# Summarized Customer Notes from Customer Check-In 1

### Background

* The University of Regina follows the accreditation process by using an IDA map to track Graduate Attributes in each program.
* New professors don’t always know which GA to assess for their class.
* Professors are also not aware of the accreditation process.
* The current format of the Excel is hard to read and not easily accessible for professors.
* It is also a hassle for administrators to collect data as professors don’t submit it on time or they are not aware of the process.

### Customer Expectations

* The IDA map should be displayed in a more simpler format that is easier to read and understand
* There should be an easier and intuitive method for professors to submit the outcome measured in their class.
* Professors should be able to select the specific Graduate Attributes they wish to enter.
* Professors can modify previously entered data or be able to rectify incorrect data.
* Admins can cross-check if data submitted by professors being entered is correct.
* A notification system to remind professors of the data they need to submit if they have not done so by the deadline. Also, it should be ensured that the system is not sending too many notifications as it can be annoying. (Users can turn off notifications)

### Customer Feedback on our Findings

* Everyone should be able to view the IDA map to educate themselves on the process. Information related to accreditation (IDA map) should not be confidential and made available to everyone
* Required GA not submitted should be flagged. However, incorrect data should still be accepted as professors can change them later.
* The IDA map should have filtering capabilities so that users can search for information related to specific courses and Graduate Attributes.

Overall Presentation Feedback

* Presentations were too lengthy.
* Presentations had technical elements that customers may not necessarily understand
* Some presentations were not organized or professional enough.
* Presentations have to be visually pleasing and informative to keep their attention.
* Presentations should contain more finished products or findings. It should focus less on the methodology used by designers.