

Criterion A: Initial consultation

Interviewer: Awwab Mahdi

Client interviewee: Aliya Mahdi

Client position: Owner of Dar-UI-Arqam

Date: September 21st, 2019

Time: 7:45PM

Location: 44 Gospel Oak Drive, Ottawa ON

What is Dar-UI-Arqam and what do they do?

We are a language school that teaches Arabic. We start with phonics, letters of alphabet, then move to connecting letters and letter combinations. From there we go to words and the punctuation used with them. We study methods of articulation and then move to higher grammatical rules.

Throughout this process we use hands-on learning, audio-visual tools, and do numerous activities to help reinforce concepts in children's minds.

What problems is your organization facing?

The problems my organization is facing are that my students are unable to continuously know when and what classes are happening. They do not if a class is at a certain time or not, and sometimes do not bring the proper materials to class. Additionally, there is the issue that new kids do not have a simple way to access forms and other important files.

Why are these problems affecting your organization?

Because kids are unable to know specifically when a class is, sometimes they come at the wrong day or time, disrupting the class schedule. The organization is affected in the same way when kids don't bring the required material to class as they are unable to participate. And of course, new kids who are unable to easily access important documents will have a harder time joining the class.

What solutions have you tried to fix these problems?

Currently I am using a WhatsApp group to send messages to everyone in the class. I send updates through that and also during class.

What was the success of these solutions?

These solutions work but not very well as sometimes new kids don't immediately have access to the group, and it's difficult to send files through WhatsApp. Additionally, sometimes students forget what is told in class, resulting in information loss.

What kind of solution do you think would work?

I think that a website would work best as I would be able to keep files in a central location, be able to easily communicate with all students, and remind students to look at the website for more details. In today's changing world, everyone uses technology and it helps if they can go to a website.

What requirements or features do you think that this solution would specifically require?

I think that a calendar would be useful, to show which days that class is. I also think some kind of file storage system is necessary, and additionally maybe a contact page so that kid's parents can easily contact me.

Why do you think that this solution will work?

I feel like this should work because it solves my three problems of file storage, communication, and timings. Additionally, it fits with the interests of my students which makes me feel that it will be successful.