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CST 2406

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Company Description

The company I will be designing an information system for is the nationwide tutoring company Eagle Tutoring. The company offers tutoring services for all kinds of subjects. Subjects such as 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 of the country. The company has fifty locations one in each state which allows it to provide the most optimal amount of service as well as be available to a vast amount of clients. Now that they have all been consolidated into one company there was an information system put in place which has centralized some of the aspects of the company 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 school all the way through college students. Each of the facilities currently has varying staff depending on the state of affairs of the individual location. 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 also has 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), as well as take care of the in office work such as billing, book keeping, set up of the facilities for use, and supply tracking and ordering. Each facility also has a minimum of twenty tutors and there is no maximum number of tutors for any location. 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 second means of revenue are the music and art lessons. The minimum expected revenue for the company is roughly 1.5 million dollars. The annual sales in units for the company is represented in a minimum of roughly two hundred and forty tutoring session collectively from all the locations. The minimum number of transaction per day would be twenty transaction per location. The maximum number of transactions per day would be sixty transactions per location. The company has several data requirements. The company would have 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 tutor 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 facility staff basic information the personal information of each staff member (address, contact information, level of experience), company related information such as the hourly rate of each staff member, whether they are full time or part time, department, time working for the company. The company would also need to record date 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 and 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 available location should they desire to continue receiving services). The date pertaining to the client would have to be 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 for the tutors would also have to be mined to see which tutors are the ones with the most demand 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 and to what client, the subject of the session, the duration of the session and the rate of the session. The session date would have to be recorded every time a session takes place.