

Communi- cation

We all want a
proactive
contact from
each other.

Diner/Cafe
want
proactive
contact from
organization

The delivery
person want
proactive
contact from
inventory
volunteers.

Organization
want
proactive
contact from
Diner/Cafe.

Meal Centers
want proactive
contact from
organization

I feel current
communicati
on software
is difficult to
use.

I like slack for
group communicati
on

Some of
volunteers like
slack or email,
but some do
not.

(Diner)I
would love to
help
organization

Cafe's attitude

Sometimes
it costs
extra time,
labor and
resource.

I hope the
food
delivered on
time.

Meal centers'
requirement.

We 3 meal centers
have different
need in terms of
type of food.

He thinks it is an
efficient way to
communicate with
organization by
uploading the amount
of food online on time
by photo on paper

The organization
contacts churches
by phone in
emergency, like
change of schedule
and delivery people.

Sometimes inventory
member didn't tell amount
of leftover food to delivery
member, then delivery
member might get nothing
when they go to restaurant.

Volunteers
waste their
time/trip going
to restaurant
when amount of
collected food is
less than 50 lbs.

Church director need
the contact information
of delivery people
because she doesn't
want to sit and wait for
delivery all the day.

Church director use
email to get food
delivery time and
inform the vacation
(time not available
for delivery) to
organization.

Church director prefer
the volunteer
to contact them in
advance if the
delivery time
delayed or changed.

Church
director prefer
phone call as
primary
contact way.

Contact
number of
delivery
people

Volunteers
may not know
how to change
workspaces on
slack

Some people are
not able to add
another
workspace on
their slack
account

The slack cannot
recognize the same
school email
address with
different name. (e.g
drc@nt.edu differ from
drg@nt.edu)

Some
people don't
want to join
in slack

Organization
has too much
information
to check

Sometimes
volunteers also
meet cafe staff in
person (in which
circumstances?)

Some students
get used to other
group chat
applications. (e.g.
Group-me)

Other volunteers
would not check
emails so
frequently to get
new information.

The volunteers
use Slack, email,
message to
communicate
with each other.

The organization
prefers slack
because of being
able to get
personal
notification

The president or
vice president
could set slack
notification as
"ON" to answer
urgent questions

The members
check app
frequently in
order not to miss
information.

There is an
"operation"
channel for
volunteers to post
the questions.

It has different
channels to
distinguish the
chat and work
communication.

Organization
pushes new
volunteers to
get on slack

The discussion
within
organization
members is on
slack.

(CafeC) I would
love to help
record, package
the food and
inform the
information.

(CafeC)Some
staffs say that
they don't mind
to do recording
and packaging
work

(CafeC)He is fine
with update the
quantity of food
by taking photo
or filling form.

(CafeC)Some
already have
their records of
donated food

(Diners)We don't
want volunteers
to collect food
during work time.

Volunteers
sometimes
ask staff for
help.

New
volunteers
cannot find
scale in kitchen

interfere
their
work

It is too costly
for cafeteria
to store
leftover food

CafeA
provides
storage place
for coolers

The cafe staffs
store the
packaged food
into freezer.

In summer break -
hard to find
people (didn't
show up for 3 or 4
months)

In summer
semester, he want
to inform the
volunteers to take
accumulated food
in freezers.

It could be
an extra
work.

Require extra
working time for
night shift diner
staff to package
leftover food.

(CafeA)Managers /
head chefs select
the food by type
and check the
food quality.

The cafe staffs
write down the
type, date and
weight of food
on containers.

Cafe staffs pack
everything up and
store for
volunteers and then
they take care of the
further process

Extra work:
take photos,
even do
some records

(CafeA)Manager
s pack food or
assign students
to package the
food.

Diner buy
containers for
organization,
and
organization
pay for it.

Some cafes first
record the
amount of
leftover food and
then they store it

If churchA
doesn't get
enough food
donation, they
purchase some.

Sometimes
church don't
get food
before serving
time

Delivery time
must before
churches
close at 4pm.

What time do
they prefer to
receive the
food?

They need
time to
prepare the
food before
serving.

cooks in the
church need
about 30 minutes
to prepare the
food before
serving time.

(Meal centerA)I
don't want
pizzas and
breads.

Meal center A
already have a lot of
food donation like
pizza and breads, so
they do not want
more same kinds of
food.

Meal center
A have a
strict rule on
type of food
delivered.

(ChurchA)I
can take all
kinds of
food.

Church A
can take any
kind of food.