

# Group 5 Requirements Elicitation from CARSA

These are brief notes taken from our first requirements elicitation on October 1st, 2015. The topics discussed are as follows:

## Front End Management

- When is the front desk encountering problems with the number of new customers?
  - *The problem is localized to the first 2 weeks of the semester*
- Do you have enough people working the front desk?
  - *There are not enough tills for the amount of people trying to register during peak hours*
- How many tills do you have?
  - *There are three registration tills with computers and card readers, and one kiosk for use by customers when signing the waiver to use the weight room*
- Can people from outside UVic use the facilities?
  - *There are 2 classes of customer: UVic members and Community members*
    - *UVic members includes staff and students, whose personal information is gathered by swiping their OneCard*
    - *Community members are people from the area, and have to provide information and have their photo taken as part of registration process*
      - *Community members take longer to register and receive a different type of card*
- How would you characterize the staff?
  - *The staff this season were new hires, and that is likely to be a recurring problem since the CARSA staff are hired from among UVic students.*
  - *The manager's office is in the back of the complex, only accessible from a side entrance and completely separate from employee operations.*
- Do the front desk staff perform any functions other than registration of new members?
  - *All customer facing tasks are done by the front desk staff, including new member registration, replacement of lost or destroyed cards, informational services, payments for short term passes and other miscellaneous activities.*
- What is the most common request for the front desk
  - *Registration for the weight room or climbing wall*

## Systems

- What system does CARSA use to track memberships?
  - *CARSA uses the CLASS system, a COTS software system that is used by local recreation centers*
  - *Though CARSA uses the same CLASS system as other Victoria recreation centers, there is no cross-membership between CARSA and others*
- What technical modifications will you accept as part of the scope?
  - *The CLASS system can't be modified since it isn't owned by UVic*
  - *UVic systems such as MyPage or the CARSA site can be modified*
  - *A non-technical solution is preferred*
- Are there any problems with the CLASS system?
  - *The employees have no complaints about the performance of the CLASS system*
- Is there any way to pay for access to the weight room online?
  - *No, but there are online payment options for certain courses at CARSA, like yoga.*
- Is there any interaction between UVic's systems and the CLASS system?
  - *Yes, the CLASS system will not allow a member access to the gym until they have signed a waiver on the UVic site*

## Process

- Do new members usually know what membership they want to purchase when they arrive at CARSA?
  - *New customers usually need to ask the front desk workers for information before registering for a membership*
    - *website fails to inform prospective members of the details of services that are offered*
- What are the steps involved in registering for a membership?
  - *First the new member comes up to the front desk and provides their information*
    - *UVic students and faculty provide their OneCard*
    - *Community members must fill out detailed information and have their picture taken*
  - *The new member will select a membership*
    - *The default Recreation membership includes access to Athletics and Recreation facilities, and is usually covered by the Athletics and Recreation tuition fee payment*
    - *The 'Vikes Fit Pass' includes all the features of the Recreation membership, as well as access to the weight room*
    - *The 'Vikes All In Pass' includes all the features of the Vikes Fit Pass, as well as access to the Peninsula Co-op Climbing Center.*
  - *Next, if applicable, the new member pays at the till with cash, credit or debit card*
  - *Finally, the newly registered member must sign a waiver before they can gain access to any part of the gym.*
    - *This waiver can be signed online or at a kiosk at the front desk*