

## Criterion F: Feedback from client

The following are a series of questions that I asked Hamida Bhimani on March 8th, 2015. The questionnaire was conducted over the phone and notes were taken. Z represents me, H represents Hamida.

**Z:** Back in December, we had established a list of 6 specifications that were to be met when developing the Android application. Do you think the first specification, “create an application/system to display weekly news updates, event information, and Quote of the Week from Ismaili Institution Canada (IIC),” was accomplished properly?

**H:** The overall purpose of the application was to display weekly updates of events, information items, and special projects from the IIC. Ismailis in Ontario needed an effective way of being updated, and an Android application does this exceptionally well. All of the important information that the IIC needs to send out can be done in a fast and easy way now. So, definitely, this requirement of the Al-Akhbar project was met.

**Z:** Could you explain how effective you found the application was in providing the details to the users?

**H:** The use of the tabs really helped organize the information well. The tabs allowed users to view specific types of updates that they would like to see. This organization of the news items helps deliver information to the users efficiently. So overall, the three important aspects of the IIC’s Al-Akhbar (quote of the week, event details, and information items) had been implemented with great success.

**Z:** Speaking of tabs, the second specification of the project was, “application must be user friendly and work smoothly with the user.” How did you find the overall performance of the application?

**H:** I loved the functionality of the application. It was very smooth and was error free, no matter what Android device I ran the application on. The application guided the user well. I was never confused when using the application. The processes in the application were very fast. There was no delay in the application. The use of tabs helped to categorize the information items well, so I was able to understand the structure of the application right away without any problems. This helped me find news items in a fast way. Also, the use of an offline system was a very smart implementation. Sometimes, the Internet connection of the user can be slow. The offline system provided the user with previous information if they were not connected, so they had some sort of information available with them wherever they went. Overall, the Android application was very pleasantly designed.

**Z:** While using the application, did you find that specification three, “application should be visually appealing, with a logo,” was met? Considering aspects such as color scheme and overall layout.

**H:** I had left the design aspect was left to you, and you did a wonderful job in representing the IIC using the red color scheme. Ismailis in Ontario relate the color red to the IIC, as all

newsletters by the IIC are in red, so using a red color scheme was very effective. The application logo design represents the purpose of the app well. The Ontario map outline on a red background maintains a simple, yet meaningful design. Also, the news item design was done well. I really liked how every news item in the list had a title and small subtitle describing it. This made the news items look very professional. The balance between white space and red design throughout the application was maintained well.

**Z:** For the fourth specification, you wanted to provide contact details of the IIC so that users can ask more questions if they had any. Was the information correct and displayed well?

**H:** Yes, the contact information was very helpful. I liked how you had a separate tab for “More” details. The information in that tab was correct and was displayed well. It is important that the users are able to contact us to give us feedback about this new feedback. We want to make sure that all Ontario Ismailis can take full benefit of this application without any complications, so the contact information is displayed.

**Z:** Another important feature of this project was to “create a server-end application to allow IIC committee members to input information into the database and keep the users updated” and database entries are user friendly for the IIC, and organize content appropriately and automatically.” Do you like the background database system? Is it easy to use, and does it provide enough input fields for each record?

**H:** The database provides an option for both SQL insertion, and GUI based insertion. I am not experienced in data basing, so I used the GUI setup. However, many individuals at IIC have experience in programming and SQL, so it is great to know that the advanced option is there if we ever need to modify the database. The database entries are relatively easy to make. However, the system is just confusing to use. I was a little disorientated at the start, but then I eventually understood how the database works. That is not your fault, it is the design of the phpMyAdmin database. I understand you have not designed the system and that GoDaddy hosts it. In time as we keep using the system, database entries should become a simple task. As for the fields, I think there are enough to construct one detailed news item record. The important ones are title, subtitle, and body – which are implemented in the database.

**Z:** Thank you for your time, Hamida! I really appreciate your support throughout this ITGS project.

**Z:** No problem, Zain! Let me know how this project turns out for you.

### Approval of Client

I verify that the Android Al-Akhbar application worked well and was designed as planned. I have viewed screenshots and/or ran the application to confirm its functionality.

A handwritten signature in black ink, appearing to read "MK Shiman", written over a horizontal line.

*Client signature*