

INFM480 Design Document: User Task List

CRF Mobile App

John Hammond

Persona: Marcus Green

Age: 24

Location: Silver Spring, MD

Language: English

Device Preference: Smartphone (mobile app)

Background Information:

Marcus is a college student studying social work. He wants to volunteer regularly and give back to his community, especially at homeless shelters and community kitchens. His schedule is busy, so he values tools that help him easily find volunteer opportunities that fit his availability.

User Task List:

Marcus wants to:

1. Register for a new CRF account to personalize his volunteer experience.
2. Log in securely to access his saved searches and volunteer history.
3. Search for nearby community organizations offering volunteer opportunities.
4. Use filters to refine results by category (e.g., “Volunteer Work,” “Community Kitchen,” “Homeless Shelter,” “Event”).
5. View detailed listings, including organization descriptions, volunteer requirements, contact details, and operating hours.
6. Contact an organization directly through in-app calling, email, or messaging features.
7. Save or bookmark volunteer opportunities for later.
8. Add upcoming volunteer events to his device’s calendar.
9. Receive notifications or reminders for scheduled events or new nearby opportunities.
10. View and track his volunteer hours in his user profile.

11. Submit feedback or report outdated information on resource listings.
12. Access help or support for technical issues within the app.
13. Log out and return to the home screen when finished.