Appendix

Final Consultation Interview

Developer/D (Me): Hi Mr Wailes, after finishing the product and having you reviewed it, I'd like to ask some questions about the system, its functionality, accessibility and usability?

Client/C (Mr Wailes): Yes, sure.

D: Overall, how well and suited has this system met your success criteria?

C: I'm satisfied with your effort and results. It has met most of the needs like managing students of an AA, creating accounts, adding accounts, universities and other functions. I especially enjoyed your addition of the FAQ and university rankings (GUI), because that is what we do not have. It is fairly convenient from both sides of the accounts (AA and Student). Obviously, it cannot send documents to universities since it is not official and cannot use the internet. Other than that, I've no problems.

D: Since you said you liked the window GUIs, could tell me more about how you think this features helps you and your students?

C: Yes. So, us AAs are very busy during these times, as you know, I've had meetings with several grade 12s for their final university applications, grade 11s to start applications, grade 10s for their IGCSEs and grade 9s to tell them what's coming up. I think your GUIs really help grade 10 and 11 mainly, along with grade 12s who are starting the application process. Due to its accessibility and usability, everyone can function it. The instructions on how it works are clear and it is eye pleasing, as opposed to a menu interface which may not be for everyone. Had you made a GUI for the whole system, that would have been very great. I think GUIs will help us not-technically gifted humans, and will also mean less training to use the command-line menu.

D: Yes, as a developer, I try to fulfil requirements as user friendly as possible. Has it met your expectations? How do you evaluate the final product?

C: I think functionality-wise, it has done a great job. Really. It is accessible on my MAC, and is accessible on your Windows computer so I think it will be accessible to those with Java. However, a graphical interface rather than command-line throughout would prove beneficial in terms of usability. Other few things to note would be the system in place already. The use of Excel is predominant, and unlikely that we stop using the spreadsheet. So if possible, you can definitely try to connect spreadsheets with the system. A very popular university is University of Toronto which has many colleges, along with few others like Oxbridge, if you can implement a college option for these 3, it would be better. Sorting by AA would be a lot easier in the macro system, where every student from each AA is present. That way we can filter out information we need much easier. Also since you mean to keep this system professional, passwords should be able to be hidden in the sense they aren't shown to others. This is serious stuff.

D: Thank you for the feedback. How would it be if I created a built-in predicting system, using a statistical language, machine learning and historical data? Predicted grades can be very biased, and I've seen couple unhappy students.

C: If you can pull it off, go ahead. Using machine learning would be much more accurate in the sense of numbers and historical data. It would give a very valid grade. However, the teacher will still definitely give a predicted grade. And perhaps you could add a feature where you take the AI grade and teacher's grade, and if they differ by 2 or more grades, create a notice/message. This way we can analyse the student as AAs and see which one is more valid, or to go in the middle.

D: That sounds like a great idea. If possible I'd try this. Thank you so much for your time.

C: Thanks. Cheers.

Email:

WAILES Gareth Iain
To: ███████
University System for Computer Science

Hi ███████,

Just saw your email. Thanks for reaching to try and help the school and the AAs by proposing a university management-type system. As you know during the first semester, students have a lot on their plate with IAs and university applications, excluding those doing military service. The AAs try to be as helpful as possible, through the use of Bridge-U: a paid subscription that allows us to overlook your process, universities and progress and help us send required documents to universities.

As years keep passing, we do have complications with this process especially, tracking and managing applications and useful information about university processes. I especially like your "GUI" ideas, that give a quick solution and allow both AAs and students to easily access information through an appealing window. This could act as the permanent system that allows management and information display. Bridge-U will continue to act as our document sending since it is official.

This product would be very helpful for grade 11s to get a feel of the university process. Of course I'm not much of a tech person, so you will manage that. For your question of how many students I'm managing now: it is 204 currently in high school.
We can have more meetings like the one we had yesterday to see how the product is progressing and if I can give some feasible ideas within your technical capabilities

Regards
Mr. Wailes