

Requirement gathering Interview

Interviewee: -----

Interviewer: Sarah El-Feel

Key findings:

Login and Registration:

- Process is straightforward and easy
- Having to login with **passkey** every time is **not practical** because it's not something you can remember
 - o Suggestion from interviewee: change password, or demand a password while registering

My requests page:

- Everything is explained well in the guide, it is all straightforward
- Creating a request is good
- Issue: the **payment button is not clear** and not user friendly, it should be clearer
 - o Suggestion from interviewee: after completing request details, redirect to a page where you review what you wrote and then pay (similar to how e-commerce works). It shouldn't always be redirect, it can just be a button on the request saying "confirm & pay" and then there you can edit and pay

My papers:

- Issues:
 - o The **guide for papers is not descriptive enough**. It tells the user to do the title as "Paper 1".. "Paper2" but that is not the case since she received an email saying the data is wrong
 - o The guide should be clearer in terms that it should go through a whole example of uploading the data for a paper. A video would be a suggestion
 - o **Filling out the data manually for 7+ papers is exhaustive**

- Suggestion: **auto fill** it by first uploading the paper and the system fills all the details that were found, and the applicant can review and change something if it is wrong.
- The **payment button is also not clear**. It should be the case that after you pay you are directly redirected to the payment page.

Payment for papers:

- It is **not specified** whether the payment after submitting paper information is for both plagiarism and impact factor or just one of them.
- It should be more descriptive, saying that I am paying for both and that once I pay that my paper will be processed for both IF and plagiarism
- Applicant is not sure whether that payment means that the paper will now be processed for both IF & Plagiarism
 - Suggestion: a confirmation message on the spot saying that your paper will now go through both processes

The IF and Plagiarism section:

- In general, not much to do during these days
- When an issue arises in the papers submitted, the applicant receives an email saying that something needs to be changed and that the status has been changed

After the IF & Plagiarism (Extra out of scope):

- After reports are sent, **applicants have to fill information again that was already filled**. This is not specified and the applicant had to go to supreme council of universities to understand what she had to do. **The button to fill information and pay is not even clear, you can't find it.**
- After the IF and plagiarism reports are done, the applicant is prompted to fill in some information again. Some of these info are auto filled, but the issue is that when you change or write something and it is wrong, an error message is shown that is not descriptive, and **whatever you have written is this form is deleted** so you can't even see what you did wrong. **The old state is not saved** such that you can see what was wrong and change it. This is a major issue since you would have to repeat the whole form again if there is an issue.

- There is also a final payment part where you have to pay some fees again after filling this form. The button for this is not easy to find at all.

Communication in general:

- Whenever an issue arises or the applicant is not clear of what went wrong, **she has to ask people who used the system before about what to do**
- There is **no help from the websites side**
- Applicant had to **go to supreme council of universities itself** to ask about something regarding last payment because it was not clear
 - o Suggestion: Maybe a customer service agent that can chat per WhatsApp would be a good option