Appendix A: First Interview

Client: Tania Jain

Interview Date: 5th September 2023

Interview Method: Google Meet

*As the client was a minor, her mentor was present during all meetings and any points that were discussed were also shown to the mentor or discussed with them beforehand.

A (Interviewer): Hi Tania, hope you are doing well. This interview is being conducted to aid me in building a system that will solve the problems that you have faced as an organizer of your study group. To start off, can you tell me what your role is as the organizer and what your study group aims to accomplish?

T(Client): Yeah definitely. I think all students in high school do have some difficulty in managing their time because we all have a lot of work to do. I remembered that in the beginning of IB even if I did make schedules, it was difficult, especially when keeping track of long-term tasks such as IAs. So, I decided to create a support group to provide the younger IB students with the help of my mentor. With his help, I created a platform where students were encouraged to be productive, and where I could also motivate them, along with their peers so they feel supported.

A: That seems like a very helpful idea, I know that I would want to be a part of such a group. How do students in the study group currently manage their tasks, and how are you made aware of their tasks as well.

T: Currently, all the students share a running document with me where they write out a to-do list, and I try to help them organize their tasks according to a schedule and remind them to finish tasks before due dates. However, with the number of students in the group increasing, I'm finding it difficult to organize everyone's schedules on top of my own and remind them to finish their tasks. Another issue they face is that students have so many tasks to look at during the week, with some of them having 20 or more to finish, so looking at all the tasks that way feels daunting to them, and they don't feel motivated to finish them.

A: I see, that seems very difficult. I might be able to propose a solution though. Is there a specific strategy you use to help students organize their schedules?

T: There is not a set structure, because I usually take time getting to know each student and how they function best, but the schedules usually boil down to whichever task needs to be completed first or whichever one is most importance being done first.

A: What do you think about a feature in the app that could do rudimentary scheduling for you, based on your general criteria for creating a schedule?

T: That would be very helpful especially because with more students the time I can dedicate to each one reduces, standardizing the scheduling would be very helpful.

A: Additionally, to help with the aspect of making the tasks look appealing for students, what do you think of adding a feature where the students can see all their tasks in a Calendar, that way they can visualize their schedule and we can use customized colors to convey the importance of the tasks.

T: I think that's a great idea, it would solve their problem to have a visual incentive with them and not have to look at a daunting laundry list of 20 tasks but see them on a day-to-day basis.

A: Besides scheduling and the presentation of tasks, are there any other problems that docs cause for the group?

T: Yes, one final problem, I feel as though once the students are out of the sessions with me, or outside of my text reminders, there isn't any system set for them to be productive. If there was a way for them to set reminders for themselves to finish a task, that would be ideal.

A: I think I can add a feature in the calendar, that sends a reminder email to the student every time they click on a button for a task. How does that sound?

T: Great, I think that would resolve the issue.

A: Are there any features of Google Docs that you would like to retain?

T: Yeah, I would like to retain that note-taking capacity of the app, just so that the students can write down notes about what tasks they need to finish and general things about the week.

A: Alright. Do you think the students would prefer to have the app on their phone or their laptop?

T: I'd say a laptop because they can have it on while they study and update their tasks.

A: So, would you and the other students prefer a website or an app?

T: I think most of my students like to plan out their day on bus rides home or in school where access to Wi-Fi with so many students can be a problem. Since I want the platform to be available for them 24/7, I'd say an app that doesn't rely on Wi-Fi would be best.

A: Alright, I think that's about it. If I need any further clarification, I will reach out to you personally. Thank you for your time.

T: Thank you.

A: Hi Tania, after the previous session, I just wanted to go over some basic success criteria I detailed for the application and get your sign-off before I start development. Here are the success criteria.

A: Before we start, I want to say that as we didn't talk much about your side of the application last time, I based your side of the success criteria on your description of your current role. Your side of the application will allow you to view different students and admins and filter through them ensuring everyone in the group is registered and no one outside the group is part of the app.

T: (After some discussion with the mentor) I think the general student side success criteria is well suited. For the admin side, I like that I can view different students and admins in the application. If it's possible, can you allow me to see the students' work some way, so I can track their progress and see how they are doing even after the sessions when I don't have access to their side of the app?

A: Sure, I think I can add another success criteria that will allow you to look at the student's Calendar's and I can also attach an email option for you as well so you can send reminders to the students from the app itself. Would that resolve the issue?

T: Yup, I think that sounds perfect.

A: Great! Do you have any other comments?

T: No, I don't think so, I'm satisfied with everything else.

A: Alright, great! Thank you for your time, Tania.

Client Signature