**Appendix-1**

Transcript of the Interview with Mr. Dayanand Sharma

Date: 26th Jan 2021

**Q1. Sir to start with tell me what do you do?**

**(Client)** I am a French faculty at Sanskar School, Jaipur I also take tuition classes for the students who want to appear for a diploma in the French language and the students who are part of different boards(within India or outside). I have been teaching French for a long time now and I actively collaborate with various schools and French speakers to help them enjoy the process of learning a new language.

**Q2. When did you start taking classes for the diploma courses?**

**(Client)** It has been around seven years since I started tuition classes at my house

**Q3.Currently how many students attend your classes?**

**(Client)** There are many students who come to attend my classes, around 100 students in total. But after the pandemic, the number has decreased significantly there are around 25 to 30 students who come each day. The rest of the students attend my coaching through online mode.

**Q4. What are the strengths of your coaching classes?**

**(Client)** Our classes are more interactive and we focus on practical learning by giving students role-plays and insisting them to listen to French songs so that they can comprehend the language more properly.

**Q5. Brief me about the current system to maintain the students’ records.**

**(Client)** I don't have any automated system on which I can manage the data so I have to maintain notebooks to feed the data of the students, at the time when they take admission and also their obtained marks for the regular assessments which are being conducted at the center.

**Q6. Sir Can you please brief me about the issues you are facing with the current system?**

**(Client)** As I have mentioned that data is being saved in the registers only, my work becomes more chaotic and tough. At times it becomes really tough for me to update old students’ records and deleting them also creates confusion. Moreover marks insertion and viewing their details also are troublesome at times. I have a staff member too who has accessibility to the register, he sometimes misinterprets the actual student’s information and mistakenly deletes the wrong entry.

**Q7. What are your expectations from the future system?**

**(Client)** I would expect that my automated system should have ways of segregating the rights or responsibilities of two users, one having all the rights but the other should not have all the rights. The system should have user-friendly attributes so that it will become easy for me to use as I am not technically savvy.

Well, I understood the working pattern of your system and the issues which you are facing with the current system. I will definitely design a prototype for the system and will discuss it with you, in case of any recommendations for changes.

Thank you for your time.