**Client Meeting Minutes**

Date: 9 Aug 2023

Time: 9:30 am – 10:15 am

Venue: UWA Maths Break Out Room 1

Attendance:

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| Chairman: | Yinyin Wu |
| Project member(s): | Changwu Wu  Warren Wang  Wendy Wang |
| Stakeholder(s): | Mark Reynolds (Client, Head of School PMC) |
| Secretary: | Kyle Leung |

Note:

* Both Teams 2 and 3 attended this meeting.
* Michael Wang has sent apologies for his absence as required by the Code of Conduct of Team 3.

**Summary of Discussion**

Project Approach and Logistics

1. While both Teams 2 and 3 work on the same project, they are expected to work independently and employ different approaches.
2. Client meetings can be arranged by sending an email request to the School Operations Officer. Full team participation is not mandatory – each team may nominate one or more representatives to attend the meeting with Mark.
3. The teams may also send project-related queries to Mark via email, but a delayed response should be anticipated.

Overview of Workload Model

1. There are about 20 full-time staff and some PHD, part-time or casual staff hired on permanent / contract basis in the PMC School. Each of them is assigned different types of tasks such as unit coordination, research project supervision, administrative and other minor tasks.
2. For permanent teaching and research staff, their work allocation should be approximately: teaching (40%), research (40%) and administrative tasks (20%). Adjustments could be made in different cases. For example, staff with larger research grants will spend more time on research tasks and less time on teaching responsibilities; while some staff may find themselves in the reverse scenario where their teaching commitments take precedence due to smaller research grants.
3. The Head of School decides the numbers of hour to be spent by different types of staff. Normally, each teaching staff spends about 200 hours for unit coordination (depending on the unit sizes as stated on pages 6 and 7 of the PMC workload document) and no more than 150 hours for administrative tasks annually. There are 270 to 280 units in UWA, around 50 of which are research units which are coordinated by research staff instead of teaching staff.
4. Another aspect of teaching involves assuming the role of a student advisor on a weekly or fortnightly basis, dedicating about 20 hours per student (depending on the project types as stated on page 13 of the PMC workload document) annually to provide guidance and support to about 50 research students. This advisory service can be provided across semesters and is a many-to-many relationship, i.e. a student may have many advisors and an advisor may provide service to many students.
5. Task assignments should consider various leave balances of staff, such as annual leave, maternity leave, sick leave, no-paid leave, long service leave and business trips.
6. A workload plan at the start of a year may be updated over the first few weeks (e.g. change in supervision relationship) and becomes stable in the mid of semester.
7. Any impact of mid-year enrolment or unit cancellation in Semester 2 can be addressed using the edit function.
8. Further details can be found from the PMC workload model document to be provided by Mark.

Purpose and Features of the System

1. The system should ensure openness and fairness of workload planning and assignment.
2. It should be able to collect, process and share the workload information of all staff regarding what they did in the previous year, what is happening in the current year and what is planned for the next year. A database should be in place to store all these data as well as the details of workload model / tariffs mentioned above.
3. This system will assist the Head of School and the Heads of Department in delivering work reports to staff and planning / overseeing work allocation respectively via production of workload reports.
4. No algorithm is required for the system as there is no preference for allocating tasks. Summations of hours per staff / task / task type / department are sufficient for the reporting purpose.

List of Interview Questions

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| **Question** | **Answer** | **Follow-up Action(s)** |
| **Stakeholders** | | |
| 1. Who are the key users and what are their interactions with the system? | Key users (stakeholders):   1. Head of School 2. Heads of Department 3. Teaching, research and administrative staff 4. IT support officers   Interactions with the system – as described throughout these minutes | Michael and Wendy – anything needs to be clarified with Mark / UC for preparing the Use Case and Sequence Diagrams? |
| **System Design** | | |
| 1. Based on the preliminary research, we assume the system be built in form of web application only? Will this bring any concerns? | A web application hosted on a free online server would suffice for the purpose of this project. | Changwu and Warren – research on free online servers (e.g. Vercel, Firebase), conduct analysis for our choice (e.g. by adopting the rationale template from CITS4401) and study the hosting / deployment method |
| 1. Do you have any preference on the design of User Interface? Should it look like the design of LMS or any other UWA system / website, Student Connect etc. | The client has no preference on UI and it does not have to be fancy. The teams may consult other stakeholders if necessary. | N/A |
| **Functional Requirements** | | |
| 1. *“managers and staff to assign, view and report on individual and collective workload”* 2. Are there any access control for assigning, viewing, editing and reporting the workload? 3. Should a single task support multiple assignments? 4. Filtering function requirement. What options should be available for viewing the workload? E.g., Selected multiple staff, by department / unit? Is any name / ID search function required? | 1. Access control and privacy issue should be implemented / addressed via the following features: 2. In the login page, there should be a dropdown menu for users to select their roles so that they will only be granted access to the corresponding system functions. 3. The Head of School has access to all functions. 4. The Heads of Department have access to all functions except the task assignment function. Access to departmental data is limited to the respective Head of Department (i.e. no access to the data of other departments). 5. The administrative staff can upload spreadsheets, view and edit their individual workload records. 6. Other staff will only be allowed to view and edit their individual workload records. 7. The workload records are editable but in case any discrepancies or issues arise, staff should report the problems to the Head of Department by providing justification / comments in the edit page. 8. Mark has no preference for any security measures regarding system access outside of the school, which is an uncommon stance. 9. A single task can be taken up by multiple staff. 10. See the answer to Question 6 below. Search function is not required. | [Anything needs to be clarified with Mark?] |
| 1. *“bulk upload of workload tariffs and allocation”*   Is it like adding multiple lines of entries and submitting in one go? | The Head of School and administrative staff can import data into the system by uploading a single or multiple spreadsheet(s). There will be separate spreadsheet for each unit, the format of which to be advised by administrative staff.  The spreadsheets to be uploaded contain miscellaneous data such as:   1. lists of staff and students; 2. mode of employment; 3. annual work hours per staff; 4. leave entitlements per staff; 5. types and department of task; 6. annual hours allocated to each task; 7. annual work allocation; and 8. list of units | Kyle – ask UC about the format and contents of the spreadsheets to be uploaded. |
| 1. *“checks for workload balances”* 2. Is the check for individual staff? Or should this function support the checks for both individual and collective staff? 3. Does it refer to the workload balance for a particular year? | Total available hours, assigned hours and workload balance in a chosen year of each individual staff, by task and by department. | [Anything needs to be clarified with Mark?] |
| 1. *“production of various reports”*   What sort of contents should be included in the reports? | Ditto |  |
| **Meeting Arrangement** | | |
| 1. Should we schedule our meeting for next week or in Week 5? This is for demonstrating the prototype and for you to approve project documents before submitting the first deliverable (ideally no later than 23 Aug 2023, Wednesday of Week 5). | Mark suggested a weekly meeting with Teams 2 and 3 respectively for half an hour. He is also open to joint meeting with both teams. | Kyle – depending on the progress of the prototype, MVP ppt and any other deliverables due in Week 5, send an email request to the School Operations Officer to arrange for the next client meeting. |

Prepared by: Kyle Leung

9 Aug 2023

**Approval of Minutes**

This record of the meeting was agreed and approved by:

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| **Member Name** | **Approval Date** |
| Changwu Wu | 10 Aug 2023 |
| Michael Wang | 14 Aug 2023 |
| Warren Wang | 10 Aug 2023 |
| Wendy Wang | 14 Aug 2023 |
| Yinyin Wu | 14 Aug 2023 |
| Kyle Leung | 14 Aug 2023 |