**Ian James M. Pil**  
**Trixy Dabela Frogozo Garcia**  
BS Information Technology   
Our Lady of the Pillar College Cauayan

**Date:** 00/00/0000

**Dean Evangeline T. Sarte**  
College of Information   
Technology and Engineering

**Subject: Request for Approval to Conduct Survey – ITPC332 Capstone Project**

Dear Dean Sarte,

Good day!

We are **Ian James M. Pil** and **Trixy Dabela Frogozo Garcia,** graduates of BS Information Technology in Our Lady of the Pillar College, enrolled in **ITPC332 Capstone**. As part of our academic requirement, we are undertaking a project entitled **“Siapno Printingan Business Management System.”**

We respectfully request your approval to conduct a survey that will gather relevant data and feedback needed for the development of our system. The information gathered will serve as a basis to ensure that the system we design addresses the real needs and challenges of the business.

We assure you that all collected data will be treated with the utmost confidentiality and used solely for academic purposes.

We hope for your kind consideration and support.

Respectfully yours,  
**Ian James M. Pil**  
**Trixy Dabela Frogozo Garcia**  
Capstone Proponents  
BSIT graduates

**Title: Siapno Printingan Business Management System**

The purpose of this survey is to evaluate the overall functionality, usability, performance, and user satisfaction with the **Siapno Printingan Business Management System**, developed as part of the capstone project under the subject **ITPC332 – Capstone Project**.This system involves four levels of users—**Customer, Admin, Designer/Artist, and Staff**—each with distinct roles and system interactions. The survey aims to gather meaningful feedback from each user type to assess how effectively the system meets their needs in areas such as registration, design customization, order management, payment processing, inventory tracking, and communication.The results of this survey will help identify strengths and areas for improvement in the system to guide future enhancements and ensure a more efficient and user-friendly experience for all stakeholders.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User Profile | | | | |
| Name (Optional): |  | | | |
| Have use similar systems: | Yes | | No | |
|  |  |  |  |
| (Please tick the appropriate boxes) | Customer | Admin | Designer / Artist | Staff |
|  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Scale | 4- Very Satisfactory | 3- Satisfactory | 2- Dissatisfactory | 1- Very Dissatisfactory |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Usability** | 4 | 3 | 2 | 1 |
| 1. The login and registration process is simple and clear. |  |  |  |  |
| 1. Navigating between pages (Home, Products, Orders, etc.) is intuitive. |  |  |  |  |
| 1. It is easy to search for and view products and templates. |  |  |  |  |
| 1. Uploading and customizing designs using the design lab is user-friendly. |  |  |  |  |
| 1. Viewing and managing orders is straightforward. |  |  |  |  |
| 1. The system interface is visually appealing. |  |  |  |  |
| **Functionality** | 4 | 3 | 2 | 1 |
| 1. System features such as “Start Design & Order Now” work effectively. |  |  |  |  |
| 1. The ability to communicate with designers/admin is smooth and responsive. |  |  |  |  |
| 1. Payment instructions and setup are clear and accessible. |  |  |  |  |
| 1. Notifications (e.g., payment confirmed, order updates) are timely. |  |  |  |  |
| 1. The order status updates (e.g., shipped, delivered) are reliable and accurate. |  |  |  |  |
| **Performance** | 4 | 3 | 2 | 1 |
| 1. The system loads quickly and efficiently. |  |  |  |  |
| 1. Pages and design tools respond without lag. |  |  |  |  |
| 1. Uploading and viewing images is smooth and hassle-free. |  |  |  |  |
| 1. The chat system loads and functions without delay. |  |  |  |  |
| 1. Switching between modules (e.g., products → orders → chat) is fast and seamless. |  |  |  |  |
| 1. The overall flow of the process (from customer design to delivery) is logical and efficient. |  |  |  |  |
| **Security and Data Handling** | 4 | 3 | 2 | 1 |
| 1. Login credentials are secure and well-managed. |  |  |  |  |
| 1. Uploaded designs and files are securely handled. |  |  |  |  |
| 1. Account settings (e.g., updating profile) work properly. |  |  |  |  |
| **Admin/Designer/Staff-Specific (For internal users only)** | 4 | 3 | 2 | 1 |
| 1. Adding and editing products and templates is efficient. |  |  |  |  |
| 1. Managing orders and assigning designers is seamless and well-integrated. |  |  |  |  |
| 1. Payment setup process (type, discount, amount, GCash, etc.) is easy to handle. |  |  |  |  |
| 1. Confirming customer payments (via reference number and receipt) is manageable. |  |  |  |  |
| 1. Order status changes (shipped, delivered) are accurate and timely. |  |  |  |  |
| 1. Sales and inventory dashboards provide helpful data and insights. |  |  |  |  |
| 1. Inventory resource updates (adding used materials) are straightforward. |  |  |  |  |
| 1. Exporting sales and inventory to Excel is accurate and easy. |  |  |  |  |
| 1. Account registration (admin/staff) and keycode settings are secure and manageable. |  |  |  |  |
| 1. The general inquiry messaging system is effective for handling customer concerns. |  |  |  |  |
| **Overall User Satisfaction** | 4 | 3 | 2 | 1 |
| 1. Overall, I am satisfied with the system’s performance. |  |  |  |  |
| 1. The system meets my needs and expectations. |  |  |  |  |
| 1. I would recommend this system to others. |  |  |  |  |