User Stories made by Users Workshop Data Set
Moderation Cards

Johann Sell

29.01.2020

This document contains the transcribed moderation cards that have been created during the workshop.

1 Problem statements

Table 1 shows all problem statements (PS) that have been used as an initial set for the *User Stories made by Users* workshop. These PS have been created during a previous workshop. From a set of 27 PS 10 have been selected by the following criteria: (1) The PS considers the role of a supporter and (2) it has being mostly complete. Missing parts (like the expression of a feeling) have been added by the investigator. Table 2 shows the mapping between the two workshops. Additionally, the participants of the *User Stories made by Users* workshop created PS 1. The participants rated the PS by painting dots onto the moderation cards that have been pinned to a whiteboard. Each participant had one dot to identify the most important PS. Only PS 1 has been rated as the highest ranked PS by default, since it has been created by the present participants.

Table 1: Problem statements that have been prepared for the workshop and the one that has been created during the workshop.

German	English
PS 1 Ich als Supporter, möchte wissen, was im Pool los ist. Da ich aber nicht jeden Tag den checken kann fühl ich mich überfordert und gebe auf. *– Rating: - –*	PS 1 Me as supporter wants to know what happens on the Pool. Since I am not able to check the Pool every day, I feel overstrained and give up. *– Rating: - –*
PS 2 Als Supporter möchte ich mich informieren, welche Veranstaltungen gerade in Planung bzw. verfügbar sind. Hierzu muss ich Informationen aus verschiedenen Tools sammeln. Dies ist sehr unübersichtlich und aufwändig für mich. So ist es frustierend und anstrengend. *– Rating: 3 –*	PS 2 As a supporter I would like to find out about planned and available events. I have to collect the information by using different tools. That is complex and elaborate for me. Thus, it is frustrating and demanding. *– Rating: 3 –*

German	English
PS 3 Als Supporter möchte ich dem ASP einer Veranstaltung Rückfragen zum Event stellen. Hierzu muss ich über viele Nachrichten ermitteln, wer ASP ist und wie ich den erreiche. Das ist frustierend und zeitaufwendig. *– Rating: 1 –*	**PS 3** As a supporter I would like to contact the VM of an event to discuss further questions. To do so, I have to use many messages to identify the VM and possibilities to contact the VM. That is frustrating and time-consuming. *– Rating: 1 –*
PS 4 Als Supporter möchte ich gerne auf die Konzerte meiner Lieblingskünstler, aber ich weiß leider nicht, wie ich dies äußern kann. Daher fühle ich mich ausgeschlossen. *– Rating: 0 –*	**PS 4** As a supporter I would like to go to the concerts of my favourite artists, but I do not know how to express this. Thus, I feel excluded. *– Rating: 0 –*
PS 5 Ich als Supporter-in würde sehr gerne mehr über die Projekte im Ausland erfahren. Wie diese langfristig erhalten werden und welchen Impact sie für die lokale Bevölkerung haben. Da dies momentan sehr schwierig ist, überlege ich zukünftig an eine andere NGO zu spenden. Ich fühle mich hintergangen. *– Rating: 0 –*	**PS 5** Me as a supporter would like to learn more about the global projects. How these become maintained and which impact the local community can get of them. Currently, this is really hard, thus I am thinking about switching the NGO that I am donating for. I feel deceived. *– Rating: 0 –*
PS 6 Als Supporter würde ich gerne näher an Crews aus anderen Teilen Deutschlands rücken, wodurch sich ein besserer Austausch ergeben würde. Durch räumliche Entfernung ist dies nicht gegeben und sehr zeitaufwändig, da ich verschiedene soziale Netzwerke nutzen muss. Ich fühle mich isoliert. *– Rating: 0 –*	**PS 6** As a supporter I would like to move closer to other crews of germany. That would support exchange. Due to geographical distance this does not exists and is really time-consuming, since I have to use different social networks. I feel isolated. *– Rating: 0 –*
PS 7 Als Event-ASP möchte ich wissen wie erfahren meine Supporter sind. Hierzu muss [ich] die Aktions-ASP kontaktieren. Das mache ich ungern, da ich die Aktions-ASP nicht nerven möchte. Ich fühle mich dann unwohl und habe Gedanken zu blöd zu sein. *– Rating: 0 –*	**PS 7** As event-VM I would like to get information about the experience of my supporter. To do so, I have to contact the crew-VM. I do this unwillingly, since I do not want to annoy the crew-VM. I feel uncomfortable and of being stupid. *– Rating: 0 –*

German	English
PS 8 Als ASP einer Aktion möchte ich alles an Material schnell zusammenbringen, aber ich weiß nicht wo das Material ist, daher fühle ich mich schlecht vorbereitet. *– Rating: 0 –*	**PS 8** As VM of an event, I would like to collect all material quickly, but I do not know where it is. Thus, I feel bad prepared. *– Rating: 0 –*
PS 9 Als Supporter möchte ich wissen, was bei den letzten Crew-Treffen beschlossen wurde. Hierzu muss ich meine E-Mails durchforsten. Das ist zeitaufwändig und frustiert mich so, dass ich die Infos ggf. gar nicht nachschaue. *– Rating: 1 –*	**PS 9** As a supporter I would like to know what has been decided at the last crew meeting. To do so, I have to search through my e-mails. That is time-consuming and frustrating. Possibly, I would not search for the information at all. *– Rating: 1 –*
PS 10 Als Finanz-ASP möchte ich Spenden schnell und sauber einzahlen, aber ich kann nirgendwo festhalten wie viele Münzen welcher Art vorhanden sind. Dadurch fühle ich mich unsicher am Einzahlautomaten. *– Rating: 0 –*	**PS 10** As VM for finances, I would like to deposit donations quickly and cleanly, but I can nowhere document how many coins of which value have been collected. Thus, I feel uncertain using the cash-deposit terminal. *– Rating: 0 –*
PS 11 Als Supporter möchte ich einen Überblick darüber haben, was aktuell im VcA-Kosmos diskutiert wird. Aktuell steht vieles an unterschiedlichen Orten oder wird gar nicht geteilt. So ist man gelegentlich uninformiert. Ich fühle mich schlecht integriert. *– Rating: 1 –*	**PS 11** As a supporter I would like to have an overview what is currently discussed in the VcA-cosmos. Currently, many topics are spread through different places or is not shared. Thus, I am sometimes not informed. I feel badly integrated. *– Rating: 1 –*

ID WASHEthno	ID WASHPoolCollab
PS 2	PS26
PS 3	PS27
PS 4	PS22
PS 5	PS6
PS 6	PS19
PS 7	PS7
PS 8	PS20
PS 9	PS12
PS 10	PS21
PS 11	PS16

Table 2: Mapping between the PS identifiers. The PS generated during the previous workshop can slightly differ from the one used during the *User Stories made by Users* workshop, since the investigator improved the quality before.

2   Goals

During a brainstorming session the participants generated a total of 36 concrete goals to address the original PS described in section 1. Table 3 shows all generated goals attributed by the PS that it addresses and rating that has been performed afterwards. The participants rated the generated goals by painting dots onto the moderation cards that have been pinned to a whiteboard. Each participant had three dots to rate the goals.

Table 3: Goals that have been created by the participants during the workshop to address the previously introduced PS.

German	English
Goal 1 PS 3 <u>Automatisch</u> generierter Kommunikationskanal pro Event für alle Teilnehmer *– Rating: 4 –*	Goal 1 PS 3 <u>Automatically</u> generated communication per event for all participants *– Rating: 4 –*
Goal 2 PS 2 Einheitliche Platform (1 Tool) *– Rating: 4 –*	Goal 2 PS 2 Standardized platform (1 tool) *– Rating: 4 –*
Goal 3 PS 1 Spiele *– Rating: 1 –*	Goal 3 PS 1 Games *– Rating: 1 –*
Goal 4 PS 1 Pool wird immer nur alle X Tage geupdated *– Rating: 0 –*	Goal 4 PS 1 Pool will be updated only every X days *– Rating: 0 –*

German	English

Goal 5	PS 1
Termin verschicken!	
– Rating: 0 –	

Goal 5	PS 1
Send date!	
– Rating: 0 –	

Goal 6	PS 1
Crew- / Städte-übergreifende Infos	
– Rating: 0 –	

Goal 6	PS 1
Spread information to all crews / cities	
– Rating: 0 –	

Goal 7	PS 1
Erinnerung	
– Rating: 0 –	

Goal 7	PS 1
Reminder	
– Rating: 0 –	

Goal 8	PS 1
What's new Dashboard	
– Rating: 0 –	

Goal 8	PS 1
What's new dashboard	
– Rating: 0 –	

Goal 9	PS 1
(E-Mail) "Berichte" in zeitlichen Intervallen	
– Rating: 0 –	

Goal 9	PS 1
(E-Mail) "protocols" in time-based intervals	
– Rating: 0 –	

German	**English**
Goal 10 PS 1 Siri-Support *– Rating: 0 –*	Goal 10 PS 1 Siri-Support *– Rating: 0 –*
Goal 11 PS 1 "Live" Map *– Rating: 1 –*	Goal 11 PS 1 "Live" Map *– Rating: 1 –*
Goal 12 PS 1 Info-ASP (der sagt, was neu im Pool ist) *– Rating: 0 –*	Goal 12 PS 1 Info-VM (telling what is new on Pool) *– Rating: 0 –*
Goal 13 PS 1 Pool-App *– Rating: 2 –*	Goal 13 PS 1 Pool-App *– Rating: 2 –*
Goal 14 PS 1 Themen abonnieren *– Rating: 2 –*	Goal 14 PS 1 Subscribe to topics *– Rating: 2 –*

German	English

Goal 15 PS 1	Goal 15 PS 1
Tag & Follow System *– Rating: 0 –*	Tag & Follow System *– Rating: 0 –*

Goal 16 PS 1	Goal 16 PS 1
Push-Benachrichtigung bei neuem Eintrag *– Rating: 2 –*	Push notification on new entry *– Rating: 2 –*

Goal 17 PS 1	Goal 17 PS 1
Nachricht, SMS, WhatsApp, Slag u.s.w. *– Rating: 0 –*	Message, SMS, WhatsApp, Slack etc. *– Rating: 0 –*

Goal 18 PS 1	Goal 18 PS 1
Gamification *– Rating: 1 –*	Gamification *– Rating: 1 –*

Goal 19 PS 2	Goal 19 PS 2
Redundanz *– Rating: 0 –*	Redundancy *– Rating: 0 –*

German	English

| Goal 20 PS 2

Error bei Duplikaten

– Rating: 0 – | Goal 20 PS 2

Error on duplicates

– Rating: 0 – |

| Goal 21 PS 2

Abbildung kompletter Veranstaltungsprozess

– Rating: 0 – | Goal 21 PS 2

Support for the complete event process

– Rating: 0 – |

| Goal 22 PS 2

Planungstool integrieren

– Rating: 0 – | Goal 22 PS 2

Integrate tool that supports planing

– Rating: 0 – |

| Goal 23 PS 2

Trello-Integration (oder anderes Kanban)

– Rating: 2 – | Goal 23 PS 2

Integration of Trello

– Rating: 2 – |

| Goal 24 PS 2

Assistent

– Rating: 0 – | Goal 24 PS 2

Assistant

– Rating: 0 – |

German	**English**

Goal 25   PS 2
[illegible] How-to beim Vorschlag
– Rating: 0 –

Goal 25   PS 2
[illegible] How-to on proposal / recommendation
– Rating: 0 –

Goal 26   PS 2
Auskunft über kommende Events. Person / Bot
– Rating: 1 –

Goal 26   PS 2
Information about upcoming events. Person / Bot
– Rating: 1 –

Goal 27   PS 2
Crew- / Städte-übergreifende Toolnutzung
– Rating: 0 –

Goal 27   PS 2
All crews / cities are using the same tools
– Rating: 0 –

Goal 28   PS 3
Einfach zu findendes How-to
– Rating: 0 –

Goal 28   PS 3
Easy to find How-to
– Rating: 0 –

Goal 29   PS 3
Wartelisten dem ASP verfügbar machen
– Rating: 0 –

Goal 29   PS 3
Make waiting lists accessible for the VM
– Rating: 0 –

German	English

Goal 30 — PS 3	Goal 30 — PS 3
ASP Name + Nr. in Zusage-Mail	Name and (cellphone) number of the VM as part of the confirmation mail.
– Rating: 0 –	*– Rating: 0 –*

Goal 31 — PS 3	Goal 31 — PS 3
Geduld und Vertrauen in den ASP	Patience and trust for the VM
– Rating: 0 –	*– Rating: 0 –*

Goal 32 — PS 3	Goal 32 — PS 3
Anzeige von Kontaktmöglichkeiten nach Annahme für Event	Show possibilities to contact after confirmation for the event
– Rating: 0 –	*– Rating: 0 –*

Goal 33 — PS 3	Goal 33 — PS 3
ASP hinterlegt Chat Kontakt + -Mittel im Event	VM provides a chat contact + -channel at the event.
– Rating: 0 –	*– Rating: 0 –*

Goal 34 — PS 3	Goal 34 — PS 3
alle automatisch in Telegram Gruppen einteilen + Info	Automatically create telegram groups
– Rating: 0 –	*– Rating: 0 –*

German	English

Goal 35	PS 3
Sprechstunde im Chatroom	
– Rating: 0 –	

Goal 35	PS 3
Consultation in chat rooms	
– Rating: 0 –	

Goal 36	PS 3
Generelle Ansprechpartner	
– Rating: 0 –	

Goal 36	PS 3
General volunteer manager	
– Rating: 0 –	

3 User Stories

At least, the participants generated user stories (US) to reach two selected goals of the previously generated ones. Thus, the participants have been separated into two groups by letting the WASH volunteers choose the most interesting goal of the two highest rated goals and dividing the Pool volunteers through both groups. After that, the groups got some time to develop US by themselves. The resulting set of nine US are described in table 4. Each story is shown as a Story Card consisting of a story, acceptance criteria, an identifier and a reference to the goal it addresses.

Table 4: User stories created by the workshop participants.

German	English
US 1 Goal 2 Als ASP einer Aktion möchte ich nicht erschienene Supporter bewerten. *– Story –*	**US 1** Goal 2 As VM of an event I would like to rate supporter that failed to appear. *– Story –*
US 1 Goal 2 Ich brauche ein Ranking im Pool. *– Acceptance criteria –*	**US 1** Goal 2 I need a ranking in the Pool. *– Acceptance criteria –*
US 2 Goal 2 Als Supporter möchte ich alle Veranstaltungen mit dem Status (Phase) sehen und filtern können. *– Story –*	**US 2** Goal 2 As a supporter I would like to see and filter all events with a status (a phase). *– Story –*
US 2 Goal 2 Angenommen wenn ich Supporter bin und mich auf der Plattform einlogge, möchte ich eine Liste / Übersicht aller Veranstaltungen mit Status / Phase sehen können und danach filtern können. *– Acceptance criteria –*	**US 2** Goal 2 Suppositionally, if I am supporter and I am log in, I want to see and filter a list / overview of all events regarding status and phase. *– Acceptance criteria –*

German	English

US 3	Goal 2

Als Mitarbeitende im Aktionsbereich möchte ich über Aktivitäten anderer Crews Bescheid wissen, um Management-Anfragen zu bündeln.

– Story –

US 3	Goal 2

As employee involved in event planing, I would like to know the activities of other crews to combine requests to specific management agencies.

– Story –

US 3	Goal 2

Angenommen ich suche auf der Plattform nach einem Künstler, wenn ich Mitarbeiter im Aktionsbereich bin, dann möchte ich sehen, welche Crews schon einen Prozess angestoßen haben.

– Acceptance criteria –

US 3	Goal 2

Suppositionally, I am searching for a specific artist on the Pool and I am employee involved in event planing, I would like to see which crews already initiated a process.

– Acceptance criteria –

US 4	Goal 2

Als Aktions-ASP möchte ich einen Veranstaltungs-ASP bestimmen können um die Durchführung zu delegieren

– Story –

US 4	Goal 2

As crew-VM focusing events I would like to appoint an event-VM for each single event to delegate the accomplishment.

– Story –

US 4	Goal 2

- Wenn der Veranstaltungs-ASP eingetragen wird, dann soll er die Verwaltungsrechte für diese Aktion bekommen

– Acceptance criteria –

US 4	Goal 2

- If the event-VM will be appointed on the Pool, s/he will get the access rights to manage the single event.

– Acceptance criteria –

German	English
US 5 Goal 2 Als Supporter möchte ich ein Konzert vorschlagen, um daran mit VcA teilzunehmen. *– Story –*	**US 5** Goal 2 As supporter, I would like to suggest concerts to collect donations with VcA. *– Story –*
US 5 Goal 2 Angenommen, die Veranstaltung existiert schon auf der Plattform, wenn ich ~~danach~~ sie eintragen möchte, werde ich darauf hingewiesen. *– Acceptance criteria –*	**US 5** Goal 2 Suppositionally, the event already exists on the Pool. When I try to create it, the system will inform me that the event already exists. *– Acceptance criteria –*
US 6 Goal 2 Als Supporter möchte ich nach Künstlern suchen, um eine Übersicht der bevorstehenden Veranstaltungen zu bekommen. *– Story –*	**US 6** Goal 2 As supporter I would like to search for artists, to get an overview about the upcomming events. *– Story –*
US 6 Goal 2 Angenommen ich gebe einen Künstlernamen ein (oder Datum), wenn ich als Supporter eingeloggt bin, dann sehe ich eine Übersicht der geplanten Veranstaltungen (auch: im Prozess). *– Acceptance criteria –*	**US 6** Goal 2 Suppositionally I am entering the name of an artist (or a date): If I am logged in as a supporter, I will see an overview about planned events. *– Acceptance criteria –*

German	English

US 7	Goal 1

Ich als Supporter, möchte meine präferierten Kommunikationskanäle hinterlegen, um in diesen über das Event informiert zu werden.

– Story –

US 7	Goal 1

- Wenn Ich angemeldet bin, kann Ich$^+$ meine Kommunikationskanäle hinterlegen
- Habe Ich keine K.K. hinterlegt kann Ich mich nicht bewerben
$^+$auf meiner Profilseite

– Acceptance criteria –

US 7	Goal 1

Me as a supporter, I would like to provide my preferred communication channel to become informed through this channel.

– Story –

US 7	Goal 1

- If I am logged into the Pool, I can$^+$ provide my communication channel
- Do I have no channels provided, I can not submit an application for an event
$^+$on my profile page

– Acceptance criteria –

US 8	Goal 1

Ich als Bewerber, möchte nach Ende der Bewerbungsfrist in einem meiner präferierten K.K. eingeladen werden, um über das Event informiert zu werden.

– Story –

US 8	Goal 1

-

– Acceptance criteria –

US 8	Goal 1

Me as an applicant, I would like to be invited to one of my preferred communication channels after the end of the application period. The channel has to be used to inform me about the event.

– Story –

US 8	Goal 1

-

– Acceptance criteria –

German	English

US 9 Goal 1	US 9 Goal 1
Ich als Bewerber, möchte im K.K. alle für das Event relevanten Informationen erhalten, um informiert zu sein. *– Story –*	Me as an applicant, I would like to get all relevant information regarding the event by using the communication channel. *– Story –*
US 9 Goal 1	US 9 Goal 1
- *– Acceptance criteria –*	- *– Acceptance criteria –*

Abbreviations

ASP Ansprechpartner

ID Identifier

Infos Informationen

K.K. Kommunikationskanäle

NGO Non-governmental organization

Nr. Nummer

PS Problem statement

SMS Short Message Service

US User Story

VcA Viva con Agua

VM Volunteer manager

WASH Water, Sanitation and Hygiene