GoodSeed

Impress Yourself.
Change the World!

Michael Shick
Sarah Ilyas
Siege Getsinger
Tricia Lee

Problem and Solution Overview

Volunteers are not paid—not because they are worthless, but because they are priceless! Author—Unknown volunteer

Nonprofit organizations need volunteers to change the communities we live in. Community service is important to the recipient and the volunteer. The GoodSeed application supports volunteerism, civic engagement, and participation. The appropriate tool can make the volunteer experience convenient. GoodSeed will minimize the challenge of finding volunteer opportunities that match locations, schedules, and interests.

GoodSeed enables people to easily get involved. Beyond finding the opportunities to match our volunteer's needs GoodSeed is a motivational tool. The application can record and capture all aspects of volunteers' experiences. Volunteers can immediately see the difference they make in the world through fun animations and progress statistics. By sharing these records of success with their friends, volunteers help this vital community element to grow. GoodSeed maximizes the benefits of volunteering.

GoodSeed is Searching for Volunteers!

Contextual Inquiry Participants

There are three motivations for our contextual inquiry: learning how people currently volunteer, determining what difficulties are encountered when searching volunteer opportunities, and understanding if people would volunteer more if such difficulties were eliminated.

In identifying participants for our inquiry, we first narrowed our target participants. GoodSeed could be used by:

- Organizations recruiting volunteers – nonprofits
- Volunteer opportunity guides such as a high school advisor or a librarian
- Actual volunteers
- Future volunteers – people who don't currently volunteer

Although volunteer recruiters are an important part of this type of application, we voted our most important stakeholders to be the actual volunteers and people who help find service opportunities for others. We conducted our interviews in discrete meeting locations because we recognized that the motivation and choice to volunteer could be uniquely private for each individual.

Participant 1
Fatima is a stay-at-home mom who has decided to take up nursing as a profession. She has worked since she was sixteen but with a one-year-old child it is difficult to work full time. Therefore she volunteers in hospitals not only to gain experience but because she loves the feeling that she is giving back to her community. Fatima was chosen as she is an active volunteer and does ongoing research to find volunteering opportunities. She was interviewed in her home where she does most of her research for volunteering work.

Participant 2
Tom is an exchange student from the middle-class in Uganda. His perspective is valuable because he's traveled extensively for international programs. Tom has volunteering experience from his hometown school, where he helped communities with rural area cleanups, recycling education, and computer training. He found out about these opportunities through school. Tom doesn't volunteer now primarily because of lack of free time but feels if he had a good way to find opportunities this might change. Tom was interviewed in his home.

Participant 3
Vasu recently participated in the Hopelink Can Drive and Big Climb stair walk for charity. Vasu is also a regular Study Zone volunteer tutor at her local library. She was chosen because she is a frequent volunteer in a variety of community service events. She fits our profile of active volunteers. We are expecting to learn her information sources for community volunteer events and what motivates her to be such an active volunteer. Vasu was interviewed at her workplace.

Participant 4
Robert fits two target group profiles. First, Robert has been a parent volunteer for Boy Scouts of America for over ten years. Second, as a scoutmaster Robert is a guide to community service opportunities for troops of volunteers. Robert's contextual inquiry was conducted in a UW meeting room. (It was ascertained beforehand that Robert's

current practices did not involve a computer but are performed in person and over the telephone).

Participant 5
Rob is a librarian at the Bellevue branch of the King County Public Library. Rob fits our client focus as a volunteer opportunity guide. His job involves a variety of duties. Sometimes he helps people find books, sometimes he assists people seeking information on starting a new business, and sometimes he guides volunteers looking for opportunities. Rob was observed at the Bellevue Public Library so that he could demonstrate how he helps patrons.

Contextual Inquiry Report

The intent of GoodSeed is to promote the cause of volunteering. We set out with the simple goal to make it easier for people who want to volunteer to find an opportunity that matches their interest. The insights we gain from our participants' current successful search methods and the problems they experience will guide our user-centered design.

Our initial inquiry focus was: "Show me how you look for volunteer work." This is the first task in our volunteering sequence model. We determined this first step in the participants' volunteer research would lead to the complete volunteering workflow.

The primary task our contextual inquiry participants share in common is finding volunteer activities that match their interests and location.

Each of our participant's method is unique. This variation between our participants' research styles identifies personal preferences we need to include in our application's searching and filtering functionality.

Specifically, Fatima searches web sites of specific organizations that support a particular cause. Two examples she offered are Mercy Corps, a global aid agency, and Together Center, which represent eighteen human service centers. This is not an ideal method for identifying new opportunities, so she performs her own Google search to find volunteer nursing opportunities near her home. A self-guided search of the Internet can be a frustrating task however, and often she cannot find an appropriate match.

Tom previously volunteered through his school in Uganda. He doesn't volunteer now, mostly because he doesn't have a lot of free time and doesn't have a good way to find enjoyable service opportunities. Tom would prefer to find an organization that vets events before he volunteers his time and energy.

Vasu receives her event information by talking to friends, signing up for emails about more opportunities at the places she volunteers, and searching sites such as Mountain to Sound Greenway and the King County Library System. She fervently desires to not search multiple places to find volunteer opportunities.

Robert, a scoutmaster, is a guide to community service opportunities for troops of volunteers. Robert's stories highlighted the Eagle Scout Service Project experiences of his twin sons. The scouts' research method for locating a volunteer opportunity was an Internet search. The Eagle Scout Project planning guide offers suggestions for performing this search. For other opportunities there is an offline resource list of the scout troops' established partnerships. Scouts receive more requests from the community then they can fulfill.

Rob, a librarian, mainly uses the United Way of King County site to help find volunteer opportunities. He demonstrated how he guides users through refining an advanced search for volunteering opportunities by defining the library patron's key words, issues of interest, availability, age, group size, and skills being offered. Rob does not know of a single web service containing all the volunteering opportunity listings in the area.

We have found the missing link!

All of our participants found it challenging to discover an opportunity close to a specific location that matches their interests. What is currently missing, therefore, is a centralized, ideal search method for quickly identifying volunteer opportunities.

Based upon our participants quest for volunteer work we now realize a key to providing the right service information is a search by location, available dates (possibly immediate), and charity cause. Originally we hypothesized the searching preferences of our application would be time, date, location, duration, organization, and type of work. Possibly influenced by our preconceptions we didn't discover if our participants have always searched the same way or if their methods have changed over time.

The Volunteer Opportunity Guides share a secondary task — the participants they mentor record their volunteer work.

Robert identified a spreadsheet as the main method for the required tracking of volunteer hours for the Eagle Scout Project. Robert told us the Unit Leader, Unit Committee, and the beneficiary review the community service project. The new Boy Scout Handbook also contains a section for logging all community service work hours.

Rob mentioned various reasons that library patrons seek volunteer work. Two of these motives require tracking volunteer hours: people volunteering to fulfill court-ordered mandatory service hours, and high school students volunteering to satisfy community service requirements for graduation.

It is interesting that our contextual inquiry participants who teach others how to volunteer spoke of the requirements to record volunteer hours but our other participants did not. A possible reason is that volunteering is a selfless act and any personal gain could be conceived as self-serving.

For one example an extra benefit of Fatima's volunteer work in hospitals is the experience she gains. She is learning new skills she can apply to her career goal of becoming a nurse. Fatima also writes a blog about awareness of education for the mentally challenged, which encourages others to become involved. These altruistic activities should rightfully be recorded and included on her nursing school application.

A central theme to our contextual inquiries is the reasons our participants volunteer.

All of our contextual inquiry participants spoke of their passion for contributing to an organization's cause. Selfless giving scored highest as the motivation for volunteering but it was not the only reason.

The volunteers' motives will be the most difficult observations to translate into design ideas. While learning how our participants are currently giving to the community we found out why they volunteer. It was inspiring to hear the individuals' commitment to helping the community.

Fatima loves the feeling that she is giving back to her community. She also enjoys inviting other stay-at-home moms to join her volunteering activities because she is making new friends.

Tom's motivation is a very personal and private issue. Ideally he wants to contribute to an organization he trusts is making a difference. Tom wants to believe the cause is right.

Vasu's motivations are the personal satisfaction she receives from helping others and meeting good people with similar interests. She likes to connect with the volunteering community.

The purpose of the Eagle Scout projects is not just to fulfill the part of the Scout Oath, "to help other people at all times," but to plan, develop, and gain leadership experience through service work. What most inspires the scouts to volunteer is they want to do something where they can see a change. Robert ended his contextual inquiry by saying, "When they leave a project they want to know they have made a difference; they want to be able to see they were there."

Everyone will be able to know they have changed the world by volunteering.

The intent of GoodSeed is to promote the cause of volunteering. We can use all of the observed motivations to stimulate volunteering. Adding social networking abilities to GoodSeed could provide a personal connection to the community for Fatima and Vasu. Adding reviews could give Tom the vetting of events and non-profit organizations he wants. Adding the ability to take a picture upon arrival and departure at a volunteer event could log the time and location and also provide Scouts with gratifying before and after pictures.

Answers to Task Analysis Questions

1. Who is going to use the system?

As our Contextual Inquiry found that all demographic categories volunteer, we decided that our solution would be available to everyone that can access its distribution medium—a smartphone. We also found that *volunteer* is a broad category that can be subdivided into casual volunteer, dedicated volunteer, obligated volunteer, and aspiring volunteer, with varying preferences.

Casual volunteers, like Fatima, are looking for opportunities within their field of interest to learn skills and bond with similar or compatible people. They are usually looking for nearby activities and sometimes desire an immediate start time. They are also interested in creating meaningful networking connections.

Dedicated volunteers, like Vasu, are committed to the volunteer ethic. They consider any and all opportunities primarily because they enjoy helping others, although they are also interested in networking. Vasu was extremely interested in having only one place to search for opportunities.

We learned about obligated volunteers from Rob, the librarian. These volunteers need to fulfill court-mandated service or school credits. Boy scouts also fall into this category because they have certain service requirements to achieve goals, as described by Scoutmaster Robert.

Finally, the aspiring volunteer, like Tom, wants to volunteer if they could somehow find the right opportunity to pursue during their free time-slots. We hope to convert aspiring volunteers into the casual or dedicated type of volunteers. Tom would be a special kind of dedicated volunteer because he wants to commit to his service organization based on a deeper connection to the organization's values.

2. What tasks do they now perform?

Between their current tasks of searching, logging, contacting organizations, signing up, and doing the actual work, most of our Contextual Inquiry participants (excluding Scoutmaster Rob) had their biggest problems with searching. No one was completely confident with their search methods. Fatima and Tom planned to use the Internet and word-of-mouth with no clear plan of how they would do it. Vasu has some more

experience so she would check multiple mailing lists, websites, and so forth. There was also no commonly accepted way to log time or to sign up, but none of our inquiry participants felt that this was a significant problem.

3. What tasks will they perform?

GoodSeed will focus on making searching trivial so that volunteering is convenient. Related tasks will be easier and faster because they will be immediately accessible. Additionally, we will integrate social media like Facebook because we've found that it is very important for volunteers to network. We decided that gathering groups would not be necessary because we found that volunteering is mostly a personal endeavor. Last, an intuitive and rapid signup that minimizes registration time is essential.

4. How are the tasks learned?

We don't expect users to have any formal training to use our application, as we are simply integrating the many independent technologies they currently use (search engines, email, spreadsheets, cameras, and so on).

5. Where are the tasks performed?

The tasks can be performed anywhere that smartphones can access the Internet. This is very important for busy casual and dedicated volunteers who may decide to commit themselves at any point in their day.

6. What is the relationship between customer and data?

There will be public data about the volunteer organizations to help users identify, trust, and believe in the organizations that they will be helping. It will be concurrently accessed. However, this data is out of scope for our project because we believe it already exists.

We will store personal profile data. The personal profile will include the users' default search settings for faster searching as well as a prepared application that can be sent to volunteer organizations for review.

We will store a personal service log both locally and remotely. While the event is underway, recording information such as starting and ending times, comments, and photos will be readily achieved. The personal service log will have export capabilities to meet everyone's needs for external presentation. There will also be a local statistics engine displaying animated graphics to keep users motivated (gamification).

7. What other tools does the customer have?

We found word-of-mouth between friends to be the most common method to find volunteer opportunities. Other methods include searching websites such as: United Way, Mercy Corps, VolunteerMatch, Google, Librarians, and Academic Advisors.

Logging volunteer hours, contacting nonprofit organizations, and filling out applications are other common tasks that traditionally use desktop productivity tools. Specifically, Scoutmaster Robert advocated using spreadsheets to log hours.

8. How do customers communicate with each other?

Volunteers do not currently share their volunteer experience except in social settings.

We will provide a gateway to users' social data that is managed by external clients like Facebook and Twitter. The gateway will allow users to choose which parts of their personal service log they would like to update to specific social data services.

Finally, we will allow users to create their own spur-of-the-moment events and post those to a feed that everyone on the GoodSeed network could access. Ideally, events will be sorted by event location in relation to the client.

9. How often are the tasks performed?

The search task will only be used when the user wants to look for new opportunities. All of the other logging and sharing options will be continuously used during volunteer events to package pictures and comments into a log file for a specific event.

10. What are the time constraints on the task?

Mobile applications are especially vulnerable to resource constraints of the Internet. All aspects of this application, from search results to successfully scheduling an activity, must occur in a matter of seconds.

11. What happens when things go wrong?

If our users cannot access our online service, log data will be stored in their phone until the service is back up again, at which point a synchronization process would take place.

Three Tasks Supported by GoodSeed

Easy Task

Share some comments and pictures from a recent experience to encourage some of your friends to become interested in your organization.

Users currently accomplish sharing by posting photos and audio-clips with comments. However, these treasures do not get easily packaged for future reference. Although looking back to find captures relating to a specific event would be fairly easy using chronological sorting features, accomplishing this across different media types (e.g. pictures and audio) presents a challenge. Users would have to remember all of the media that they had created and chronologically synchronize the different file types (which are opened with different applications).

We would like to make packaging captured media much easier by temporarily putting users' phones in a volunteer mode, which would help to group all of their captures into one event for easier browsing later on. Users could then decide, at any point, to share successful captures through whichever social media outlets that they feel are relevant at the time, while promoting GoodSeed via a subscript message.

Medium Task

Find a suitable volunteering opportunity in your neighborhood with an upcoming event in the near future. Then schedule an appointment based on the free time you have available in your schedule.

For this task, users have to use various authority sources to discover organizations in their neighborhood that meet their criteria. Then they have to find compatible times in their schedule to visit their chosen organization. This task taxes the time of most users when they use their current methods of asking friends, asking advisors, and performing standard Internet searches. This is because screening by location and type of work is only available through specific search services, like VolunteerMatch and United Way, which users would have to find first. Additionally, each of those services has incomplete lists from competing market penetration, which affects the comprehensiveness of the current user's results.

We hope to provide easier searching by creating a database that combines information from all of the popular volunteer search sites. We also aim to create a way for users to register faster with more organizations that users trust. Access to the user's smart-phone calendar within our application would save them the extra step of having to check their calendar to decide on a time, while gateway to a directions service would help them plan their actual trip.

Difficult Task

Suppose you are filling out an application and you need to look back at your volunteer experience over the past semester to accurately report the number of hours you've logged.

For most users, logging is currently disjointed from their actual volunteering activities and, therefore, very easy to forget about. Users who do consistently log their hours have to rely on their decaying short-term memory of events that they participated in. This

happens mostly because the user's logging method is not easily accessible when they would like to log their service. Additionally, traditional logging methods may make it more challenging to obtain statistics and graphical representations of charitable time contributions.
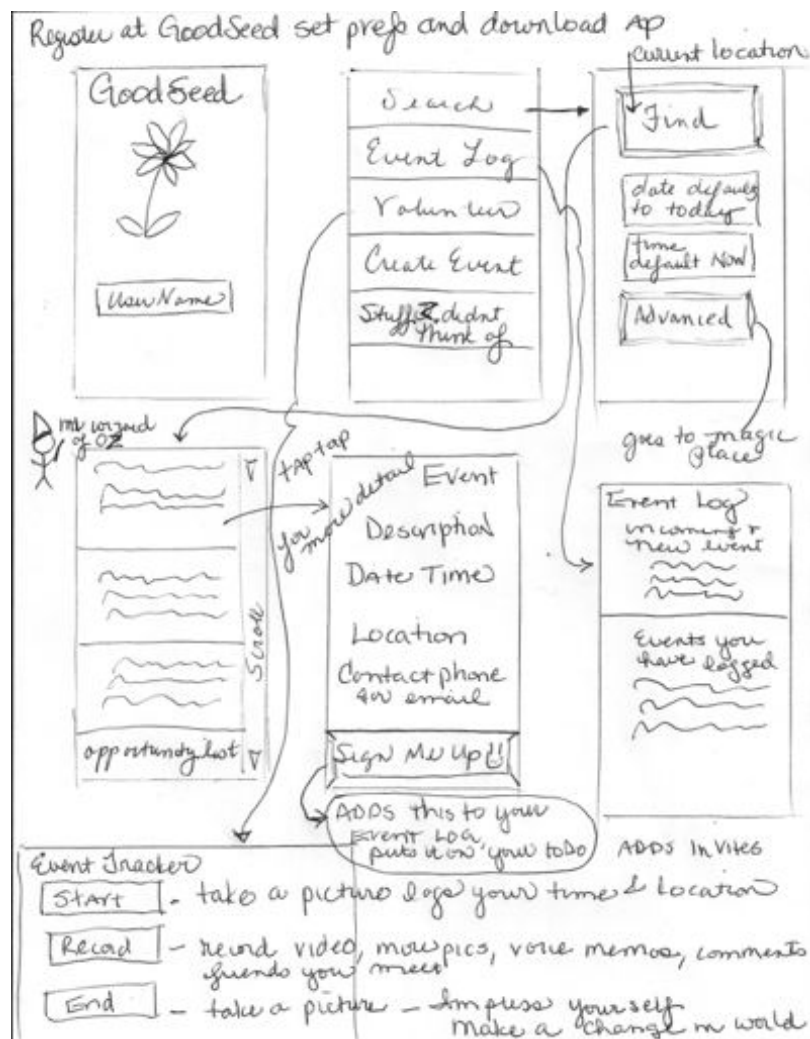
As the expert community guides that we interviewed agreed that logging volunteer work was very important, our application would ameliorate these problems by linking the logging process to the process of volunteering. Users would simply rely on their smartphones to act as digital timers for convenient on-site logging, which would minimize the possible distortions of memory. The application would also provide simple statistical tools so that users could aggregate their data based on whichever criteria apply to their unique situation.

Initial Interface Design Sketches

All the designs were implemented with the following features in mind: search, log, social networking and displaying results in a user-friendly format.
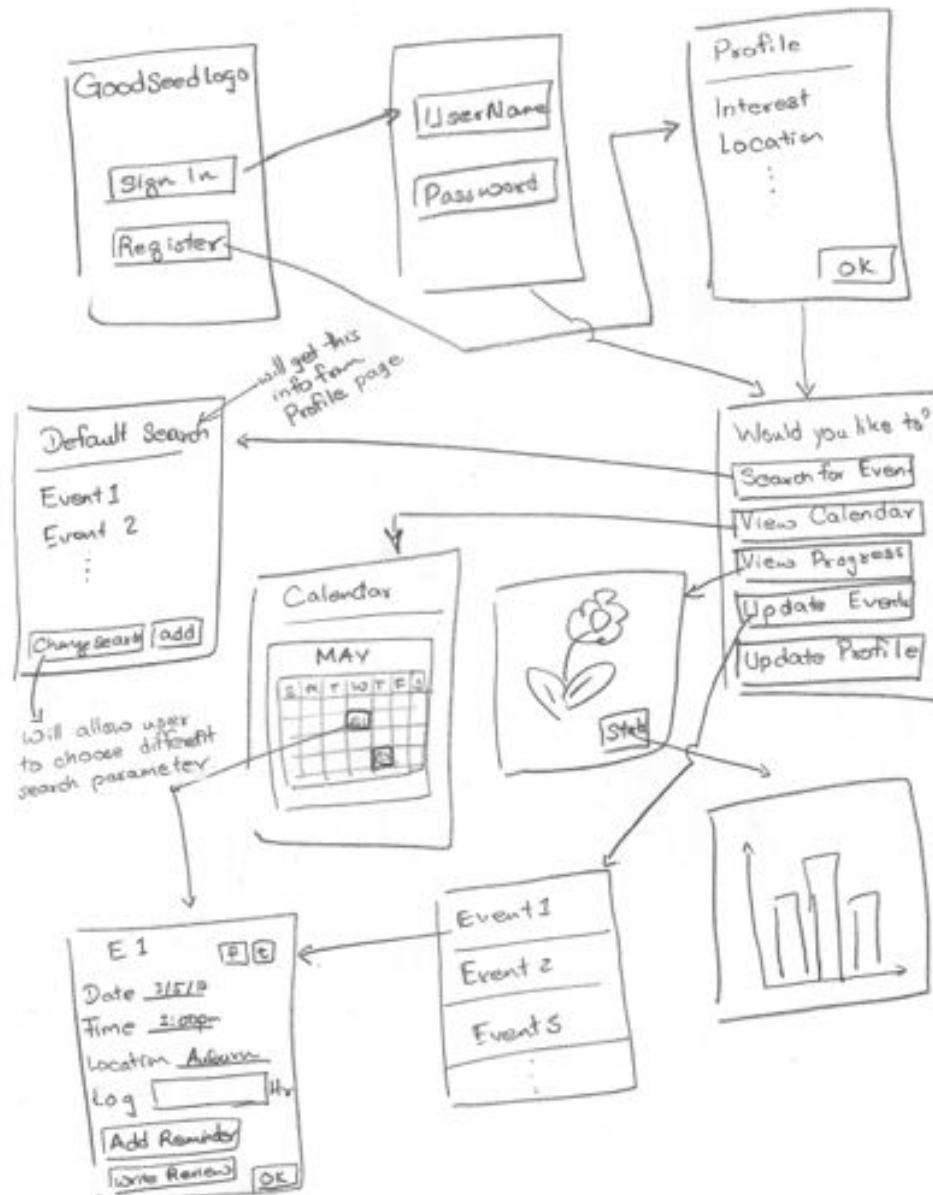
Design 1

This design focuses on easy and convenient logging of volunteering events. A user can get to the logging page by clicking the VOLUNTEER button or navigating to the particular event from EVENT LOG page. Once the TRACK EVENT page is displayed, the user can simply click START EVENT to record the start of the event by gathering location data from GPS and the current timestamp. While volunteering, one can record audio, take pictures, write comments, and adding new friends. Clicking EVENT DONE will log the end time of the event and list the event as complete on the EVENT LOG page.
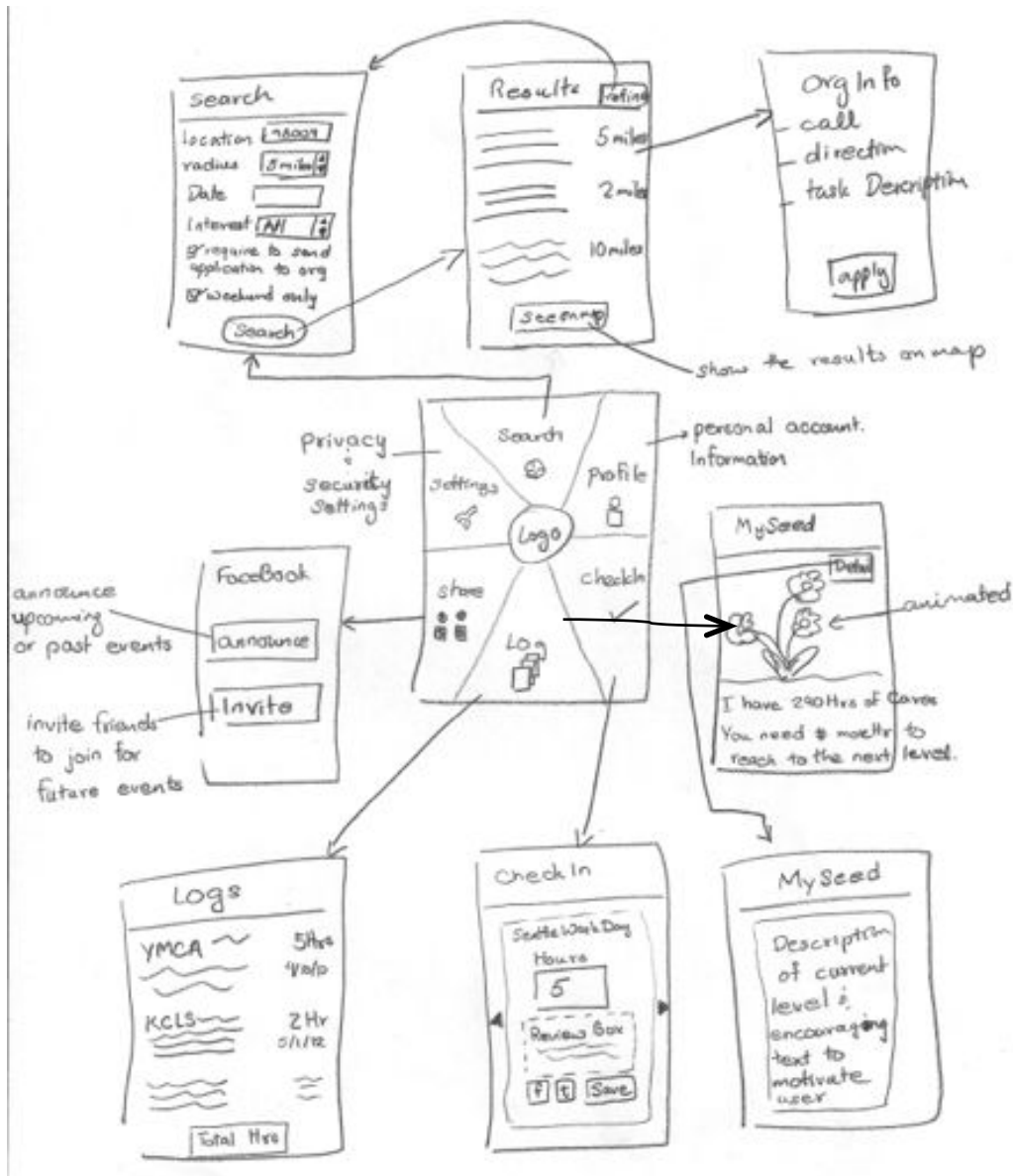
Design 2
Unique features of this design are the calendar and displaying logged hours in a bar graph. VIEW CALENDAR allows users to compare the event time against their current schedule. It will save users a few seconds since they won't need to pause GoodSeed, open their calendar on the phone, locate the time, and then resume GoodSeed to finish signing up for the event. Another feature, status of the log, can be reached 2 screens down from the main page. It allows users to analyze how much they have been involved currently compared to the past.
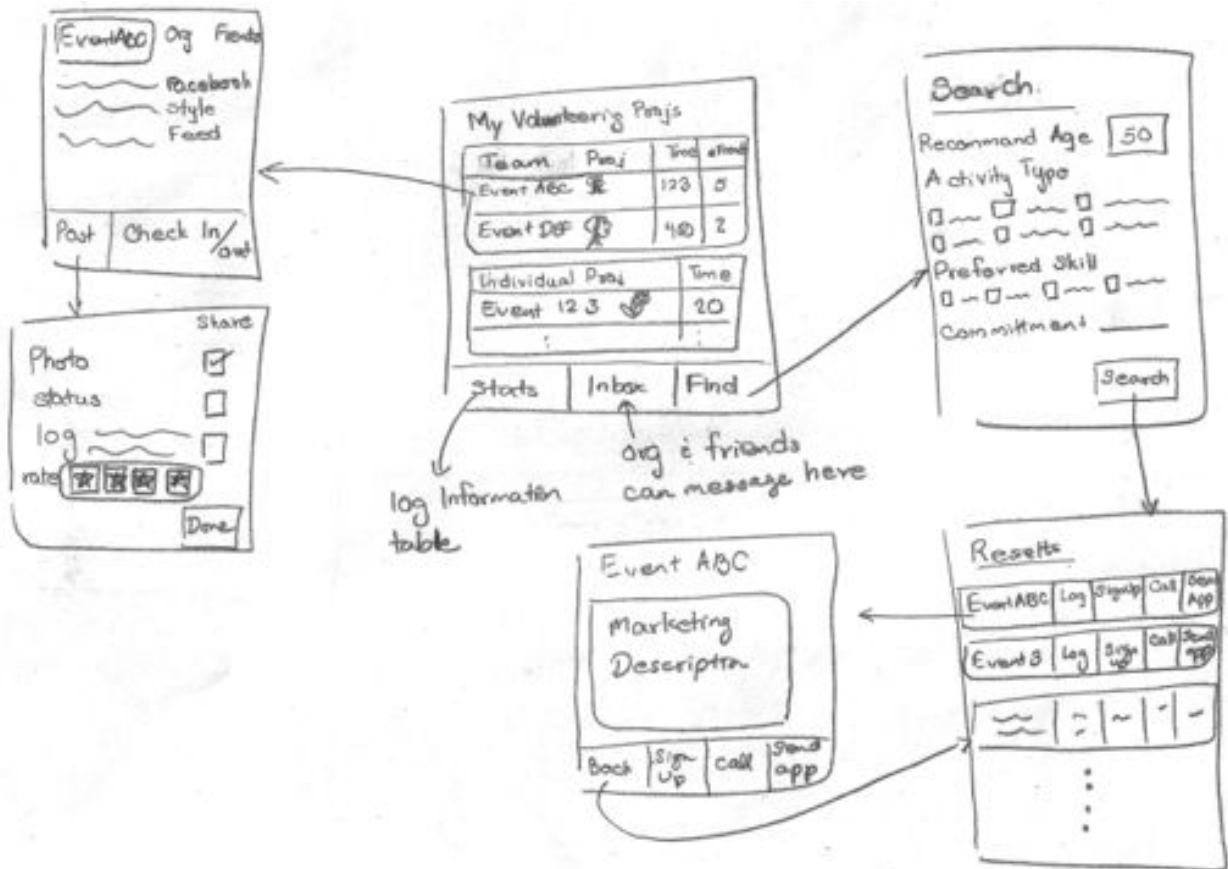
Design 3
This design focuses on refined searches and minimal check-in UI. Its search screen allows users to be able to filter the search results by location, date, time, radius of location from preferred area, and interest. Its check-in UI only requires the number of hours. The input number of hours will be added to the total number of hours shown on the LOG screen. It will also help the tree grow (located on the MySeed page).

Design 4

This design gives a sense of belonging to a community by growing a virtual tree that the community owns. The main page has a list of community trees the user helps grow. It gives them a sense of accomplishment in the community and encourages them to become even more involved. Another unique feature of this design is it lets users choose what to share with friends. Users can define to only share photos or comments for a particular event, or they also can decide not to share any information at all.
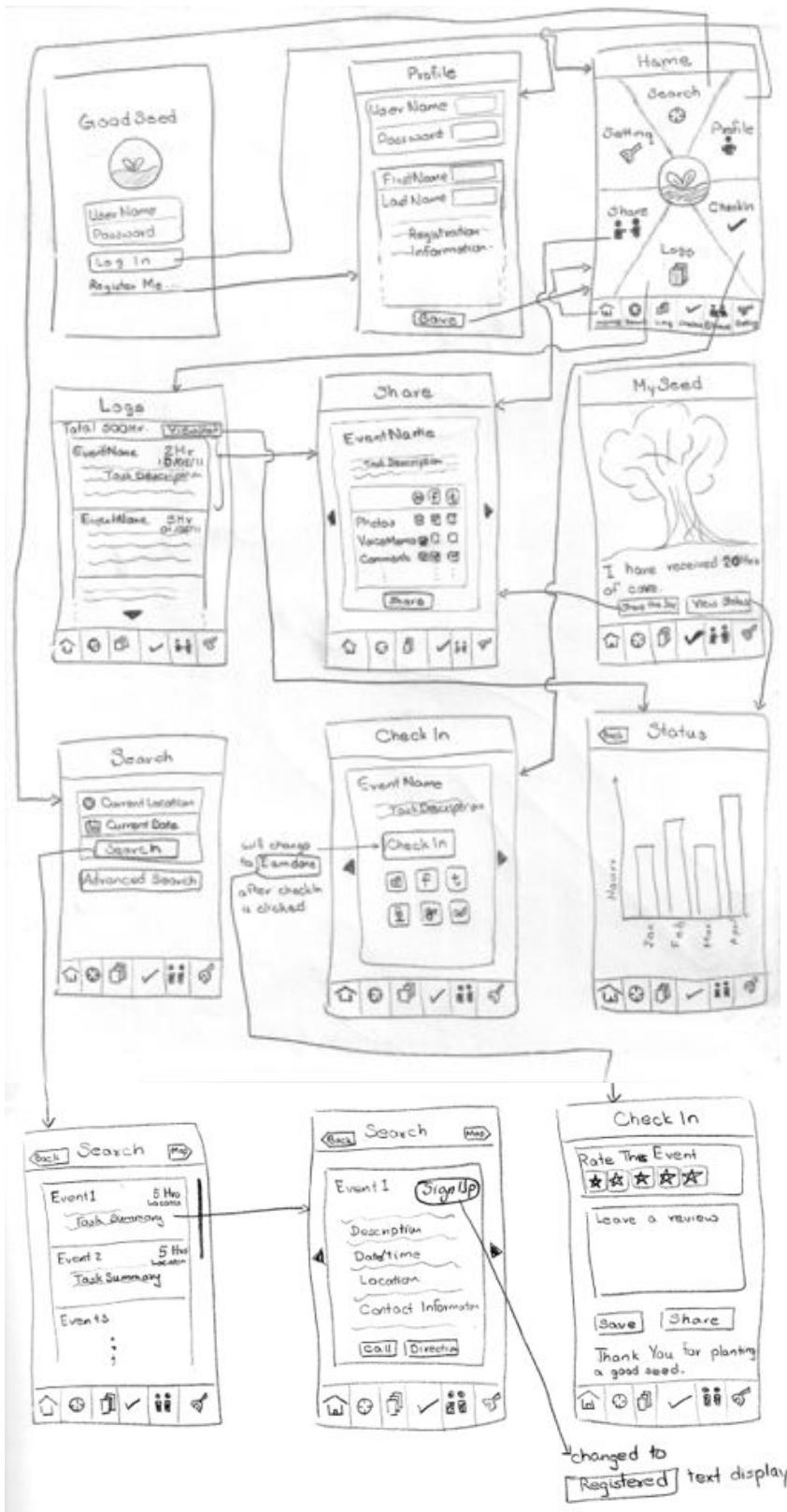
Selected Interface Design

Rationale Behind the Final Design

The final design is constructed using the best-rated features from the initial design sketches. Components were judged on their simplicity, user-friendliness, and the amount of effort required by users to perform tasks. The SEARCH screen of Design #1 allows users to perform a search with the minimum requirements of date, time, and location. It groups advanced options in a separate screen to avoid confusion for basic users. (The ADVANCED button reveals additional search criteria.) Design #1 also has a nice way of integrating online social networking by allowing users to share with friends while they are on the event screen. It's believed that if users have access to social sharing icons easily, they would share their experience more. This behavior can expand the network of volunteers in the community.

While search and tying to social networks are important, it's also crucial for users to remain motivated. The VOLUNTEER STATUS page in Design #2 can achieve this by showing users how many hours they have volunteered over the past few months. According to contextual inquiries, it is important for users to be able to see their achievements. The STATUS page in Design #2 fulfills this requirement. Another way to bring more people to our volunteering community is by showing them how fun it is to volunteer. How can an application show that an event is well-organized and fun to join? Similar to Yelp, Amazon, and many other companies that promote their products through user recommendations, Design #4 allows users to rate the event using a star-rating and a comment box. It not only helps users to know what to expect at the event but also helps organizations gain more volunteers for their future events.

All of the great features from these designs are integrated into final design, which has a clean interface that allows users to access to any sub-screen in one click. Finally, the collective design has all the sub-screens added to the bottom menu-bar so that users can access them easily without going back to the main page

Selected Design Screens

Good Seed

User Name
Password
Log In
Register Me...

Profile

User Name
Password

First Name
Last Name

Registration
Information

Save

Home

Search
Setting   Profile
Share   Check In
Logo

Logs

Total logtime
Event Name   2 Hr
Task Description
Event Name   5 Hr

Share

Event Name
Task Description

Photos
Voice Memo
Comments

Share

My Seed

I have received 20 Hrs of care.

Search

Current Location
Current Date
Search
Advanced Search

Check In

Event Name
Task Description

Check In

will change to I am done after check in is clicked

Status

Hours
Jan Feb Mar Apr

Search

Back   Search   Map

Event 1   5 Hrs Location
Task Summary

Event 2   5 Hrs Location
Task Summary

Events

Search

Back   Search   Map

Event 1   Sign Up

Description
Date/time
Location
Contact Information

Call   Direction

Check In

Rate The Event
★★★★★

Leave a review

Save   Share

Thank You for planting a good seed.

changed to Registered text display

Functionalities of GoodSeed

The application's main design goals are searching, logging, sharing, and visualizing data. Each of these goals is explained in the following paragraphs.

User Profile allows users to see their basic information, user name, and password. The user profile serves to enable an individual to create a personal identity in the GoodSeed community.

Search is the main motive of the GoodSeed application. The goal of this feature is to aid users looking for volunteer opportunities by providing one site instead of having to view the sites for multiple organizations. It saves times and energy for volunteers and allows more time to be spent on charitable activities. Refined search results let users see only the events they are interested in. The map functionality of the search result allows users to be aware of the time it'll take them to reach to the destination.

Log contains a list of all the completed events. The event names and summary of tasks are displayed for easy memory recall. The total number of hours is calculated to show how much has been accomplished to date.
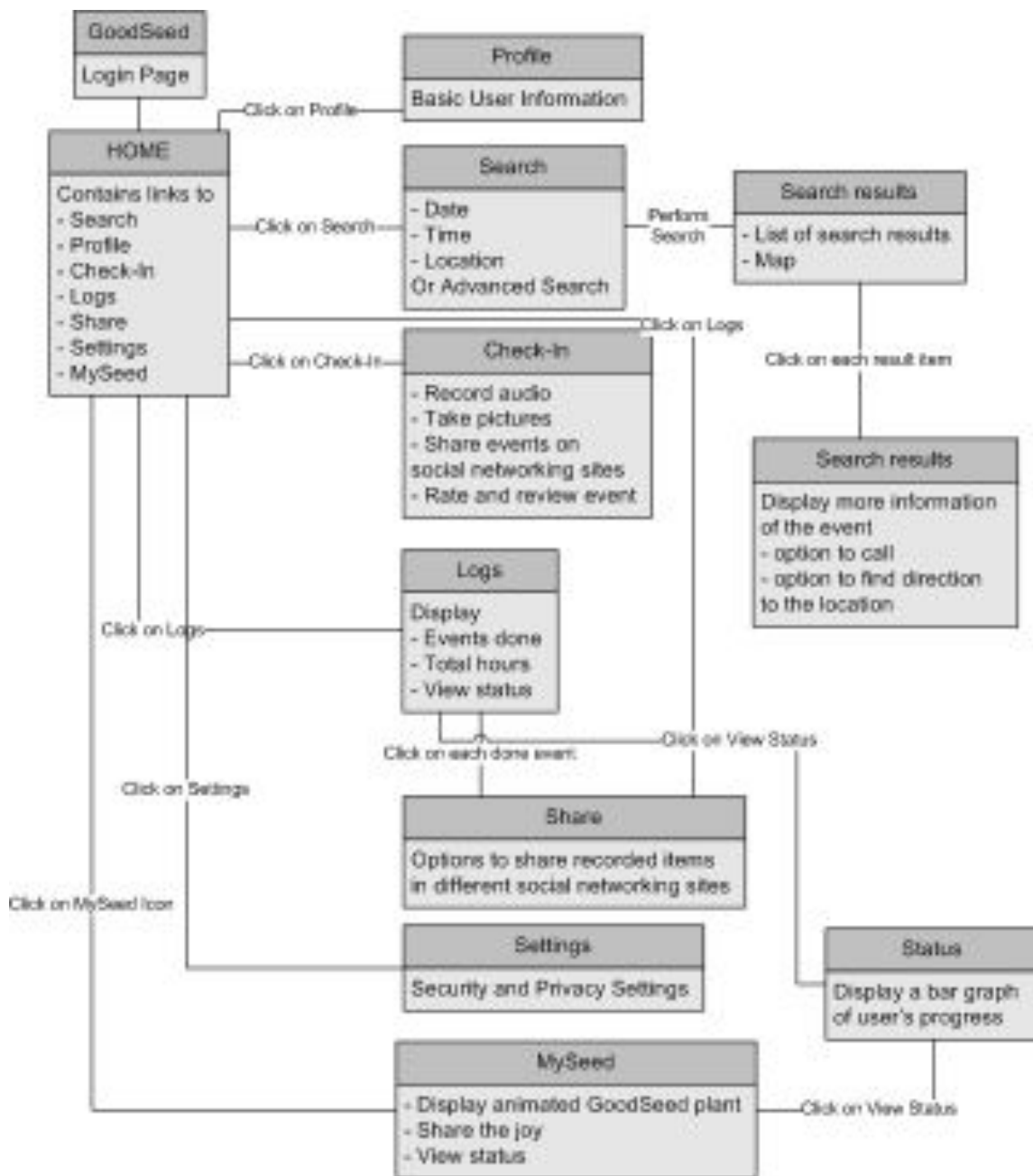
Check-In lets users log the time just by pushing buttons. The user doesn't need to remember when the event has started or ended. During the event, users can take pictures and record audio that will remind them about the help they provide to the community. Moreover, they can access social networking sites such as Facebook, Twitter, Google+ and FourSquare, and share the recorded items. After the event is complete, GoodSeed immediately brings up a page to rate the quality of the event. Users can quickly assign star ratings or they can spend more time and add a written review.

Share allows users to publish their good deeds via social networks. The application allows users to control what level of information to share at individual social networking sites. Even though sharing doesn't take much effort for users, it provides a clear benefit for the community. Charitable organizations have increased visibility, as does GoodSeed. As the amazing GoodSeed application becomes more popular, more volunteering occurs in the community and like-minded individuals can connect for future events.

Status View presents the data in a visually appealing format. While the log has detailed information of the past events and the number of hours spent, the status view allows users to see a snapshot of their volunteering activity. Users can easily analyze their volunteering behaviors over different periods of time.

Growing Virtual Plant brings the joy to this application by letting users taking care of a virtual tree. All new users start with a handful of soil that contains a buried seed. The seed will start growing once volunteer hours are added. The fun part is users can see their hard work blossom over time as their virtual tree takes root and grows.

The following diagram illustrates GoodSeed screen relationships.

GoodSeed
Login Page

HOME
Contains links to
- Search
- Profile
- Check-in
- Logs
- Share
- Settings
- MySeed

Profile
Basic User Information

Search
- Date
- Time
- Location
Or Advanced Search

Search results
- List of search results
- Map

Check-In
- Record audio
- Take pictures
- Share events on social networking sites
- Rate and review event

Search results
Display more information of the event
- option to call
- option to find direction to the location

Logs
Display
- Events done
- Total hours
- View status

Share
Options to share recorded items in different social networking sites

Settings
Security and Privacy Settings

Status
Display a bar graph of user's progress

MySeed
- Display animated GoodSeed plant
- Share the joy
- View status

Labels: Click on Profile, Click on Search, Perform Search, Click on Logs, Click on each result item, Click on Check-In, Click on View Status, Click on Logs, Click on each done event, Click on View Status, Click on Settings, Click on MySeed Icon, Click on View Status

User Interface Walkthrough
(User interface nomenclature is shown in CAPITAL letters)

When the GoodSeed application is started, the first page will ask a user to either login or register.

Once the user logs in, the HOME page displays links to six sub-screens: SEARCH, CHECK-IN, PROFILE, LOGS, SHARE, SETTINGS, and MySEED.

The SEARCH screen allows a user to search for volunteering opportunities. The fields Date, Time and Location default to the current date, time, and GPS location. Clicking the **Search** button will take the user to a result page with a list of events.

The second level SEARCH screen contains a brief description of the volunteer opportunity. By tapping a thumbnail description a detailed view of the events is presented. This SEARCH view screen includes a **Call** button that allows a user to contact the organization and a **Directions** button that opens the GPS application to the address of the event.

The CHECK-IN screen is accessed from the HOME screen or the bottom menu-bar icon. The CHECK-IN screen allows the user to record a volunteer event. By taking a picture at the start of an event the volunteer records the time and location. This picture, along with the picture taken when the event is complete provides a before-and-after comparison. The volunteer immediately sees the difference they have made.

The second level CHECK-IN screen provides completion of a volunteer event. After **Check In** has been clicked the button label changes to **I am done**. A standard five-star rating system and a text box for notes provide event review capabilities. The user clicks the **Save** button to add the event to the log or the **Share** button to add the event to the log *and* access the SHARE screen.

The LOGS page can be reached either from the HOME screen or the bottom menu-bar. The LOGS screen contains a list of past events and summaries of achievements. Click a past event to access the SHARE page.

The SHARE screen allows users to selectively share with social networks their recorded audios, videos, and photos from past volunteer experiences.

The PROFILE and SETTINGS screens are reserved for registration information and security settings. PROFILE is drawn as a placeholder for later design work.

The user can access the MySEED screen from the LOG screen. The screen has the volunteer hours displayed and two buttons. **Share the Joy** takes users to the SHARE page and **View Status** takes them to STATUS screen.

The STATUS screen provides a bar graph view of the volunteer hours worked for rapid visual analysis.

Three Scenarios Corresponding to Tasks

Scenario 1 – Finding volunteering opportunities easily

Mindy, a 19 year-old UW student recently got a speeding ticket with a $500 fine. Unable to pay, Mindy pleads with the judge for a reduced fine. The judge rules that Mindy must do 150 community service hours for dismissal of the charge.

On a friend's suggestion, Mindy downloads GoodSeed to find volunteering events. After completing her registration, the main page with all the cool icons is displayed and Mindy is delighted.

She clicks **Search**. On the SEARCH screen, Mindy accepts the default date, time, and location. She is ready to start volunteering immediately! After pressing the **Search** button, she receives a list of volunteering opportunities on the SEARCH result page. She clicks the first event to display a page with detailed information on the task. From that page, Mindy can find detailed information of other events from the search result list by swiping her finger back and forth.

Mindy conveniently begins signing up for events by clicking **Sign up**. After she clicks **Sign Up** the button changes to **Registered**. Mindy continues to browse for more events on the list. Before she knows it, she has signed up for enough opportunities to fulfill her 150 hours of community service.

Mindy enjoyed using GoodSeed since she can find and sign up for all the events in one sitting. She speeds as often as possible now.

Scenario 2 – Record the work and memories

James, a high school senior at Lincoln High, is required to volunteer and turn in his service hours along with a report at the end of the semester. James's sister, Julie, did the same thing a year before. She tracked all her hours and summarized the events in a spiral notebook.

Now that it is James's turn he decides to try 'GoodSeed' to avoid all the tedious work of record keeping. He uses the application to sign up for all his community service events.

On the day of events, James opens the application, logs in, and clicks **Logs** on the HOME screen. On the CHECK-IN screen he simply clicks the **Check In** button when he arrives at the volunteer event. James enjoys taking the "before" picture at the volunteer location to not only record the event time and location but to include pictures of his fellow volunteers.

During the events, he snaps some additional pictures and records some audio notes by tapping on the camera and microphone icons on the CHECK-IN page. He enjoys taking the pictures and showing his fellow volunteers his cool GoodSeed app's functionality.

Once the event ends, James presses the **I am done** button and takes a picture showing what this group of volunteers has accomplished. James can see he is making a difference.

When it's time to write his essay James logs in and clicks **Logs** on the HOME screen. He can easily browse through the GoodSeed LOGS page to see the event details and what he has achieved. All his voice notes, pictures, and volunteer hours are captured in one place. James is able to write an awesome essay with lots of detailed information including an accurate record of time and locations.

He is satisfied that GoodSeed has helped him make this semi-difficult task a breeze.

Scenario 3 – Nothing is so contagious as setting a good example

Jamie, after graduating from UW, wants to keep in touch with his friends. He normally spends lots of time engaged in community service but he also wants to spend more time with friends. He decides to utilize the GoodSeed application to accomplish these goals.

Two weeks ago he volunteered to paint the kitchen at his neighborhood community center. After completing the event, he used GoodSeed's SHARE page and selected to share just the photos on Facebook.

His Facebook friends saw the before-and-after pictures of the event and were inspired by Jamie's accomplishments. Lots of his friends asked him to let them know next time he was going to volunteer.

When Jamie was signing up to volunteer at the downtown soup kitchen to feed homeless people he invited his friends to join him. Jamie and his friends volunteered together and solidly bonded as a result of the experience. Jamie got some great pictures of his friends and he captured these on his GoodSeed event record.

When he got home, he logged in, clicked **Share,** and posted these pictures on Facebook. Now even more friends are interested in joining the group next time they volunteer. Friends say Jamie is doing a great job proving how rewarding and fun it is to help out in the community. Jamie says he just wants people he loves to experience the joy he receives from community service.