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Company Description

The company the information system will be designed for is the nationwide tutoring company Eagle Tutoring. The company offers tutoring services for a variety of subjects. The subjects include but are not limited to math, science, history, english, and test prepping for the various major test in each of the states. Secondary services include lessons in music, art, and language classes. This company was formed through the consolidation of several tutoring entities which were once individual tutoring companies throughout all of the states in the country. The company has fifty locations one in each state which allows the company to provide the most optimal amount of service as well as have its services be available to a vast amount of clients. The company employs roughly a minimum of one thousand three hundred employees throughout all the locations and all the departments within each location. Now that they have all been consolidated into one company the information system in place has centralized some of the aspects of the company and recorded some date about the employees, clients, and locations however it hasn’t done so in the most efficient, complete, or effective ways.

The clients the company would provide its services to are very diverse in terms of level of ability and understanding in each of the subjects, current level of education, age, the way they learn, and how quickly they learn or understand the material being tutored. The general range of clients would be students from elementary schools all the way through colleges and universities. Each of the facilities currently has varying staff depending on the state of affairs of the individual location and the size of the location being looked at. However each location has a maintenance crew that is composed of a minimum of one or a maximum of two staff members depending on the size of the facility. Each location has an office staff which is in charge of scheduling tutoring session, updating existing sessions, keeping track of current clients and tutors in some manner. (paper work, electronically, Hybrid method), admit new customers, provide assistance to customers, terminate client accounts, provide customer service, as well as take care of the office work such as billing, book keeping, set up of the facilities for tutoring uses, and supply tracking and ordering. The size of the office staff ranges from one to eight employees depending on the location in question. Each and every facility has a minimum of twenty tutors and there is currently no maximum number of tutors for any location however that might change later on. The suppliers the business would be involved with are office supplies suppliers, test preparation material suppliers, and suppliers of tutoring material for all the subjects offered by the company.

Tutoring services are the primary means of revenue the secondary means of revenue are music and art lessons as well as language classes. The minimum annual revenue expected for the company is roughly twenty seven million three hundred and sixty thousand dollars. The annual sales in units for the company are represented in a minimum of roughly nine hundred and twelve thousand tutoring session collectively from all the locations. The minimum number of transaction per day which in the company are represented by tutoring sessions are roughly three thousand and there are also details about each transaction or session that would need to be tracked. The company has several data requirements. The company needs to keep records of all the tutors working in all of their locations, the current operating location for tutors as well as the state they are in. The various subjects each tutor can offer their services in as well as to what level of complexity with in each subject each tutor can perform. The availability of the tutors time wise and location wise. The hourly rate of the tutor for each of the subjects (the rate also changes depending on the level of complexity).

The company would also need to keep data on the facilities staff such as the basic individual information (name, contact information, address). Company related information would also have to be recorded such as the hourly rate of each staff member, whether they are full-time or part-time, employee department, time working for the company, and employee experience. The company would also need to record data for each of the clients. The data that needs to be collected from the client is their contact information, the subjects they require tutoring in, the level of understating in each of the subjects the client is requiring tutoring in, the availability of the client, the location where the client would like to receive the services, the current facility the client is receiving services from, and the current address of the client (if the client should move the address would need to be updated and the client would have to be reassigned to the nearest available location should they desire to continue receiving services).

The data obtained from the client could be possibly mined later on to allow the company to offer exclusive discounts or promotions to loyal customers or customers who have been with the company for a certain amount of time. The data obtained from the tutors could also be possibly mined to see which tutors are the ones in demand the most so they can in turn be granted bonuses and things of the sort. Data about the session would also have to be recorded. Data such as what tutor gave the session, to what client, the subject of the session, the duration of the session, location of the session, and the rate of the session. The session data would have to be recorded every time a session takes place and updated as needed. Because the system would be dealing with a significant amount of transaction or tutoring sessions and have to update them in real time as changes and modifications to sessions took place the system throughput would have to be high. In order to be able to cope with all the traffic and to keep the data flowing as fast as possible and reflect changes to sessions as quickly as possible to keep all the parties involved accurately and efficiently informed. System throughput would have to be high especially during high activity time windows to ensure the system is able to keep functioning consistently and efficiently.