

Criterion A: Initial investigation

Summary of problem:

Aliya Mahdi, owner and teacher at Arabic language school Dar-UI-Arqam is the client I approached. She had a problem with communication. The problems she is facing are that she does not have a clear means of communication with her students and their parents. She is unable to easily give files and information to new students and for currently attending students, there are frequent mishaps where dates, locations, and times of classes are not known. These problems arise primarily because of a lack of a solid file-storage system and the lack of an easy means of communication between her and her students.

Inadequacies of the current situation:

The current system used by the client is a WhatsApp group, through which important information is sent. The client is also simply telling students in class new updates. The problem with this system, as described by Aliya Mahdi, is that “sometimes students forget what is told in class”, and “new kids don’t immediately have access to the group”. This makes it difficult for proper communication to occur, thus the client suggested a website be made. She felt that a website might be more optimal because her students are younger and “everyone uses technology”. Because of this a website might be easier for her students to use and access. In her requirements and features for the website, Aliya Mahdi listed a calendar, a file-storage system of some sort, and a contact page to allow for easy communication with students’ parents.

Word count: 248