Case Study: Conducting Interviews in Systems Analysis and Design  
  
Background  
RMMC Senior High School is a private school that still uses paper-based methods to handle student enrollment, advising, and class scheduling. Each department keeps their own records, which often causes delays, inconsistent data, and long lines during enrollment.  
To solve these problems, the school plans to create a Student Information System (SIS) that will combine enrollment, advising, and scheduling in one platform. Before starting the system design, interviews must be done to gather information from the people who will use the system.  
  
Objectives of the Interviews  
The purpose of the interviews is to collect details about the current process and the problems faced by staff and students.  
Specific objectives are:  
- To identify the difficulties in the present enrollment and scheduling process.  
- To know the needs and expectations of staff, teachers, and students.  
- To gather suggestions for features that should be part of the new system.  
- To learn about any technical concerns from the IT department.  
  
Preparation Stage  
Stakeholders to Interview  
- Registrar Staff: Handles enrollment records.  
- Department Heads: Manages class schedules and adviser assignments.  
- Advisers/Faculty: Guides students in enrollment and advising.  
- IT Staff: Checks technical requirements.  
- Students: Shares actual enrollment experiences.  
  
Objectives per Stakeholder  
- Registrar: Find out delays, bottlenecks, and issues with student records.  
- Department Heads: Understand problems in class scheduling and approval.  
- Advisers: Learn about advising difficulties and common student concerns.  
- IT Staff: Identify system compatibility and data security needs.  
- Students: Know what features they want for easier enrollment.  
  
Sample Interview Questions  
1. Can you describe the step-by-step enrollment process?  
2. What common problems or delays happen during enrollment?  
3. How are class schedules currently prepared and updated?  
4. What improvements would you like to see in a new system?  
5. How do you make sure data is accurate in the current setup?  
  
Logistics  
- Mode: Face-to-face interviews in a quiet room.  
- Schedule: Three days of interviews with different stakeholders.  
- Materials: Interview guide, notebook, and audio recorder (with permission).  
  
Conducting the Interview  
- Begin by greeting the interviewee and explaining the purpose of the interview.  
- Ask for permission to take notes or record the session.  
- Start with simple questions before moving to specific ones.  
- Use open-ended questions to get detailed answers.  
- Ask follow-up questions if answers are unclear or too short.  
- Manage time to cover all important topics within 20–30 minutes.  
  
Post-Interview Activities  
- Review and organize all notes and recordings.  
- Summarize the main issues, such as:  
 - Long lines during enrollment.  
 - Duplicate or inconsistent records.  
 - Difficulty updating class schedules quickly.  
- Look for patterns across different interviews (example: all groups want faster processing and real-time updates).  
- Contact interviewees again if clarification is needed.  
  
Documentation and Analysis  
The interview results will be combined into a Requirements Report that includes:  
  
Functional Requirements  
- Online enrollment with real-time class availability.  
- Automatic schedule conflict checking.  
- Centralized student records that authorized staff can access.  
- Online advising and approval process.  
  
Non-Functional Requirements  
- Secure login and protection of student data.  
- User-friendly interface for students and staff.  
- Fast and reliable system performance.  
  
These findings will help the IT team create diagrams like data flow models or use case diagrams if needed and will guide the development of the new Student Information System.  
  
Conclusion  
Conducting interviews is important to clearly understand the needs of RMMC Senior High School.  
By carefully preparing questions, talking to key stakeholders, and analyzing the collected information, the project team will have a strong foundation to design a Student Information System that will solve the school’s problems with enrollment, advising, and scheduling.