><li>• <i>The system should be able to allow users to modify their profile such as their username, contact, and email address.</i></li></ul>
<i>Volunteer Management Module</i>	<ul style="list-style-type: none"><li>• <i>The system should be able to allow the user to apply to volunteer activities.</i></li><li>• <i>The system should be able to display the list of currently joined volunteer activities.</i></li><li>• <i>The system should be able to show the status of the volunteer application of the user.</i></li><li>• <i>The system should be able to receive updates from the Volunteer Activity Management System Module</i></li><li>• <i>The system should be able to allow the user to cancel their currently joined volunteer activity.</i></li></ul>
<i>Volunteer Activity Management System Module</i>	<ul style="list-style-type: none"><li>• <i>The system should be able to allow organizations to create a volunteer activity program.</i></li><li>• <i>The system should be able to update activity program information.</i></li><li>• <i>The system should be able to cancel volunteer activity schedules.</i></li><li>• <i>The system should be able to notify volunteers about volunteer activity updates.</i></li><li>• <i>The system should be able to display the organization’s list of active volunteer programs.</i></li></ul>
<i>Security and Privacy Module</i>	<ul style="list-style-type: none"><li>• <i>The system should be able to control user access through different portals of the website.</i></li><li>• <i>The system should be able to authenticate users who login into the system.</i></li><li>• <i>The system should be able to lock an account when there are 5 incorrect attempts in logging in.</i></li></ul>

## 5. Process Flows/Diagrams



# User Management Module

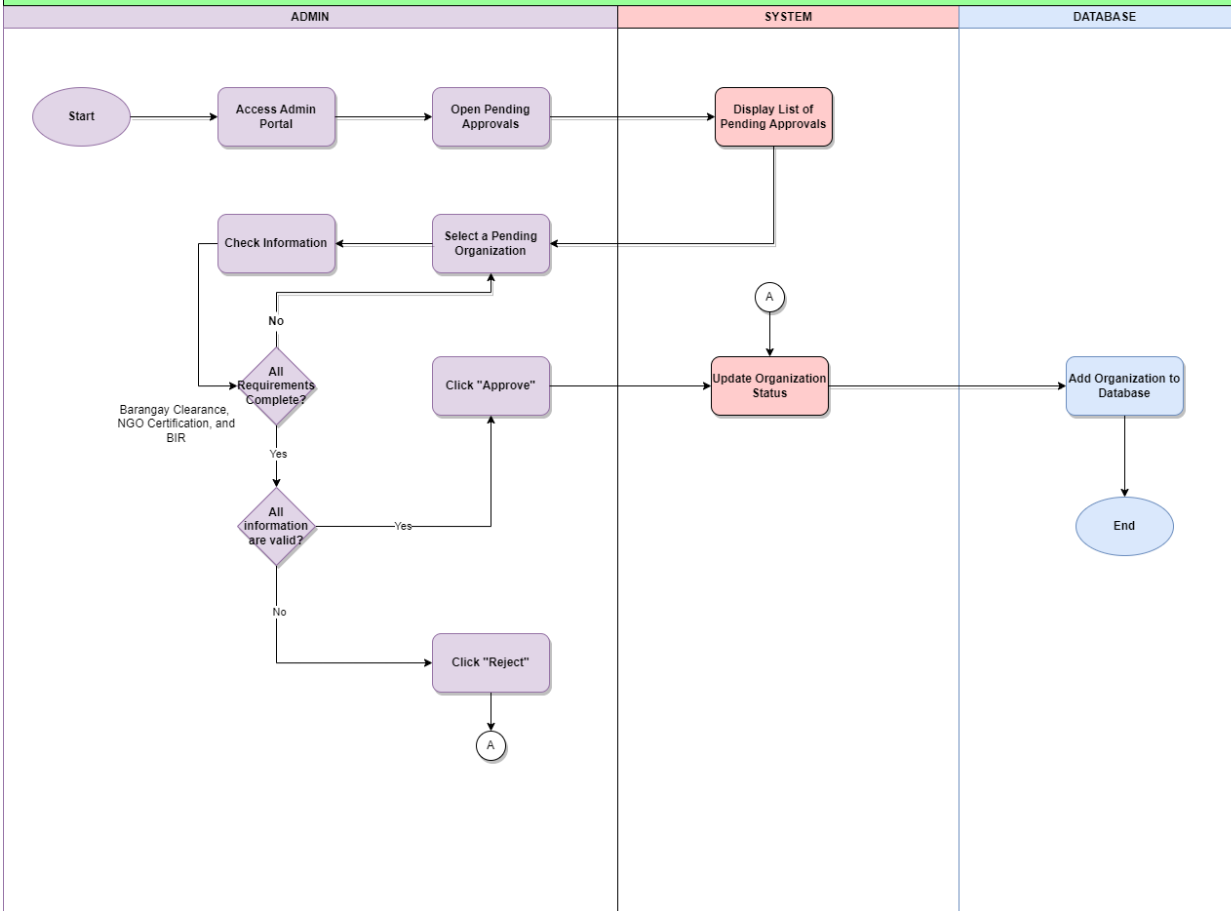


## Organization Registration Account

- This flow chart provides the process of organization registration.

# User Management Module

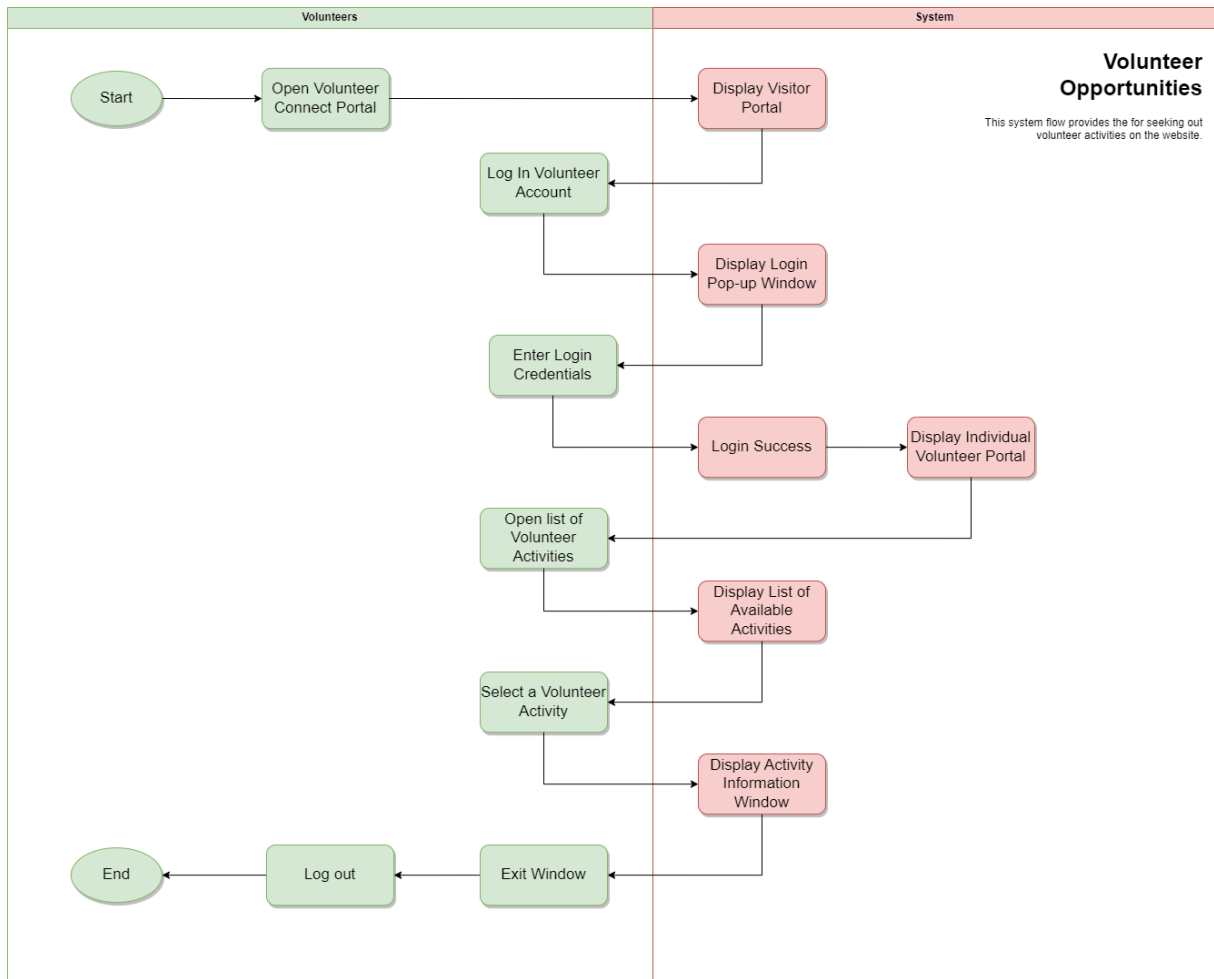
## VOLUNTEER - USER MANAGEMENT : APPROVING ORGANIZATION REGISTRATION



### Approving Organization Registration

- This flow chart provides the process of approving the registration of an organization account. This process is done by the administrators.

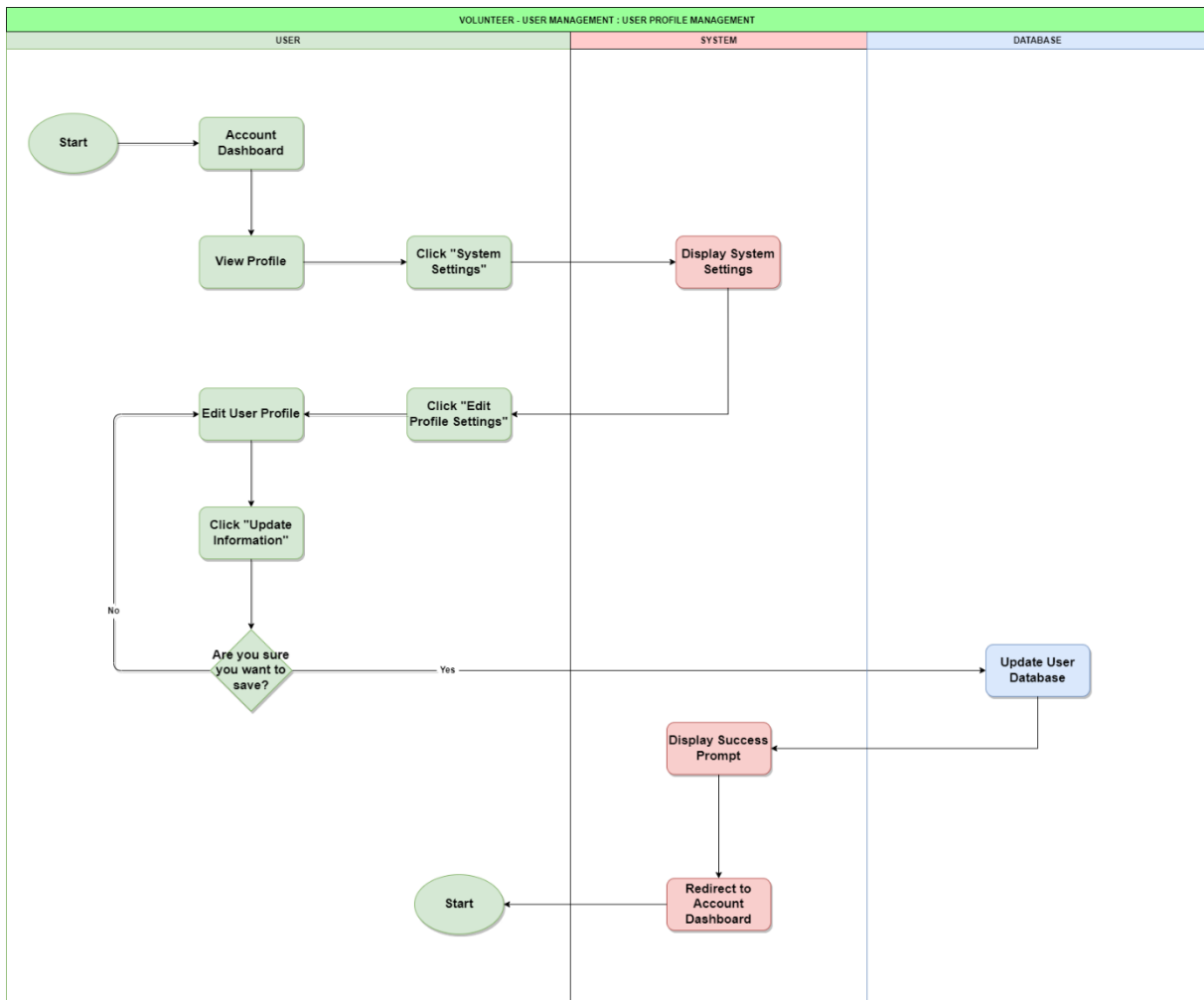
# User Management Module



## Volunteer Opportunities

- This system flow provides the for seeking out volunteer activities on the website.

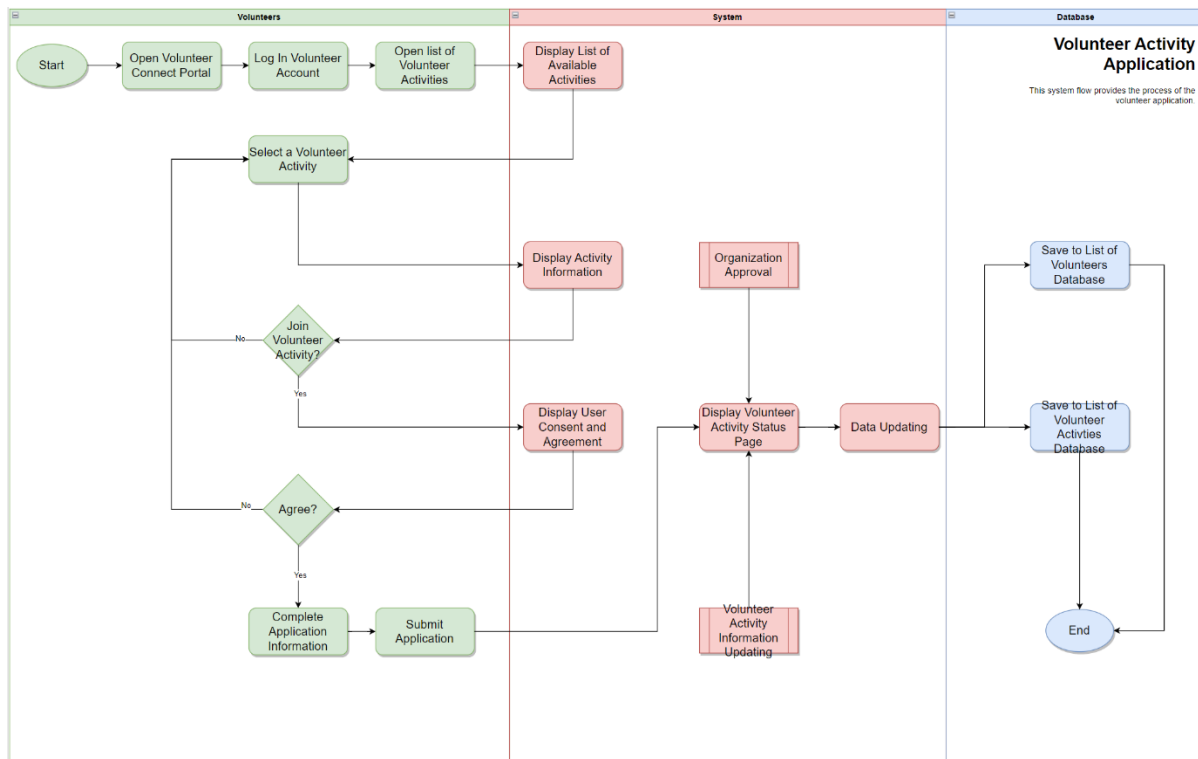
# User Management Module



## User Profile Management

- This flow chart provides the process of editing and updating a user profile done by the website registered users.

# Individual Volunteer Management Module

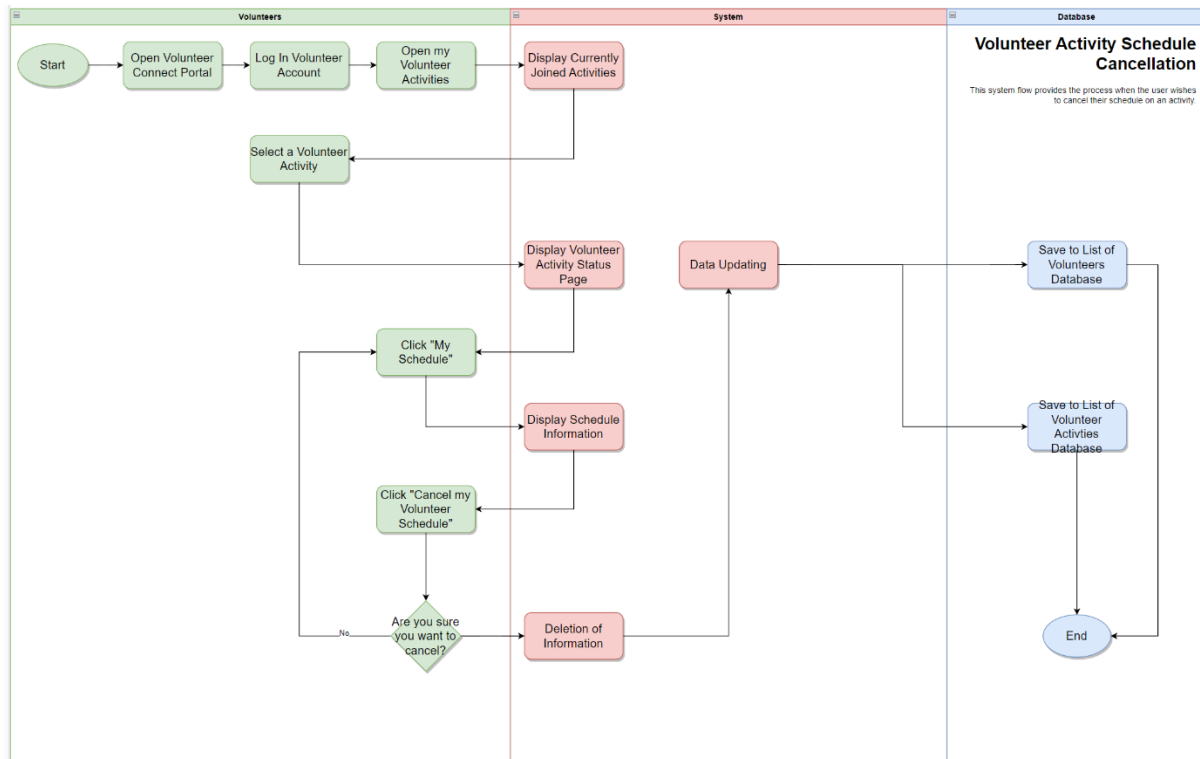


## Volunteer Activity Application

- This system flow provides the process of the volunteer application. This process is done by individual volunteer users.



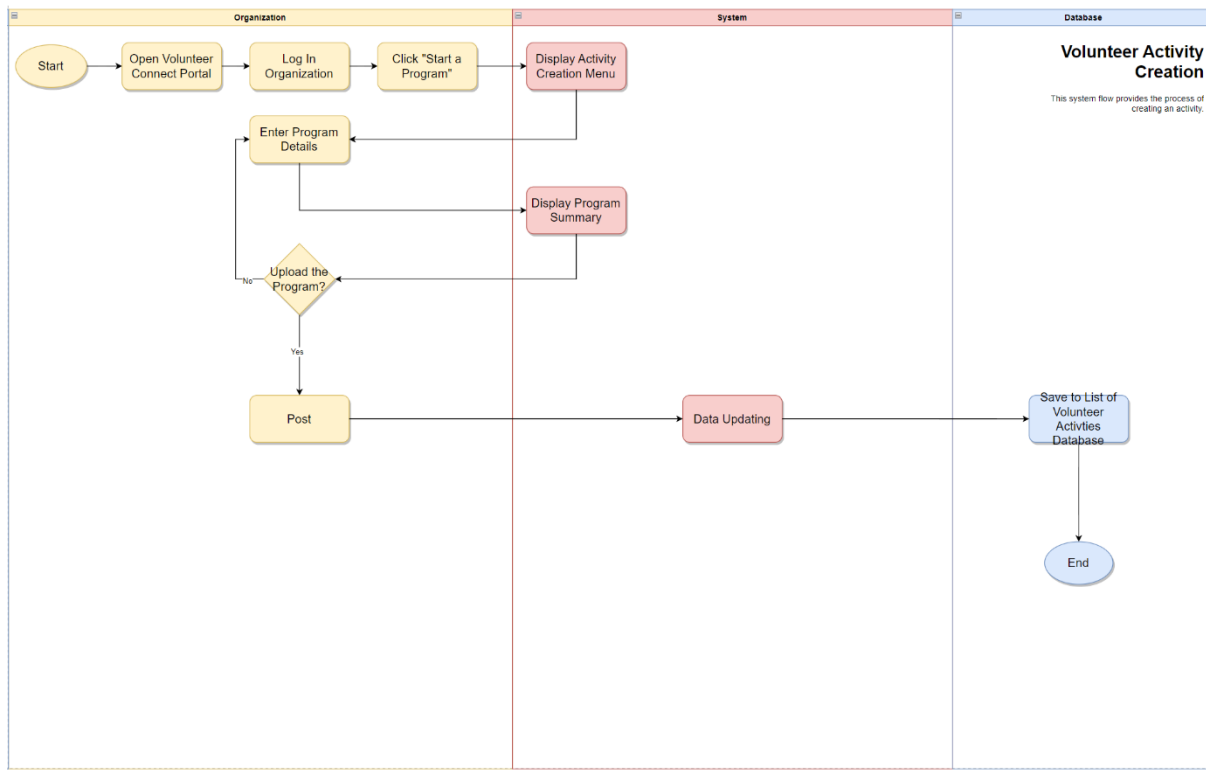
# Individual Volunteer Management Module



## Volunteer Activity Schedule Cancellation

- This system flow provides the process when the individual volunteer user wishes to cancel their schedule on an activity.

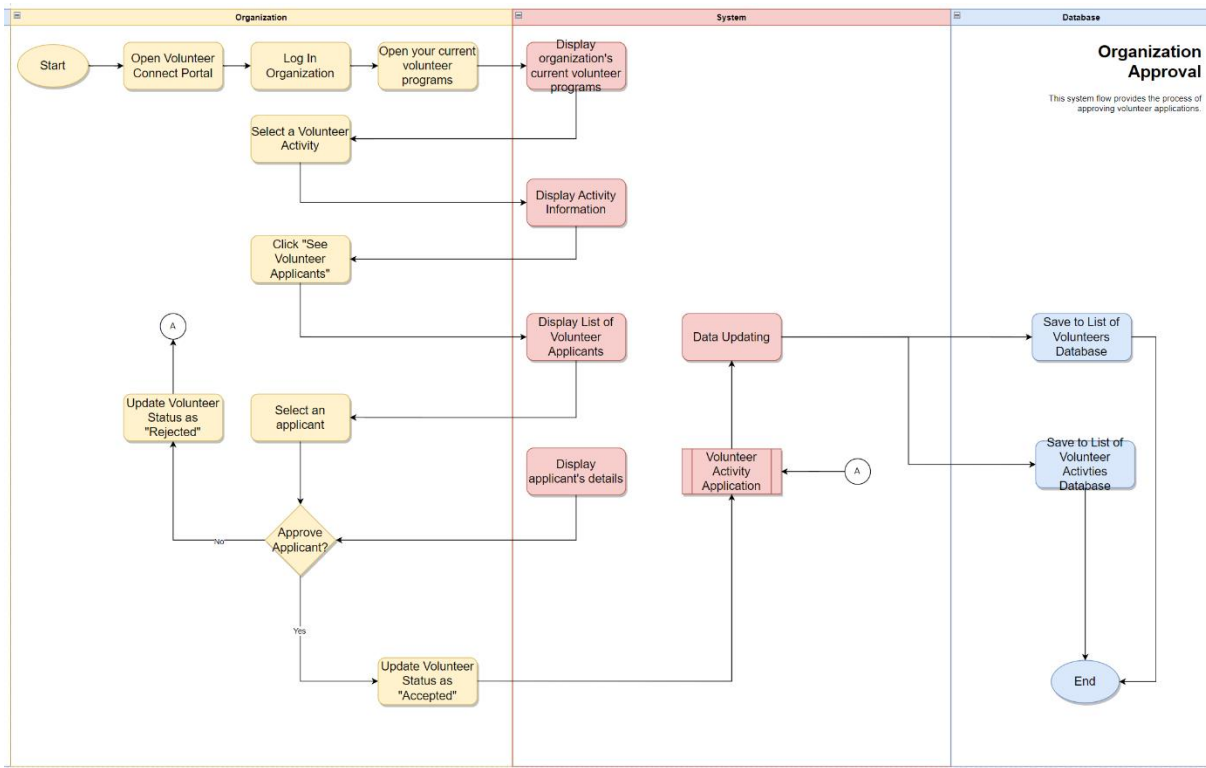
# Organization Activity Management System



## Volunteer Activity Creation

- This system flow provides the process of creating a volunteer activity. This process is for organization users.

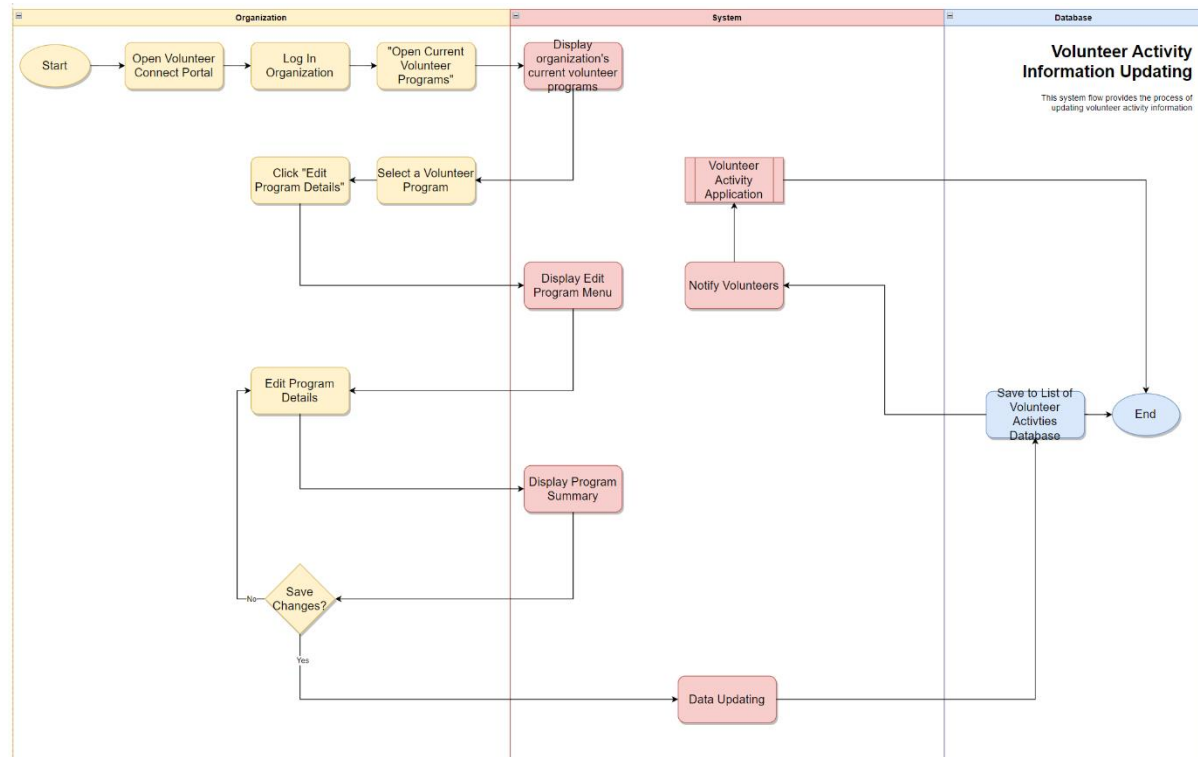
# Organization Activity Management System



## Organization Approval

- This system flow provides the process of approving volunteer applications.

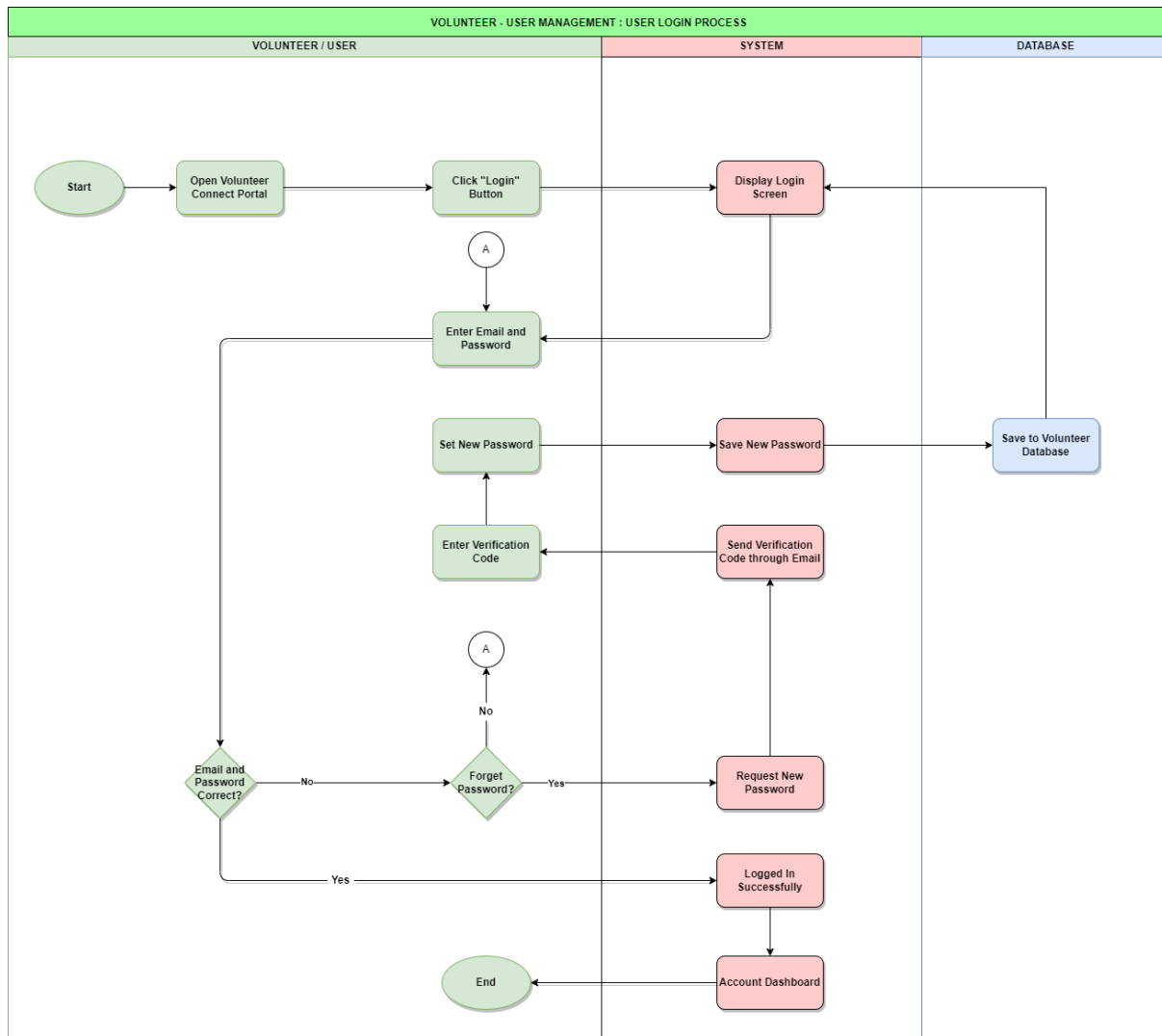
# Organization Activity Management System



## Volunteer Activity Information Updating

- This system flow provides the process of updating volunteer activity information.

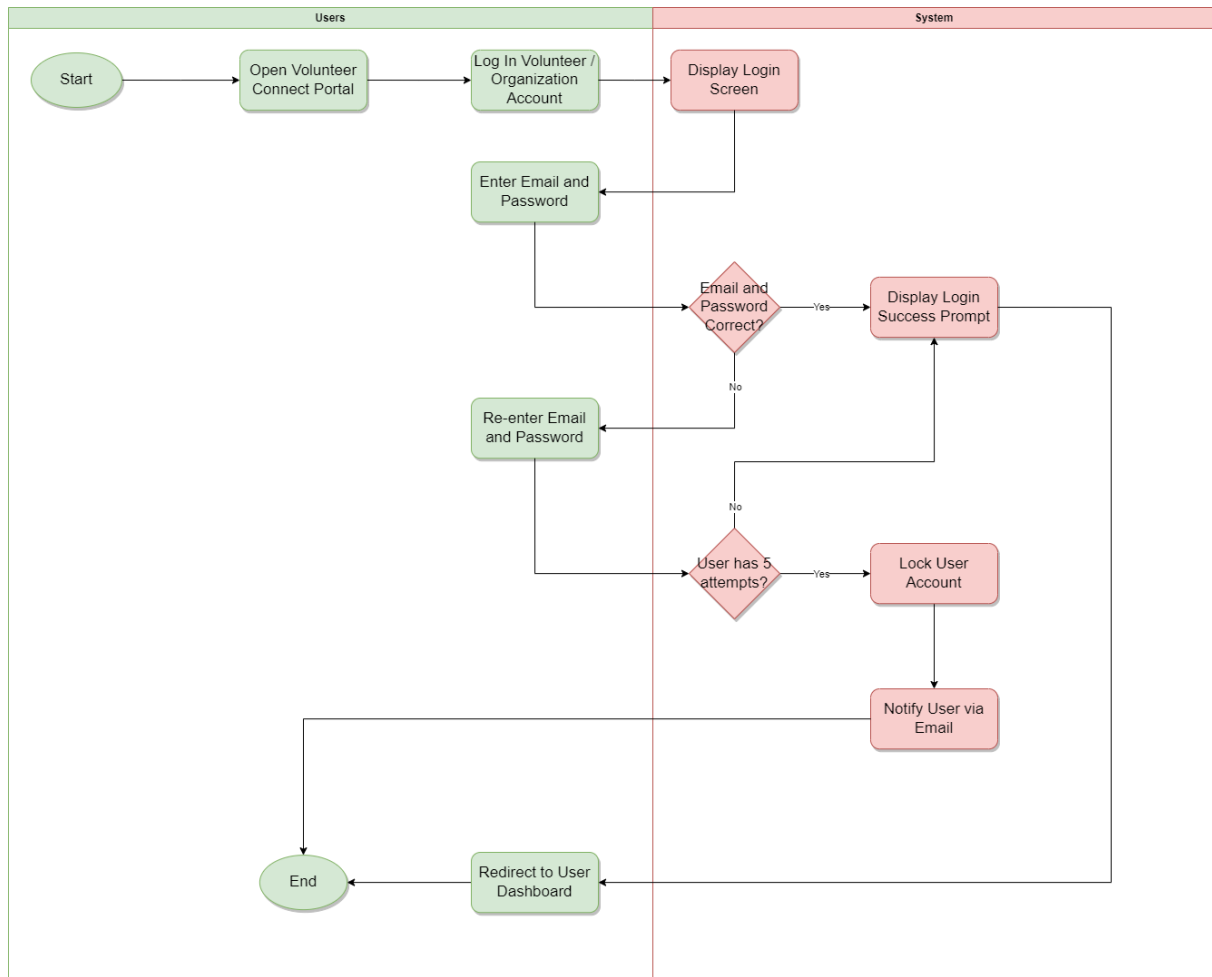
# Security and Privacy Module



## Login Process

- This system flow shows the process of logging in to the website.

## Security and Privacy Module



### User Authentication

- Part of the login process, this system flow shows how the system authenticates a user.

## Appendix A: Approvals

The undersigned acknowledge that they have reviewed the Concept Proposal and agree with the information presented within this document. Changes to this Concept Proposal will be coordinated with, and approved by, the undersigned, or their designated representatives.

**Table 2 - Approvals**

Document Approved By	Date Approved
Name: <Name>, <Job Title> - <Company>	Date
Name: <Name>, <Job Title> - <Company>	Date
Name: <Name>, <Job Title> - <Company>	Date
Name: <Name>, <Job Title> - <Company>	Date