

Use Cases

Use Case 1: Create Interest Forms

Primary Actor: Administrator

Description: The administrator can create Interest Forms.

Risk Level: Low

Use Case 2: Post Interest Forms

Primary Actor: Administrator

Description: The Administrator can post the interest forms

Risk Level: Low

Use Case 3: Fill Interest Forms

Primary Actor: Users

Description: Users can fill out an interest form

Risk Level: Low

Use Case 4: Submit Interest Forms

Primary Actor: Users

Description: Users can submit their interest forms.

Risk Level: Low

Use Case 5: View Interest Forms

Primary Actor: Client

Description: The client can view submitted interest forms

Risk Level: Low

Use Case 6: Conduct Background Checks

Primary Actor: Client

Description: The client can investigate information on a user's interest form submission and view any history in past volunteering.

Risk Level: High

Use Case 7: View Information on Volunteer Opportunities

Primary Actor: Users

Description: Users can view information on any volunteer opportunities currently or in the future.

Risk Level: Low

Use Case 8: View Volunteer Stories

Primary Actor: Users

Description: Users can view the stories of past and current volunteers.

Risk Level: Low

Use Case 9: Direct to the Interest Form

Primary Actor: Users

Description: Users can be directed easily to the Interest Form feature.

Risk Level: High

Use Case 10: Post Contact Forms

Primary Actor: Administrator

Description: The administrator posts a form that receives a message and contact information.

Risk Level: Low

Use Case 11: Input Contact Information

Primary Actor: Users

Description: Users can provide their name and contact information for follow-up.

Risk Level: Low

Use Case 12: Send Requests

Primary Actor: Users

Description: Users can create a request in the input box and send it.

Risk Level: Low

Use Case 13: View Requests

Primary Actor: Administrator

Description: The administrator can view requests sent by customers who used the contact form.

Risk Level: Low

Use Case 14: Respond to Requests

Primary Actor: Administrator

Description: The administrator can respond to submitted contact form inquiries.

Risk Level: Medium

Use Case 15: Submit Donations

Primary Actor: Users

Description: Users will be directed to the Helcim payment system by a donation link.

Risk Level: High

Use Case 16: Place the Donation Widget

Primary Actor: Administrator

Description: The donation widget will be made easily accessible by being present consistently.

Risk Level: Low

Use Case 17: Integrate to Calendar

Primary Actor: Administrator

Description: The administrator can connect Outlook Calendar to a website module.

Risk Level: Medium

Use Case 18: Manage Calendar Events and News

Primary Actor: Administrator

Description: The administrator can add, update, or remove events from the Outlook Calendar and the news section.

Risk Level: High

Use Case 19: View Ongoing and Upcoming Events

Primary Actor: Users

Description: Users can view any of the current and future events included on the calendar.

Risk Level: Low

Use Case 20: View News

Primary Actor: Users

Description: Users can view any of the news posted to the site

Risk Level: Low

Use Case 21: Enter Contact Information

Primary Actor: Users

Description: Users can utilize the provided fields to enter requested contact information.

Risk Level: Low

Use Case 22: Add Contact Information to the Mailing List

Primary Actor: Administrator

Description: The administrator can create and update a newsletter emailing list from the submitted contact information.

Risk Level: High

Use Case 23: View Upcoming Campaigns

Primary Actor: Users

Description: Users can view any details on any upcoming fundraiser campaigns posted.

Risk Level: Low

Use Case 24: View Ongoing Campaigns

Primary Actor: Users

Description: Users can view information, goals, and progress of current fundraising events.

Risk Level: Low

Use Case 25: View Different Donation Options

Primary Actor: Users

Description: The user can view information on how to provide any donations that would otherwise not use a single monetary donation.

Risk Level: Medium

Use Case 26: View Additional Information

Primary Actor: Users

Description: Users can view any additional information on other ways to give that are relevant to a campaign.

Risk Level: Low

Use Case 27: Provide Information on the Goals of Campaigns

Primary Actor: Administrator

Description: The administrator can post and update information on the appropriate goals for each campaign.

Risk Level: Medium

Use Case 28: Manage Fundraising Campaigns

Primary Actor: Administrator

Description: The administrator can create, update, or close fundraising campaigns.

Risk Level: High

Use Case 29: Integrate to Helcim

Primary Actor: Administrator

Description: The Helcim payment system can be directly integrated into the WordPress platform to be more conveniently accessible on campaign pages.

Risk Level: Low

Use Case 30: Provide Information on Worth the Words

Primary Actor: Client

Description: The client can provide the appropriate information for the About feature.

Risk Level: Low

Use Case 31: Direct to Volunteer Page

Primary Actor: User

Description: Users will be directed to the Volunteer Page under the Get Involved feature.

Risk Level: Low

Use Case 32: Direct to Interest Form

Primary Actor: User

Description: Users will be directed to the Interest Form under the Get Involve feature.

Risk Level: Low

Use Case 33: Visit on Multiple Devices

Primary Actor: Users

Description: Users shall be able to access the website on both desktop and mobile, with consistent appearance and functionality.

Risk Level: High

Use Case 34: Provide Analytics Widgets

Primary Actor: Administrator

Description: The administrator will use WordPress to integrate widgets that can show regularly updated or real-time information on relevant pages.

Risk Level: Medium

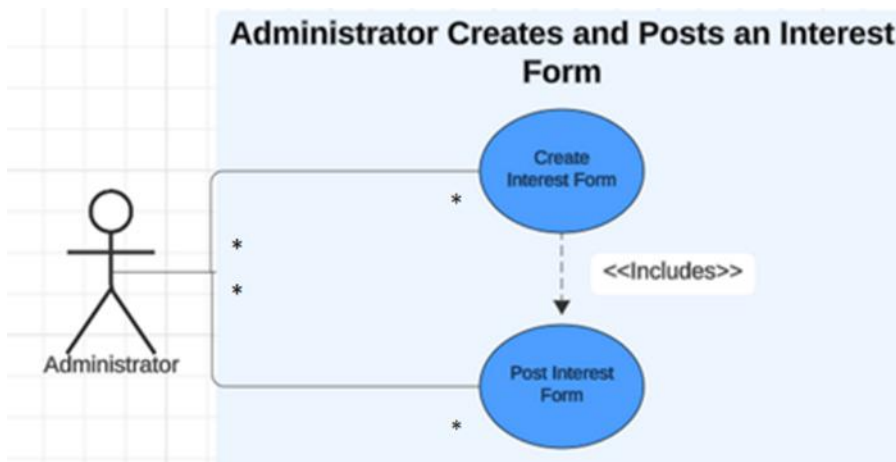
Use Case 35: View Social Media

Primary Actor: User

Description: The user shall be able to view the client's social media and be linked there if desired. Risk Level: Low

Use Case Diagrams

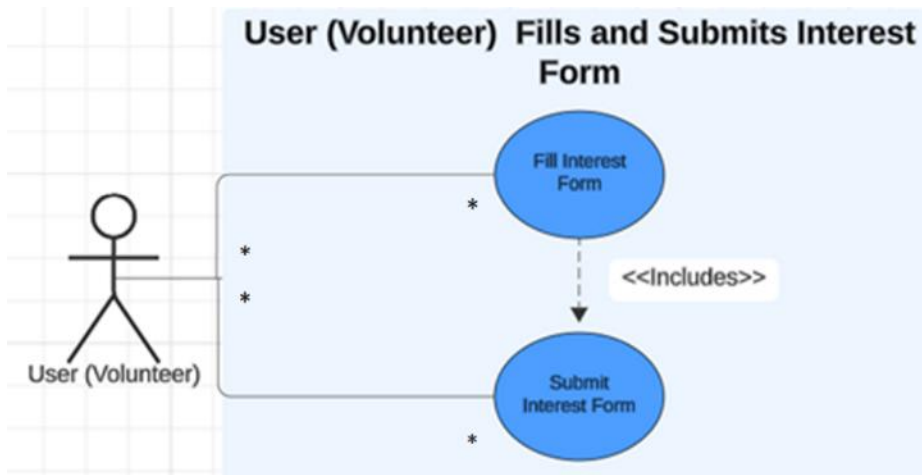
Use Cases 1 and 2: Create and Post Interest Form



Use Case Diagram Narrative

The administrator can “Create Interest Form” on Google Forms with the valid information and questions that are required. Once the interest form is finished, the administrator can post the interest form on the Interest Form Page as a widget.

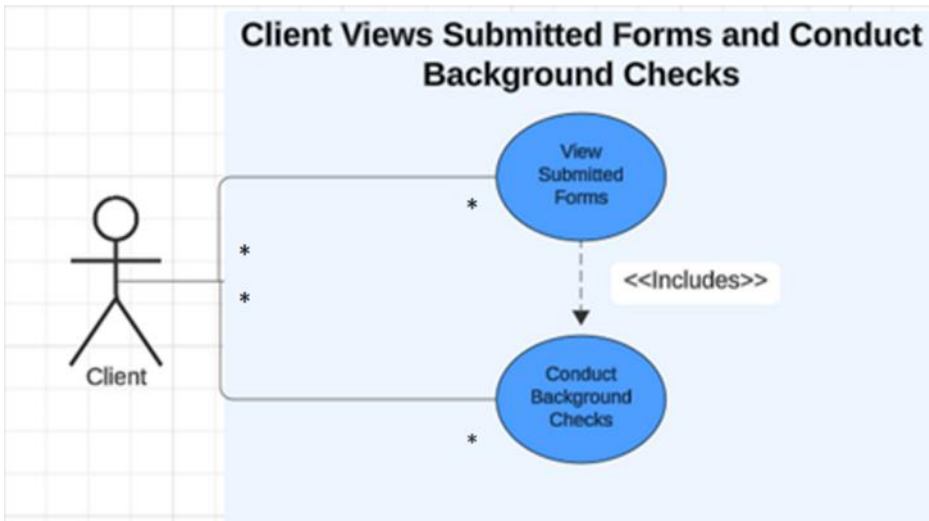
Use Cases 3 and 4: Fill and Submit Interest Form



Use Case Diagram Narrative

Using the “Click to Sign Up” widget, a user will be integrated into a Google Form to fill out an interest form. The “Fill Interest Form” will include the “Submit Interest Form” use case as when you fill out a form, a user will be required to submit the form once they are finished.

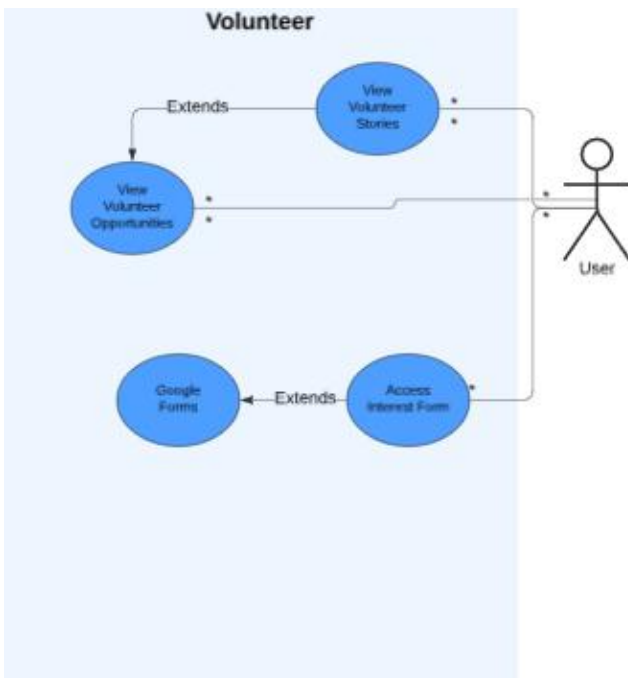
Use Cases 5 and 6: Views Submitted Forms and Conduct Background Checks



Use Case Diagram Narrative

The client can view the responses that users have submitted. When viewing submitted forms, the client will conduct background checks for each user to ensure that they are good to be volunteering for an event.

Use case 7-9: Volunteer and Interest form

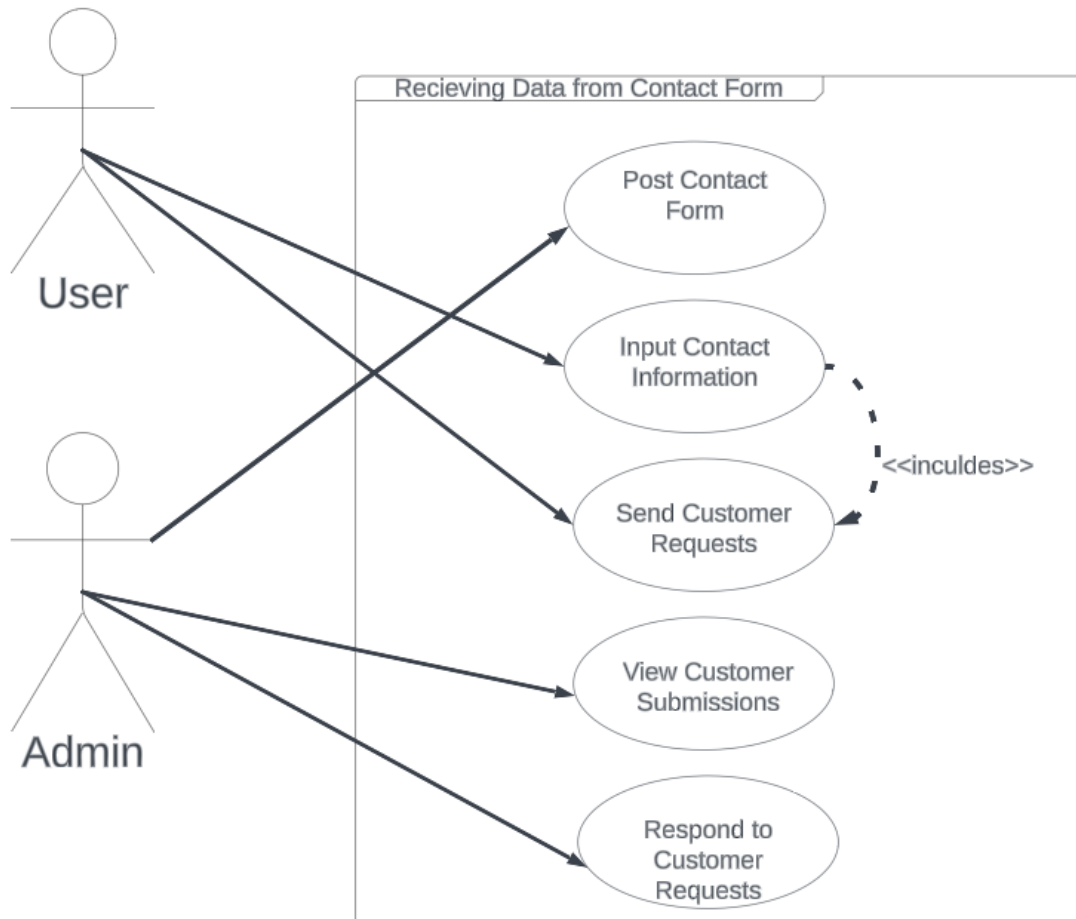


Use Case Diagram Narrative

On the volunteer information pages, website visitors can view multiple volunteer opportunities and volunteer stories. Each volunteer opportunity can be viewed by many visitors, and each volunteer story can be read by many visitors. The View Volunteer Stories use case extends the View Volunteer Opportunities use case since visitors typically read stories after finding relevant opportunities. Similarly,

each interest form submission is linked to multiple volunteer opportunities that interested the visitor, and each opportunity can have multiple interest form submissions. The Access Interest Form use case includes Google Forms integration to handle the submission and data collection process.

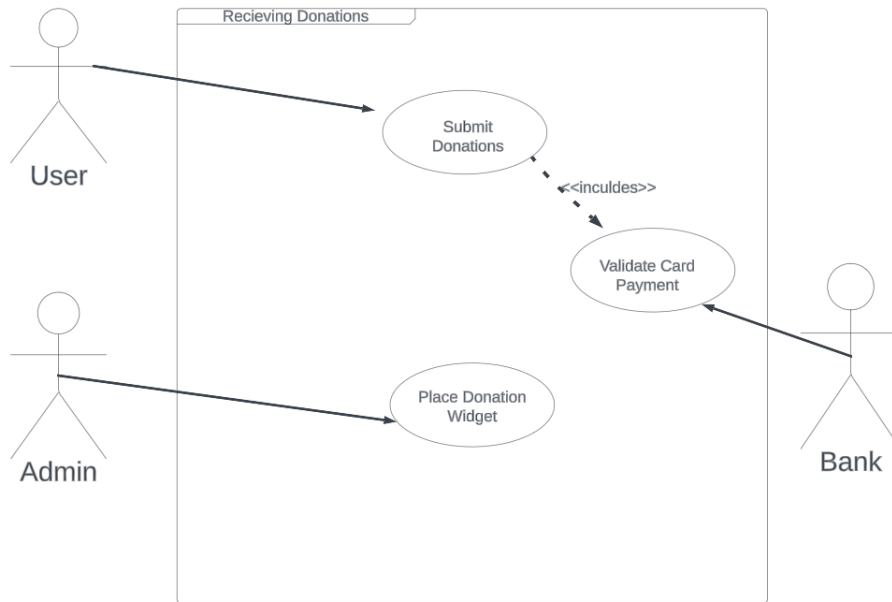
Use Cases 10-14: Receiving Data from Contact Form



Use Case Diagram Narrative

The Admin is responsible for posting the contact form. After the form is posted, the User is able to input and submit their contact information, as well as any requests they have. After this information is submitted, the Admin can go into the submissions and view the given User information. The Admin is also able to respond to the User requests from the submissions.

Use Cases 15 and 16: Receiving Donations



Use Case Diagram Narrative

The Admin is responsible for adding a “Donate” button on each page of the Worth the Words site. After this happens, the User can click any of the “Donate” buttons to be directed to Helcim, our payment management system, and submit their desired amount of payment.

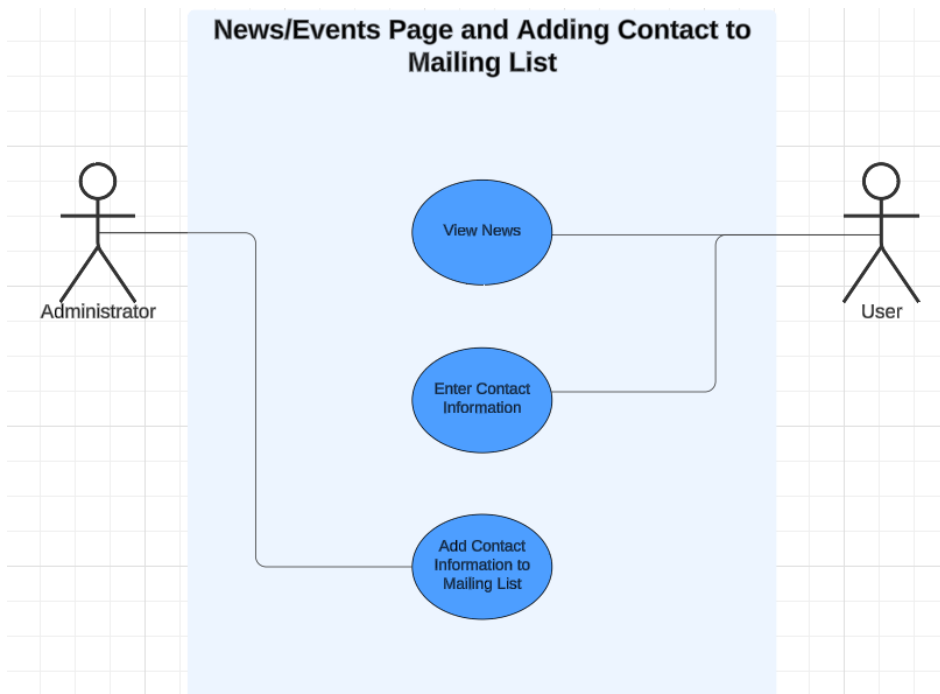
Use Case 17, 18, and 19: Integrate Calendar, Manage Calendar and View Events



Use Case Diagram Narrative

The **Administrator** has two main tasks. First, they can **Integrate to Calendar (17)** to sync events automatically with the website’s calendar, making sure everything stays updated without needing manual changes all the time. Second, they can **Manage Calendar Entries (18)**—adding, editing, or deleting events as needed. This way, the calendar always shows the most current information, keeping everything easy for users to follow.

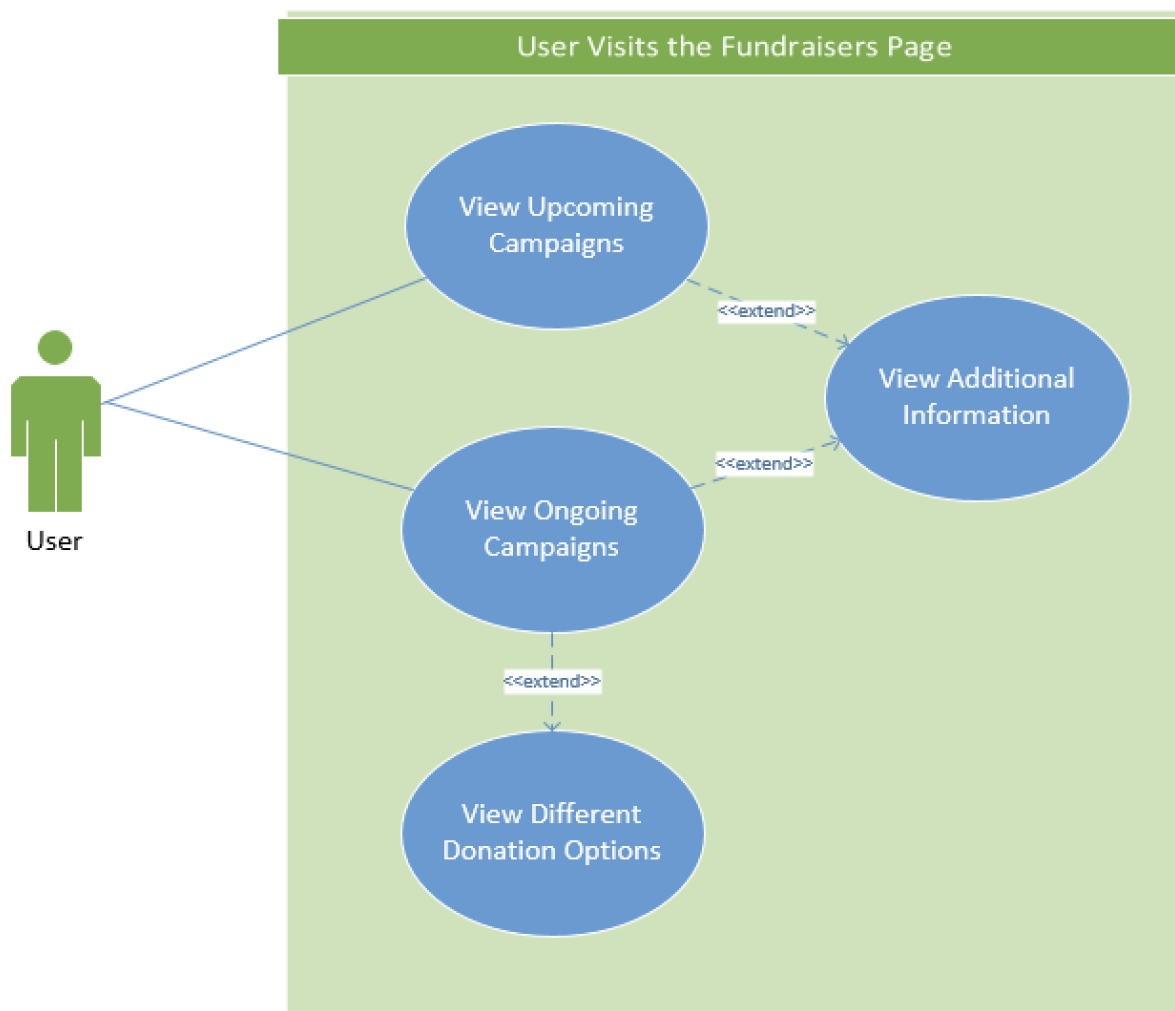
Use Case 20, 21 and 22: Display Events, Enter Contact Information and Mailing List



Use Case Diagram Narrative

The **User** shall be able to view any news that is posted on the News/Events page and are able to subscribe to the Newsletter by entering their contact information. The **Administrator** is the main person responsible for making sure that events and newsletters are managed smoothly on the platform. In this Use Case diagram, the Administrator is ensuring that the submitted contact information is going to the mailing list. The Administrator's tasks cover everything from checking event details to handling subscribers, giving a full picture of their role in keeping the platform engaging and up to date.

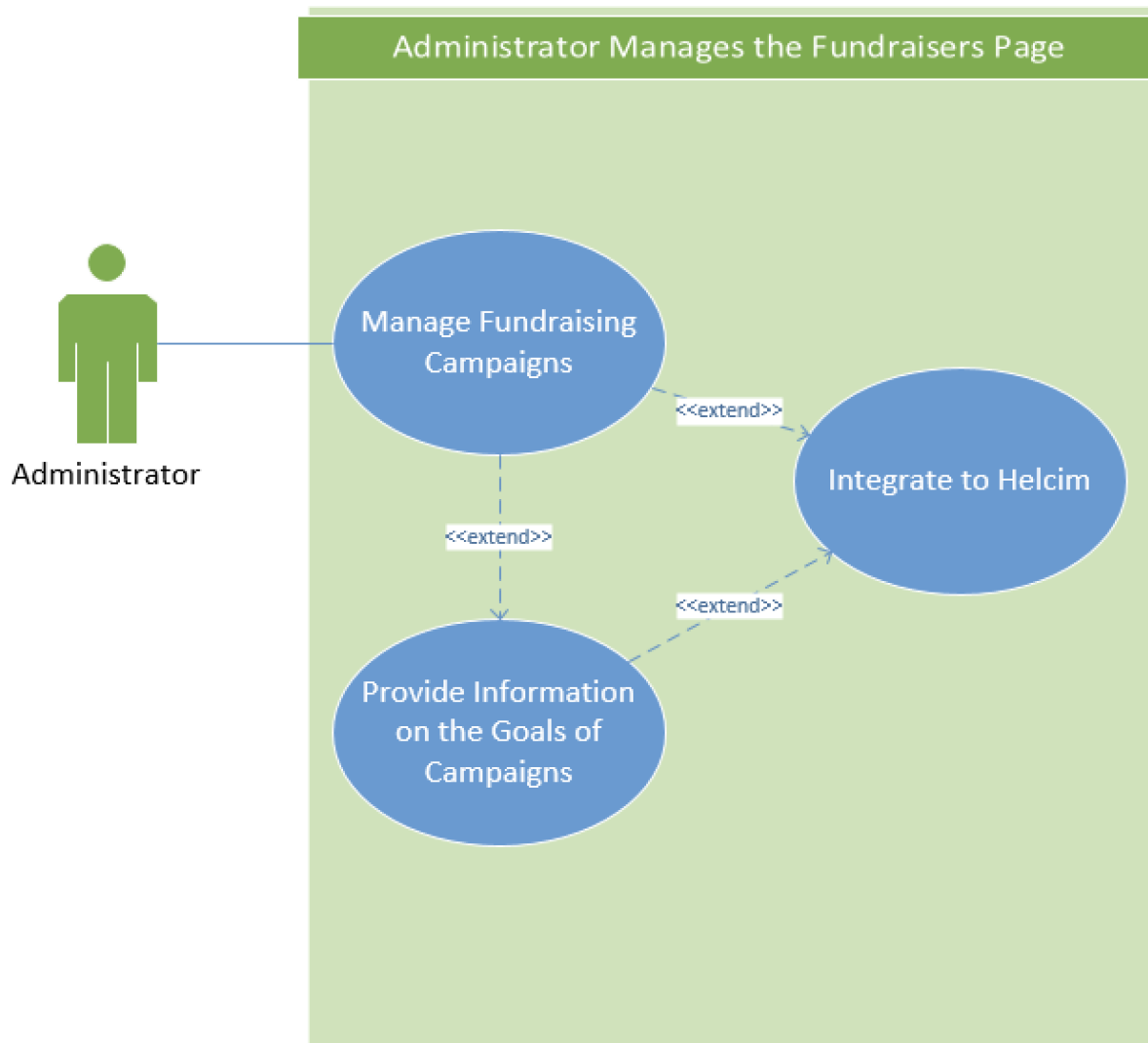
Use Cases 23-26: Visit Fundraiser Page



Use Case Diagram Narrative

Upon visiting the Fundraisers Page, the user is able to scroll through sections conveying information about both upcoming and current campaigns. If these campaigns require contributions that can be provided through website functions, the flow of the site will lead to them reading about the secondary ways to help Worth the Words. For ongoing campaigns, donation options that are available through the site (Helcim, Interest Form) are provided by the info box attached to the campaign section.

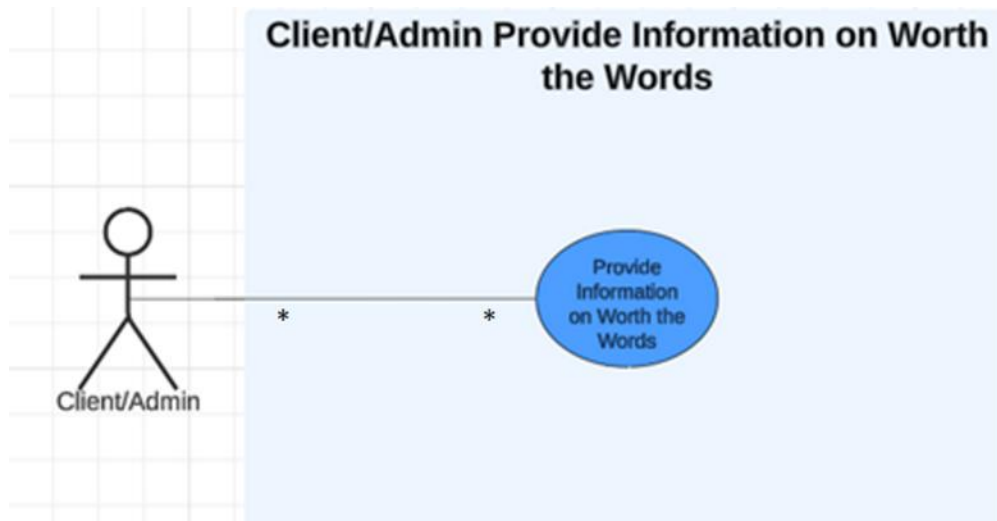
Use Cases 26-29: Managing Fundraiser Page



Use Case Diagram Narrative

The administrator shall be able to access the Fundraisers Page through WordPress to make changes to campaigns. Creating, updating, and removing campaigns is supplemented by altering details of information about said campaigns and their fundraising goals. Depending on necessity, this management extends into integrating Helcim directly onto the page to facilitate checkout.

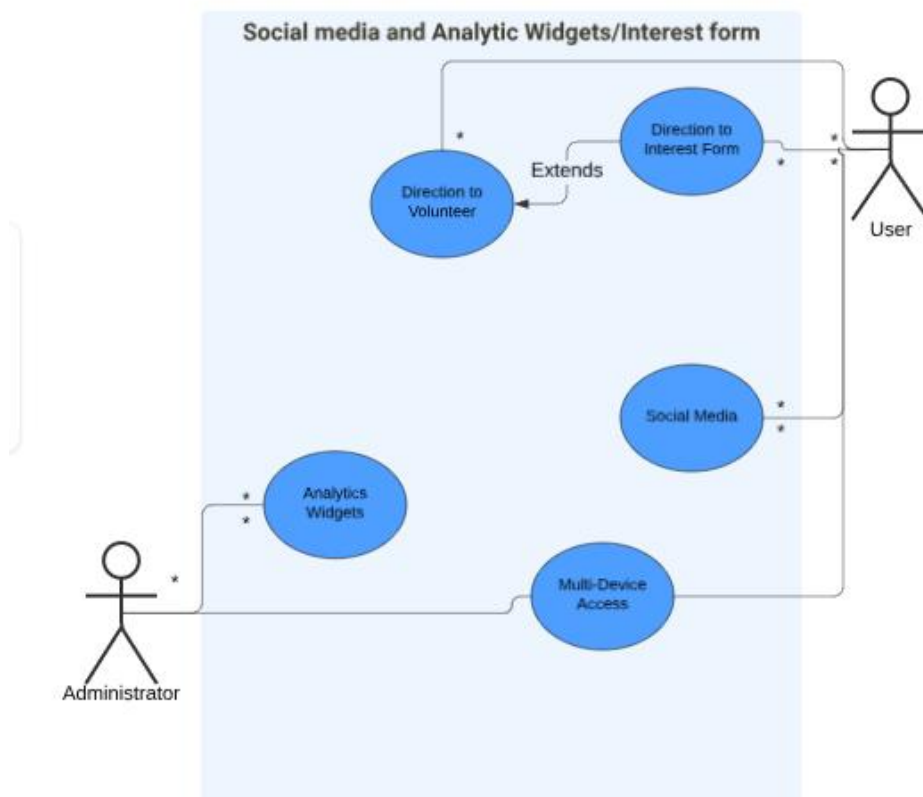
Use Case 30: Provide Information on Worth the Words



Use Case Diagram Narrative

On the About page, the client can “Provide information on Worth the Words” such as who the organization is and who is part of the organization. The About only contains the appropriate information and there are no other purposes on this page such as integration to Helcim and directory to a different page.

Use case 31-35: social media Analytic widget/interest form, volunteer



Use Case Diagram Narrative

On the Worth the Words Website, both website visitors and administrators interact with various system features through multiple interfaces. The system supports access from both desktop and mobile devices, with each feature optimized for multiple screen sizes. Website visitors can navigate to volunteer opportunities and access interest forms, where each visitor can be directed to multiple sections, and each section can be accessed by many visitors. The "Direction to Interest Form" use case extends the Direction to Volunteer use case as visitors typically access the interest form after learning about volunteer opportunities. Administrators can monitor multiple analytics widgets, with each widget displaying different metrics about site usage and engagement. The social media integration includes various platform widgets, where many visitors can view each social media feed, and visitors can interact with multiple social platforms. The system ensures a consistent experience across all devices, with responsive layouts adapting to different screen sizes and user interactions.