
TCU & UNTHSC School of Medicine

Volunteer Scheduler Vision

Version 1.1

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

Revision History

Date	Version	Description	Author
9/21/2020	1.0	Initial information, sections 1, 2, 6	Peyton Freeman
9/22/2020		Section 3	Lydia Pape
9/23/2020		Section 5: Product Features & Scope	Maria Amoros
9/25/2020		Final Overview for Initial Document	All Team Members
10/15/2020	1.1	Added Backup as a product feature, fixed the features to be noun phrases, added reference to the SOM page and specified better our product in some sections.	Maria Amoros

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

Table of Contents

1.	Introduction	4
	1.1 Background	4
	1.2 References	4
2.	Positioning	4
	2.1 Business Opportunity/Problem Statement	4
	2.2 Product Vision/Position Statement	5
3.	Stakeholder Profiles and User Descriptions	5
	3.1 Stakeholder Summary	5
	3.2 User Environment	5
	3.3 Summary of Key Stakeholder or User Needs	5
	3.4 Alternatives and Competition	6
4.	Product Overview	6
	4.1 Product Perspective	6
	4.2 Deployment Considerations	6
	4.3 Assumptions and Dependencies	6
5.	Product Features / Scope	7
6.	Other Product Requirements	7

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

Vision (Small Project)

1. Introduction

The purpose of this document is to collect, analyze, and define the business requirements, i.e. high-level needs, desired ultimate business outcomes and features of the Volunteer Scheduler. It focuses on the capabilities needed by the stakeholders and the target users, and **why** these needs exist in the first place. The details of how the Volunteer Scheduler fulfills these needs are detailed in the use-case and supplementary specifications.

1.1 Background

The TCU & UNTHSC School of Medicine is an M.D. school in Fort Worth, Texas that is on the forefront of redefining medical education. Its unique curriculum is wholly centered on the patient, requiring all students to engage in service learning experiences. This approach mandates constant community interaction and involvement through volunteer opportunities. As a result, the school is in need of an application that would allow it to deliver these opportunities to students. The school also needs a less antiquated method of scheduling and tracking students' service hours.

1.2 References

It is mandatory for medical students from the TCU & UNTHSC to complete specific volunteer hours to be able to graduate. The website <https://mdschool.tcu.edu/students/student-services/> can be visited for more information.

2. Positioning

2.1 Business Opportunity/Problem Statement

This project will streamline the process of students and faculty keeping track of volunteer hours that will be logged by the students.

The current method of doing this is administration coordinating between about 240 medical students and more than 100 faculty members via email to figure out their schedules and finding an appropriate time for the students to volunteer. Communication is difficult and slow, and this project will provide a platform for both faculty and students to quickly view schedules, schedule a time to volunteer, and track their hours.

The problem of	Inefficient logging and scheduling of students' volunteer opportunities.
affects	Students and administration of the TCU & UNTHSC School of Medicine.
the impact of which is	A hindrance for students in their efforts to engage in service learning as required by the School of Medicine. Additionally, this makes it more difficult for the school to track the progress of students.
a successful solution would be	An application that presents students with volunteer opportunities. It should allow them to both schedule themselves for these opportunities and log their hours of service.

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

2.2 Product Vision/Position Statement

For	Volunteers and Administrators
Who	Require a streamlined method of scheduling and logging service hours.
The Volunteer Scheduler	Online Web Application
That	Allows volunteer opportunities to be delivered to students. It also enables them to log the hours they spend at these opportunities.
Unlike	The current process of scheduling via email and manually submitting volunteer hours.
Our product	Automates the process, making it simpler for both students and administrators.

3. Stakeholder Profiles and User Descriptions

The stakeholders for this project include student and faculty volunteers at the TCU & UNTHSC School of Medicine, Dr. Bonnell and other Administrators of the volunteer process, and the various partner organizations that communicate with TCU to provide volunteer opportunities for medical students.

3.1 Stakeholder Summary

Name	Description	Major value or benefit from this product	Major features of interest	Constraints that must be accommodated	Direct User or not?
Administrator	Faculty at the TCU & UNTHSC School of Medicine who are involved in regulating, supervising, and controlling the volunteer process.	Improved productivity, automation of previously manual tasks.	Allowing volunteer users (all users other than administrators) to view and sign up for available events and to self-log their hours;	Not especially computer-savvy.	Yes.

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

			<p>Easily generating reports of volunteer hours, as well as notifications to volunteer users about updates to volunteer opportunities;</p> <p>The exclusive ability to update events, view and approve all users, and add and set requirements.</p>		
Volunteer	Students and Faculty at the TCU & UNTHSC School of Medicine who need (or want) to take part in volunteer opportunities at local health organizations.	Streamlined processes; volunteer opportunities more easily accessible.	<p>The ability to see available volunteer opportunities in list or calendar form and to view their details;</p> <p>The ability to sign up and to log hours through an easy-to-use application;</p> <p>The ability to receive easily accessible notifications about updates to volunteer opportunities and events.</p>	Users are diverse in communication channels (text, email, etc.) and technological savviness.	Yes.

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

Organization	Non-profit health organizations, and the patients thereof, are proximate to the TCU & UNTHSC School of Medicine who benefit from hosting volunteer events for medical students.	Streamlined, more efficient process for recruiting volunteers, and for volunteers to self-log their hours.	Events and details efficiently and reliably being provided to volunteer users; <i>Potentially</i> the ability for a trusted Organization to add their own events directly into the application.	Interest in limited parts of the application (i.e. only the events hosted by the particular Organization in question).	No. (Maybe. Potentially.)
--------------	---	--	--	--	---------------------------

3.2 User Environment

The volunteer process at the TCU & UNTHSC School of Medicine involves Organizations contacting the school and providing information on their volunteer opportunities, so that Administrators can approve of these events for the students and make this information available to Volunteers. Volunteers can then sign up for events of their choice and log their hours, of which the Administrators keep track and generate reports.

Currently, Administrators keep track of volunteer information manually, using Microsoft Excel spreadsheets. The current process is inefficient and unnecessarily demanding of the Administrators' time. The goal of this application is to completely streamline this process.

Students, faculty, and administrators at the TCU & UNTHSC School of Medicine have access to computers and the internet. Faculty and Administrators need to be able to access the pertinent information and functions on their desktop and laptop computers, and students generally prefer to use their smartphones for these purposes.

Students already receive school-related announcements and notifications through Canvas, a third-party web platform used by the school for various purposes. Allowing the volunteer tracking application to interface with Canvas for the purpose of pushing out announcements to student volunteers would benefit the project's accessibility to students.

3.3 Summary of Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Student volunteers being able to sign up for volunteer opportunities that fit in their schedules	High	Students need to be able to search through opportunities by time or other criteria so they can easily see which ones they will be free for.	Large-scale email coordination between stakeholders is driven by Administrators.	Give student volunteers the ability to easily view available opportunities by date and finalize their selections online.

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

Students being able to self-log their volunteer hours	High	Students are not currently able to officially log hours without the oversight of faculty.	Keeping track of information is currently in the hands of Administrators who enter data manually into a spreadsheet.	Allow students to self-log their hours in the same application they use to sign up for volunteer events.
Administrators being able to approve, monitor, and generally oversee the activities of student volunteers	High	This task, in its current form, is overly time-consuming and parts of it could be automated.	See the two above; so much extra work for Administrators.	Have volunteer users create logins with their TCU emails, which the Admins approve upon their creation. Give Admins special permission to approve/create/modify events to show to volunteers, let Admins add special requirements to certain events (such as seniors only), and allow Admins to view the activity of all users.
Administrators being able to send push notifications to volunteer users about updates to volunteer events	Low	There does not seem to be a single ideal medium for this. (Students check phones, Canvas; faculty check email)	Admins are able to send announcements to students and faculty manually via Canvas or email.	Push notifications to volunteer users electronically. If possible, let the application interface with Canvas and use its announcement feature. Or, let users choose to have notifications sent to them via email, or text message.
Administrators being able to easily generate reports of volunteer activity	High	This process takes much longer than it should, and could be completely automated.	Administrators generate reports manually from data kept in Excel spreadsheets.	Let the application have a feature exclusively for Admins, to generate reports in a given format (exportable to MS Excel) from selected data, stored automatically in an online database.

3.4 Alternatives and Competition

The client considered purchasing a commercial volunteer tracking product to accomplish the goals listed above, but concluded that any commercial product would cost much more money than what we are charging for this service (none).

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

If this project fails, the client may decide to purchase such an alternative, or to keep the current situation as-is. Alternative options include a different TCU senior design project, or a commercial solution. However if the project succeeds and clients needs are met, this will not be the case.

4. Product Overview

The Volunteer Scheduler will be either a mobile app or a website — depending on which form can most successfully produce the required capabilities.

4.1 Product Perspective

This Volunteer Scheduler will be self-contained in its own front-end user interface and back-end database with two potential exceptions:

1. Volunteering notifications that could potentially show up in other forms, such as an email to users.

4.2 Deployment Considerations

In order to deploy the Volunteer Scheduler, team must be aware of the following considerations:

- Placing current, existing data from excel sheets into the Volunteer Scheduler (potentially manually)
- Placing the possible link in Canvas, from Canvas to the Volunteer Scheduler
- Must have an appropriate amount of database storage for the relevant information of 300+ volunteers, organizing professors, and corresponding volunteer organizations

4.3 Assumptions and Dependencies

The following assumptions and dependencies relate to the capabilities of the Volunteer Scheduler as outlined in the Vision Document:

- All student end users will be using either smartphones (Android or iOS) or computers (Windows or macOS)
- All scheduling and organizing faculty end users will be using computers with either Windows or macOS*

*- the ability for faculty to use smartphones may be added

5. Product Features / Scope

5.1 Logon

The system shall allow administrators, students, and faculty to log on.

5.3 Volunteer Management

The system shall extract the user's information from data provided by the School of Medicine and create user accounts.

5.5 Privileges

5.5.1 Super-user privileges The system shall have a super-user privilege, which shall be granted to Dr. Bonnell.

5.5.2 Administrator privileges The super-user shall be allowed to grant administrator privileges to other users for them to be able to schedule events in the system.

5.5.3 General user privileges All users shall have by default the general user privileges.

5.6 Scheduling

5.6.1 Set-up of events The system shall allow the administrators to schedule events and set parameters for those events.

5.6.2 Sign-up of events The system shall allow users to browse for volunteer opportunities by date and sign-up for

Volunteer Scheduler	Version: 1.1
Vision	Date: 10/15/20
<document identifier>	

those opportunities based on the criteria set by the administrator.

5.7 Notifications for new events and reminders

The system shall send a notification once an event is set by an administrator.

5.8 Check-In/Out

The system shall allow volunteers to check-in and check-out from events and store the completed hours.

5.9 Track volunteer hours

The system shall keep track of individual and total hours completed by volunteers, which shall be available for the administrators.

5.10 Creation of reports

The system shall create reports in .csv format with the information from users' activities.

5.11 Backup of data

The system shall backup all of the stored information.

6. Other Product Requirements

6.1 Environmental

A stable hosting platform and internet connection. - *Critical*

6.2 Performance

Capable of hosting 300+ users. - *Critical*

6.3 Platform

Web page/application accessible on mobile devices. - *High*

Reports exportable to Excel. - *High*