Milestone 1: Project description and Need finding: PTC Web based queuing System

**Overview and planning**

We decided to observe and interview and also as a student who pay the Parent-Teacher Council (PTC) fee because we are directly involved in the payment process. This matches our original project idea of creating a system to manage payments to the PTC.

**We observed these students to learn about:**

**How Often They Pay:** We wanted to know if students pay the PTC fee regularly or just once.

**Their Payment Experience:** We looked at how easy or difficult it is for them to pay, including how long they have to wait and any problems they face.

**If They Think a Queuing System Would Help:** We asked if they believe having a system where they can queue up for payments would make things better.

**Other Ways They've Paid Before:** We wanted to know if they've tried different methods to pay the PTC fee.

By watching these students, we hope to understand their needs better and make sure the queuing system we create fits well with how they pay the PTC.

**Observation**

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The pictures shows a big line of people waiting to pay their Parent-Teacher Council (PTC) fees. The line is really long, and many people are waiting to pay. This shows that there's a problem with long waits when paying the fees. It's clear that there's a need for a better system to make paying easier and faster for everyone.

**Interviews:**

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**Questions:**

Name of Payer:(optional) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Frequency of Payment:**

* How often do you need to make payments to the treasurer or Parent-Teacher Council (PTC)?
* Weekly
* Monthly
* Occasionally (e.g. deadline)
* Other: Please specify: \_\_\_\_\_\_\_\_\_\_\_

**Current Payment Experience:**

* Describe your usual experience when making payments to the treasurer or PTC.
* Quick and efficient
* Moderate waiting times
* Long waiting times
* Other: Please specify: \_\_\_\_\_\_\_\_\_\_\_

**Waiting Experience:**

* Have you ever experienced long waiting times when attempting to make a payment to the treasurer or PTC?
* Yes
* No

**Need for Queuing System:**

* In your opinion, is there a need for a queuing system specifically for making payments to the treasurer or PTC?
* Yes
* No
* Not sure

**Alternative Solutions:**

* Have you ever explored alternative methods to manage payment processes, such as scheduling appointments or utilizing online payment platforms?
* Yes
* No

**Overall Thoughts:**

* On a scale of 1 to 10, how important do you think it is to address waiting times during payment processes to the treasurer or PTC?
* 1 (Not important at all)
* 2
* 3 (Neutral)
* 4
* 5 (Extremely important)
* Is there anything else you would like to share regarding your experience with making payments to the treasurer or PTC?

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**Analysis:**

We used questionnaires to gather information from a group of people. This helped us collect organized data, making it easier to spot trends and common opinions among the participants. The analysis you'll see next is based on the answers we received from these questionnaires.

**Frequency of Payments:**

Most respondents (80%) said they only need to make payments occasionally (e.g., during deadlines), while the rest (20%) make monthly payments.

**Current Payment Experience:**

80% of respondents reported long waiting times when making payments, showing that the payment process is slow for most users. Only 10% said they wait a moderate amount of time, and 10% said it's quick.

**Need for Queuing System:**

Everyone agreed (100%) that a queuing system is needed for making payments to the treasurer or PTC. This shows a clear demand for improvement.

**Alternative Solutions:**

80% of respondents said they haven't tried other ways to pay, indicating they may not be aware of other options. However, 20% have explored alternatives, suggesting openness to change.

**Overall Importance of Addressing Waiting Times:**

Half of the respondents (50%) think it's very important to reduce waiting times during payments. The other half (50%) feel neutral about it, meaning they may not see it as urgent.

**Conclusion:**

The data highlights that most people want improvements in the payment process, especially regarding long waiting times. They unanimously support the idea of a queuing system. While many haven't looked into other payment options, there's openness to change. Overall, there's a clear desire for a smoother payment experience

**Project Description**

Our project focuses on making it easy and convenient for users to pay their Parent-Teacher Council (PTC) fees. We're creating a simple and user-friendly queuing system that works well on smartphones and tablets. This way, users can easily join the queue and keep track of their place without any hassle. Our goal is to make the payment process smooth and hassle-free, so users feel satisfied and happy with their experience.