Client - Transcribed Interview

First Interview

Based on the interview, several key insights were gathered regarding the current challenges and requirements for an effective document management system within the Extension Services. The most pressing issue identified is the recurring delay in the submission of documents each quarter. This not only hampers the workflow but also affects the overall efficiency of the team. The interviewee emphasized the need for a centralized system that would enable timely submissions, allow real-time tracking of who has submitted documents, and facilitate communication through notifications and comments. Regarding editing and access, the preference is to avoid setting a strict limit on document changes to allow for ongoing revisions and the maintenance of a history log for transparency and accountability.

The system is expected to accommodate four main user types: the Head Coordinator for Extension, the staff Member, the Extension Coordinators of each department, and the Department Chairpersons. A significant enhancement proposed is the integration of attendance and feedback features. These would help streamline processes by recording check-in and check-out times digitally, thus minimizing manual paperwork. While it was suggested that attendance records should be unified in a single report, the system should clearly identify the department of each participant. This setup acknowledges that although meeting attendees are limited in number, coordinators can still manage attendance, with departments handling their internal meetings independently.

Hierarchically, the Head Extension Coordinator holds the top position within the unit, followed by the coordinators of each department. However, to improve accessibility and collaboration, it is recommended that other faculty members also be granted access to the system. When it comes to document preparation, the responsibility typically falls to Madam Janice and the staff member, especially when they are organizing a program. If another group takes the lead, the onus of preparing documents shifts to them. Therefore, the system must include functionalities for marking documents as "Approved" or "Declined," along with automatic notifications to inform submitters of their document status.

Finally, an additional yet important feature suggested was the inclusion of a comment section where users can highlight errors and provide feedback. This would foster better communication and continuous improvement of documentation. Overall, the insights highlight a strong need for a comprehensive, user-friendly system that enhances coordination, accountability, and transparency across all levels of the Extension Unit.

Second Interview

During the interview, researchers engaged in a detailed discussion aimed at clarifying the system's process for managing activity proposals and related documentation. Initially, there was confusion regarding the system's panel structure, as the participants had assumed it involved only one panel, which turned out to be incorrect. Researchers sought to verify the correctness of the system's process, highlighting that after an activity proposal is submitted, it remains pending until reviewed by another user. Once checked, the proposal is recommended to Ma'am Janice for approval, after which the budgeting process commences. Based for ma'am alvina elaborated that proposals, budget plans, and plans of activities are separate documents but share the same timeline, and thus must be submitted simultaneously. Templates were introduced to streamline communication and data input, such as a notification system that alerts extensionists and departments about upcoming meetings and attendance records. Enhancements to the system were also discussed, including a chatbox with mention features for real-time Gmail notifications, and the integration of attendance tracking to support meeting logistics.

The conversation also covered quarterly reports, with emphasis on automating the input process to reduce manual workload. Researchers referenced a sample template for upcoming activities, designed to allow easy data entry by multiple users including extensionists, department coordinators, staff coordinator, and campus managers. Researches was mentioned as requesting a specific template for the quarterly report, which aligns with existing reporting forms that simply require date inputs and titles for each training or activity. Ma'am janice clarified that while some data could be auto-filled, editable fields must remain for manual updates. The interview also addressed uploading media such as pictures and videos per department to visually support the documentation of extension services.

In terms of documentation, it was agreed that the proposal, financial plan, and plan of activities should be submitted together at the start, while documents such as training reports, attendance sheets, evaluations, and certificates of appearance are to be uploaded during the activity's implementation. The certificate of appearance, in particular, must be handled by department coordinators as proof of actual participation. To avoid miscommunication, Researchers emphasized the importance of assigning clear slot names for each document type to improve system navigation and usability. Lastly, they acknowledged previous missteps in understanding the process and highlighted the need to realign with the procedures explained by Ma'am Donna and Ma'am Alvina.

Ma'am janice informally while the participants were en route to a location in Molino 2 and Mambo, revolved around the school's ongoing activities, attendance monitoring, and documentation practices. Researchers discuss a question regarding the widespread participation of the school in a particular activity, inquiring if ma'am janice and their team were

responsible for uploading related videos. Ma'am Janice affirmed their involvement and confirmed that they were still part of the group handling those responsibilities.

Researchers concerns about how attendance was being tracked and whether ma'am janice group was included in the tally. Ma'am Janice clarified that they were indeed still included in the official attendance. Researchers mentioned a system that visually represented attendance data using pie charts and bar graphs, showing not only the number of attendees and absentees across a quarter but also detailing hours consumed per extension or classroom.

Researchers acknowledged this system and emphasized the importance of continuing their work to meet the operational needs of their assignments. When asked if the graphs needed to be printed or if there was a template available, Ma'am Janice explained that another team member, referred to as Ma'am Jack, was awaiting approval and that she intended to provide her with a template. They also discussed the importance of documenting the time allocated to activities by coordinators, as this would help in visualizing their engagement and performance.

The conversation transitioned to technical aspects, such as the readiness of printable versions of these charts and templates, and the desire to have versions that could be easily attached to reports, even in PDF format. There was an emphasis on the utility of such formats for sharing and record-keeping. Ma'am Janice noted that while they didn't have a formal template with a styled document format, they could prepare a working version suitable for their needs.

Additionally, they discussed integrating demographic data into reports, such as the number of single mothers or 4Ps beneficiaries in a given barangay. Researchers mentioned a template that included auto-print features to streamline this process. Ma'am Janice responded that these figures were already being included in training reports and that they would develop their own template to incorporate both faculty data and beneficiary statistics. They stressed the goal of enhancing system visualization while ensuring everything remained printable and easy to distribute.

The conversation concluded with researchers committing to creating and reviewing the template for updates, to which Ma'am Janice agreed and expressed willingness to contribute additional information as needed.

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