

Team name & members

Team Papayas

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Project sponsor

Dr. Tim Maciag (ENSE 271 Lecturer)

Business need/opportunity (1/2 page)

Project Description (based on our wiki):

Most of the Food-banks bookings are made through a call-based system. The Foodbank wishes to make a more streamlined process for the customer by allowing them to create a booking online allowing it to be done at any time of day.

Northstar & Carryover customers (based on our wiki):

The target customer for the Food-bank's request is the people who have access to the internet and want to order a hamper without waiting for a call.

The carryover customer is the Food-bank Agency since the product will reduce traffic for call-based bookings and enable the food bank to manage more orders and users with the option of online self-service than through solely call-based bookings.

Reflections on project planning (1-2 page)

Reflections on project planning

- State selected north star & carryover customers selected
 - **Northstar & Carryover customers (based on our wiki):**
 - The target customer for the Foodbank's request is the people who have access to the internet and want to order a hamper without waiting for a call.
 - The carryover customer is the Foodbank Agency since the product will reduce traffic for call-based bookings and enable the food bank to manage more orders and users with the option of online self-service than through solely call-based bookings.
- Summarize assumptions made and constraints uncovered
 - Assumptions:
 - Have User Story Mapping illustrating key Minimum Viable Products by Feb. 11, 2022
 - Have site navigation/sitemaps and low fidelity prototypes by Mar. 4, 2022
 - Using Adobe XD or Figma, construct high fidelity prototype by Mar. 18, 2022

- Design and develop WP solution based on the Hi-fi prototype by Apr. 11, 2022
 - All members have access to the team github and can push any necessary deliverables by the specified due dates.
 - USM illustrating MVP is being updated whenever applicable
 - In constant contact with customer to ascertain scope of project has not changed and the team has not strayed away from the desired experience
- Constraints:
 - Final project due date April 11, 2022
 - Can only be used with access to internet
 - User profiles must connect in some way with CRM database
- Summarize key findings from affinity diagramming, empathy mapping
 - Main focus is to streamline the online ordering process that takes out the middleman (i.e. Food bank calling) and allows the user to make their order at any time from anywhere without waiting.
- Discuss initial & evolution of your USM/MVP (why is what you produced an MVP?)
 - Initially, we included options for different size hampers and custom-built hampers with products selected by the user but scrapped those ideas since those features did not coincide with the food bank's current process. Our MVP aims to provide the user with their profile linked with the CRM database, essentially converting the food bank call-based booking process into a self-serve online experience.
- Summarize prototyping activities and findings. Ensure you discuss how your team linked design ideas back to a minimum of three topics discussed in class relating to people-centered design (affordances, gestalt, constraints, etc.)
 - Affordances are properly conveyed with the use of signifiers labeling every step of the ordering process.
 - Constraints for the user ensures they are not confused or lost at any point during ordering.
 - Focusing on the end-to-end experience before adding any new features. Specifically, we focused our design for online booking to be similar to the food banks call-based booking so that there are no outliers when transferring the online data to the CRM database.

Reflections on project results (1-2 page)

- Summarize how you felt about this project (likes/dislikes)

Likes	Dislikes
<ul style="list-style-type: none">● Project is broken down into deliverables based on step-by-step design process● Talking with the customer and having the ability to ask questions about the project direction● Distribution of tasks between group members provided different perspectives to design	<ul style="list-style-type: none">● The presentation date was different from the activity due dates. This made presentations with John difficult since our deliverables were not in a completed form compared to what was submitted after for the due date.● Difficulty working as a group due to conflicting schedules.

- Summarize what went well during the project
 - Check-ins with the customer were very helpful when choosing what designs and features stuck when going into the final product.
 - Brainstorming multiple design ideas and features and narrowing down what works helped in the decision making for the final product.
- Summarize what not went well during the project
 - Communication between team members was not consistent due to conflicting schedules.
 - Our deliverables were not complete when meeting with John so we more often than not had to share unfinished products to show our progress.
- How successful was your team at translating prototypes into WordPress reality?
 - We were able to improve on the prototypes in some aspects specifically with the ordering process, due to the wider range of tools when switching from Adobe XD to WP. However, the fine details in mimicking the original Regina food bank website were slightly lost in Wordpress, because we focused more on showing the functionality we were aiming for compared to its visual likeness.
- Did you find that the people-centered design ideas discussed in lectures helped/hindered your design explorations?
 - The design ideas discussed in lectures helped forge our focus and made it easier to realize the usability and discoverability of our designs.
- What would you do the same for future projects?
 - I would set up multiple check-ins with the customer to include them in the design process and have a back and forth for feedback and brainstorming.
- What would you do differently for future projects?

- I would make the deliverable deadlines and customer check-ins on the same date so that the customer can have a chance to see exactly the direction our group took.
- Summarize opportunities and design ideas for future work
 - This project allowed us to explore the design process and try out different design theories to see what is desirable.

WordPress themes and plugins

Easy Appointments

4.4 stars (based on 118 reviews)

Last updated: 01-Apr-2022

30,000+ active installations

The plugin is used to book appointments from the user

WooCommerce

4.5 stars (based on 3852 reviews)

Last updated: 10-Mar-2022

5+ million active installations

Provides basic store functionality

Gutenberg blocks - Ultimate Addons for Gutenberg

4.9 stars (based on 810 reviews)

Last updated: 07-Feb-2022

300,000+ active installations

Improves block editor and web performance

Starter Templates

4.9 stars (based on 2759 reviews)

Last updated: 17-Mar-2022

1+ million active installations

Provides templates to build your website off of

Fluent Forms

4.9 stars (based on 317 reviews)

Last updated: 18-Mar-2022

100,000+ active installations

Provides user input boxes and form builder

Jetpack

3.9 stars (based on 1754 reviews)

Last updated: 05-Apr-2022
5+ million active installations
Provides security for WP