Admin Requirements Questionnaire Responses

# ID Management

1. How do you currently manage found student or government-issued IDs?

We usually keep them in a locked drawer behind the circulation desk. We write the details down in a notebook — like the student name, where it was found, and the date.

1. What key information do you record when an ID is found?

We try to record the student’s full name, student number if it's readable, the place where the ID was found (e.g., library, bench outside), and the date it was brought in.

1. Would you prefer uploading a photo of the found ID, or just entering details?

Uploading a photo would be easier and faster for us. But if it's possible to do both, that would be best.

# Claim Handling

1. How should a user claim a lost ID?

They should give us their full name, student number, and maybe their NRC or another ID. A phone number can also help.

1. How should you verify that the person claiming is the rightful owner?

We usually ask them to recite the student ID number and verify the photo. Sometimes we ask for another form of identification like an NRC or a library card.

1. Would you like to be notified when someone submits a claim?

Yes, it would be helpful if we could get a notification or at least see pending claims easily when we log in.

# Admin Portal Access

1. Who should have access to upload IDs and manage claims?

Only designated staff  
We’d prefer if only the senior or assigned staff handle it, to avoid confusion or duplication.

# ID Status & Updates

1. Once an ID is collected, do you want to:

Mark it as Collected  
That way we still have a record but don’t confuse students looking for their ID.

1. Should collected IDs be hidden from public view?

Yes, once collected they shouldn’t be visible to everyone.

# General Preferences

1. How often do you expect to upload new lost IDs?

A few times a week. Sometimes more when it’s busy around exam time.

1. Should there be a search or filter feature for easier ID lookup?

Searching by name or student number would be very useful.

1. Would you like reports or summaries of:

Total IDs found  
Total Claimed  
Total unclaimed  
Yes, we’d love a way to see those numbers so we can track how well it’s working.