

User Interviews

Sent: April 8, **bcc:** fra list, **cc:** CoLab

Subject: Food Rescue Alliance: We want to interview you 📧💙🧐🧤

Ok, maybe not you. We want to interview a **volunteer** for your organization and a **staff member** who handles the day to day logistics.

Capturing operations during a pandemic.

We know you've got a lot of important things going on right now. We think capturing how you are adapting or how your systems are operating beautifully in the pandemic is valuable to understand and share.

Logistics.

Interviews will take an hour. **Reply to this email** if you can participate. [CoLab](#), the tech cooperative we've contracted for assistance, will follow up. We want to get a cross-section of experiences, so we may reach out to organizations that do not reply to this email.

Thanks for all your efforts to make this a conversation of the many, not the few.



Share Results: Understand Needs & Challenges

Sent: Feb 26

Subject: Cooperative Software: Share Results of Needs & Challenges 🔥🌸📣🔌

Now that we have a better understanding of how our individual organizations operate, *let's get to know one another better.*

A shared conversation.

We'll have a webinar, March 11th at 1pm MST, to share the results and solicit feedback of the Understanding Needs and Challenges step. This will be a conversation and an opportunity to align our mental models of how each other operates.

Asynchronous browsing.

We'll have a recording of the webinar, as well as the outcome of this step online for you to peruse when you have time. However, if you can make it, we would love to have your voice in the webinar itself.

Lend a hand.

Want to help synthesize the material collected from the Understanding Needs & Challenges step? Reach out with the way you want to help, or we'll provide you with a task.

Professional Aid

With our first efforts under our belt, we've enlisted the help of [CoLab](#) for our next steps. A tech cooperative with a history of clients of similar alignment to us (cooperatives, organizers, and non-profits), they'll collaborate on user research, business process modeling, technical planning and UX design support.

Thanks for all your efforts to make this a conversation of the many, not the few.



Activity 3: Journey Maps

Sent: Feb 19

Subject: Cooperative Software: Activity 3, OMG Journey Maps 🍴🐛📧🕒

This is the main event for our Understanding Needs & Challenges step. It's time to align the mental models of how we operate!

What is a Journey Map?

It's a visualization of the process a person goes through in order to accomplish a goal. Fragmented understanding of process is a widespread problem in organizations. The process of creating a journey map forces conversations and an aligned mental model for the whole team. With the help of a journey map, we can better align on how to improve our experiences, with software or otherwise.

Create your journey maps.

This activity is good for small groups of folks focused on specific processes. We start by compiling a series of users actions into a timeline. Next, the timeline is fleshed out with user thoughts and emotions to create a narrative. Depending on who is in the room, this could take 2-4 hours.

Logistics

Head over to the [activity page on the website](#) for the full instructions, including how to submit.



Participating in the software design process will help us all get to know one another better, strengthening our network overall and increasing our collective and local impact. Let's do this!



Activity 2: Likes & Challenges

Sent: Feb 12

Subject: Cooperative Software: Activity 2, What are your likes & challenges?



Let's examine our favorite things, as well as our challenges when performing daily food logistics tasks using software (Robot or other operating software).

What does this accomplish?

By spending time identifying what is and isn't working in our current setups, we can take those lessons into something new. Additionally, we want to start thinking about our daily food logistics separate from the tools (software) we currently use. Recognizing how tools shape our daily logistics will help us distinguish between what we have to do because of the tool and what we have to do because it's a part of food logistics.

Record your likes & challenges.

This activity is good for folks to work on individually & on their own time. Essentially you'll spend a day or two pausing to reflect on what worked and what didn't. **For best results, this can be sent as a survey** to volunteers and other folks who use the software but aren't located at your office. **The more input, the better.**

Logistics

Head over to the [activity page on the website](#) for the full instructions, including how to submit.



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Activity 1: Identify Stakeholders

Sent: Feb 5th

Subject: Cooperative Software: Activity 1, Who are your stakeholders? 🌽🍅🍇🧀

To gain all the advantages a participatory process brings, we have to figure out

- who the stakeholders are,
- which of them need to be involved at what level,
- and what issues they may bring with them.

What's a stakeholder?

A stakeholder is an individual, group, or organization that may affect, be affected by, or perceive itself to be affected by the decisions, activities, and daily operations of your organization. Involving these folks will lead to a better process 📅, greater community support & buy-in 🍏, more ideas ⚡, a better understanding of community context 🌞, a more effective effort ⚖️ and the best possible software we can possibly design.

Brainstorm your stakeholders.

This activity works best as a *group activity*. However, understanding how hard it might be to gather a few folks in a room, contact us for ideas on modifications that might work for your organization's dynamics.

Logistics

Head over to the [activity page on the website](#) for full instructions, including how to submit.



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Prep for Understanding Needs & Challenges

Sent: Jan 22nd

Subject: Cooperative Software: Time to prep!    

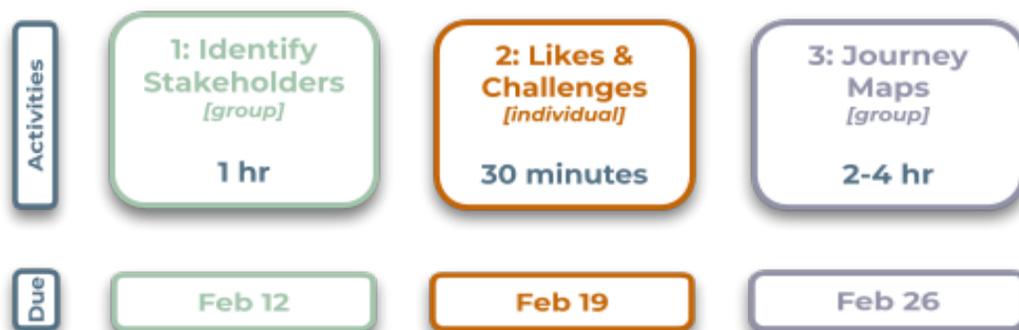
Thank you for helping with the development of new cooperative food rescue software! Together, we are applying funding to the collective goals and needs of the Food Rescue Alliance. Putting these items on your calendar now will ensure that we move forward with **an effort of the many**, not the few. Let's share our models of how we each operate.

Understanding Needs & Challenges

The next step for our cooperative software design process is to gain a broad understanding of member organizations' needs and challenges. We have several activities designed for different levels of engagement. We'll start by identifying the stakeholders affected by our work. This will help us include their voices and experiences in subsequent activities. Then we'll move on to identifying our favorite things, as well as challenges when using software (Robot or other software) to manage everyday food logistics. By defining our current circumstances, we'll be able to think outside of them for the final activity, Journey Maps. For journey maps, you'll consider the actions and emotions needed for your processes.

Logistics

Below are three activities coming in February. Group activities require a shared space and time for multiple people. Individual activities can be done at any time, in any space by an individual. **We will be sending you a physical copy of instructions and materials needed to complete the activities, as well as an email with instructions on how to do the activity one week before the activity is due.** If your address is not easily google-able, please respond directly to this email and let me know what it is.



Share Results

After collecting input from all the activities, we'll combine the results and share them with you. We'll do that in two ways: (1) on the [project website](#), (2) through a Food Rescue Alliance webinar. **The webinar will be on March 11th.**

Do This Now

Whew. That's a lot of dates. We added the due dates to the FRA calendar to keep it all straight. If you don't already have the FRA calendar, add it right now. **These are the due dates - make sure you block off time yourself for actually doing the activities!**

Add FRA Calendar

Participating in the software design process will help us all get to know one another better, strengthening our network overall and increasing our collective and local impact. Let's get started!



Kickoff Email

Sent: Nov 22, 2019

Subject: Cooperative Software: Kickoff 🥕🍓🔧🥕🎉

Ready?

Let's celebrate! It's time to strengthen the relationships between our organizations and co-create food rescue software. We encourage your participation in the design process whether you use the software or not, an important outcome of this project is a better understanding of how one another works and stronger relationships between us.

Set.

Consider your resources, personal and organizational. Realistically, what can you take on in the software design process over the next four months? Try gauging your capacity to participate by considering the number of hours a month you can set aside for the project. Perhaps you have a specific skill set you can contribute. Maybe you'll coordinate the activities in your organization. However you decide to participate, let's commit to a healthy work-life balance as we move forward together.

Go!



Sugar on top.

To date, we've raised \$60,000 for the software design project! A healthy start. We have some larger grants submitted to Google and Beacon that, if approved, would fully fund us. Cross your fingers with us — we all need these grants to come through!

