

PREPARING QUESTIONS FOR INTERVIEWING AN SME FOR DEVELOPING A PRINTED HELP GUIDE FOR A PRIVATE SCHOOL'S P.T.A WEBSITE:

(Note: This was a questionnaire that we created as a part of my certification course. I do not take credit for all the content mentioned here as it was the result of a brainstorming session, together with the instructor.)

Questions relating to installation:

1. Is the application being used client server based or stand alone?
2. Which operating system would the user require for accessing this application?
3. Would the database be common for all users?
4. Which copyrights notices, if any, need to be included in the documentation?
5. Will users need to install any supporting software before accessing the website?

User related questions:

1. How many types of users are there?
2. Do you require separate help guides for different users?
3. What is the role of the users? For example, parents, students, teachers, counselors?

Questions relating to User interface:

1. Is the registration to the website free of cost or paid?
2. Will the website allow parents to monitor children's daily attendance and progress sheets?
3. How often will the website content, such as important notices, curriculums, examination dates get updated?
4. Can the user choose his or her own unique user ID and password?
5. Is the website accessible from different countries?
6. Will the website enable online payment of fees?
7. Is the user-payment information secure?
8. Is there an SMS or e-mail notification facility which will notify the registered users regarding recent updates?
9. What is the process for registration?
10. Will the website include a forum section where parents can raise their concerns?

Work related questions:

1. Which tools will be required for preparing the printed/online documentation?
2. When is the website scheduled for launch?
3. Can you provide us with an ideal start date and end date?
4. How many writers do you require for the documentation?

5. Can you provide us with a cost and time estimate?
6. How many drafts will you require before the documentation is finalised?
7. Is there a limit on the number of pages?