

Group Biography

Group Name: Timeless Technologies

Group Members and Preferred Email Addresses:

- 1) Amanda Sheehan / asheeha3@kent.edu
- 2) Martin Peko / mpeko@kent.edu
- 3) Kevin Burand / kburand@kent.edu
- 4) Jacob Thompson / jthom176@kent.edu
- 5) Maxwell Doerr / mdoerr@kent.edu

Team Scrum Master Name and Contact Information:

Amanda Sheehan
(440) 525-4192 (text preferred)
asheeha3@kent.edu

Team Strengths and Weaknesses:

Name	Skills
Amanda Sheehan	Strengths: Organization & leadership, Communication, Some programming, Analytical skills Weaknesses: Presentation skills
Martin Peko	Strengths: Business writing, Programming, Data modeling Weaknesses: Leadership
Kevin Burand	Strengths: Creativity, Critical thinking, Communication, Presentation skills Weaknesses: Organization
Jacob Thompson	Strengths: Organization, Critical Thinking, Communication, Weaknesses: Creativity
Maxwell Doerr	Strengths: Leadership, Critical Thinking, Adaptability, Organization, Speaking with Clients Weaknesses: Creativity

Team Assessment: As a whole, our team is strongest in critical thinking and communication. These areas are important in a team because critical thinking will help with moving the project forward and actively thinking about new concerns our client may have, and communication is key in any team because it sets a strong foundation for cohesion. Our team is not as strong in creativity and schedule fluidity. Our lack of creativity may challenge our critical thinking and our incongruous schedules will make meetings difficult to schedule.

Team Contract and Code of Conduct

Team Mission

Our mission is to work together in order to create an information system that will solve a problem that a business is currently having and will address both their current and forthcoming concerns. Through our teamwork we will review the life cycle of systems as in addition to how to interact professionally with businesses as well as with co-workers.

Code of Conduct

Above all, we must respect others and communicate clearly and in a timely manner in order to successfully carry out our mission.

Duties, Roles, and Expectations:

- Team members will communicate any and all concerns with the scrum master, and subsequently with the professor as necessary.
- Team members will have their portion of the project completed at least 12-24 hours before the class period when they are due, unless otherwise discussed with the team, to allow time for team members to review each other's work. The first offense will result in a warning and the second offense will result in the notification of Dr. Polites as submitting work is vital to accomplishing our mission.
- Team members will ask for the help of their fellow team members when they feel they cannot complete their given portion of the deliverable or project.
- Team members will review at least one other member's work before the due date.

Attendance and Meetings:

- Since schedules do not allow for perfectly scheduled meeting times, we will use a check-in focused system.
- The check-in system will consist of a weekly outline and a brief meeting.
- Every week an outline will be created containing what must be completed that week, everyone must be assigned or volunteer to complete an equal portion of this outline.
- The check-in meeting will be on Sundays or before class, as communicated, and is necessary so that the team can review what must be completed.
- If a team member does not show up to a scheduled meeting without any notice to the team the first offense will result in a warning and the second offense will result in the notification of Dr. Polites.

Contact:

- Group text messaging will be used for any reminders or brief questions within the group.
- Other information and extended questions should be addressed through Google chats on shared documents and group emails.
- If texts become excessive to any team member's definition, any team member may ask that they be changed to another format such as GroupMe or Google chats.

Conduct:

- We are all adults and have the ability to voice opinions and suggestions in an appropriate, respectful manner (no name calling, personal criticism, etc.).
- In the event someone feels as a line was crossed warnings will be issued for the first two offenses and then Dr. Polites will be notified.

Meeting Times

Primary: Sunday 3-5

Secondary: Friday 4-6 (as necessary)

Tertiary: As deemed necessary by the team (either in person or online)

If a team member does not show up to a meeting without any notice on the second offense the professor will be notified.

Following the notification of the professor for any offense, any following offenses will be brought to Dr. Polites with the option of firing the individual.

I have read, and agree to abide by the above statements.

Team Member Name	Signature	Date
Amanda Sheehan		
Martin Peko		
Kevin Burand		
Jacob Thompson		
Maxwell Doerr		

Request for System Services

Today's Date: September 17, 2018

Group Name: Timeless Technologies

Organization Name and Description:

Tau Kappa Epsilon Fraternity (and all Greek Organizations at Kent State University)

Social Fraternities/Sororities at Kent State University

URL: <http://www.iotapitke.com>

Client Name(s), Position(s), and Contact Information:

Nathan Fedzen (TKE President) - (412)-370-7853

Noah Stoker (TKE Philanthropy chair) - (412)-553-9297

David Carlyn (IFC Philanthropy) - kentifc.philanthropy@gmail.com

Business Problem:

- Currently philanthropy tickets must be purchased via Venmo and creating a list of attendees from this is easily messed up.
- Attendees who have paid forget about the event due to a lack of reminders.
- Attendance is lost at future events because all past attendees are not made aware of them.
- Budgeting is difficult since it can be hard to see how many people donated and paid to attend.

Is This a Brand New System or a Modification to an Existing System?

Technically this system exists in a very inefficient way, however we will create a brand new web-based system to cohesively solve their business problems.

Proposed System Functionality:

- Attendees will fill out a web-based form with their name and email to purchase a ticket.
- Attendees will receive an email confirmation.
- Display basic budgeting features such as total amount raised (\$) and total # of attendees.
- Generates a list of attendees and a list of attendees who want reminders.
- Save attendee email addresses for alerts of future events.
- Automated feedback survey will be sent out following the event.

Special Issues or Constraints:

- Connection with fraternity/Greek life (Martin & Jacob) will make it very easy to interview and see what features are needed.
- Getting a working prototype may be difficult but mapping out the system over powerpoint is very doable.
- The system itself should be fairly simple since many attendees will need to be able to interact with it.
- As this system would benefit the organization of philanthropy events, any time spent learning how to operate the system would still be beneficial to the organization.

Engagement Letter

September 27, 2018

Kent State Fraternity and Sorority Life
Center for Student Involvement
226 Kent Student Center
Kent, OH 44242

Dear Mr. David Carlyn,

The project team here at Timeless Technologies would first like to thank and congratulate you choosing us as your preferred system provider. After reviewing your organization, we appreciate the fact that you all raise such a great sum of money for many great causes each year through philanthropy events. Unfortunately, the current sign-up and payment system for these events is a bit outdated for your organization's standards. To solve this issue, we would like to create you a web-based ticketing system that will allow a hassle free sign-up environment for your customers, along with a much more organized database for your event handlers.

The proposed ticketing system that we will develop will first allow event coordinators to create and display their individual philanthropy event pages so that customers can view all event information provided. Customers will then be able to input their personal and payment information to purchase tickets and donate to the cause if they choose to. Customers will also be able to check a box that will allow handlers to send them future event reminders and weblinks. Event handlers will then have dashboards displayed to them so they know how many will be attending the event, how much money has been raised, and how to budget the event based on the data collected. Customers will then be sent surveys following the event to gauge how successful or unsuccessful the event was. Lastly, event handlers will then be able to adjust appropriately for future events based on the submitted surveys.

I, Amanda Sheehan, am the SCRUM Master for this project. I will work with my team of four, you (the project owner), and our professor to provide you with a quality product. For our first sprint, we will be building the database for the system (also known as the back end). For our second sprint, we will be creating the user interface for the system, which includes the user web page templates that the event handlers edit, and the customers access to purchase tickets. If you would like to add any other requirements to the system, please contact only me at asheeha3@kent.edu and I will assess if they can be worked into either sprint.

Again, thank you very much for giving us the opportunity to provide you with a system that suits your needs and exceeds your expectations. We look forward to working with you soon.

Sincerely,

Amanda Sheehan
SCRUM Master
Timeless Technologies

System Profile

Strategic Situation:

Business Type: Greek organizations are non-profit and student run organizations on college campuses; there are currently 37 Greek organizations on Kent State University's campus. Participation in Greek organizations are at record highs for Kent State University, with 2,228 involved in Greek organizations in 2015 and on average 8% of undergrad students involved. Every year Greek organizations have a major philanthropy event that is attended by friends and family of the organization. The purpose of each philanthropy event is to raise money for an organization selected by each individual Greek organization. Tickets are sold for these events over Venmo, for presale, or at the door the night of the event for a slightly higher price. The pre-sale tickets allow for a good estimation of how many people will attend the event, which eventually is useful when it comes to budgeting.

Customers: Technically there are no customers in the conventional sense for Greek organizations as they are a non-profit organization. However, the main 'customers' of Kent State University Greek organizations can be their friends and families or strangers who wish to support the philanthropy by providing donations to the organization.

Competitors: While there are no clear external competitors for Greek organizations and their respective philanthropy events, on campus student organizations could be considered as competition since students have limited funds to donate and must decide where to allocate those funds.

Issues: Currently there is no system for advertising philanthropic events where all the relevant information can be displayed. Ticket sales must be done by individuals from the organization and therefore is a barrier to entry for consumers. The requirement of a Venmo account is another barrier to entry, especially for older demographics. It also requires knowing someone from the organization, which is a barrier to entry for strangers. There can be anywhere from 35 to 250 attendees and total ticket sales can range from about \$2,000 to \$23,000 for these philanthropy events, which allows for confusion if a list of purchased tickets is not readily available and can be potentially disastrous if the money is misplaced.

Business Need:

In its current state, the Greek Organizations' philanthropy operation does not have an efficient method to keep records and receipts for donations and ticket purchases as they just use paper to attempt to track ticket purchases. This results in the organizations' inability to accurately assess past events' success and as a result, they lack the necessary information needed to make useful improvements to their events' performance. They need a system that allows them to track ticket purchases and donations as well as a system that will allow for feedback and assessment of philanthropy events. Also, currently there is no easy way to advertise Greek organizations' philanthropy events online, and therefore not many people know about the event until after it has occurred. They need a system that allows them to advertise their philanthropy and their event supporting it that is easily shared through social media.

Proposed System:

We are proposing a web-based, mobile compatible, system for Greek organizations that will allow the organizations' event coordinator to input both the philanthropy and event information online, accessed through Flashline. This will result in the creation of a web page where that information is displayed and tickets or donations can be paid for using PayPal. The philanthropy web page will have direct links that can be shared on social media and will contain comprehensive information about both the philanthropy and the event.

When tickets are purchased, secure financial and attendance data will be recorded and stored so the event coordinator can log into Flashline and view them later to help with budgeting. This system will streamline the purchase of event tickets and donations. A list of attendees who requested text reminders will be created so that the event coordinator can contact them. All attendees will receive a follow up survey to assess their view of how they thought the event went as well as areas that could be improved upon. These surveys will also be available to the event coordinator to view after the event and the event coordinator will be able to edit the questions in the survey until midnight on the day of the event.

Business Constraints:

Users will only be able to access the website by having an internet connection through their mobile device or computer. When registering for the event, each person will have to register for themselves, there will be no bulk ticket sales. The payment page for the website must be secured and have a lockout time frame to protect the personal information of the user. Following the event, users will only be allowed to complete one survey to insure the integrity of the event's review quality. The web server will only be able to support 500 users at once. In the end, a privacy policy will have to be put in place to protect the users' personal information. Only one person within the organization, the event coordinator, will be able to access and change the information within the system. By using a user login, through Flashline, the event coordinator will subsequently also become the system administrator.

Users and Roles:

Direct

System Administrator: Each Greek Organization must directly interact with the system via an event coordinator login through Flashline in order to create an event by entering event data such as dates, ticket cost, details on the individual philanthropy, and a contact person. The philanthropy attendees and donors will not access this page since this information will aid in the creation of the ticketing website. They will be able to view reports from the event including names and number of attendees, amount of money raised total, amount of money raised from attendees (not from unattending donors), and a list of phone numbers to send reminder texts to about the event

Customers: Philanthropy attendees and donators will also directly interact with the system, but in a different way. They can both purchase event tickets and donate additional money on the site the Greek Organization created by entering their name and email for confirmation and post-event survey, phone number for reminders, as well as payment information.

Indirect

Organization: While each Greek Organization's Executive Board will not directly interact with the system, they will be able to view reports from the event including names and number of attendees, amount of money raised total, amount of money raised from attendees (not from unattending donors), and a list of phone numbers to send reminder texts to about the event through the event coordinator's account. Secured reports can also be requested through the event coordinator.

Networking Requirements:

Since users will need to access the system at varying times and places the system will need to have an internet base so that it can be easily accessible for all users. It requires a wired or wireless education to be able to upload information to create an event page or purchase a ticket. It will also require that the system be able to handle at least 500 people at a time as many people may be purchasing tickets at once and for different events. Computers do not need to be directly networked together in order to access the system since so many people need to be able to purchase tickets and create events concurrently.

Technology Needs:

The current status of technology used for these organizations is mixed. The ticketing concept is mainly documented with paper while the payment transactions are processed using Venmo, a payment application. This ticketing documentation is currently outdated because all names that end up on the event list are processed through word-of-mouth and written in a piece of paper. Tracking the payment transactions through Venmo is difficult because only one person has access to the sporadically documented transactions. With this new system, no new software would be needed to download since it is a web-based system. The organizations will not need a server for this website since it will be owned by an external provider, Timeless Technologies. Since this system will be marketed through mobile applications such as Twitter and Instagram, most users will be accessing the website through their mobile browser. Users who do wish to access the website through their computer, will be able to do so as well.

System Inputs and Outputs

Inputs

Customer data:

- Attributes: Name, email, phone number (optional), Fraternity/sorority (optional)
- Methods of capture: No old records were kept to be used as an input, customer inputs their own information in order to secure ticket for event (web based)

Event data:

- Attributes: Event name, location, host, ticket price, time & date, ticket availability, (images?)
- Methods of capture: No old records, hosting parties inputs event information for the customers viewing (web based)

Purchase data:

- Attributes: Credit card info, Event to attend, ticket quantity, ticket price, ticket #
- Methods of capture: Customers will enter the information through a web based interface to purchase ticket(s). Event coordinator will enter information through system to be displayed to the customer.

Donations data:

- Attributes: Donation amount, name, email
- Methods of capture: Customer will input amount donated following ticket purchase (on web based app and through a portal to gofundme.com)

Review data:

- Attributes: Images, date, location, rating, comments, name, event
- Methods of capture: Past and returning users will input first-hand reviews of events accompanied by the event details, photos, a positive or and a 1-5 star rating (one per user, per event)

Outputs

Attendance list:

- Description: The current list of all customers who bought tickets to attend the event.
- Displayed fields: Customer name, email (and phone number if applicable), total people attending event, total number of attendees from previous two years
- Filtering Requirements: Event coordinator must be able to filter between attendees who are within Greek life or not. Must be able to filter between previous years attendance lists.
- Sorting Requirements: Must be able to sort by name and date

Phone Number List for Reminders:

- Description: Customers who requested to be sent event reminders through SMS will appear on this list.
- Displaying fields: Customer name, phone number
- Filtering Requirements: Must be able to filter by name or phone number
- Sorting Requirements: Event coordinator must be able to sort alphabetically.

Donations Report:

- Description: This report shows the current donations submitted and how far from the goal they currently are.
- Displayed Fields: Customer name, donation quantity, donation goal, donation percentage completed
- Filtering Requirements: Must be able to be filtered by donation date and times donated.
- Sorting Requirements: Event coordinator must be able to sort the list of customer donations for greatest to least.

Final Budget Report:

- Description: With user input for tickets sold at the door, the final budget report will total the amount of money raised.
- Displayed Fields: Cost per ticket, # of presale tickets sold, # of tickets sold at the door, total amount raised (tickets), total amount raised (donations), total amount raised (comprehensive)
- Filtering Requirements: Event coordinator must be able to filter tickets sold to Greek life members or those not in Greek life. Event coordinator must also be able to filter between ticket sales, donations, and total money collected.

Customer Review Report:

- Description: Customer reviews will be displayed to the event coordinator.
- Displayed Fields: Customer Name, Review, Positive / Negative, Star Rating
- Filtering Requirements: Event coordinator must be able to filter between the positive and negative reviews and star ratings.
- Sorting Requirements: Event coordinator must be able to sort between the previous events.

Requirements Gathering Techniques

Interview #1

Nathan Fedzen, TKE President

Q: What were the major difficulties of planning philanthropies in past years?

A: Trying to advertise to non-Greek life people. Most of the attendees are Greek Life because they hear about the events through Greek-life friends or their own Greek Life social media.

Q: How do you think the process could be improved?

A: Specifically targeting people on campus by posting flyers in common areas on campus like dorms, student center, library, etc. That way more people will have access to the information without needing to have a direct link with Greek Life.

Q: Would a budgeting report or attendance list help with planning the event?

A: A budgeting report would definitely help with allocating resources. Attendance list may not be necessary because tickets are sold.

Q: How did you get feedback about the event?

A: Feedback is primarily received via word of mouth and social media, so that way nobody really hears much about it unless it was notably bad or good.

Q: If you could send a survey after a philanthropy to people that attended would you do it?

A: Yes I would, but I don't think that the replies would be helpful or plentiful. I don't think that people would take it as seriously as we would like them to, if they took it at all.

Q: How did you handle ticket sales in the previous philanthropy?

A: Tickets are sold via booths on campus or through chapter orders.

Interview #2
David Carlyn IFC Philanthropy Chair

Q: What are your duties as the Philanthropy Chair of IFC?

A: Overseeing the majority of philanthropies proposed by IFC-affiliated fraternities.

Q: What issues have you seen in regards to philanthropies?

A: There's a lot. With so many, it becomes daunting for individuals to go to all the events. It's also only for those in Greek life, which restricts the income because much of the advertising is mainly available to Greek members. Large teams also restrict participation to only Greeks, which doesn't allow the rest of the community to get involved.

Q: Where do you think that philanthropies can improve, organization-wise?

A: Advertising can be greatly improved, along with digital information packets. Currently advertising is aimed at each Greek organization's members and their friends, but we would like to reach a much larger student base. Payment by card is optimal because of the security and ease of money transfer, cash and checks are easily lost and can also be given to the wrong person.

Q: Do you think an e-ticketing system is an efficient way of organizing philanthropies?

A: Yes. That would eliminate people having to use Venmo, which isn't exactly meant for ticketing. It would also allow them to have one consistent way of purchasing tickets throughout Greek life.

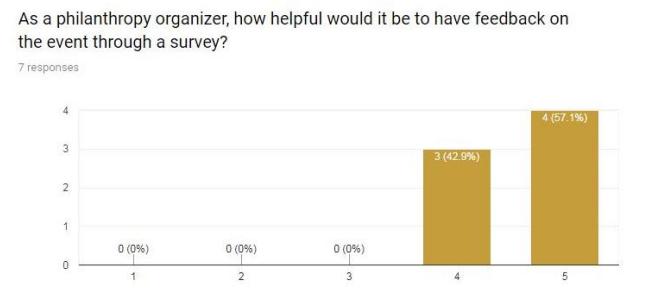
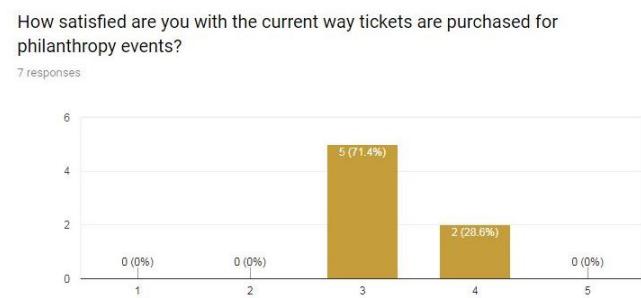
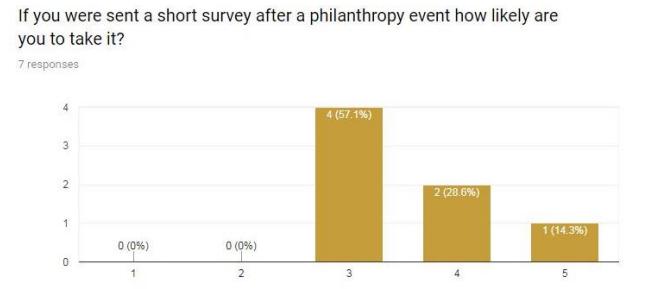
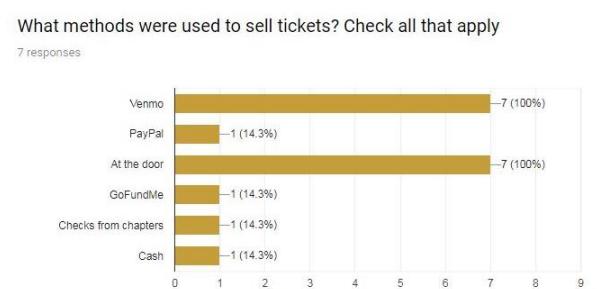
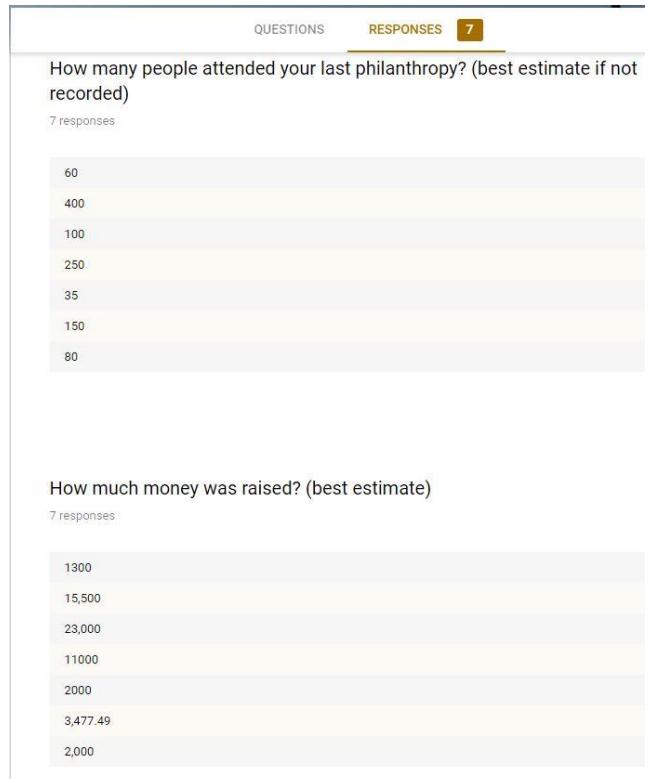
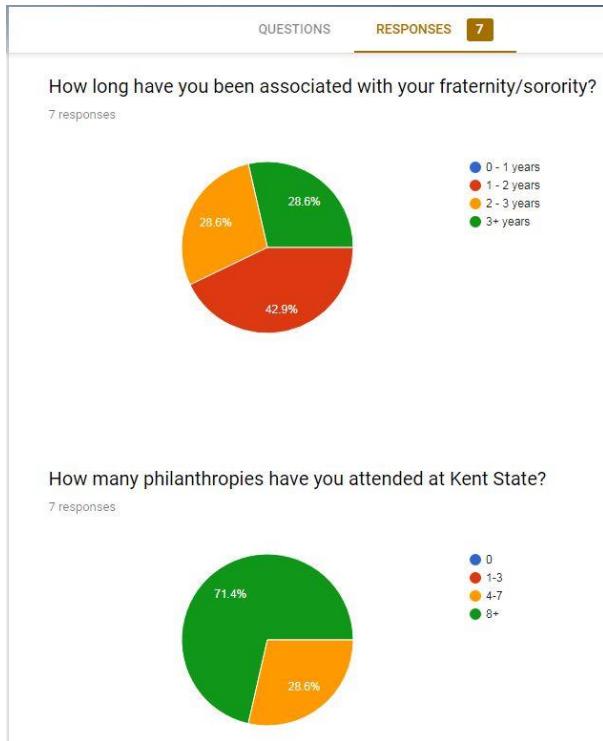
Google Forms Survey

We sent out a survey to all of the Interfraternity Council's philanthropy chairs in order to get an idea of where they thought philanthropies could be improved upon. Below are the questions we sent and following that are screenshots of the results we obtained.

Greek Life Philanthropy Ticketing System

1. How long have you been associated with your fraternity/sorority?
 - a. 0-1 years
 - b. 1-2 years
 - c. 2-3 years
 - d. 3+ years
2. How many philanthropies have you attended at Kent State?
 - a. 0
 - b. 1-3
 - c. 4-7
 - d. 8+
3. How many people attended your last philanthropy? (best estimate if not recorded)
4. How much money was raised? (best estimate)
5. What methods were used to sell tickets? (Check all that apply)
 - a. Venmo
 - b. PayPal
 - c. At the door
 - d. Other
6. How satisfied are you with the current way tickets are purchased for philanthropy events? (0 is Not Satisfied, 5 is Very Satisfied)
7. How satisfied are you with the current way tickets are purchased for philanthropy events? (0 is Not Likely, 5 is Very Likely)
8. As a philanthropy organizer, how helpful would it be to have feedback on the event through a survey? (0 is Not Helpful, 5 is Very Helpful)
9. If you could change anything about the current process of purchasing tickets or donating what would you change?

Responses



If you could change anything about the current process of purchasing tickets or donating what would you change?

7 responses

A single system for all events.

I would find a system that does everything for me.

Sites that don't take portions of the proceeds, Sigma Chi's Huntsman Challenge website for example.

nothing

N/a

I would not change anything because venmo and cash seem to work out very well

None

Overall responses were as expected, nobody was very satisfied with the current way that tickets are purchased, though some thought it worked well enough for its purpose. The responses also agreed that follow up surveys would be beneficial to improving events overall. We started the survey with a few questions to see how much experience they had with philanthropies and Greek life, which helps us to see how reliable their information is based off how much experience they have had. The most surprising answers we thought were to the last question because while nobody said they were very satisfied with the current ticketing process, the majority of responses state that they would not change anything. Whether this was due to a lack of ideas of how to change the process or the fact that they just thought the current system was sufficient is not entirely clear, despite one person commenting on that fact.

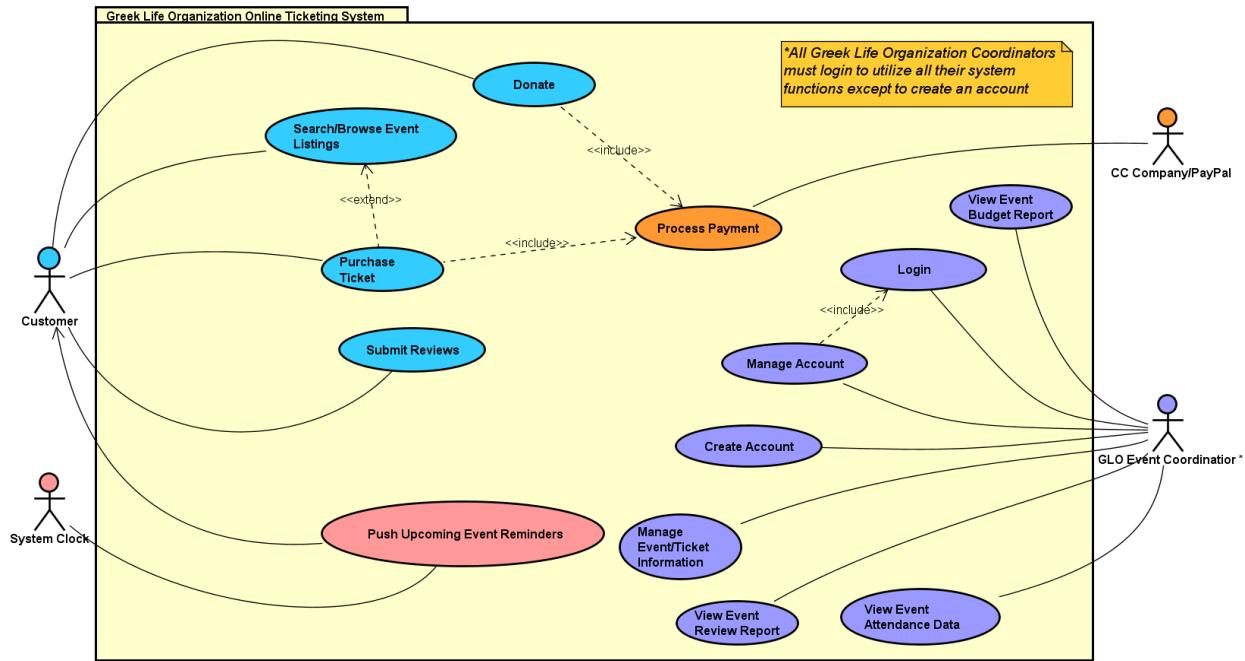
Executive Summary

For this project, Timeless Technologies will be working with the Greek organizations at Kent State University to create a ticketing system that handles the current problems they have with managing their philanthropy events. Currently, the Greek organizations are receiving donations and ticket purchases through Venmo, making it difficult for customers to be verified and for transactions to be tracked. Our system will address this problem by creating a web-based system that allows customers to purchase tickets and donate online with all information being stored in the system. Event coordinators will then be able to access the stored data and generate reports for information such as budgeting, people attending the event, and money raised. In our previous deliverable, we were able to figure out exactly what some chapters had problems with and figured out how the system will work to accommodate for those issues. In our current deliverable, will be creating diagrams to show how the system will work visually and with more detail. This will allow us to communicate our understanding of the their current business situation and problems in addition to how we plan on solving them.

In this deliverable, Timeless Technologies created three diagrams in order to plan out the logistics of the proposed system. The first diagram, known as a use case diagram, displays events that will occur in the proposed system and their relation to each other in addition to the system's users. Each use case, contained in an oval, is a particular function of the system, such as purchasing event tickets, and this diagram allows for a way to visually display all functions that the system will support. Each use case is connected to a particular actor, or user, with a line formally called an association line. Timeless Technologies has also created a data model, called an entity relationship diagram, for the different data tables that will be utilized by the system. This diagram visually portrays the relationships between different data tables within the system's database and describes how they are created with words, such as lists, contains, or receives.

The final diagram is a CRUD matrix; this diagram depicts the different permissions that each action, and subsequently actor, has which includes creating, reading, updating, and deleting. Events from the use case diagram are assigned unique permissions, such as how event listings in the events table can be created, read, updated, and deleted and how the events table is read when a customer searches or browses the event listings. This deliverable is essential to to final system because it clearly illustrates the logistics and uses of the proposed systems and allows for Timeless Technologies to communicate any confusion or misgivings concerning the scope of the project and what the system will accomplish. This will aid in the creation of the system as clarified with the client, for the creation of a comprehensive, fully functional system.

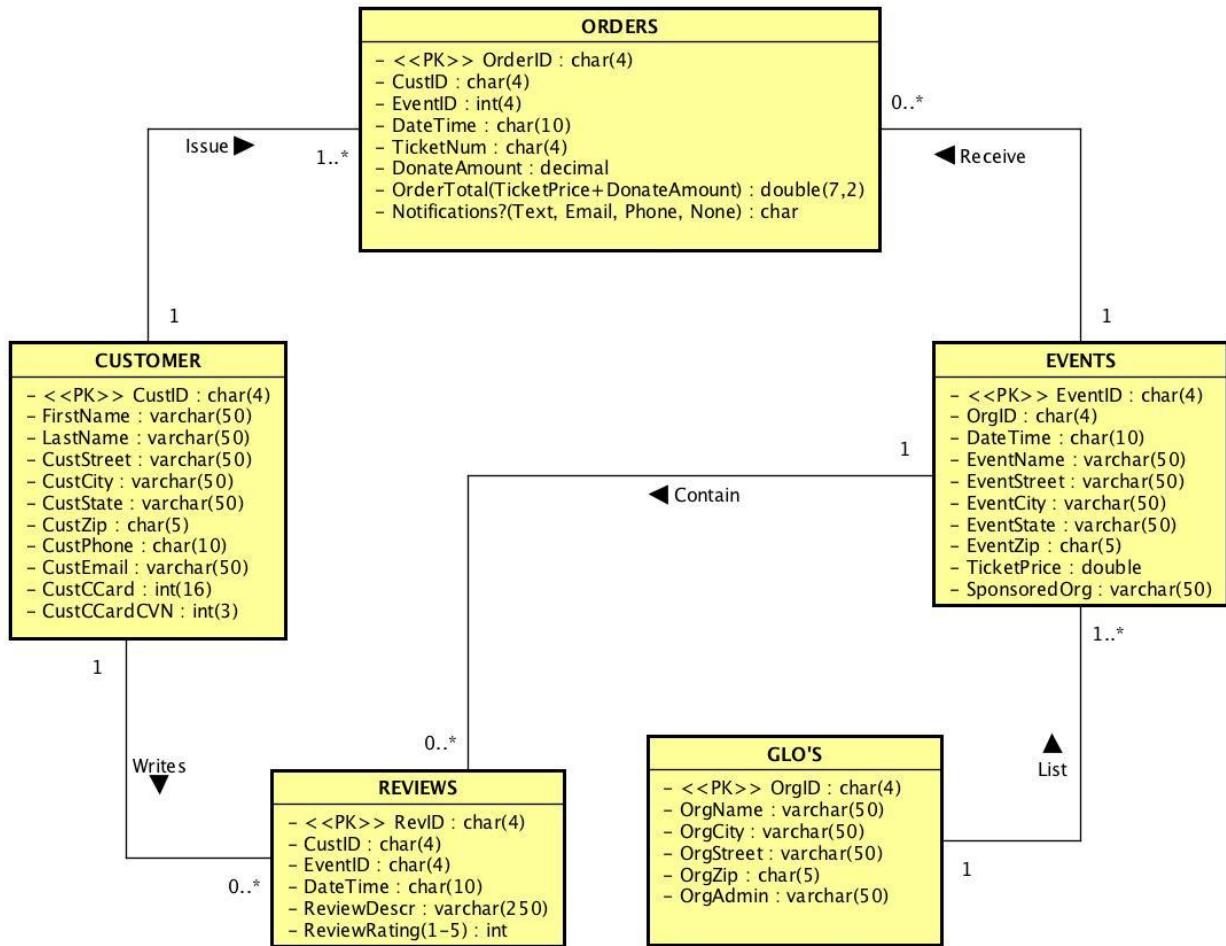
Use Case Diagram



Description

The proposed system will allow customers to purchase tickets to events, submit reviews for events attended, search for upcoming events, as well as donate to the specific cause sponsored by a given philanthropy. Processing payments includes the purchase of a ticket or donation from a customer, which is completed by the Credit Card Company/PayPal. The Greek Life Organization's (GLO) Event Coordinator will be able to view attendance data, event reports, budget reports, in addition to managing and event and ticket information, after they have initially created an account for their chapter and have logged in. Lastly, the System Clock is responsible for pushing event reminders to the customer one time 3 days prior to the event if they opt-in for reminders.

Entity Relationship Diagram



Description

The system's Entity Relationship Diagram has five entities, or tables, that create the database for the system. First, the Greek Life Organization's (*GLO'S*) table houses all the information associated with each individual Greek Life Organization such as their name, location, and event coordinator (admin); each GLO can host at least one or many events. The *events* entity holds information regarding events created by the GLO'S, the ticket price for each event, and the organization being sponsored by the specific philanthropy; each event can have zero or more orders and/or reviews. The *customer* table handles information about the customers which use the system to purchase tickets and make donations, the information includes payment information and contact information for reminders. This information is attained when a customer makes a ticket purchase and or donation, so a customer must issue at least one order but can issue more for other events, and can write zero to many reviews for different events. The *order* entity stores information related to ticket and donation purchases by customers for events. Information stored there includes IDs for the customer and the event, the date and time, amount to be donated to that event, if desired, a ticket number unique to that purchase, the total amount of the order and an option to receive notifications for events. The *reviews* table contains reviews entered by customers who have attended events, and an overall rating of their event experience.

CRUD Matrix

CRUD Matrix	ER DIAGRAM							Total
		Customer	Orders	Events	Reviews	GLOS		
USE CASE DIAGRAM	CRUD	R	CRU	CRUD	CRU	CRUD	CRUD	CRUD
Search / Browse Event Listings	R		R				R	
Purchase Ticket	CRU	R	CU	R				CRU
Donate	CRU	R	C	R				CR
Submit Reviews	CRU	R			CU			CRU
Push Upcoming Event Reminders	R	R	R	R				R
Process Payment	RU	R	C	R				CR
Login	R					R	R	
Manage Account	RUD					RUD	RUD	
Create Account	C					C	C	
Manage Event/Ticket Information	CRUD			CRUD				CRUD
View Event Review Report	R	R		R	R	R	R	
View Event Attendance Report	R	R		R		R	R	
View Event Budget Report	R		R	R		R	R	
Total	CRUD	R	CRU	CRUD	CRU	CRUD	CRUD	CRUD

Presentation Slides



GREEK LIFE PHILANTHROPY TICKETING SYSTEM

TIMELESS TECHNOLOGIES:

AMANDA SHEEHAN
KEVIN BURAND
MAXWELL DOER
MARTIN PEKO
JACOB THOMPSON



BUSINESS SITUATION

- Most people who attend are in Greek Life
- Greek philanthropies sell pre-sale and at the door tickets
- Majority of ticket sales are done over Venmo
 - Poses as a barrier to entry for students/family without Venmo
 - Philanthropy organizer manually enters attendees

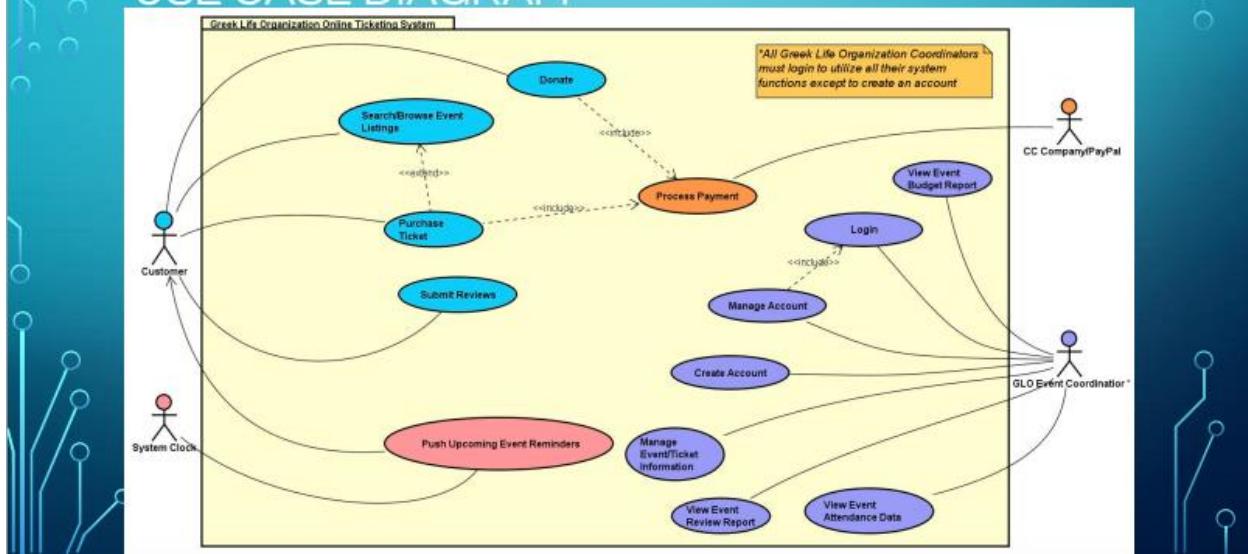
PROPOSED SOLUTION

- All-in-one website for ticketing/donating to philanthropies
- Functions:
 - Event page that can be shared over social media
 - Event information (post/send updates)
 - Ability to purchase tickets
 - Ability to accept donations,
 - Provide budgeting features and feedback survey

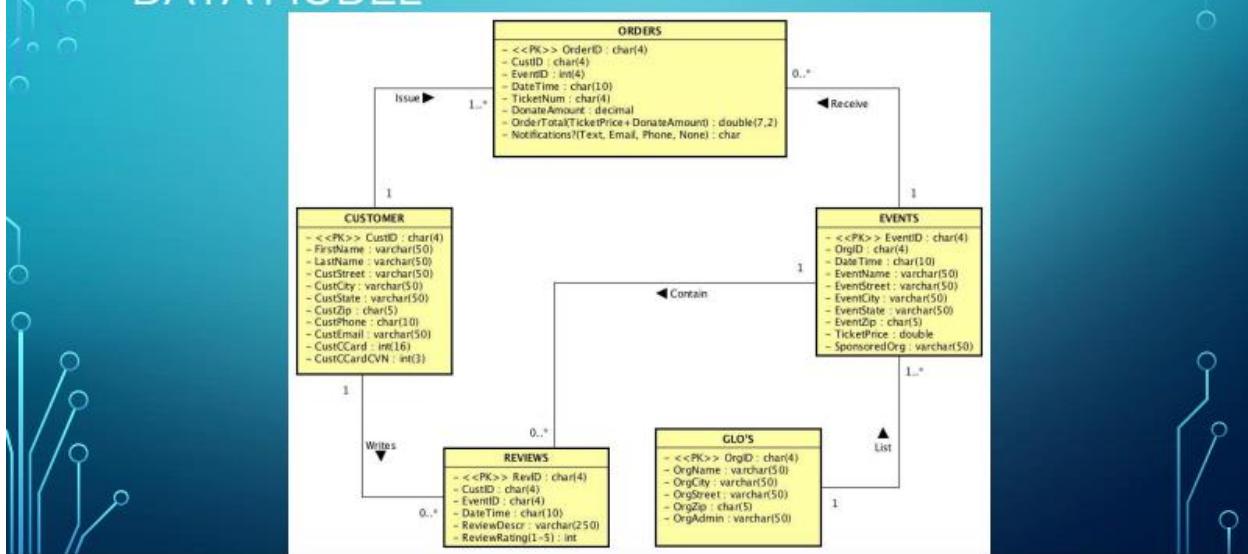
BUSINESS PROBLEM

- Struggle with selling pre-sale tickets/getting event info out
- Little to no idea exactly how many people are coming to an event
 - Causes problems for planning
 - Ex: budgeting for food
- Business demand: An all-in-one platform for tickets, donations, event info, etc.

USE CASE DIAGRAM



DATA MODEL



THANK YOU, QUESTIONS?



Timeless Technologies

Executive Summary

We at Timeless Technologies are working with Greek Organizations at Kent State University to create a web-based system that allows customers to purchase philanthropy tickets and donate online with all information being stored in the system. In the previous summary we outlined Timeless Technologies' project at hand with the Greek Organizations at Kent State in addition to a proposal of the use case diagram, entity relationship diagram, and CRUD matrix. In this deliverable we clarify any misgivings and correct any logical errors made in the last deliverable and we plan for the next months.

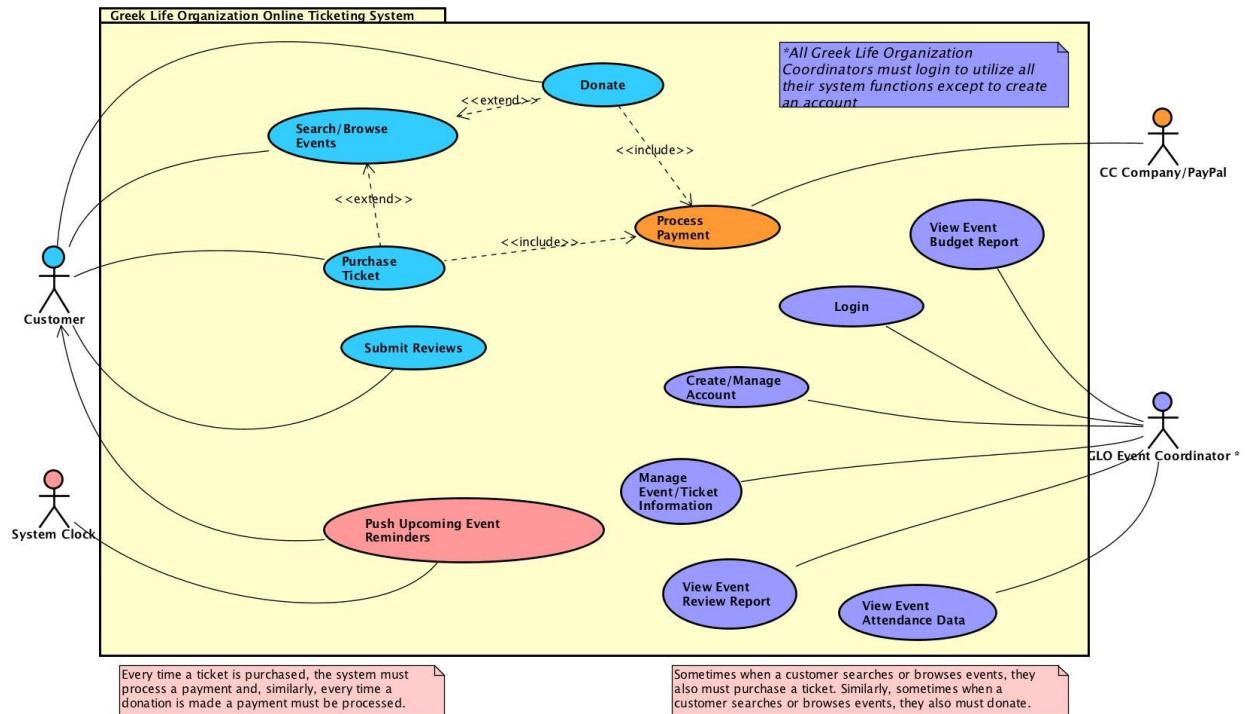
Upon receiving feedback we decided to make a couple minor changes to both the use case and entity relationship diagrams we had created. Hopefully by the following clarifications the system will be more effective and therefore useful to the Greek Organizations.

- In the use case diagram we removed an unnecessary relationship between 'Manage Account' and 'Login' and also combined 'Manage Account' and 'Create Account' into 'Create/Manage Account' to clarify the needs of those particular use cases.
- Also, in the use case diagram we added two notes to clarify what the <<include>> and <<extend>> relationships are, and what they mean in business terms.
- In the entity relationship diagram we changed the primary key ID's to an integer so that they are easier to generate and search for in a query.
- In the entity relationship diagram we also added a note clarifying what exactly an entity is in business terms.

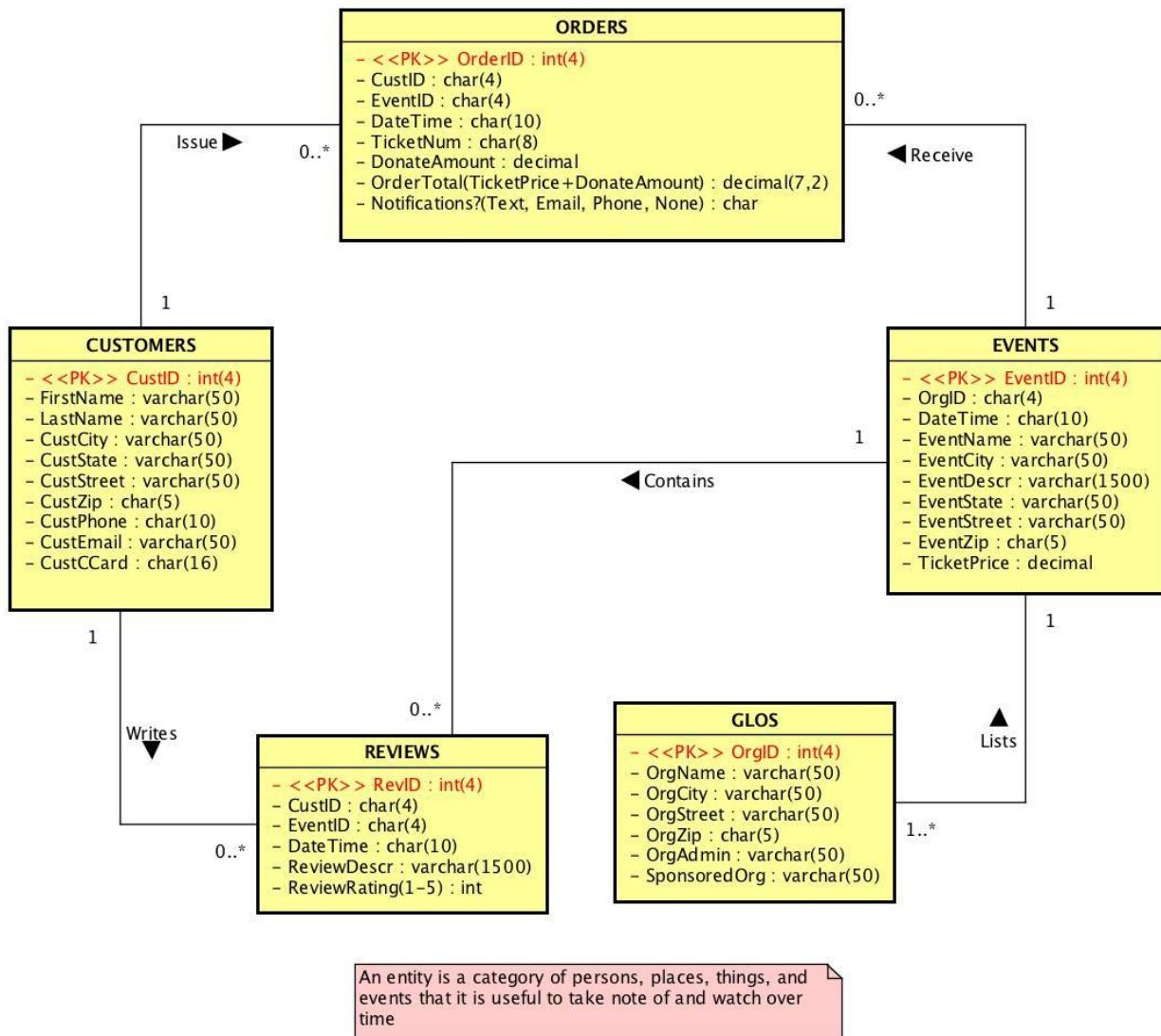
In addition to the clarification of the diagrams, in this deliverable we created a product backlog and sprint backlogs for the two sprints that will comprise the development phase of this project. The product backlog pulls all the use cases from the use case diagram and determines their necessity. They are sorted as 'must have,' 'should have,' 'could have,' and 'won't have.' From this product backlog, and taking into consideration the time each use case is estimated to take, we created two sprint backlogs. Sprint backlogs are a record of tasks to be completed in a single deliverable, listed along with their assigned team member and estimated time of completion. In the first sprint backlog we address what we call the 'back-end' of this project, which ended up being most of the use cases relevant to the Event Coordinator (from the use case diagram) in addition to purchasing information. In the second sprint we will address what we call the 'front-end' of the project, which includes producing reports and the 'could-haves' from the product backlog.

At the end of this deliverable, both the use case diagram and entity relationship diagram will be finalized and the team will be prepared for the two sprints needed to complete this project. The sprint backlogs will let us know if we fall off track and will be useful in keeping us on track in the first place, which will allow us to produce the best quality system in a reasonable amount of time.

Revised Use Case Diagram



Revised Entity Relationship Diagram



Product Backlog

Product Backlog (MoSCoW)	Must Have	Should Have	Could Have	Wont Have
Search / Browse Event Listings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Purchase Ticket	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Donate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submit Reviews	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Process Payment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push Upcoming Event Reminders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Login	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create/Manage Account	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Events/Ticket Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
View Event Budget Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
View Event Review Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
View Event Attendance Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Initial Sprint Backlogs

Sprint #1 Backlog

ID	Task	Assigned	Estimation	Actual
1.0	Create/Manage Account			
1.1	Write Use Case Description	Amanda	1 hr	
1.2	Create Prototype	Martin	2 hrs	
1.3	Write User Manual	Jacob	1 hr	
2.0	Login			
2.1	Write Use Case Description	Kevin	1 hr	
2.2	Create Prototype	Max	2 hrs	
2.3	Write User Manual	Jacob	1 hr	
3.0	Manage Events/Ticket Information			
3.1	Write Use Case Description	Amanda	1 hr	
3.2	Create Prototype	Martin	2 hr	
3.3	Write User Manual	Jacob	1 hr	
3.4	Events/Ticket Information Activity Diagram	Kevin/Max	3 hrs	
4.0	Process Payment			
4.1	Write Use Case Description	Kevin	1 hr	
4.2	Create Prototype	Max	2 hrs	
4.3	Write User Manual	Jacob	1 hr	
5.0	Purchase Ticket			
5.1	Write Use Case Description	Amanda	1 hr	
5.2	Create Prototype	Martin	2 hrs	
5.3	Write User Manual	Jacob	1 hr	
6.0	Donate			
6.1	Write Use Case Description	Kevin	1 hr	
6.2	Create Prototype	Max	2 hrs	
6.3	Write User Manual	Jacob	1 hr	
7.0	Highlight Use Case Diagram	Kevin	1 hr	
8.0	Highlight ER Diagram	Max	1 hr	
9.0	Window Navigation Diagram	Martin	2 hrs	
10.0	Update Sprint Backlog	Amanda	1 hr	
11.0	Create Table of Contents	Amanda	1 hr	
12.0	Write Executive Summary	Jacob	1 hr	

Sprint #2 Backlog

ID	Task	Assigned	Estimation	Actual
1.0	Search / Browse Event Listings			
1.1	Write Use Case Description	Kevin	1 hr	
1.2	Create Prototype	Max	2 hrs	
1.3	Write User Manual	Jacob	1 hr	
1.4	Search/Browse Event Listings Activity Diagram	Amanda/Martin	3 hrs	
2.0	Submit Reviews			
2.1	Write Use Case Description	Amanda	1 hr	
2.2	Create Prototype	Martin	2 hrs	
2.3	Write User Manual	Jacob	1 hr	
3.0	Push Upcoming Event Reminders			
3.1	Write Use Case Description	Kevin	1 hr	
3.2	Create Prototype	Max	2 hrs	
3.3	Write User Manual	Jacob	1 hr	
4.0	View Event Attendance Data			
4.1	Write Use Case Description	Amanda	1 hr	
4.2	Create Prototype	Martin	2 hrs	
4.3	Write User Manual	Jacob	1 hr	
5.0	View Event Review Report			
5.1	Write Use Case Description	Kevin	1 hr	
5.2	Create Prototype	Max	2 hrs	
5.3	Write User Manual	Jacob	1 hr	
6.0	View Event Budget Report			
6.1	Write Use Case Description	Amanda	1 hr	
6.2	Create Prototype	Martin	2 hrs	
6.3	Write User Manual	Jacob	1 hr	
7.0	Create Table of Contents	Amanda	1 hr	
8.0	Write Executive Summary	Max	1 hr	
9.0	Cost-Benefit Analysis	Martin	2 hr	
10.0	Prepare Presentation	Kevin/Amanda	1 hr	

Executive Summary

We, as Timeless Technologies, have been collaborating with Greek Organizations at Kent State, particularly with Tau Kappa Epsilon, to create a web-based system that customers can use to donate and purchase tickets for philanthropy events. In the previous summary we reviewed our final use case diagram and entity relationship diagram, and created a product backlog, which is how we decided what would be included in this version of our system based on the level of importance of individual use cases. We also shared how we planned out the two sprints the prototype of this system will be produced in. In this deliverable we share our progress in the development of our system. We have just completed the first sprint of development, in which a sprint is a “unit” or chunk of time used to develop part of the system.

In this deliverable we have shared our progress so far at the conclusion of our first sprint. We have included our updated sprint backlog, this shows how long each part of the sprint ended up taking compared to the amount of time we had estimated they would take. The second sprint backlog shows our predictions for activity lengths in the next sprint based on what we have completed so far. The window navigation diagram displays how different windows on the system are related and what windows you have to go through in order to get to another window.

We have also included use case descriptions, which are details of how each use case functions in the system. These use case descriptions are completed in the “detail/real” type, which means that they include every step at a very technical level and include every detail needed to create the prototype. The use cases we chose to include in this sprint were Create/Manage Account, Login, Manage Events/Ticket Information, Process Payment, Purchase Ticket, and Donate. We chose these because we consider them to be the “backend” and most involved and necessary use cases for the functionality of the system as a whole.

We included an activity diagram for the Manage Events/Ticket Information use case because we found it to be one of the more complex use case. By using an activity diagram we show the different actors that interact to accomplish this use case by using a diagram that shows a flow of separate activities. We have included a link to our current prototype that will be elaborated upon in the next sprint, but has some functionality now since the use cases we described were prototyped. We used the website wix.com to help create a realistic, interactive site. Finally we included a partial user manual that includes that use cases detailed in the use case descriptions discussed earlier in this summary. It does not include the Process Payment use case, as that does not require human interaction to complete. At the end of this sprint we will be halfway through the development of the prototype for our web-based ticketing system. As a result of reviewing the first sprint backlog, we are on time and progressing steadily through the development of this system.

Updated Sprint Backlogs

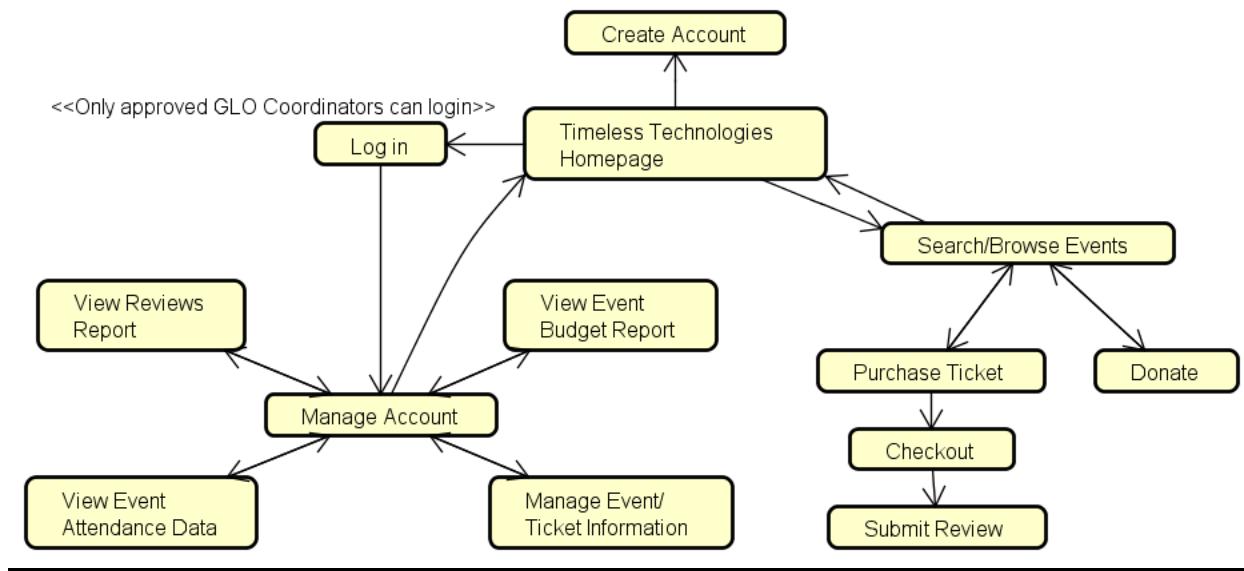
Sprint #1 Backlog

ID	Task	Assigned	Estimation	Actual
1.0	Create/Manage Account			
1.1	Write Use Case Description	Amanda/Kevin	1 hr	1 hr
1.2	Create Prototype	Martin/Max	2 hrs	1 hr
1.3	Write User Manual	Martin/Max	1 hr	2 hr
2.0	Login			
2.1	Write Use Case Description	Amanda/Kevin	1 hr	1 hr
2.2	Create Prototype	Martin/Max	2 hrs	1 hr
2.3	Write User Manual	Martin/Max	1 hr	2 hr
3.0	Manage Events/Ticket Information			
3.1	Write Use Case Description	Amanda/Kevin	1 hr	1 hr
3.2	Create Prototype	Martin/Max	2 hr	1 hr
3.3	Write User Manual	Martin/Max	1 hr	2 hr
3.4	Events/Ticket Information Activity Diagram	Jacob	3 hrs	1 hr
4.0	Process Payment			
4.1	Write Use Case Description	Amanda/Kevin	1 hr	1 hr
4.2	Create Prototype	Martin/Max	2 hrs	1 hr
5.0	Purchase Ticket			
5.1	Write Use Case Description	Amanda/Kevin	1 hr	1 hr
5.2	Create Prototype	Martin/Max	2 hrs	1 hr
5.3	Write User Manual	Martin/Max	1 hr	2 hr
6.0	Donate			
6.1	Write Use Case Description	Amanda/Kevin	1 hr	1 hr
6.2	Create Prototype	Martin/Max	2 hrs	1 hr
6.3	Write User Manual	Martin/Max	1 hr	2 hr
7.0	Window Navigation Diagram	Jacob	2 hrs	1 hr
8.0	Update Sprint Backlog	Amanda	1 hr	.5 hr
9.0	Create Table of Contents	Amanda	1 hr	.5 hr
10.0	Write Executive Summary	Jacob/Amanda	1 hr	.5 hr

Sprint #2 Backlog

ID	Task	Assigned	Estimation	Actual
1.0	Search / Browse Event Listings			
1.1	Write Use Case Description	Kevin	1 hr	
1.2	Create Prototype	Max	2 hrs	
1.3	Write User Manual	Jacob	1 hr	
1.4	Search/Browse Event Listings Activity Diagram	Amanda/Martin	3 hrs	
2.0	Submit Reviews			
2.1	Write Use Case Description	Amanda	1 hr	
2.2	Create Prototype	Martin	2 hrs	
2.3	Write User Manual	Jacob	1 hr	
3.0	Push Upcoming Event Reminders			
3.1	Write Use Case Description	Kevin	1 hr	
3.2	Create Prototype	Max	2 hrs	
3.3	Write User Manual	Jacob	1 hr	
4.0	View Event Attendance Data			
4.1	Write Use Case Description	Amanda	1 hr	
4.2	Create Prototype	Martin	2 hrs	
4.3	Write User Manual	Jacob	1 hr	
5.0	View Event Review Report			
5.1	Write Use Case Description	Kevin	1 hr	
5.2	Create Prototype	Max	2 hrs	
5.3	Write User Manual	Jacob	1 hr	
6.0	View Event Budget Report			
6.1	Write Use Case Description	Amanda	1 hr	
6.2	Create Prototype	Martin	2 hrs	
6.3	Write User Manual	Jacob	1 hr	
7.0	Create Table of Contents	Amanda	1 hr	
8.0	Write Executive Summary	Max	1 hr	
9.0	Cost-Benefit Analysis	Martin	2 hr	
10.0	Prepare Presentation	Kevin/Amanda	1 hr	

Window Navigation Diagram



“Detail/Real” Use Case Descriptions

Create/Manage Account Use Case Description

Use Case Name: Create/Manage Account		ID: 1	Importance Level:		
Primary Actor: GLO Event Coordinator		Use Case Type: Detail/Real			
Stakeholders and Interests: Greek Life Organization (GLO) - wants to easily access and manage information about their organization and philanthropy events on a secure source Customer - wants to have up to date and reliable philanthropy information accessible through verified GLO accounts <u>Non-profit</u> - wants to have more awareness of their non-profit as a result of being associated with a GLO					
Brief Description: This use case allows a Greek Life Organization (GLO) Event Coordinator to create an account as well as view, update, and delete account information.					
Trigger: GLO does not have an account or needs to review/update their previously input information.					
Type: External					
Relationships: Association: GLO Event Coordinator Include: None Extend: None Generalization: N/A					
Normal Flow of Events: <ol style="list-style-type: none"> 1. GLO Event Coordinator clicks “Log In” button on the home page. 2. System loads and displays the Log In page. 3. If GLO Event Coordinator has an existing account execute subflow S-1, else execute subflow S-2. 4. System loads and displays the Timeless Tickets homepage with GLO Event Coordinator’s username in place of the “Log In” button. 5. GLO Event Coordinator clicks their username and selects “My Account” from the dropdown menu. 6. System loads and displays My Account page. 7. GLO Event Coordinator enters current First Name, Last Name, Email Address, and Phone Number using the labeled text boxes and clicks the “Update Info” button. 8. System updates GLOS entity and displays “✓ Completed” on the button where it used to display “Update Info.” 					
SubFlows: S-1 Login to Existing Account <ol style="list-style-type: none"> 1. GLO Event Coordinator executes Login Use Case S-2 Creating New Account <ol style="list-style-type: none"> 1. GLO Event Coordinator clicks “Sign Up.” 2. System displays Sign Up page. 3. GLO Event Coordinator enters Email, Password (4-100 chr.), re-types Password and clicks “Go” button. 4. System displays approval message and sends a message to Interfraternity Council (IFC) Administrator’s email. 5. IFC Administrator approves (or denies) registration request. 					
Alternate/Exceptional Flows: <p>S-2 3 a. GLO Event Coordinator Enters Invalid Username</p> <ol style="list-style-type: none"> 1. System displays “Cannot be blank” in red below the username input entry box. <p>S-2 3 b. GLO Event Coordinator Enters Password With Invalid Length</p> <ol style="list-style-type: none"> 1. System displays “Password length must be between 4 and 100 characters” in red below the password input entry boxes. <p>S-2 5 a. IFC Administrator Denies Registration</p> <ol style="list-style-type: none"> 1. System sends an email to GLO Event Coordinator that registration was denied and to contact IFC Administrator directly with any disputes. 					

Login Use Case Description

Use Case Name: Login	ID: 2	Importance Level:
Primary Actor: GLO Event Coordinator	Use Case Type: Detail/Real	
Stakeholders and Interests:		
Greek Life Organizations (GLO) - wants to have a method to ensure secure access of their respective accounts and information		
Customers - wants to be assured that the GLO they are giving money to is secured and verified		
Non-profits - wants to be supported by a secure, verified GLO so as far to not tarnish their reputation		
Brief Description: This use case allows Greek Life Organization (GLO) Event Coordinators a way to gain access to their respective accounts.		
Trigger: GLO needs to access their account or create/update event/ticket information		
Type: External		
Relationships:		
Association: GLO Event Coordinator		
Include: None		
Extend: None		
Generalization: N/A		
Normal Flow of Events:		
<ol style="list-style-type: none"> 1. User clicks “Log In” button on the Timeless Tickets homepage. 2. System displays “Log In” page. 3. User enters username and password into separate, labeled text boxes and clicks “Log In” button. 4. System queries GLOS entity to verify entered username and password are consistent, then loads and displays Timeless Tickets homepage. 		
SubFlows:		
<p>Alternate/Exceptional Flows:</p> <p>3 a. GLO Event Coordinator Forgot Password</p> <ol style="list-style-type: none"> 1. GLO Event Coordinator clicks “Forgot Password?” button. 2. System loads and displays Reset Password page. 3. GLO Event Coordinator enters their Email in the labeled text box and clicks “Go” button. 4. System sends an email to that email with a link to reset the password and displays a confirmation message. 5. GLO Event Coordinator clicks the link in the previously noted email. 6. System opens Reset Password page. 7. GLO Event Coordinator enters their new password and re-types their password in the two provided, labeled text boxes and clicks “Change Password” button. 8. System updates GLOS entity and displays confirmation message. <p>4 a. GLO Event Coordinator Enters Invalid Credentials</p> <ol style="list-style-type: none"> 1. Display “Wrong email or password” in red letters below the login input areas. 		

Manage Event/Ticket Information Use Case Description

Use Case Name: Manage Event/Ticket Information	ID: 3	Importance Level:		
Primary Actor: GLO Event Coordinator	Use Case Type: Detail/Real			
Stakeholders and Interests:				
Greek Life Organization (GLO) - wants to give out accurate information to get more people to attend Customer - wants accurate information so they can attend and purchase tickets Non-profit - wants increased awareness of accurate information because it will increase donations to their cause				
Brief Description: This use case allows a GLO Event Coordinator to create and manage both event and ticket information while they are logged in.				
Trigger: GLO wants to post an event or update event/ticket information Type: External				
Relationships:				
Association: GLO Event Coordinator Include: None Extend: None Generalization: N/A				
Normal Flow of Events:				
<ol style="list-style-type: none"> 1. GLO Event Coordinator clicks the Events option on the Main Menu on the Dashboard page. 2. System queries EVENTS entity and loads and displays Events page. 3. GLO Event Coordinator clicks the dashed button with a “+” in the middle. 4. System loads and displays Event Name page. 5. GLO Event Coordinator enters Event Name in a text box, selects a date and time from three dropdown menus, enters the Location in a text box, information About Your Event in a text box, and clicks “Create Event” button. 6. System updates EVENTS entity, loads and displays updated Events page, and displays a green popup reminder to add tickets. 7. GLO Event Coordinator clicks the event they just created. 8. System loads and displays Event Name page. 9. GLO Event Coordinator clicks the Tickets option on the menu. 10. System loads and displays Tickets page. 11. GLO Event Coordinator clicks “Get Started” button. 12. System loads and opens New Ticket page. 13. GLO Event Coordinator selects whether the tickets are paid for or are free, names the ticket in a text box, enters the price using a text box, edits Ticket Policy text box if necessary, and clicks “Save” button. 14. System updates EVENTS with ticket information. 				
SubFlows:				
Alternate/Exceptional Flows:				

Process Payment Use Case Description

Use Case Name: Process Payment	ID: 4	Importance Level:		
Primary Actor: CC Company/PayPal	Use Case Type: Detail/Real			
<p>Stakeholders and Interests:</p> <p>Greek Life Organization (GLO) - wants ticket sales and donations to result in successful sponsoring of non-profit organizations</p> <p>Customer - wants to have the ability to full fill transactions made on the site</p> <p>Non-Profit - wants GLO to be able to successfully receive transactions through philanthropy events on the site so they will receive more in donations.</p>				
<p>Brief Description: Financial transaction is transmitted from the site and processed by PayPal or the Credit Card company</p>				
<p>Trigger: Customer financial information has been entered and submitted Type: External</p>				
<p>Relationships:</p> <p>Association: CC Company/PayPal</p> <p>Include: None</p> <p>Extend: None</p> <p>Generalization: N/A</p>				
<p>Normal Flow of Events:</p> <ol style="list-style-type: none"> 1. Ticket system/PayPal transmits customer financial information to the bank associated with the card number. 2. The bank system checks account information for verification. 3. Bank system verifies information and notifies ticket system/PayPal of the completion of the transaction. 4. Ticket System/PayPal displays notification message of transaction success for the Customer 5. Ticket System updates CUSTOMERS and ORDERS entities, and emails the ticket. 				
<p>SubFlows:</p>				
<p>Alternate/Exceptional Flows:</p> <p>3 a. Transaction Denied</p> <ol style="list-style-type: none"> 1. Bank system notifies ticket system/PayPlay of insufficient funds. 2. Ticket System/PayPal displays notification message of transaction failure for the Customer that asks them to try completing a payment again. 				

Purchase Ticket Use Case Description

Use Case Name: Purchase Ticket	ID: 5	Importance Level:		
Primary Actor: Customer	Use Case Type: Detail/Real			
Stakeholders and Interests:				
Greek Life Organization (GLO) - wants to have a simple, fast way to sell tickets without dealing with cash and to have a more accurate attendance list for preparation				
Customer - wants an easy, accurate way to purchase presale (discount) tickets				
Non-profit - wants a simple, accurate way for customers to purchase tickets since they receive a portion of ticket sales and want to maximize amount of money they receive				
Brief Description: This use case allows GLO customers to purchase a ticket to their philanthropy event.				
Trigger: Customer needs to purchase ticket to a GLO's philanthropy event Type: External				
Relationships:				
Association: Customer Include: Process Payment Extend: None Generalization: N/A				
Normal Flow of Events:				
<ol style="list-style-type: none"> 1. Customer clicks "Register Now" button on the Event page for their desired event. 2. System queries EVENTS for that particular event and loads and displays the Registration page for that event. 3. Customer clicks the "+" button once and clicks "Checkout" button. 4. System queries EVENTS and loads and displays Event Sign-Up page. 5. Customer enters First Name, Last Name, Email Address, and Phone Number and checks a box determining if they want to receive event reminders. 6. System updates CUSTOMERS entity and loads and displays the event's Payment page. 7. If customer is paying with credit card follow SubFlow S-1 or follow SubFlow S-2 for PayPal sale. 8. CC Company/PayPal executes Process Payment use case. 				
SubFlows:				
S-1 Ticket CC Purchase <ol style="list-style-type: none"> 1. Customer selects "Credit/Debit Card" radio button, fills out payment information (Card Number, Expiration Date, Security Code (CVV), Cardholder Name), and clicks "Buy Now" button. 				
S-2 Ticket PayPal Purchase <ol style="list-style-type: none"> 1. Customer selects "PayPal" radio button and clicks "Buy Now" button. 2. System loads and displays secure PayPal Checkout page. 3. Customer enters Card Number, Expiration Date, CSC, First Name, Last Name, Billing Street Address, Address Line 2, City, State, ZIP code, Phone Number, and Email Address and clicks "Pay Now." 				
Alternate/Exceptional Flows: 3 a. Customer Clicks the "+" Button More Than Once				
<ol style="list-style-type: none"> 1. System does not accept any additional clicks and only displays one ticket as being purchased per sale. S-1 1 a. Field Void <ol style="list-style-type: none"> 1. System displays an error message stating "This field is required" is displayed in red below any textbox without an input indicating that it is required. S-1 1 b. Format Invalid <ol style="list-style-type: none"> 1. System displays an error message stating "Invalid format" is displayed in red below any textbox without an input indicating that a particular format is required. S-2 3 a. Field Void <ol style="list-style-type: none"> 1. System displays an error message stating "This field is required" is displayed in red below any textbox without an input indicating that it is required. S-2 3 b. Format Invalid <ol style="list-style-type: none"> 1. System displays an error message stating "Invalid format" is displayed in red below any textbox without an input indicating that a particular format is required. 				

Questions/assumptions (*numbered*)

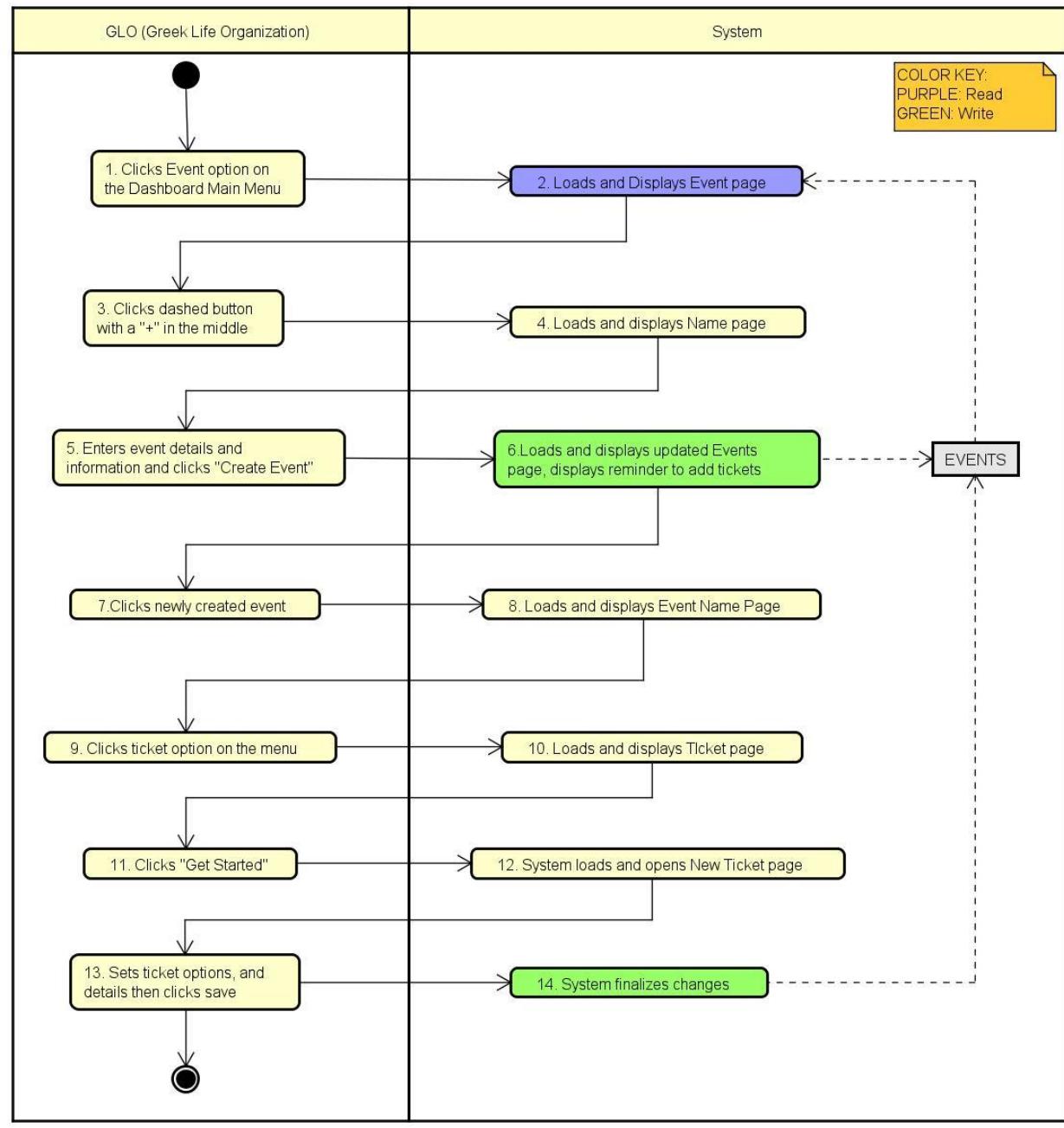
1. It is assumed that all ticket purchases will be within the 20 minute time limit designated by the purchase page.

Donate Use Case Description

Use Case Name: Donate	ID: 6	Importance Level:		
Primary Actor: Customer	Use Case Type: Detail/Real			
Stakeholders and Interests: Greek Life Organization (GLO) - wants to have a simple, fast way to coordinate donations without dealing with cash Customer - wants an easy, accurate way to donate through the GLO to the non-profit Non-profit - wants a simple, accurate way for customers to donate, so their funding increases				
Brief Description: This use case allows GLO customers to donate to a given non-profit organization through a GLO's posted philanthropy event.				
Trigger: Customer needs to donate to a non-profit sponsored by a GLO Type: External				
Relationships: Association: Customer Include: Process Payment Extend: None Generalization: N/A				
Normal Flow of Events: <ol style="list-style-type: none"> 1. Customer clicks "Donate" button on top of the rectangle for their desired event on the Event Listing page. 2. System loads and displays secure PayPal Donate page. 3. Customer enters Donation amount, Card Number, Expiration Date, Security Code, First Name, Last Name, Billing Street Address, Address Line 2, City, State (using dropdown), ZIP code, Check Box to share Email, Phone Number, and Email Address into text boxes and clicks "Donate Now." 4. Customer and PayPal execute Process Payment use case. 				
SubFlows: Alternate/Exceptional Flows: 3 a. Field Void <ol style="list-style-type: none"> 1. System displays an error message stating "This field is required" is displayed in red below any textbox without an input indicating that it is required. 2. Format Invalid 3 b. Format Invalid 1. System displays an error message stating "Invalid format" is displayed in red below any textbox without an input indicating that a particular format is required. 				

Activity Diagram

Manage Event/Ticket Information



Prototype

Customer Website

<https://maxdoerr.wixsite.com/timeslesstech>

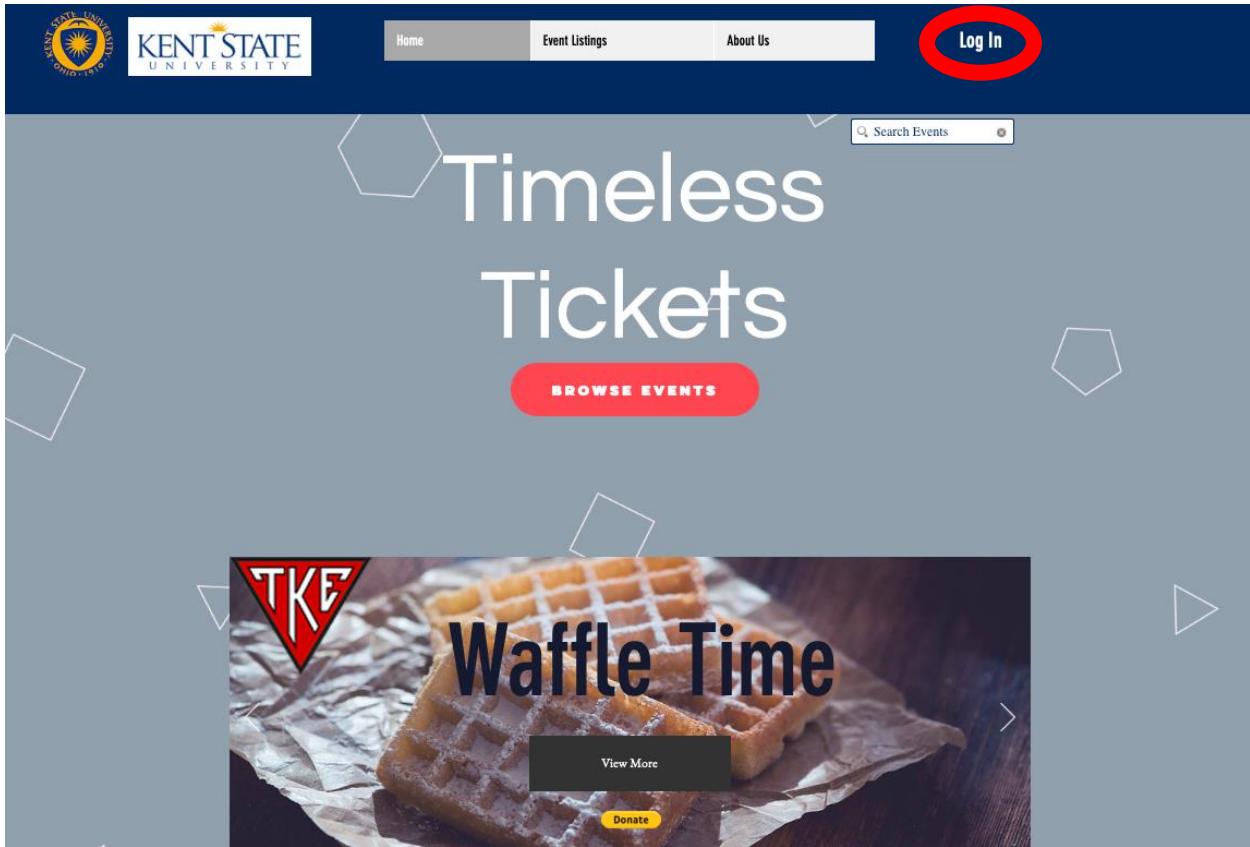
“Back End” Website

<https://www.wix.com/dashboard/85cc0c37-8198-49eb-9afa-91ac7397949d/home>

We could not choose our domain, but if we actually created the system we would choose a shorter, more descriptive domain.

User Manual

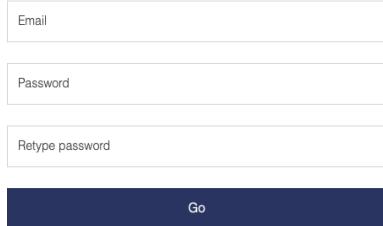
1. Create/Manage Account



- a. Click "Log In."
- b. If you do not have an account click Sign-Up on the Log In screen, otherwise proceed to step ____.

X

Sign Up



The image shows a sign-up form with three input fields: 'Email', 'Password', and 'Retype password'. Below the fields is a dark blue 'Go' button. At the bottom right of the form area is a small link 'Already a member? Log in'.

Email

Password

Retype password

Go

Already a member? [Log in](#)

- c. Sign up by typing your email and a password, retyping your password for confirmation and clicking “Go.”



A small rectangular box containing a URL and course information.

<https://earn.kent.edu/bbcswebdav/pid-8919059-dt-content-id-121867880.1/courses/15997/2018B0/SampleProject-Proximity-Compiled.pdf>

X

Success! Your member login request has been sent and is awaiting approval.
The site administrator will notify you via email (mdoerr@kent.edu) once your
request has been approved.

OK

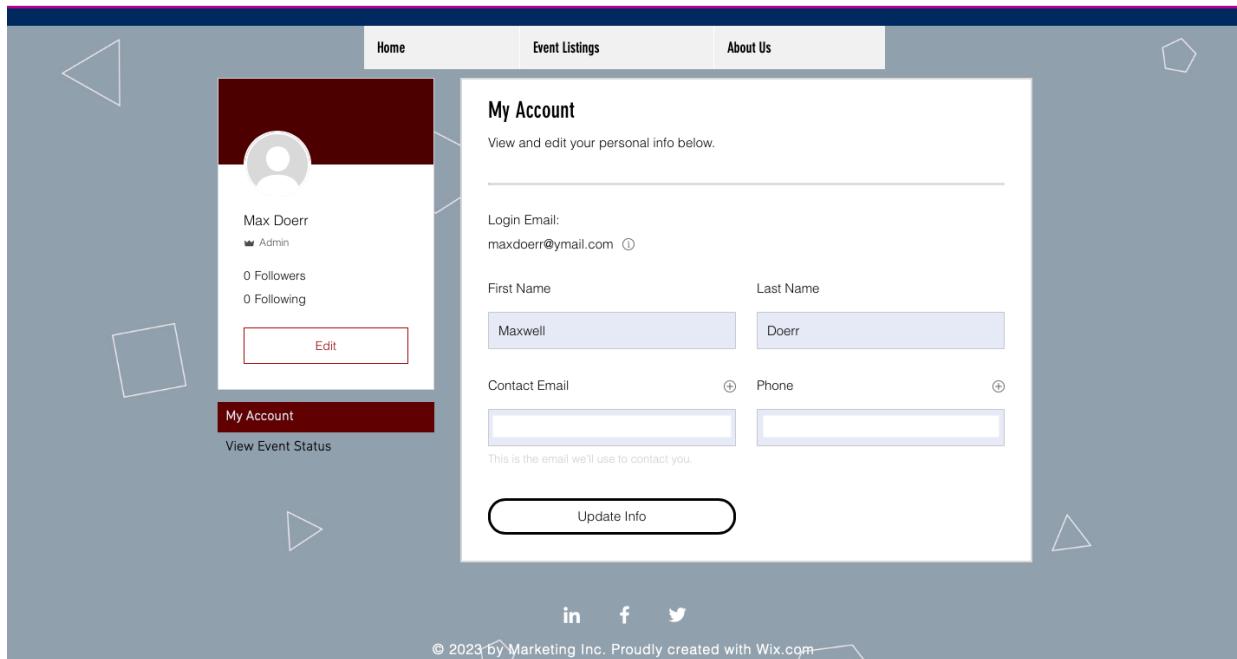
- d. Signup request is sent to the site administrator which would be the IFC Philanthropy Chair (mdoerr@kent.edu in this case).

The screenshot shows the Wix Contacts & CRM interface. On the left, there's a sidebar with a 'Main Menu' button, 'CONTACTS & CRM' section containing 'Inbox', 'Contact List', 'Invoices', and 'Automations', and a 'SITE MEMBERS' section with 'Member List' and 'Member Permissions'. A purple 'Upgrade' button is at the bottom. The main area is titled 'Inbox' with the sub-section 'All Messages (1)'. It shows one message from 'mdoerr@kent.edu' (now) with the subject 'Approve site member request?'. Below it is another message from 'martinpeko777@gmail.com' (Sun) with the subject 'Site member request'. At the bottom, there's a message from 'Wix Bot' (Oct 23) with the subject 'Want to see how it works...'. On the right, there's a preview of a site member request with a green circular icon and the text 'Became a site member'. At the bottom right, there's a text input field with 'EMAIL: MDOERR@KENT.EDU' and a placeholder 'Type your message...', along with a 'Send' button.

- e. You are required to communicate with the IFC Philanthropy Chair in order to get approved to list new events. This prevents spam and unwanted users from being able to edit the site. If you are confirmed as a GLO Event Coordinator, the IFC Philanthropy Chair will approve your new site member request.
- f. Log in (described in next section).

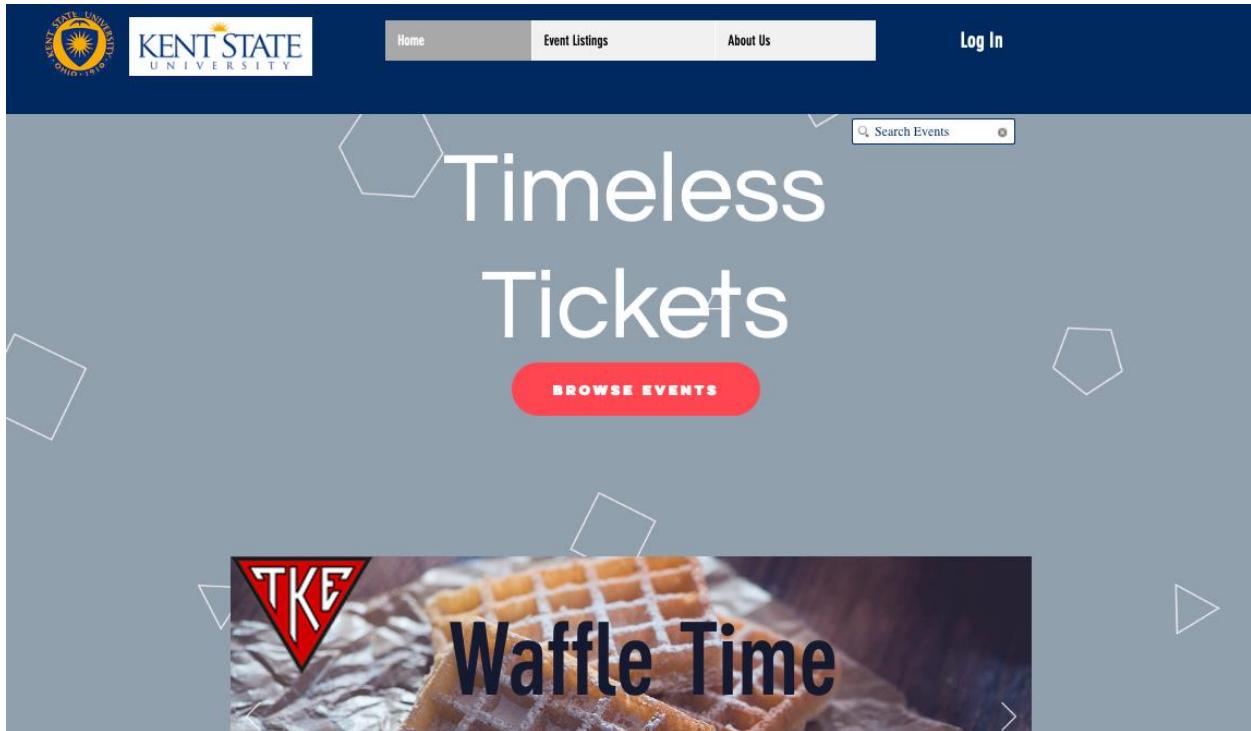
The screenshot shows the Kent State University Timeless Tickets website. At the top, there's a navigation bar with the Kent State logo, 'KENT STATE UNIVERSITY', 'Home', 'Event Listings', 'About Us', and a 'Max Doerr' dropdown menu. The 'Max Doerr' menu is circled in red. Below the navigation, the page features a large title 'Timeless Tickets' with a red 'BROWSE EVENTS' button. At the bottom, there's a photo of a waffle with the letters 'TKE' on it.

- g. Click on your name (Max Doerr) and select "My Account" from the dropdown



- b. From here you can update your first name, last name, contact email, and phone number. Click the “Update Info” button to save your updated information.

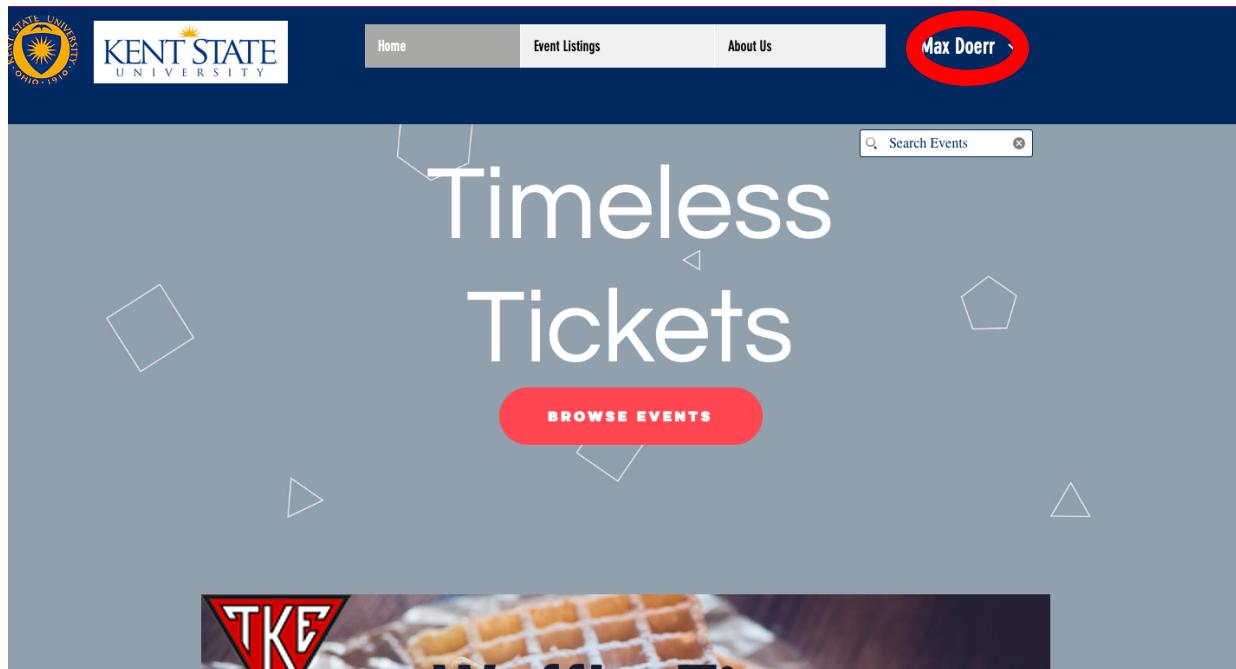
2. Log In



- a. Click on Log In in the top right corner.

A screenshot of the Log In page. The page has a white background with a dark blue header bar at the top. The header bar contains the word "Log in" in a large, white, sans-serif font. Below the header, there are two input fields: one for "Email" and one for "Password", both with placeholder text. To the right of the password field is a link "Forgot password?". Below the input fields is a dark blue button with the white text "Log In". A red circle highlights this "Log In" button. At the bottom of the page, there is a small link "Don't have an account? Sign Up".

- b. The Log In page is displayed and you enter your login information (Email and Password) and click the "Log In" button.



- c. When you are logged in your username is displayed in the top right corner instead of “Log In.”

3. Manage Event/Ticket Information

The screenshot shows the Wix website builder interface. On the left, a sidebar menu includes 'TimelessTech' (Role: Owner), 'Dashboard', 'Events' (selected), 'Contacts & CRM', 'Marketing Tools', 'Settings', 'Apps', and 'Database'. A pink 'Upgrade' button is at the bottom. The main area is titled 'Events' with a '+ Add Event' button. A modal window titled 'Manage Events on the Go' informs users they can manage events from the Wix app. Below it, two events are listed: 'Waffle Time' (Upcoming, Oct 08, 2019) which has 5 SOLD TICKETS and 328 days until the event; and 'Anchorman' (Upcoming, Nov 01, 2019) which has no tickets sold yet. Each event card has an 'Edit' button.

- From the “Events” tab, click “Edit” located on the relevant event.



WIX

TimelessTech
Role: Owner

Dashboard
Events
Contacts & CRM
Marketing Tools

Settings
Apps
Database

Upgrade

Edit Site

(GMT-05:00) Eastern Time
Events > Waffle Time

Event Details Tickets Registration Emails Guest List (5) Cancel Save

Location Location is TBD ⓘ

Venue Name Kent Student Center

Address Kent Student Center, 1075 Risman Dr, Kent, OH 44242, U.S.A.


Kent State University
Summit St
Map data ©2018 Google... Terms of Use Report a map error

Reset Location

About Your Event (Optional) ⓘ

What is this event about?
B I U ⌂ ⌂ ⌂

Come join us on the second floor of the student center to eat waffles and raise money for a great cause!

- b. The system will open “Event Details” by default. From here you can make any relevant changes, such as naming your event and setting a time and location.

WIX

TimelessTech
Role: Owner

Dashboard
Events
Contacts & CRM
Marketing Tools

Settings
Apps
Database

Upgrade

Edit Site

Events > Waffle Time

Waffle Time

Event Details Tickets Registration Emails Guest List (5) USD New Ticket

 Waffle Time Tickets (1 per)

FREE Unlimited 5 Sold  



c. Ticket prices and policy can be changed in the “Tickets” tab by clicking “Edit”

The screenshot shows the WiX platform's 'Edit Ticket' page. On the left is a dark sidebar with the site name 'TimelessTech' and 'Role: Owner'. The main area has a header 'Events > Waffle Time > Edit Ticket' and a title 'Edit Ticket'. Below is a 'Ticket Info' section. Under 'Ticket Type', 'For Sale' is selected (indicated by a blue outline and a checkmark). The 'Ticket name' field contains 'Waffle Time Tickets (1 per)'. Under 'Price', there is a checkbox 'Limit Quantity' (unchecked), a dropdown set to '8', and a currency dropdown set to 'US Dollar - USD (\$)'. A red oval highlights the 'Save' button at the top right.

d. Set ticket price, name, and description and click the “Save” button.



5. Purchase Ticket

The image shows a screenshot of the Kent State University website's event listing page. At the top, there is a navigation bar with links for Home, Event Listings, About Us, and Log In. Below the navigation bar, the text "Upcoming Events" is centered. Two event cards are displayed side-by-side.

Event 1: Waffle Time
Tue, Oct 08 | Kent Student Center
[Donate](#) [Register Now](#)

Event 2: Anchorman
Fri, Nov 01 | Cartwright Hall
[Donate](#) [Register Now](#)

At the bottom of the page, there are social media icons for LinkedIn (in), Facebook (f), and Twitter (t). A copyright notice at the very bottom reads: "© 2023 by Marketing Inc. Proudly created with Wix.com".

- To purchase a ticket, find the event of their choosing and click “Register Now”.

< Back

Home

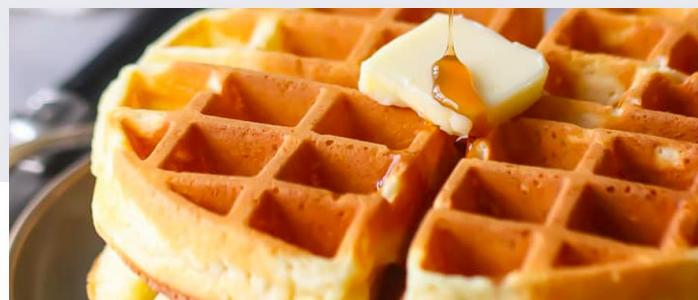
Event Listings

About Us

Tue, Oct 08 | Kent Student Center

Waffle Time

Sign Up



- b. You will be sent to the ticket information page where you can click “Sign Up.”



Oct 08, 2019, 12:00 PM – 1:00 PM
Kent Student Center, Kent Student Center, 1075 Risman Dr, Kent, OH 44242, USA

About This Event

Come join us on the second floor of the student center to eat waffles and raise money for a great cause!

Tickets

	Price	Qty	Total
Waffle Time Tickets (1 per)	\$8	<input type="button" value="0"/> 	\$0
More Info +			
Total			\$0

- c. Click the plus button once and then click the “Checkout” button.

< Back [Home](#) [Event Listings](#) [About Us](#)

1. Waffle Time Sign-Up

*First Name *Last Name

*Email

Phone Number

*Would you like to receive text reminders for your event?

Yes
 No

Checkout

Time remaining: 19:46

Waffle Time

Oct 08, 2019, 12:00 PM – 1:00 PM
Kent Student Center

Waffle Time Tickets (1 per) \$8
Qty: 1

Total \$8

d. After clicking “Checkout” on the ticket info page, you will be sent to the registration page. You will then input your personal information and select if you want event reminders. Then click “Checkout”.

Home Event Listings About Us 12:00 PM – 1:00
Kent Student Center

2. Payment

Credit / Debit Card

PayPal

Credit / Debit Card Details

* Card Number

* Expiration Date * Security Code (CVV)

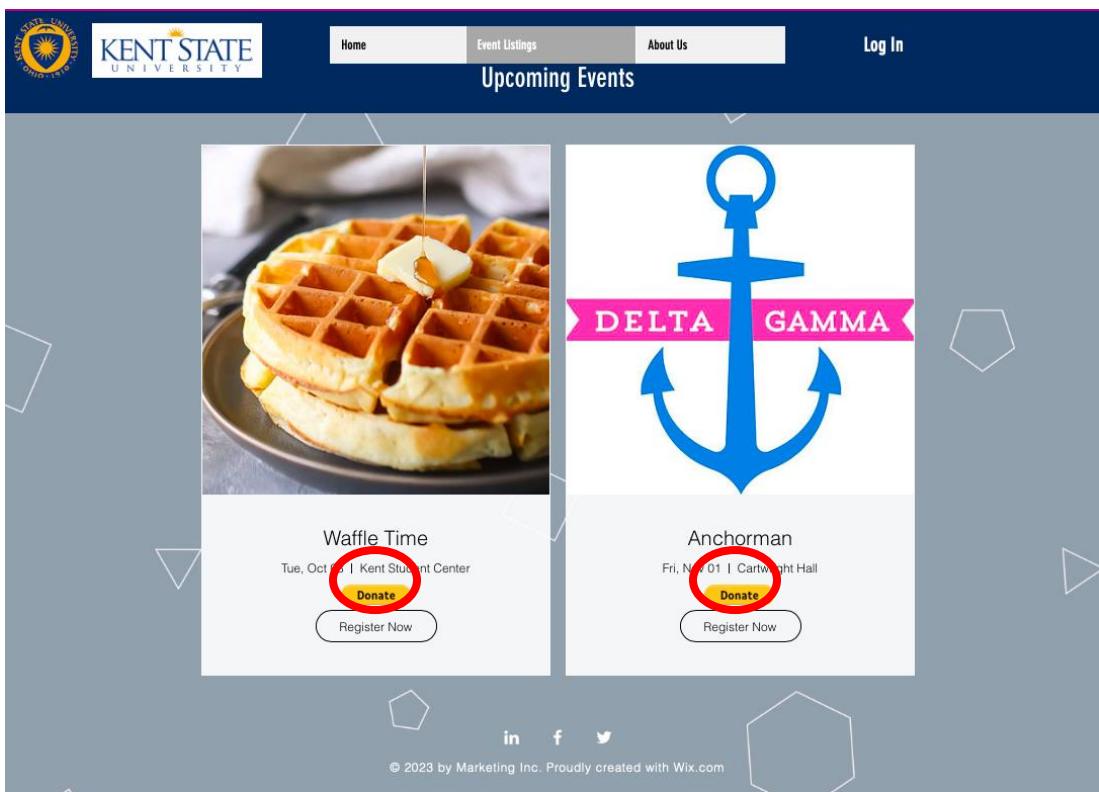
* Card Holder Name

Buy Now



- e. You will then proceed to the Payment page where you select your payment preference and input your payment information. Lastly, click “Buy Now.”

6. Donate



a.

Click on the gold “Donate” button on top of your event to donate to that event.



Donate to
martinpeko777@gmail.com
Purpose: TKE Waffletime Donation

\$0.00
USD

Make this a monthly donation [?](#)

[Write a note \(Optional\)](#)

Have a PayPal account? [Log in](#)

Donate with a debit or credit card

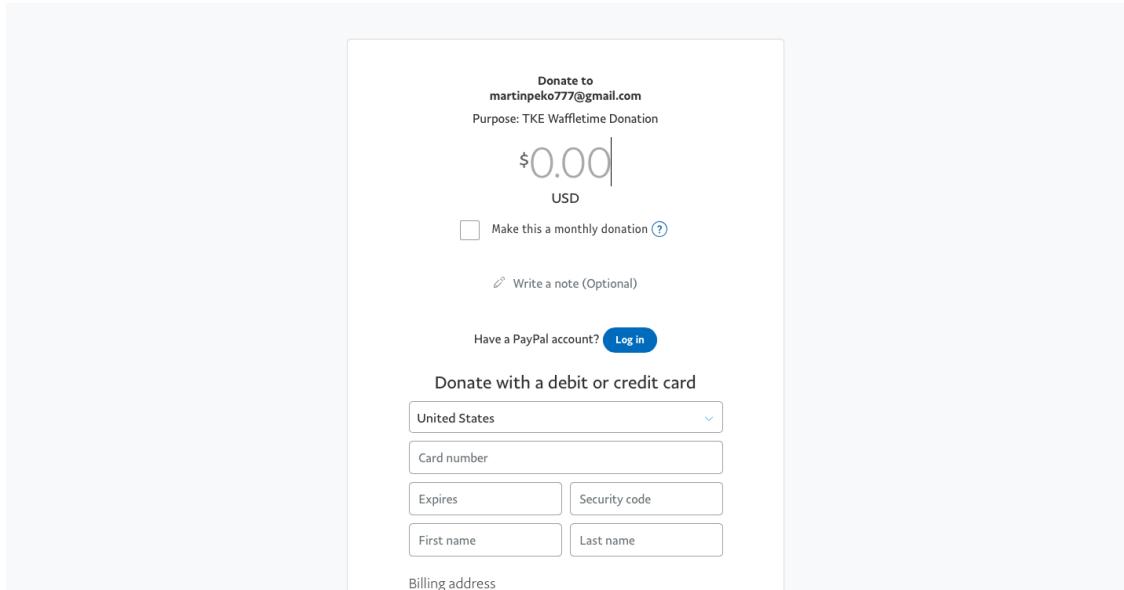
United States

Card number

Expires Security code

First name Last name

Billing address



- b. The page will redirect to PayPal where you can input the exact amount you want and input your payment information.

Executive Summary

So far, we at Timeless Technologies have come along way and have completed the bulk of the work for building this system. In earlier deliverables, we gathered all information needed from the Greek Organizations to map out our system. We created use case, entity relationship, and activity diagrams in order to produce a good idea of how to construct the system and how it should work. We completed sprint backlogs so that we could efficiently and effectively delegate project tasks. Some of the use case descriptions were completed in the previous sprint so that we could walk our way through each and every use case, step-by-step, ensuring every use case was implemented efficiently.

In this deliverable, we are in final production and are ironing out all the bugs left in the system as a whole. This mainly includes finishing constructing the system prototype, and creating the presentation of the system. We created a second sprint backlog, which mainly focuses on the ‘back end’ of the prototype where we create reports, push notifications to customers, and coordinate the Search/Browse Events use case. When building the prototype, we utilized use case descriptions so that we knew exactly how to plan the functionality of the webpage. Overall, the construction of the prototype was quite simple since we used Wix, an online web development platform, to illustrate how the site would work and appear to the end user. The main part that consumed time was learning how to use Wix and determining applications that we could utilize within our website. We included an activity diagram for the Search / Browse Event Listings use case because we found it to be one of the more complex use cases. This diagram shows the different actors that interact to accomplish this use case through a flow of separate activities.

After completing the use case descriptions and prototype, the user manual was simple to complete, since we know exactly how the site works. We did not create a section in the user manual for the Push Upcoming Event Reminders use case as it does not require human interaction to complete. Creating a cost-benefit analysis (CBA) was quite simple as well, since we are donating our time to the Greek Organizations and required no compensation for our work as we all think it is for a good cause. The CBA mainly consisted of monthly Wix payments in addition to the initial cost of hiring a professional Wix Web Developer to create the databases for the system, as we do not have the technical knowledge on how to incorporate them into the Wix system.

With the end of this project on the horizon, we created a presentation to explain our system to our class and to demonstrate to them how everything works. Since this is the conclusion of our project, this will be the final sprint in this projects product backlog. The only thing left is to present our project to multiple Greek Organization representatives in order to see their perspective on anything that could be added in future updates and to deliver the system to them if they would like to work with our prototype.

Updated Sprint #2 Backlog

Sprint #2 Backlog

ID	Task	Assigned	Estimation	Actual
1.0	Search / Browse Event Listings			
1.1	Write Use Case Description	Kevin/Amanda	1 hr	1 hr
1.2	Create Prototype	Max/Martin	2 hrs	1 hr
1.3	Write User Manual	Max/Martin	1 hr	2 hrs
1.4	Search/Browse Event Listings Activity Diagram	Amanda/Martin	3 hrs	1 hr
2.0	Submit Reviews			
2.1	Write Use Case Description	Kevin/Amanda	1 hr	1 hr
2.2	Create Prototype	Max/Martin	2 hrs	1 hr
2.3	Write User Manual	Max/Martin	1 hr	2 hrs
3.0	Push Upcoming Event Reminders			
3.1	Write Use Case Description	Kevin/Amanda	1 hr	1 hr
3.2	Create Prototype	Max/Martin	2 hrs	1 hr
3.3	Write User Manual	Max/Martin	1 hr	2 hrs
4.0	View Event Attendance Data			
4.1	Write Use Case Description	Kevin/Amanda	1 hr	1 hr
4.2	Create Prototype	Max/Martin	2 hrs	1 hr
4.3	Write User Manual	Max/Martin	1 hr	2 hrs
5.0	View Event Review Report			
5.1	Write Use Case Description	Kevin/Amanda	1 hr	1 hr
5.2	Create Prototype	Max/Martin	2 hrs	1 hr
5.3	Write User Manual	Max/Martin	1 hr	2 hrs
6.0	View Event Budget Report			
6.1	Write Use Case Description	Kevin/Amanda	1 hr	1 hr
6.2	Create Prototype	Max/Martin	2 hrs	1 hr
6.3	Write User Manual	Max/Martin	1 hr	2 hrs
7.0	Create Table of Contents	Amanda	1 hr	.5 hr
8.0	Write Executive Summary	Max	1 hr	.5 hr
9.0	Cost-Benefit Analysis	Martin/Jacob	2 hr	1.5 hrs
10.0	Prepare Presentation	Kevin/Amanda/ Martin/Max/Jacob	1 hr	2 hrs

Detail / Real Use Case Descriptions

Search / Browse Events

Use Case Name: Search / Browse Events		ID:	Importance Level:		
Primary Actor: Customer	Use Case Type: Detail / Real				
Stakeholders and Interests: Greek Life Organization (GLO) - wants the site to be easy to navigate, which may increase registration. Non-Profit - wants the events to be easy to find, so awareness is spread and donations may increase. Customer - wants the ability to easily search or browse upcoming events to register for.					
Brief Description: This use case allows customers who visit the system's home page to search and browse for events to purchase tickets and/or donate to.					
Trigger: Customer wants to find a certain event or look for the present available selection. Type: External					
Relationships: Association: Customer Include: None Extend: Purchase Ticket, Donate Generalization: N/A					
Normal Flow of Events: <ol style="list-style-type: none"> 1. If customer is searching for an event follow subflow S-1, if (s)he is browsing follow subflow S-2. 2. Customer clicks on desired event listing. 3. System opens event page. 					
SubFlows: S-1 Searching Events <ol style="list-style-type: none"> 1. Customer enters relevant information into the search box and clicks the Search button (magnifying glass button) on the Timeless Tickets homepage. 2. System queries EVENTS to bring up related events to the customer's search and opens a results page. S-2 Browsing Events <ol style="list-style-type: none"> 1. Customer clicks on "Event Listings" option in menu bar at top of the Timeless Tickets homepage. 2. System queries EVENTS to bring up all current events listed by GLOs on the events listings page 					
Alternate/Exceptional Flows: S-1 1 a. Customer searches an event with no relevant events <ol style="list-style-type: none"> 1. System displays "No result for search. Please try again." in red on the search results page. 					

Submit Reviews

Use Case Name: Submit Reviews		ID:	Importance Level:		
Primary Actor: Customer	Use Case Type: Detail / Real				
Stakeholders and Interests: Customer - wants the ability to submit feedback about events to suggest changes or highlight problems that transpired. Greek Life Organization (GLO) - wants to maintain an active line of communication with the student base to help with future coordination. Non-Profit - wants GLO's to generate revenue to donate to them, and if GLO's are able to receive feedback, then they will be able to improve revenues for following years based off of that feedback.					
Brief Description: This use case allows customers who purchased tickets and attended events to submit a rating and a brief description of their event experience.					
Trigger: Customer who purchased ticket and attended an event can submit feedback. Type: External					
Relationships: Association: Customer Include: None Extend: None Generalization: N/A					
Normal Flow of Events: <ol style="list-style-type: none"> 1. Customer performs Purchase Ticket use case. 2. System sends email with a link to the event survey to the customer 3. Customer clicks Complete Survey button in email. 4. System opens the event's Google Form. 5. Customer enters all required information and clicks the Submit button. 6. System opens a confirmation page and thanks the customer for their response. 					
Alternate/Exceptional Flows: <p>3 a. Customer tries to submit a second survey</p> <ol style="list-style-type: none"> 1. System opens a page stating that they have already submitted a review. <p>5 a. Customer does not enter all required information</p> <ol style="list-style-type: none"> 1. System displays "Please enter all required information" in red. 					

Push Upcoming Event Reminders

Use Case Name: Push Upcoming Event Reminders		ID:	Importance Level:		
Primary Actor: System	Use Case Type: Detail / Real				
Stakeholders and Interests: Greek Life Organization (GLO) - wants a way to remind ticket holders to attend their events. Customer - wants to maintain event awareness leading up to an event throughout the semester. Non-Profit - wants attendance to be high so more awareness is raised for subsequent years and donations are increased.					
Brief Description: This use case allows GLOs to automatically push upcoming event reminders to their customers who purchased tickets and opted in for reminders.					
Trigger: Three days prior to the event. Type: Temporal					
Relationships: Association: System Clock Include: None Extend: None Generalization: N/A					
Normal Flow of Events: <ol style="list-style-type: none"> 1. Customer executes Purchase Ticket use case and checks notification box. 2. System queries CUSTOMERS and EVENTS to create a list of customers who are attending a particular event that want reminders and sends the customer reminder list an event reminder email three days prior to the events purchased. 					

View Event Attendance Data

Use Case Name: View Event Attendance Data		ID:	Importance Level:		
Primary Actor: GLO Event Coordinator	Use Case Type: Detail / Real				
<p>Stakeholders and Interests:</p> <p>Greek Life Organization (GLO) - wants to view ticket sale performance to recognize if additional event promotion is needed and how much supplies will be needed.</p> <p>Customer - wants to be accounted for so that there are plenty of supplies that they can utilize.</p> <p>Non-Profit - wants GLO's to be able to adequately support their customers so that awareness and donations will increase.</p>					
<p>Brief Description: This use case allows event coordinators to access attendance performance data and has the system display it in a easy to understand format</p>					
<p>Trigger: GLO Event Organizer needs to track attendance performance of a upcoming/past event</p> <p>Type: External</p>					
<p>Relationships:</p> <p>Association: GLO Event Coordinator</p> <p>Include: None</p> <p>Extend: None</p> <p>Generalization: N/A</p>					
<p>Normal Flow of Events:</p> <ol style="list-style-type: none"> 1. If not logged in, GLO event coordinator executes Login use case. 2. GLO event coordinator clicks Events option on the menu on the backend dashboard. 3. System queries EVENTS to create a list of events and opens the Events page. 4. GLO event coordinator clicks the Edit button on their philanthropy. 5. System queries EVENTS to pull up details about the particular event and opens to the Event Details tab on their philanthropy's edit page. 6. GLO event coordinator clicks on the Guest List tab. 7. System opens the Guest page, queries CUSTOMERS and EVENTS to create a list of customers attending the particular event, and displays customer name and contact information. 					

View Event Review Reports

Use Case Name: View Event Review Report		ID:	Importance Level:		
Primary Actor: GLO Event Coordinator	Use Case Type: Detail / Real				
Stakeholders and Interests: Greek Life Organization (GLO) - wants to understand attendees' perception of events that could aid in future improvements to events. Customer - wants a line of direct communication to GLOs about how they viewed their experience as well as submit suggestions for better future experiences. Non-Profit - wants GLO's to generate revenue to donate to them, and if GLO's are able to receive feedback, then they will be able to improve revenues for following years based off of that feedback.					
Brief Description: This use case allows GLO event coordinators to view attendee feedback to aid in philanthropy event performance.					
Trigger: GLO event coordinator needs to access customer feedback on a past philanthropy event Type: External					
Relationships: Association: Greek Life Event Coordinator Include: None Extend: None Generalization: N/A					
Normal Flow of Events: <ol style="list-style-type: none"> 1. If not logged in, GLO event coordinator executes Login use case. 2. Event coordinator clicks their username on top right to display a dropdown and clicks "MyAccount." 3. System queries EVENTS, and ORDERS and displays the information on the Your Events page. 4. User clicks on "View Survey Results" button on the bottom of the page. 5. System directs the event coordinator to Google Forms. 6. Event coordinator logs in to Google Forms. 7. Coordinator clicks "Responses" located on the top of the events survey form. 					

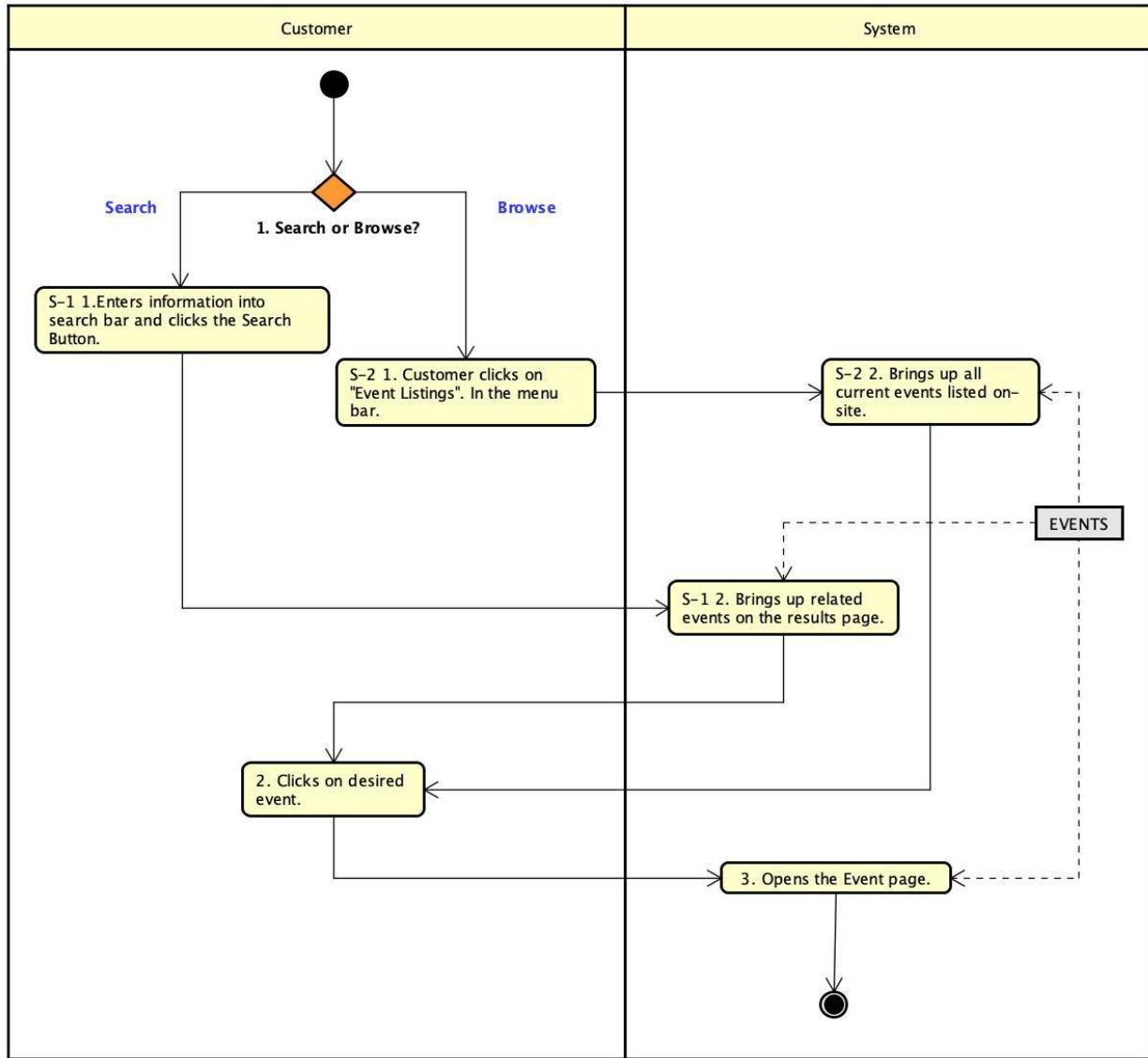
Questions/assumptions (*numbered*)

This assumes that the GLO event coordinator has previously edited their survey to their liking and had it linked to the event.

View Event Budget Reports

Use Case Name: View Event Budget Report		ID:	Importance Level:		
Primary Actor: GLO Event Coordinator	Use Case Type: Detail / Real				
Stakeholders and Interests: Greek Life Organization (GLO) - wants to dedicate funds to events more accurately, resulting in less waste and more efficient planning. Customer - wants events to be better tailored to the event turnout resulting in a better attendee experience. Non-Profit - wants spending on the event to be more accurate, so more can be donated.					
Brief Description: This use case allows GLO event coordinator to analyze and gauge event ticket presales to make adjustments to the amount of resources and staff allocated to an event					
Trigger: Event coordinator wants to see ticket sales to help gauge event expenses Type: External					
Relationships: Association: Greek Life Event Coordinator Include: None Extend: None Generalization: N/A					
Normal Flow of Events: <ol style="list-style-type: none"> 1. If not logged in, GLO event coordinator executes Login use case. 2. Event coordinator clicks username on top right to display a dropdown and clicks "MyAccount". 3. System queries EVENTS, and ORDERS and displays the information on the Your Events page. 					

Activity Diagram



Prototype

Customer Website

<https://maxdoerr.wixsite.com/timeslesstech>

“Back End” Website

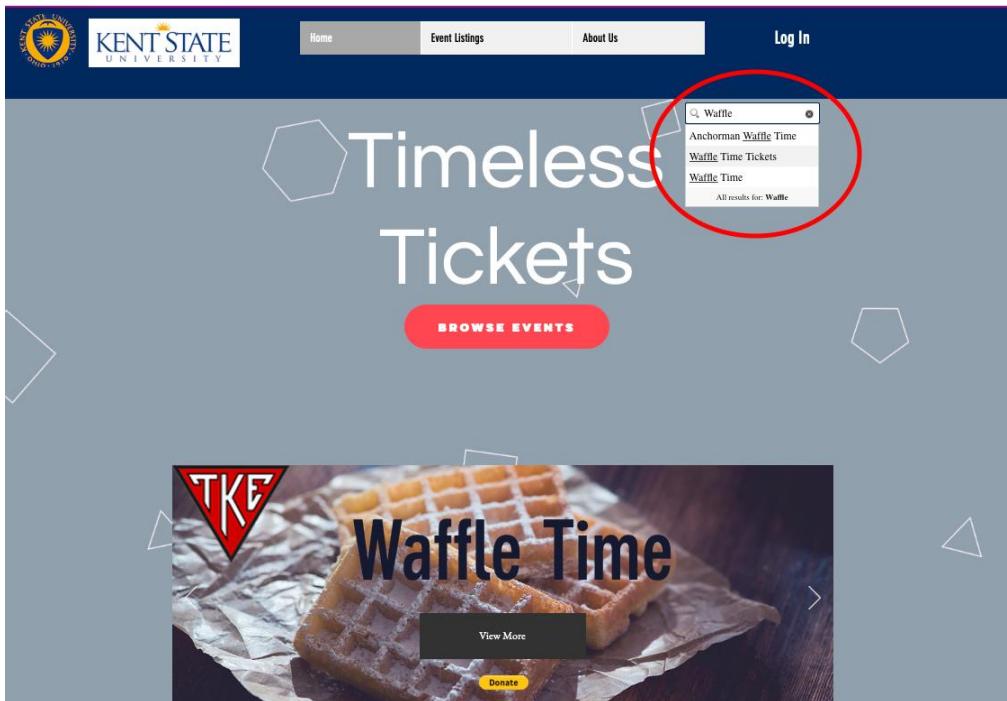
<https://www.wix.com/dashboard/85cc0c37-8198-49eb-9afa-91ac7397949d/home>

We could not choose our domain, but if we actually created the system we would choose a shorter, more descriptive domain. This is the same link as the previous deliverable, however the site is now updated to our satisfaction and we wanted to provide it again for your ease.

User Manual

Search/Browse Event Listings

a. Search



1. Use the search bar textbox on the Timeless Tickets homepage to type in event names in order to find an event and click enter.

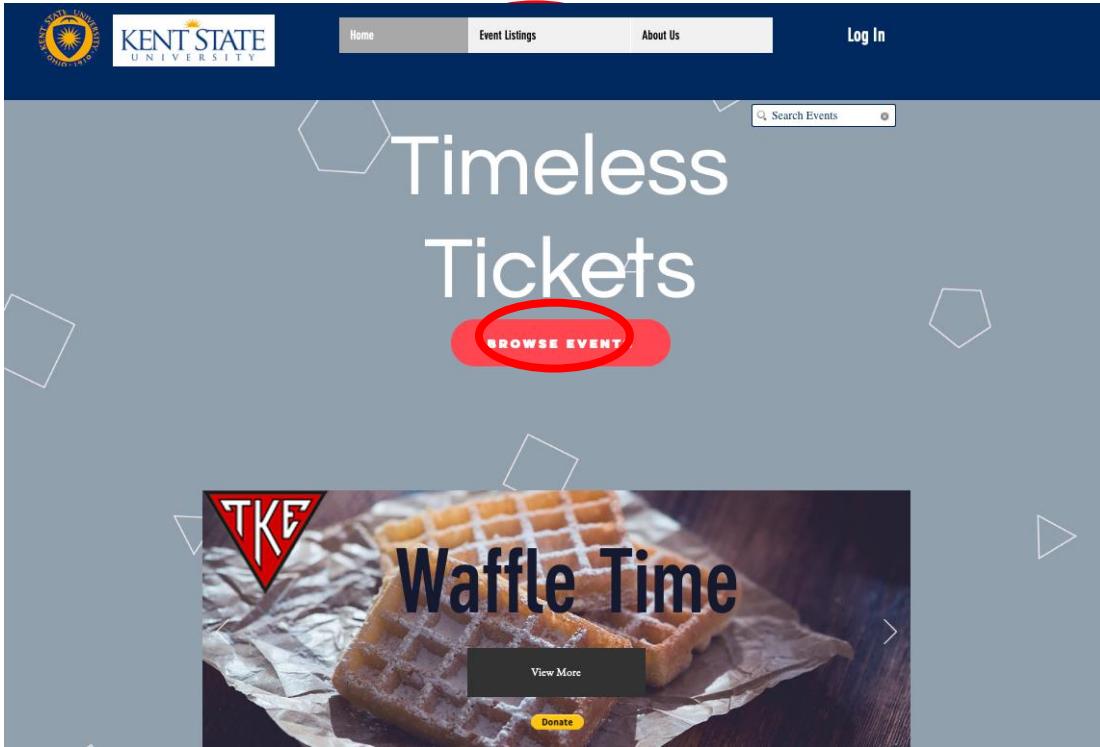
A screenshot of the Timeless Tickets website's search results page. The search query "waffle time" is entered into the search bar at the top. The results are displayed below, showing three event listings:

- Anchorman Waffle Time**: This site was designed with the (Wix) website builder. Create your website today. Start Now | Anchorman | [Waffle Time](#).
This event is listed for 2019 at 5:00 PM at Kent Student Center Kent Student Center Kent Student Center, 1075 Risman Dr, Kent, OH 44242, USA. The price is \$8.00. The date/time is 2018-11-15T02:58:06Z. There is a "Get tickets" button.
- Waffle Time**: This site was designed with the (Wix) website builder. Create your website today. Start Now [Timeless Tickets](#) [Browse Events](#) [Waffle Time](#).
View More Anchorman [JOIN US](#)
- Anchorman**: Gamma at Anchorman while donating to a great cause! Date/Time: Friday, November 1, 2019 at 9:00 PM Date/Time: Saturday, November 2, 2019 at 1:00 AM Cartwright Hall Cartwright Hall ...

The page also includes a "View More" link and a "Donate" button.

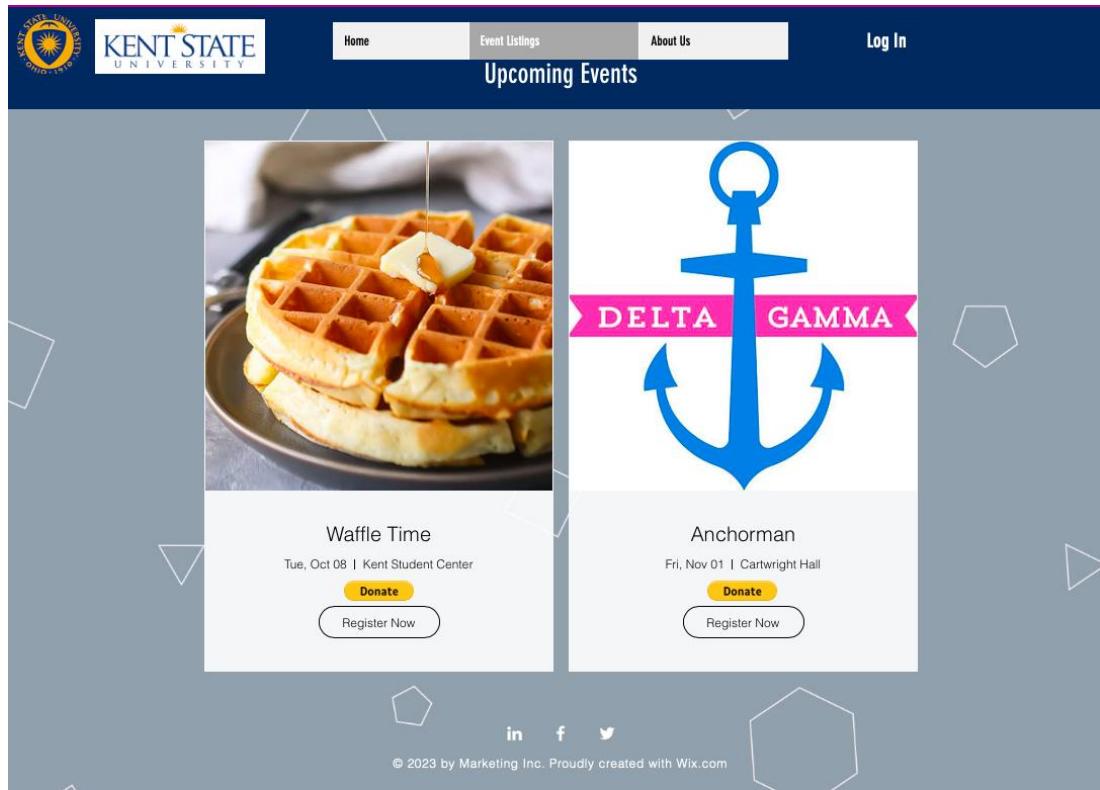
2. The Search Results page will open and you will be able to browse links to event pages that are similar to what you entered in the search bar. Click on an event to go to that event's page to purchase tickets or donate.

b. Browse



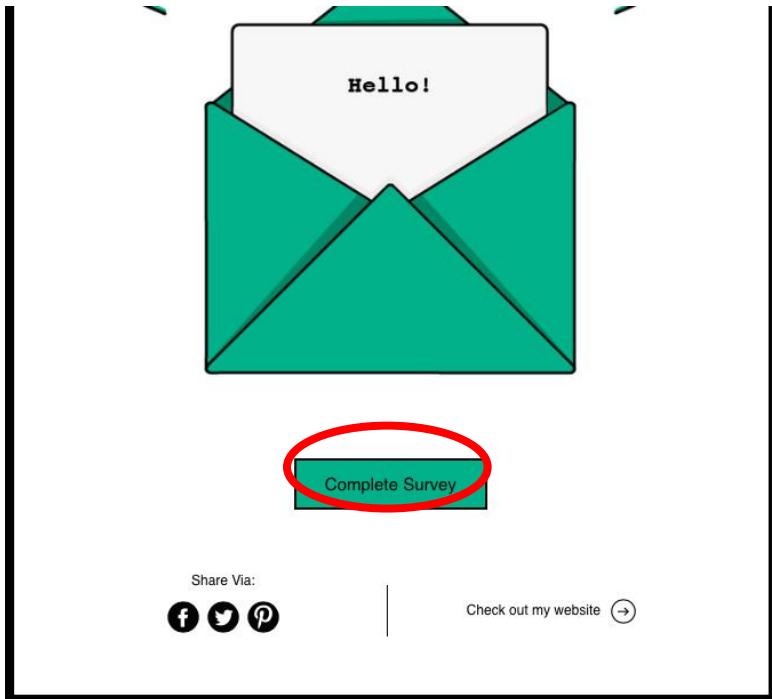
1.

Click either the “Browse Events” button or the “Event Listings” button in the top menu.



2. You can now browse through a listing of all upcoming events that you can purchase tickets or donate to.

Submit Reviews



- a. Once you purchase a ticket, you will receive an email that thanks you for your purchase. At the bottom of the email there is a link to a survey for you can fill out after the event (you can only submit a survey once).

Event Survey

Tell us what you thought of our event!

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Not [mdoerr@kent.edu](#)? [Switch account](#)

* Required

Email address *

Your email _____

Rate Our Event Out Of 10

1	2	3	4	5	6	7	8	9	10
Worst	<input type="radio"/> Best								

Would you recommend this to a friend?

Yes
 No

If there was anything you really enjoyed or disliked, please describe it below.

Your answer _____

Attach a photo
Send us some photos of your experience at the event!

[ADD FILE](#)

Send me a copy of my responses.

SUBMIT

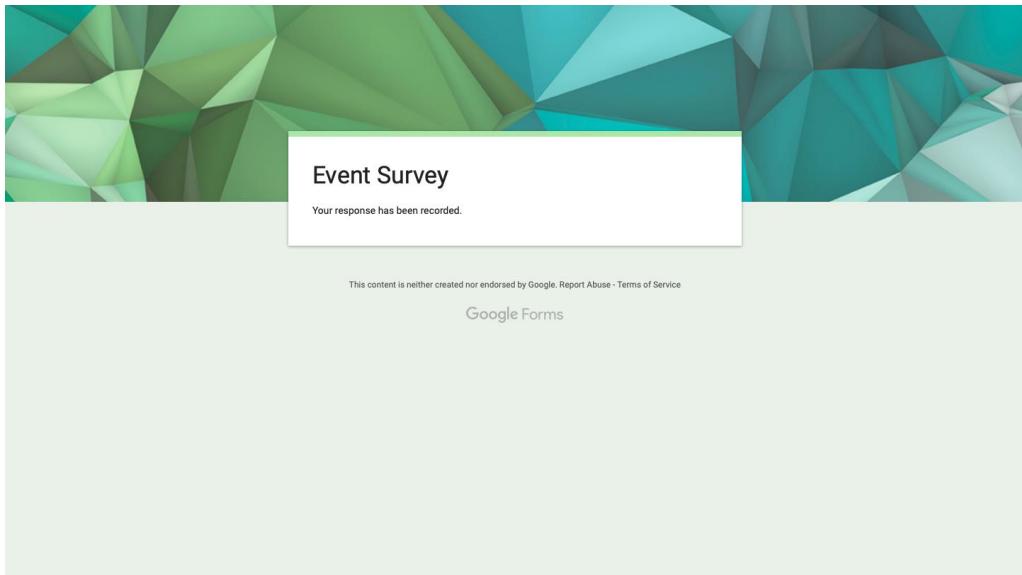
Never submit passwords through Google Forms.

reCAPTCHA
[Privacy Terms](#)

This form was created inside of Kent State University. [Report Abuse](#) - [Terms of Service](#)

Google Forms

- b. Once you click the link, this page will open. Respond to as many questions as you feel will benefit the organization hosting the event, but you must enter your email. Click the “Submit” button to submit your survey.



- c. You will be directed to this survey confirmation page once your survey is successfully submitted.

View Event Attendance Data

The screenshot shows the Wix editor interface for the 'TimelessTech' site. On the left, a dark sidebar lists site management options like Dashboard, Events, Contacts & CRM, Marketing Tools, Settings, Apps, and Database. A pink 'Upgrade' button is at the bottom. The main area displays the 'TimelessTech' website, which features a header with the site name and a sub-header 'Timeless Tickets'. Below this is a preview of a waffle image with the text 'Waffle Time'. To the right, there's a status bar with 'Domain: Not connected' and 'Plan: Free', along with a 'Connect Domain' and 'Compare Plans' link. A large central box contains a 'Upgrade to Premium' call-to-action with a crown icon, listing benefits: 'Get your own free domain', 'Remove Wix ads from your site', and 'Get more storage & bandwidth'. A pink 'Upgrade Now' button is at the bottom right. Below this is a section titled 'Your Ticket Sales' with a message 'No tickets sold yet. Check back later to see your sales.' At the bottom, a row of four icons represents 'Tools for Your Site': a camera, a computer monitor, an envelope, and a speech bubble.

- a. On the Wix editor login the backend dashboard is displayed, click on the Events tab.

The screenshot shows the Wix editor interface with the 'Events' tab selected in the sidebar. The main area is titled 'Events' with a '+ Add Event' button. A promotional box for managing events on the go is visible. Below it, two event cards are listed: 'Upcoming (2)' and 'Canceled (1)'. The first card for 'Waffle Time' (Oct 08, 2019, 12:00 PM, Kent Student Center) shows '5 SOLD TICKETS' and a photo of waffles. The second card for 'Anchorman' (Nov 01, 2019, 5:00 PM, Cartwright Hall) shows 'No tickets sold yet' and a photo of an anchor with 'DELTA GAMMA' text. Both cards have 'Edit' and 'More' buttons.



b. Click the “Edit” button on the relevant philanthropy.

Wix

TimelessTech
Role: Owner

Events > Waffle Time

Waffle Time ▾

Event Details Tickets Registration Emails Guest List (5) Cancel Save

General Info

Event Name: Waffle Time

Short Teaser (Optional): This teaser appears on your Event Details page. Tell guests more about your event & get them in the mood!

Date and Time

Date: 10/08/2019

Time: 12:00 PM

End Date: 10/08/2019

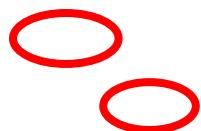
End Time: 01:00 PM

Time is TBD ⓘ ⏺

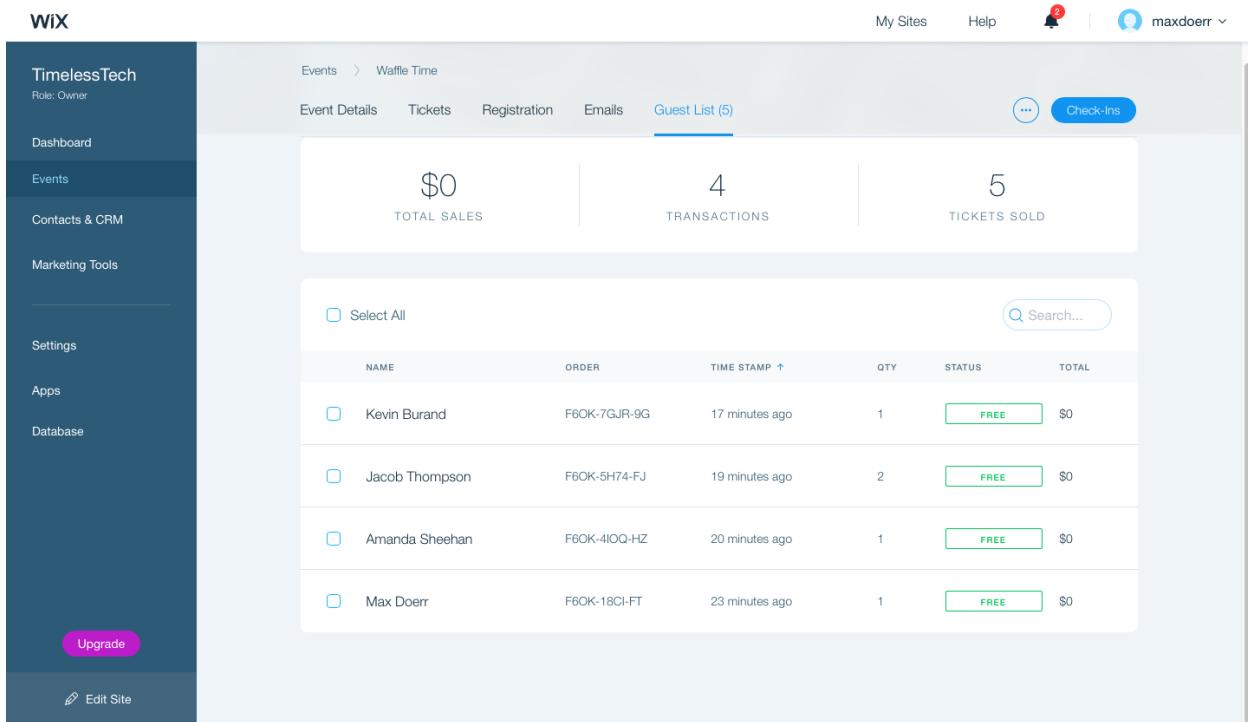
Upgrade

Edit Site

The screenshot shows the Wix website builder interface. On the left is a sidebar with the site name 'TimelessTech' and user role 'Owner'. It includes links for Dashboard, Events, Contacts & CRM, Marketing Tools, Settings, Apps, and Database. There's also an 'Upgrade' button and an 'Edit Site' link. The main content area shows an event titled 'Waffle Time'. The 'Event Details' tab is selected, displaying sections for General Info (with an event name field containing 'Waffle Time') and Date and Time (with date and time fields set to 10/08/2019 and 12:00 PM respectively). A red circle highlights the top right corner of the main content area. Two smaller red circles highlight the date and time input fields at the bottom of the page.



c. The default tab is Event Details, click on the Guest List tab.

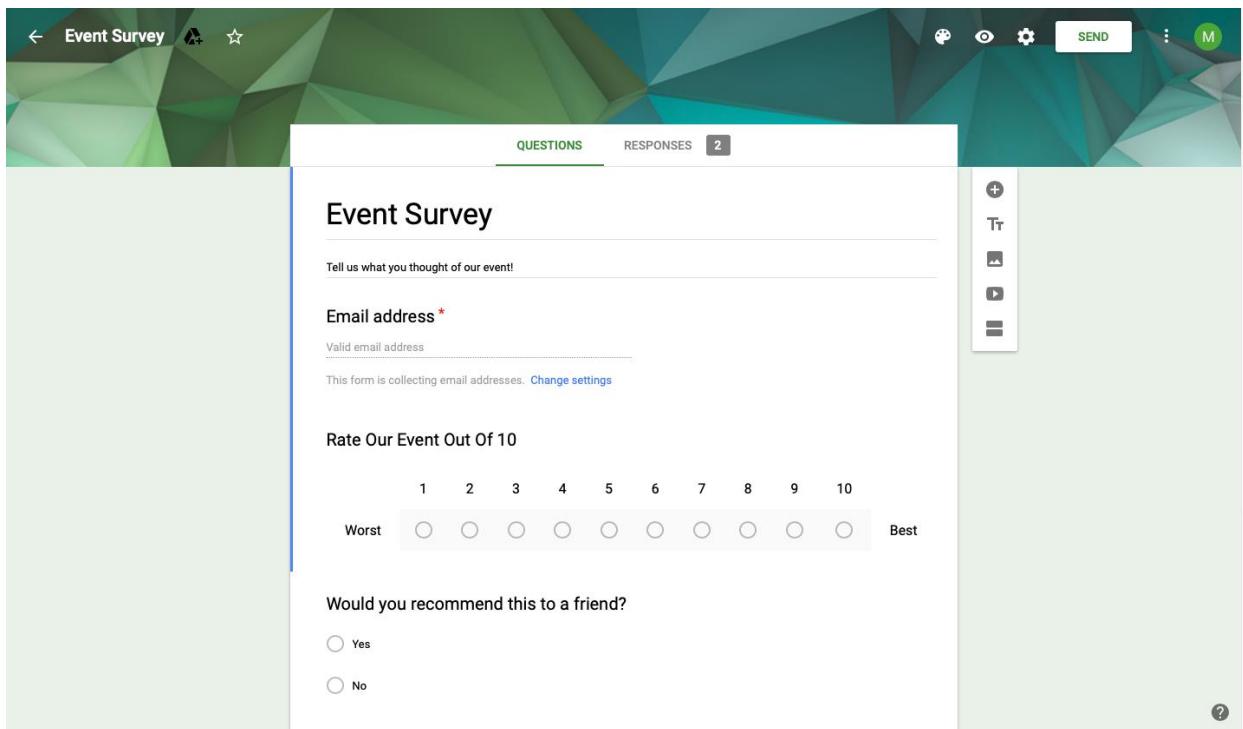


The screenshot shows the Wix Events dashboard for a site named "TimelessTech". The left sidebar includes links for Dashboard, Events, Contacts & CRM, Marketing Tools, Settings, Apps, and Database. A pink "Upgrade" button is visible. The main area shows event details for "Waffle Time" with metrics: \$0 Total Sales, 4 Transactions, and 5 Tickets Sold. The "Guest List (5)" tab is selected, displaying a table of attendees:

NAME	ORDER	TIME STAMP ↑	QTY	STATUS	TOTAL
Kevin Burand	F6OK-7GJR-9G	17 minutes ago	1	FREE	\$0
Jacob Thompson	F6OK-5H74-FJ	19 minutes ago	2	FREE	\$0
Amanda Sheehan	F6OK-4IOQ-HZ	20 minutes ago	1	FREE	\$0
Max Doerr	F6OK-18CI-FT	23 minutes ago	1	FREE	\$0

d. A page opens displaying the list of attendees who have purchased tickets along with the other relevant information such as order ID, timestamp, quantity, and checkout total.

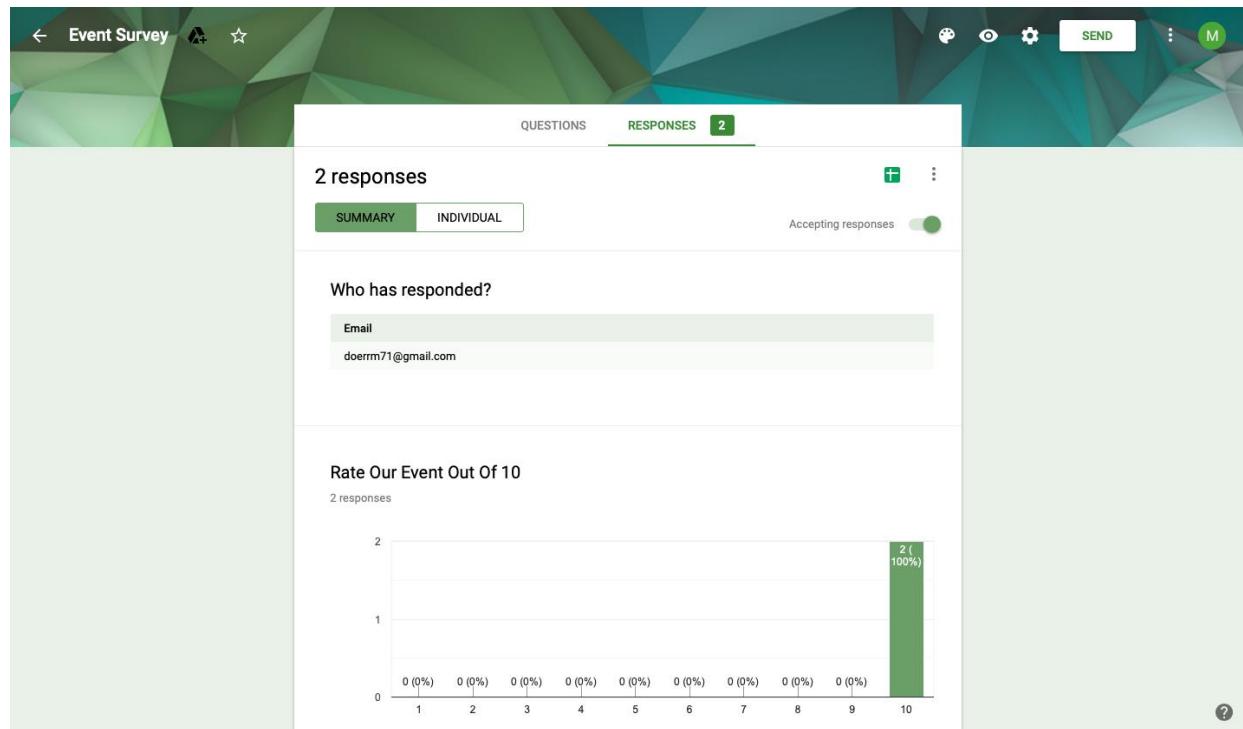
View Event Review Reports



The screenshot shows a Google Form titled "Event Survey". At the top, there are tabs for "QUESTIONS" and "RESPONSES" (which shows 2 responses). The main content area contains the following:

- A text input field labeled "Email address *". It has a placeholder "Valid email address" and a note below it stating "This form is collecting email addresses. [Change settings](#)".
- A rating scale titled "Rate Our Event Out Of 10" with a scale from 1 to 10. Below the scale, "Worst" is on the left and "Best" is on the right.
- A question "Would you recommend this to a friend?" with two radio button options: "Yes" and "No".

a. First, open your survey on Google Forms.



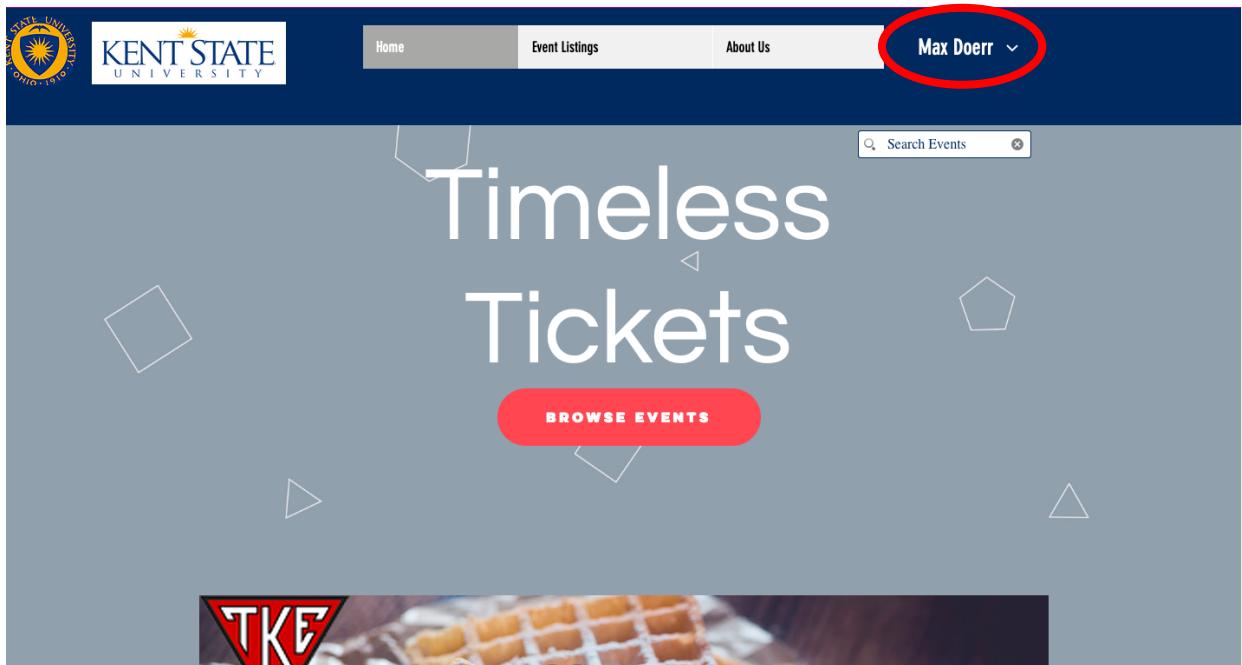
The screenshot shows the Google Form interface with the "SUMMARY" tab selected. It displays the following information:

- 2 responses**: A summary of the total number of responses.
- Who has responded?**: A list of the email addresses of the respondents, showing "doerrm71@gmail.com".
- Rate Our Event Out Of 10**: A chart showing the distribution of responses across a scale from 1 to 10. The chart indicates that 2 responses (100%) were given at rating level 2.

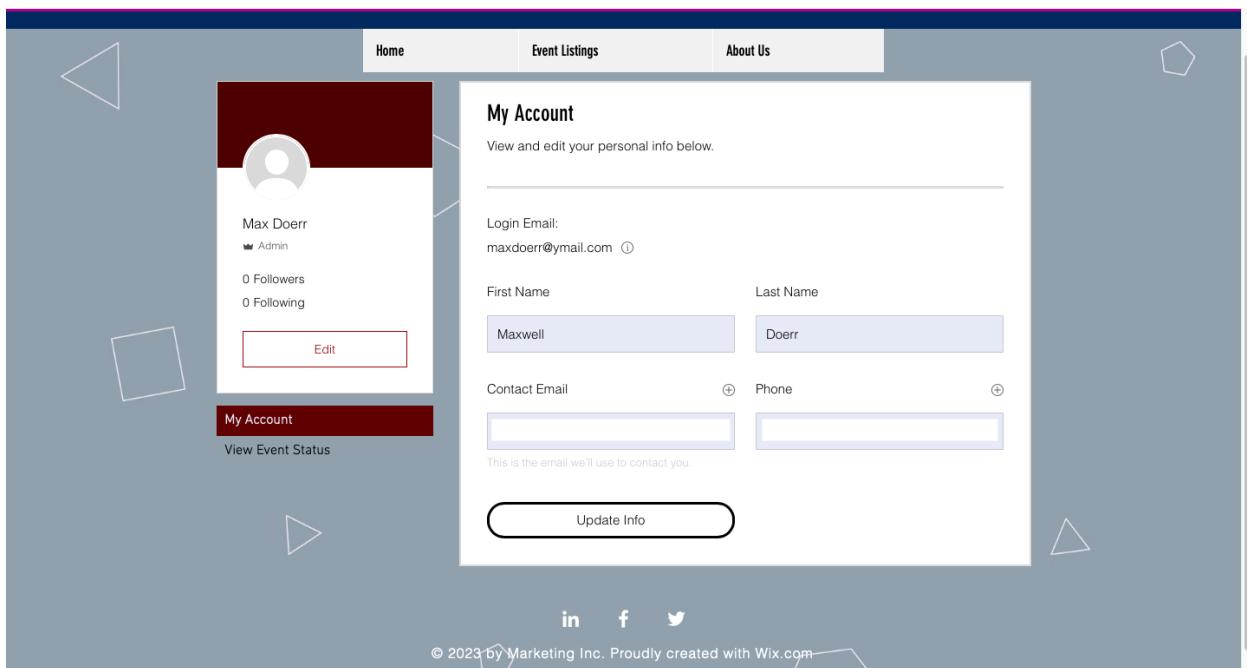
b. Responses can be viewed by clicking the “Responses” tab to review each review.



View Event Budget Report



- a. Click on your name (Max Doerr) and select “My Account” from the dropdown.



- b. Under the My Account tab in the bottom left, click View Event Status.



c. A page opens with relevant budget reports displayed with the Donations, Total Raised, and Number of Attendees for each event displayed individually.

Cost-Benefit Analysis

Cost-Benefit Description

Requirements Determination	
<ul style="list-style-type: none">● We decided to design the system on a volunteer basis since the ultimate end-goal for the system is to help raise more funds for charity, rather than for profit	
Analysis & Design	
<ul style="list-style-type: none">● Similar to our Requirements Determination, Analysis & Design will also be worked on under a volunteer basis by our team of 5 people	
Development	
<ul style="list-style-type: none">● We are estimating that 5 hours from a Wix expert will make our website ready for adoption at \$750● This cost comes from a base charge of \$750 plus \$50 per hour * 5 hours of work.	
Installation	
<ul style="list-style-type: none">● Similar to Requirements Determination, Installation will also be worked on under a volunteer basis by our team of 5 people	
Operations & Maintenance	
<ul style="list-style-type: none">● We determined yearly maintenance costs to be \$132 per year to ensure the system is working properly, and on its own domain with full functionality● This comes from the Wix professional fee \$11 per month multiplied by 12 times a year.	
Yearly Benefits	
<ul style="list-style-type: none">● Due to the fact that all proceeds raised from ticket purchases will be going to charity, this system was not designed with profit in mind.	
Intangible Costs	
<ul style="list-style-type: none">● The new system will take time to be adopted	
Intangible Benefits	
<ul style="list-style-type: none">● Attendees have a much easier time purchasing tickets for events● Philanthropy organizers save time by not having to worry about collecting money for tickets or processing donations● A direct link for purchasing tickets increases philanthropy participation and overall tickets sold	

Presentation

Greek Life Philanthropy Ticketing System

By: Timeless Technologies

Amanda Sheehan, Kevin Burand, Max Doerr, Martin Peko, & Jacob Thompson

Business Situation/Problem

- Greek philanthropies sell pre-sale and at the door tickets
- Event info is scattered among different social media
- Majority of ticket sales are done over Venmo & at the door
 - Barrier to entry for those without Venmo
 - Manually created attendance list
- Struggle with selling pre-sale tickets and getting event info out
- GoFundMe takes 3% of all donations
- Little to no idea exactly how many people are coming to an event
 - Causes problems for planning
 - Ex: budgeting for food



Our Solution

- All-in-one website for ticketing/donating to philanthropies
- Functions:
 - Direct event links
 - Event information (with optional reminders)
 - Ability to purchase tickets/accept donations
 - Generate attendance list (improve accuracy)
 - Calculates total amount raised
 - Email survey to attendees for feedback



**Prototype
Demonstration**



Cost-Benefit Analysis

Year	Requirements Determination	Analysis & Design	Development	Installation	Operation & Maintenance	Yearly Costs	PV of Yearly Costs	Yearly Benefits	PV of Yearly Benefits	NPV (PV Benefits - PV Costs)	Cumulative Total
1	\$ -	\$ -	\$ (750.00)	\$ -	\$ (132.00)	\$ (882.00)	\$ (882.00)	\$ -	\$ -	\$ (882.00)	\$ (882.00)
2					\$ (132.00)	\$ (132.00)	\$ (132.00)	\$ -	\$ -	\$ (132.00)	\$ (1,014.00)
3					\$ (132.00)	\$ (132.00)	\$ (132.00)	\$ -	\$ -	\$ (132.00)	\$ (1,146.00)
4					\$ (132.00)	\$ (132.00)	\$ (132.00)	\$ -	\$ -	\$ (132.00)	\$ (1,278.00)
5					\$ (132.00)	\$ (132.00)	\$ (132.00)	\$ -	\$ -	\$ (132.00)	\$ (1,410.00)
6					\$ (132.00)	\$ (132.00)	\$ (132.00)	\$ -	\$ -	\$ (132.00)	\$ (1,542.00)
7					\$ (132.00)	\$ (132.00)	\$ (132.00)	\$ -	\$ -	\$ (132.00)	\$ (1,674.00)
Total	\$ -	\$ -	\$ (750.00)	\$ -	\$ (924.00)	\$ (1,674.00)	\$ (1,674.00)	\$ -	\$ -	\$ (1,674.00)	
Required Rate of Return used for NPV Calculation:				4%				Return on Investment (ROI):	-100.00%		Break-Even:
											Never



Intangible Costs & Benefits

- **Intangible Benefits**
 - Makes ticket sales easier for attendees
 - Saves time for philanthropy organizers when selling tickets and accepting donations
 - Increases philanthropy participation and number of tickets sold by creating a direct link to buying tickets
- **Intangible Costs**
 - New system that is going to take time to be adopted.



Our Recommendation

- We **recommend** going through with creating the system
- Many intangible benefits can be gained by using this system
- Expect ticket sales to increase 5-10% since system is more user-friendly
- Assuming all 18 IFC fraternities use our system, our system can save up to \$5,000 per year on GoFundMe fees (average \$287 per philanthropy)



Any Questions?

