**Whitworth Composition Commons Scheduling Web Application: Project Specifications**

**I. GOALS OF ORGANIZATION**

The Whitworth Composition Commons is a writing center that caters to all members of the Whitworth student body, faculty, and staff. Our aim is to serve any writer, with any project, at any stage in the writing process. We work with clients through one-on-one consultations in our Commons and we facilitate writing workshops in classrooms across campus. Most of our consulting is done by appointment only, requiring our clients to schedule their session ahead of time through our online scheduling system. All other communication between consultants is currently done through Doddle, Dropbox, email, and printed forms.

**II. STATEMENT OF NEEDS**

To run our Composition Commons more efficiently, we need a customized scheduling system for our center. Our current system, WC Online, is a web-based scheduling system. The current system that we have does not meet all of our needs. We would like to combine and compile all of our schedules and tasks into one comprehensive, efficient, and user-friendly web page to simplify and upgrade our current operating procedures.

Additionally, the Whitworth Composition Commons would like to use the money we spend on this service toward more productive services for the writers on Whitworth University’s campus. Currently, we spend a $715 annual fee on our WC Online service, and we would like to reduce that price as much as possible.

**III. PROJECT OBJECTIVES**

The purpose of this program is to replace the current scheduling system and provide one online location for all the tasks of the Whitworth Composition Commons. We want to compile the client schedule, consultant calendar, and any post consultation and evaluation paperwork into one comprehensive system. This all inclusive website application will allow us to (1) work more efficiently for our clients, improving their experience, (2) give our consultants a more organized and simple way of tracking their job obligations, (3) and save us a substantial amount of money for our future WCC tasks and goals.

**IV. PROJECT DETAILS**

Most of these details on not yet completed. See italicized comments regarding actions that have already been started or attempted. All progress on this project that were developed before are located at this link: [**https://github.com/afigurelle/CS-301-Writing-Center-Website**](https://github.com/afigurelle/CS-301-Writing-Center-Website)

There are three types of users for the WCC schedule: Clients, Consultants, and Administrators.

**Client Actions** *(internet apps development class made a sign up form but did not implement accounts; this information would need to be stored in the database with the post consultation notes so that the client information is linked their consultation information)*

* **create account** 
  + information gathered with account: email address, first name, last name, graduation year, first or home language, major(s)
  + password & confirm password (secure)
  + email option (we want emails sent to users when they make, modify or cancel appointments)
    - “email me updates about my appointments” y/n option, default set to ‘yes’
* **make appointment** 
  + pop-out window
  + display date and time — drop-down menu to select half hour or 1 hour appointment
  + display client name
  + input boxes for course number (specify format), course name, instructor (first and last name), and assignment
  + questions at the bottom of the screen that gather helpful information for the consultant: (1) What Assignment are you working on? (2) What would you like to focus on or are your concerns with this assignment?
    - it would be ideal if we could have clients choose courses and instructors from menus, so that we can best track statistics, but given the fact that this database may not be updated frequently, that may not be practical. One possible solution to this would be to have a field for clients to select the *department* that the class is in, and perhaps another to enter the course number, but keep the course name input field as usual.
  + Yes/No: Would you like us to send Post-Consultation Notes to your instructor? [What are these?] — “What are these” should be a hyperlink, that provides a short explanation of the purpose of post-consultation notes, and why client may want to send them
    - When ‘yes’ is selected, a field appears for client to enter instructor’s email address, or else we have something that links the instructor to the system so that clients do not have to enter that, decreasing the possibility of error
  + Buttons at bottom: Save Appointment, Close Window
  + Confirmation Screen: Your appointment was made successfully. Your appointment is with [consultant]. If you would like to contact your consultant before your appointment, your consultant’s email is [email].
* **view, edit, and cancel pending appointments**
  + When editing an appointment, the buttons at the appointment change to Save Changes, Cancel This Appointment, and Close Window
* buttons at top of the schedule allow user to browse the calendar and make appointments more than a week in advance: “previous week, current week, next week” and/or date selector in the form of a miniature calendar
* **dropdown menu:**
  + view consultant profiles (consultants will each have a personal profile, this link should take users to a list of consultant information-similar to the format on our existing Whitworth website: http://www.whitworth.edu/Academic/Resources/CompositionCommons/Consultants.htm)
  + help — explanation of how to make & save an appointment
  + contact the Whitworth Composition Commons
  + edit account details
  + log out

**Consultant Actions**

* **view, edit, and cancel their existing appointments (as the consultant)**
  + this is the same pop up box that the client sees, just with more actions
  + additional desired actions: Cancel this appointment, add Post-consultation Notes, Mark appointment as Missed, Save Changes, and Close Window.
* **view and edit their own profiles**
  + information collected at the creation of a consultant profile: name, email, graduation year, major, minor, areas of expertise, and consulting strengths
  + picture displayed in profile
* **view staff calendar**
  + staff calendar is separate from consultation calendar and it is viewable by only consultants and administrators
  + ability to view calendar with events set by the administrator
  + ability to sign up for certain tasks on the calendar (workshops etc.)
* **availability form** (this action is a stretch goal, not required or necessary)
  + consultants would need to fill out this form by a due date set by the administrator
  + ability to select the times that they are available to be scheduled, results only viewable by administrator scheduler (like polls on Doodle.com)
* **evaluation forms** *(the form already exists and so does the code that allows the form to interact with the database, all we need now is to integrate this into the scheduling system)*
  + purpose: we want clients to be able to fill out these forms during their appointment, but we don’t want the consultants to be able to view the form after it is completed
  + filled out from consultant account, item on drop down menu, new form appears every time you select the button
  + information/eval. score stored in our database for administrators to access only
* **post consultation notes** *(the form is in the same state as the evaluation form and just needs to be integrated with the rest of the website)*
  + access this form from the appointment pop-up box
  + have “submit” button that sends form to instructor, if specified, and stores information into database
* **dropdown menu:** (consultants need to have both a client drop down list and these additional consultant features)
  + Availability Form
  + Evaluation Form
  + Staff Calendar
  + Edit Viewable Profile

**Administrator Actions**

* **add/delete staff:** this is where consultant profile information should be stored
  + this should be a separate file that is attached to all other functions (calendar, schedule, automatic emails) and should carry over to all other scheduling aspects.
  + there needs to be a choice that allows the current administrator to select other administrators for the future--something like a check mark in their profile that, when selected, makes them an admin.
* **view consultant availability:** this is compilation of the consultant availability.
  + this needs to be its own tab so that at any time the administrator can refer back the availablity that the consultants put in initially.
* **create schedule**: this schedule, once made, would be viewable by clients and consultants (this is the most important function of our entire system)
  + “Make Schedule” button leads administrator to a step-by-step process that is chronological, in its own screen/window/pop-up, and in this order:

Step 1: “Set parameters” for this schedule (WCC hours of operation, Select available consultants from a check-mark list, specific Holiday closures)

Step 2: “View consultant availability” (like Doodle). This information would be automatically input from the information that our consultants filled out in their availability tab. Once a layout of this availability is shown, then the administrator needs to be able to assign the working hours for each person into the schedule he/she has created.

Step 3: “View draft schedule” leads the administrator to a visual draft of this schedule so that they can double check and visualize the hours that were just assigned to the consultants. At the bottom of this page, there needs to be the option to “edit schedule” or “confirm schedule”.

Step 4: “Notify staff” which will send an automatic email notifying them that the schedule is posted and ready to be viewed. In the email could be a link to the schedule.

* **edit and change schedule:** this function edits the schedule after it is made and only would be used when there are sudden absences and closures.
  + the administrator needs to have the ability to close the center cancel someone’s shift, and put in a substitute for someone’s shift.
* **enter events into staff calendar:** this is a function that would allow administrators to update events on the staff calendar,
  + it would be nice if there was also a function here that could notify the staff via email about the newly revised events.
* **drop down tab:** (the student administrator needs the drop down tab of the client, the consultant and the administrator)
  + Manage Staff Profiles
  + View Staff Availability
  + Create New Schedule
  + Edit Current Schedule
  + Enter Calendar Events

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