**A JAD Session Example**

**A portion of the JAD session follows:**

**Jill:**  
I'm really excited about this new opportunity. I hope to recruit some top-notch training professionals for the new group. I hope we can launch a major marketing effort early next year. By the way, I like the name TIMS - it stands for training information management system. I want Amy to put all existing SCR clients on a special e-mail list so they will be the first to get announcements about new course offerings. The TIMS system should manage students, courses, and instructors.

We should build a master list of courses, students, and instructors -- some of them also might be SCR employees who have a dual role. The system should track registration, right up to the day that the course is held. Corporate courses don't depend on size -- that is determined by the contractual arrangement we have with the client. Courses that are open to the public, however, will require a minimum size in order to conduct the class, as well as a maximum number of students.

For now, we want the administrative support group to handle the training information system. They have the current records, and they can coordinate the administration while we focus on developing and marketing the courses. I've cleared that approach with Robert Stacy. His only concern is the workload. If we reach a point where Sandy can't handle the volume, we'll have to create a new training coordinator position; we should figure that into the cost of the new system, along with facilities, salaries, and systems development costs. I'll meet with the executive committee and the accounting people to come up with projections for the other costs and benefits. Sandy, do we have records for former students?

**Sandy:**  
I found that we do have some records, but the information is not well organized. Starting in August, I developed a simple database and I have that information for August and September. By the way, August was a little quiet, but September was a fairly typical month for our corporate training activity.

**Jill:**  
Can we use any of that as a model for the new system?

**Sandy:**  
To be honest, no. The new system should resemble a registration system that a school would use. We'll have to produce transcripts and verify records for former students. I'll work on a possible list of data items for courses and students, but I'll probably need some help from the systems group.

**Dave:**  
No problem, Sandy. Let's get together and work on it this afternoon. We can build a model and begin to document the data requirements.

**Meg:**  
As a trainer, it would be nice if the new system could produce a class roster that gave us some background information about the students. That way, we would know more about the collective experience of the group, and we could consider that when we deliver the training. I hope that Sandy and Dave consider that option.

**Dave:**  
That's certainly possible, Meg. Overall background information is no problem. But if we want specific information that relates to a particular course, the instructor might have to develop a form that students fill in when they register. The results could be printed along with the class roster.

**Amy:**  
As SCR's client service representative, I want to be able to send out a schedule that shows all offerings for the next 90 days. Companies need time to plan, especially if employees are taking two or three days off to attend a session. I also want the system to produce attractive certificates that attest to the successful completion of the course.

**Jill:**  
What about the questionnaire that Jesse Baker suggested? That seems like a great idea. Let's send it to a sample of former students and prospective students. We need to know what people liked and find out what could be improved. Most of all, we need to identify popular course offerings and then estimate the number of students we can expect. We need to form a sub-team of systems people, trainers, and administrative support staff to work on the questionnaire and distribute it as soon as possible.

***JAD team members form sub-groups, and report back to the main team after a break***

**Dave:**  
We batted this around, and our team feels that the system will have four main functions. Actually it has quite a few more, but they can be broken down into four groups. Obviously, TIMS will manage class scheduling, handle student registration, track classes that are conducted, and produce various kinds of output. Thinking ahead, Jill, what output will be required?

**Jill:**  
Well, the training administrator will need a report on courses conducted and a listing of instructor assignments. I'd like a schedule report for future reference to see which classes are most popular.

**Amy:**  
SCR's corporate clients will certainly want a report on their students.

**Roy:**  
As a trainer, I can tell you that students will appreciate receiving an attractive certificate. I'm sure the system can generate signature ready certificates. I suggest that we update the old design and come up with a logo for the new SCR training group.

**Wayman:**  
The accounting system will need an update so we can reconcile student accounts and bill corporate clients for any unpaid balances.

**Mark:**  
From a Web design viewpoint, although we won't be launching online registration until late next year, I'll go ahead and update the SCR Web site now as part of our marketing effort. The JAD team is working now on a model of student registration forms and input screens. As soon as they are ready, I'll design a set of Web forms that we can use when we go online.