Eliot New-

A review of the initial Client meeting with Dr Alyson Norman

The initial Meeting had the primary goal of collecting Requirements from the client.

As it stands, the website is pretty much visually liked by the team behind Face/it, using the navbar is great and they are keen to keep most of the written content, links, colour schemes, courses, links etc.

I collected three requirements in order of most importance from Alyson:

1. Find a solution to host a website as cost effectively as possible.
2. Simplify Editing and updating the website to make it more accessible
3. Have the website function on multiple device types

Alyson also liked the idea of an adjunct app. I suggested that we create the website as a web application with cross platform in mind so that an app wouldn’t be necessary. This could also cut costs as they wouldn’t have to host it on an Appstore.

Apparently, it is costly and almost impossible for the face it team to update the website in any way. I suggested we looked into embedding a twitter account that acts as a face it news announcement that automatically displays on their main page, removing the need to perform any programming operations on the website to adjust.

There are three types of account on the website:

1. Users
2. Healthcare Professionals to guide and support users
3. Administrator

Important details about the functionality of the website:

* Must be able to create a user account or for health professionals to create a user account for the users.
* Interactive Tasks such as quiz taking and diary entries need to work for users to go through.
* There should be an initial questionnaire on entering a fresh user account so that at the end of the treatment, the user can compare how they are after the therapy to before.
* In the further support section, other organisations can be linked to for help and according to Alyson, new organisations partner up with face it often and it costs them a lot in fees from the website hosts.

Details about Hosting:

* Hosted by DataFiles and costs several hundred pounds a year. Any changes made to the website they receive additional charges and they are often badly coded and buggy.
* DataFiles give them poor customer service- This is a factor we could look into as well as price.
* Plymouth Uni is strongly affiliated with the charity and we could look into asking them to host the website for us.

Other notes about the website:

* They are toying with the idea of having activities on google class room which is easier to edit and be created by the face it team who don’t programme.
* I proposed we could provide her a prototype of a version of face it where the content is all external.
* They like the colour scheme and visuals but do not like the fonts. Getting the exact colour would probably get good feedback, they may have printed literature that follows this visual scheme.

In the next meeting I said that we would return with information and research on hosting, as well as some low fidelity concept designs for the website. She will send us one of each accounts to log in to so we can see more of the website.