# **Client Meeting 9/28 Notes**

* Details
  + Met at Ronald McDonald House at 435 Limestone from 2:30-3:30.
* Their Current System
  + Website hosted by Weebly
  + Use offsite Take-a-Meal for meal scheduling
  + No current database on the server – have written record of volunteers
  + Contracted graphic designer and marketing department use website. Graphic designer manages website
  + They pay for their server
  + They use an Outlook calendar for service project scheduling
  + Volgistics hosts regular volunteer database
* Current Problems
  + They are using email correspondence to schedule events- this is inefficient
* High-Level Goals
  + Make a standalone meal scheduler similar to Take-a-Meal
    - Use Take-a-Meal as a template but a calendar view is preferred. Take-A-Meal is too information-heavy.
  + Use a calendar format for ease of view
  + Keep our scheduling app separate from the main site
* Short Term Goals
  + Set up service project scheduling
  + Most immediate goal is calendar
  + We may be able to put their Outlook calendar right on the website
* Long Term Goal
  + Set up a web client to schedule service projects and meals
* Desired Functionality
  + Have a brief overview of the types of service projects with a “more options” click so volunteers can see what to bring, etc. Maybe we could use a drop down to achieve this.
    - She will send us an email template
  + Goal is to have a little tidbit for all of them then you can click to go into more detail about a single one.
  + Have an online cancel option with a notification (ie the RMH gets a notification if someone cancels)
  + It should send a reminder email. RMH will determine time interval.
  + Cancels can be done online up to 72 hours before the event. After that they must be done over the phone.
  + Cancels/ signups must be confirmed by Mary Friend.
  + Add a waitlist/queue for signups
  + Limit a service project to X number of people
    - Display “this many” spots available on calendar
  + Blacklist repeat no-show offenders until they work something out with the RMH.
  + Have a login/signup on the web client