

## 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