

APPENDIX 3

Client Meeting Evidence

There were three sets of interviews conducted, before the development of the product and after a rough product was ready and then after the complete requirements were met.

Q1. How to maintain attendance of students and which type of data management system do you use for organizing data?

A1. Attendance register is being used and it will be maintained manually and it's really time taking and there is no organized record of the number of social service initiatives in school.

Q2. Do you face any issues with your management system?

A2. The paper based system was enough to keep the records when we had less number of user. But as our list of customers are increasing, it is very difficult to manage the details and getting error-free operation is quite tough. We have to go through all the entries to recheck properly. At times we face a small issue of understanding what an entry is due to handwriting or ink being smudged.

Q3. Would you be comfortable with a software for managing your system?

A3. I am novice with the technology. But if the solution or application is useful and reduces our manual work, we are happy to adopt with new system. We may be required to get help from technical experts to learn about the new system.

Q4. What features are you looking for in some type of software solution for your issue?

A4. As I said earlier, first priority is it being easy to use, then it should be able to give me information for type of items (often we refer as category), list of items under a particular type of item, the total sales amount details based on category. I should be able to add or modify the information for each category, items and order. Also, I keep a minimum quantity known for each item to be present in the store. So, every time I need to manually check how many of the item is left specifically if it has gone below the minimum level I want to maintain. This is extremely time consuming. It will be a great feature if you can provide an easy way to know that through software. Also, I look forward to a secured solution with login id and password.

Q5. What would you prefer a system that is online or a system that is offline?

A5. It is not planned to go for online solutions since we only have 500 students in the school, and I live on campus. I would prefer to have better and easy-to-use portable solution for running

the management for our school. And I would appreciate if the system is developed using any free-licensed tool instead paying for software license fee.

Q6. Will you provide me with all the data needed to be maintained in the offline solution?

A6. Yes, I will provide you with the data which you require. I would require myself and my designated personnel also to know how to manage the data and operate the system in the offline solution.

Q7. Which type of Database Server would do you use?

A7. As I mentioned earlier, we used to keep our data in records and we used to update them manually. Currently the attendance is recorded on paper

Second interview

Is there anything that you currently feel is missing in the modules?

I feel you should create an extra module where you link students with projects, and it should be displayed whenever you log in. It should be kind of dashboard.

Are all the modules in the project working properly?

Yes, most of the functions are working and the data is being in the database. The status of the project module is not working properly. I can't say which project is in progress or has been completed.

Do you believe the interface is user-friendly?

Yes, the interface is very easy to operate and looks aesthetic

Do you believe that you will use this interface for the whole school's system?

Yes, with the current look at the product I think it will be appropriate to use this system

Third interview

Have you tested all the features and added data through the program?

Yes, I have added some students and project credentials and it looks its working perfectly.

Any recommendations for the further development?

Yes, if you could make a mobile version of the project as most of the times, I am in remote areas and I don't have access to a PC. Also if you can link it to an online database then my data will be saved online without the fear of any crashes.

Client Signature:

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Date:

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