

## **COMPUTER SCIENCE INTERNAL ASSESSMENT**

### **APPENDIX**

#### **INITIAL INTERACTION: PLANNING THE PROJECT**

ME: Hello! So, basically, I wanted to discuss the specifics about the movie recommendation system that I am to design. And as my client, I have a few questions that would be beneficial to answer.

CLIENT: Sure. So, let's get right into it as I have a meeting soon.

ME: Okay. So, when I'm designing the system, what aim do you want me to keep in mind: is it functionality or do you mainly want it to 'look good'?

CLIENT: What I want is that the program works, and it works in an effective way. I want it to be easy, like maybe inputting a few movies or ratings, and I want to output quickly. The aesthetics should be decent, but that is not my main requirement.

ME: Okay, got it. So, the first point is that functionality and usability should be high. Also, would you like a login page? As that will benefit further analysis of customers trends (if and when the project will be scaled).

CLIENT: Yes, I think a login page will be fine, cause it makes sense as the trends will need to be recorded for future improvements.

ME: Exactly. Um.. And another question I had was whether you want a specific colour scheme or specific features in the program. I know you said that I do not need to focus a lot on the aesthetics, but I'm just clarifying if any specific features are desired by you.

CLIENT: Sure, so, I think if you are including a login page, then I want to be able to switch with the signup and login page effectively and quickly. I'd also want like instructions or just guideposts which will tell me what exactly to do next, and like what aspects to input etc.

ME: Yes, I think the latter is very important because if any other user uses the program, they will not know what it is or what is expected of them. Okay, so, I'll add the features and consider the aspects that you have told me.

CLIENT: Yes, sure. I think it's going to turn out pretty good.

ME: Yep, me too. Bye!

CLIENT: Bye.

## FINAL INTERACTION: EVALUATION AND FEEDBACK

ME: Hello Khilan!

CLIENT: Hi! Good to see you.

ME: So, the agenda of the meeting today is to get some practical feedback on the application I created for you.

CLIENT: Sure. Let's get right to it.

ME: Yes.

CLIENT: Overall, the movie recommender was quite good. The recommended movies per se seemed quite accurate, and I even watched one of them — Really liked it!

ME: Thank you. I was actually hoping for some specific feedback aspects as well.

CLIENT: Of course. So, when I tried searching for some Bollywood films or even other latest hollywood movies, it said 'please input another movie'. So that kind of put me off. But, I really liked the image in the background!

ME: Okay. Maybe, as an improvement in the future, I can create an algorithm which keeps getting updated with new movies, and I can also expand it to other languages as well.

CLIENT: Exactly, that would be really good. However, one really basic thing that I did not really understand, was that when I reduced the size of the window, to open my mail application (I had got an email when I was seeing your application), the elements got really distorted and went hay-wire. So, maybe that is a glitch at the most basic levels which you can improve on.

ME: Oh, okay, I'll check into it.

CLIENT: I had also forgotten my password once, but there was no way to change password, and without logging in, I cannot actually access the movie recommendations. So, I had to create a new account which I found, frankly, very irritating.

ME: Sure, I'll add 'change password' as a feature. It is indeed important.

CLIENT: Lastly, I think I want to say that, while the general app was good and interesting, I thought that it lacked colours, so it was just a bit boring sort of experience. If you ever want to launch this, you not only need a USP, but also a good user experience, which, to be honest, was not that great.

ME: Do you mean that it was difficult to navigate through the buttons, or even understand what the app is trying to do or what it expects of you?

CLIENT: Yes, kind of. I mean since I was your client and I knew you were building a movie recommendation system, I had an idea, but an individual who randomly opens your website or app will, I think, be a little lost. So, while the functionality was good, my experience with it was not that interesting.

ME: Okay. I understand what you said, I mean, it makes sense. Because in the end, it has to appeal to the client somehow. Sure, I will incorporate your feedback and work towards making this a better application in the future. Thank you!

CLIENT: Of course! Bye!

ME: Bye!