

\*All names are redacted to maintain privacy of both the student and client.

\*Please also note that the appendix does not contain every single meeting or interview held with the client. Only the ones that hold importance to the documentation are included.

## Appendix A – Evidence of initial discussions

### Transcript of Zoom meeting with the client

\*Basic greetings and courtesies not included

“Hello Mr [REDACTED], I would like to know the further details of the problem you are facing”

Hello [REDACTED], the problem I have been facing is regarding the booking system of the MPH. I have been having a lot of difficulty reading separate e-mails from individual teachers to book the MPH for their classes and having to inform other teachers and students of the lesson. It is becoming very tedious to remember each and every grade's classes and lessons as well as keeping up with lessons booked well in advance. So far, I have been using a Google calendars to keep track of the lessons and timing. The situation had become much worse a few months ago, when the MPH had finished its renovation and all the teachers are wanting to book the MPH after the addition of new facilities. Since we are in a lockdown, it gives me a breathing period to take a break and that is why I have come to ask you for help, so hopefully by the time we get back to school it becomes easier for me to manage the MPH bookings.

“Thank you for explaining Mr [REDACTED], I have a few questions I would like to ask you regarding a solution to the problem you are facing.”

Sure, please go ahead I would love to answer any questions.

“Firstly, would you prefer a system where you have to manage the system of bookings or have the teachers add bookings themselves?”

I would prefer that teachers add their own lessons and can see what times are free from any previous lessons that are there.

“Okay, I was thinking of making a sort of a system where a schedule with all lessons can be viewed from with teachers can add lessons to or edit lessons.”

Yes, I think that sounds good. Any idea how this can be used by students?

“We can have a separate schedule which students can view the schedule of lessons booked”

That sounds like a good idea. I also had another thing in mind, I want teachers to only be allowed to enter the details of their own lessons, to clear up any confusion that may be caused. I also think that teachers should be able to delete lessons that have finished or are cancelled.

“Ok Mr [redacted], I think we can work that out. I was thinking of a web application which can be used by teachers and students to access the schedule. Since everybody is required to have a laptop, and is connected to the school’s network, I think a web application is the easiest way to access a schedule. They would not be required to install any applications and can access it through their browsers.”

This sounds like a great idea. I too think that a web application is the easiest way as people can access it from anywhere. I would like to address a few concerns though. If it is web based, I would like for it to have a login page where only teachers and students can have access to the schedule. This is just an issue of privacy that has to be maintained.

“Sure Mr [redacted], I can add a login page to prevent unauthorised access. I think this also makes it easier to separate teachers from students while they use the application as students should not be allowed to edit or add lessons.”

Ok that is great. I think this is a good idea to move forward with, especially with the identification of students from teachers.

“Thank you, Mr [redacted], is there any other features that you would like the product to have?”

I think if we are adding a login page, if the person does not log out, the system should log them out automatically after a period of time.

“How long would you want them to be logged out after?”

I think it should be 2 weeks as it is about half a month.

“Alright, is there anything else?”

I think that is about it. I will let you know if I think of any other details on Email.

“Ok Mr [redacted]. Thank you so much for your time. I will be following up with you on Email with the success criteria and name of the product.”

Thank you Advithiya, I look forward to using this product in the future.

E-mail exchanges between the client

**To:** [redacted]@[redacted].in

**Subject:** Success Criteria and name of the product

**From:** [redacted]@stu.[redacted].in

**Date:** 19<sup>th</sup> September 2020

**Time:** 03:34 PM

Dear Mr [redacted],

I have attached the success criteria in this Email as per our Zoom meeting. I also have thought of a few names for the product, they are:

- mph\_scheduler
- Multi-Purpose Scheduler
- Lesson Scheduler

I prefer the first name as its short and looks a bit technical with the underscore and all lowercase.

Please let me know if you approve of the criteria and if there is anything more you would like to add and also which name you prefer or any other ideas you have.

Regards,

[redacted].

**To:** [redacted]@stu.[redacted].in

**Subject:** Re: Success Criteria and name of the product

**From:** [redacted]@[redacted].in

**Date:** 19<sup>th</sup> September 2020

**Time:** 08:17 PM

Dear [redacted],

I am approving of the criteria and I too think the name mph\_scheduler is nice. Great work! Let me know if you need anything else.

Warm Regards,

[redacted],

Activities Manager,

[redacted] International School.

## Appendix B – Evidence of further discussion

### E-mail exchanges between the client

**To:** [redacted]@[redacted].in

**Subject:** Mock-ups for the application

**From:** [redacted]@stu.[redacted].in

**Date:** 28<sup>th</sup> September 2020

**Time:** 5:28 PM

Dear Mr [redacted],

I have attached the mock-ups for the design of mph\_scheduler in this Email. I would request you to go through them and tell me what you think, and if there are any suggestions you have.

Regards,

[redacted].

**To:** [redacted]@stu.[redacted].in

**Subject:** Re: Mock-ups for the application

**From:** [redacted]@[redacted].in

**Date:** 29<sup>th</sup> September 2020

**Time:** 09:47 AM

Dear [redacted],

I quite like the design of the application. I think the addition of the school colours is a nice touch. Please go on ahead with this design.

Warm Regards,

[redacted],

Activities Manager,

[redacted] International School.

## Appendix C – Evidence of feedback and acceptance of the product

### Transcript of Zoom meeting with the client

\*Basic greetings and courtesies not included

“Hi Mr [redacted], what is your opinion on mph\_scheduler, and has been able to solve the issues you had been facing?”

After using it for a week, mph\_scheduler has been immensely helpful [redacted]! I no longer have to worry about the MPH bookings and it was ready just in time to be used after the lockdown was lifted. Teachers have been booking the MPH much more frequently now with the ease of being able to do so. The bigger spaces in the MPH also contribute to this as it is easier to maintain social distancing.

“Thank you so much Mr [redacted]! I am very glad to hear that you are satisfied with the product. Are there any further improvements or developments that you may have?”

Yes, there are a few things I would like for mph\_scheduler to have. I have only realised this after using the product but I think there should be a separate page only I can access to add new teachers or students, as otherwise I would have to routinely ask the school’s IT department to update the database with the school’s student and teacher information. Another suggestion I have is for the addition of a search box where people can search for a lesson based on any of details. Finally, I think that a downloadable PDF should be made available for the current schedule.

“Thank you so much for your feedback Mr [redacted]! I would also like you to comment on the success criteria and if they have been met over Email as I think that is easier for the both of us.”

Sure, I will do that. Thank you for all your help [redacted].

“You are welcome Mr [redacted]. Thank you for giving me the opportunity to help you solve your problem.”

E-mail exchange between the client

**To:** [redacted]@stu.[redacted].in

**Subject:** Feedback for success criteria

**From:** [redacted]@[redacted].in

**Date:** 3<sup>rd</sup> February 2021

**Time:** 4:13 PM

Dear [redacted],

Here is the feedback from me regarding the success criteria of mph\_scheduler:

For A, B, C, D, G and H – These were perfectly successful, and I have no complaints about them. A great job!

For E – This was also successful, but one flaw is that the teacher can still enter data of the teacher that had previously booked the lesson. Of course, this does not mean that a teacher can fill in the details of any other teacher they like, but it opens up the door to do so in a specific circumstance.

For F – This is implemented really well, and I think I am nit-picking here, but the entry of time still has to manually typed in some browsers as not all have the option of selecting the time.

Overall, I think that all the criteria were met, and I am very happy with mph\_scheduler.

Warm Regards,

[redacted],

Activities Manager,

[redacted] International School.

## Appendix D – Final Approval of the product

### Letter of Approval

This is to certify that [redacted] of Class D2B, a student in [redacted] International School, has successfully developed a web application for the use of the Multi-Purpose Hall bookings, for which I had been facing issues with.

The product mph\_scheduler has been very helpful and is working great. The student has taken all the necessary steps to provide mock-ups and other details during the development of the product. Our communications were through online Zoom video meetings and Email, for which I permit the student to use the transcripts to aid his documentation.

I approve of the student's product and acknowledge the completion of the same.

Sincerely,



Date: 04/02/2021

[redacted]

Activities Manager at [redacted] International School