

Organization Description:

Partners in Equestrian Therapy is a program that assists children, adults, and volunteers through equine activities led by a team of certified instructors, trained staff, volunteers, and gentle and lovely horses. PET was founded in 1994 to serve the SLO area. Located in Atascadero, the organization provides individuals with the opportunity to have confidence and independence while increasing physical skills and cognition. The horses at the organization are trained animals who love their job.

Problem Statement:

Melanie, the organization head, would like an “scheduling app for the riders and for the volunteers”. Riders should be scheduled for the entire month, and allow for riders, volunteers, and admins to work schedules better so everyone is in sync with each other. Roughly a month’s advance allows riders/staff to figure out their schedules.

Why this is painful: Staff are texting volunteers and riders for the appointments/volunteering, and it’s an annoying hassle. In addition, The lack of advance notice can be frustrating (volunteers/riders get notified every week), but having riders scheduled for the whole month can be helpful. Volunteers and admin will know what clients are coming in much earlier along with their time slots.

Project Specific Terminology:

Side walker – individual who walks beside the horse and assists the rider

Lead walker – individual who leads the horse so the rider does not have to have complete control

User Studies:

“As an administrator, I want to have riders scheduled for the entire month so I can let volunteers and staff know when to come in to assist us. I don’t have to text them by week to scramble a schedule.”

“As a volunteer, having advance notice of when to come in to help allows me to plan my schedule better so I can meet my time requirements at PET.”

“As an organization, a platform that creates transparency in the calendar between riders, staff, and admin allows for events to be planned more efficiently with sources that everyone can recognize.”

Features and Components:

Rough outline

App 1: Scheduling System/Application for riders	Notes: have riders be able to schedule in their appointment	• Components: have the app interact with the website (if possible TBD) ◦ Have a sign in page ◦ App should be editable by staff and authenticated riders ◦ In addition: a bonus feature would be for outside organizations to schedule group /individual appointments.
App 2: Scheduling System/Application for volunteers	Notes: probably should be able to update with the application for riders so volunteers can see when to sign up	• Components: have volunteers have the ability to see shifts they can sign up for/make edits if they cancel ◦ Have a sign in page • App should probably sync with the riders app as well
Feature 3: marketing...		

Better outline

PERSPECTIVE FOR VOLUNTEERS

Feature	Components	Scope
Login/Signup	Create account, recover password/username	MVP (volunteer)

Feature	Components	Scope
calendar	Time slots, events in time slots	MVP
Add event	Button for adding event, specify time, day and description of event	MVP (admin)
Remove event	Clear the time slot	MVP (Admin)
Sign up for event	Join event button on calendar	MVP (volunteer)
Cancel event	Click unjoin event button	MVP (volunteer)

PERSPECTIVE FOR RIDERS

-bonus feature: outside organizations can make group events

Feature	Components	Scope
Login/Signup	Create account, recover password/username	MVP (rider)
calendar	Time slots, events in time slots	MVP
Sign up for event	Join event button on calendar	MVP (rider)
Cancel event	Click unjoin event button	MVP (rider)

PERSPECTIVE FOR ADMIN

Feature	Components	Scope
Login/Signup	Create account, recover password/username	MVP (volunteer)
calendar	(Able to view) Time slots, events in time slots	MVP

Feature	Components	Scope
Add event	Button for adding event, specify time, day and description of event	MVP (admin)
Remove event	Clear the time slot	MVP (Admin)
Different Calendar views	(Able to view) specific calendars or both	

Additional Details:

- Above is the MVP. Should we finish them early, we can discuss other projects that PET would like, which is more on helping them market better.

User Journey:

User Journey: (Sarah, admin)

Age: 35-40

Education: Uni Degree in Non-Tech background

Context: Sarah works at PET and wants to see which riders and volunteers are available for the week. She doesn't like having the hassle of texting so many people for the schedules and availability, and then somehow having to keep track of all of that.

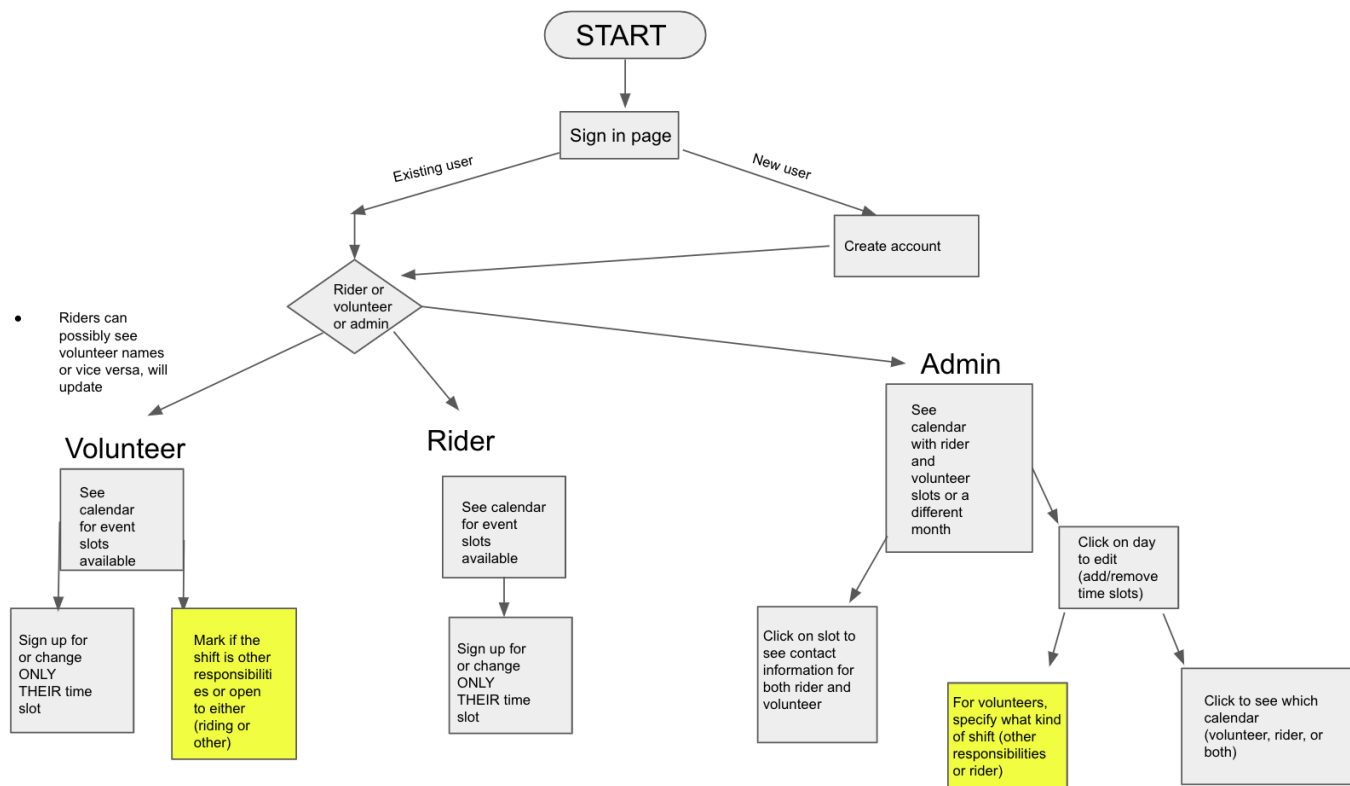
Goal: have an easier way of seeing which volunteers and riders will be at PET

User Journey Map:

Timeline	Components	Step 1	Step 2
Pain point	What is something the user wants to do and may have difficulty with?	Sarah wants to create a schedule with riders and volunteers for the week. She has to	Sarah has everyone's schedules on her phone, but now has to use a digital

		text everyone for their info.	calendar (google calendar here) to lay it all out.
Touchpoint	How does the user interact with the product?	She has to go on her phone, find everyone's number, and text them individually.	She uploads slots for everyone on google calendar manually.
Channel	Web app/Mobile app/etc..	SMS	Herself, through the web
Emotion	Pos, neg, neutral	Negative	Negative

User Flow Diagram (after discussion with TL):



Wireframe (TBD with Designers):

Figma link from designers:

<https://www.figma.com/file/OIkY5AHFB9xlkgDr7zHbqA/PET?node-id=0%3A1&t=wwI7jGwGhvsXqf44-1>

Development Timeline (with tech leads + designers):

-see github

Contact Info:

Product Manager: Sharon Pagidipati

spagidip@calpoly.edu

Tech Lead: Bora Joo

bojoo@calpoly.edu

Tech Lead: Sam Wathen

swathen127@outlook.com

References:

Questions: