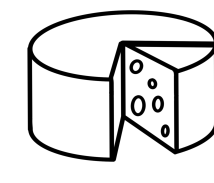


## Gompei's Goat Cheese



Gompei's Goat Cheese (GGC) is a non-profit, student-run business at Worcester Polytechnic Institute (WPI) that sells local goat cheese and donates all profits to the WPI Global Scholarship Program. GGC sells cheese produced by a partner farm, Westfield Farms, who also ships the cheese to customers. To further their mission, GGC needed a new order and invoice management system, as well as improved communication between GGC and their partner.

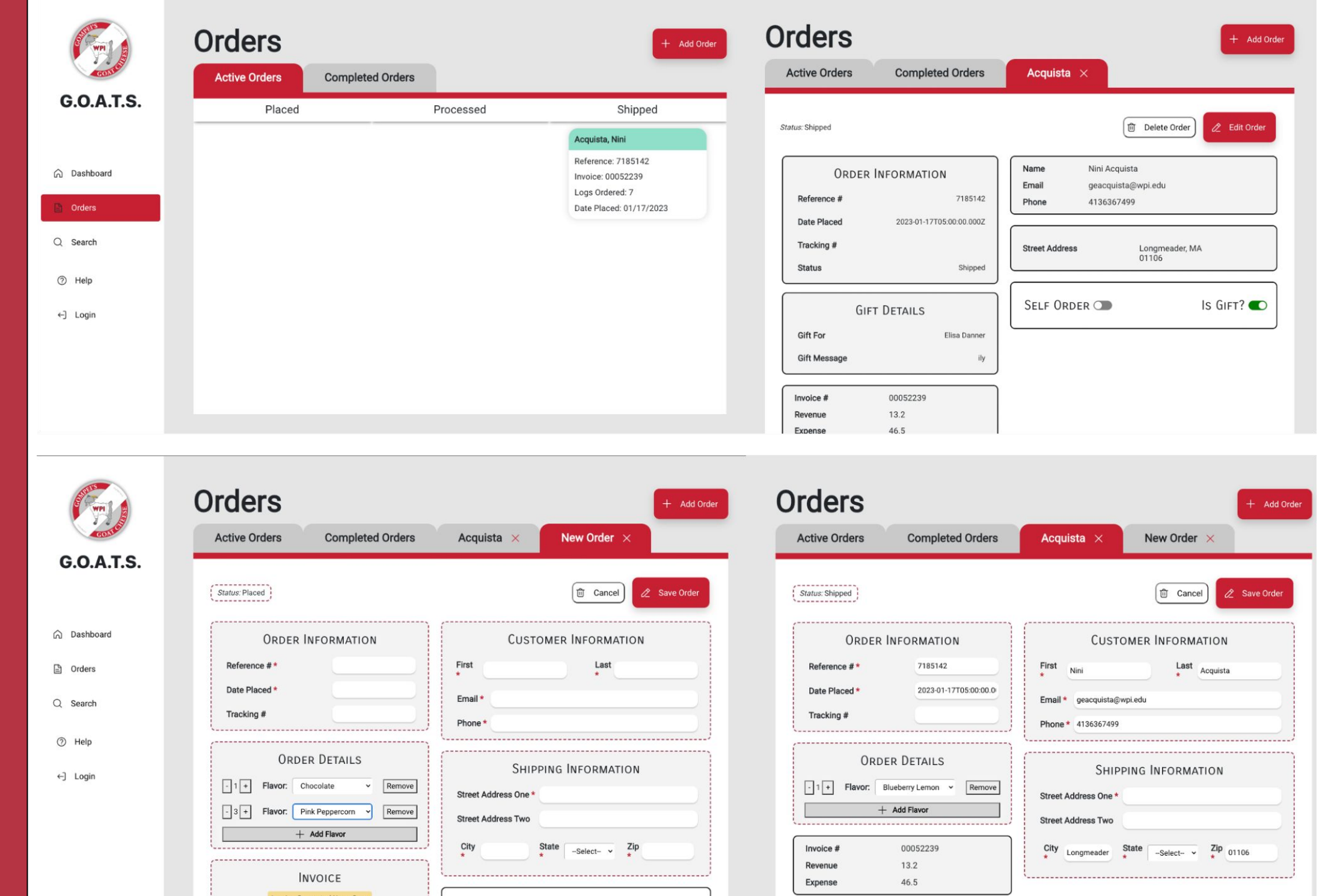
	GGC	Small Businesses	Startups
<b>Gives Back To Local Economy</b>	✓	✓	✗
<b>Employees From Local Community</b>	✓	✓	✗
<b>High Employee Turnover Rate</b>	✓	✗	✓

## User Testing

- User tested Phase 1 prototype, performed think aloud sessions, and conducted interviews with 4 participants of GGC executives.
- Followed up with a System Usability Scale (SUS) survey.
- Analyzed feedback to identify patterns of how the system does well and where it needs improvement.
- Focused on feedback from GGC's COO, since they are the biggest stakeholder.

Confusing Points	Improvement Suggestions
<ul style="list-style-type: none"> <li>• Difference between orders and invoices</li> <li>• Button placement</li> <li>• Too many fields</li> </ul>	<ul style="list-style-type: none"> <li>• More info on order card               <ul style="list-style-type: none"> <li>◦ Date and last edited</li> </ul> </li> <li>• Permissions for roles               <ul style="list-style-type: none"> <li>◦ Finance</li> <li>◦ Accounting</li> <li>◦ View Only</li> <li>◦ Farm Owner</li> <li>◦ Data Person</li> <li>◦ Admin</li> </ul> </li> <li>• Search Bar updates</li> <li>• Add more relevant stats for dash</li> <li>• No max cheese log in an order</li> <li>• Refine bulk ordering</li> </ul>
Additional Features	
<ul style="list-style-type: none"> <li>• Data visualization</li> <li>• Notification center</li> <li>• Sticker label tracking</li> <li>• In person orders</li> <li>• Account statements</li> <li>• Holiday ordering</li> <li>• Tooltips</li> </ul>	

## Functional Prototype

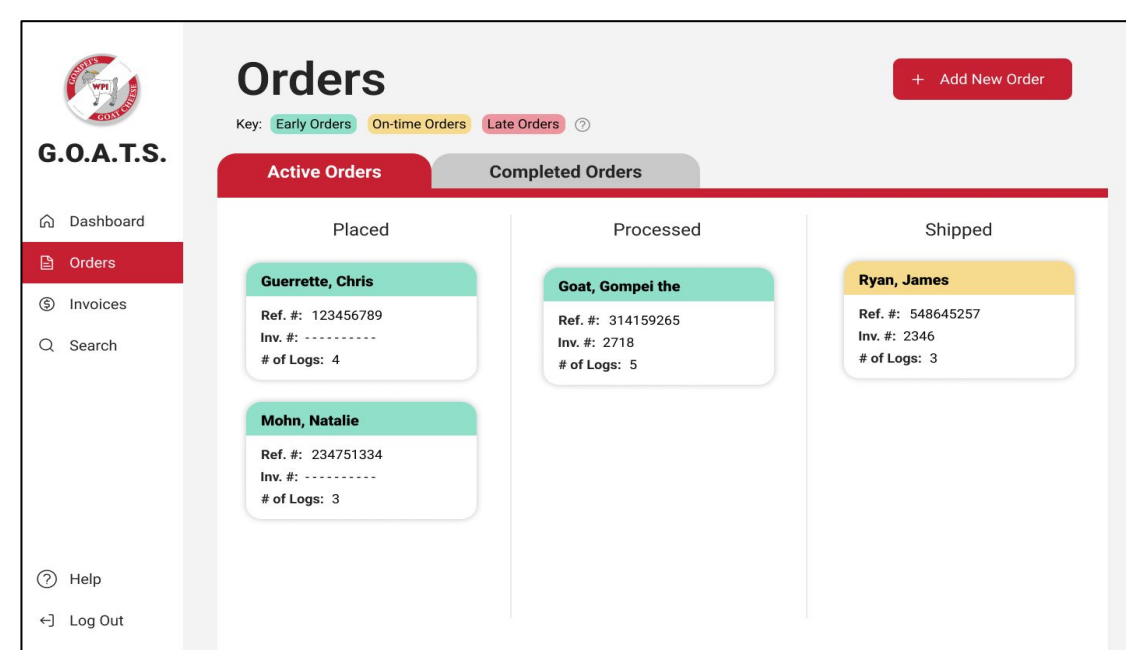


## Phase I Review

### Established Key Requirements:

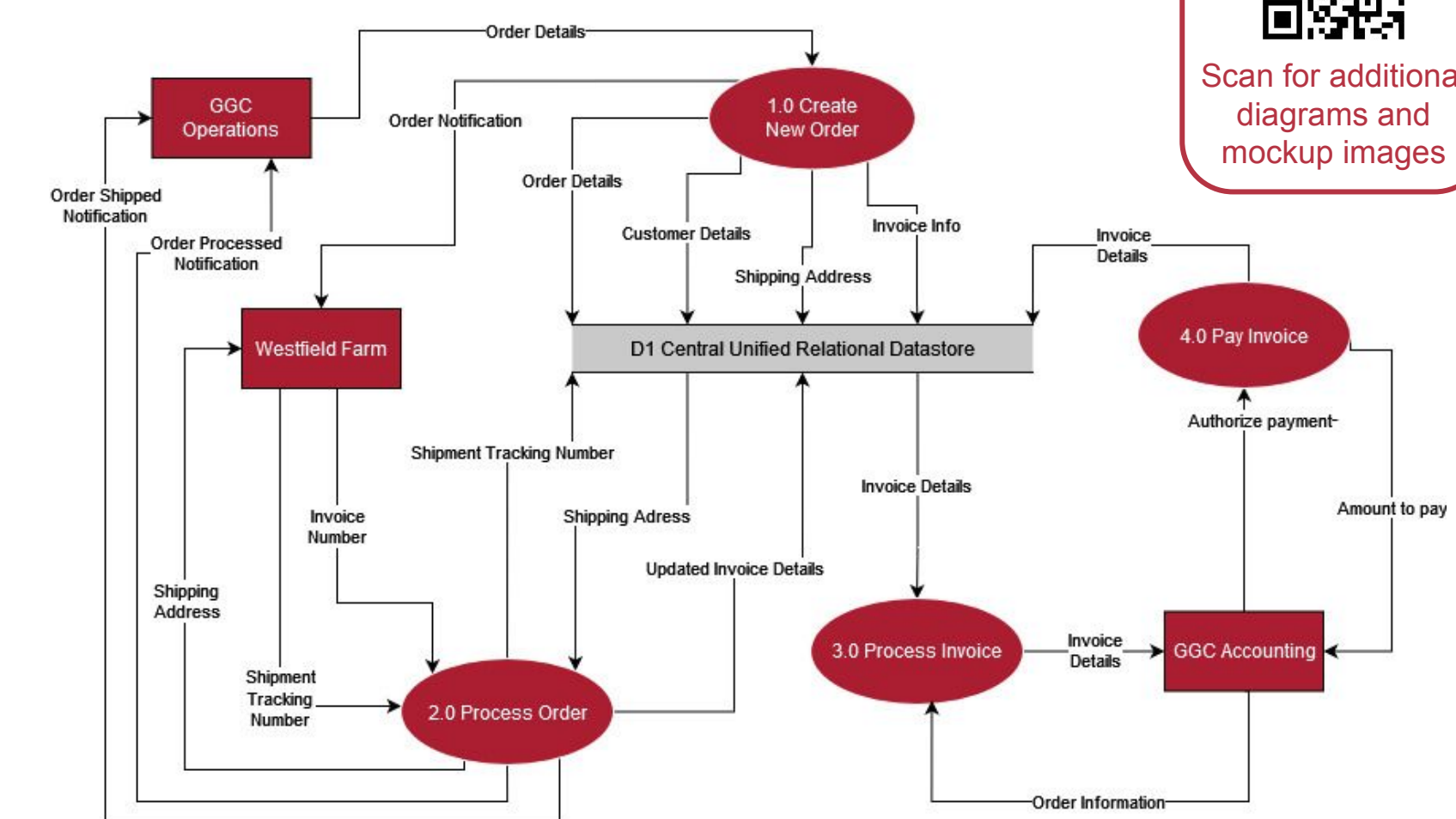
- Users from both GGC and the farm can access the system simultaneously.
- Users can view, create, update, and delete orders based on their accounts permission level.
- Users can securely and quickly access the data stored in the system.
- The system is intuitive and accessible.

### System Mockup:



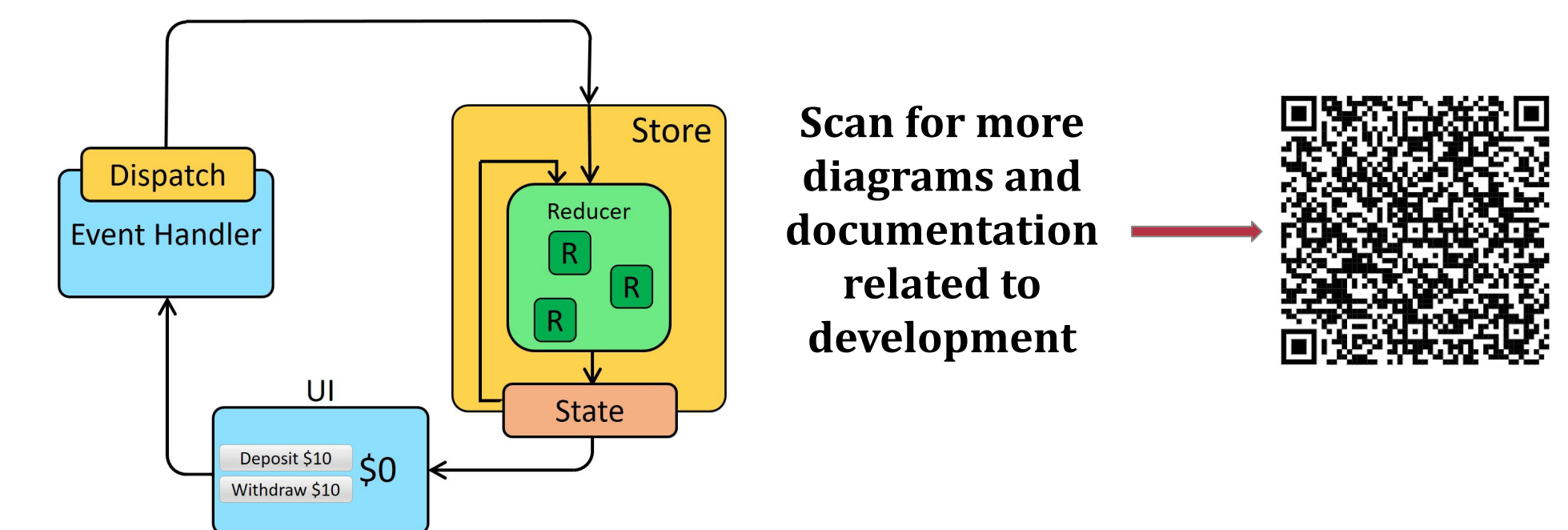
## Design Iteration

### Level 0 Data Flow Diagram



Scan for additional diagrams and mockup images

## Support Documentation



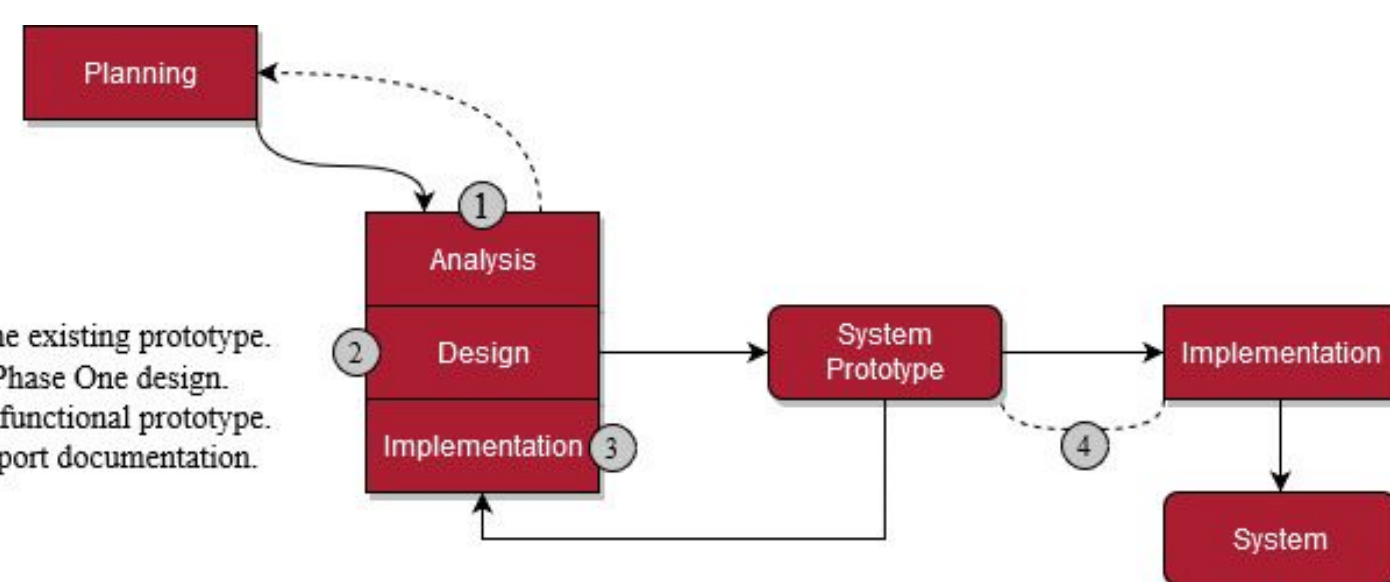
Scan for more diagrams and documentation related to development

## Goal:

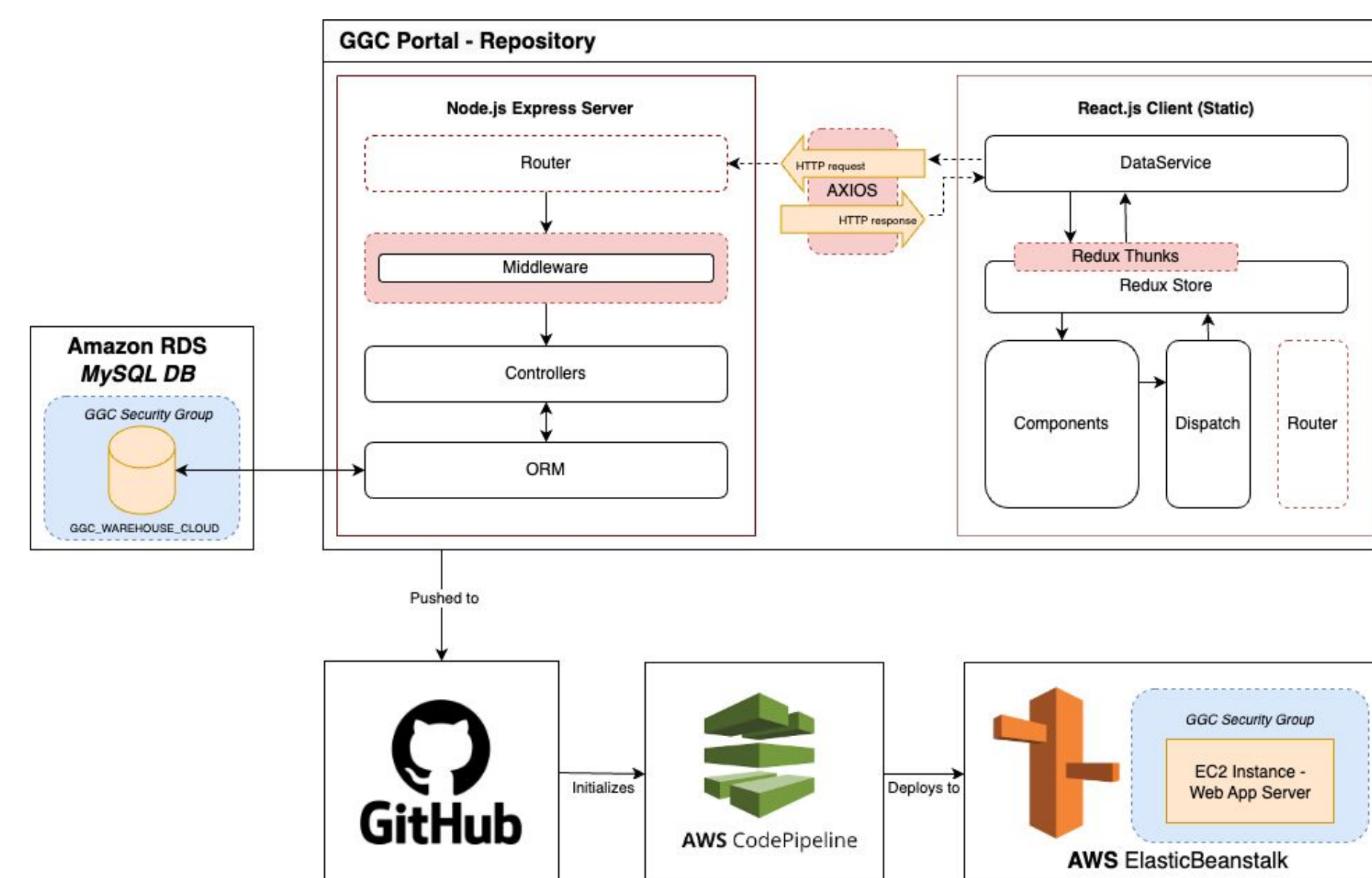
Continue development of a cloud-based enterprise resource planning system to improve the efficiency of GGC's operations.

### Objectives:

1. Evaluate the existing prototype.
2. Iterate on Phase One design.
3. Develop a functional prototype.
4. Create support documentation.



## Software Implementation



## Future Work

- This iteration has implemented the minimum requirements for the system, but another software UX evaluation should be conducted.
  - Determines the best next steps for future functionality.
- Important next steps based on the findings of this project:
  - Refine the database schema based on updates from GGC.
  - Refactor backend of database connection to frontend.
  - Integrate Zapier with Formsite to insert Formsite data into the schema.
  - Prototype of farm-side still needs user testing by the farm owner
    - Future team would need user testing to form requirements for the farm role.

## Acknowledgments

We would like to thank the members of GGC that participated in our user testing sessions and provided insightful feedback. We would also like to thank our advisors Prof. Jim Ryan and Prof. Michael Engling for their help and guidance throughout the project.