MyPack Portal

Project 2: Requirement Gathering

Interviewee: **Interviewer**:

    Daniel Sferruzzo   Marc Navia
    Brady Parro

Interviewee Personal Information

Interviewee 1

    Name: Daniel Sferruzzo
    Contact: Dsferru@ncsu.edu
    Occupation: Student
    Background: Senior at Poole College of Management
    Interviewed by: Marc Navia

Interviewee 2

    Name: Brady Parro
    Contact: Baparro@ncsu.edu
    Occupation: Student/Lenovo
    Background: Senior at Poole College of Management
    Interviewed by: Marc Navia

Objectives:

1. Find areas of MyPack Portal that give the users the worst experience or the least functionality.
2. What are some additional functionality that users need/want to improve user experience.
3. Gain better insight in how the user navigates through MyPack Portal and how they are using for their specific need.

Reminders:
- Get information on the background of the Interviewee
- Ask for specifics (How often they use it, When, Why, etc)

Agenda: *Approximate Time:*

1. Introduction   1 Minute
2. Talk about MyPack Portal and our Objectives   3 Minutes
3. Introduction to the interview structure and ask   2 Minutes
   for permission to record/notetake
4. Interview   40 Minutes
       Gather Background Info of the Interviewee   5 Minutes
       Question 1   25 Minutes
       Question 2   ...
       Question 3   ...
       Question 4   ...
       Question 5   …
       Give Survey   5 Minutes
       Ask question about their survey   5 Minutes
5. Summary of the Main Points   2 Minutes
6. Open up discussion for questions   8 Minutes
7. Closing Remarks   2 Minutes

Questions to be asked:

1. What module in MyPack Portal give you most trouble and why?

2. How would you describe your experience using the course catalog on MyPack Portal. Is it simple to understand and to use? Are there functionality that should be added or removed from the course catalog?

3. Have you had a time where MyPack Portal was down and how did you manage to deal with it?

4. Is it easy to complete all the tasks that can be done using MyPack Portal and is finding the objects easy?

5. What recommendations do you have to fix or change MyPack Portal?

Survey Interview 1

Questions:		Rating 1- 5:				
1. How would you rate your overall experience of MyPack Portal?		1	2	3	**4**	5
2. How would you rate your experience navigating through the site?		1	2	**3**	4	5
3. How would you rate the speed of the MyPack Portal site?		1	2	3	4	**5**
4. How would you rate the overall appearance of the site?		1	2	3	4	**5**
5. Does MyPack Portal fulfill all your student needs?		1	2	3	**4**	5

Survey Interview 2

Questions:		Rating 1- 5:				
1. How would you rate your overall experience of MyPack Portal?		1	2	**3**	4	5
2. How would you rate your experience navigating through the site?		1	2	3	**4**	5
3. How would you rate the speed of the MyPack Portal site?		1	2	**3**	4	5
4. How would you rate the overall appearance of the site?		1	2	3	4	**5**
5. Does MyPack Portal fulfill all your student needs?		1	2	3	**4**	5

Notes From Interview:

Interviewee 1 (Daniel Sferruzzo):
- Finding items on the new layout design for MyPack Portal has become even harder for students.
- The MyPlanner and planning course in general is confusing. Too complex at its current state and too many unnecessary steps for the user.
- Using the MyPack Portal Application appears to have problems when it use on mobile. Interviewee 1 experience problems when it came to connectivity to the application stating that they would usually wait 24 hours after their error to try to use again.
- Registering is the biggest problem for our interviewee 1. He also mention documentation for the application and how it was old and not useful for the current application.

Interviewee 2 (Brady Parro):
- The "Task and Hold" Module provides the interviewee the most trouble. Getting rid of the holds prove to be difficult for the this user. This may be more of issue of those users who are assigning these task not communicating it well.
- Thought the course catalog was easy to understand and used. The search functionality worked well and there is no additional functionality that needs to be added currently.
- For all the task needed for students they are easy to do and understand. The only task that needed improvement was the grade distribution. It was hard to find and it should be more visible for something that students use all the time

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Data Analysis & Objectives Met:

Analysis: For our data analysis we will conduct a survey that gives question from a scale of 1 through 5 about the current system. These question will be based on our three objectives from our interview and will help us visualize the sentiment of the system. It will also help give us insight into what possible areas will need higher priority over others.

The survey question were created after a group discussion about what possible areas need the most attention. For the survey itself, it was created using google form, and was given to both our interviewees and also additional users of MyPack Portal. Additional users were given this survey to increase the survey size which would help reduce the variability of the responses.

From the survey we gain additional insight into some of the problem areas of MyPack portal. Overall users feel like their overall experience is average to good. Next we find that many of our survey takers thought the speed of the system is poor to average at best. Lastly we found from our survey that users don't care much for the appearance of the website believing it looks average at best

Objectives Met:
From the interviews that were conducted we believe that we were able to meet two of our three objectives.

The first objective was able to be met from our interview and also our survey. We found that the course catalog is a area of concern for user experience based on the information gained from the first interviewee. From the survey we were able to gain insight also on the user experience from the data collected on the 2nd and 3rd question

The second objective was met from our interview that was conducted. From our interview with interviewee two we gain insight on a new possible functionality for the MyPack Portal Application with student advising. While we believe that we met the second objective, additional interviews with other key users can help strengthen the amount and quality of requirements gathered.

For the third objective we believe the interview and the survey didn't meet our objective. After conducting the interviewee we saw that the current question asked didn't give the user much opportunity on how they use the system or why they use it. Having questions that are more open-ended could fix this issue. Also possibly having more interviews can help us meet this objective.

Recommendations for MyPack Portal:
. Better connectivity for mobile devices there has been previous problems.
. Academic advising could be incorporated into MyPack Portal in a more useful way.
. Have the class search results fit right on web page to be accessible to read using the mobile device when adding a class.
. Better navigating system over whole product.
. Put Pack Planner and Catalog on system so that there is no switching back and forth.
. Mobile application

Requirement Specification

Functional Requirements
1. Managing advising appointments - Students and administrators will be able to easily make new appointments, change, or cancel their appointments. Students will have the ability to easily lift academic holds without having to meet with an advisor on campus or online.
2. Class availability - The MyPack Portal mobile application will produce available classes with an easy to read and understand user interface.

Non-Functional Requirements
1. Performance requirements - Application software that is able to handle high volume traffic from students as well administrators and connect seamlessly to a central database.
2. Data Integrity - Students completed courses and GPA must be thoroughly accurate and consistent because of the sensitive nature of the data.
3. Scalability - The MyPack Portal application must be able to handle future growth from rise in college attendance.