

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