

Animal Shelter Scheduling

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Student Identification Number—03888195 Academy of Art University, Graduate School of Web Design & New Media **Final Review** RinTin May 3, 2017 11:15 м РST **1st Submission**



Table of Contents

Section I: Personal Introduction	1	Section IV: User Experience Process	24
Autobiography	2	Target Audience	25
Résumé	4	Key Personas	26
Section II: Project Introduction	5	Information Architecture	29
Elevator Pitch	6	Use Case Scenario and Task Flows	31
Thesis Abstract	7	Wireframes	36
Statement of Interest	8	User Testing Process	59
Section III: Strategic Process	9	Usability Testing Results	99
Unique Positioning Statement	10	Section V: Visual Process	100
	4.4	Evelution of Design Idention	101
Key Research—Competitive Analysis	11	Evolution of Design Ideation	101
Key Research—Competitive Analysis Competitors' Matrix	22	Visual Design Inspiration	117
Competitors' Matrix	22	Visual Design Inspiration	117
Competitors' Matrix	22	Visual Design Inspiration Mood Boards	117 119
Competitors' Matrix	22	Visual Design Inspiration Mood Boards Branding	117 119 123

Table of Contents

Section VI: Proof of Concept	149
Task 1—Complete the Set-up Interview	150
Task 2—Add a User to a Shift	162
Task 3—Approve a Pending User Account	170
Section VI: Technical Process	176
Project Form	177
Technology Used	178
Project Data Flow	180
Technical Specifications	181
Technical Experiments & Solutions	183
Section IIX: Analysis and Conclusion	186
Project Conclusion	187
Project Reflection	188
Highlights of DS Journal	194
Section IX: Project Links	203
Section X: Bibliography & Credits	205

ii

Personal Introduction

Table of Contents

Autobiography 2 Résumé 4

To link to a page click the page title or page number

1

Personal Introduction

Autobiography



Leanne Nedeau

My name is Leanne Nedeau and I was raised in a small town called Munising in Michigan's Upper Peninsula. After being away for 10 years my husband— Dan— and I moved back to our hometown, where we currently reside with our two dogs and two cats.

After graduating high school in 2003, I began my college education at Northern Michigan University (NMU), although I had no idea what career path I wanted to take. After my first year at NMU, I attained a sales position with a small cellular phone retailer. After several months with this company, I gained the initiative and ability to open my own cellular phone company. While self-employed I decided to take a break from my college courses. When I went back to school I knew I wanted to pursue something that I really loved and it was a no-brainer—art. In May of 2014—after 5 years of attending classes part time— I completed my studies and graduated with a Bachelor's Degree in Fine Arts with a concentration in Photography.

Late in my undergraduate career I began taking graphic design classes and I fell in love with web design and development. My graphics professor—who became a mentor— understood how important a solid knowledge of web design and development was to aspiring designers. I am incredibly thankful for him and his insight about web design. In pushing his student toward web, I found a medium that I fell in love with.

Personal Introduction

Autobiography

Upon the completion of my undergraduate studies I knew I wanted to continue my education, and I also knew I wanted to pursue web design and development. However, living in such a rural area I did not know how plausible this would be, since there are no universities near me that offer an MFA program. My husband had recently made a very large move in his career, and this new position was too good to leave. This left me with a very difficult decision to make— whether I would be willing to move away from my friends, home, and most importantly my husband while completing my education. Fortunately, while researching universities, I found AAU. AAU was the obvious choice as it offered the concentration I had decided on and was available on a completely online basis.

After two and a half years at AAU I have found I truly love both client and server side development. After exploring the various career paths that are available to web designers and developers, I have decided that I am going to pursue a career at a small design firm as a web developer. I am currently working on a freelance basis with a mid-size company for both print and web design. If I am unable to attain full-time employment at a small design firm immediately upon graduation, I am also exploring a full-time freelance career as well. Development is what I am truly passionate about and I am truly excited to jump into my career.

3

Personal Introduction

Résumé

Leanne M. Nedeau

Objective

Attain a position as a web developer—client and server-side— at a small to mid-size design firm which will allow me to utilize my problem solving skills in a creative environment on a daily basis while continuing to hone my craft through daily interaction and brainstorming with other creative professionals.

Education

MASTER OF FINE ARTS | MAY 2017 ACADEMY OF ART UNIVERSITY Web and New Media

BACHELOR OF FINE ARTS | MAY 2014 NORTHERN MICHIGAN UNIVERSITY Photography & Graphic Design

Experience

FREELANCE WEB & PRINT DESIGN | 2015—PRESENT

Hiawatha Communications, Inc. —2017

Contact - Renee Bowerman

Collaborate ideas and execute all print and web designs. Currently working on a complete UX design overhaul.

Breakwall Bakery & Café —2015 Contact - Tom Russell Website design and development for a newly opened café and restaurant built with mobile first design

MANAGER | PUTVIN'S RADIO SHACK | 2009-2016

- Head of designing visuals for promotions
- Effectively communicate technological products with consumers, including cellular devices and service plans
- Focus on positive user experience with their devices, before during and after the sale.

OWNER | U.P. MOBILE | 2004-2009

- Owned and managed a cellular phone dealership as an Authorized Alltel Agent
- Designed all visual marketing material
- Responsible for all managerial and business related tasks including marketing, accounting, and human resources
- Supervised one to three employees at any given time
- Sales focus on wireless phones and devices

Munising, Michigan, 49862 | 906.458.8182 | leanne.nedeau@gmail.com | Student ID - 03888195

Skills & Abilities

TECHNICAL HTML5 CSS3 SASS Java Script jQuery jQuery UI jQuery Mobile PHP AJAX JSON

PROBLEM SOLVING

Solving problems fuels my passion in design, and in all other aspects of my personal and professional life. When an issue arises it almost becomes a vendetta for me. I am not satisfied until I am able to figure out a solution or valid work around to solve the problem.

COMMUNICATION

Effective written, verbal and visual communication with clients, co-workers, supervisors and vendors to successfully convey complex information.

LEADERSHIP

Natural leader in group settings. I am not afraid to step into a leadership role, and also do not hesitate to take direction while working as a team member.

SALES

Sales has been the primary task throughout a majority of my professional history. I have a proven sales record with high client retention. My experience with sales has helped me to hone my communication skills.

Volunteer Experience DIRECTOR/VOLUNTEER | ALGER COUNTY ANIMAL SHELTER | 2015—PRESENT

- major decisions affecting the shelter
- homeless animals

- MySQL
- Drupal (CMS)
- **Responsive Design**
- Frameworks
- **ADA Compliance**
- **UI Design Experience**
- UX Design Experience
- OS X, Windows, iOS, Android
- Product Photography
- Portrait Photography

Studio Lighting Adobe Photoshop Adobe InDesign Adobe Illustrator Adobe Lightroom Adobe AfterEffects Adobe Premier Pro CodeKit **FTP** Clients Axure

· Leadership role as a chair holder on the Board of Directors, collectively responsible for all

• 20+ hours per month spent at the shelter—cleaning pens and socializing/working with the



Project Introduction

Table of Contents

Elevator Pitch	6
Thesis Abstract	7
Statement of Interest	8

To link to a page click the page title or page number

Elevator Pitch

RinTin is an online scheduling system designed and built specifically for animal shelter administrators and volunteers. Animal shelter administrators and volunteers are currently wasting a lot of time manually creating monthly volunteer schedules. RinTin provides a solution for shelters to streamline the creation of volunteer schedules and make scheduling a more efficient and satisfying experience.

6

Thesis Abstract

Animal shelters are unique organizations. They provide around the clock care for living beings which makes several shifts necessary throughout each day. Since most animal shelters are not-for-profit organizations operating on very limited budgets, this requires the utilization of numerous volunteers on any given day.

Volunteer schedules are usually created by a shelter manager or administrator. Volunteers are busy with their careers, their families, and other time-restricting activities. It is the job of the schedule creator to get in contact with the volunteers of their organization and attempt to create a volunteer schedule that accommodates their busy lives. Manually creating a monthly volunteer schedule can be quite a problematic and time-consuming task, which takes precious time away from other important tasks that need to be completed at the shelter—such as provide ample time and care for the animals. The solution to this problem lies in a streamlined online scheduling system called RinTin. RinTin was designed and developed specifically for animal shelter administrators and volunteers, to provide them with a more efficient and modernized way of creating volunteer schedules. RinTin offers both administrative and volunteer users a unique 'self-serve' style of schedule creation and shift sign up. Volunteer users can create accounts, view volunteer schedules, sign up for volunteer shifts that fit into their personal schedules, and communicate with other users through online forums. Administrative users can visually monitor and approve volunteer shift sign-ups, approve new users, create new shifts, and manually override any aspect of the scheduling system.

Animal shelter employees, administrators, and volunteers work hard toward a collective goal—providing food, shelter, love and kindness to homeless animals. Time spent manually working out elaborate volunteer schedules takes away from time that could be spent working directly with the animals. Allowing users to sign up for their own volunteer shifts alleviates much of this wasted time and allows the shelter administrator and volunteers to redirect that time and energy to the primary reason they became involved with the shelter in the first place—to care for the animals in need.

Statement of Interest

My passion and respect for animals is something that is ingrained into the deepest parts of my being. In the fall of 2015 I became involved with my local animal shelter, Alger County Animal Shelter (ACAS), where I currently serve as a director, as well as a regular weekly volunteer. Upon beginning my experience with ACAS I quickly realized how inefficiently things were being documented and organized. All records and logs are handwritten in spiral bound notebooks, and volunteer schedules are created manually. As someone who has always embraced and celebrated technology, I could not believe how out of date these practices were. Since then it has been my goal to introduce digital tools that will help to make the shelter run more efficiently and streamline all communications and record keeping.

The process for volunteer scheduling is something that specifically struck me as being incredibly inefficient. As it stood, the shelter manager would have to call around to all the local volunteers each month and try to work out the volunteer schedule around what each volunteer had scheduled in their personal lives. I could not reconcile in my mind that this was the best way to create volunteer schedules. As a Web Design and New Media student, I knew there had to be a way to streamline the volunteer scheduling process. Initially, I thought creating a scheduling website using a content management system would be the best way to tackle this challenge. However, after much research and a meeting with an advisor, I concluded that coding the entire scheduling system from scratch using both front-end and back-end languages would give me the most control over the look and functionality of the scheduling system.

My career goal, upon graduation, is becoming a full stack developer. I have become very comfortable with front-end languages over the course of my studies at AAU. However, with only a small amount of experience with server-side coding, I knew this would be quite a challenge—but a challenge I was excited to attempt and confident I could complete. To better understand server-side languages and MySQL databases, I enrolled in Web Tech 4 for a directed studies course focusing on PHP and MySQL. The knowledge learned in this course prepared me to implement the required back-end coding to make my scheduling system function properly. The implementation of both front and back-end coding into my thesis project is something that I hope will help me to attain my career goals as a full stack developer.



Table of Contents

Unique Positioning Statement 10 Key Research 11 Competitors' Matrix 22 Strategic Conclusions 23

To link to a page click the page title or page number

9

Unique Positioning Statement

RinTin is real time online application that was uniquely designed and developed for animal shelter organizations and their volunteer scheduling needs. Animal shelter administrators and volunteers can both save a substantial amount of time by utilizing the RinTin Animal Shelter Scheduling system. There are many universal scheduling systems available, however, RinTin was created by someone whose hands-on experience as an animal shelter director and volunteer has allowed for insight into what features are required of an animal shelter volunteer scheduling system. RinTin was designed to accommodate all levels of tech savviness—from beginners to experts, and all those in between. Just as the form and function of RinTin was designed with animal shelter needs in mind, so to was the pricing—RinTin is available to non-profit shelters for the low price of \$5 per volunteer per year, making it affordable to even the smallest animal shelter budgets. RinTin's goal is to alleviate wasted time and energy spent on creating tedious volunteer schedules to allow more time to be spent directly with the shelter animals.

Key Research

Competitive Analysis Overview

There are many applications that offer employee or volunteer scheduling systems. However, after completing a competitive analysis, there are not any online applications that focus on volunteer scheduling with self-serve interactivity, or that are designed specifically with animal shelter volunteer scheduling needs in mind. The competitors offer scheduling options for an administrator, but the employees do not have many options for interactivity with the system. There are a two software options built specifically for animals shelter scheduling needs, however they are very costly, which can be restricting to many small lowbudget shelters. Many of the systems—both online and software were overly complicated and did not provide an overly friendly user experience.

When conducting the competitive analysis it was done so with a mindset as to how well the competitors would accommodate the specific needs of animal shelter organizations.

Humanity humanity.com "Everything you need to better manage your hourly workforce: Scheduling, Time Clock, Payroll, and Human Resources." (Humanity)

TrackSmart tracksmart.com "Employee attendance, scheduling and time clock tracking." (TrackSmart)

Volgistics volgistics.com *"The complete online tool for managing your volunteers."* (Volgistics)

Inspirational Competitors

Better Impact betterimpact.com "Volunteer Management Software in the Cloud." (Better Impact)

vroom! vroomha.com "Recruit, Schedule and Communicate with your volunteers the easy way"(vroom!)

ACAS (Alger County Animal Shelter, Munising, Michigan)

Nonprofit Hub nonprofithub.org

Volunteer Match volunteermatch.org

Core Competitors

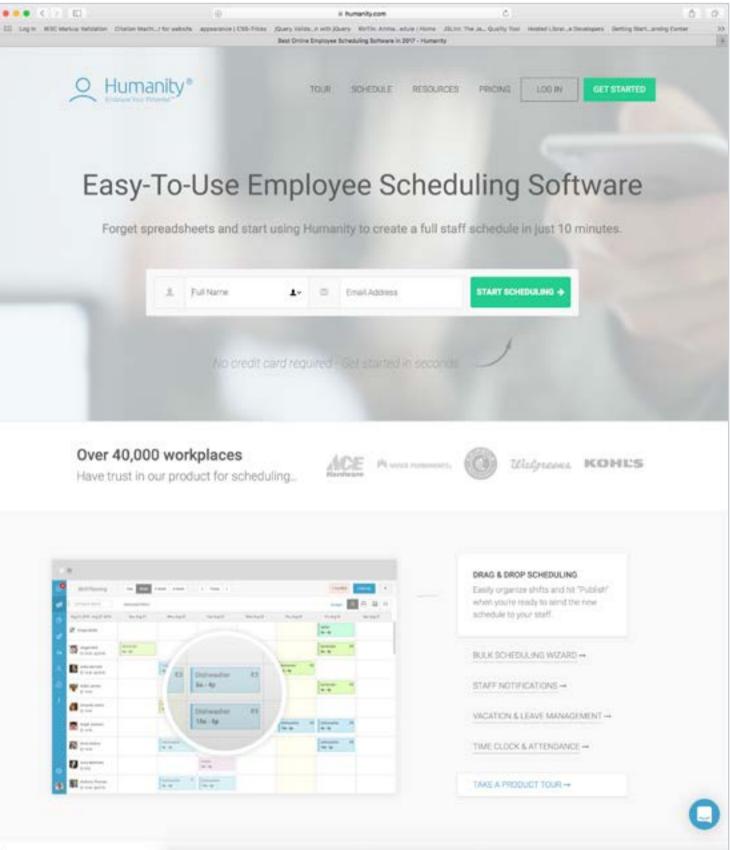
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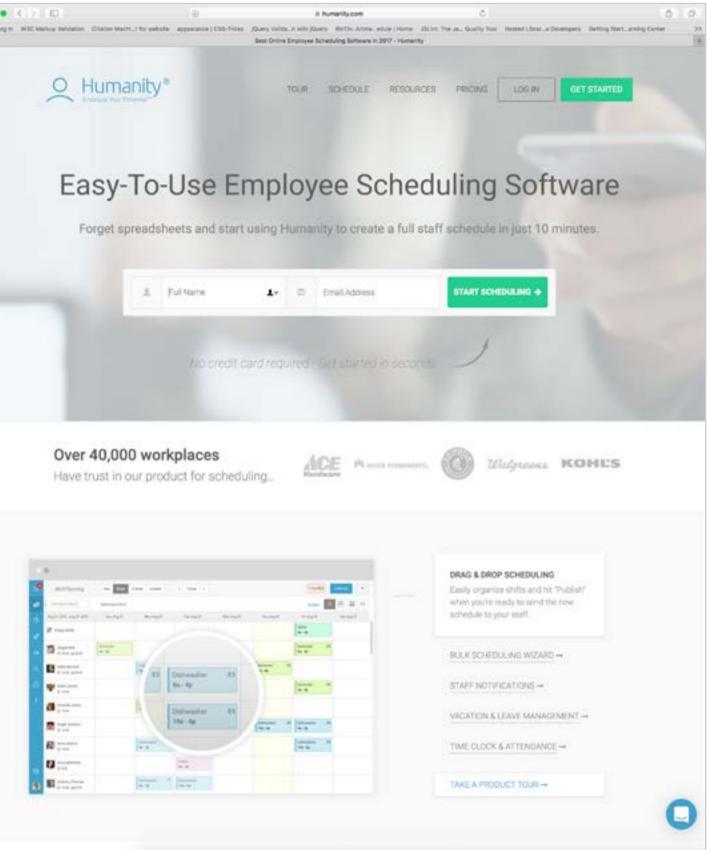
Key Research—Core Competitors

Humanity

Strengths

- The home page is designed with a modern aesthetic with obvious call to action points for new users to sign up and existing users to login.
- This scheduling system is not specifically designed for animal shelters, but there is a case study provided for an animal shelter—Kingdom Animal Shelter— that has successfully used the Humanity system. (Humanity, "Kingdom Animal Shelter", 2017)
- Dashboard offers administrative users red "bubble" notifications to draw attention to important details
- System offers both admin and employee accounts
- System offers admin and employee users the ability to communicate publicly on a message board and privately through an internal private message system.





Humanity Home Page, www.humanity.com

Key Research-Core Competitors

Humanity

Weaknesses

- Upon entering the system the first time, there is no obvious instruction available. The user is left to search around the interface to figure out how it works.
- The main navigation is a narrow vertically aligned list of icons located on the far left of the page. There is no text explaining what each main navigation link is.
- The scheduling calendar is not displayed in a traditional grid view, and instead shows weeks floating to the left of the previous week. There is more than ample room for a traditionally designed calendar view.
- This is an employee scheduling system, so there is no way for employee users to sign up for their own shifts.
- Adding shift was confusing. There is no 'Shifts' link, and it was only after investigating the system for approximately 10 minutes that it was discovered how to set up new shifts from the calendar.

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Key Research—Core Competitors

TrackSmart

Strengths

- The homepage is designed with a modern aesthetic.
- The set-up interview offers users a progress indicator, which is very helpful so the user knows how many steps they have left and where they are within the overall process.
- The calendar is designed to look like a traditional monthly calendar, and there are day, week and months view.
- The TrackSmart system offers both admin and employee accounts.
- There is a public messaging system, however it is a little difficult to find.

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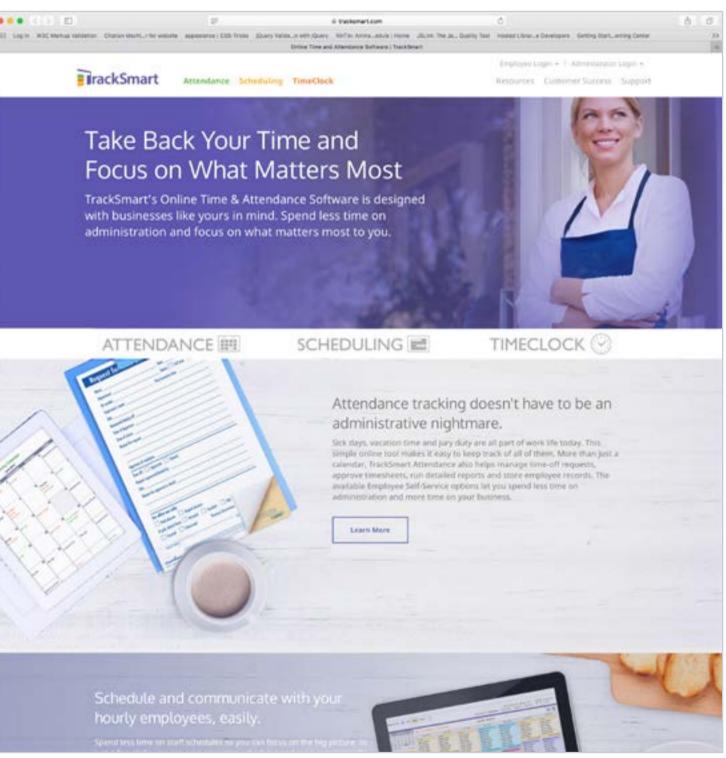
TrackSmart Scheduling System—Schedule Page: Month View, <u>www.tracksmart.com</u>

Key Research—Core Competitors

TrackSmart

Weaknesses

- TrackSmart divides its products into three separate categories: Attendance, Scheduling, and Time Clock. There is no immediate call to action from the home page for users to sign up for a new account.
- This scheduling system is designed for employees instead of volunteers, so there is no option for employee/volunteer selfserve sign up.
- There is no specific section within the system for shifts. The user is left to figure out that they must click on a date box within the calendar grid to assign an existing shift or to create a new one.
- There is no way to apply a new shift to multiple days easily. If an administrator would like to add a shift after completing the set-up they must manually add shifts to every day they want to apply the shift to.
- There are secondary menus within certain pages. The links and tabs for these secondary menu items are not incredibly easy to see. There is nothing drawing the users attention to them.



TrackSmart Home Page, <u>www.tracksmart.com</u>

Key Research-Core Competitors

Volgistics

Strengths

- The beginning level pricing is \$9.00 per month, and increases upon the inclusion of additional features.
- The Volgistics system is specifically designed for volunteer organizations.
- After completing the set-up interview the administrative user is brought to a welcome page within the scheduling system. This welcome page remains in the secondary navigation and can be referenced at any time.
- The Volgistics system offers an internal private messaging system.

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Volgistics Scheduling System—Welcome Screen, <u>www.volgistics.com</u>

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Key Research-Core Competitors

Volgistics

Weaknesses

- The visual design of the Volgistics home page is outdated. The color palette and page composition is not visually appealing and is chaotic.
- The set-up interview is too complicated. The user is required to complete an initial registration, wait for an email and then complete the set-up interview. The set-up interview itself has no progress indicator and is visually unappealing. The input boxes and labels are very small and not friendly or inviting to the user.
- The system follows the same theme of outdated visual design.
- The amount of information required to create a new shift, or to add a new user is far too large. The system is far too specific and seems to force the user into an endless set of forms to complete any tasks.
- The overall system functionality and user experience is very poor.

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Volgistics Scheduling System—Add New Volunteer, <u>www.volgistics.com</u>

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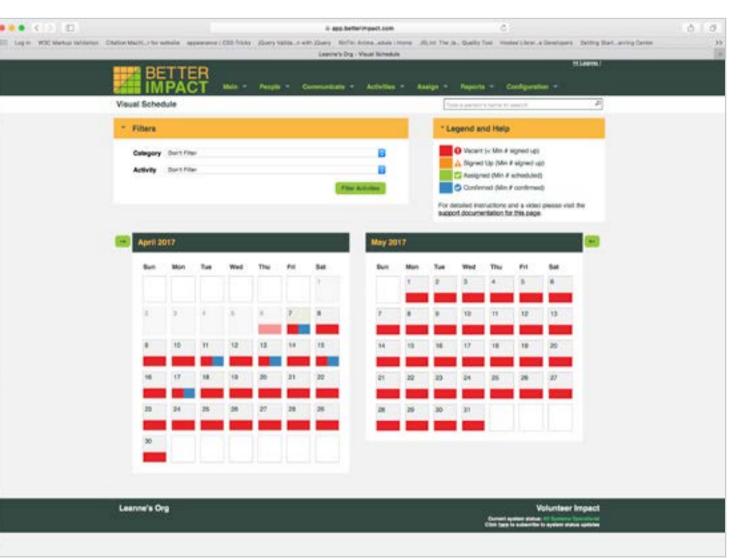
Key Research–Inspirational Competitors

Better Impact

Strengths

- The visuals of the home page, the set-up interview, and the system are all designed with a modern aesthetic.
- Better Impact is not specifically designed for animal shelters; however, it is designed for volunteer organizations.
- The dashboard offers unique features like volunteer tracking and a comparison to volunteer activity the previous year.
- Administrators can easily switch between admin and volunteer views, which is nice since the interfaces are much different.
- Volunteers can sign up for shifts on a self-serve basis.
- The calendar view in the admin view is simple yet intuitive.
- Overall, the system functionality is friendly and intuitive. User experience design was definitely considered when this site was developed.

* Better Impact was not an original competitor that was researched—this may be because it is new to market, or it was just simply not found upon the initial research phase.



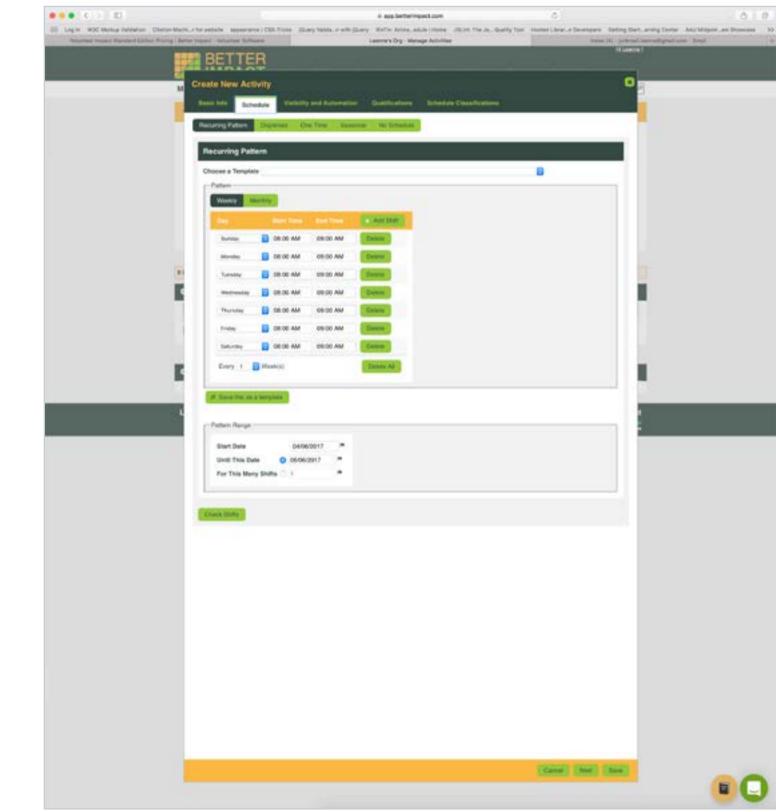
Better Impact Scheduling System—Admin Calendar View, www.betterimpact.com

Key Research-Inspirational Competitors

Better Impact

Weaknesses

- The landing page after the account sign-up is slightly overwhelming upon first entering the system. However, once explored for a moment, all data contained on this page is relevant and useful.
- There does not seem to be an invite users option, leaving the administrator required to manually add the volunteer and additional admin users.
- Based on options in the navigation and dashboard, it appears pending sign-ups can be reviewed and approved/declined, but in the shift and user set-up there does not seem to be a way to force this to happen.
- There is no obvious way for admin users to manually assign a volunteer to a shift.
- When creating a new shift, an admin user must select the days and start times for each day of the week using select/ option inputs. This requires 21 select inputs that a user must complete to apply one shift to every day of the week. This could easily be streamlined through use of check-box inputs for the days of the week.



Better Impact Scheduling System—New Shift: Recurring Pattern, www.betterimpact.com

Key Research–Inspirational Competitors

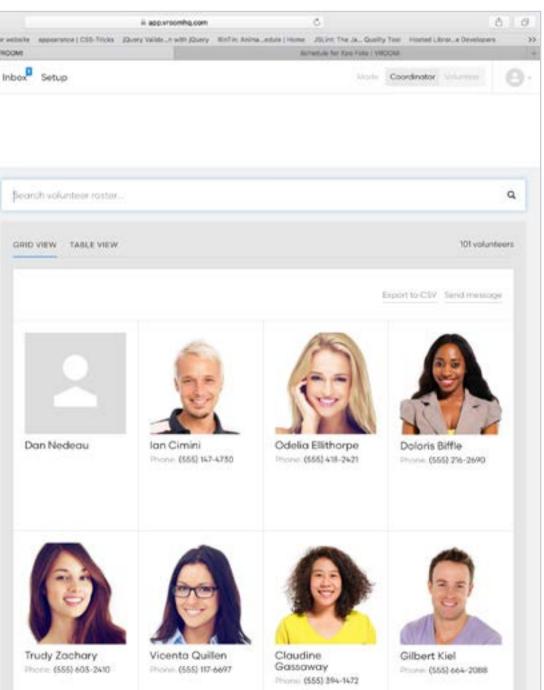
vroom!

Strengths

- The home page is designed in a very modern and simplistic way and there is an obvious call to action for new account sign-ups immediately visible.
- vroom! is not animal shelter specific, but it is specifically designed for volunteer organizations.
- The set-up interview uniquely offers the admin a URL that they can send their volunteers to invite them to initiate their new volunteer account.
- Upon completion of the set-up interview the user is greeted with a chime and a chat dialog box in the lower right hand corner offering live assistance.
- The vroom! scheduling system offers volunteers self-serve shift/event sign-up.
- The user listing page is designed in a grid format with volunteer images attached to their names.
- When creating a new shift the administrator has the control to either automatically approve sign ups or to require manual approval.

* vroom! was not an original competitor that was researched—this may be because it is new to market, or it was just simply not found upon the initial research phase.

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No 1000 Yes (1	
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vroom! Scheduling System—Volunteer Listing, www.vroomhq.com

Key Research-Inspirational Competitors

vroom!

Weaknesses

- Some of the set-up interview questions and forms are designed in a confusing manner, not providing adequate instruction to the user.
- There is no automatic notification to draw administrative user's attention to an empty upcoming shift.
- There is no calendar view, instead there is only a listing of upcoming events.
- There is no account approval process. The URL invite link is a great idea, but anyone could get the URL and with no approval process, anyone could register for a volunteer account and gain access to organization information listed within the site.
- The system does not notify the administrative user of a pending shift, and requires a 6-click process to approve the pending shift.
- There is no option within the new shift set-up to designate it as a reoccurring shift.
- Some of the interactivity points within the system are not obvious user interaction points resulting in overlooked content and functionality.

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	6 May 2017 - 8 1 Public = 75 pe					
	New Volu	nteer Trainin	g and Orientation	0+		
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VROOM is a Well intermed p Here are our terms of service						

vroom! Scheduling System—Event (Shift) Listing, <u>www.vroomhq.com</u>

Competitors' Matrix

	RinTin	Humanity	TrackSmart	Volgistics	Better Impact	vroom!
Home Page & Ease of Sign-Up	3	3	2	1	3	3
Volunteer Specific	3	-	-	3	3	3
Admin & User Accounts	3	3	3	3	3	3
Security of Account Approval	3	2	2	1	2	1
Self-Serve Shift Sign-Up	3	-	-	1	3	3
Calendar View	3	1	3	1	2	-
Pending Shift Approvals	3	-	-	1	1	1
Communication	3	3	1	1	1	2
Overall Ease of System	3	1	2	1	3	2
Rating Totals	27	13	13	13	21	18

N/A =0, Poor=1, Average=2, Good=3

* Rating assignment based on how well suited to the specific needs of animal shelter volunteer scheduling

Strategic Conclusions

Special Attention to IA and UX

Online scheduling systems are very intricate. There are many details that need to be taken into consideration regarding user experience design—for the home page, the set-up interview, and the scheduling system itself. There are dozens of tasks a user may wish to complete; special consideration on overlapping pages for task flows must be given. Extensive usability research and testing are an absolute must to pin point any error prone areas. It was very clear which of the competitors did their usability research while designing their applications. At times, it seems designers and programmers assume that all users will think and respond to websites in the same manner that they do. There are a wide range of users with different experience and knowledge of how to navigate websites. A successful scheduling system must accommodate for experienced and non-experienced users alike.

Thorough Set-Up Interview

Most of the competitors researched provided very light, quick and easy set-up interviews. Common UX design knowledge dictates that forms should be the as condensed as possible, only requiring the minimum information possible to provide the best user experience. With this thought it is understandable why RinTin's competitors have condensed the initial required information to be input upon account initiation. However, once the user lands in the scheduling system there is still a lot of information that is required before the scheduling system is functional and this is not conducive to a positive user experience. RinTin's approach to the set-up interview is more form intensive, but once the user lands on the dashboard the system is ready to go. The seven-step set-up process also gives the user an indication on how the system will be structured—the primary and secondary navigation links mirror the content from the steps of the set-up interview.

Room in the Market

There are no other scheduling systems on the market aimed specifically at animal shelters. Of all the scheduling systems researched, none of them are aimed specifically at one single type of organization. This is understandable since customizing a scheduling system to a specific type of organization really narrows down the potential clients. Another consideration specific to animal shelter's is that most shelters are non-profit and do not have a large budget to accommodate expensive extras like fancy scheduling systems. With that said, there is a niche market for this specific scheduling system. There are over 13,000 animals shelters in the Midwest of the United States alone. That is a huge, even though so specific, target audience. If a proper price point could be reached, this market is penetrable.



User Experience Process

Table of Contents

Target Audience	25
Key Personas	26
Information Architecture	29
Use Case Scenario and Task Flows	31
Wireframes	36
User Testing Process	59
Usability Testing Results	99

To link to a page click the page title or page number

Target Audience

Primary Target Audience

The primary type of user for RinTin consists of animal shelter administrators—this could be the manager, directors, or trusted staff—who is in charge of employee and volunteer scheduling. This user will use RinTin regularly, possibly even daily. The primary target audience demographic will primarily consist of:

- Shelter managers, directors or trusted employees
- An age range from 30 years old to 60 years old
- Primarily females, however some males
- Low to lower middle socioeconomic status
- A large diversity on the tech-savviness spectrum
- A love and interest in animals and their welfare

Secondary Target Audience

The second type of user is compromised of the shelter volunteers who use the scheduling system to check their schedules and sign up for new volunteer shifts. The typical volunteer user demographic will primarily consist of:

- Animal shelter volunteers
- An age range from 18 years old to about 65 years old
- Mostly females, although some males
- A large diversity on the tech-savviness spectrum
- A love and interest in animals and their welfare

User Experience Process

Key Personas



Sarah Smith Manager of a small animal Shelter

Persona Demographic

- 32 year-old female
- Single, lives her significant other
- Michigan resident
- Low end of the middle socioeconomic class
- Animal Shelter Manager, volunteer and advocate
- High level of experience with the internet and computers, with a lot of experience with mobile devices

Sarah's Motivation for visiting RinTin

• Sarah is tired of creating her animal shelter's volunteer schedule manually and is exploring alternatives

Table of Contents

User Experience Process

Key Personas



Linda Johnson Manager of a small animal Shelter

Persona Demographic

- 59 year-old female
- Single
- Wisconsin resident
- Low end of the middle socioeconomic class
- Animal Shelter Manager, volunteer and advocate
- Low to mid level of experience with the internet and computers, with no experience with mobile devices

Linda's Motivation for visiting RinTin

- Invite, approve, edit, and disable volunteer users
- Approve, oversee, and modify volunteer scheduling shifts and calendars
- Create forum posts to update volunteers on shelter adoptions, new intakes, animal's special needs, and events

User Experience Process

Key Personas



Kristine Kolbus President of a small animal Shelter

Persona Demographic

- 47 year-old Female
- Married
- Resident of Upper Peninsula of Michigan
- Middle socioeconomic class
- Animal shelter president, volunteer and advocate
- Mid level of experience with the internet and computers, with some basic experience with mobile devices

Kristine's Motivation for visiting RinTin

- Invite, approve, edit, and disable volunteer users
- Approve, oversee, and modify volunteer scheduling shifts and calendars
- Create forum posts to update volunteers on shelter adoptions, new intakes, animal's special needs, and events

Information Architecture

Site Map Administrator Dashboard

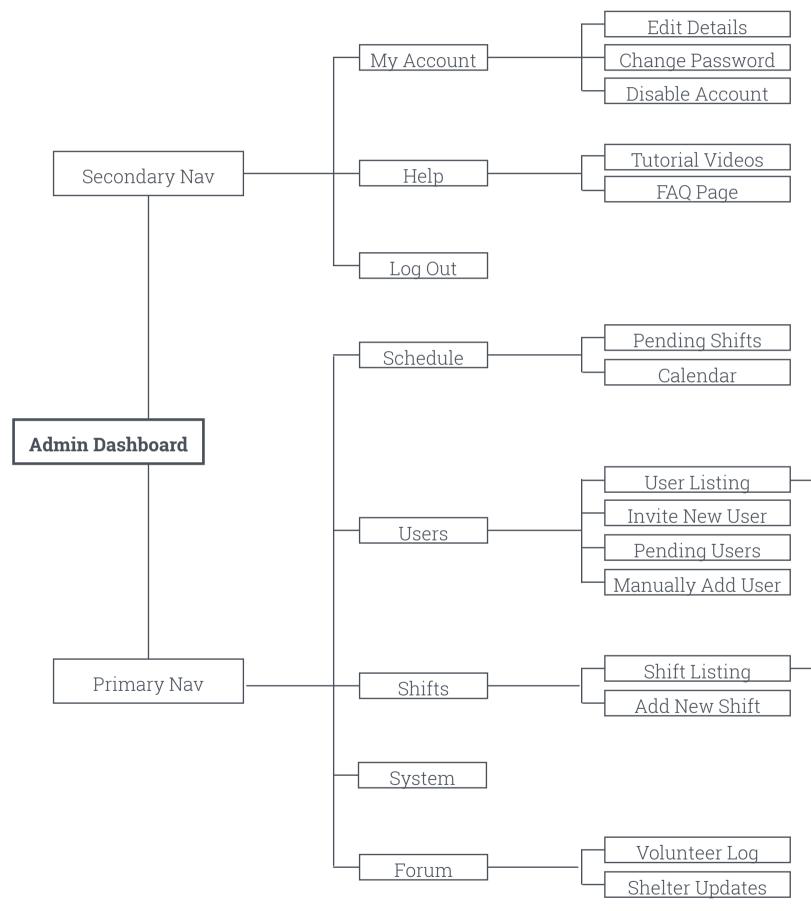


Table of Contents

User Details
Edit User
Contact User (Email)
 Permissions
Disable User
Enable User

Delete Shift

Information Architecture

Site Map Volunteer Dashboard

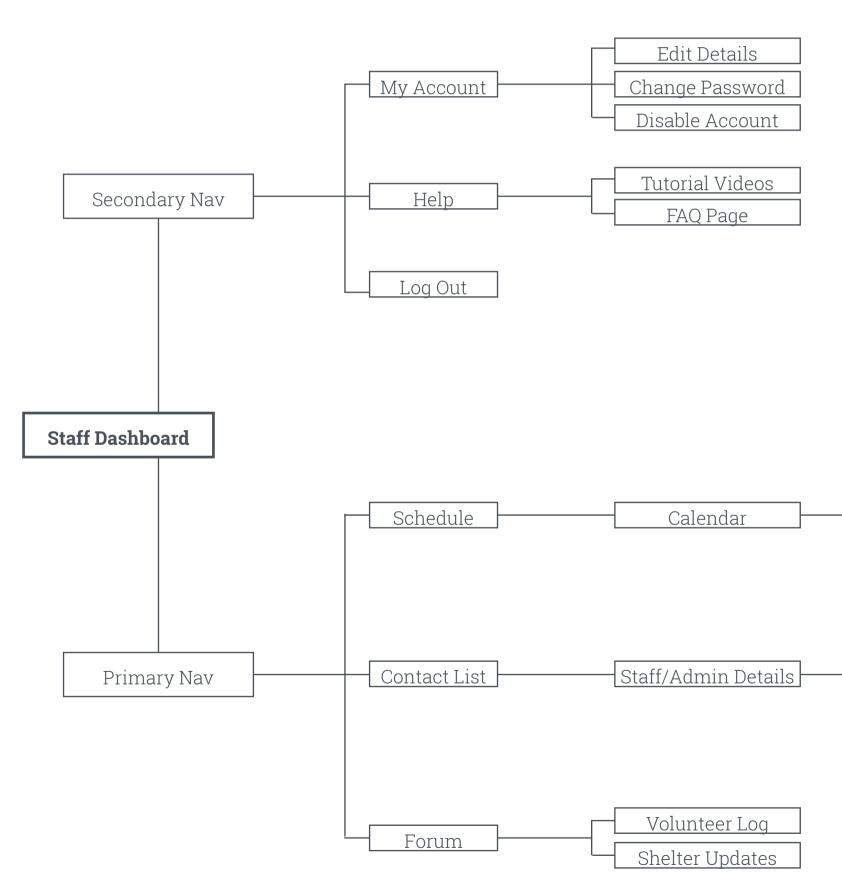


Table of Contents

[My Shifts
	 Sign Up
	 Cancel Shift

	Contact Information
	Contact User (Email)

Use Case Scenarios—Task Flows

Administrator Scenarios

			10 Dischlausses
1. Complete set-up interview			16. Disable an acco
2. Log in to system			17. Enable a disable
3. Change your account details			18. Invite a new use
4. Change your account passwo	ord		19. Approve/decline
5. Disable your account			20. Add new admin
6. Watch system tutorial videos			21. Delete an existi
7. Log out of system			22. Add a new shift
8. Approve/decline pending shi	fts		23. Create a new po
9. View Next Month's Calendar	24. Edit a post in th		
10. Manually add user to a shift			25. Delete a post in
11. Manually remove/replace use	er from a shift		
12. View a user's details			
13. Convert a user's account to a	n admin account		

- 14. Send a user an email from the system
- 15. Change user system permissions



- ount
- led account
- er to create an account
- e new user account
- user (does not currently have an account)
- ing shift
- ost forum post
- e forum
- the forum

Use Case Scenarios—Task Flows

Volunteer Scenarios

- 1. Register for an account
- 2. Log in
- 3. Forgot Password
- 4. View/change account details
- 5. Change password
- 6. Disable account
- 7. Watch tutorial videos
- 8. Log out
- 9. View schedule
- 10. Sign up for a shift
- 11. Cancel Shift
- 12. Send an email form the system
- 13. Read forum posts
- 14. Create a new forum post
- 15. Edit a previous post in a forum



Use Case Scenarios—Task Flows

Administrator Task–Complete the Set-Up Interview

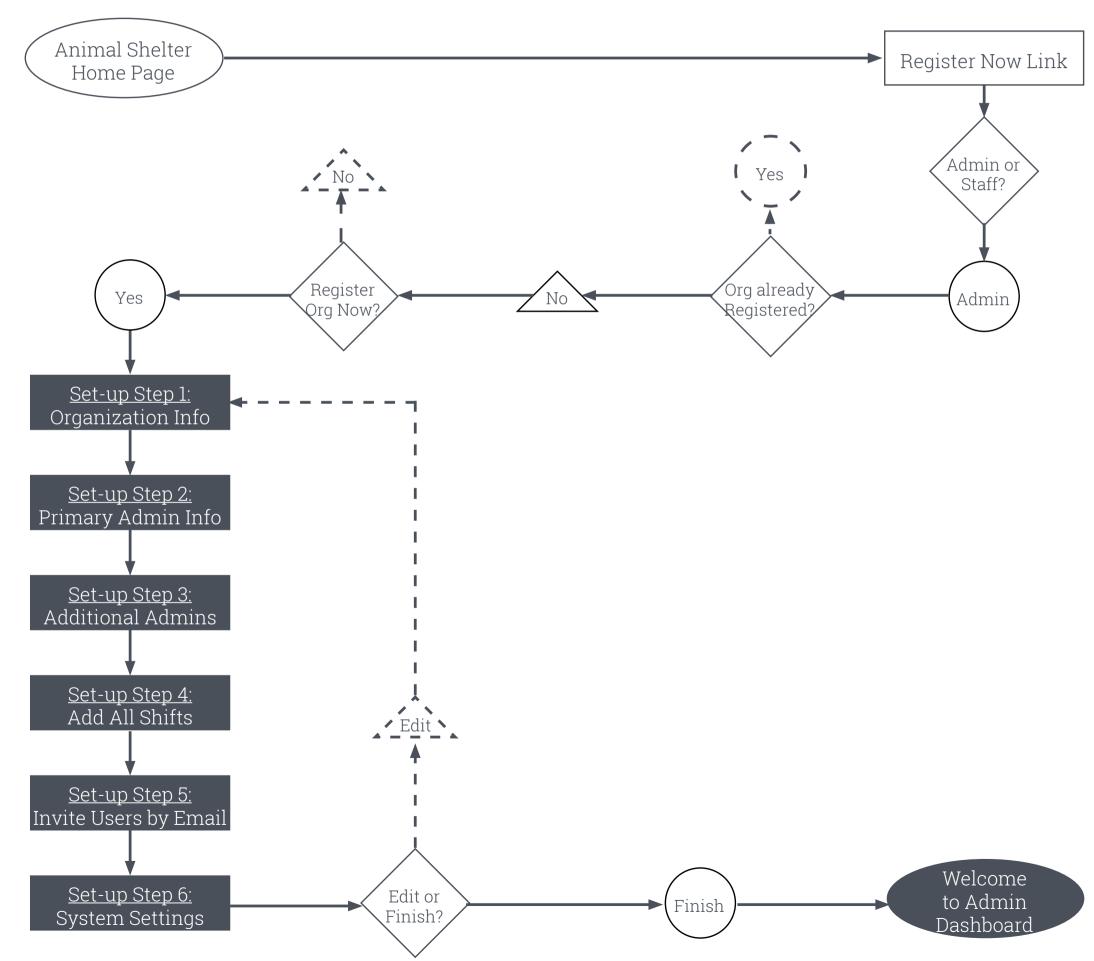
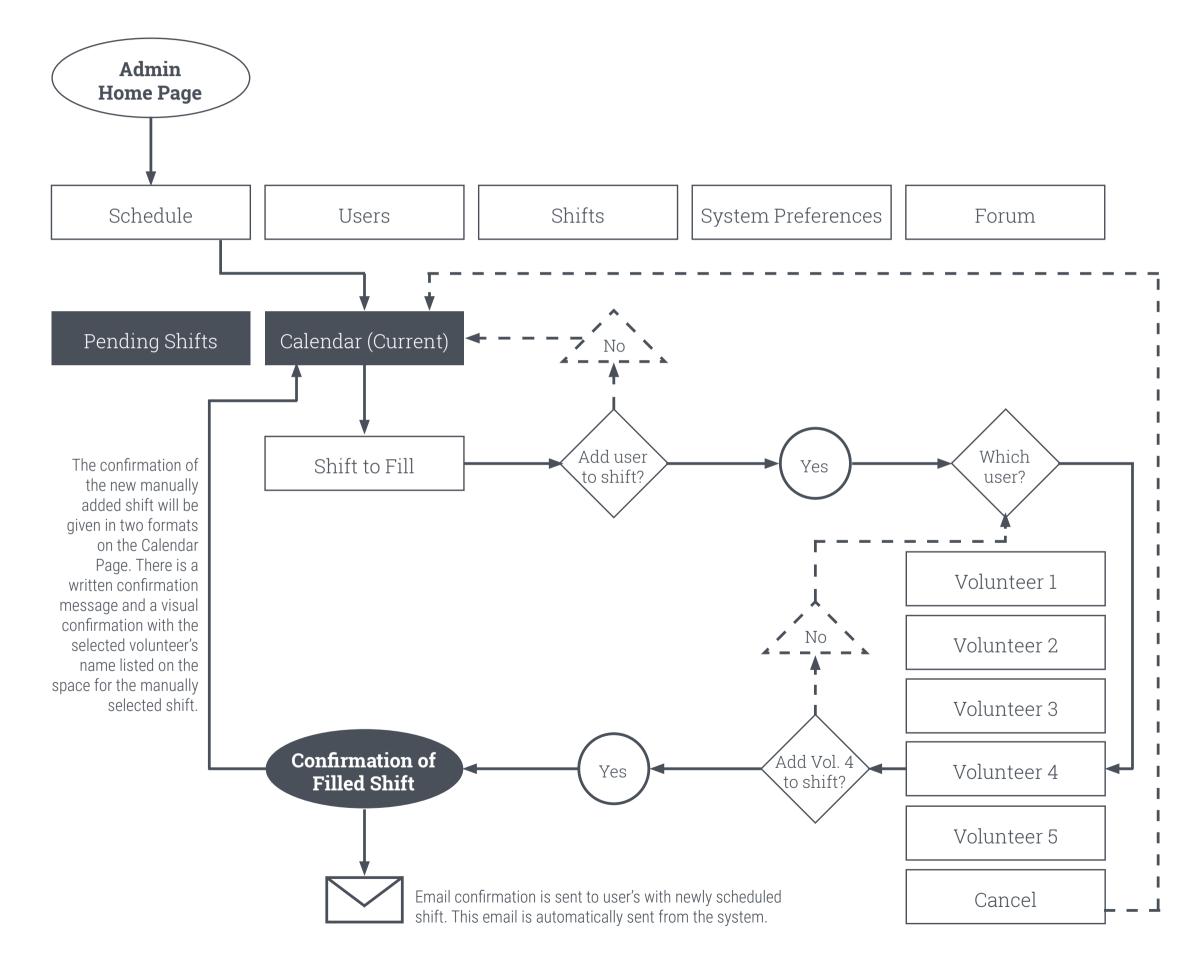


Table of Contents

Use Case Scenarios—Task Flows





Use Case Scenarios—Task Flows

Administrator Task-Approve/ Decline Pending User Account

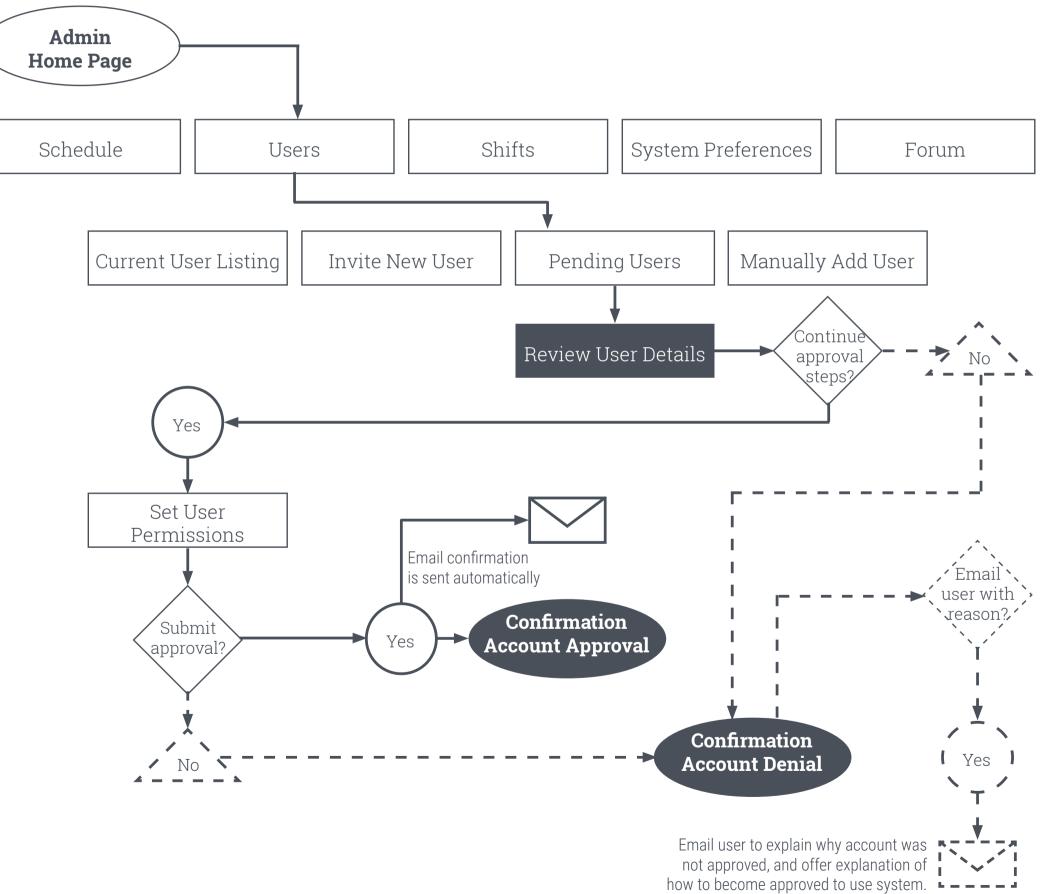
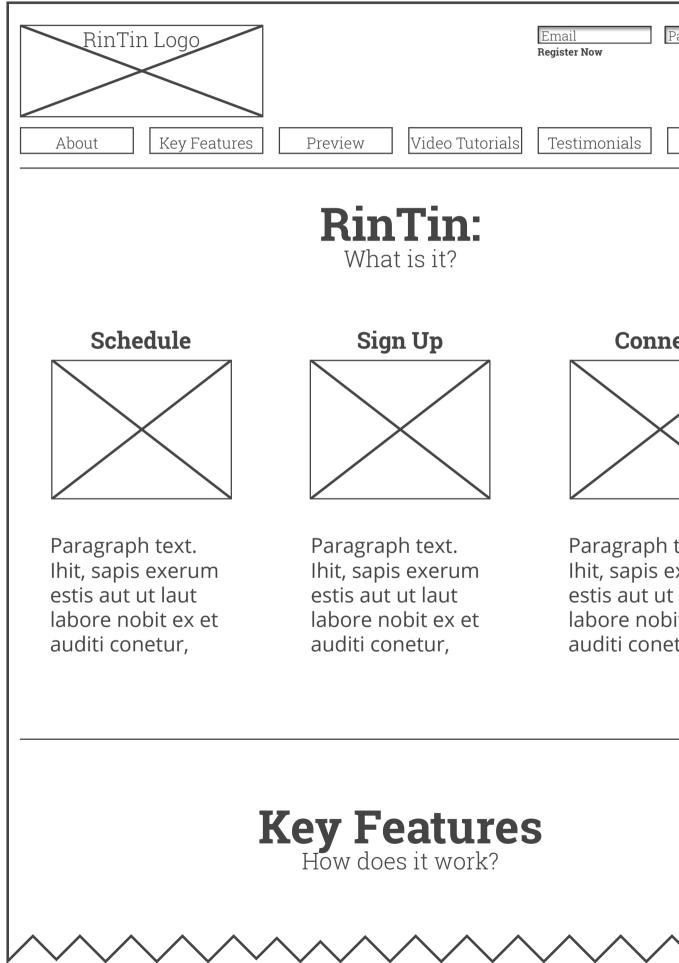


Table of Contents

Wireframes—Complete Set-up Interview



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Wireframes—Complete Set-up Interview

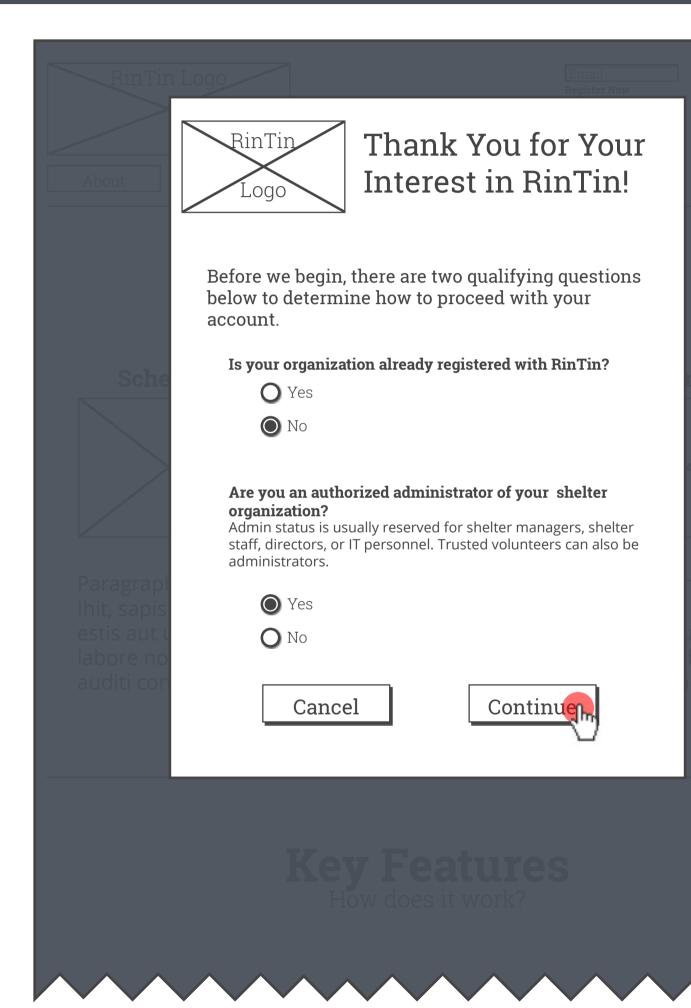
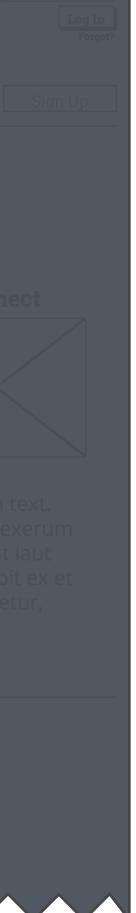


Table of Contents



37

Wireframes—Complete Set-up Interview



RinTin Set-up Interview

Step #1 – Organization Information

This set-up interview will take approximately 30 minutes. After Step 1 and 2 are completed you can save yo come back to finish it later. There are 7 steps in this interview. All information can be changed anytime in * Denotes a required field.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Organization	Primary Admin	Add. Admin	Invite Users	Add Shifts	System Settings

Organization Information

Organization Name *		Name Abbreviation	Date Estab
Address *		City *	State *
Drganization Phone *	Organization Fax *	Name of Owner/Director *	Phone Nur
egal Structure of Organiza	ition *		
		Add A	Another Owne

Hours of Operation

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		Size of Organization (Optional
k	Close *	
		Number of employees
		Number of volunteers
		Avg. number of dogs per month
		Avg. number of cats per month
		Avg. number of other per month
		Avg. number of dog adoptions per month
		Avg. number of cat adoptions per month

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Wireframes—Complete Set-up Interview

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Cell/Home Phone	*			Work P	hone			
Physical Address	*			City *			State *	Zip *
Mailing Address *	*			City *			State *	Zip *
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Password *					n Password *			
Position at Organ	ization *			Years	with Organization	. *		
You can now save you left off at a la	e your progress in t ter time.	he set-up intervie	ew. After ye	u click	the 'Save' button((s), yo	u can quit and	pick up where
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Wireframes—Complete Set-up Interview

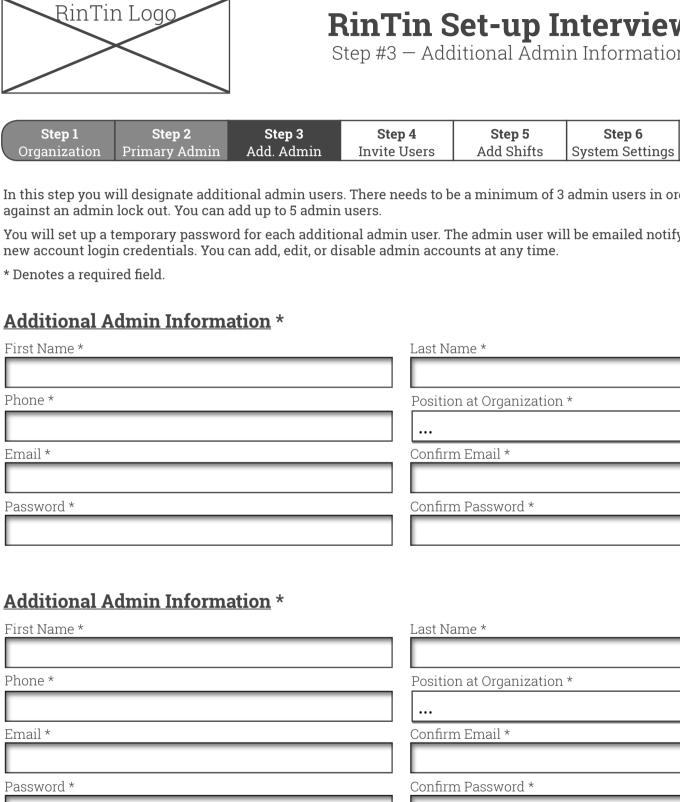


Table of Contents

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Add Another Admin User (Maximum 5)

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Wireframes—Complete Set-up Interview

RinTin Lo	ogo	RinTin S Step #4 –	Set-up I Invite User		V
Step 1 Organization Prin	Step 2 Step 3 nary Admin Add. Admir	Step 4 Invite Users	Step 5 Add Shifts	Step 6 System Settings	Step 7 Review
account their account order to safe-guard aga the system. This step in NOT requi	vite user. Users will be sent will be placed into a status ainst users who are not asso red. You can invite users at	of 'pending'. An admi ociated with your orga	n user will need t mization accessi	to approve all new u	ser accounts in
Invite Users to t First Name	Last Name	Email			
First Name	Last Name	Email			
First Name	Last Name	Email			
First Name	Last Name	Email			
First Name	Last Name	Email			
Invite More	e Users	Sav	ve & Quit	Save &	Conting

Wireframes—Complete Set-up Interview

	Fin Set-up Interview ep #5 — Add and Set Up Shifts
	ep 4Step 5Step 6Step 7a UsersAdd ShiftsSystem SettingsReview
In this step you will add and set up shifts for the schedule. Yo * Denotes a required field	u can always edit, add or delete shifts later in the system.
<u>New Shift</u>	
Name of Shift *	Type of Shift *
Start Time * End Time *	Duration * Type of User *
Days to Apply Shift (Choose all that apply) * Monday 🔲 Tuesday 🔲 Wednesday 🔲 Thur	sday 🔲 Friday 🔲 Saturday 🔲 Sunday 🔲
Does this Shift Reoccur Weekly? * Yes No, Only one time 	
Does the Shift have a Flexible Start Time? * It is typical to allow flexible start times for volunteer shifts	
 Yes No, Start time is firm 	
Add More Shifts	Save & Quit Save & Continue

Table of Contents

Wireframes—Complete Set-up Interview

RinTin Logo Step #6 – System Settings	Forum Settings
Step 1Step 2Step 3Step 4Step 5Step 5Step 6Step 7OrganizationPrimary AdminAdd. AdminInvite UsersAdd ShiftsSystem SettingsReviewIn this step you will choose the system settings. These settings will determine system functionality. These settings can be changed at any time within the system. NOTE: Each user will have user preferences. These settings are universal and will enable or disable certain system features.* Denotes a required field	 1. Enable forums? (Check all that a No, do not enable any forum Enable the Admin Shelter U Enable Volunteer Log Forum Enable Open Forum (Record)
Schedule Settings 1. Notify user automatically via email of they shift approval/denial?* Yes (Recommended)	2. Require admin approval for every No (Recommended) Yes
 No 2. Allow users to cancel shifts they are scheduled for using the system? * No, users must contact an administrator to cancel shift Yes, must be at <i>least</i> 2 weeks prior (14 calendar days) to shift Yes, must be at <i>least</i> 1 weeks prior (7 calendar days) to shift Yes, must be at <i>least</i> 3 days prior to shift Yes, must be at <i>least</i> 24 hours prior to shift Yes, no time stipulation (NOT Recommended) 	3. Enable the ability for users to edi You will choose whether or not to No Yes (Recommended)
 3. Notify admin users – via email and dashboard – of upcoming empty shift? (Check all that apply) * No, do not notify admin users of upcoming empty shift Yes, notify admin users <u>2 weeks prior</u> to an upcoming empty shift Yes, notify admin users <u>1 week prior</u> to an upcoming empty shift Yes, notify admin users <u>3 days prior</u> to an upcoming empty shift Yes, notify admin users <u>24 hours prior</u> to an upcoming empty shift Yes, notify admin users <u>24 hours prior</u> to an upcoming empty shift (Recommended) 	
 4. Notify staff/volunteer users—via email and dashboard—of upcoming empty shift? (Check all that apply)* No, do not notify users of upcoming empty shift Yes, notify users <u>2 weeks prior</u> to an upcoming empty shift Yes, notify users <u>1 week prior</u> to an upcoming empty shift Yes, notify users <u>3 days prior</u> to an upcoming empty shift Yes, notify users <u>24 hours prior</u> to an upcoming empty shift (Recommended) 	

Table of Contents

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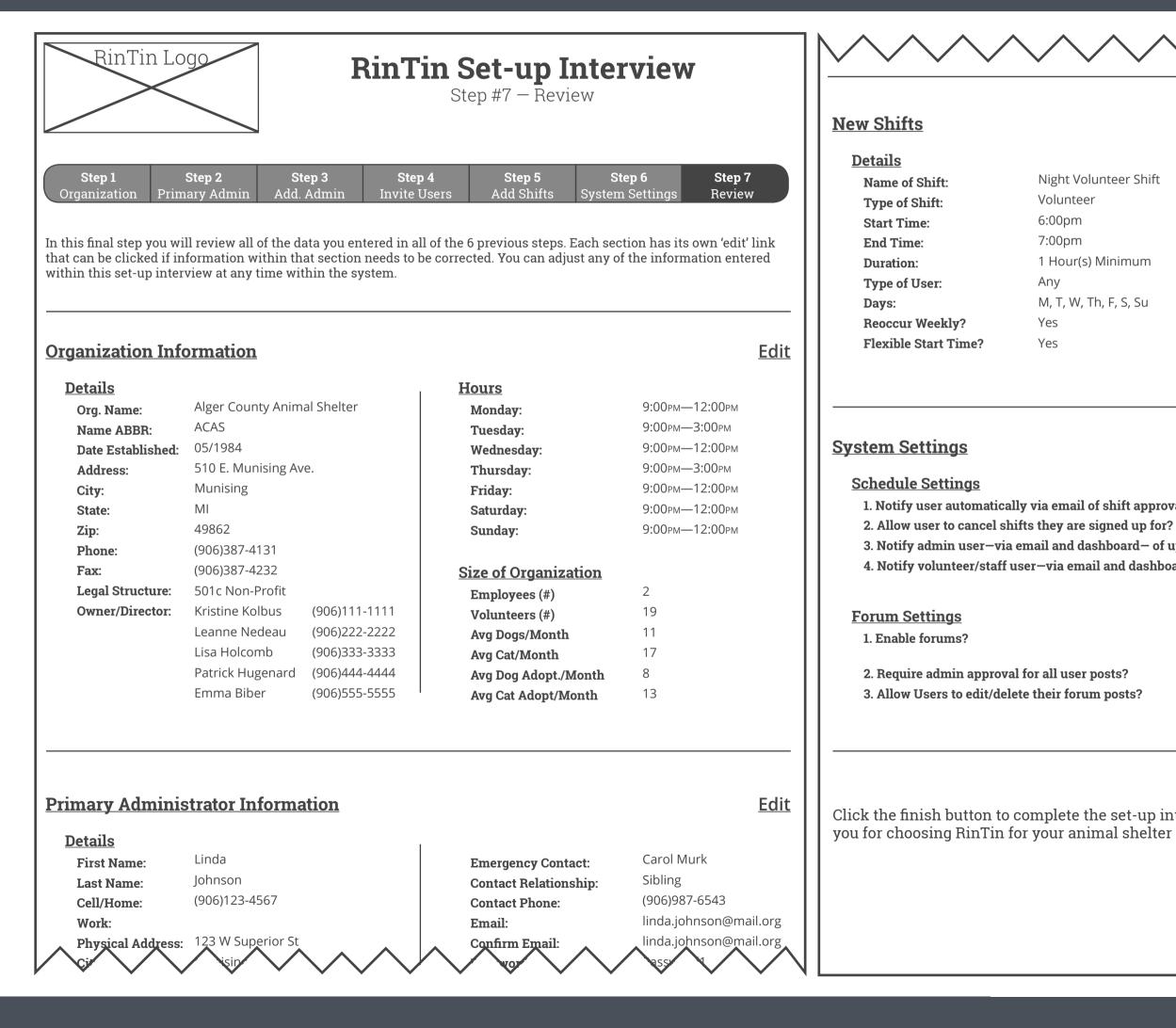
ry post before it is made public to all user? *

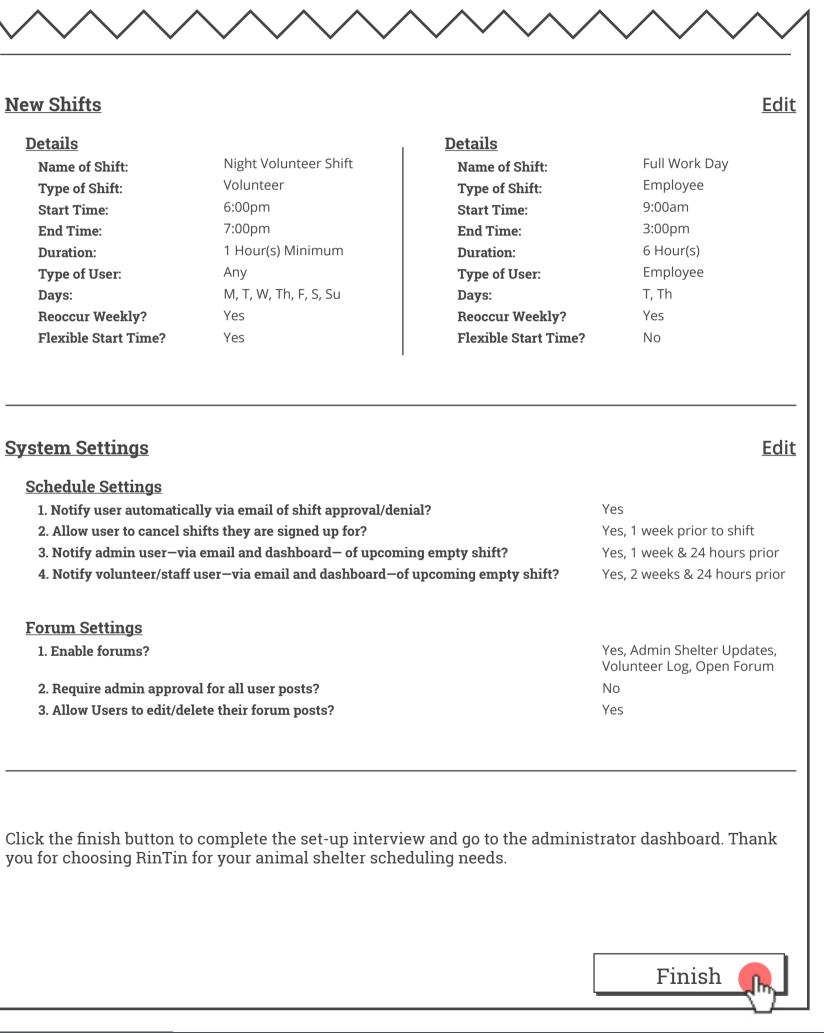
lit and/or delete posts? * o allow each individual user this system privilege within the user preferences

Save & Quit

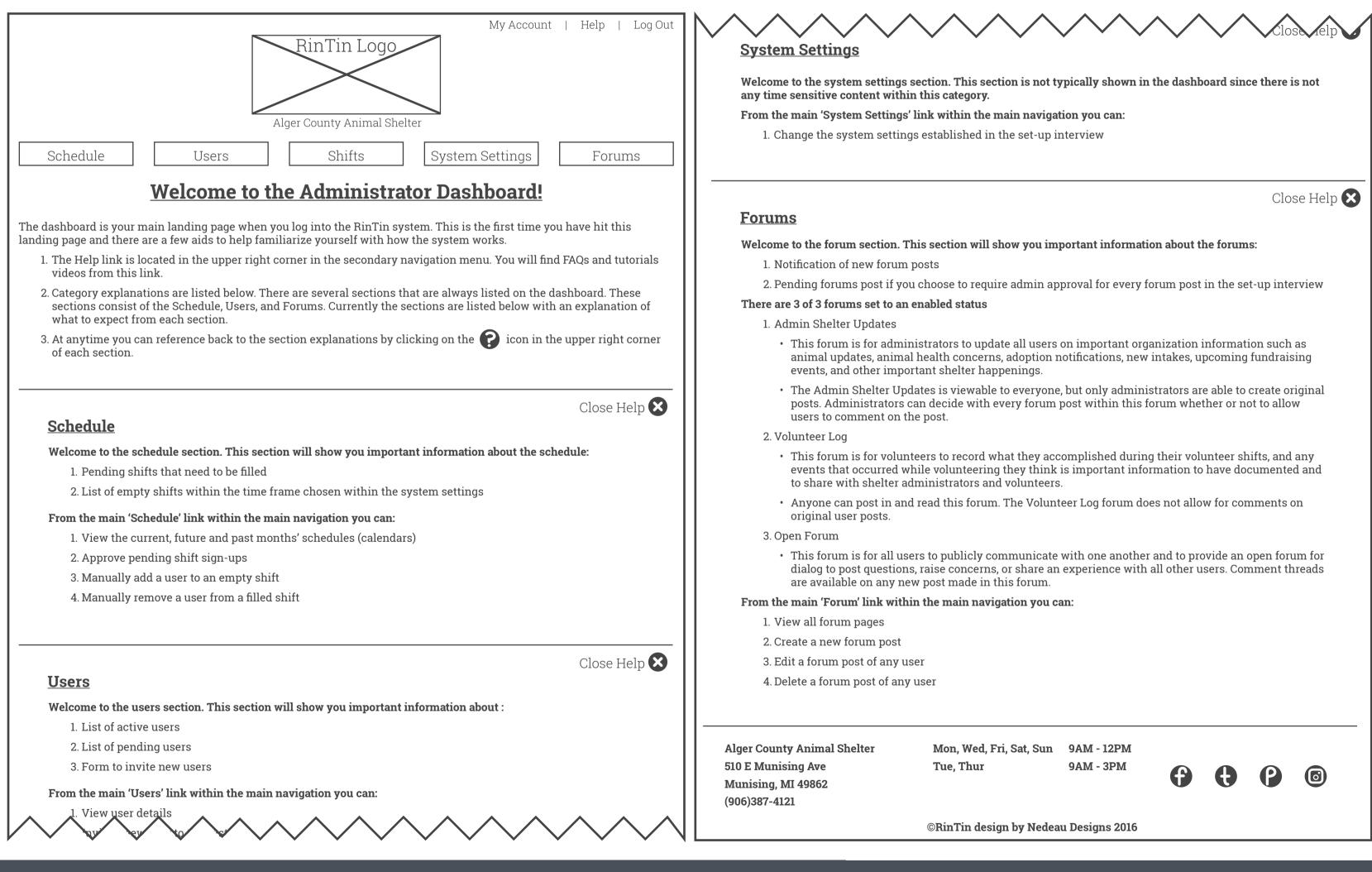


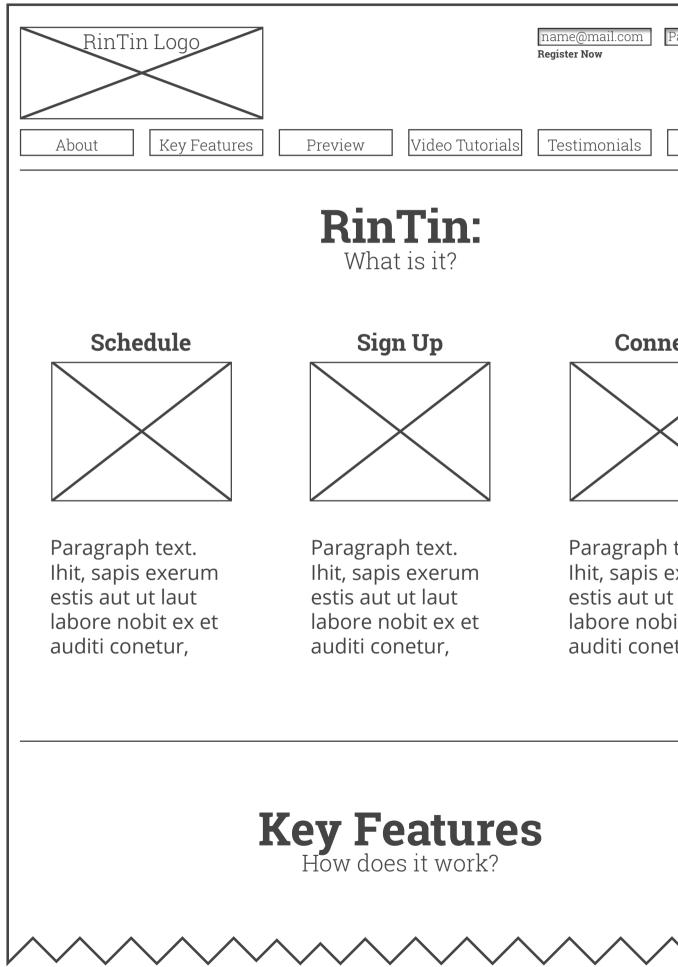
Wireframes—Complete Set-up Interview



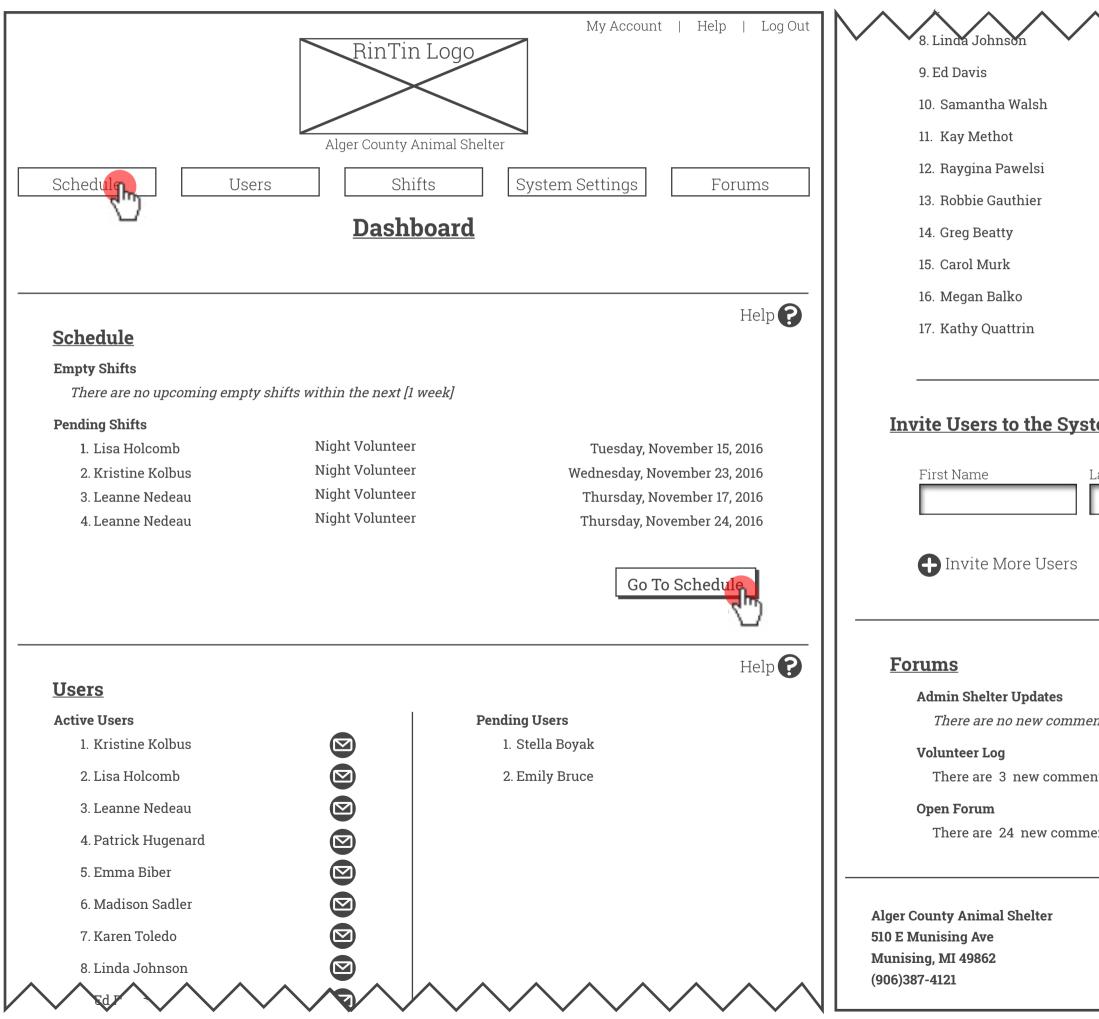


Wireframes—Complete Set-up Interview





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Wireframes–Manually Add User to a Shift

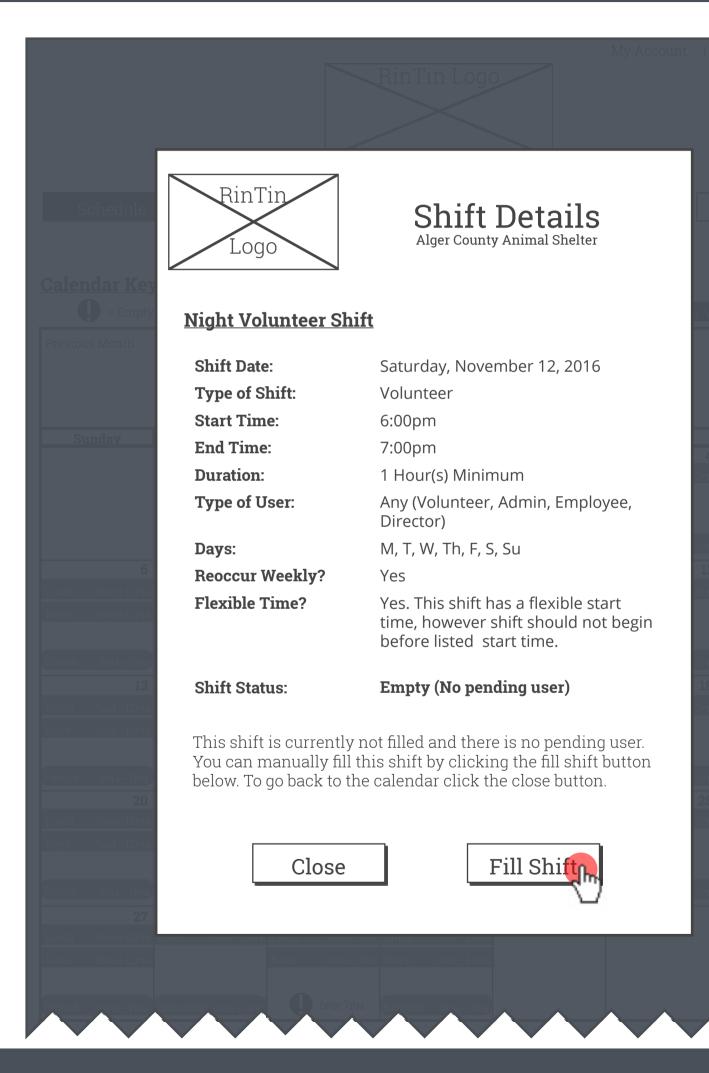
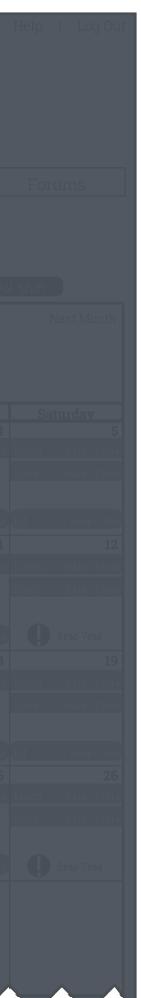
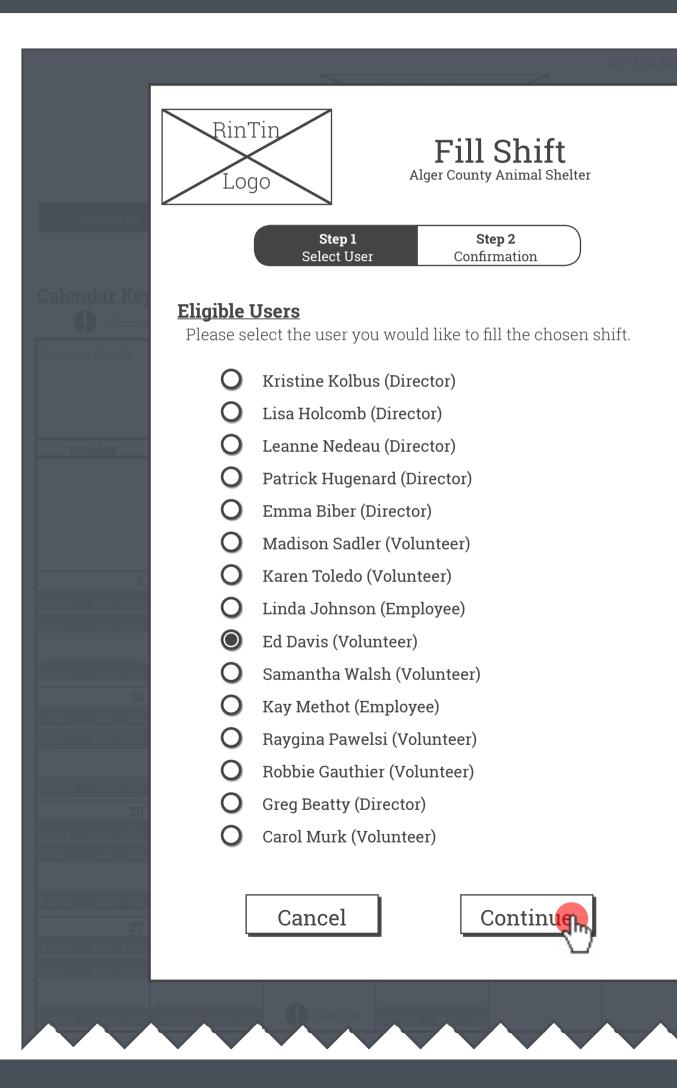


Table of Contents



Wireframes–Manually Add User to a Shift





50

Wireframes–Manually Add User to a Shift

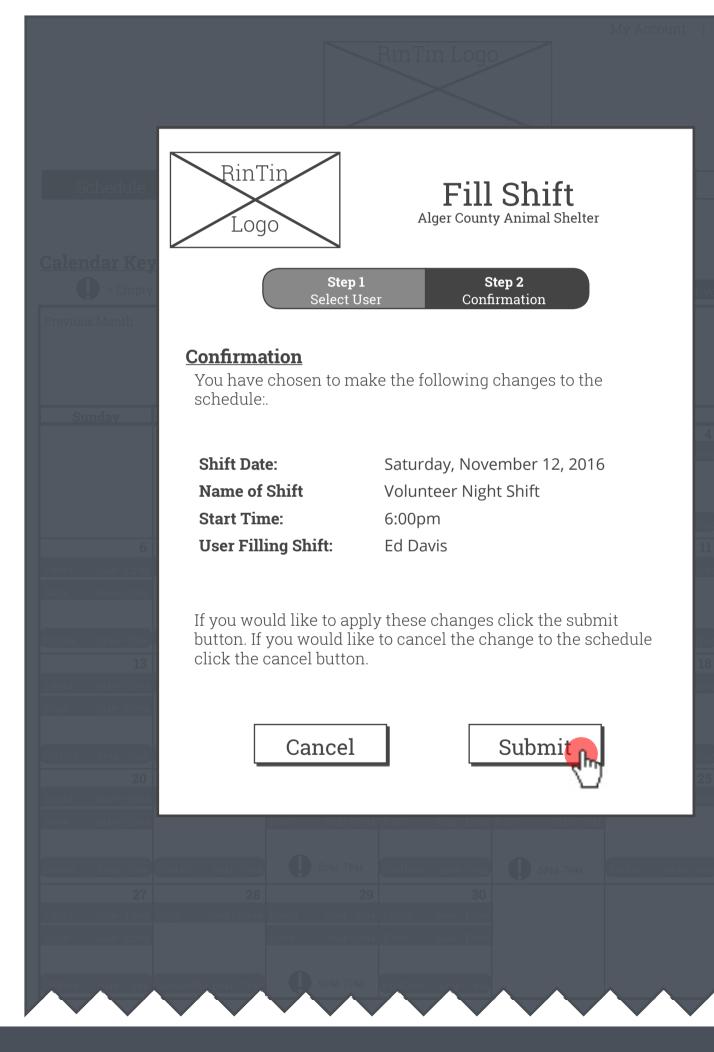
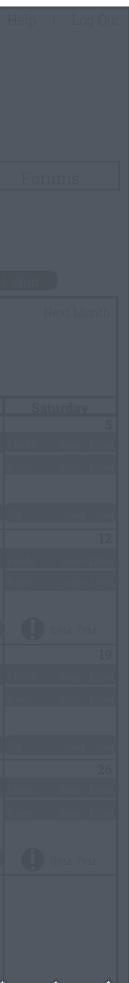
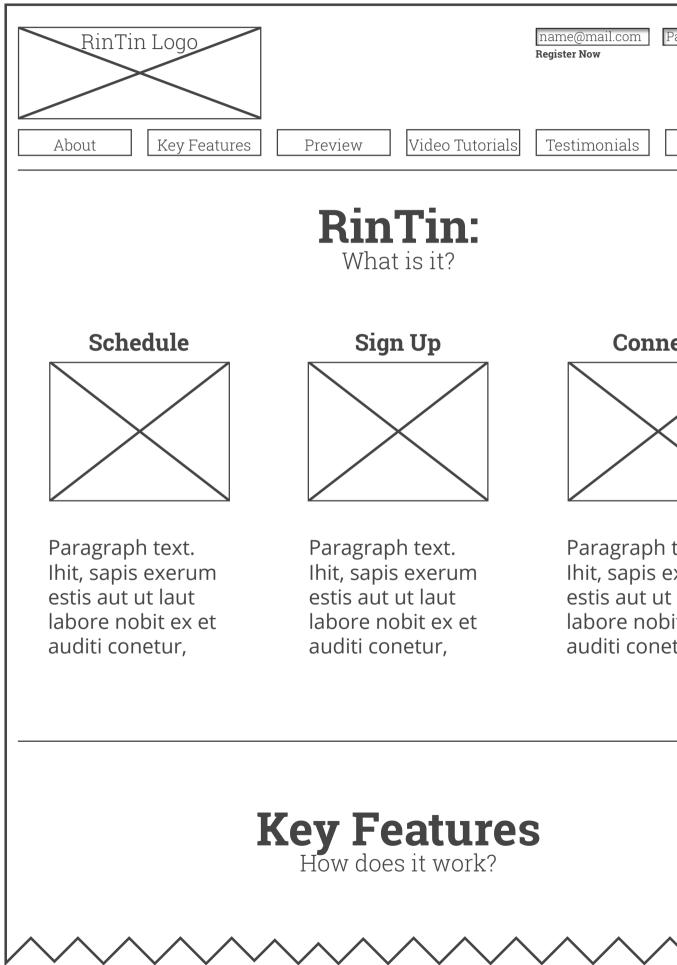


Table of Contents

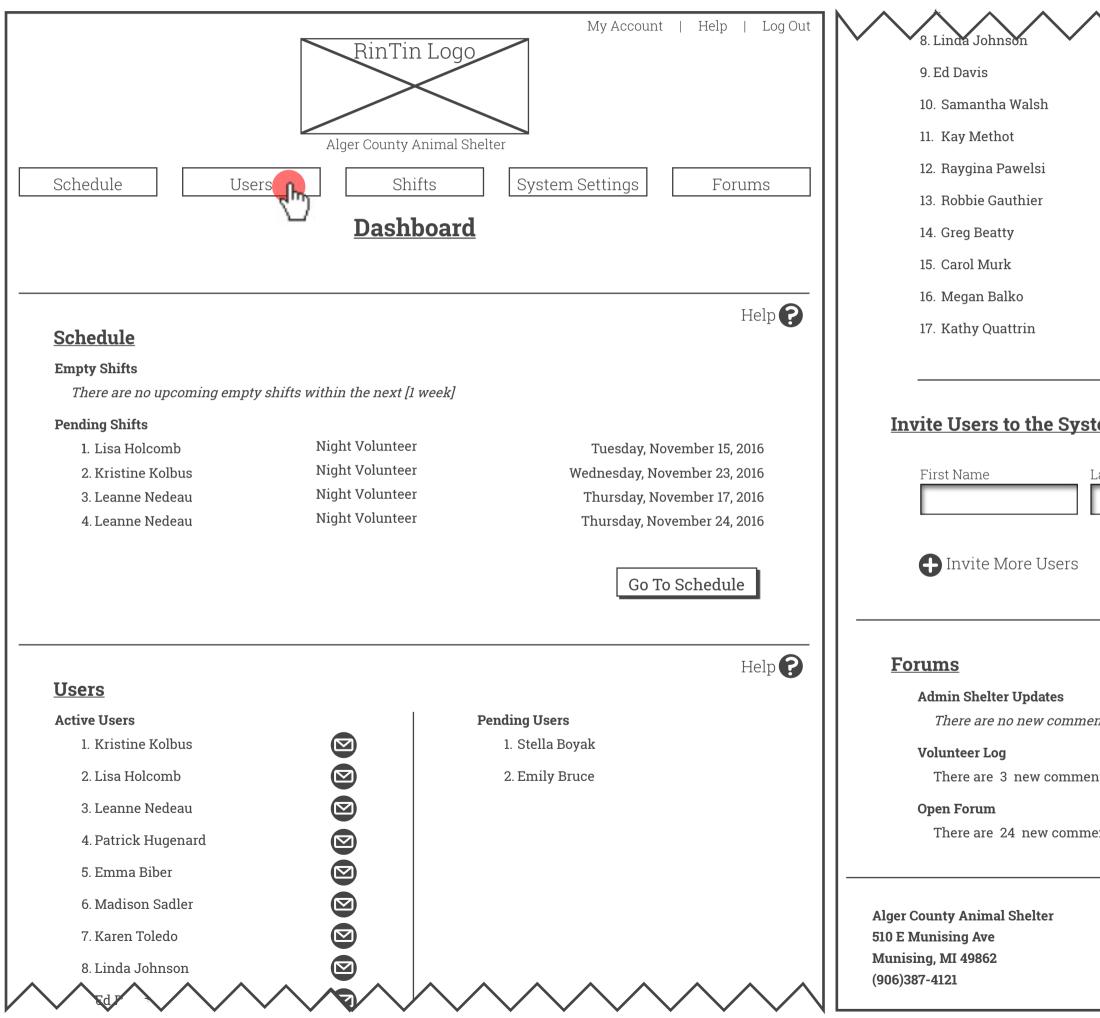




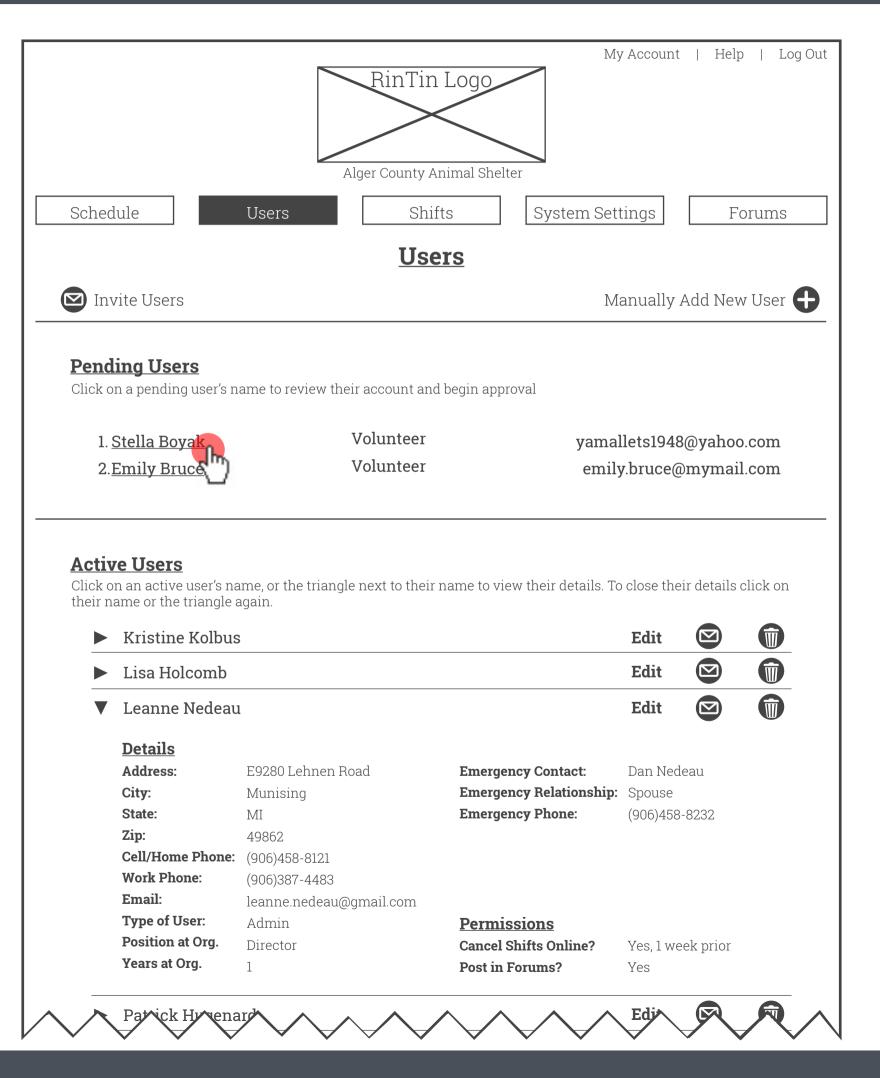
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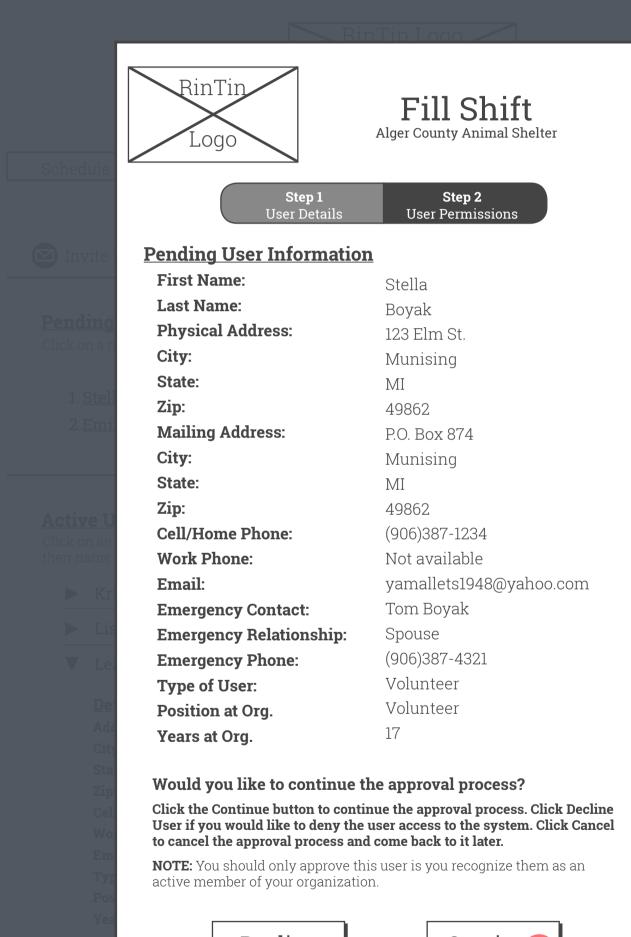
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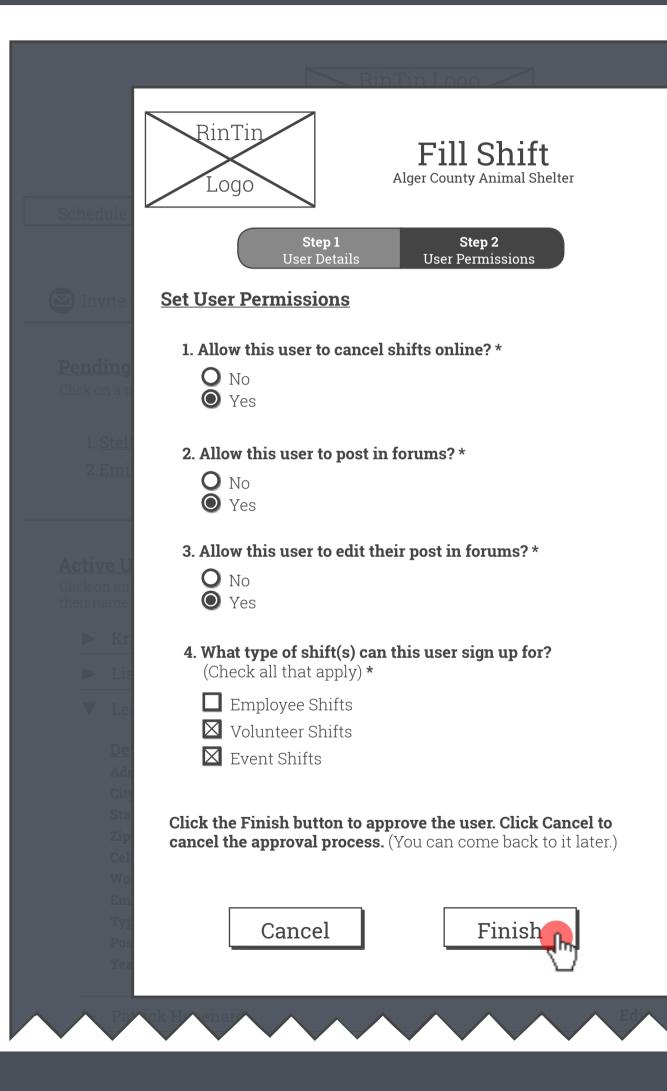
Wireframes—Approve a Pending User

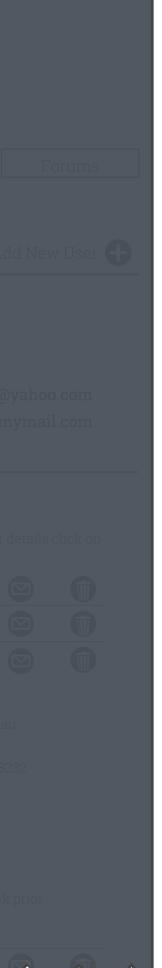


Decline

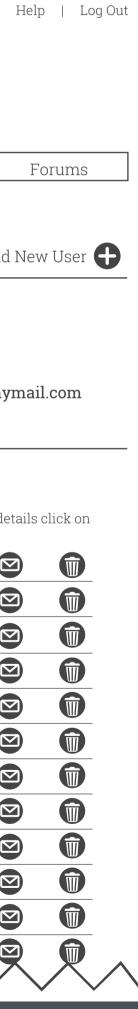








	My Account RinTin Logo Alger County Animal Shelter
Schedule User	
	Users
Invite Users	Manually
1. <u>Emily Bruce</u>	verview their account and begin approval Volunteer emily.bruce@
Active Users	
their name or the triangle again.	the triangle next to their name to view their details. To close the
Click on an active user's name, or heir name or the triangle again. Stella Boyak	Edit
 Click on an active user's name, or heir name or the triangle again. Stella Boyak Kristine Kolbus 	Edit
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User Testing Process

Overview

A large portion of the primary and secondary target audiences consist of users who are not highly tech-savvy. This in combination with the inherent intricacies required of an online scheduling system, focus on usability was a huge portion of the RinTin design process. There was extensive research conducted, however research can only go so far. Multiple rounds of usability testing were required to verify that the design choices being made were effective and provided a positive user experience, while avoiding any error prone areas.

The RinTin scheduling system underwent three rounds of usability testing. The first round was conducted in July of 2016, the second round of usability testing of conducted in November of 2016, and third and final round of usability testing was completed in April of 2017.

59

User Testing Process—First Round

User Testing Introduction

During the summer semester of 2016, the first round of usability testing was conducted to test the usability for several very common and important tasks within the RinTin scheduling system. This first round of testing was conducted using a firstgeneration live prototype of the RinTin scheduling system which was loaded on a MacBook Pro 15" for each testing session. There were five participants who fell within the primary and secondary target audience demographic. A standardized script was used to retain consistency across each testing session.

Goals of Testing

The goal for the first round of usability testing was to see if an intensive scheduling system can be easily condensed into a very simplified user interface and remain user friendly. The following tasks were used during each of the testing sessions:

- Can the administrative user easily navigate through the initial set-up interview when beginning on the homepage?
- Can an administrative user easily approve volunteer shift signups?
- Can a volunteer easily sign up for a shift?

User Testing Process—First Round

Testing Script

"First off, I would like to thank you for participating in this user" testing session today. I have asked you here today to help test the functionality and usability of my thesis project. The project is an online scheduling system designed for a non-profit animal shelter which has both employees and numerous volunteers. I would like to emphasis that it is not you that is being tested; it is the website that is being tested. There are no right or wrong answers, and everything serves as a learning experience for me as the designer. It will feel funny; however, I urge you to try and verbalize every thought that comes to your mind without worrying about offending anyone or giving bad feedback. Your participation is solely to give honest answers.

To begin the testing session, I will start by asking you several general questions about yourself."

First Draft Prototype Links

Task 1—<u>Complete the Set-Up Interview</u>

Task 2—<u>Approve Shift Sign-ups</u>

Task 3—<u>Sign Up for a Volunteer Shift</u>

Testing Task Scenarios

(Administrator Task) Beginning on the homepage, where would you go if you wanted to begin the set-up interview. (Accessing the scheduling system for the first time. Your developer has given you your credentials to access the system.)

Task 2—Access the scheduling system to approve shift sign-ups

(Administrator Task) Beginning on the homepage, where would you go to access the online scheduling system? (You have been on the scheduling system before)

Task 3—Access the scheduling system to sign up for a volunteer shift

(Volunteer Task) Beginning on the homepage, where would you go to access the online scheduling system? (You have been on the scheduling system before)

Task 1—Complete the Set-Up Interview

User Testing Process–First Round

Test Participant 1

1. Blake Wright 1. Emily Flynn 2.25 year old male 2.31 year old female 3. Rents apartment 3. Home Owner 4. Single 4. Long term, live-in boyfriend 5. College student, and server 5. Manager of an electronics store 6. Moderate to moderately high level of experience on the 6. Moderately high to high level of experience on the internet internet 7.36 to 50 hours per week spent on the internet 7.20 to 40 hours per week spent on the internet 8. Approximately 5 hours per month spent volunteering at the 8. Approximately 4 hours per month spent volunteering at the animal shelter local animal shelter 9. Emily owns a laptop computer, an iPad Pro, and an iPhone 6s. 9. Blake owns a laptop computer, and an iPhone 6. He does She does most of her internet usage at work on her desktop most of his internet usage on his iPhone. PC, and on her iPhone.

Test Participant 2

User Testing Process—First Round

Test Participant 3

1. Linda Johnson 1. Kristine Kolbus 2.52 year old female 2.49 year old female 3. Rents a duplex 3. Home Owner 4. Single 4. Married 5. Manager of ACAS 5. USPS Mail Carrier, Board President of ACAS 6. Moderately low to moderate level of experience on the internet 7.5 to 10 hours per week spent on the internet 8. Approximately 10 to 15 hours per month spent volunteering at ACAS 9. Kristine owns a MacBook laptop, and an iPhone 6s at work.

Test Participant 4

6. Low to moderately low level of experience with the internet

7.12 to 24 hours per week spent on the internet

8. Approximately 10 hours per month spent volunteering at ACAS, on top of her paid work at ACAS

9. Linda owns a laptop computer at home, and uses a laptop computer at work. Most of her internet usage is on the laptop

User Testing Process—First Round

Test Participant 5

- 1. Kaye Methot
- 2.57 year old female
- 3. Rents a home
- 4. Long term, live-in boyfriend
- 5. Assistant Manager of ACAS
- 6. Low level of experience with the internet
- 7.0 to 5 hours per week spent on the internet
- 8. Approximately 20 hours per month spent volunteering at ACAS on top of her paid work at ACAS.
- 9. Kaye owns an iPad. She does not do a lot online and limits her usage primarily to surfing news pages and checking into Facebook.

User Testing Process-First Round

Task 1: Complete the Set-up Interview

Task 1 Results

The testing participant were all able to successfully complete the set-up interview. The area that caused the most difficulty was the first set on the homepage. Kristine, Linda, and Kaye explored the page longer than Emily and Blake, not immediately sure of where they were supposed to go. Each of them did figure it out relatively quickly.

Each participant quickly and successfully completed the Initial Set-up Interview forms without any issues.

Task 1 Conclusions

Based on the results of the usability testing sessions for this task scenario a link will be added near the user log in area of the home page for new users to "Register Now."

User Testing Process—First Round

Task 2: Approve Shift Sign-ups

Task 2 Results

Each testing participant was able to successfully complete the task of approving shift sign-ups.

Once they landed on the Administrative dashboard, the participants had different solutions to solving the task at hand. Emily, Blake and Kristine all used the short-cut section labeled "Shift Sign-Ups Need Approval" located right on the Administrator dashboard.

Linda and Kaye each explored the dashboard landing page more thoroughly before making their decision and eventually clicked on the 'Approve Shifts' link in the main navigation.

Task 2 Conclusions

Based on the results of the usability testing sessions for task 2 it is evident more testing should be conducted. Consideration was given on whether to include short-cut sections on the Administrator Dashboard, redesign them or eliminate them all-together. Replacing the short-cut sections with simple notification bubbles next to the shifts in need of approval was considered.

User Testing Process–First Round

Task 3: Sign up for a Volunteer Shift

Task 3 Results

All the testing participants were able to successfully complete the task of signing up for a volunteer shift on a specific day.

All testing participants except Kaye selected the 'Sign Up' link from the main navigation from the Staff Dashboard landing page. Emily and Blake almost immediately both clicked the 'Sign Up' link, Kristine and Linda were a little less quick to click the 'Sign Up' link, but eventually got there. They both stated they were slightly confused at first between 'Sign Up' and the 'Schedule' links, however, both ultimately chose the 'Sign Up' link.

Kaye had the same problem as Linda and Kristine, however, she ended up clicking on 'Schedule' first. After nothing happened (empty link), Kaye realized she missed the 'Sign Up' link, and clicked on that.

Task 3 Conclusions

Based on the results and feedback of the usability testing sessions for task 3, it is clear that the primary navigation needs to be updated. The 'Sign Up' link caused some confusion. This link will be grouped in the 'Schedule' link which simplifies the navigation and eliminate any confusion on how to sign-up for a new shift.

The results also hinted toward exploring another testing scenario regarding the 'Shift Swap' navigation option. This link may also be able to be eliminated from the main navigation and included in the 'Schedule' page, further simplifying the main navigation menu.

Table of Contents

User Testing Process—Second Round

User Testing Introduction

First Round Evaluation and Moving Forward

The results of the first round of testing found that there was additional work that needed to be completed before additional testing could be done. It was between the end of the summer 2016 semester and the fall 2016 semester that the essectial details of RinTin's information architecture and use case scenarios were worked out and refined.

Honing in on all possible use case scenarios was the first step in re-evaluating the scope of RinTin. After having developed a list of forty use case scenarios, task flow diagrams, and page interaction research for each scenario an overhaul of the information architecture was completed. The tasks were narrowed to three administrative tasks. Detailed wireframes were built from a detailed content inventory list created for each page in the tasks and were built into a live low-fidelity prototype. All the research and preparations that went into the second version of the prototype resulted in a much closer representation of the final product of the RinTin project.

During the fall semester of 2016, the second round of usability testing was conducted to test the usability for several common and important tasks within the RinTin system. This second round of testing was conducted using a second-generation live wireframe prototype of the RinTin scheduling system which

was loaded on a MacBook Pro 15" for each testing session. Since the primary tasks focused on were administrator tasks of the scheduling system the pool of testing participants was narrowed further than the previous testing group. There were five participants who fell within the primary target audience demographic.

Goals of Testing

The goal for second round of usability testing on the RinTin scheduling system was the same as the first round of usability testing—to learn if an intensive scheduling system can be condensed into a very simplified user interface and remain friendly to the user. A standardized script was used to retain consistency across each testing session. The following tasks were used during each of the testing sessions:

- dashboard?
- account?

• Can an administrative user complete the organization set-up interview and successfully reach the administrator

• Can an administrative user successfully add a volunteer user to a specific shift on a specific date?

• Can an administrative user successfully approve a new user

User Testing Process–Second Round

Testing Script

Introductions

Thank you for volunteering to test the RinTin Animal Shelter Scheduling online system. The purpose of today's session is for you to help me figure out how to make this website more user friendly before I finalize it. I am asking testers like you to interact with the site so that I can determine the website strengths and weaknesses. For this testing session we are using a digital wireframe prototype of the Website. This wireframe prototype does not reflect the visual design aspects that will be incorporated into the website and instead is a black and white skeletal version of the project. I will ask you to interact with the screens in the same manner that you would with a fully-functioning Website. However, because this is a prototype, the Website is not a fully-functioning interface, and there may be times during the testing session where I will ask you to simulate actions you might normally complete while interacting with a typical Website. RinTin Animal Shelter Scheduling is an online scheduling system that specializes in assisting animal shelter volunteer scheduling. The system has two main types of users; administrator users and staff/volunteer users. Staff/volunteer users are able to sign-up for shifts, view shift details, and communicate with other staff/volunteer users as well as administrative users. Administrative users are able to do everything staff/volunteer users are able to do as well as have additional abilities to manage and oversee all aspects of the scheduling system.

Reassuring the Participant

I want to assure you that I am testing the Website. I am not testing you. If you run into problems, or if something appears confusing, it is not your fault. It means that there is something in the design that we need to change.

Second Version Wireframe Prototype Links

Task 1—<u>Complete the Set-Up Interview</u>

Task 2—<u>Add a User to a Shift</u>

Task 3—<u>Approve a Pending User</u>

Testing Script (continued)

Explaining the Procedure

The ultimate goal of this testing session is to find any error-prone portions of the interface. I am looking to identify problems that you would likely encounter in your own environment, and how you might resolve those problems—without external assistance.

I will be facilitating the session, and I can answer questions for you when appropriate. I may ask you about your expectations, and what you think the answer might be before I respond to questions.

I will be reading from a script because I want to ensure that I remember to include everything, and I want the test to be the same for all of our participants. I will observe the session and take notes. Let me reiterate that I am noting the manner in which our testers *interact with this interface. There are no right or wrong methods* for exploring this Website or completing the tasks. Do what comes naturally to you. We want the Website to accommodate you—you should not have to accommodate the Website. If you have problems completing the task, others will as well and I want to discover any problems before continuing on the next step of the design and development process. (Note: Some tasks will require you to input

data into a form. Please just use your imagination and make up the information you type into the form. The data input into the form will not be recorded and is ultimately not relevant. What is relevant is how easily you are able to interact with the form.)

I will begin this testing session by asking you information about yourself in order to attach to my target audience research. After each task, I will ask that you fill out a short response questionnaire, and speak to any issues, concerns, or questions you have.

Thinking Aloud

I want to encourage you to think aloud while interacting with the design. Relate what you are thinking as you proceed through the tasks. Give me your impressions, whether they are positive or negative. I will record your observations, combine them with observations from other users, and make changes to the design based on those collective observations.

participate.

Lastly, I want to deeply thank you for your time and willingness to

Demographic Questionnaire

First Name:	Age:
Occupation:	Citv:

Circle one.				
Gender:	Male	Female	Other	
Marital Status:	Single	Married/SO	Divoro	
Gross Annual Income:	Less than \$25K	\$25-\$49K	\$50-\$9	
How would you rate your internet and computer experience?				
None	Low	Moderate	High	
Are you affiliated with an ani	imal shelter?			
Yes	No			
If you are affiliated with a shelter, what is your position at that shelter				
N/A	Volunteer	Employee	Manag	
How many regular volunteers, employees, and directors do you have				
N/A	1-4	5-9	10-24	

l'd rather not say	
Tu father not say	

Widowed ced

99K \$100K+

Expert

r?

Director

at your shelter?

ger

25+

Task 1–Complete Set-up

Task Goals

Can an admin user complete the new account registration process for an animal shelter and reach the Administrator Dashboard?

Scenario

You are the manager of a small animal shelter. You have heard of RinTin Animal Shelter Scheduling and have decided you want to begin using RinTin for all of your animal shelter volunteer and staff scheduling needs. To begin using the system you must register your animal shelter. You are going to begin this task from the homepage of the RinTin Website.

You will know you have successfully completed the task when you reach the Administrator Dashboard.

Steps

1. RinTin Home Page

- Click "Register Now" link near log in form
- 2. Qualifying Questions (Dialog Box)
 - Click option that org. is new to RinTin, and the option that you are an Admin User
- 3. Set-up Step 1: Organization Information
 - Complete the form with organization information

4. Set-up Step 2: Primary Admin

- - admin users

6. Set-up Step 4: Invite Users

RinTin system

7. Set-up Step 5: Add Shifts

system

8. Set-up Step 6: System Settings

- system functions

9. Set-up Step 7: Review

- Click "Finish" button

10. Admin Dashboard

Expert Time

11 Minutes

• Complete the form with your personal information

5. Set-up Step 3: Additional Admin

• Complete the form with the details for at least 2 other

• Complete the form to invite users to register and use the

• Complete the form to set up and add shifts to the

• Complete the form questionnaire to decide how the

• Review all data entered in set-up.

• Task complete. Welcome to the Admin Dashboard!

Instructions from Facilitator

The user is set up at a computer with the RinTin homepage	
oaded in the browser.	

- 1. RinTin Homepage
 - From the RinTin Homepage, what actions would you take to begin this task?
 - *HINT: What are you trying to accomplish?*
- 2. Qualifier Questions (Dialog Pop-up)
 - What steps would you take to proceed with the set-up interview?
- 3. Set-up Step 1—Organization Information
 - What steps would you take to proceed to the next step of the *set-up interview?*
- 4. Set-up Step 2: Primary Admin
 - What steps would you take to proceed to the next step of the *set-up interview?*
- 5. Set-up Step 3: Additional Admin
 - What steps would you take to proceed to the next step of the *set-up interview?*
- 6. Set-up Step 4: Invite Users
 - What steps would you take to proceed to the next step of the *set-up interview?*

- 7. Set-up Step 5: Add Shifts

 - *set-up interview?*
- - *set-up interview?*
- 9. Set-up Step 7: Review

 - up interview?
- 10. Admin Dashboard

• What steps would you take to proceed to the next step of the

8. Set-up Step 6: System Settings

• What steps would you take to proceed to the next step of the

• What steps would you take to proceed and complete the set-

• Congratulations! You have completed the task!

Task 2–Add a User to a Shift

Task Goals

Can an administrative user successfully add a volunteer user to a specific shift on a specific date?

Scenario

You are the manager of a small animal shelter and an established administrative user in the RinTin Animal Shelter Scheduling online system. The RinTin system is being utilized by numerous staff/volunteer users.

You have received a notice from Ed Davis—a volunteer at the shelter and a registered RinTin user—that he wants to fill the empty evening shift on Saturday, November 12, 2016 from 6PM— 7PM. Ed also mentions that his computer is broken and he does not have a smart phone, so he cannot access the online system himself. He requests that you sign him up for the November 12th evening shift from 6PM—7PM.

Steps

- **1. Administrator Homepage**
- 2. Calendar
- 3. Shift Details
- 4. Fill Shift
 - fill the shift
- 5. Confirmation
- 6. Calendar

Expert Time

1 Minute

Click "Schedule" from primary navigation

• Click on an empty shift to fill from the calendar grid

Click button to fill shift

• Click the radio button next to the user you would like to

Click the "Submit" button

• Shift is now filled with the selected user on the calendar

Instructions from Facilitator

The user is set up at a computer with the RinTin Administrator Dashboard loaded in the browser.

- 1. Administrator Dashboard
 - Where would you go to view the current month's calendar?
 - *HINT: What are you trying to accomplish?*
- 2. Calendar Page
 - What would you do to view the details for the evening shift on November 12th?
- 3. Shift Details (Dialog Box)
 - What actions would you take to proceed to manually add Ed Davis to the shift on November 12th?
- 4. Fill Shift (Dialog Box)
 - What actions would you take to proceed to manually add Ed Davis to the shift on November 12th?
- 5. Confirmation (Dialog Box)
 - What actions would you take to complete the changes made to the schedule?
- 6. Calendar Page
 - Where do you look to see if your schedule change has been successfully completed?

Task 3–Approve Pending User

Task Goals

Can an administrative user successfully approve a new user account?

Scenario

You are the manager of a small animal shelter and an established administrative user in the RinTin Animal Shelter Scheduling online system. The RinTin system is being utilized by numerous staff/volunteer users.

In order for a user to sign up for a user account, their account must be approved by an administrator. In order to ensure and maintain organization confidentiality and privacy, the only accounts that should be approved are accounts created by known associates of the animal shelter organization. If you do not recognize a pending user, it is advised that their account should not be approved.

You log in to the system and see that you have two pending users. You immediately recognize Stella Boyak's name as a regular volunteer at the shelter and wish to approve her user account. Don't forget to verify that Stella has been successfully approved at the end of her account approval.

Steps

- **1. Administrator Homepage**
- 2. User Page
- **3. User Account Review**
 - Review details
 - Click "Continue" button
- 4. User Permissions
 - Click the radio buttons and check-boxes to set desired
 - permissions
 - Click "Finish"
- 5. User Page
 - Task Complete
 - User now listed under active users

Expert Time

1 Minute 30 Seconds

Click "Users" from primary navigation

• Click the user's name to start approval

Instructions from Facilitator

The user is set up at a computer with the RinTin Administrator Dashboard loaded in the browser.

- 1. Administrator Dashboard
 - What action would you take to view a listing of both pending and active users?
 - *HINT: What are you trying to accomplish?*
- 2. Users Page
 - What actions would you take to review a new user account details and initiate an account approval for Stella Boyak?
- 3. User Details
 - What actions would you take to proceed with the account approval process?
- 4. User Permissions
 - What actions would you to take to complete the account approval for Stella Boyak?
- 5. User Page
 - Where would you look to verify that Stella Boyak's user account has been successfully approved?
 - Task Complete!

Test Participant 1

- 1. Traci Avery 1. Emily Flynn 2.47 year old female 2.31 year old female 3. Home Owner 3. Home Owner 4. Long term, live-in boyfriend 4. Married 5. Manager of an electronics store 6. Moderately high to high level of experience on the internet internet 7.36 to 50 hours per week spent on the internet 8. Approximately 5 hours per month spent volunteering at the animal shelter local animal shelter 9. Emily owns a laptop computer, an iPad Pro, and an iPhone 6s. She does most of her internet usage at work on her desktop PC, and on her iPhone.

Test Participant 2

5. R.N. working in Case Management

6. Moderate to moderately high level of experience on the

7.20 to 40 hours per week spent on the internet

8. Approximately 4 hours per month spent volunteering at the

9. Traci owns a laptop computer, and an iPhone 6s. She does most of her internet usage for work on her computer, and her personal internet usage is on her iPhone.

Test Participant 3

1. Linda Johnson 1. Kristine Kolbus 2.52 year old female 2.49 year old female 3. Rents a duplex 3. Home Owner 4. Single 4. Married 5. Manager of ACAS 5. USPS Mail Carrier, Board President of ACAS 6. Moderately low to moderate level of experience on the internet 7.5 to 10 hours per week spent on the internet 8. Approximately 10 to 15 hours per month spent volunteering at ACAS 9. Kristine owns a MacBook laptop, and an iPhone 6s at work.

Test Participant 4

6. Low to moderately low level of experience with the internet

7.12 to 24 hours per week spent on the internet

8. Approximately 10 hours per month spent volunteering at ACAS, on top of her paid work at ACAS

9. Linda owns a laptop computer at home, and uses a laptop computer at work. Most of her internet usage is on the laptop

Test Participant 5

- 1. Kaye Methot
- 2.57 year old female
- 3. Rents a home
- 4. Long term, live-in boyfriend
- 5. Assistant Manager of ACAS
- 6. Low level of experience with the internet
- 7.0 to 5 hours per week spent on the internet
- 8. Approximately 20 hours per month spent volunteering at ACAS on top of her paid work at ACAS.
- 9. Kaye owns an iPad. She does not do a lot online and limits her usage primarily to surfing news pages and checking into Facebook.

Task 1–Complete the Set-up Interview

Task 1 Results

The testing participant were all able to successfully complete the set-up interview. The area that caused the most difficulty was the first step on the homepage. Kristine, Linda, and Kaye explored the page longer than Emily and Traci, not immediately sure of where they were supposed to go. Each testing participant did figure it out relatively quickly.

Each participant quickly and successfully completed the Initial Set-up Interview forms without any issues. The lack of ability to tab to the next input box caused aggravation for the more experienced internet users Emily and Traci.

Task 1 Conclusions

The RinTin homepage offers numerous places to sign-up and register an organization. The implementation of the visual design will help to guide less experienced internet users to the Sign-Up buttons and links through the use of highly saturated accent colors. The hope was once the visual design guidelines are implemented into the live prototype, users will respond more quickly to the sign-up interactivity points.

Task 2–Add a User to a Shift

Task 2 Results

Each testing participant was able to successfully complete the task of manually adding a user to the specified shift. However, again Traci and Emily were able to more easily and quickly complete this task.

All users started from the Admin Dashboard and all except Kaye selected the "Schedule" link as their first choice. Kaye tried to click on "Users" first, but when nothing happened she tried "Schedule".

Linda, Kristine and Kaye each explored the dashboard landing page more thoroughly before making their decision and eventually clicked on the "Schedule" link in the main navigation.

Task 2 Conclusions

With the slight struggle that some participants experienced in not knowing where to go to add a user to a specific shift indicates that the implementation of a dropdown sub-menu for each main navigation category may be necessary. It seems as though users were able to easily complete each of the tasks, but the struggle came when they were trying to find where to begin the task. Further testing will be completed once the visual design guidelines have been applied to the refined online prototype.

Task 3–Approve a Pending User

Task 3 Results

Task 3 seemed to be the easiest task for every testing participant. The participants did accomplish this task differently. I noticed the more experienced internet users—Emily and Traci—selected the "Users" link from the main navigation, while the less experienced internet users Linda and Kristine clicked on the "Go To Users" button in the Users section of the Dashboard content. Kaye, the least internet experienced participant, explored the page the longest, but in doing so actually took a shortcut in clicking directly on the specified pending user's name listed under 'Pending Users' on the Dashboard's User section.

After all participants got to the Review Account Details page they were able to easily complete the task.

Task 3 Conclusions

Offering users several points to get to the same spot within the site is a good approach, especially when designing a system/site for less technically experienced users. Users do not all think the same, and therefore one user might expect to find a point of interactivity in one area, where another would look somewhere else first. Offering several interactive points that lead to the same place seemed to be a successful approach.

User Testing Introduction

Second Round Evaluation and Moving Forward

The results of the second round of usability testing found that there was RinTin was on the right path, but more testing would be necessary as the visual design guidelines were implemented.

During the spring semester of 2017, the third round of usability testing was conducted to test the usability for several common and important tasks within the RinTin system. This third round of testing was conducted using a live prototype of the RinTin scheduling system that was visually styled with all interactivity points in working order. The third testing session was completed with three participants who fell within the primary target audience demographic. During this round of testing participants who are highly tech-savvy and highly experienced with what a good online user experience provides. This group of participants was also chosen knowing they would not hold back how they really felt throughout the testing sessions. These participants were not anxious in their knowledge of using the internet and could more easily recognize an issue within the interface rather than chalking it up to their inexperience. (These participants purposely had not had any previous experience with the RinTin project in order to have an authentic first time experience with the system.)

Goals of Testing

The goal for user testing the RinTin Animal Shelter Scheduling version three prototype is to learn if an intensive scheduling system, can be easily condensed into a very simplified user interface and remain user friendly. The prototype used for testing is a third-generation live prototype with all visual styling implemented. A standardized script has been used to retain consistency across each testing session and mirrored the testing script from the second round testing session.

- administrator dashboard)

• Can an administrative user complete the organization set-up interview and successfully reach the administrator dashboard? (Beginning from the home page)

• Can an administrative user successfully add a volunteer user to a specific shift on a specific date? (Beginning from the

• Can an administrative user successfully approve a new user account? (Beginning from the administrator dashboard)

Testing Script

Introductions

Thank you for volunteering to test the RinTin Animal Shelter Scheduling online system. The purpose of today's session is for you to help me figure out how to make this website more user friendly before I finalize it. I am asking testers like you to interact with the site so that I can determine the website strengths and weaknesses. For this testing session we are using a live Website.

RinTin Animal Shelter Scheduling is an online scheduling system that specializes in assisting animal shelter volunteer scheduling. The system has two main types of users; administrator users and staff/ volunteer users. Staff/volunteer users are able to sign-up for shifts, view shift details, and communicate with other staff/volunteer users as well as admin users. Administrative users are able to do everything staff/volunteer users are able to do as well as have additional abilities to manage and oversee all aspects of the scheduling system.

Reassuring the Participant

I want to assure you that I am testing the Website. I am not testing you. If you run into problems, or if something appears confusing, it is not your fault. It means that there is something in the design that we need to change.

Final Prototype Link All Tasks—<u>RinTIn Home Page</u>

Testing Script (continued)

Explaining the Procedure

The ultimate goal of this testing session is to find any error-prone portions of the interface. I am looking to identify problems that you would likely encounter in your own environment, and how you *might resolve those problems—without external assistance. I will* be facilitating the session, and I can answer questions for you when appropriate. I may ask you about your expectations, and what you think the answer might be before I respond to questions.

I will be reading from a script because I want to ensure that I remember to include everything, and I want the test to be the same for all of our participants. I will observe the session and take notes. *Let me reiterate that I am noting the manner in which our testers interact with this interface. There are no right or wrong methods* for exploring this Website or completing the tasks. Do what comes naturally to you. We want the Website to accommodate you—you should not have to accommodate the Website. If you have problems completing the task, others will as well and I want to discover any problems before continuing on the next step of the design and development process. (Note: Some tasks will require you to input data into a form. Please just use your imagination and make up the information you type into the form. The data input into the form will not be recorded and is ultimately not relevant. What is relevant

is how easily you are able to interact with the form.) I will begin this testing session by asking you information about yourself in order to attach to my target audience research. After each task, I will ask that you fill out a short response questionnaire, and speak to any issues, concerns, or questions you have.

Thinking Aloud

I want to encourage you to think aloud while interacting with the design. Relate what you are thinking as you proceed through the tasks. Give me your impressions, whether they are positive or negative. I will record your observations, combine them with observations from other users, and make changes to the design based on those collective observations.

participate.

Lastly, I want to deeply thank you for your time and willingness to

Demographic Questionnaire

First Name:	Age:
	0
Occupation:	City:

Circle one.				
Gender:		Male	Female	Other
Marital Status:		Single	Married/SO	Divoro
Gross Annual Inco	me:	Less than \$25K	\$25-\$49K	\$50-\$9
How would you rate your internet and computer experience?				
	None	Low	Moderate	High
Are you affiliated with an animal shelter?				
	Yes	No		
If you are affiliated with a shelter, what is your position at that shelter				
	N/A	Volunteer	Employee	Manag
How many regular volunteers, employees, and directors do you have a				
	N/A	1-4	5-9	10-24

87

at your shelter?

Director ger

25+

r?

Expert

99K \$100K+

ced Widowed

I'd rather not say

Task 1–Complete Set-up Interview

Task Goals

Can an admin user complete the new account registration process for an animal shelter and reach the Administrator Dashboard?

Scenario

You are the manager of a small animal shelter. You have heard of RinTin Animal Shelter Scheduling and have decided you want to begin using RinTin for all of your animal shelter volunteer scheduling needs. To begin using the system you must register your animal shelter. You are going to begin this task from the homepage of the RinTin Website.

You will know you have successfully completed the task when you reach the Administrator Dashboard.

Steps

- **1. RinTin Home Page**
 - Click "Register Now" link near log in form
- 2. Qualifying Questions (Dialog Box)
 - Click option that org. is new to RinTin, and the option that you are an Admin User
- 3. Set-up Step 1: Organization Information
 - Complete the form with organization information

5. Set-up Step 3: Additional Admin

- admin users
- 6. Set-up Step 4: Invite Users
 - RinTin system
- 7. Set-up Step 5: Add Shifts
 - system
- - system functions
- 9. Set-up Step 7: Review

 - Click "Finish" button
- 10. Admin Dashboard

Expert Time

11 Minutes

4. Set-up Step 2: Primary Admin

• Complete the form with your personal information

• Complete the form with the details for at least 2 other

• Complete the form to invite users to register and use the

• Complete the form to set up and add shifts to the

8. Set-up Step 6: System Settings

• Complete the form questionnaire to decide how the

• Review all data entered in set-up.

• Task complete. Welcome to the Admin Dashboard!

Instructions from Facilitator

The user is set up at a computer with the RinTin homepage	
oaded in the browser.	

- 1. RinTin Homepage
 - From the RinTin Homepage, what actions would you take to begin this task?
 - *HINT: What are you trying to accomplish?*
- 2. Qualifier Questions (Dialog Pop-up)
 - What steps would you take to proceed with the set-up interview?
- 3. Set-up Step 1—Organization Information
 - What steps would you take to proceed to the next step of the *set-up interview?*
- 4. Set-up Step 2: Primary Admin
 - What steps would you take to proceed to the next step of the *set-up interview?*
- 5. Set-up Step 3: Additional Admin
 - What steps would you take to proceed to the next step of the *set-up interview?*
- 6. Set-up Step 4: Invite Users
 - What steps would you take to proceed to the next step of the *set-up interview?*

- 7. Set-up Step 5: Add Shifts

 - *set-up interview?*
- - *set-up interview?*
- 9. Set-up Step 7: Review

 - up interview?
- 10. Admin Dashboard

• What steps would you take to proceed to the next step of the

8. Set-up Step 6: System Settings

• What steps would you take to proceed to the next step of the

• What steps would you take to proceed and complete the set-

• Congratulations! You have completed the task!

Task 2–Add a User to a Shift

Task Goals

Can an administrative user successfully add a volunteer user to a specific shift on a specific date?

Scenario

You are the manager of a small animal shelter and an established administrative user in the RinTin Animal Shelter Scheduling online system. The RinTin system is being utilized by numerous staff/ volunteer users.

You have received a notice from Ed Davis—a volunteer at the shelter and a registered RinTin user—that he wants to fill the empty evening shift on Saturday, June 10, 2017 from 6PM—7PM. Ed also mentions that his computer is broken and he does not have a smart phone, so he cannot access the online system himself. He requests that you sign him up for the June 10th Night Volunteer Shift from 6PM—7PM.

Steps

- **1. Administrator Homepage**
- 2. Calendar
- 3. Shift Details
- 4. Fill Shift
 - fill the shift
- 5. Confirmation
- 6. Calendar

Expert Time

1 Minute

Click "Schedule" from primary navigation

• Click on an empty shift to fill from the calendar grid

Click button to fill shift

• Click the radio button next to the user you would like to

Click the "Submit" button

• Shift is now filled with the selected user on the calendar

Instructions from Facilitator

The user is set up at a computer with the RinTin Administrator Dashboard loaded in the browser.

- 1. Administrator Dashboard
 - Where would you go to view the current month's calendar?
 - *HINT: What are you trying to accomplish?*
- 2. Calendar Page
 - What would you do to view the details for the evening shift on June 10th?
- 3. Shift Details (Dialog Box)
 - What actions would you take to proceed to manually add Ed Davis to the shift on June 10th?
- 4. Fill Shift (Dialog Box)
 - What actions would you take to proceed to manually add Ed Davis to the shift on June 10th?
- 5. Confirmation (Dialog Box)
 - What actions would you take to complete the changes made to the schedule?
- 6. Calendar Page
 - Where do you look to see if your schedule change has been successfully completed?



Task3–Approve Pending User

Task Goals

Can an administrative user successfully approve a new user account?

Scenario

You are the manager of a small animal shelter and an established administrative user in the RinTin Animal Shelter Scheduling online system. The RinTin system is being utilized by numerous staff/volunteer users.

In order for a user to complete their registration for a user account, their account must be approved by an administrator. In order to ensure and maintain organization, confidentiality and privacy, the only accounts that should be approved are accounts created by known associates of the animal shelter organization. If you do not recognize a pending user, it is advised that their account should not be approved.

You log in to the system and see that you have two pending users. You immediately recognize Stella Boyak's name as a regular volunteer at the shelter and wish to approve her user account. Don't forget to verify that Stella has been successfully approved at the end of her account approval.

Steps

- **1. Administrator Homepage**
- 2. User Page
- **3. User Account Review**
 - Review details
 - Click "Continue" button
- 4. User Permissions
 - Click the radio buttons and check-boxes to set desired
 - permissions
 - Click "Finish"
- 5. User Page
 - Task Complete
 - User now listed under active users

Expert Time

1 Minute 30 Seconds

Click "Users" from primary navigation

• Click the user's name to start approval

Instructions from Facilitator

The user is set up at a computer with the RinTin Administrator Dashboard loaded in the browser.

- 1. Administrator Dashboard
 - What action would you take to view a listing of both pending and active users?
 - *HINT: What are you trying to accomplish?*
- 2. Users Page
 - What actions would you take to review a new user account details and initiate an account approval for Stella Boyak?
- 3. User Details
 - What actions would you take to proceed with the account approval process?
- 4. User Permissions
 - What actions would you to take to complete the account approval for Stella Boyak?
- 5. User Page
 - Where would you look to verify that Stella Boyak's user account has been successfully approved?
 - Task Complete!



Test Participant 1 1. Angie Ellis	Test Par 1. Danielle Haye
2.45 year old female	2.35 year old fe
3. Home Owner	3. Home Owner
4. Married	4. Married
5. Graphic Design Professor	5. Operations M
6. High level of experience on the internet	6. High level of e
7. 30-40 hours per week spent on the internet (online courses, work, and leisure)	7.20 to 40 hour leisure)

ticipant 2

SS

emale

- lanager for a telecommunications company
- experience on the internet
- rs per week spent on the internet (work and

Test Participant 3

- 1. Amanda Tiernan
- 2.31 year old female
- 3. Home Owner
- 4. Married
- 5. Stay at home mom, college student
- 6. High level of experience on the internet
- 7.20 to 30 hours per week spent on the internet (leisure)



Complete the Set-up Interview

Task 1 Results

The testing participant were all able to successfully complete the set-up interview with ease. Angie clicked on the 'Sign Up' link from the main navigation, while Amanda and Danielle each clicked on the smaller 'Register Now' link under the login form in the header. On the first step of the set-up interview each participant did not fill out the Fax Number text input because it was not marked with an asterisk to notify the user that it was required. This input was not supposed to be required. Angle pointed out two typo errors, and was really great about verbalizing her thoughts as she walked through the system. All the participants made several helpful observations and suggestions.

- Angie indicated that sometimes she skims the instructions, but usually she just jumps into the form. Danielle suggested giving the 'Attention Box' a smaller height as to show more of the form above the fold.
- Angie recommended including a back button or have the previously completed steps within the progress indicator be live links to the previous steps.
- On step 7 of the set-up interview Angie recommended changing the 'label' text to light gray or another accent color to further enforce that each column serves a different purpose, since at desktop view there are four columns of text.

Task 1 Conclusions

As a whole, the results of this testing session confirm the overall success of the usability and visual design choices made for the RinTin system. The highly tech-savvy testing participants gave insight into details that had been previous overlooked. There were several changes made to the RinTin system based on the outcome of the third round of usability testing sessions:

- revealed.
- The typos were corrected
- the set-up interview.
- (Organization Information)
- section.
- weight.

Table of Contents

• The content of the 'Attention Boxes' was condensed, leaving only 'Show Instruction' heading. Upon clicking the 'Show Instructions' heading link, the content of the instructions is

• The completed steps of the progress indicator were turned into links, allowing the user to go back to previous steps within

• Removed the required attribute for the fax input on Step 1

• Changed the Hours of Operation section of the Step 1 (Organization Information) from required to an optional

• Changed the 'label' text in Step 7 (Review) to a heavier font

Add a User to a Shift

Task 2 Results

The testing sessions for task 2 revealed a couple specific things that needed attention. First, the 'Go to Schedule' link on the Administrator Dashboard was broken. All three participants chose the 'Go to Schedule' button from the dashboard, rather than choosing the 'Schedule' link from the main navigation. The second issue revealed was an already known issue. The first time the modal pop-up progression was completed—when the user clicked the 'Continue' button on the Fill Shift: Choose User modal— the calendar page reloaded and the modal window closed. If the user progressed through the steps a second time (without manually reloading the page) the user was presented with the Fill Shift—Confirmation modal and was able to finish the process by clicking the 'Finish' button.

Task 2 Conclusions

The result of the task 2 testing sessions was very successful. It, again, confirmed design choices previously made. It also pointed out a solution to a problem that had been persistent throughout the development process. To remedy the issue with the Fill Shift modal pop-up progression the Fill Shift—Confirmation modal pop-up was eliminated altogether. The new task flow results in the admin user selecting the volunteer and confirming the

change all within one modal pop-up window. The progress indicator was eliminated, since it was now a one step process. This solution resolved the issue happening with the submit button, and also simplified and streamlined the task altogether eliminating an entire step.

Addressing the issue with the broken 'Go to Schedule' button link revealed that the 'Go to Users' button link was also not functioning properly. Both of these broken button links were corrected and now link properly to the respective pages.

Approve a Pending User

Task 3 Results

All of the testing participants were able to easily complete task 3. Each of the participants clicked on Stella's name directly from the Pending Users list in the Users section of the dashboard. Each of the participants quickly made this decision and flowed through the task effortlessly. Angie read the text confirmation message written in green where Stella's name once was in the Pending Users section of the Users page and then scrolled down to the Active Users list to see Stella's name now listed. Danielle skipped the success message and simply scrolled down to the Active Users list to see Stella's name. Amanda simply saw the success message and was satisfied she had successfully completed the task.

Task 3 Conclusions

Again, like the previous two task conclusions, the results of the task 3 testing sessions was very successful and pointed toward appropriately made design decisions, both visually and functionally. Task 3 seemed to be the task each participant completed with the most ease. The ease with which the participants completed task 3 hinted toward the intuitiveness of the flow of this task.



User Testing Results

All three round of usability testing proved to be incredibly helpful and necessary to create an intensive scheduling system that could be condensed into a very simplified interface to accommodate both inexperienced and highly experience users alike and to provide them with a positive experience, encouraging them to return to the system again and again. Each round of usability testing answered very important questions regarding how to proceed with the design and development of RinTin throughout the entire design process.

The first round of testing clearly indicated more research into user experience design was necessary—specifically working out fine details regarding possible use case scenarios and how each scenario's task flows create overlap in pages. This in turn revealed a better understanding of the requirements of a successful site architecture. The first round of usability testing forced delving into the most important details that are required to make such an intensive online application function smoothly and properly.

The second round of usability testing indicated that structurally RinTin was on the right track as far as user interactivity and the overall flow of the interface. Since this round of testing was completed with black and white wireframes with no visual styling added, it became clear how important good visual design guidelines are. No matter how intuitive a system is, visual cues such as highly saturated colors and type hierarchy—prove to be essential when considering an overall positive user experience. When designed properly, these visual cues provide the user with clear indication of where the interactivity points are and what they can interact with. It was with this in mind that the visual design guidelines were created and finalized.

The third and final round of usability testing provided a good indication that the system was functioning smoothly and possessed an intuitive flow. There were several details—typos, inputs inappropriately set with a required attribute, broken links, etc.—that were pointed out and in turn attended to and remedied. There were also several valid suggestions given by another web designer that participated in the testing session. These suggestion that were explored and applied to the RinTin project.



Table of Contents

Evolution of Design Ideation	101
Visual Design Inspiration	117
Mood Boards	119
Branding	123
Preliminary Sketches	128
Visual Design Process	134
Final Visual Design Guidelines	140

To link to a page click the page title or page number



Evolution of Design Ideation

Overview

There have been many rounds of exploration into typography choices, project names, logotype design and color palette options. There were several times where final choices were made and then thrown out. It has been an ever-evolving process of eliminating old ideas, and coming up with new ones.

Midpoint Review—Fall 2015 to Spring 2016

It was during the fall of 2015 in the Midpoint Review preparation course—Interactive Designs & Concepts—that visual design brainstorming first began for the proof of concept for what would eventually become RinTin: Animal Shelter Scheduling System.

After receiving approval on the Midpoint Review first resubmission proposal—which narrowed down the original concept into a more specific scheduling system designed and developed specifically for animal shelter volunteer scheduling. Since scheduling systems are very in-depth the visual design aspect was temporarily placed on the back-burner while focus was placed on user experience design during the summer 2016 semester.

User Experience Design—Summer to Fall 2016

During the summer of 2016, the user experience design was begun, it was during this abbreviated semester that it became obvious more and more UX work must be completed. Between the summer and fall semesters of 2016, work continued on the UX design, including an in-depth analysis of around forty user scenarios. User experience design work continued into the fall of 2016 where a very detailed exploration of task flows, page interaction, and information architecture was finalized. It was at this point, the visual design process could come to the forefront.

Visual Design—Fall 2016 to Spring 2017

While the UX design details were being finalized, an in-depth exploration into color palette, typography, project naming, logo design, and design elements was conducted. After extensive inspiration research the preliminary visual design options were created. After agonizing over these details, the design guidelines were finalized at the end of the fall 2016 semester. At the beginning of spring 2017 semester these design guidelines were implemented into the wireframes to create preliminary and final mockups, and ultimately applied to the RinTin live prototype.

Evolution of Design Ideation—Typography

Abril Fatface (Regular)

Heading 1

Heading 2

Heading 3

Alfa Slab One (Regular) **Heading 1 Heading 2 Heading 3**

Noto Serif (Bold) Heading 1 Heading 2 Heading 3

PT Serif (Bold) Heading 1 **Heading 2 Heading 3**

Roboto Slab (Bold) Heading 1 **Heading 2 Heading 3**

102

Evolution of Design Ideation—Typography

Open Sans (Regular & Light)

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Helvetica Neue (Roman & Light)

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Evolution of Design Ideation—Typography

Roboto Slab (Bold)

(Regular and Light) **Open Sans**

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H3 - Sample Text (28pt)

H4 - Sample Text (20pt)

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Evolution of Design–Naming

Functional Names

- Simple Scheduling
- Shelter Scheduling
- Simple Shelter Scheduling
- Shelter Scheduling System

All of these option served better as the project tag lines.

Experiential Names

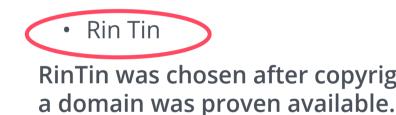
- Mercy
- Digs
- Stand Up
- Humane

Invented

- S-Cubed
- Scubed

Evocative Names

- Digs
- Mira
- Mira, Mira
- Shepherd





RinTin was chosen after copyright research was conducted and

105

Evolution of Design—Logotype

Animal Shelter Scheduling

Animal Shelter Scheduling

Animal Shelter Scheduling







RinTin Animal Shelter Scheduling

Animal Shelter Scheduling

Rin¹ Animal Shelter Scheduling









IN

Animal Shelter Scheduling

















Animal Shelter Scheduling











Animal Shelter Scheduling





Animal Shelter Scheduling



Evolution of Design—Logotype



























Evolution of Design—Logotype









Table of Contents

108

Evolution of Design—Final Logotype



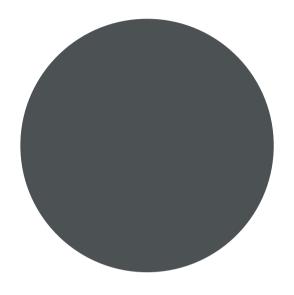




Table of Contents

109

Evolution of Design—Color Palettes



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H1 Header 2 Header 3

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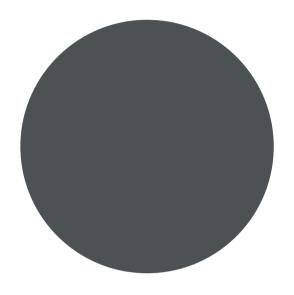
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Hex #87A8D4

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Evolution of Design—Color Palettes



Hex #4B5054

H1 Header 2 Header 3

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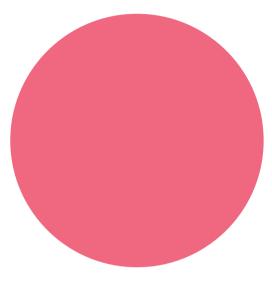
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Hex #EDE6E1

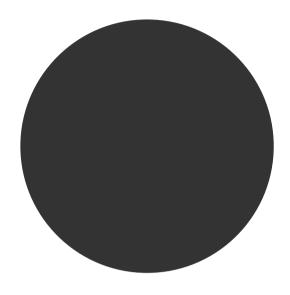
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Evolution of Design—Color Palettes



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Table of Contents

Hex #D2DBBF

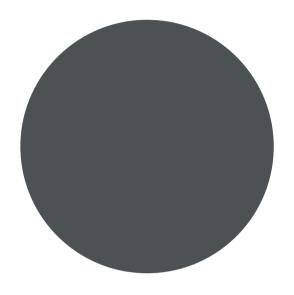
H1 Header 2 **Header 3**

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.

Hex #FCFFF5

H1 Header 2 Header 3

Evolution of Design—Color Palettes



Hex #4B5054

H1 Header 2 Header 3

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.



Hex #7C7772

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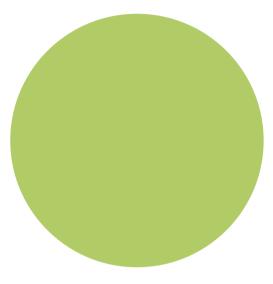
Hex #AFAAA4

H1 Header 2 Header 3

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.

H1 Header 2 **Header 3**

Table of Contents



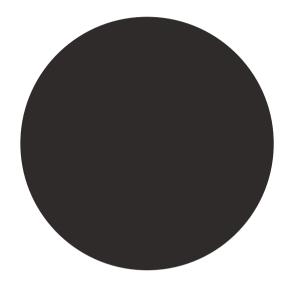
Hex #EDE6E1

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.

Hex #B1CC66

H1 Header 2 Header 3

Evolution of Design—Color Palettes



Hex #302B2B

H1 Header 2 **Header 3**

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.



Hex #736565

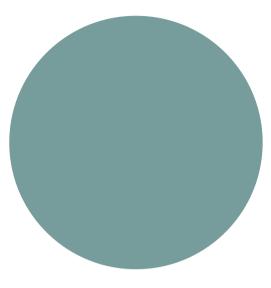
Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.

Hex #DBD4C9

H1 Header 2 **Header 3**

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.

H1 Header 2 Header 3



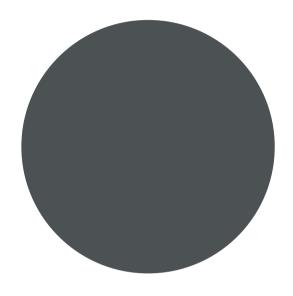
Hex #FFFEF2

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut facepe et ad excepereriti iliandaest aut il mil etur. sam laboribeatem inull.

Hex #769C9

H1 Header 2 Header 3

Evolution of Design—Color Palettes



Hex #4C5154

H1 Header 2 Header 3

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut

H1 Header 2 Header 3

Hex #818C89

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut

Hex #BCBFB6

H1 Header 2 Header 3

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut

H1 Header 2 **Header 3**

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Hex #FFFFF

Hex #EF6780

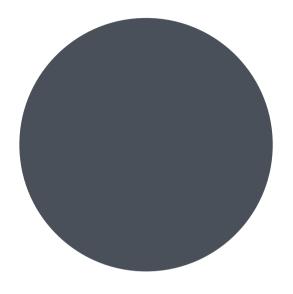
Accent Color Accent Color

Hex #87A8D4

Accent Color Accent Color

Hex #B1CC66

Evolution of Design—Color Palettes



Hex #495059

H1 Header 2 Header 3

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut

H1 Header 2 Header 3

Hex #646B71

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut

Hex #C5CCD4

H1 Header 2 Header 3

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut

H1 Header 2 **Header 3**

Paragraph. Nima doluptate exere, consed ut ilitat fuga. Aniscil icatisi nventiu riaecta quae magnit officit qui is delecta eperferit officiisit volupta tiberoremqui tem expe re plit voluptatis cupta qui ommo exces vero tem deria nient ut

Hex #FFFFF

Accent Color Accent Color

Hex #00C2C9

Accent Color Accent Color

Hex #AAE554

Accent Color Accent Color

Hex **#FF4962**

Visual Design Inspiration



Interior

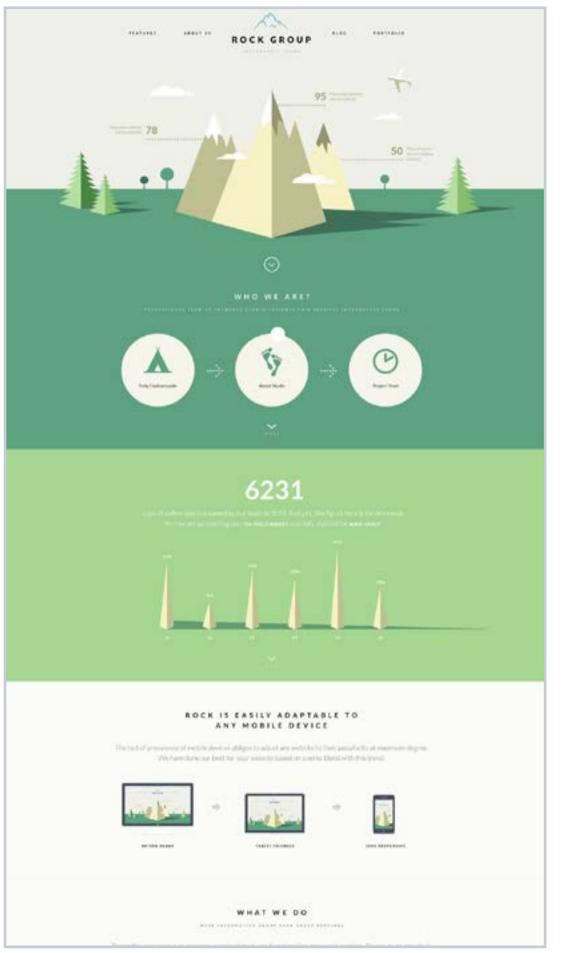
The Interior website is visually striking. All aspects of this site are inspiring, from the simple geometric typeface, to the color palette, graphics, grid layout, and the amazing integration of the three column background colors into the large architectural interior photograph. The thin geometric san serif is beautifully simple, modern and elegant all at the same time, which is consistent with the simple geometric logo. The color palette of this site is very muted and neutral, which is something that has been incorporated into the RinTin project. This site is a good example how a color palette with neutral and similar colors can complement one another.

The most visually interesting part of this website is the seamless blend from each of the three sections into the interior architectural background shot of the next section. The photograph features a very neutral colored interior made of what appears to be concrete walls, ceiling, floors and a staircase. The lines of the interior walls are incredibly straight. The threedimensional aspect of the architecture offer great shadows and highlights. Each of the three columns in the section above the image features a different background color. These background colors accurately match the highlights and shadows of the interior walls that fall immediately under each corresponding section. This is unique and is absolutely striking. The RinTin project does not have any content that fits this type of visual feature; however, it was worth the exploration as it is incredibly inspiring.

("INTERIOR | Elegant Themes")

Table of Contents

Visual Design Inspiration



("Rock Group | Multipurpose Infographic Theme")

The Rock Group

The Rock Group website utilizes flat(ish) graphics rather than large photographs. This is an interesting and less explored option to web design. RinTin does not contain any photography, and therefore exploring websites that add visual alternatives to photography was necessary. Rock Group uses the graphics on their site and presents them in an infographic manner. Each section has its own infographic.

The navigation is also very interesting. The entire header is designed with a center alignment with the logo in the middle of the four main navigation options. This is a very modern twist on the traditional header, and something that absolutely influenced the visual design of the RinTin scheduling system.

Visual Design Moodboard

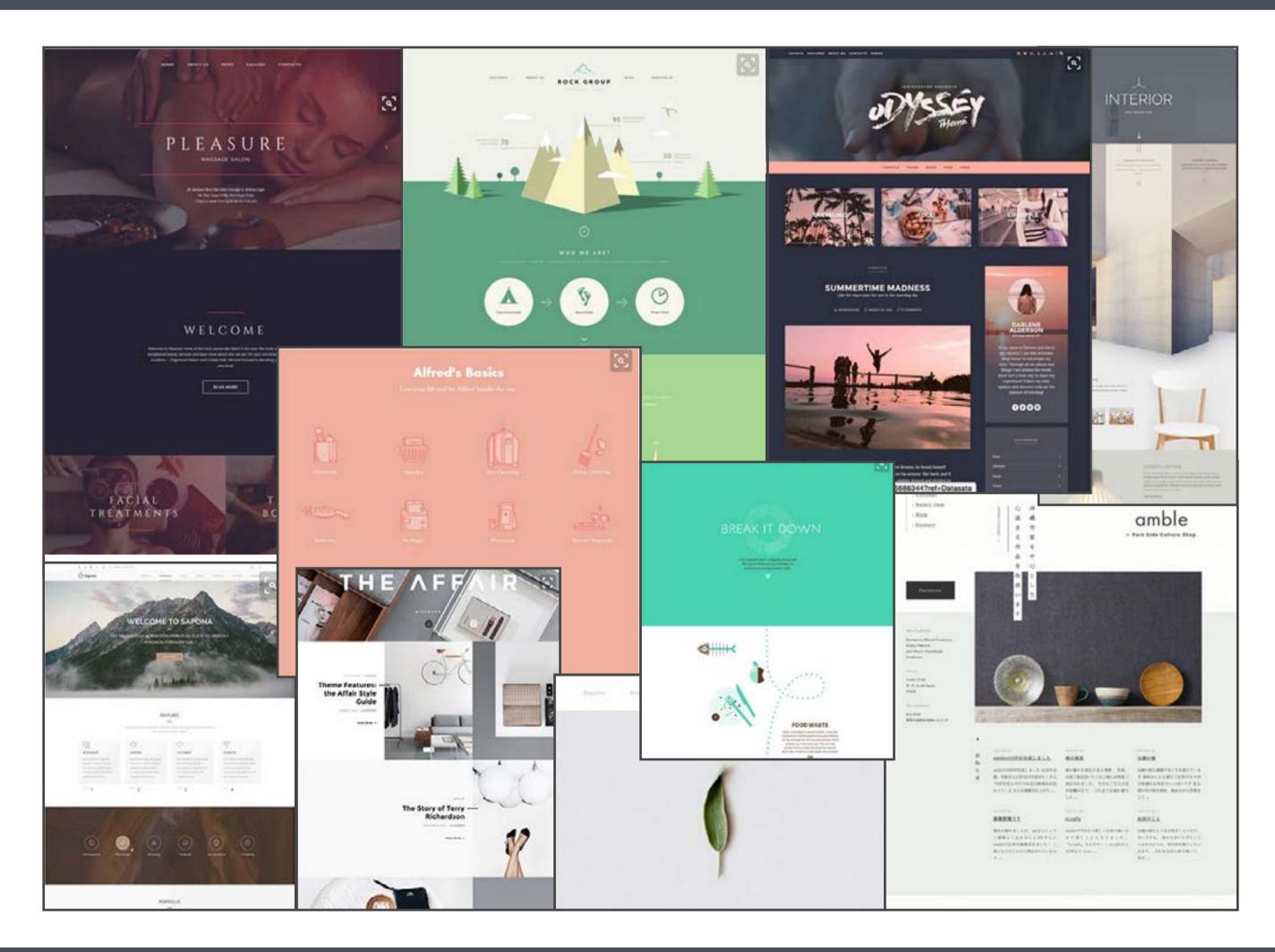


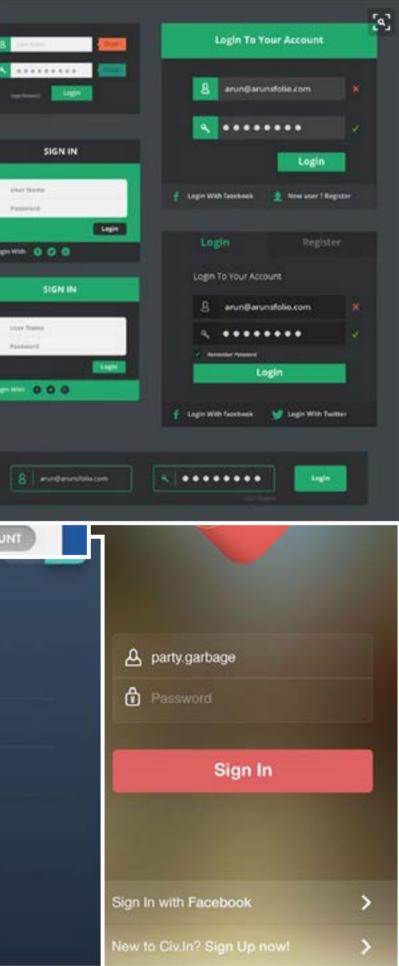
Table of Contents

119

Form Design Moodboard

2	Dpressed Blue Progress Bar
Sign up who you are?	1 2 3 4 Shopping Cart Check Login Review order
PARENT CHILD TEACHER	Button Input field
ର୍ Username	Orange Pill Progress Bar
🖾 Email	VIEW BASKET + MY DETAILS + REVIEW + PAYM BUTTON BUTTON Input field
A Password	
Confirm Password	Round Steel Progress Bar
SIGNUP	PERSONAL DETAILS ACCOUNT DETAILS VERIFY DATA CREATE ACCOUNT DETAILS VERIFY DATA CREATE ACCOUNT Need an account? Sign up
Already have an account. Login here	Sign In Sign In & Sign Up Pas wate
Sign in	User Login record
xyz@gmail.com	Liser Name - EAAL But Find and Find
Password	Password Need an account? Sign up
Forgot Pastword 1	Sign In
Login	

Table of Contents



120

Calendar Design Moodboard

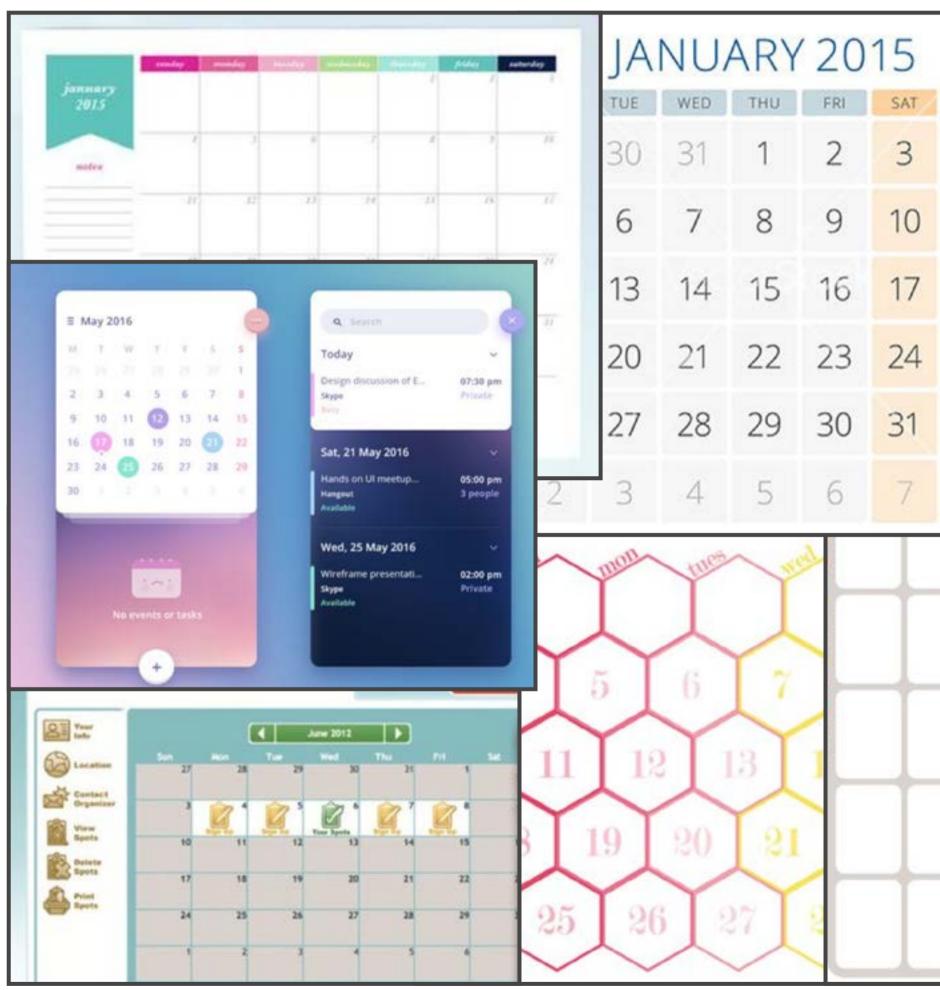


Table of Contents

Sun	Mon		ril 201 Wed	50/5	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				
	Weetnes		Thursday		iday	Satu

Logo Design Moodboard



Table of Contents

Branding-Logotype

Logotype Specifics

The RinTin logotype is primarily used in an online environment. With this in mind the logo was designed with a horizontal orientation allowing for traditional online logo placement in the upper section of the page. There are several specific design guides pertaining to the logo placement, sizing and spacing.

Placement

The RinTin logotype is located within the header of every page within the RinTin main site—not logged in, as well as within the RinTin system when the user is logged in. The placement of the logo should be aligned to the left, or centered on the page.

Sizing

The sizing of the logo will vary between devices. There are different logo variations that can be used. The logo to the right is to be used on the RinTin website. Either the logotype to the right or the logotype containing only "RinTin" may be used within the scheduling system—when a user is logged in—for desktop, and tablet breakpoints. (More sizing specifics are described in the logo variations sections.) Generally, the logo should scale proportionately with the size of the device screen with the use of percentage widths within the styling of the site.



Spacing

Since the sizing of the logo varies depending on a user's device, setting a specific number of pixels for padding is not practical. Based off advice given in an article in Smashing Magazine, the minimum padding required on all sides of the logotype will equal the approximate width of the word "Animal"—this width will vary proportionately with the width of the overall logotype. (Neville, 2010)

Minimum (approximate) required padding that should surround the logotype.

Branding-Logotype

Logotype Variations

Desktop and Tablet

Within the main RinTin website, before a user is logged into the RinTin Animal Shelter Scheduling system, the full logo including the tag-line "Animal Shelter Scheduling" should be used. The minimum width of the logo should be no less than 200px—this will result in a height of approximately 100px.

Once the user is logged into the scheduling system the full logo without the tag-line can be used. This logo variation should have a minimum width of 200px. When the tag-line is absent the "n" should be used as the padding measurement reference.

Mobile

The mobile site requires a smaller logotype. The logo without the tag-line should be used for all areas within the RinTin website and scheduling system. When scaled down the legibility of the tagline is compromised and should therefore be eliminated. For the smallest breakpoints the logo may be scaled down to a minimum width of 100px. If the details of the paw prints are lost at this small breakpoint, the paws may be replaced with simple dots, but only when legibility is compromised.



Logo with tag-line. Desktop & tablet min-width of 200px.



Logo without tag-line. Mobile minwidth of 100px with paws.





Logo without tag-line. Desktop & tablet min-width of 200px.

Logo without tag-line. Mobile minwidth of 100px with dots.

Branding-Typography

Font Families

Both the RinTin website and the RinTin Animal Shelter Scheduling system contain two web font families. The font family that is required for headings is Roboto Slab. Roboto Slab is a slab-serif and is highly legible even at small sizes. The Roboto Slab font family consists of four (4) font weights-thin, light, regular, and bold.

The font family used for body copy, or paragraph text, is Open Sans. Open Sans is a sans-serif typeface and is a highly legible screen family with adequately kerned letters, and a wide letter aperture. The Open Sans font family consists of five font weights—light, regular, semi-bold, bold, and extra bold—all of which also have an italics variation. Open sans is also to be used for captions in italics.

Both font-families are provided by Google Fonts. ("Google Fonts")

All text depicted on the right are displayed in 50pt size.

Roboto Slab Thin Roboto Slab Light Roboto Slab Regular **Roboto Slab Bold**

Open Sans Light

- **Open Sans Regular**
- **Open Sans Semibold**

Open Sans Bold

Open Sans Extrabold

Branding-Typography

Type Hierarchy

The various weight variations in both font families along with the use of varying colors and text sizes will allow for a very clear typographic hierarchy and will quickly communicate to the user which portions of text are the most important to them.

The base font-size is established at 16pt. This will then be altered using the em or percentage measurement within the styling. Special attention will be paid to font-weight and line height in order to increase legibility. (All examples are shown with a dark font on a white background as well as with a white font on a dark background to show the possible variations, depending on page background color.)

Paragraph. Open Sans Regular 16pt (1em), line height 24pt (1.5em). Essimus asin parumet adites qui uta sunt esendel mi, officiurist aut im sitassi tore con eumquos et hil ernatur acepern atatatur arum quae sit que nossita coreium eos pla cuptatur a que.

Paragraph. Open Sans Regular 16pt (1em), line height 24pt (1.5em). Essimus asin parumet adites qui uta sunt esendel mi, officiurist aut im sitassi tore con eumquos et hil ernatur acepern atatatur arum quae sit que nossita coreium eos pla cuptatur a que.

Heading 1 Roboto Slab Bold 40pt (2.5em)

Heading 3 Roboto Slab Bold 24pt (1.5em)

Heading 3 Roboto Slab Bold 24pt (1.5em)

Heading 4 Roboto Slab Bold 24pt (1.25em)

Heading 4 Roboto Slab Bold 24pt (1.25em)

Heading 1 Roboto Slab Bold 40pt (2.5em)

Heading 2 Roboto Slab Bold 32pt (2em)

Heading 2 Roboto Slab Bold 32pt (2em)

Branding-Color Palette

The color palette for RinTin Animal Shelter Scheduling system is compromised of an overall neutral color palette consisting of varying brightnesses of cool grays. There are also several accent colors which are used sparingly and were specifically chosen for the scheduling calendar in order to grab the user's attention to notify them of empty shifts that need to be filled, as well as to highlight their existing shifts on the calendar. The highly saturated accent colors help to guide the user through the intended visual flow, add emphasis to interaction points, and to highlight details within the scheduling calendar there are several highly saturated accent colors.

Primary

Hex: #495059 SCSS: \$darkGray

Hex: #646B71 \$midGray

Hex: #C5CCD4 SCSS: \$lightGray

Hex: #FFFFFF SCSS: \$white

Accent

Hex: #00C2C9 SCSS: \$blue

Hex: #AAE554 SCSS: \$green

Hex: #FF4962 SCSS: \$pink



Hex: #D879FF SCSS: \$purple



Preliminary Sketches—Form Options

Organization Name *	Name Abbreviation	Date Established *	 Organization Name *		Name Abbreviation	Date Established *
Alger County Animal Shelter	ACAS	May 1984	 Alger County Ani	mal Shelter	ACAS	May 1984
Address * 510 E Munising Avenue	City * Munising	State * Zip *	Address * 510 E Munising A	venue	_{City} • Munising	State * Zip * MI ▼ 49862
Organization Phone * Organization Fax * 906.387.4131 906.387.4132	Name of Owner/Director *	Phone Number * 906.458.8121	Organization Phone • 906.387.4131	Organization Fax * 906.387.4132	Name of Owner/Director • Leanne Nedeau	Phone Number * 906.458.8121
Name of Shift *	Type of Shift *		 Name of Shift *		Type of Shift *	
Evening Shift	Volunteer	-	 Evening Shift		Volunteer	▼]
Start Time * End Time * 6:00PM 7:00PM	Duration *	Type of User *	Start Time * 6:00рм 🔻	End Time * 7:00рм 🔻	Duration * 1 Hour	Type of User * Any
Days to Apply Shift (Choose all that apply) *	hu 🔀 Fri	🗙 Sat 🔀 Sun	Days to Apply Shift (Choose Mon Tue	se all that apply) *	hu 🦲 Fri	Sat Sun
	nu 🔨 r n		 Does this Shift Reoccur W	'eekly? *		
Does this Shift Reoccur Weekly? *			 Yes No, Only one time			
No, Only one time			Does the Shift have a Flex	ible Start Time? *		
Does the Shift have a Flexible Start Time? * It is typical to allow flexible start times for volunteer shifts			 It is typical to allow flexible start t	imes for volunteer shifts		
O Yes			 No, Start time is fir	m		
No, Start time is firm				ſ		
	Save & Quit	Save & Continue			Save & Quit	Save & Continue

Form Option 1—Rounded border radius, 100% opacity, white text and select inputs.

Form Option 2—Rounded border radius, 25% opacity, white text and select inputs.

Preliminary Sketches–Calendar Options

ast Month					j,	une	e 201	7					lext Month
Sunc	lay	Мо	nday	Ти	esday		dnesday		rsday	F	riday	Sat	urday
								Linda Kaye	1 9440-3194 9440-3194	Linda	2 944-1294	Linda Kaye	3 944-1284 944-1284
								Leanne	6ru-7ru	Karen	Т. бім-7ім	Ed	6нл-7нл
	4 44-12144 440-12144	Kaye	944-12PM	Linda Kaye	6 944-344 944-344	Linda Kaye	7 944-1274 944-1274	Linda Kaye	8 944-344 944-344	Linda	9 9км-12км	Linda Kaye	10 9.44-12/44 9.44-12/44
Emma i	бли-7ри	Robbie	бем-7ни	Lisa	6×4-7×4	Kristin	е бли-7ли	Leanne	баш-7аш	0	EMPTY	Ed	бры-7ны
	11 440-12/14 440-12/14	Kaye	12 9////12/14	Linda Kaye	13 9.44-324 9.44-324	Linda Kaye	14 944-1284 944-1284	Linda Kaye	15 944-344 944-344	Linda	16 9.44-12/64	Linda Kaye	17 912 912
A EVEN	err (click) 6nu-7nu	0	мрту	0	EMPTY	0	EMPTY	Leanne	6ru-7ru	Karen	Т. бам-7ам	Ed	<u>бам-7ал</u>
	18 MA-12PM AM-12PM	Кауе	19 912m	Linda Kaye	20 944-344 944-344	Linda Kaye	21 9км-12гм 9км-12гм	Linda Kaye	22 944-374 944-374	Linda	23 9км-12ни	Linda Kaye	24 944-1274 944-1274
Emma	6ам-7ам	Robbie	бли-7ни	Lisa	6PM-7PM	0	EMPTY	Leanne	бам-7ам			Ed	бем-7ем
	25 1.12710 1.12710	Kaye	26 9им-12ри	Linda Kaye	27 940-340 940-340	Linda Kaye	28 944-1284 944-1284	Linda Kaye	29 944-3m 944-3m	Linda	30 944-1294		
Emma -	601-71M	0	MPTY	0	IMPTY	0	EMPTY	Leanne	6m-7m	0	EMPTY		

Calendar Option 1—Rounded border radius, 100% opacity, white calendar grid boxes.

		J	une 201	7		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Linda 944-3PM Kaye 944-3PM	2 Linda 944-1294	Linda 9AM-12M Kaye 9AM-12M
				Leanne 6ru-7rm	Karen T. 6nu-7nu	Ed 6na-7n
4 Unda 944-1244 Kaye 944-1244	5 Kaye 9xx-12xx	6 Linda 944-344 Kaye 944-344	7 Linda 9////2/1/ Kaye 9////2/1/	8 Linda 944-364 Kaye 944-364	9 Linda 9xx-12xx	10 Linda 944-124 Kaye 944-124
Emma 694-794	Robbie 6-M-7-M	Lisa бри-7рм	Kristine 6aw-7aw	Leanne 6rm-7rm	🕕 ЕМРТУ	Ed 6em-7e
11 Linda 944-1294 Kaye 944-1294	12 Кауе 9лл-12лм	13 Linda 9444-3444 Kaye 9444-3444	14 Linda 944-12PM Kaye 944-12PM	15 Linda 9xw-3ew Kaye 9xw-3ew	16 Linda 944-1294	17 Linda 9AA-12m Kaye 9AA-12m
Errent (dick)	EMPTY	EMPTY	🕕 ЕМРТҮ	Leanne 6ru-7ru	Karen T. 6Hu-7Hu	Ed 6ew-7e
18 Linda 9444-1244 Kaye 9444-1244	19 Kaye 944-1274	20 Linda 944-394 Kaye 944-394	21 Linda 944-1274 Kaye 944-1274	22 Linda 9AM-3PM Kaye 9AM-3PM	23 Linda 9лм-12ли	Linda 944-124 Kaye 944-124
Emma 6PM-7PM	Robbie 6mi-7mi	Lisa 6m-7m	() ЕМРТҮ	Leanne 6rss-7rss		Ed 6mi-7r
25 Linda 944-1244 Kaye 944-1244	26 Kaye 9xxx-12xx	27 Linda 9-M-3-M Kaye 9-M-3-M	28 Linda 944-1244 Kaye 944-1244	29 Linda 9лм-Зли Kaye 9лм-Зли	30 Linda 9AM-12AM	
Emma 6PM-7PM	EMPTY			Leanne 6ru-7ru		

Calendar Option 2—Square, 100% opacity, white calendar grid boxes.

Preliminary Sketches—Content Inventory

User Scenario: Complete Set-up Interview

Required Pages & Flow Instructions

1. RinTin Home Page Click "Register Now" link near log in form

- 2. Qualifying Questions? (Pop-up) Click option that org. is new to RinTin, and the option that you are an Admin User
- 3. Set-up Step 1: Organization Info Complete the form with organization information
- 4. Set-up Step 2: Primary Admin Complete the form with your personal information

Required Content for Each Page

RinTin Home Page

- 1. Header
 - RinTin Logo
 - Secondary Nav
 - Log In Form
 - Primary Nav
 - Sign Up
 - About
 - Preview
 - Key Features
 - Testimonials
 - Tutorials

2. Home Body

- Vertical Scroll of main categories
- Progress indicator
- 3. Footer
 - RinTin contact info
 - Social Media Icons
 - Design Copyright

Qualifying Questions (Pop-up)

- 1. Homepage darkened
- 2. Dialog box (pop-up)
 - RinTin Logo
 - Box Title
 - H4—ls your org registered?
 - No Button*
 - Yes Button
 - H4—Are you an org admin?
 - p—Explanation of admin vs regular
 - No Button
 - Yes Button*

Set-up Step 1: Organization Info 1. Header

- RinTin Logo
- Step Title
- Progress Indicator
- 2. Body (Form)
 - H5—Will take approx 30 min
 - p—Save instructions
 - H4 —Step descript.
 - p—Step Instructions
 - Organization Details Form
 - Name, ABBR, add., phone, date est, type, owner/ directors, hours, size.
 - Quit Button
 - Continue Button
- 3. Design Copyright

Set-up Step 2: Primary Admin Info

- 1. Header (same)
- 2. Body (Form)
 - H4 Step descript.
 - p—Step Instructions
 Primary Admin (Your) Details Form
 - Name, phones, addresses, ICE, email, set password, position at org, yrs with org.
 - Quit Button
 - Save & Continue Button
- 3. Design Copyright

Table of Contents

5. Set-up Step 3: Additional Admin Complete the form with the details for at least 2 other admin users

6. Set-up Step 4: Invite Users Complete the form to invite users to register and use the RinTin system

Set-up Step 3: Additional Admin 1. Header (same)

- 2. Body (Form)
 - H5—You have saved your progress. You can return to the set up at any time
 - H4—Step descript.
 - p—Step Instructions
 - Min 3 admin
 - Max 5 admin
 - Additional Admin Details Form (x2)
 - Name, phone, email, temp password
 - Add More Icon
 - Save & Quit Button
 - Save & Continue Button
- 3. Design Copyright

Set-up Step 4: Invite Users

- 1. Header (same)
- 2. Body (Form)
 - H4—Step descript.
 - p—Step Instructions
 - Invite Users Form (x5)
 - Name, email
 - Add More Icon
 - Save& Quit Button
 - Save & Continue Button
- 3. Design Copyright

Preliminary Sketches—Content Inventory

User Scenario: Complete Set-up Interview

Required Pages & Flow Instructions (Continued)

7. Set-up Step 5: Add Shifts Complete the form to set up and add

shifts to the system

- 8. Set-up Step 6: System Settings Complete the form questionnaire to decide how the system functions
- 9. Set-up Step 7: Review Review all data entered in set-up.

Click "Finish" button

10. Admin Dashboard Task complete. Welcome to the Admin Dashboard!

Required Content for Each Page

Set-up Step 5: Add Shifts

- 1. Header (same)
- 2. Body (Form)
 - H4 —Step descript.
 - p—Step Instructions
 - Shift Details Form
 - Name, type, start, end, duration, days, flexible time?, reoccurring?, type of user.
 - Add more shifts icon
 - Save &Quit Button
 - Save & Continue
 Button
- 3. Design Copyright

Set-up Step 6: System Settings

1. Header (same)

- 2. Body (Questionnaire)
 - H4 Step descript.
 - p—Step Instructions
 - System Settings Questionnaire
 - H5—Question
 - p—explanation of question
 - Radio Buttons, Select/Option Drop Downs, Check-boxes
 - Save &Quit Button
 - Save & Continue Button

3. Design Copyright

Set-Up Step 7: Review

1. Header (same)

- 2. Body Review Panel
 - H4 —Step descript.
 - p—Step Instructions
 - Section for each previous step
 - H4—Step Title
 - Link—Edit
 - p—all details from entered data
 - Finish Button
- 3. Design Copyright

Admin Dashboard

1. Header

- RinTin Logo
- Org. Name
- Secondary Nav
- Primary Nav
- Page Title
- 2. Dashboard Body
 - Commonly used nav. sections with notifications
 - Schedule
 - Users
 - Forum
- 3. Footer
- Org. contact info
- Org. hours
- Social Media Icons
- Design Copyright

Table of Contents

Preliminary Sketches-Content Inventory

User Scenario: Manually Add a User to a Volunteer Shift

Required Pages & Flow Instructions

1. Admin Dashboard Click "Schedule" from primary navigation

2. Calendar

Click on an empty shift to fill from the calendar grid 3. Shift Details (Dialog Box) Click link to manually fill the selected shift

4. Fill Shift (Dialog Box) Click the radio

button next to the user you would like to fill the shift

Required Content for Each Page

Admin Dashboard

- 1. Header
 - RinTin Logo
 - Org. Name
 - Secondary Nav
 - Primary Nav
 - Page Title
- 2. Dashboard Body
 - Commonly used nav. sections with notifications
 - Schedule
 - Users
 - Forum
- 3. Footer
 - Org. contact info
 - Org. hours
 - Social Media Icons
 - Design Copyright

Calendar

- 1. Header (same)
- 2. Calendar
 - Month/year label
 - Next Month Link
 - Previous Month Link
 - Calendar Grid
 - Column Header:Day
 - Date Boxes
 - Date (number)
 - Shifts
 - Filled Shifts:
 - User name (link to user details)
 - Empty Shifts:
 - Icon link to show empty
 - snow empt oter (same)

3. Footer (same)

Shift Details (Pop-up)

- 1. Calendar darkened
- 2. Dialog box (pop-up)
 - RinTin Logo
 - Org. Name
 - Box Title
 - Fill Shift Button
 - Shift Details
 - Name
 - Type
 - Start Time
 - End Time
 - Duration
 - Flexible times?
 - Reoccurring weekly?
 - Fill status
 - Close Button

Fill Shift (Pop-up)

- 1. Calendar darkened
- 2. Dialog box (pop-up)
- RinTin Logo
- Org. Name
- Box Title
- Paragraph text instructions
- Radio buttons with all eligible users to choose from
- Close Button
- Continue Button

- 5. Confirmation (Dialog Box) Click the "Submit" button
- **6. Calendar** Shift is now filled with the selected user on the calendar

Confirmation (Pop-up)

- 1. Calendar darkened
- 2. Dialog box (pop-up)
- RinTin Logo
- Org. Name
- Box Title
- Paragraph text outlining the changes about to be applied
- Small header text explaining how to submit changes
- Cancel Button
- Submit Button

Calendar

- 1. Same as 1st Calendar page
- 2. Small highlighted text confirming the manual shift fill
- 3. Selected user's name is now displayed in the calendar shift they were selected to fill

Preliminary Sketches—Content Inventory

User Scenario: Approve a Pending User Account

Required Pages & Flow Instructions

1. Admin Dashboard Click "Users" from the primary navigation

2. User Page

Click the user's name to approve 3. User Account **Review Review Details**

Click "Continue"

4. User Permissions Click the radio button and check boxes

Click "Finish"

Required Content for Each Page

Admin Dashboard

- 1. Header
 - RinTin Logo
 - Org. Name
 - Secondary Nav
 - Primary Nav
 - Page Title
- 2. Dashboard Body
 - Commonly used nav. sections with notifications
 - Schedule
 - Users
 - Forum
- 3. Footer
 - Org. contact info
 - Org. hours
 - Social Media Icons
 - Design Copyright

User Page

- 1. Header (same)
- 2. Body
 - Invite User Button
 - Manually Add a New User Button
 - Active User Section
 - Name list of each user (link to open details)
 - Edit User Link
 - Email User Link
 - Disable User Link
 - Pending User Section
 - Name list of each pending user (link to begin approval) 3. Footer (same)
- 3. Footer (same)

User Account Review

Progress Indicator

• p—do not approve

a user you do not

like to continue the

approval process?

pending user details

• H4—Review the

recognize

• H2—User Name

• p—user details

• H4—Would you

Decline Account

Continue Button

Button

1. Header (same)

2. Body

User Permissions

- 1. Header (same)
- 2. Body
- H2—Set User Permissions
- H5—Specific Permissions auestions
- Radio Button, Check Boxes, Select/ **Option Drop Downs** to input selections
- H4—Click the Finish Button to Approve and Save Permission settings for this user
- Cancel Button
- Finish Button
- 3. Footer (same)

5. User Page

Task Complete.

User now listed under active users

User Page

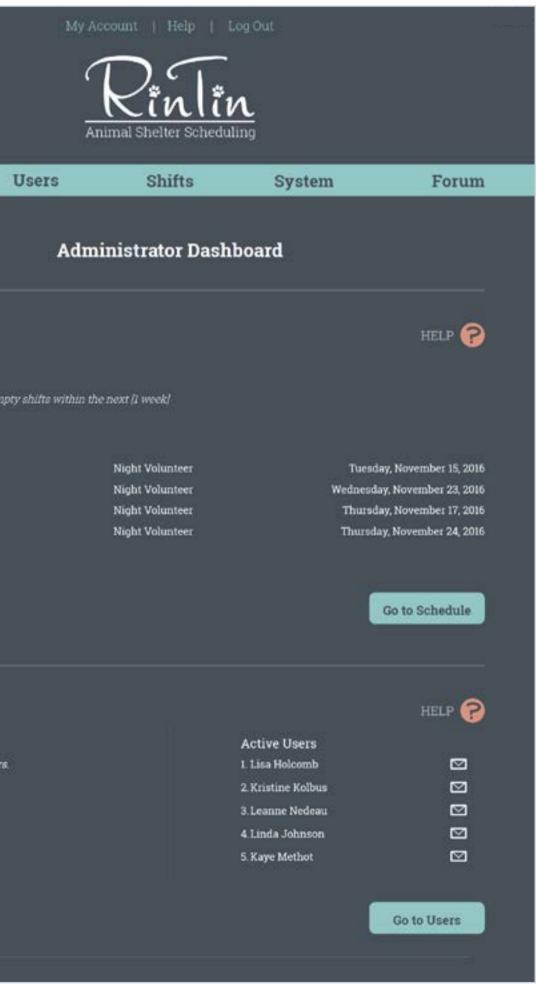
- 1. Header (same)
- 2. Body
 - Invite User Button
 - Manually Add a New User Button
 - Active User Section
 - ** User now in list
 - Name list of each user (link to open details)
 - Edit User Link
 - Email User Link
 - Disable User Link
 - Pending User Section
 - Name list of each pending user (link to begin approval)
- 3. Footer (same)

Visual Design Process—Preliminary

Schedule	Users	Shifts Sys	stem	Forum	Schedule
Joneutie		trator Dashboard		- OF CHA	Concurre
Schedule				HELP 🕜	Schedule
Empty Shifts					Empty Shifts
These are no upcoming	empty shifts within the next (l week]			There are no upo
Pending Shifts					Pending Shift
1 Lisa Holcomb	Nioł	t Volunteer	Tuesday, Nov	ember 15, 2016	1. Lisa Holcomb
2. Kristine Kolbus		it Volunteer	Wednesday, Nove		2. Kristine Kolbu
3. Leanne Nedeau	Nigh	it Volunteer	Thursday, Nove	ember 17, 2016	3. Leanne Nedea
			Go to	Schedule	
Users				HELP 🕜	Users
Pending Users		Active Us		-	Pending User
There are no pending users		1 Lisa Holco		8888	There are no per
		2. Kristine K 3. Leanne N		00	
		4. Linda Job			
		5. Kaye Met			

Table of Contents





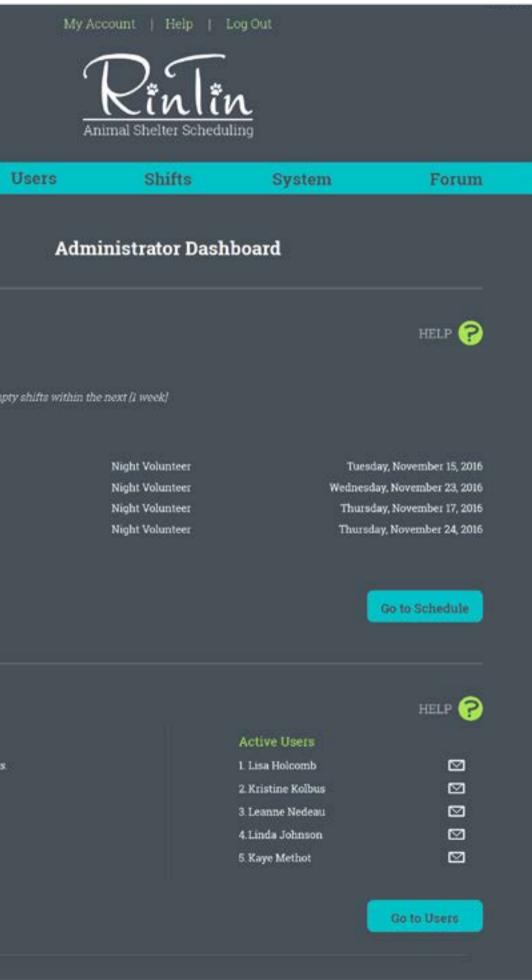
Second Round Preliminary Mock-up Option for the Administrator Home Page (Original color palette)

Visual Design Process—Preliminary

	Animal Shelter Sche	<u> </u>		
Schedule U	Jsers Shifts	System	Forum	Schedule
	Administrator Da	shboard		
Schedule			HELP 🔗	Schedule
Empty Shifts				Empty Shift
There are no upcoming empty	shifts within the next [1 week]			There are no u
Pending Shifts				Pending Shi
1. Lisa Holcomb	Night Volunteer	Tuesd	ay, November 15, 2016	1. Lisa Holcom
2. Kristin e Kolbus	Night Volunteer	Wednesd	ay, November 23, 2016	2. Kristine Koll
3. Leanne Nedeau 4. Leanne Nedeau	Night Volunteer	Thursd	ay, November 17, 2016	3. Leanne Nede 4. Leanne Nede
			Go to Schedule	
Users			HELP 🔗	Users
Pending Users		Active Users		Pending Us
There are no pending users.		1. Lisa Holcomb		There are no p
		2 Kristine Kolbus		
		3.Leanne Nedeau		
		4 Linda Johnson		
		5 Kaye Methot		

Table of Contents



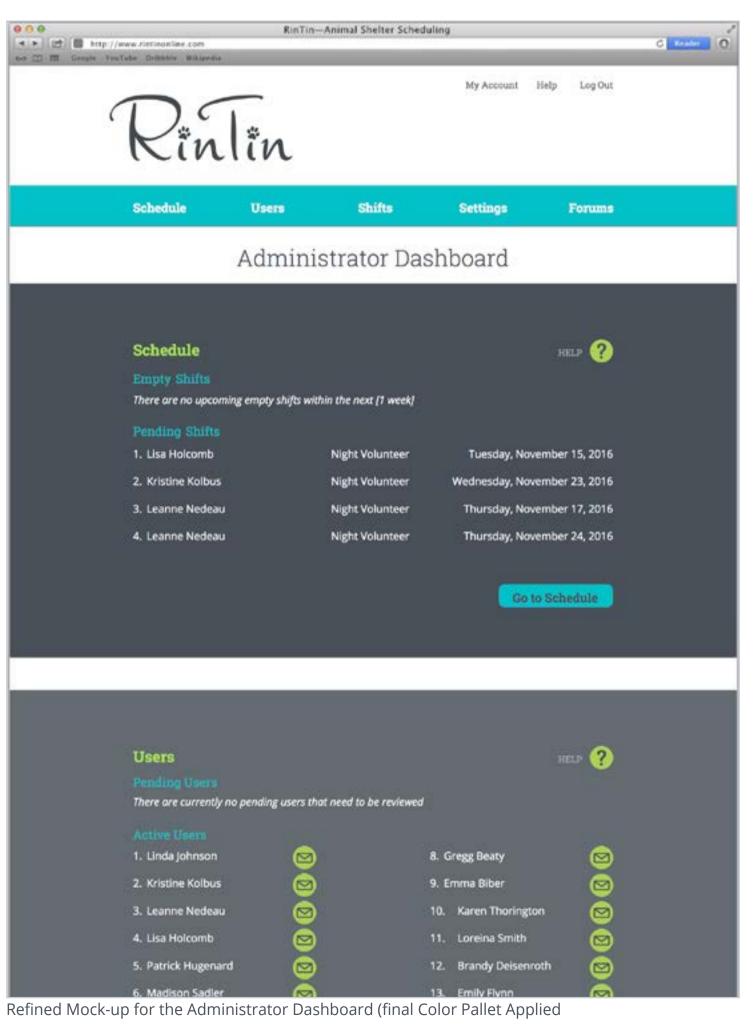


up Option for the Administrator Home Page (Final Color Palette Applied)

Visual Design Process-Refined

Image: Second and Second an	● ● ●
RinTin Set-up Interview Step #5 - Add Shits	R
Step 1 Step 2 Step 3 Step 4 Step 5 Step 6 Step 7 Organization Primary Admin Add Admin Invite Usera Add Shifts System Settings Review	Schedule
Attention: In this step you will add and set up shifts for the schedule. You can always edit, add or delete shifts later in the system. * Denotes a required field	Schedul Empty Sh There are no Pending S 1. Lisa Holo
New Shift	2. Kristine M 3. Leanne M 4. Leanne M
Name of Shift * Type of Shift * Type of Shift * Type of User * Date to Start * Type of User * Ty	
Days to apply shift (Check all that apply) *	Users Pending U
Does this shift reoccur weekly?* Ves No. Only apply to one week.	There are cu Active Us 1. Linda Joh 2. Kristine J
Does this shift have a flexible start time? * It is typical to allow flexible start times for daily shelter volunteer shift Yes No. Start time is firm.	2. Krisune 3. Leanne M 4. Lisa Holo 5. Patrick H
Refined Mock-up for the Set-Up Interview Step 5 (Final Color Palette Applied)	6. Madison Refined Mock-up for the

Table of Contents



136

Visual Design Process-Refined

Image: State of the state o	Image: Comparison of the Compar
Rinlin My Account Help LogOut	Rinlin My Account Help Leg Out
Schedule Users Shifts Settings Forums	Schedule Users Shifts Settings Forums
Shelter Schedule	Users
Attention: To view shift details or to make scheduling changes click on the shift you want to update on the calendar below.	Pending Users Click on a pending user's name to review their account and begin the approval 1. Stella Boyak Volunteer yamallets1948@yahoo.com 2. Emily Bruce Volunteer emily.bruce@gmail.com
Last Month June 2017	Manually Add a New User
SundayMondayTuesdayWednesdayThursdayFridaySaturday123112311231123112311231123112311231123112311231123112311121112111<	First Name Last Name Email Submit
11 12 13 14 15 16 17 Linda 9-12 Candy 9-3 Candy 9-12 Candy 9-3 Candy 9-12 Candy <th>Active Users Click on an active user's name or the triangle next to their name to view their details. To close their details click on their name of the triangle again.</th>	Active Users Click on an active user's name or the triangle next to their name to view their details. To close their details click on their name of the triangle again.
Refined Mock-up for the Set-Up Interview Step 5 (Final Color Palette Applied)	 Linda Johnson Kristine Kolbus Refined Mock-up for the Administrator Dashboard (final Color Pallet Applied

Refined Mock-up for the Administrator Dashboard (final Color Pallet Applied



Visual Design Process-Final

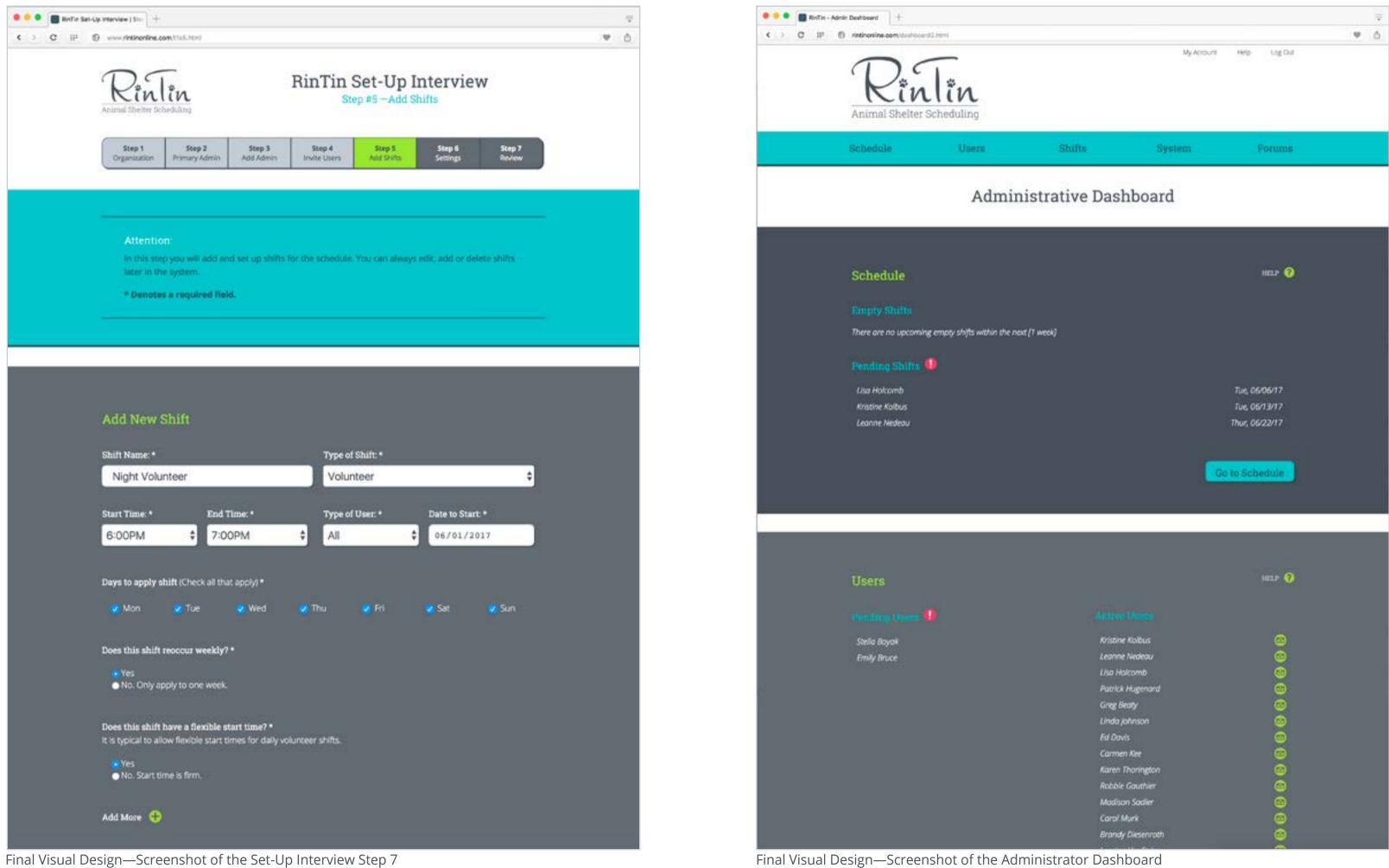


Table of Contents



Visual Design Process-Final

• • • • RinTie - Schedule +	+ +
< > C IP D www.rhtmonline.com/schedule_lane.html P 6	C C IP D www.rinteenline.com/users.html
Rinin Animal Shelter Scheduling	Rinin Animal Shelter Scheduling
Schedule Users Shifts System Forums	Schedule Users Shifts System Forums
Shelter Schedule	Users
Let Month Let Month Dundey Monday Tuesday Wednesday Thursday Thursday Thursday Caburday Dundey Monday Tuesday Wednesday Thursday Thursday Caburday Linda News Tage Carrier Werk Starr Linda News Tage Carrier Werk Starr Linda News Tage Carrier Werk Starr Linda News Tage Carrier Werk Starr Carrier Werk Starr	Pending Users Click on a pending user's name to review their pending account and begin the approval process. Scella Boyak stella.boyak@mail.com Emily Bruce embruce92@mail.com Hanually Add a New User embruce92@mail.com
LindaSam-3pmLindaSam-3p	Invite New User First Name Last Name Email Submit
Carmen Sum-Opin Carmen Sum-Opin Carmen Sum-Opin Carmen Sum-Opin Carmen Sum-Opin Emma April-Opin Kristine April-Opin O LARTY Karen April-Opin O LARTY Brandy April-Opin	Active Users In the active users list below you can click on an active user's name to view their details. You can use the icons to the right of their names to edit their details, email them directly, or delete their account from the system. Kristine Kolbus
Final Visual Design - Screenshot of the Schedule Page	► Leanne Nedeau Ø@0

Final Visual Design—Screenshot of the Schedule Page



Final Visual Design—Screenshot of the Users Page



Design Guidelines-Overview

When exploring, researching, and creating the visual design guidelines for RinTIn one thing was blatantly obvious—the visual design needed to reinforce and enhance the users positive experience when using the systems. Scheduling systems are intricate by nature, so creating very simple and traditional visual design elements was essential.

The RinTIn target audience consists of users with a large range in experience with the internet and technology—ranging from beginners to experts. The primary hurdle in visually designing the RinTin scheduling system was to accommodate users from both ends of the tech savvy spectrum. The system must be simple, intuitive, and fall in line with universal design patterns to accommodate all users. The visual design must encourage nontech savvy users to embrace the system, while keeping the highly tech-savvy user engaged through fresh and modern design.

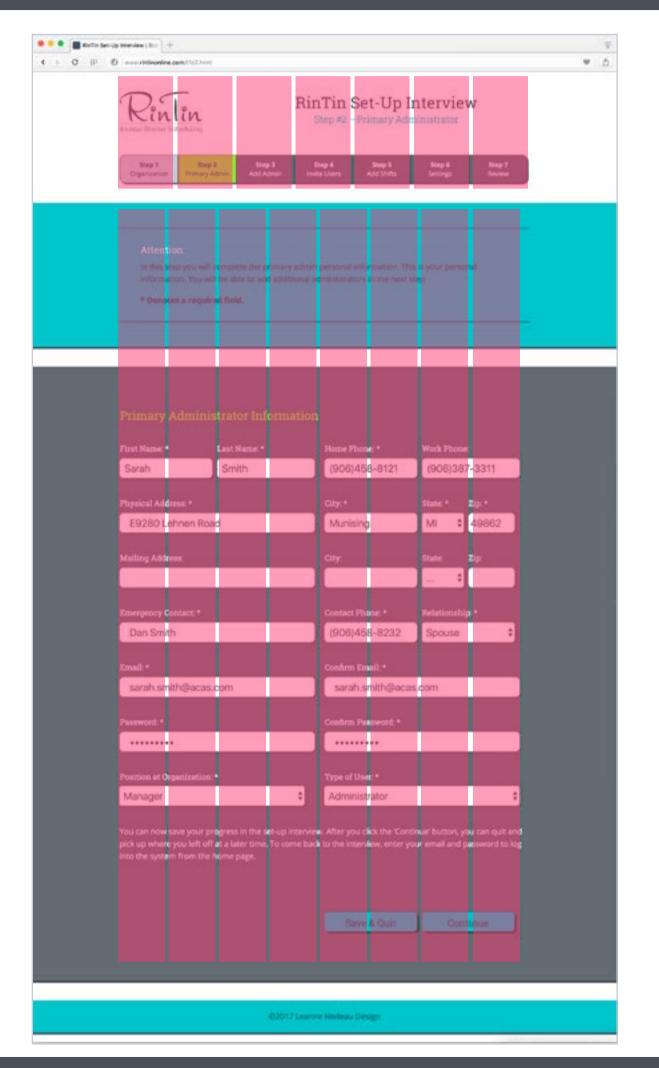
To overcome this hurdle the visual design guidelines for RinTin was developed around the KISS principle—"Keep it simple, stupid."

Keep it simple, stupid!

"The KISS principle states that most systems" work best if they are kept simple rather than made complicated; therefore simplicity should be a key goal in design and unnecessary *complexity should be avoided.*" (Wikipedia, n.d.)



Design Guidelines-Grid Structure



The grid structure for the header of the set-up interview pages is organized in seven columns. This is dictated by the seven steps of the set-up interview and the seven part progress indicator.

The grid structure for the body content of the set-up interview pages, the homepage, and the scheduling system is organized in an eight column grid. Each column is twelve and a half percent the width of their section containers. All forms within the setup interview—and within the scheduling system—contain input widths ranging from one to four columns (twelve and a half percent to fifty percent widths). Most of the content within the scheduling scheduling system (other than forms) are organized in two four-column grids, or fifty percent widths.

Although the RinTin scheduling system is optimized for desktop usage, the system does accommodate mobile devices and tablets with a minimum screen width of 320px. On mobile devices with screen widths less than 768 pixels all content is arranged in a one or two column grid structure where each column is fifty percent in width.

Table of Contents

Design Guidelines—Spacing

		p Mandaw (Re-) + 2 Attingation, com/11/2.1111				v	Ψ. Δ
20px —		Rintin		nTin Set-Up II Step #2 -Primary Adm			
40px —		Step 1 Department		Step 6 Step 5 vite Liters Add Shifts	Stop 6 Stop 7 Settings Review		
40px —							
40px —							
			If he able to add additional	in personal efformation. The administrators in the next of			
20px —							
80px —							
	L	Primary Admini	strator Informatio	n			
		First Name *	Last Name:*	Home Phone: *	Work Phone		
10 00	Г	Sarah	Smith	(906)458-8121	(906)387-3311		
40px —		Physical Address: *		City:*	State * Zip *		
		E9280 Lehnen Ro	ad	Munising	MI \$ 49862		
		Mailing Address:		City:	State: Zip		
			_				
		Emergency Contact.*		Contact Phone *	Relationship *		
		Dan Smith		(906)458-8232	Spouse -		
		Email *		Confirm Email *			
		saran.smithigacas	com	sarah.smith@acas	.com		
		Password *		Confirm Paseword *			
		Position at Organization Manager		Type of User: * Administrator	•		
				-			
80px —			fat a later time. To come ba		inae' button, you can quit and ur email and password to log		
				Save & Quit	Continue		
	1	5% Left and I	Right Padding	at Screen Wic	Ith of 1200 pixels —		

Main Section Widths and Padding

Vertical spacing is set based on multiples of ten pixels with a typical padding of twenty to forty pixels for the top and bottom of each section. The typical margin for the top and bottom of each section is twenty pixels. Some margins for smaller elements are based on the factors of ten pixels rather than multiples—including labels for inputs, and paragraph text.

Horizontal spacing is based on percentages to accommodate a mobile first, responsive design approach. Horizontal spacing is based on multiples and factors of five percent.

Screens Width Less than 768 pixels

- Width—80%
- Padding Left and Right—10%

Screens Width 768 pixels to 1249pixels

- Width—70%
- Padding Left and Right—15%

Screens Width 1250 pixels to 1439 pixels

- Width—60%
- Padding Left and Right—20%

Screens Width 1440 pixels and Larger

• Width—50%

Design Guidelines—Interactivity Points

Links

In the interest of a positive user experience and keeping in line with the KISS principle, all interactive points, including links and buttons will be clearly distinguishable from other content within the design. This will be accomplished through the use of the accent colors. Links will consist of a heavy font in an accent color.

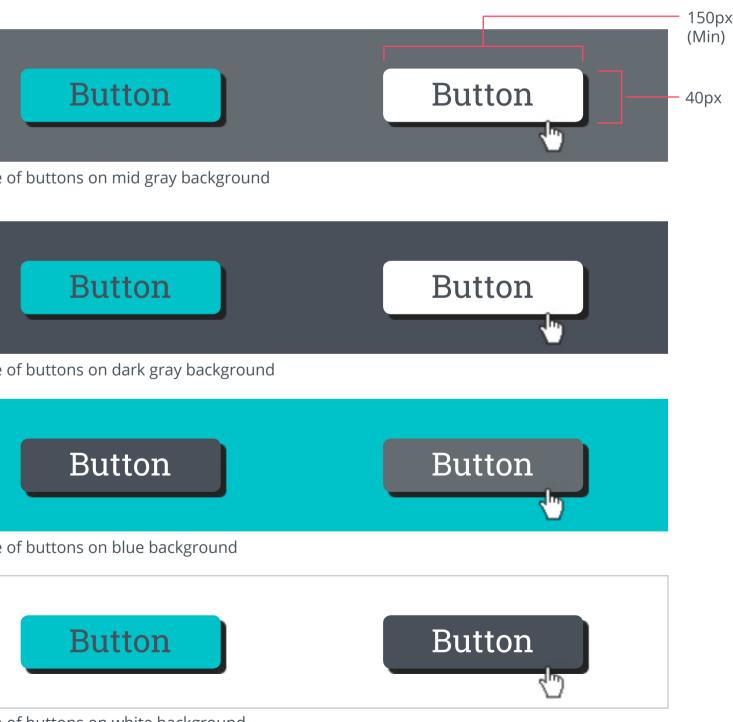
Buttons

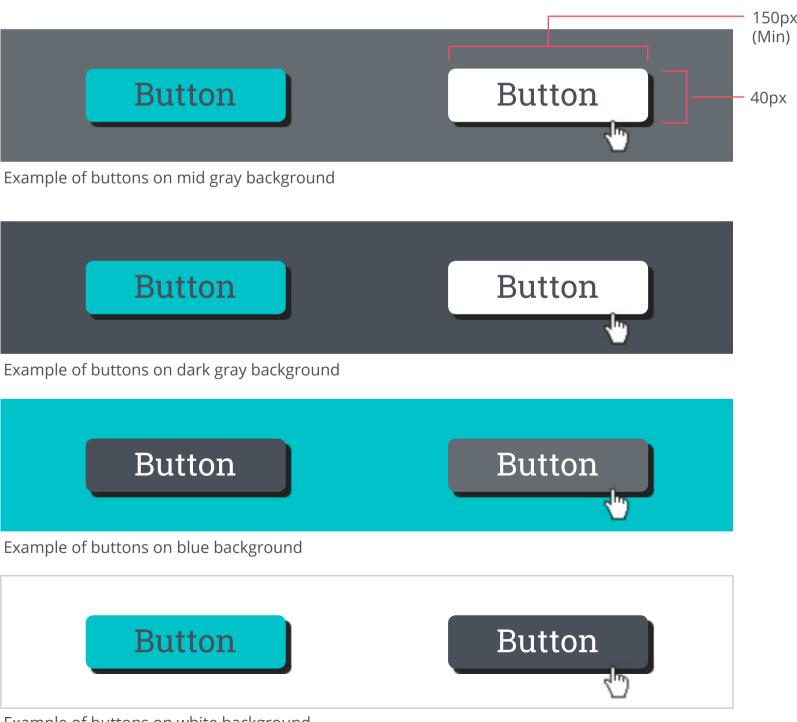
All buttons within the RinTin website and the RinTin Animal Shelter Scheduling system are very simple flat boxes with an 8px border radius, the blue accent background color, and a slight non-feathered box shadow. Buttons scale proportionately with browser width in alignment with the eight column design grid. The buttons have a minimum width of 150px and a consistent height of 40px. The text in the button is Roboto Slab Bold 1.2ems in size, regular weight (400) and in the dark gray color to provide the best contrast.

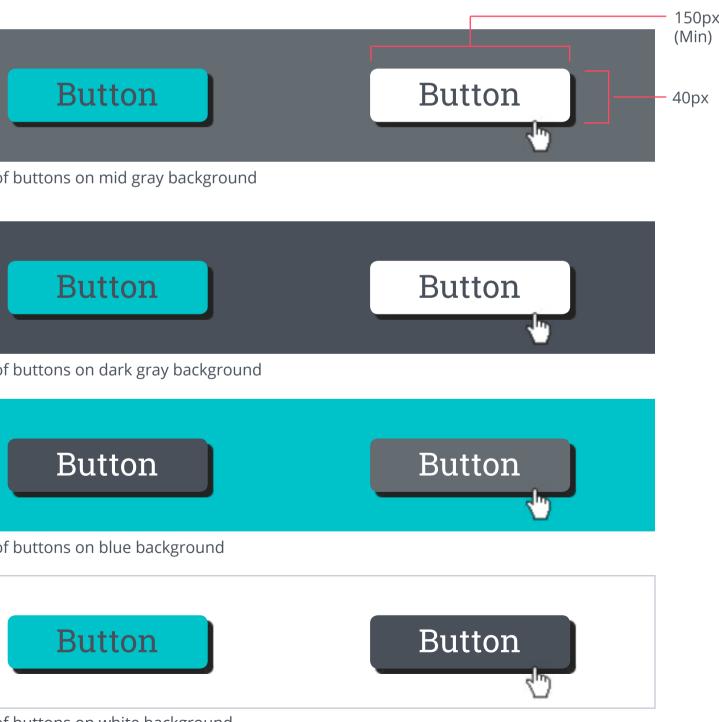
The styling of the button changes with a mouse hover. This change of styling will depend on the background color of the container the button is in. Within the RinTin home page, the setup interview pages, and the scheduling system pages there are four different container (section) background colors. Each of these container background colors have a different combination of button colors in default state and in hover state.

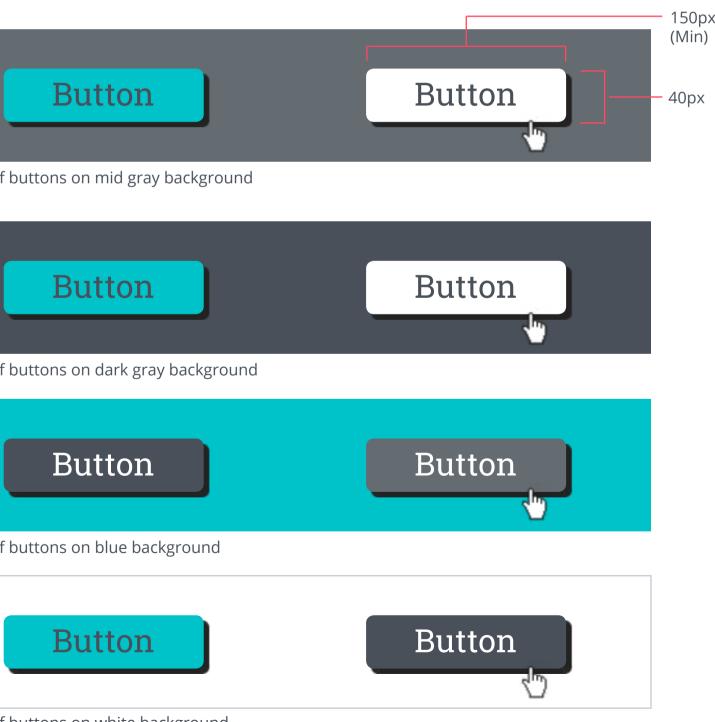
Paragraph. Open Sans Regular 16pt (1em), line height 24pt (1.5em). This is a link within a paragraph. Asin parumet adites qui uta sunt esendel mi, officiurist aut im sitassi tore con eumquos et hil ernatur acepern atatatur arum quae officiurist aut im sitassi to.

Example of paragraph text with text links within the text block









Example of buttons on white background

Table of Contents

Design Guidelines—Interactivity Points

Icons

Icons are another interactivity point in order to help users complete a task within the system, or to aid them if they are unsure of how to proceed with that task they are attempting to complete.

Icon Design

Icons are round in shape, and consist of several background color depending on the type of icon. The content inside the icon also ranges in color depending on the icon's background color. The icons within the system have are accent green and are a fixed height and width of 25 pixels. The icons within the scheduling calendar are accent pink in color and have a fixed width and height of 15 pixels. The social media icons within the footer scale in width and height based on the width of the screen. The social media icons are dark gray in color with white inside content.

Types of Icons

There are six icons that appear within the RinTin scheduling system—Add, Email, Close, Edit, Help, and Delete.

There is a pink icon within the Scheduling page. This icon draws attention to any empty shifts on the calendar.

The social media/ share icons consists of links FaceBook, Twitter, Instagram, and share.

System Icons





Email Icon



Close Icon



Edit Icon



Help Icon



Delete Icon



Attention Icon Example: Represent an empty shift on the calendar

Social Media/Share Icons



Add Icon Example: Add another user, shift, email invite, etc.

Example: Email a system user, directly through RinTin system

Example: Close/collapse an expanded details for a user or shift

Example: Click icon to edit a user's details

Example: Click icon to get additional information

Example: Remove a user or a shift from the system





Design Guidelines—Forms

Form Elements

Input forms play a significant role in the set-up and updating of RinTin Animal Shelter Scheduling system. Forms will consist of numerous inputs including text inputs, radio inputs, check-boxes, select/option dropdown boxes, text areas and submit buttons.

Text Inputs and Select/Option Inputs

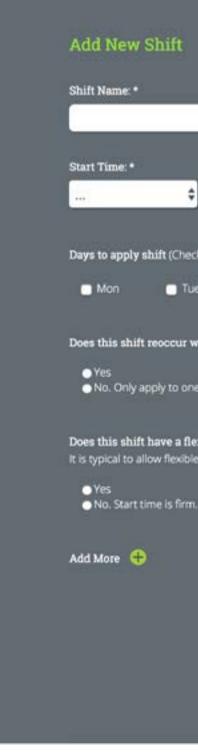
Text inputs and select dropdown boxes scale proportionately with the width of the screen and follow the eight column grid structure. These inputs will have a height of 40px, a border-radius of 8px, and a background color of white. These inputs have no border and a very narrow offset box shadow. The text inside of the inputs are Open Sans 18pt 1.3ems

Radio Buttons and Checkboxes

All radio buttons and check-boxes retain the standard properties set by the browser. The default styling is kept in order to stay in line with universally accepted design patterns and to keep the inputs easily recognizable.

Labels

The font of all labels is Roboto Slab with a size of 1em and regular weight (400). The color of the labels depends on the background color. The inputs have a bottom margin of 40px, which places it 40px above the next label.



	Type of Shift *		
		_	¢
End Time: •	Type of User: *	Date to Start: •	
		mm/dd/yyyy	
k all that apply) *			
e 💼 Wed 📑 Th	u 📄 Fri	🖸 Sat 🛛 🗖 Sun	
reekly?*			
e week.			
xible start time? * start times for daily volunteer shif	îts.		
	Save & Quit	Continue	٦
	Save a Quit	Commue	

Add New Shift form from the Set-up Interview (Step 5). This form displays all types of inputs utilized within the RinTin website and scheduling system.

Design Guidelines-Calendar Grid

Like all elements within the RinTin Animal Shelter Scheduling system, the scheduling calendar scales proportionately with the width of the browser screen. Due to the enormous amount of content that can be held within the calendar, the calendar for a mobile device is visually condensed down with only the most important information being immediately visible. (All information is available to the user by clicking on specific areas within the calendar.)

The calendar resembles a traditional print calendar grid. The body of the calendar contains white boxes for each date of the month. The date boxes have rounded corners and a small margin between one another of approximately (the left and right margins are .5%) 5px on each side of the date boxes, leaving a view of the dark gray negative space behind the boxes which create the grid lines of a traditional calendar. Date boxes at the beginning and end of the month that are not part of the displayed month are shown in the mid-gray as to signify the dates are not a part of the current month.

A calendar key is located underneath the calendar to help users understand what the color coded highlights and icons mean. The user can reach the key by scrolling down, or by clicking the help icon in the corner which will open a help box that contains a link to the calendar key at the bottom of the page.



screen width of 1200 pixels.

		Ju	ine	20	17					Next Mor
		vesday	We	doesday		Thursday		Priday		Seturdey
					Lisda Carman	1 tan-3pn San-3pn	Linda	2 Nam-12pm	Linda Carmen	3 Nam-12pm Nam-12pm
					Linda	April 2pm	Brandy	ipm-7pm	ħł.	6pm-7pm
5 Lin Car	da men.	6 9am-3pm 9am-3pm	Linda	7 9am-12pm 9am-12pm	Linda Carmen	8 Sam-Jam	Linda	9 Sam 12pm	Linda Carmen	10 9am-12pm
	011	6pm-Tpm	Greg	6pm-7pm	Linds	Spin 7 pm	Brandy	6pm-7pm	0	EMPTY
1	da :	13 Sam-3pm	Linda	14 9am-12pm	Linda	15 Sam 3pm	Linda	16 Sam 12pm	Linda	17 Barn-12pm
	ore maint	Nam-Spm	Carman	Bam-12pm	Carmen	lars-3pri	UPON	Serie 1 april	Carman	Barn-12pm
100	stine	4pm-7pm	Kareti	брт-7рт	Linda	Spriv-7pm	Brandy	6pm-7pm	10	6pm-7pm
	da	20 Barm Jpm	Linda	21 9am-12pm	Linda	22 tam-ten	Linda	23 Rem 13pm	Linda	24 Ram 12pm
	men	Nam-3pm	Carmen	Sam 12pm	Carmien	Sam-Jans			Carnet	9am-12pm
•	•	EMPTY	Greg	6pm-7pm	Lance	tipm Tpm	Brandy	6pm-7pm	0	EMPTY
10		27 9am-3pm	Linda	28 9am-12pm	Linda	29 tars-3pri	Linda	30 Serry 12pm		
	nime:	Barn-Juni	Carmen	Barn-12pm	Calmen	tars-Jpri tars-Jpri	LTOA	Sens return		
		IMPTY	Karen	6pm-7pm	0	IMPTY	Brandy :	6pm-7pm		

RinTin Animal Shelter Scheduling calendar view for June 2017 with simulated shifts and users on a

Design Guidelines–Calendar Content

There are normally multiple shifts on any given day, of which are different types of shifts—an employee shift, a volunteer shift, or an event shift. In order to designate and communicate the different shifts, as well as the shift status icons and background colors will be applied to the date boxes. Each calendar page will have a key in order to notify the user of what the background color coding and icons mean.

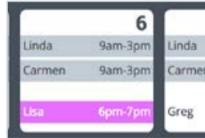
The system will notify the user currently logged into the system of the shifts that they are currently signed up for with a blue background accent color to highlight their name and shift.

Users can click on any shift listed on the calendar to see the shift details.

Empty shifts are listed with a pink attention icon next to the word EMPTY. Users click the icon in order to see details for the shift, assign a user to the empty shift (admin only), or sign up themselves.

Event shifts—example: fund-raisers— are filled by many users. Due to the lack of space within the date box, it is not feasible to list each of the user's signed up to work the event. Instead, users click the date in order to view shift listing for the day.





	7		8	2	9		10
	9am-12pm	Linda	9am-3pm	Linda	9am-12pm	Linda	9am-12pm
n	9am-12pm	Carmen	9am-3pm			Carmen	9am-12pm
	6pm-7pm	Linda	6pm-7pm	Brandy	6pm-7pm	0	ЕМРТҮ

RinTin Animal Shelter Scheduling calendar view focusing on different highlights and icons.

Design Guidelines-Calendar Mobile

RinTin Animal Shelter Scheduling is optimized for middle to large screen sizes, however, since mobile devices are so wide-spread RinTin also accommodates mobile screen widths down to 320 pixels—the width on an iPhone SE, which is one of the smallest screen widths on market of the popular smartphones.

The calendar view on mobile devices is quite different due to the size restriction. RinTin's mobile calendar view does not display any shift information immediately on the calendar. Instead the calendar grid has color coded highlights to designate user shifts, empty shift, pending shifts, and event shifts.

To access shift details, the user taps on the date they are inquiring about. The user is greeted with a pop-up box containing a list of shifts links that are scheduled for the selected day. Each of the shift links will direct the user to the selected shift details. The process for signing up for a shift, approving a pending shift, and manually filling a shift is the same as the desktop process from this point on.



RinTin Animal Shelter Scheduling calendar view for June 2017 on a screen width of 375 pixels.



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		Jur	ie 20	017		
	м	т	W	Th	F	S
				1	2	3
	5	6	7	8	9	10
	12	13	14	15	16	17
	19	20	21	22	23	24
	26	27	28	29	30	

RinTin Animal Shelter Scheduling Calendar Key for the mobile calendar view.



Table of Contents

Proof of Concept

Task1—Complete the Set-up Interview	150
Task 2—Add a User to a Shift	162
Task 3—Approve a Pending User	169

To link to a page click the page title or page number

Task 1—Complete the Set-up Interview

Complete the Set-Up Interview

User Story - Administrator Task

Sarah, an animal shelter manager, is tired of having to track down volunteers for confirmation on their monthly schedule. Sarah is in charge of writing out the monthly schedules and is wasting a lot of time trying to contact volunteers. Sarah has researched what RinTin has to offer, and has decided to sign-up for the scheduling system and complete the set up interview.

Primary Actor—Sarah, an animal shelter manager

Supporting Actors—System, mobile device, tablet or computer, internet connection

Goal—Register the organization with RinTin and complete the set-up interview

Stakeholders—Animal shelter volunteers, directors and staff

Precondition—Sarah is on her computer, she is online and is on the RinTin Home Page

Trigger Condition—Click the 'Register Now' link, or the 'Sign Up' link

Ending Condition—Set-up interview complete and user reaches the Administrative Dashboard

Task 1—Complete the Set-up Interview



RinTin Home Page User Actions:

1. Sarah can click the 'Register Now' link under the log in form, or the 'Sign Up' link from the main navigation bar.

• Both of these actions would successfully initiate the Set-Up Interview process.

Table of Contents

Complete the Set-Up Interview

Task 1—Complete the Set-up Interview

O P 0		
	Rinlin Thank You for your Interest in *	
	Qualifying Question 1 of 2	
	Before we begin, there are two qualifying questions to determine how to proceed with your new account.	
	Are you an authorized administrator of your shafter organization? Administrator status is typically reserved for shefter managers, shefter staff, directors, or if personnel.	
	O res	
	Centin	

Complete the Set-Up Interview

Qualifying Question 1 of 2

After clicking the 'Sign Up' link, Sarah sees a pop-up window appear containing qualifying question 1 of 2 asking, "Are you an authorized administrator of your shelter organization?"

User Actions:

- chooses 'Yes'.

1. Sarah is an authorized administrator of her shelter so she

2. Sarah then clicks the 'Continue' button.

Task 1—Complete the Set-up Interview

•••• • • • • • • • • • • • • • • • • •		v
	Rinlin Thank You for your Interest in *	
	Qualitying Question 2 of 2	
	Before we begin, there are two qualifying questions to determine how to proceed with your new account.	
_	Does your organization already have an established account with RinTin? Onio Ves	
_	Continu	

Complete the Set-Up Interview

Qualifying Question 2 of 2

After clicking the 'Sign Up' link, Sarah sees a pop-up window appear containing qualifying question 2 of 2 asking, "Does your organization already have an established account with RinTin?"

User Actions:

1. Sarah knows her organization does not have an account with RinTin, so she chooses 'No'.

2. Sarah then clicks the 'Continue' button.

Task 1—Complete the Set-up Interview

3

4

and the second se	bet tal interview (the) +				* 0
	Rinlin	Rin	nTin Set-Up I tep 41Organization	nterview	
	1949 1 Stop 2 Digitization Processy Admin	Step 3	Nap 4 Nap 5 Na Lines Add Solits	Bag A Bag 7 Satirys Barras	
	Attention This set up interview will take progress and come back to the changed anytime in the cyto * Denoces a required field.	reals in latter, "There			
	Organization Informat	ion			
	Organization Name * Alger County Animal Shelt	er -	Abbreviation:	Established *	
	Address *		city.*	State * Zip *	
	510 E Munising Ave		Munising	MI \$ 49852	
	Phone.* Pase		President.*	Pres. Phone *	
	(906)387-4131 (906)	387-4132	Kristine Kolbus	(123)456-7890	
	Legal Structure of Organization. * 501c Non Profit				
	Sole Non Prolit	·			
_	Day.* Open.*	Close.*		(Optional)	
	Monday \$ 9:00/	12:00F0	# of Employees:	0-5 \$	
	Tuesday \$ 9:00/	3:00910	# of Volumeers:	16-20	
	Wednesday \$ 9:00A	12:00F \$	# Dogs/Mon:	11-15	
	Thursday \$ 9:00/	3:00P10	# Cata/More:	16-20 \$	
		12:00F	# Other/Mon:	0-5	
	and the second diversion of th	V\$ 12:00F\$	# Dog Adopt/Men:	6-10 \$	
	Sunday \$ 9:00/	12:00f \$	# Cat Adopt/Mos:	16-20	
	Add More Hours 👄		# Other Adopt/Mon.	0-5 \$	
			Cancel	Continu	

Complete the Set-Up Interview

Set-Up Interview Step #1

After answering the qualifying questions, Sarah is directed to the first step of the set-up interview. She is presented with a progress bar showing her she has seven steps to complete, and an "Attention" box with an explanation of approximately how long the set-up interview will take to complete, and give an overview of the process. Sarah also sees input form to complete for organization information.

User Actions:

- input forms.
- section.
- set-up interview.

Table of Contents

1. Sarah inputs in the required organization information in the

2. Sarah then inputs the daily hours of operation.

3. Sarah chooses to complete the optional 'Size of Organization'

4. Sarah clicks the 'Continue' button to progress to Step 2 of the

Task 1—Complete the Set-up Interview

and the second se	Birlin Seriag Hervers I III	ت ب
	Rinlin	RinTin Set-Up Interview Step #2 Primary Administrator
	Titep 1 Titep 2 Organisation Primary Admin	Step 3 Hosp 4 Direp 5 Hosp 6 Hosp 7 Al Admin Institu Users And Shifty Settings Review
		er primary admin personal information. This is your personal additional administrators in the next step
	Primary Administrator li	
	Sarah Smith	(906)458-8121 (906)387-3311 City * State * Zig *
	E9280 Lehnen Road	Munising MI \$ 49862
	Melling Address	City: State: Zip:
	Energency Costact.* Dan Smith	Contact Phone: * Felationship: * (906)458-8232 Spouse \$
	sarah.smith@acas.com	Centina Email.* sarah.smith@acas.com
	Password *	Conderns Passaword.*
	Position at Organization: *	Type at User: *
	Manager You can now save your progress in th	e set-up interview. After you click the Continue' button, you can gut and
	pick up where you left off at a later th into the system from the home page.	me. To come back to the interview, enter your email and password to log
		Seve & Coll
		02017 Laanne Medelau Design

Complete the Set-Up Interview

Set-Up Interview Step #2

After completing the first step and clicking 'Continue', Sarah is directed to the second step of the set-up interview—the primary administrator information page. The 'Attention' box on this page tells Sarah to enter her personal information as the primary administrator.

User Actions:

- set-up interview.

Table of Contents

1

1. Sarah inputs her personal information required in the primary administrator information in the input forms.

2. Sarah clicks the 'Continue' button to progress to Step 3 of the

Task 1—Complete the Set-up Interview

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	Rintin	RinTin Set-Up Interview	
		ap 3 Bag 4 Bag 5 Bag 5 Bag 7 Adver suble Lowes Add Stifts Sectorys Barries	
	uners in order to safe guard again You will set up a temporary peop	Ditioned admini usains. There needs to be a minimum of 3 agrees ntrain admini Solt aut, You can add up to 5 admini usain, word for each additional admini usain. The admini usain will be net account ingen credentials. You can add, edit, or disable admini	-
	Additional Administrator	5	
	First Name * Linda Email *	Lest Name: * Johnson Confirm Email: *	
	Inda@acasonine.org	linda@acasonline.org Confirm Paraword *	
	Position * Manager	Type of User. * Administrator	
	First Name * Kristine Email *	Last Name * Kolbus Confirm Email *	li Li
	kristine@acasonline.org	kristine@ecasonline.org Confirm Paseword *	
	Pusition.* Director	Type of User: * Administrator \$	
	Add More	Seve & Colt	
		82017 Laurine Riedeau Design	

Complete the Set-Up Interview

Set-Up Interview Step #3

After completing the second step and clicking 'Continue', Sarah is directed to the third step of the set-up interview—additional administrators information page. The 'Attention' box on this page tells Sarah there is a minimum of 3 (including herself) required administrators to prevent account lock-out. Sara is instructed that these additional administrator users will be notified via email with a list of their login credentials and a link to follow in order to complete their account set-up.

User Actions:

- additional administrator.
- set-up interview.

Table of Contents

1. Sarah inputs the personal information required for the first

2. Sarah inputs the personal information required for the second additional administrator.

3. Sarah clicks the 'Continue' button to progress to Step 4 of the

Task 1–Complete the Set-up Interview

			т Ф. Ф.
	RinTin RinTin	n Set-Up Interview Step #4 - Invite Upers	
	Step 1 Step 2 Step 3 Step 4 Organization Primary Admin Add Admin Index User	Heg 5 Ship 6 Ship 7 Add Strifts Sectings Review	
	Alteration In this steps you will nonite user. Overs will be sent a look over registers for an account their account will be place will read to approve all new sizer accounts will no refer to anoocasted with your organization accessing your white The step in NOT required. You can inside users at angli	ed letto a statuar of pending. An administrativ safe guardi against unert what are net mattos shared within the system.	
-	Invite Users		
1 -	Lisa Fr	Name Iolcomb e of User: skunteer ¢	
2 —	Patrick. H	Nene Augenard Kel Over Nunteer \$	
L		i Marra adler	
3 —		e of Dier Nunteer C	
	EDDITISANNA Red	Save & Cuit	

Complete the Set-Up Interview

Set-Up Interview Step #4

After completing the third step and clicking 'Continue', Sarah is directed to the fourth step of the set-up interview—invite users. The 'Attention' box on this page tells Sarah that this is not a required step and that she can invite users later in the system. Sarah chooses to invite three users.

User Actions:

- invite.
- invite.
- invite user inputs.
- invite.
- set-up interview.

Table of Contents

1. Sarah inputs the personal information for the first user

2. Sarah inputs the personal information for the second user

3. Sarah clicks the 'Add More' icon, which reveals a third set of

4. Sarah inputs the personal information for the third user

5. Sarah clicks the 'Continue' button to progress to Step 5 of the

Task 1—Complete the Set-up Interview

5

••• •	To be La Intente (In-) +	
< 1 Q 1		* 0
	Rinlin RinTin Set-Up Interview	
	Base 1 Base 2 Snep 3 Base 4 Base 5 Base 5 Organization Terminary Admin Add Admin Smith Users Add Strift Smith Users	
	In this step you will add and set up shifts for the schedule. You can always will, add or delets shifts later in the system.	
	* Demotes a required field.	
	Add New Shift	
	Shift Name * Type of Shift.*	
	Night Volunteer \$	
	Start Time: * End Time: * Type of User: * Date to Start: *	
	6:00PM \$ 7:00PM \$ All \$ 0670172017	
	Days to apply shift (Check all that apply) *	
	🔸 🗴 Mon 🗴 Tue 🖉 Wed 🔮 Thu 🔮 Fin 🖉 Sat 🖉 Sun	
	Does this shift reoccus weekly?*	
	Yes ● No. Only apply to one week.	
	Does this shift have a Beable start time? *	
_	It is typical to allow flexible start times for daily volumeer shifts.	
	 No. Start time is firm. 	
	Add More 🕤	
	Save & Cuit Continue	
	82017 Laarma Riedeau Design	

Complete the Set-Up Interview

Set-Up Interview Step #5

After completing the fourth step and clicking 'Continue', Sarah is directed to the fifth step of the set-up interview—add new shift. The 'Attention' box on this page tells Sarah that this is the step to add new shifts to the system to allow users to sign up for. This step requires at least one new shift, but the 'Attention' box notifies Sarah that she can add additional new shifts later in the scheduling system.

User Actions:

- week.

- set-up interview.

Table of Contents

1. Sarah inputs the shift details including the shift name, type of shift, the start and end times, types of users that can fill the shift, and the date to begin the new shift.

2. Sarah chooses to apply this new shift to every day of the

3. Sarah selects that the shift will reoccur weekly.

4. Sarah chooses that the start time for this shift is flexible.

5. Sarah clicks the 'Continue' button to progress to Step 6 of the

Task 1—Complete the Set-up Interview

	II D vectorementation V (
	RinTin Set-Up Interview	
	Dage 1 Storg 2 Storg 3 Storg 4 Storg 5 Storg 5 Storg 7 Organization Heimary Admin Add Admin Ender Users Add Storbs Storg 5 Storg 7	
	Alteration In this step you will shoose the system settings. These settings will determine system functionality. These settings can be charged at any some while the system. NOTE: Each user will have user	
	proferences. These settings are priversal and will enable or disable series system features. * Devoces a required field.	
	System Settings	
_	1. Notify user automatically via email of their shift approval/denial? *	
	No Ves (Recommended)	
	2. Allow users to cancel shifts online that they are scheduled for?*	
	 No, users must contact a shelter employee or administrator to cancel a shift Yes, must be at least 2 weeks prior (14 calendar days) to shift 	
	Yes, must be at least 1 week prior (7 calendary days) to shift (Ferrometerstind)	
	 Yes, must be at least 3 days prior to shift Yes, must be at least 24 hours prior to shift 	
	Yes, no time stipulation 3 days prior to shift (NOT Recommended)	
	 Notify administrator users—via email and dashboard notification—of empty upcoming shifts?* (Check all that apply) 	
	No. do not notify adminuser of an empty shift INOT Recommended ;	
	These mostly administeer at least 2 weeks prior to an empty shift. 2 Yes, motify administeer at least 1 week prior to an empty shift Percentimentical	
	Yes, restily admin user at least 3 days prior to an empty shift	
	Yes, restify admin user at least 3 days prior to an emoty shift	
	Yes, notify admin user at least 3 days prior to an empty shift Ves, notify admin user at least 24 hours prior to an empty shift //non-mended Notify volunteer users—via email and dasbboard notification—of empty upcoming shifts?*	
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	 e. e. e	

Complete the Set-Up Interview

Set-Up Interview Step #6

After completing the fifth step and clicking 'Continue', Sarah is nearing the end of the set-up interview and is directed to the sixth step of the set-up interview—system settings. The 'Attention' box on this page tells Sarah that this step will allow her to choose settings that will determine how the system will function and that these settings can be changed at any time.

User Actions:

- system functionality.
- set-up interview.

Table of Contents

1 —

1. Sarah chooses which options she would like to apply to the

2. Sarah clicks the 'Continue' button to progress to Step 7 of the

Task 1—Complete the Set-up Interview

	the second s	0 minantes (1 [+	401 .			т Ф. ф.	
		Rintin	R	inTin Set-Up Step #7 – Re			
			ing J Bep 3 add Adress (Bag 4 Bag 3 Invite Livery Apat Solits	Bog 4 Bog 7 Sellings Benne		
		has to over ledit	you will review all of the data this that can be distant if info the information entered wit	matter within that ancho	n needs to be corrected. You		
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1 —		Org Name Org Name Abbreviation: Established: Address Ory State Zip Phone Pas Legal Structure President Pre	Alger County Animal Sheter ACAS OSOT/1064 STOTE Muniping Ave Mi 49602 6000007-4131 6000007-4132 SOTC3 Non-profit Nostine Kalbus (1234/06-7000	Monday: Tuesday: Wednesday: Thursday Friday: Saturday: Saturday: Saturday: Biosployees: # Volumteers: # Dogs In/Mon: # Cata In/Mon: # Other In/Mon: # Cata In/Mon:	944412944 94443944 94443944 944413944 944413944 944412944 944412944 944412944 944412944 945 16-20 05 6-10 16-20		 Gap indicates review content not pictured, which would be visible through vertical scroll on the website.
		2. Allow users to cape 3. Notify admin users	all associationally of shift app of shifts colline?		Edit (2) Yes, Yes, 1 Week Yes, 1 Week & 24 Hours Yes, 2 Weeks & 24 Hours		
L			e20171-0	Save & Child	Trade C		- 2

Complete the Set-Up Interview

Set-Up Interview Step #7

After completing the sixth step and clicking 'Continue', Sarah is reaches the final step of the set-up interview and is presented with a review page. The 'Attention' box on this page tells Sarah that this step will allow her to review all information entered in the previous 6 steps and explains how to make any necessary changes.

User Actions:

Table of Contents

1. Sarah reviews all information in each section, and is happy to discover everything has been entered correctly.

2. Sarah clicks the 'Finish' button to complete the set-up interview and be directed to the Administrator Dashboard.

Task 1—Complete the Set-up Interview

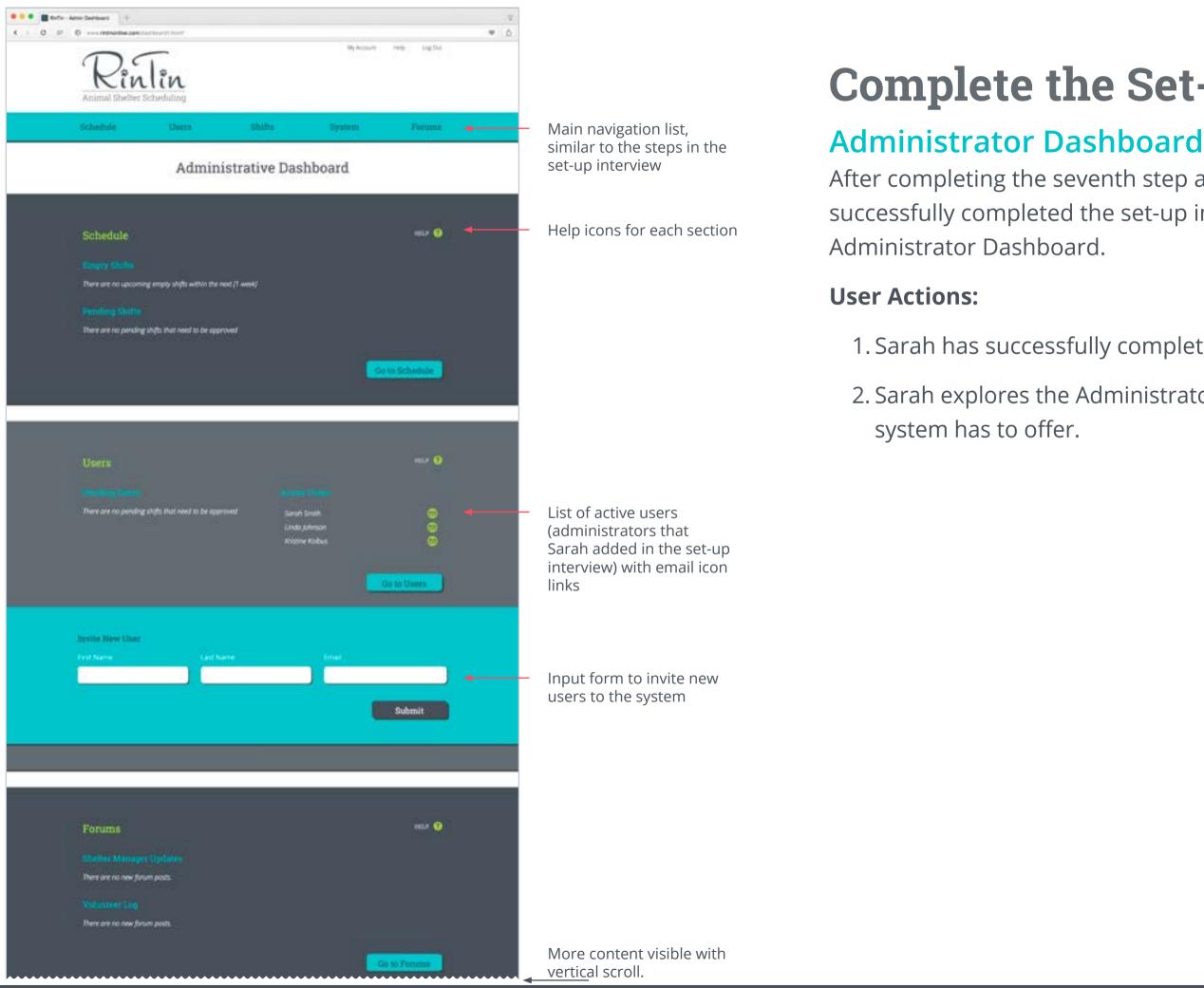


Table of Contents

Complete the Set-Up Interview

After completing the seventh step and clicking 'Finish', Sarah has successfully completed the set-up interview and is directed to the

1. Sarah has successfully completed the task.

2. Sarah explores the Administrator Dashboard to see what the

Task 2–Manually Add a User to a Shift

Manually Add a User to a Shift

User Story - Administrator Task

Linda, an animal shelter manager, was contacted by Ed Davis—a regular volunteer and an active RinTIn system users. Ed tells Linda his computer is broken and he is unable to sign up for a volunteer shift. Ed asks Linda to sign him up for the Night Volunteer Shift on June 10, 2017 at 6:00PM. Linda agrees and goes to RinTin's home page to begin the task.

Primary Actor—Linda, an animal shelter manager

connection

at 6:00PM

Ed Davis

Home Page

calendar.

- **Supporting Actors**—System, mobile device, tablet or computer, internet
- **Goal**—Manually add Ed Davis to the Night Volunteer Shift on June 10, 2017
- **Stakeholders**—Animal shelter volunteers, directors and staff, specifically
- **Precondition**—Linda is on her computer, she is online and is on the RinTin
- **Trigger Condition**—Enter log in credentials and click 'Login' button
- **Ending Condition**—Ed Davis successfully added to the Night Volunteer Shift on June 10, 2017 at 6:00pm. Linda sees his name on the June 2017

Task 2–Manually Add a User to a Shift



Manually Add a User to a Shift **RinTin Home Page**

User Actions:

- Dashboard.

1. Linda types in her email and password to the login form. 2. Linda clicks the 'Login' button to log into the Administrator

Task 2–Manually Add a User to a Shift

Rînlîn	New Bare Bare Ny Account Hereit Log Chit	Manua
Animal Shelter Scheduling Schedule Addmin	Shifts Bystem Forums	Administra After Linda log to the Adminis
Schedule	HELP 😧	User Actions:
Empty Shifts. There are no upcoming empty shifts written the n	ect/1 week] 1	1. Linda click
Evending Shifts	Tue, 06/19/17 Tue, 06/19/17 Thur: 06/29/17	• Linda to Sch Admir her th
Users	HELP 😡	
Sector generation and a sector of the sector	Kristine Kubus IIII Keanne Nedezu IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	
	Go to Users	
Invite New User Foundarie Law M	ine Enal	

More content visible with vertical scroll.

Table of Contents

ally Add a User to a Shift

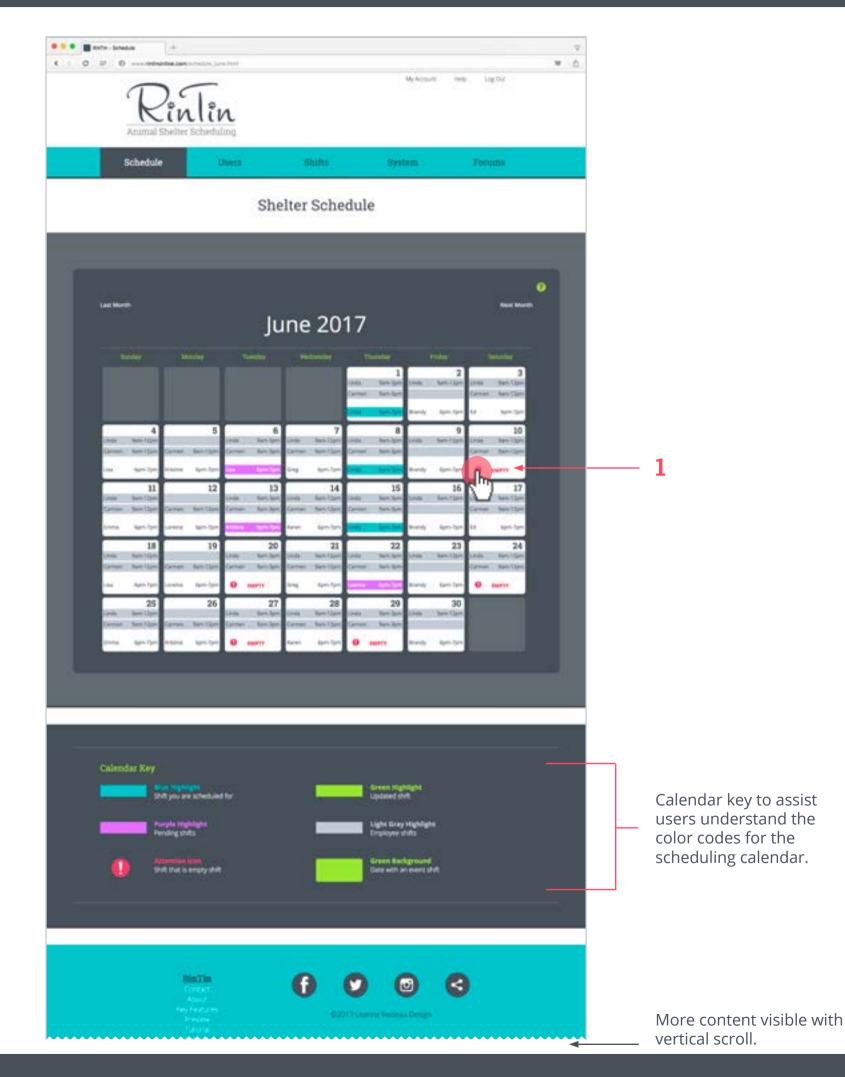
rator Dashboard

logs into the RinTin scheduling system, she is directed nistrator Dashboard.

icks on the 'Schedule' link from the main navigation.

da could have also chosen to click on the 'Go Schedule' button in the Schedule section of the ministrator Dashboard page. This would have given r the same result.

Task 2–Manually Add a User to a Shift



Manually Add a User to a Shift **Schedule Page**

After Linda clicks on the 'Schedule' link from the main navigation, she is directed to the Schedule page. The Schedule page defaults to the current month—June 2017, which is the month she needs to access to complete this task.

User Actions:

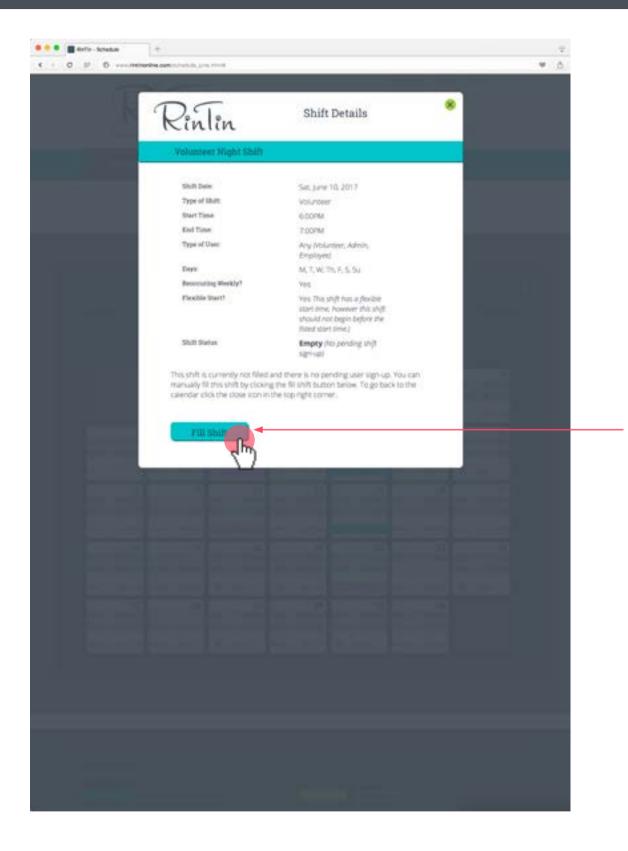
- sign up for.
- of June 10, 2017.

Table of Contents

1. Linda refers back to the note she jotted down while on the phone with Ed to confirm the date and shift he wanted to

2. After verifying the date and shift—Night Volunteer Shift on June 10, 2017, Linda clicks on the "Empty" link in the date box

Task 2–Manually Add a User to a Shift



Manually Add a User to a Shift

Shift Details

After Linda clicks on the 'Empty' link from the June 10th date box in the June 2017 calendar, she is presented with a modal popup that lists out the selected shift details. Linda would like to continue the task to manually add Ed to this shift.

User Actions:

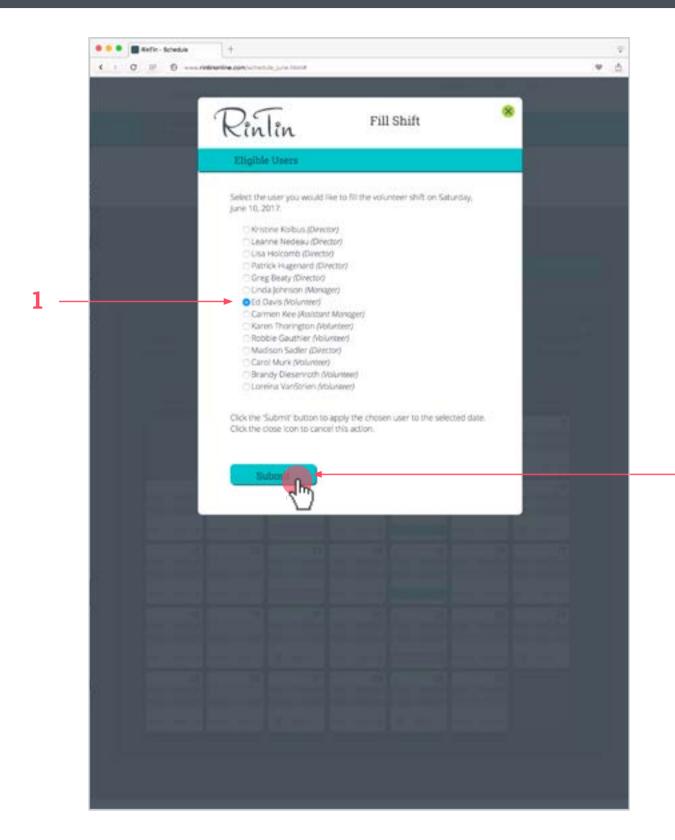
shift.

Table of Contents

1. Linda quickly looks at the shift details and clicks the 'Fill Shift' button to continue the task of adding Ed to his requested

Task 2–Manually Add a User to a Shift

2



Manually Add a User to a Shift Fill Shift — Eligible Users

After Linda clicks on the 'Fill Shift' button she is presented with a second modal pop-up. This modal has a two step progress indicator, and a list of users who are eligible to fill the shiftbased on the type of user allowed to fill this particular shift.

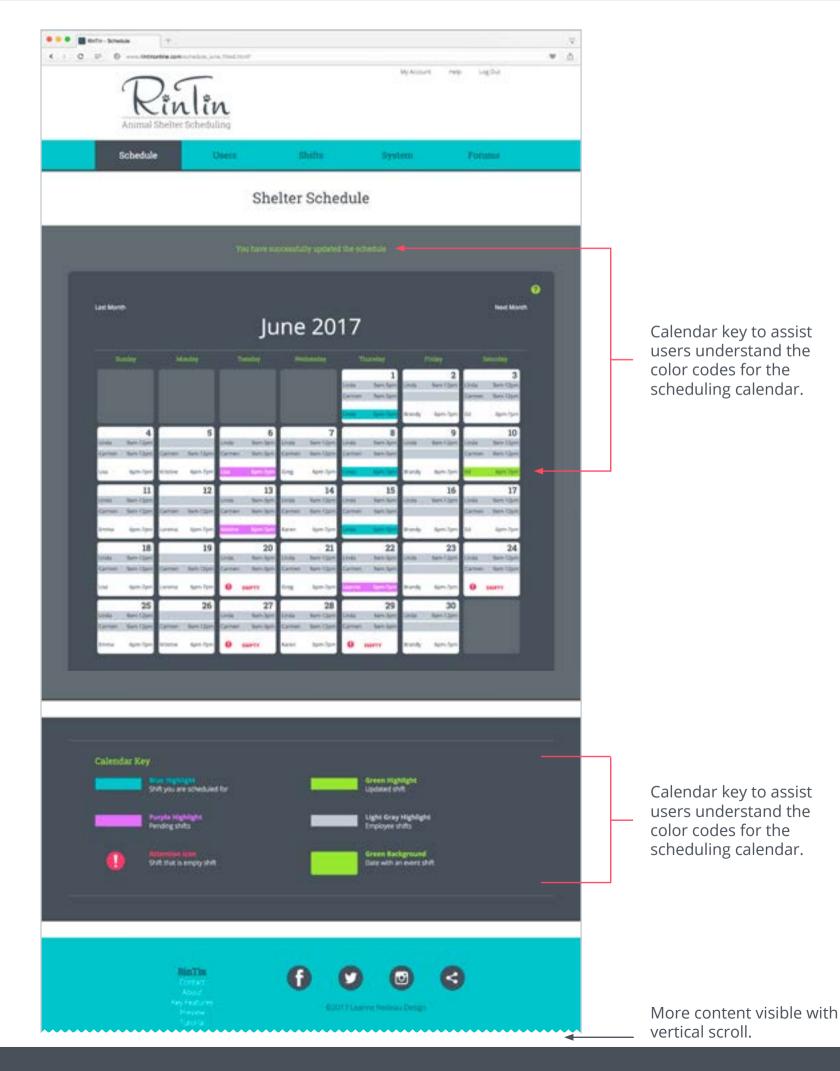
User Actions:

- button to select him.

1. Linda finds Ed's name from the list and clicks on his radio

2. Linda clicks the 'Continue' button to proceed to the second step of the fill shift process—the confirmation.

Task 2–Manually Add a User to a Shift



Manually Add a User to a Shift

Schedule Page

After Linda clicks on the 'Finish button she is redirected back to the Schedule page displaying June 2017.

User Actions:

- successful change.

Table of Contents

1. Linda has successfully completed the task.

2. Linda is notified of the newly filled shift through two cues—a written message at the top of the calendar, and Ed's name is now listed on the Night Volunteer shift on June 10, 2017 and is highlighted in green to visually notify the user of the

Task 3—Approve a Pending User Account

Approve a Pending User Account

User Story - Administrator Task

Kristine, a director of an animal shelter, is an administrative user on her shelter's RinTin account. Kristine has a friend, Stella Boyak, who is a volunteer at the shelter. Stella has recently signed up for a volunteer user account and is currently listed as a pending user in the system, awaiting an administrator's approval. Kristine would like to approve Stella's pending account so she can begin using the RinTin system.

Primary Actor—Kristine, an animal shelter director and RinTin administrator for her shelter

Supporting Actors—System, mobile device, tablet or computer, internet connection, Stella Boyak

Goal—Approve Stella Boyak's pending user account

Stakeholders—Animal shelter volunteers, directors and staff, specifically Stella Boyak

Precondition—Kristine is on her computer, she is online and is on the RinTin Home Page

Trigger Condition—Enter log in credentials and click 'Login' button

Ending Condition—Stella Boyak's user account is approved. Her name is no longer listed on the Pending User list and is now listed on the Active Users list.

Task 3—Approve a Pending User Account



RinTin Home Page User Actions:

- Dashboard.

Approve a Pending User Account

1. Kristine types in her email and password to the login form. 2. Kristine clicks the 'Login' button to log into the Administrator



Task 3—Approve a Pending User Account

Animai Shelter Sc	heduling				
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	Administrativ	ve Dashboard			-
Schedule			185.0 Q		
Empty Shifts					
	empty shifts within the next (1 week)				
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Leanne Nedeou			Thur, 06/22/17		
			Go to Schedule		
				-	
Users			me O		
Stela Control		Kristine Kolbus Learne Nedeau	000		
U		Lise Holosmb Potnick Hugenand			
		Greg Beaty Drubs Johnson	00		
		Ed Davis Carmen Kite Karen Thorington	0000000000		
		Robble Gouther Machion Sader	ě		
		Carol Murk Brandy Dieserrath	ě		
		Loreina VanSarien	0		
			Go to Users		
Invite New User					

After Kristine logs into the RinTin scheduling system, she is directed to the Administrator Dashboard.

User Actions:

- list and clicks on her name.

ntent visible with vertical scroll.

Table of Contents

Approve a Pending User Account

Administrator Dashboard

1. Kristine looks to the Users section of the Administrator Dashboard page and sees Stella's name in the Pending Users

• Kristine could have clicked on the 'Users' link from the main navigation, the 'Go to Users' button in the Users' section, or the name of any of the pending users. All if these actions would act in the same way-directing the user to the Users page.

1

Task 3—Approve a Pending User Account

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Schedule Users Shifts	System Poruma
Users	
Pending Users Click on a pending user's name to review their pending account (and been the accessed process.
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tents track	embrucefJillmal.com
G Manually Add a New Over	
Isvite New User	
First Name Last harte	
	Submit
Active Users	
In the active users list below you can click on an active user's nan right of their names to edit their details, email them directly, or o	
 Kristine Kalbus 	000
► Leanne Nodeau	000
► Liss Holcomb	
🖛 Loreina VanStrien	000
-	
RiaTin 😭	

Users Page

After Kristine clicks on Stella's name from the Administrator Dashboard Pending User list she is directed to the Users page.

User Actions:

1. Kristine looks at the Pending User section and sees Stella's name listed and clicks on it.

Gap indicates additional content not pictured, which would be visible through vertical scroll on the website.

Table of Contents

Approve a Pending User Account

Task 3—Approve a Pending User Account



Approve a Pending User Account

Review Pending User—New User Details

After Kristine clicks on Stella's name from Pending User list on Users page she is presented with a modal pop-up to review the pending user. The pop-up contains a two step progress bar indicating she will need to review the user's details and set user's permissions.

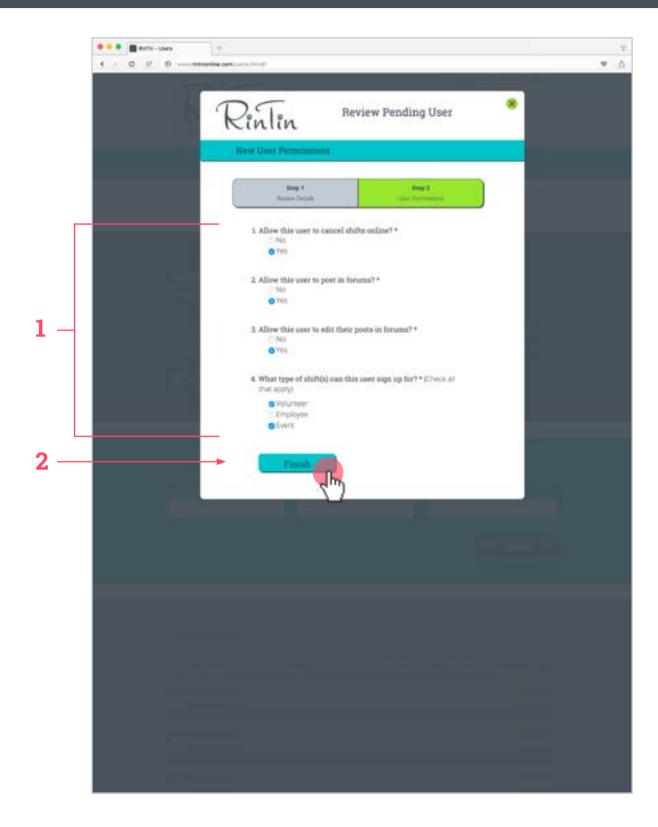
User Actions:

1. Kristine looks through Stella's account details.

2. Kristine reads the instructions and the note at the bottom of the page warning to only approve users that are recognized as active members of the organization.

3. Kristine recognizes Stella as an active volunteer at her shelter and clicks the 'Continue' button.

Task 3—Approve a Pending User Account



Approve a Pending User Account

Review Pending User—New User Permissions

After Kristine clicks on the 'Continue' button in the first step of the user approval process, she is presented the second step of the user approval process in a second modal pop-up. The second pop-up offers several user permission options for the selected new user.

User Actions:

- Stella's new user account.

1. Kristine clicks on the permissions she would like to set for

2. Kristine would like to complete the new user account approval process and clicks on the 'Finish' button and is redirected back to the Users page.

Task 3—Approve a Pending User Account

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Rinlin Animal Shelter Scheduling	Ug Acimung Pariji	ug Du	
Schehule Users	Shifts System Por	ruma	
	Users		
Pending Users Clock on a pending user's name to review the	ir pending account and begin the approval process.		Written cue that the
	active user. You can now are this user in the active users list.	een C	user's account has b successfully approve
Manually Add a New User			
Invite New User			
First Name Last N	ana (mai)		
	Submit		
Active Users			
In the active users list below you can click on	an active user's name to view their details. You can use the icons: all them directly, or delete their account from the system.	is the	
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Users Page

After Kristine clicks on the 'Finish' button in the second step of the new user account approval process she is redirected back to the Users page.

User Actions:

- below her name.

Table of Contents

Approve a Pending User Account

1. Kristine has successfully completed the task.

2. Kristine is notified of the successful approval through two cues—a written message in the Pending Users section, and Stella's name is now listed in the Active Users section. Kristine clicks on Stella's name and her details are expanded



Technical Process

Table of Contents

Project Form	177
Technology Used	178
Project Data Flow	180
Technical Specifications	181
Technical Experiments & Solutions	183

To link to a page click the page title or page number



Project Form

RinTin is an online scheduling application. RinTin is optimized for desktop usage—screen widths of 1024 pixels or greater however, it is a fully responsive application that accommodates screen widths from 320 pixels and above. RinTin was developed with a mobile first design approach to streamline the transition of screen widths smoothly.

The fluidity of RinTin's grid structure was written from scratch with numerous breakpoints using @media queries within the CSS styling. The traditional breakpoint—480 pixels, 768 pixels,1024 pixels, 1200 pixels—were used as a guideline. However, several additional breakpoints that were added wherever appropriate to provide a consistent viewing experience across the various screen widths of devices that are currently on the market, and to accommodate as many users as possible.

As mentioned above, RinTin's website was developed with a minimum width of 320 pixels. Although there are devices with screen widths less than 320 pixels, 320 pixels was chosen for two reasons. (1) 320 pixels is the portrait width of an iPhone 5, 5s, and SE, which is one of the narrowest screen widths of mobile

devices currently on the market. (2) Viewing the RinTin system on a device with a smaller width would not provide a positive user experience due to the intensive intricacies required of a scheduling system. Depending on the specific page requirements the various breakpoints include 375 pixels, 480 pixels, 600 pixels, 768 pixels, 830 pixels, 1024 pixels, 1250 pixels, 1440 pixels, and 1920 pixels wide.



Technology Used

Languages and Technologies

RinTin was developed with both client-side and server-side languages and technologies.

HTML5

HTML is the structural backbone to the RinTin system and was written using the **Sublime Text** text editor.

SCSS (CSS)

The styling for the RinTin system was written using SCSS in the **Sublime Text** text editor. The SCSS was loaded into the **CodeKit** application and was compiled into the CSS format. SCSS was used for the convenience of assigning variables for font-families and colors, as well as for its ability to streamline nested rules.

JavaScript and jQuery UI

JavaScript was used for user interactivity throughout the RinTin system and was written using the **Sublime Text** text editor. JavaScript, in combination with CSS, was used to show and hide specific HTML classes upon user interactivity. Some examples of this include the help dialog sections, the modal pop-ups, and the different header and navigation views based on screen width.

PHP, AJAX and JSON

The RinTin system relies heavily on user inputs from forms. PHP, JSON, AJAX, and JavaScript all work together to take data input by the user and place it into a specific table within the MySQL database tables. These languages also work together to retrieve specified pieces of data within database tables and display it for the user within the browser.

MySQL

MySQL database tables—which were created using the **PHP MyAdmin** system—provide a space for user input data to be stored and later retrieved on a server. The RinTin system utilizes numerous database tables: user login credentials, organization information table, administrator table, active users table, pending user table, shifts tables, etc. Much of the data stored within these tables is gathered through the user inputs of the set-up interview process; however, the administrative user can also update, delete or create new information within the database tables, using the RinTin system.

Technology Used

Open Source Utilities

jQuery UI

jQuery v. 1.12.4 jquery.com and jQuery UI v. 1.12.1 jqueryui.com

The jQuery UI was used to show, hide, and toggle portions of the RinTin website based on screen width, or user interaction and inputs.

jQuery Validation Plugin

v. 1.16.0 https://jqueryvalidation.org

jQuery Validation Plugin was used to require a specific radio button selection in the qualifying questions before proceeding with the set-up interview, and to validate that the user inputs in the confirm email and confirm password input boxes match the email and password inputs, respectively.

Code Validation

Each week during the development process HTML and CSS files were regularly checked for errors within the code. ALL HTML and CSS code was run through the W3C Markup Validation and W3C CSS Validation Services.

Technical Process

Project Data Flow

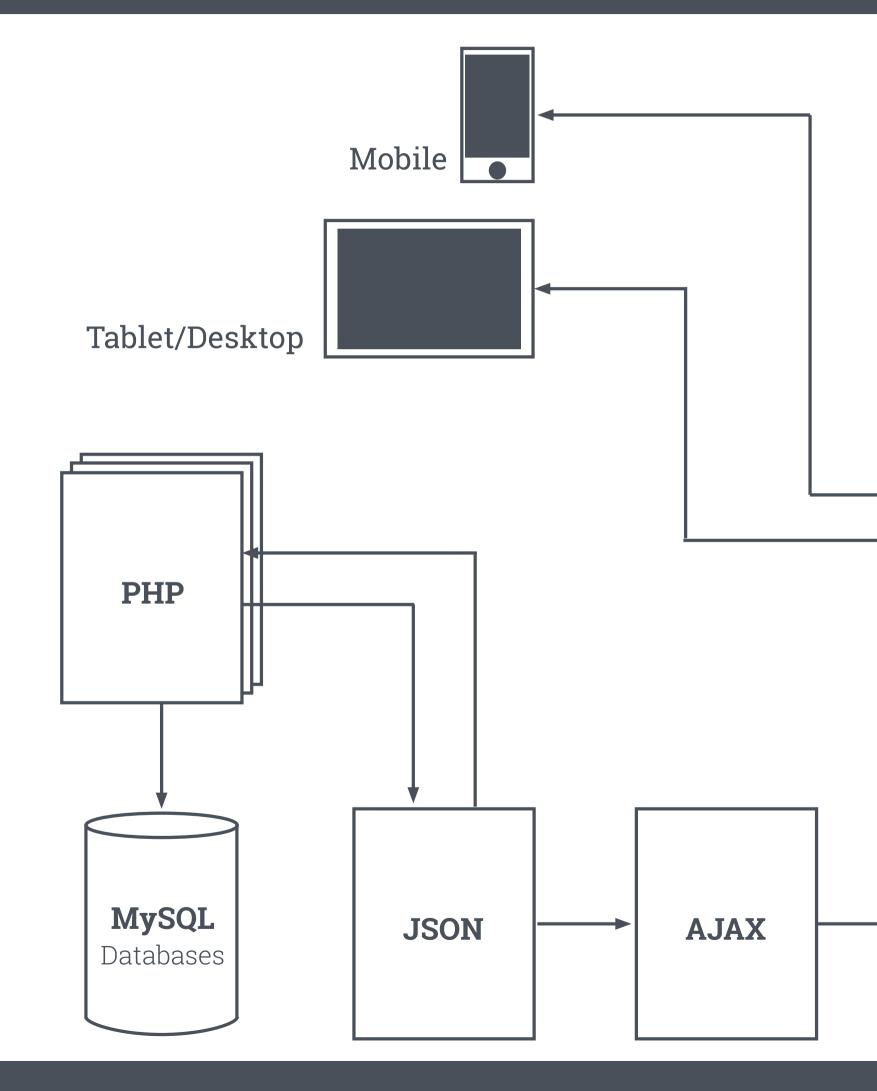


Table of Contents



Technical Specifications

Optimized User Experience

Hardware

The RinTin system was built using an iMac 27" running MacOS Sierra v. 10.12.4.

During the entire development process the RinTin system was regularly tested on several devices. The following devices were used to test the RinTin system:

- MacBook Pro 15" running OS X Yosemite v. 10.10.5
- iMac 27" running MacOS Sierra v. 10.12.4
- Lenovo 15.6" laptop running Windows 7.1
- Dell Latitude 15" laptop running Windows 10 Pro v. 1703
- iPad Air2 9.7" iOS v.10.2.1
- iPhone 7 iOS v. 10.2.1
- Samsung Galaxy S6 Edge Android 4.1 JellyBean

Browser

Similarly, there were also numerous browsers regularly used in testing the RinTin site. This was done in an interest to make sure all visual and functional aspects of the site remained consistent across various browsers. The following browsers were used to test the RinTin site:

- Safari v. 10.1
- Opera v. 43.0.2442.1165
- Chrome v. 57.0.2987
- Firefox v. 51.0.1
- Internet Explorer 11
- Safari Mobile
- Chrome Mobile
- Firefox Mobile
- Opera Mini

Technical Specifications

Internet Connection

RinTin requires an active internet connection to visit and use the scheduling system. RinTin contains very few graphics and images, of which all have a small file size. The inclusion of numerous images was done to allow for quick load times and to avoid distracting the user in an already visually intensive scheduling system. Most image files within the system are icons. During most of the development process the RinTin site was tested using a high-speed internet connection of 100/20 Mb/s on laptop and desktop computers—Chrome's Developer Tools calculated the load speed of the RinTin homepage to be approximately 159ms¬.

At the beginning of the development process consideration was given regarding slower internet connections; however, it wasn't until about half way through the development process that research revealed a way to emulate a slow internet connection using Chrome Developer Tools. (Kishore, 2016) To test the load speed across the RinTin system, three representative pages were chosen to test: Step 1 of the Set-up Interview, the Administrator Dashboard, and the Schedule page.

No Throttling

WiFi (2ms, 30Mb/s, 1

DSL (5ms, 2Mb/s, 1/0

Regular 4G (20ms, 4Mb/s, 3

Good 3G (40ms, 1.5Mb/s,

Regular 3G (150ms, 750kb/s

Good 2G (150ms, 450kb/s

Regular 2G (300ms, 250kb/s

* Information gathered using Chrome Develop Tools Network Tab. During this research the cache was disabled as if the user was loading the page for the first time. Each page was loaded three times at each speed and an average time was recorded.

Page Load Speeds

	Set-Up Step 1	Admin Dashboard	Schedule (Calendar)
	394ms	460ms	648ms
5Mb/s)	412ms	538ms	669ms
0Mb/s)	1.46s	2.18s	2.11s
Mb/s)	855ms	1.17s	1.16s
, 750kb/s)	1.94s	2.73s	3.11s
s, 250kb/s)	3.92s	5.55s	5.49s
s, 150kb/s)	6.62s	9.21s	9.15s
s, 50kb/s)	11.74s	16.71s	16.48s

Technical Experiments and Solutions

Modal Pop-Ups

During the RinTin usability and visual design process, it was decided that RinTin would utilize modal pop-up windows within several places of the website. However, there was a lack of knowledge on exactly how to create the pop-ups and make them function properly.

Solution

At the beginning of the development process there was experimentation with jQuery and CSS, which ended up solving the problem. The first step of the solution was to visually style how the pop-up looked. The desired effect was to have the popup container overlay the existing page information as well as darken out the existing page with a slightly transparent "curtain." To achieve this there was a div container added with a 100% page-width, an RGBA background color, an absolute position and a large z-index declared to pull the container in front of the existing page. The actual pop-up window was placed within this "curtain" div container and positioned in the center of the page using widths and margins (percentages). All textual and graphic content was then placed within the pop-up window.

The next step was to hide the modal pop-up upon the page loading, which was done using the CSS display property of none.

After hiding the modal pop-up, jQuery UI hide/show came into play. Clicking on a specified HTML element, the user would trigger the show jQuery function revealing the modal pop-up. (The user can close the modal pop-up through the click of the 'Close' X in the top right hand corner, which basically completes this process in reverse—hides the pop-up.)

After the hide/close functionality of the modal pop-up was solved, the next step was how to progress from one pop-up to another upon the click of a mouse. This was also completed using the hide/show jQuery UI functions. When a user clicks on a 'Continue' button within the pop-up window it triggers the show function for the next modal pop-up and hides itself using the hide function.

Initially there were issues with this progression from one modal pop-up to the next. All the buttons were listed as input[type=submit] rather than input[type=button]. Since most of the pop-up window buttons did not actually need to submit any data to the server, they could easily be changed in input[type=button]. After making this simple change, the progression through several modal pop-ups began to work seamlessly.

Technical Experiments and Solutions

Form Validation

After solving the problem of the modal pop-up design and functionality, it became evident through the creation of the Qualifying Questions in the Complete the Set-up Interview task that there was another issue than needed to be solved. The RinTin new account set-up qualifying questions determine if the user is an authorized administrator of their organization and whether their organization already has an established RinTin account. Both qualifying questions are presented in a modal popup independently from one another as to act as a progression through the qualifying questions. Each qualifying question popup provides a small form with radio buttons to choose 'Yes' or 'No' that need to be answered properly to proceed with the setup interview.

Solution

The solution to this problem was the jQuery Validation Plugin provided by jqueryvalidation.com. The jQuery Validation Plugin made it possible to require users to select 'Yes' to the first qualifying question—Are you an authorized administrator of your shelter organization?—to proceed to the second qualifying question, and select 'No' to the second qualifying question— Does your organization already have an established account with RinTin?—to proceed to the first step of the set-up interview. jQuery Validation only allows the user to proceed if they answer the questions correctly, if they do not answer the questions correctly the user is met with an error message notifying them that they are not able to continue the set-up interview process.

Research of the jQuery Validation Plugin revealed that this tool could solve another issue facing the RinTin set-up interview. Steps 2 and 3 of the set-up interview require the user to enter in email addresses and passwords for themselves and additional admin users. To decrease the likelihood of a typo error, the email and password input fields are accompanied by confirm email and confirm password input fields. However, without being able to verify that the two input fields match, the purpose of having confirm fields is pointless. The jQuery Validation Plugin offered a solution for this problem as well with just a few lines of code.

Technical Experiments and Solutions

Server Side Coding vs. CMS

During the brainstorming phase, RinTin was initially going to be developed using a content management system—more specifically Drupal. It was not until after the first UX Group Directed Study course during the summer of 2016, that the realization of how limiting the use of a CMS would be. Coding the server side languages from scratch offered much more control over the appearance and functionality of the RinTin Scheduling system.

Solution

It was during a telephone conference with Fred McHale—the Online Director of the Web and New Media Department at the Academy of Art University—that these details were discussed and a plan was hatched. Mr. McHale suggested enrolling in WNM369 Web Tech 4 as a directed study course, which was an undergraduate course focusing on PHP, MySQL and other server side coding languages that Mr. McHale would be instructing.

Web Tech 4 was taken during the fall semester of 2016 and is where all server side coding required for the development of RinTin was learned. The content of this course focused on using PHP to communicate with MySQL Databases—pushing and pulling information to and from database tables and then displaying that information within a browser using HTML and CSS. During the RinTin development process it became very clear this was the correct decision. Choosing to code the server side languages from scratch allowed for the flexibility to completely customize the RinTin system to the exact specs that were required according to the user experience design and visual design specifications established within those respective group directed study courses. This flexibility would not have been possible using a content management system.



Table of Contents

Project Conclusion	187
Project Reflection	188
Highlights of DS Journal	194

To link to a page click the page title or page number



Project Conclusion

Animal shelters are distinctive organizations, unlike any other save homeless shelters. Animal shelters are usually small, non-profit institutions whose labor force primarily consists of numerous volunteers and one or two employees or managers. Since animal shelters provide care for living beings it is required that there are at least two shifts every single day—one in the morning and one at night. These numerous shifts require quite an elaborate scheduling process. Typically, the volunteer scheduling process is written out manually by a shelter manager or administrator. Coordinating the personal and work schedules of even ten volunteers to complete one month's volunteer schedule is tedious and wastes a lot of time. Since most shelters have part-time employees only, spending so much time creating volunteer schedules is not only inefficient, it is not an effective use of the employee's limited time on the clock. This wasted time could be better spent directly interacting with, and caring for, the homeless animals residing in the shelter.

RinTin Animal Shelter Scheduling provides a solution to the problem of wasted time spent on manually creating volunteer schedules. RinTin offers animal shelter administrators and volunteers online access to an interactive monthly volunteer scheduling system. Volunteers can login to the RinTin system and sign up for volunteer shifts that fit their schedule, as well as use the calendar to check when their next shift is scheduled. Administrators can set up new shifts, approve new users, approve new shift sign-ups, oversee all aspects of the volunteer schedule, and manually override any aspect of the system including manually adding and removing users to a shift. Both volunteers and administrators can communicate with other users of the RinTin system through online forums and through emails sent directly through the system. RinTin offers animal shelter organizations a streamlined solution to volunteer scheduling and communication, saving them precious time and resources.

Project Reflection

Challenges

The major challenges arose during every stage of the design and development process of RinTin. During the ideation and brainstorming phase coming up with an idea proved difficult. There were a lot of ideas on the table, but knowing which idea to try to move forward with was challenging. The idea originally chosen was basically a website redesign for a local animal shelter organization with a small portion of the idea focusing on volunteer scheduling system. The scope of the project was the hardest thing to get a handle on at this phase of the process. The original idea was rejected during the first Midpoint Review, and it was suggested to narrow the scope of the project down significantly and focus on a shelter volunteer scheduling system. Initially this was a major blow to the ego and confidence. After thinking on it a while, a new viewpoint emerged that this new more focused topic would be a much more exciting task to accomplish. This new project with a narrowed scope was approved upon the first resubmission and work on the project could begin and the excitement began.

During the first semester after the thesis proposal was approved, work on the project began. In the summer of 2016 the RinTin project usability research and design went underway. The major challenges faced during this semester was the abbreviated time frames in which the modules needed to be completed. At the end of the summer semester it was clear much additional work needed to be completed when it came to usability design for the RinTin project.

The fall of 2016 semester brought the beginning phases of visual design. Visual design posed its own challenges. So many color palette choices, typography choices, design element and feature design choices, composition choices, and figuring out how to best apply a visual design to enhance the usability of the system left a feeling of being overwhelmed. To overcome this hurdle, each decision was made along a linear timeline that was created during the visual design group directed study course.

Project Reflection

Challenges (Continued)

The technical process also brought some very broad and specific challenges. Once the usability design had been preliminarily nailed down it became clear that using a content management system—as had been planned—was not going to offer the flexibility required with such functionality. This posed a challenge, if not using a CMS, how else could the RinTin project be developed, and what languages would be required? After considering all the options it was decided to proceed with coding the RinTin system from scratch using both client-side and server-side coding languages. Choosing to code the RinTin system from scratch presented its own challenges, since there was only minimal server-side coding experience. To get a handle on this daunting challenge an undergraduate course was taken that focused on server-side coding and databases. This course provided ample experience with server-side coding and MySQL databases through weekly coursework that could also apply to the RinTin project.

Understanding how coding languages work and making them work are two totally separate things. When the development phase began, this became evident. Once most of the front-end coding had been completed, there were several challenges that came into play. First was how to handle form validation. Trying to figure out how to implement the jQuery Validation Plugin was a challenge within itself, and required the assistance of a very gracious professor. Setting up the PHP and having it successfully communicate with the database tables and client was also a very significant challenge. To overcome this challenge much research was completed along with referencing back to old course notes and discussion boards from the undergraduate course taken as a directed study focusing on server-side languages. This was probably the most difficult challenge of all throughout the entire RinTin design and development process.

Project Reflection

Successes

For all the challenges faced, there were many moments of small and large successes that made all the challenges feel beyond worth it. The first major moment of success throughout the RinTin design and development process was receiving the proposal approval. Coming off the devastation of not being approved in the initial review, the resubmission approval left a feeling of bliss and excitement—not just for passing, but for having a project idea that was exciting to pursue and was going to present a major challenge. Problem solving is a passion, and this project would definitely provide ample opportunities for that passion.

The next major success came during the break between summer and fall semesters of 2016. It was during this off-time that the refined and detailed list of user case scenarios was made, along with detailed task flows which resulted in a well-organized information architecture and a firm understanding of how each of the pages within the project would interact and overlap one another. Beginning the fall 2016 semester this hard work paid off and acted as a foundation for all work completed that semester during the user experience design and visual design group directed studies courses. Once the use case scenarios were narrowed down to three tasks, a detailed content inventory was completed and acted as a guide to build out wireframes for each page within each task. Being able to look through all forty task flows, the detailed content inventory lists, and wireframes and know that the hard work was paying off was an unbelievable feeling. This detailed work of usability design was one of the largest successes throughout the process.

The visual design group directed study course offered a share of its own successes. Visual design has always been a weakness in previous projects. The largest success within the visual design process was achieved using a detailed timeline that was created at the beginning of the semester. The timeline was a success in itself, as it provided a detailed list of deadlines for specific tasks to be completed—inspirational mood boards, project naming, project logo, project color palette, type hierarchy, form design, calendar design, and ultimately a detailed visual design guideline to follow. A specific success within the visual design guidelines was the color palette—it offered a wide brightness range and accent colors that could be applied as a background color and to type. The accent colors are highly saturated, however not so saturated as to make it hard on the eyes to read as text or as a background color. Finding this combination of colors was a large success.

Project Reflection

Successes (Continued)

When the final semester was approaching and no code had been written, anxiety sunk in as to whether one semester was enough time to completely code out the entire project. Fortunately, with a lot of long hours and hard work one semester proved to be enough. Once the front-end coding was completed a prevailing feeling of excitement and bliss once again surfaced. Clearly the hard work in previous semesters working out the important details of usability and visual design proved effective. Based on the plan in place from all this prior work and research, coding the project proved to be quite a smooth process.

A success section would not be complete without touching on the RinTin project as a whole. This thesis project process provided clear evidence of all the relevant skills learned though the Web and New Media Master of Fine Arts program at Academy of Art University.

Project Reflection

Skills Gained through Key Process Stages

Research

Much experience and knowledge was gained during the research process of RinTin, as well as other projects completed at Academy of Art University. First of all, how to conduct research and gather information—whether it be client research, competitive research or design research. Learning what information is relevant to a project at hand and how to narrow down that information and apply it effectively is a very beneficial skill for design projects and can carry over to many aspects of life.

Usability Design

The knowledge that the entire usability design process was learned. Usability is everything. It is amazing how usability design can make or break web projects, products, and services. The experience gained in usability design makes it very easy to point out whether usability was a consideration during a project or product development. Specifically, the thesis project has taught how to begin usability research—target audience research, mind mapping, developing use case scenarios, creating task

flows, building a content inventory, designing wireframes, and conducting usability testing sessions. The thesis project has also taught when to conform to web standards and how to use visual design to help aid the usability experience specifically for the target audience.

Visual Design

The skills learned throughout the visual design process are numerous. These skills include finding inspiration, developing a successful color palette, making wise typography choices including hierarchy, legibility, and successful type pairings, developing a logo or logotype, creating a grid structure, and successfully designing web design elements such as buttons, links, and form inputs. The major skill that sticks out as the most important is how to use all the design decisions and apply them in a way to help guide the user through the intended flow of the web pages through use of areas of contrast—whether it's size contrast, brightness contrast, or hue saturation contrast. The human eye is pulled toward these areas of contrast which guides the natural eye flow throughout the page. The ability to design a web page that guides the users eye to the desired areas in a desired order is a very important skill.

Project Reflection

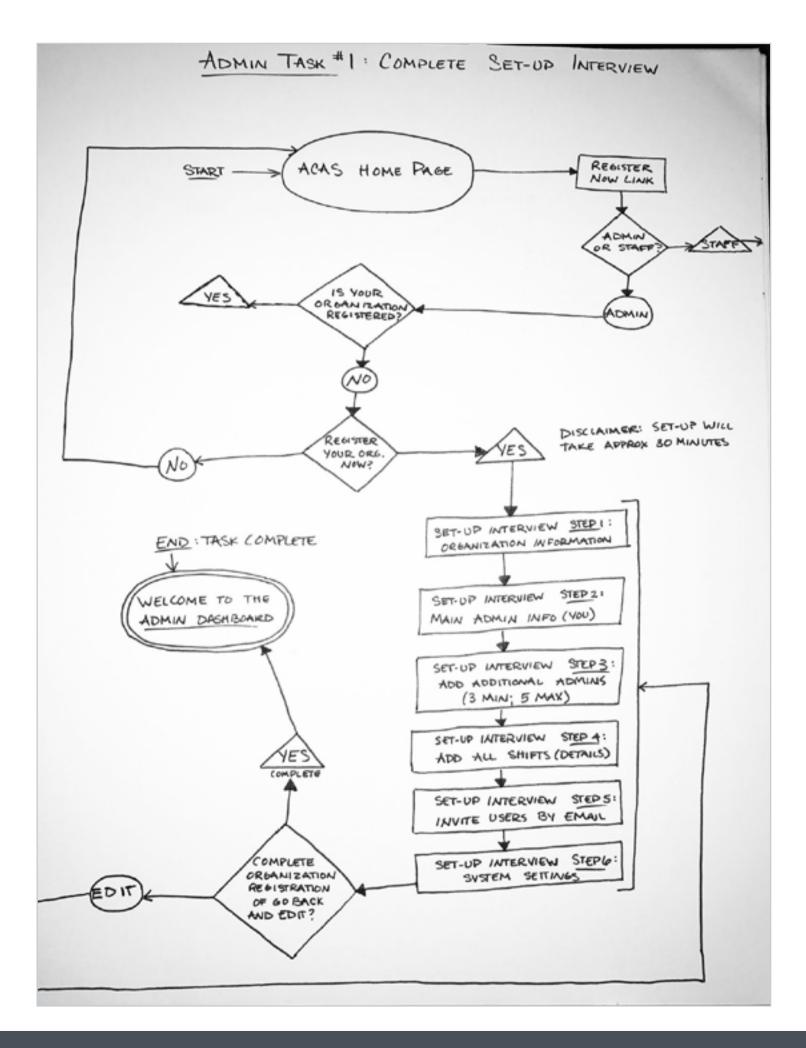
Skills Gained through Key Process Stages (Continued)

Development

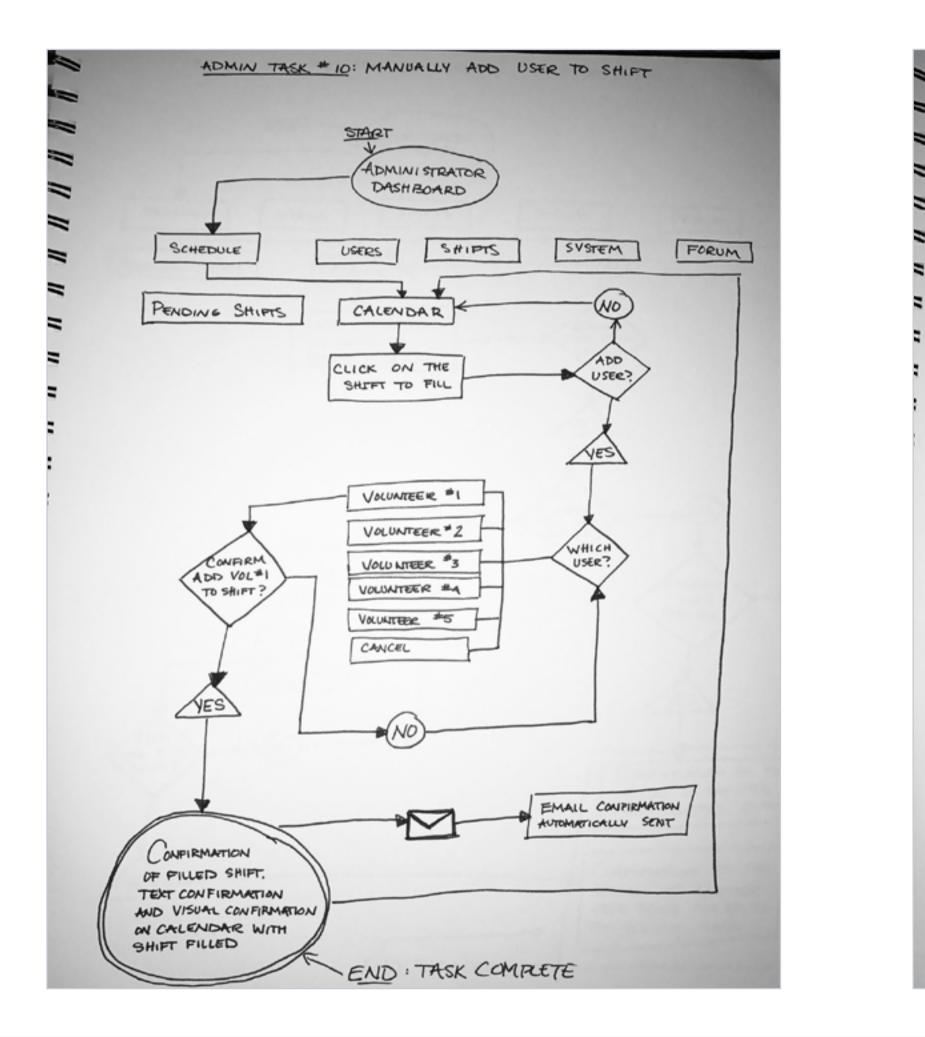
The technological skills gained through the RinTin project are incredibly important since it utilizes both server-side and clientside languages. The understanding of all these languages in combination with MySQL databases opens a huge door of opportunity in the field of development. The RinTin project contains several types of pages—home page, modal pop-ups, set-up interview pages, dashboard, users page, and schedule page including a calendar. Each of these pages uniquely tested the knowledge and skills learned through the Master of Fine Arts program at Academy of Art University. It was upon the completion of the RinTin project that it became very clear that the skills needed to write and utilize all the languages and technologies learned—HTML, CSS (SCSS), JavaScript (jQuery), PHP, JSON, AJAX, and MySQL—had been attained. It also became evident that if there was an issue that could not be readily solved with previous knowledge that there was a wealth of knowledge and open source resources through a few clicks of a computer keyboard. The skill of knowing how to effectively use resources to be self-reliant is one of the most important skills to be learned.

Highlights of Directed Study Journal

All preliminary task flows, content inventory lists, and wireframes were drawn by hand before being translated into refined digital versions. The following images were scanned from a drawing pad and serve as examples of the hand-drawn usability work completed during the summer and fall of 2016.

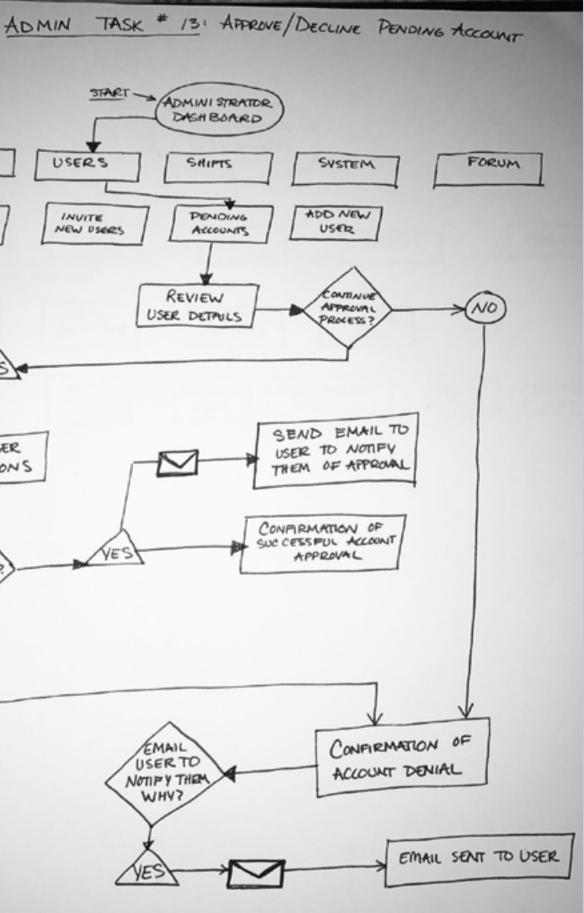


Highlights of Directed Study Journal



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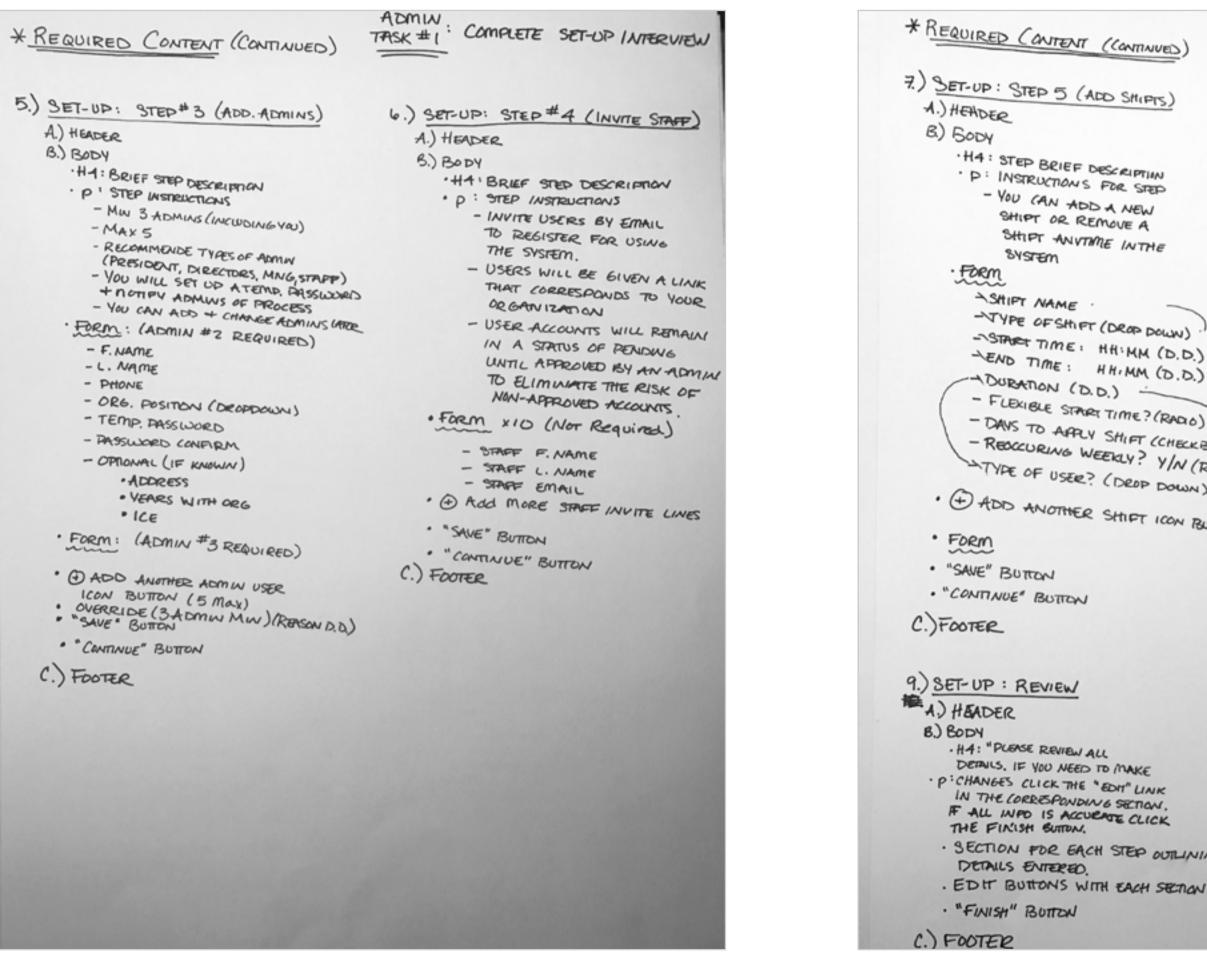
Table of Contents



Highlights of Directed Study Journal

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Highlights of Directed Study Journal



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Highlights of Directed Study Journal

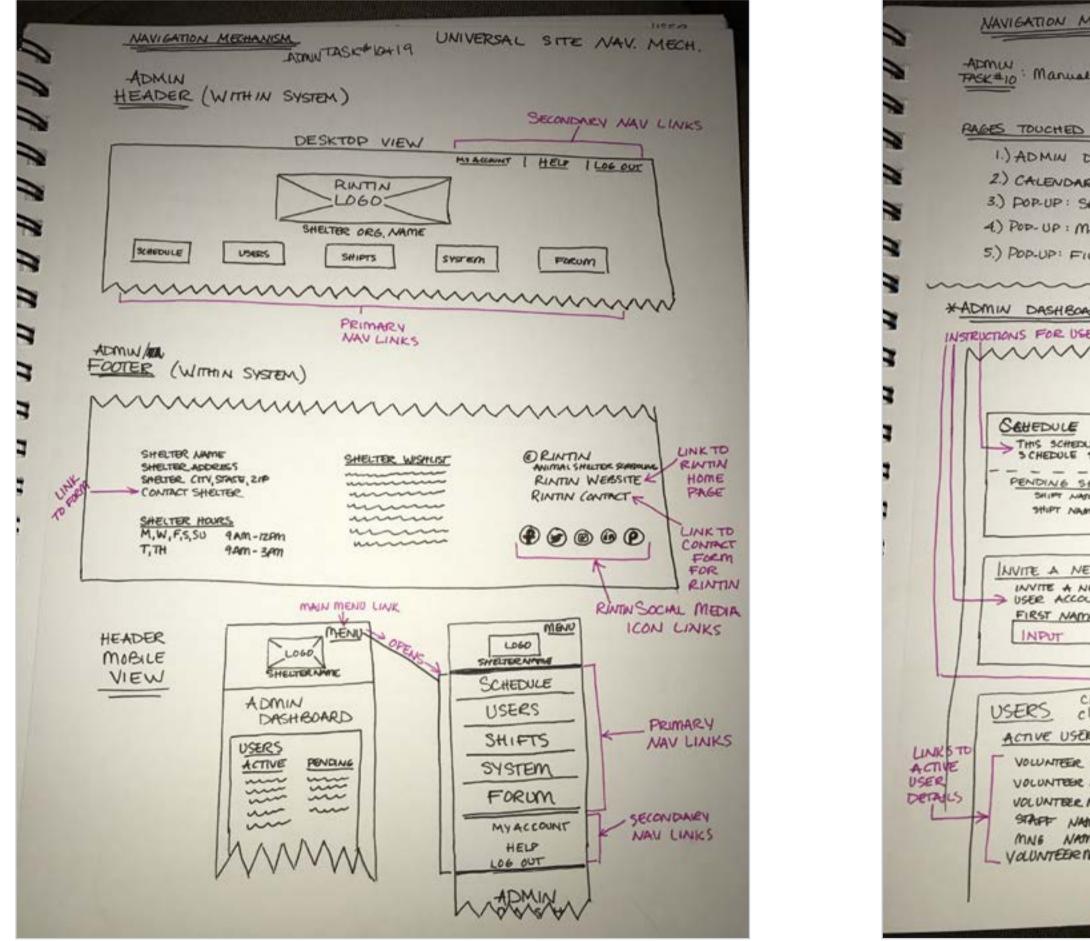
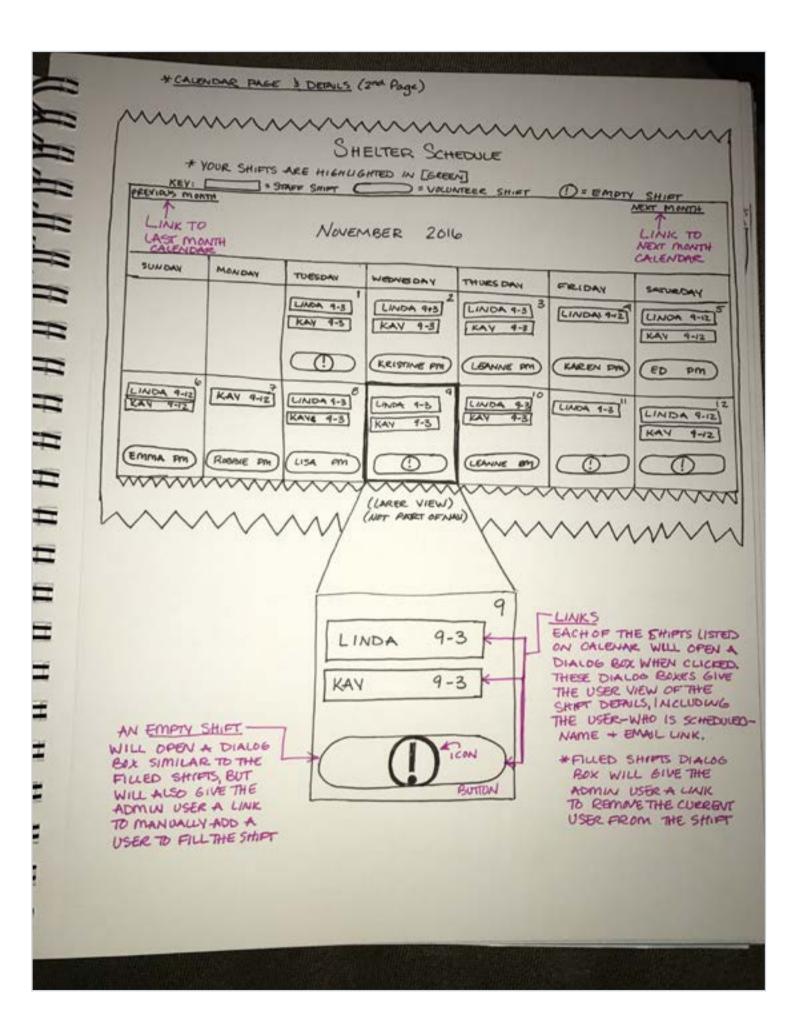


Table of Contents

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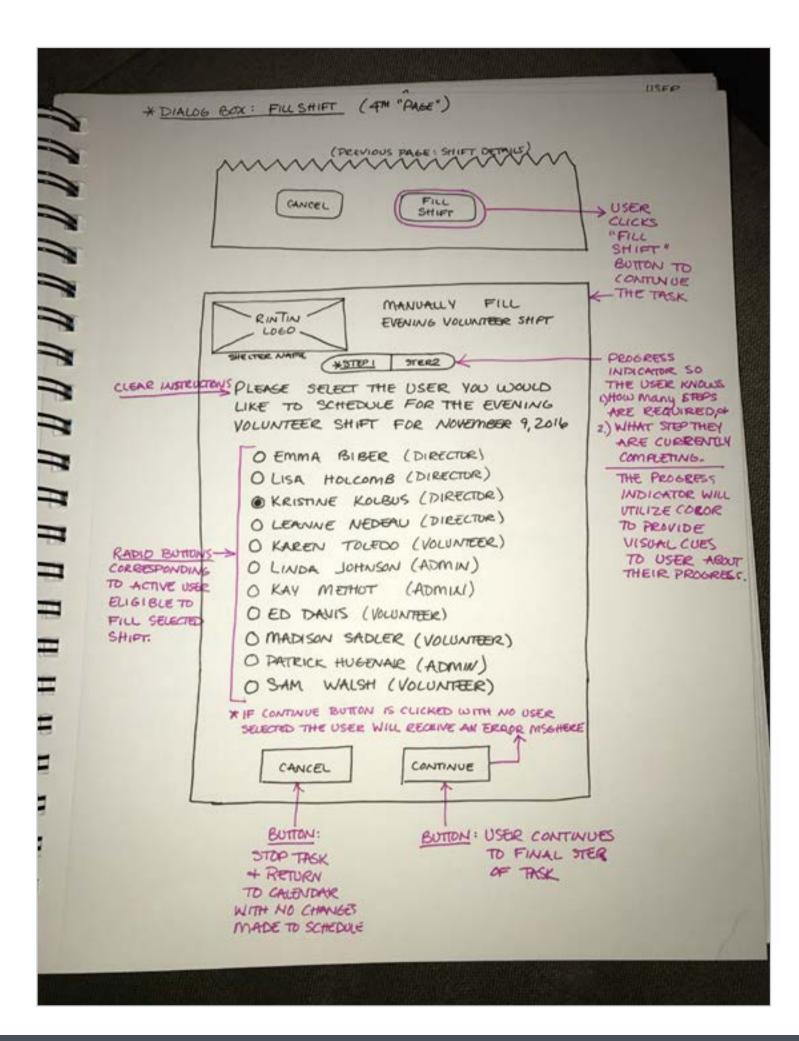
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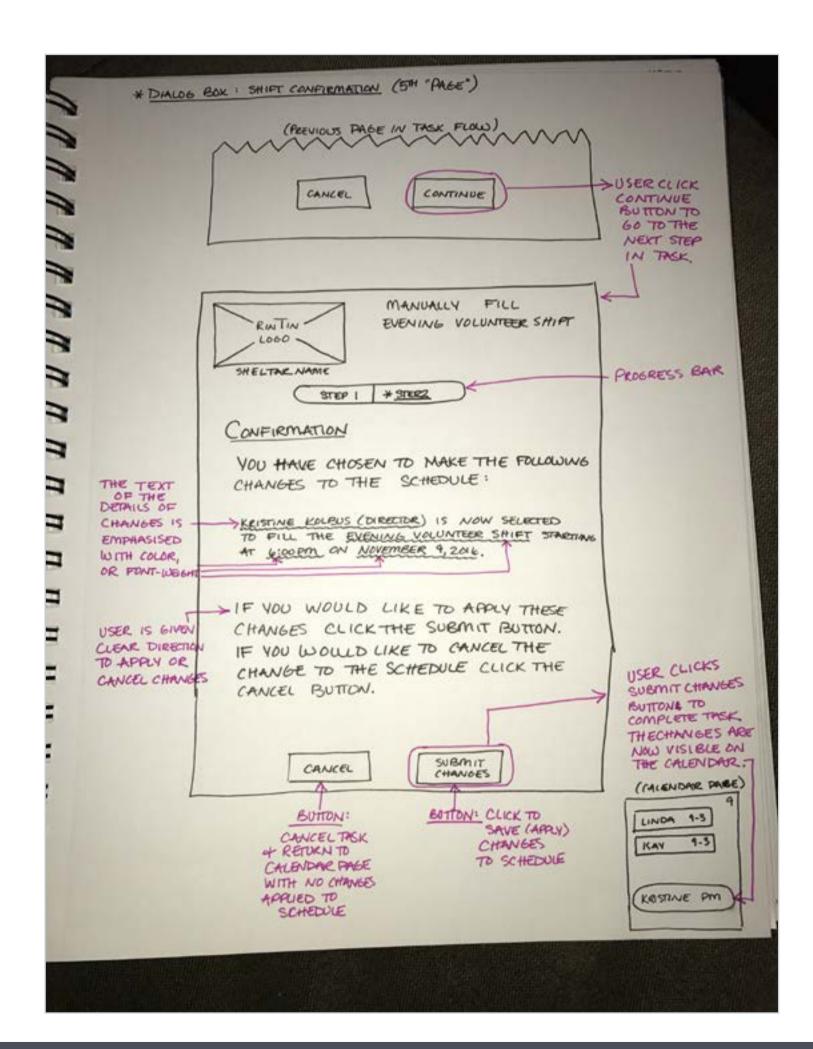


Table of Contents

### Highlights of Directed Study Journal

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ARE	· SPOUSE: ROBBIE KOLBUS, 904.123	.4568 SYSTEM
AE	· VOLUNTEER USER	VATHER
DETNUS	· DOSITION : DIRECTOR / VOLUNTEBR	
AGE	. 4 YRS ACTIVE WITH SHELTER	
NA	· POTT IN FORUM ? VES	
	· CANCEL SHIPTS ONLINE? VES	
	> LISA HOLCOME	EDIT   M

### Highlights of Directed Study Journal

~	
1	REVIEW PENDING USER
	USER DEFAILS + STEP 1 STEP 2 - PROGREES
	FIRST NAME STELLA INDICATOR
	LAST NAME : BOVAK
	ADDRESS: E12345
	CITY: MUNISING
	STATE: MI
	ZIPI 49862
	PHONE: 906.345.6789
	PRONE 2: 906. 345. 6790
	EMAIL: Vamallets 48@ yahas.com
	ICE NAME: TOM Boyak
	ICE RELATION. 1 SPOUSE
	ICE PHONE: 906, 345.6788
1	
	TYPE OF USER: STREFF
	POSITION: VOLUNTEER
	VRS AT OR6: 17
	10 HI ORD 1 14
	DISCLAIMER ONLY APPROVE USER WHO YOU RECOONIZE AS AN ACTIVE STREE!
	WOULD VOU LIKE TO CONTINUETHE APPROVAL PROCESS?

NANIGAMON PROGR m -1 1 1 USER 1.) ALLOU -C -2.) ALLO -10 0 10 3.) ALLO 0 10 4.) WHAT SIG Ø Ø CLICK -+ ADD m

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Table of Contents

MECHANISM ADDROVE & DENDING USER
ESS INDIGATOR
REVIEW PENDING USER
STEP 1 * STEP 2
PERMISSIONS
WUSER TO CANCEL SHIFTS ONLINE?
W USER TO POST IN FORUMS? RADIO NES ONOR BUTTONS
WES OND ON/A
T TYPE OF SHIFTS CAN THIS USER V UP FOR? (CHERK ALL THAT APPLY)
EMPLOYEE SHIFTS CHECK BOXES
VOLUNTEER SHIPTS -
EVENT SHIFTS
THE FINISH BUTTON TO APPROVE USER DEPMISSION: USER TO THE SYSTEM.
USER CLICKS
CANCEL FINISH "FINISH" BUTTON TO COMPLETE TASK
BUTTON TO BUTTON TO HOME COMPLETE CANCEL APPROVAL OF USER



# Project Links

Table of Contents

### Project Links

### **Portfolio Link**

www.leannenedeau.com/nedeau_l_portfolio.pdf

#### **RinTin Project Link**

www.rintinonline.com

#### **Concept Videos Link**

www.rintinonline.com/nedeau_l_concept_video.mov

#### **Screen Capture Videos Link**

www.rintinonline.com/videos.html

#### **Directed Study Journal Link**

https://1drv.ms/u/s!AkzE-bUJDaxWeH4DDMTd7swx8Z4



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Table of Contents

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