**TITLE PAGE**

*-Snappy title, undertitle, authors, context, date of publication*

*-Screenshot of the program in use? (maybe)*

**INTRODUCTION**

*-Problem context, available information, research question*

This study was commissioned by InHolland University, at the request of ***(name of the school)***. There are some students at this school who, for varying reasons, are often unable to come to class. The proposed solution to this problem involves the creation of a Voice over IP (VoIP) program, which will allow absentee students to ‘attend’ classes over the internet. Our group is but one of 4 who are working towards the same end result, all with the assistance of VoiceWorks, a telecom company.

The goal of this research study is simple: how can we best design software to aid oft-absent students in their studies? The design has to take into account a few things; it has to fit our clients’ wishes and needs, and it has to be feasible to create given the time/skill constraints of our project group.

VoiceWorks has made some of their intellectual property ***(JS libraries? Needs a better description)*** available to us, as well as a demo program. In addition to this, we have spoken to people in a similar situation, which gave us a rough idea of our clients’ needs. Using this information has helped in the initial development of the program, but the design is still subject to change until this research study is finished.

**RESEARCH DESIGN**

*-Research strategy; design, units of analysis, operationalization.*

The research design is practice-oriented; while the result of this study is merely the best design for a specific program, the outcome of our project is most definitely a real and usable application. Given the qualitative nature of the research, our best measure for success will be customer satisfaction first, and ease of development second.

The primary source of information for this research study was an interview with the eventual end users. While we will prepare most questions beforehand, parts of the interview may be improvised as we gain new insights into our clients’ wishes and needs. In addition, it is important to find which of our clients’ wishes and needs have priority over others. A list of features that they want the program to contain is certainly useful, but it is possible that not all of those features will be implemented.

Our units of analysis will not stay entirely the same throughout the research study. While our primary interview was with the entire population, the follow-up questions ***(this doesn’t work if there weren’t any)*** were directed to and answered by a single person. Regardless, the most important information regarding the clients’ needs and wishes are found in the interview, so there should be little concern for the representativeness of the information.

**RESULTS**

*-Resulting program design; screenshot + feature list*

**CONCLUSION**

*-Comparison of end result vs client requests*

**DISCUSSION**

*-Comparison to other groups? (maybe)*

*-Potential shortcomings/cut features of the program*

*-Client needs vs client requests.*

Henry **Ford** — 'If I had asked people what they wanted, they would have said **faster horses**.'

**SUMMARY**

*-Self-explanatory*

**APPENDIX**

*-Interview recording/transcription*