Appendix – Interview Record

Photographs from the visit for information and reference

Figure 1a(left)b(right): Membership information, used for the design of membership data collection.
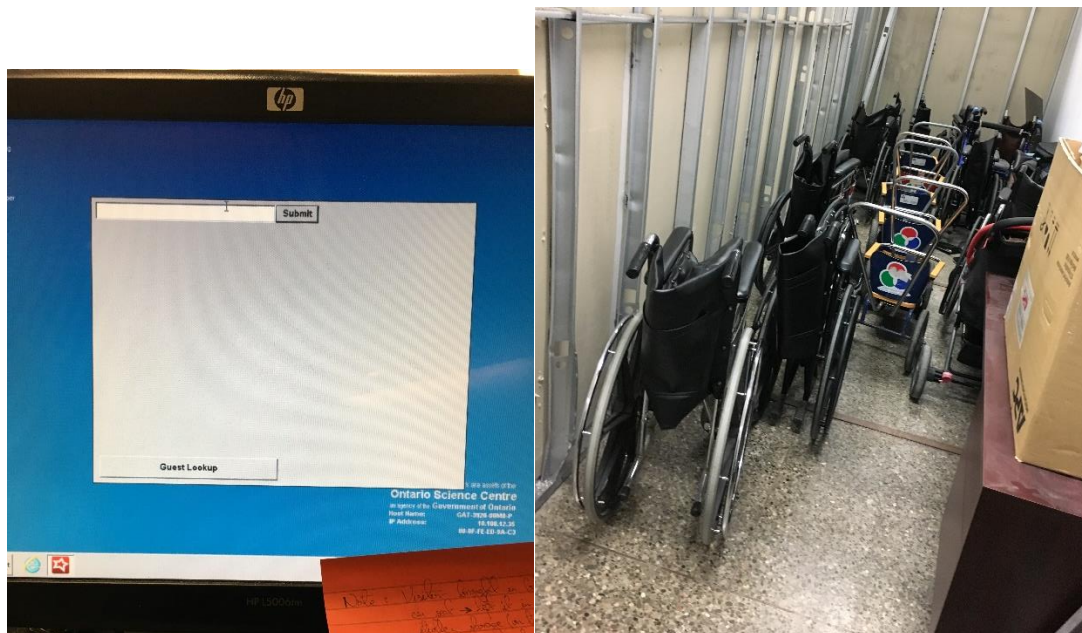

Figure 2: current membership log in system. (left)
Figure 3: stroller and wheelchair renting storage. (right)

Interview Record

KaiYuan: What kind of works do you do?

(Client)Vivian: As a volunteer, I am helping the Science Centre by hosting a variety of events. For example, I am helping visitors to understand how the Chinese water bowl works.

KaiYuan: Have you ever dealt with any computer systems during your experience?

(Client)Vivian: One thing that I help to organize with the other Science Centre workers is planning for the school programs. Usually, we have to access a class-wikispaces pages, is kind of like an electronic sign up sheet where we view and sign up the programs for them. However, the services people (another department, apart from the host department) do not have access to it. It is always host's responsibility to inform them about what group is coming and that program they are doing. So sometimes we have a miscommunication between the departments and that takes a lot of time to resolve.

KaiYuan: Do the service people know what groups are coming on that day?

(Client)Vivian: the workers at front entrance desk the don't have a list of birthday parties, or special programs that is happening that day. Usually what they will do is to call their supervisors and ask for any updates. I believe that it will certainly be more efficient if we can add this information to their system. So every time a school show up, they can search it up on their database, and then direct them to us.

KaiYuan: Is there anything else you think could be improved?

(Client)Vivian: Yes I believe that if would be nice to perhaps make use of the front entrance system. The front entrance and most service programs uses ScanMan to scan tickets, but ScanMan has many limitations. For example it does not accept any city passes or promotion tickets since it cannot register for these scan codes. As a result, visitors are not always happy to line up again for their entrance. It would be nice if we can do something so that city passes can be accepted. Oh, I thought it would also be a great idea to have lost and found record, and wheelchair/stroller booking stored electronically. It would cause less confusion!

KaiYuan: What should the program do? I would like to incorporate and improve its previous functions in my design as well.

(Client)Vivian: the program should mainly records the number of visitors, and the number of members who are present in the science centre. For every member, it shows their membership holders, and it also tells us when it is expired. We usually scan their ticket or membership using ScanMan, but I am not sure what will happen when a member forgot its membership card, I hope and suspect that the front desk workers can search them up. You should definitely consider that when you're implementing your program.