Appendix

<u>Transcript of the initial interview with Manan Swarangpate</u>

Me: Hello Manan, I remember you telling me that you were having some problems with member management for the DECA Business Club. Could you describe the problems you're facing?

Manan: Yes. As you know this is the first year of DECA at Lillian Osborne, and this is the first time I'm running a club. My problems include managing members, taking attendance, and managing payments.

Me: How are you managing everything right now? And are you facing any problems with the management system?

Manan: Currently I use Google Sheets. The real problem with Google Sheets is that it's too much of a hassle. First I have to log into my Google Drive, then I have to separately open multiple Google Sheets and take attendance, add new members, edit members since things are constantly changing, remove members and manage payments. All this takes too much time, I'm already on a pretty strict schedule. This is why I never find myself using Google Sheets. Because of this, the attendance isn't being tracked, and some members join the club without paying. It's a real mess.

Me: I believe I can develop a software which would make it much easier to manage the club.

Manan: How can a software help me with the club and how would it be better than Google Sheets?

Me: This software may solve the problems of efficiency you're facing, and store everything under "one place" to ensure you don't have to open multiple sheets.

Manan: That sounds very convenient. I'd like to go ahead with this.

Me: For that I'll need to clearly understand your needs, and what you'd like in the software. I'll contact you again tomorrow so we can discuss this in further detail.

Manan: Thanks, I await your call.

<u>Transcript of second interview with Manan Swarangpate</u>

Me: Hello Manan, hope things are going well. I did some research and know exactly how the program can be developed. As I mentioned yesterday, I need to get more information on how you would like the program.

Manan: Yep of course, as I said before, I would like the program to be as efficient as possible. This is so I actually use it instead of procrastinating.

Me: Alright, I'll be sure to add measures in the program to ensure maximum efficiency. In our interview yesterday, you told me that member information needs to be stored, what kind of information needs to be stored?

Manan: For the members, I need to store their names, what grade they're in, their email addresses, and their status in the club.

Me: What do you exactly mean by "status in the club."

Manan: I mean like are they a "1st year member," "2nd year," "executive," etc. Just so you know, according to the club guidelines. I also qualify as a member. One who runs the club, so my information will need to be stored as well.

Me: How are members in the club differentiated?

Manan: When a member signs up for the club, they're given an ID, unique to the member, and this ID is associated with the member till they leave the club. This is to ensure I don't mix up members with the same names.

Me: In the program, I will create a table to store member data. Based on yesterday's interview, I will also be creating the option to add new members to the data table, edit members if needed, and remove members. Is there anything else needed in this table?

Manan: Oh yeah, I also need to track payments. It would be beneficial if, when managing members, their payments could also be managed.

Me: Alright, there will be a way to manage payments while members are also being managed. What information is needed for payments.

Manan: For payments, I need to know the money members are yet to pay, as members like to pay in installments. And I also need to know how members have paid, some pay in cash, while others pay by e-transfering.

Me: Noted, anything else?

Manan: One thing I didn't mention yesterday, is that I collect registration forms with the money. If members are missing either the payment or the registration form, they're not truly registered. I'll need to know if they are truly registered or not.

Me: Great, thanks for the information. You also mentioned yesterday that you need a way of tracking attendance. I'm thinking of creating a table to store attendance, and a way for you to efficiently take attendance. How does attendance in this club usually work?

Manan: That would be great thanks. Each year, we hold 10 official meetings, 1 for each school month. We have more meetings at times, but that's only if anything comes up, and they're unofficial, meaning attendance doesn't need to be taken. Only for the official meetings, does attendance need to be taken. The attendance in the club works differently than school, we don't have absence, late, present, etc, this club only has a present or absent. We dictate present by "Y" and absent by "N". Member attendance is associated with their ID's.

Me: Okay great, I have all the information I need for now. Is there anything else?

Manan: Next year there are 4 more people joining who will also run the club alongside me. The program only needs to be accessed by me since I'll be managing all the members, payments, and attendance. They're there to manage all the events and other stuff. I have their information noted down in a Google Sheet, which I'll be handing over to you.

Me: Great thanks, I'll start designing your program and contact you afterwards to confirm the design. I'll also be asking you to hand over the Google Sheet, when I contact you next, thanks bye.

Manan: Thanks, bye.

Transcript of final interview - feedback given by Manan Swarangpate

Me: So since we're done comparing the program against the success criteria, would you like to give me feedback?

Manan: I think the program is very good, as it meets all the criteria. I really like the user interface, and the efficiency of the program. I appreciate how easy it is to manage, and that it's user friendly. Specifically, I liked how in attendance it automatically marked students as "Y" if I pressed enter. This decreases the amount of work I have to put in.. I also like the username to email conversion, all that is really helpful and solves the lack of efficiency. Other than all of these things, there are a few things I found rather odd.

Me: I'm listening, go ahead.

Manan: The "Exit" button to the program, I found a little odd. I think it would be better if there was something like "Save" or "Restart". Another thing, I found odd, is that as soon as you start something you have to finish it. If I were to accidentally click and start a command there's no way to stop it unless I fill in everything completely.

Me: Alright, thank you for sharing that with me. After viewing the program, is there anything you would like to improve or change?

Manan: Yes. I didn't think about this earlier, but I'll have about 60 members next year. If there was a way to see an individual member that'd be great.

Me: Okay, anything else?

Manan: Since I have so many members, It would be great if other people who run the club could access the program and the data within. I know this is contradicting what I said before, but I now realize that it might be too much for me to handle.

Me:That's alright. Thanks for letting me know. Are you satisfied with the program?

Manan: Overall, the program was great, just like I wanted, it has efficiency and a great user interface. There are a few nitpicky things, but that's alright. Since they don't really affect the program, they're not a crucial fix. I'm glad I have found a solution to my problem. Thanks

Me: I'm glad you liked the product, thank you