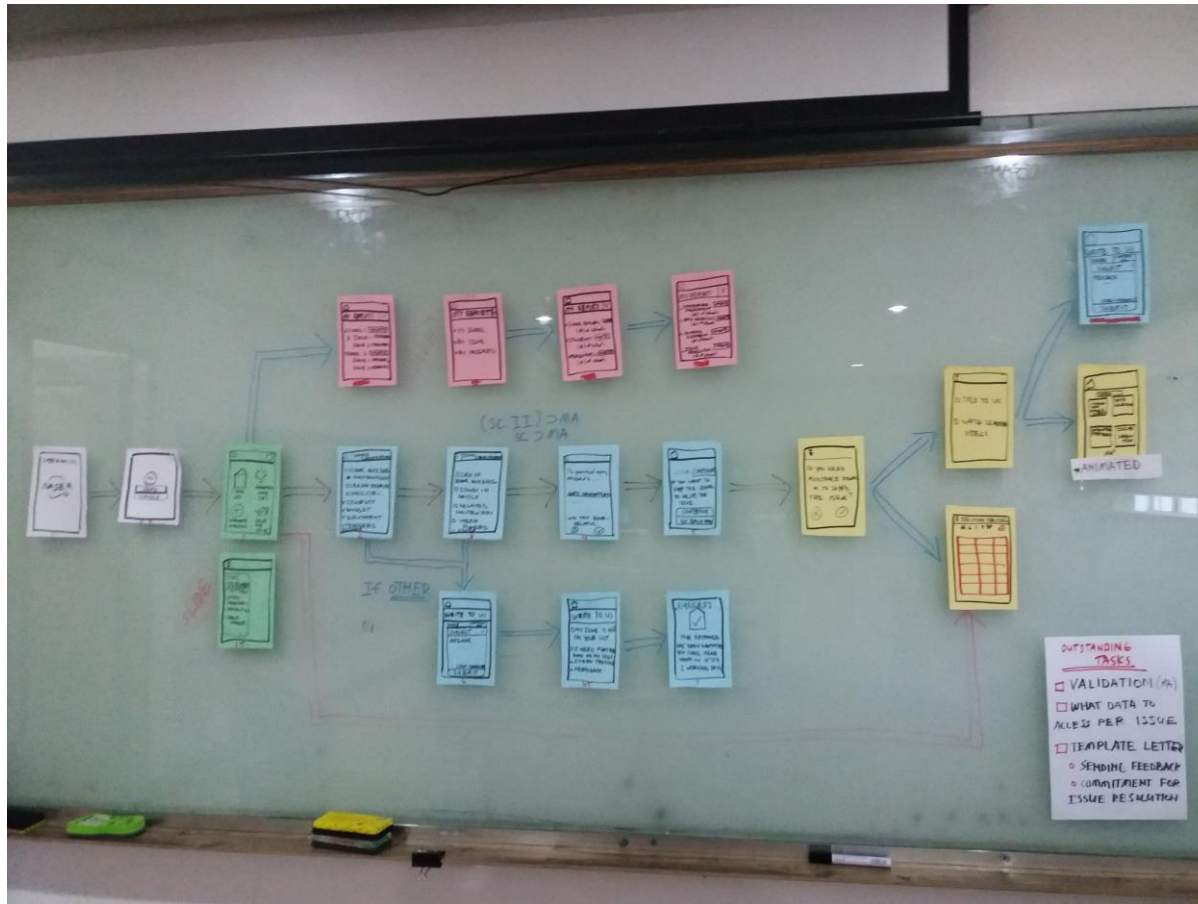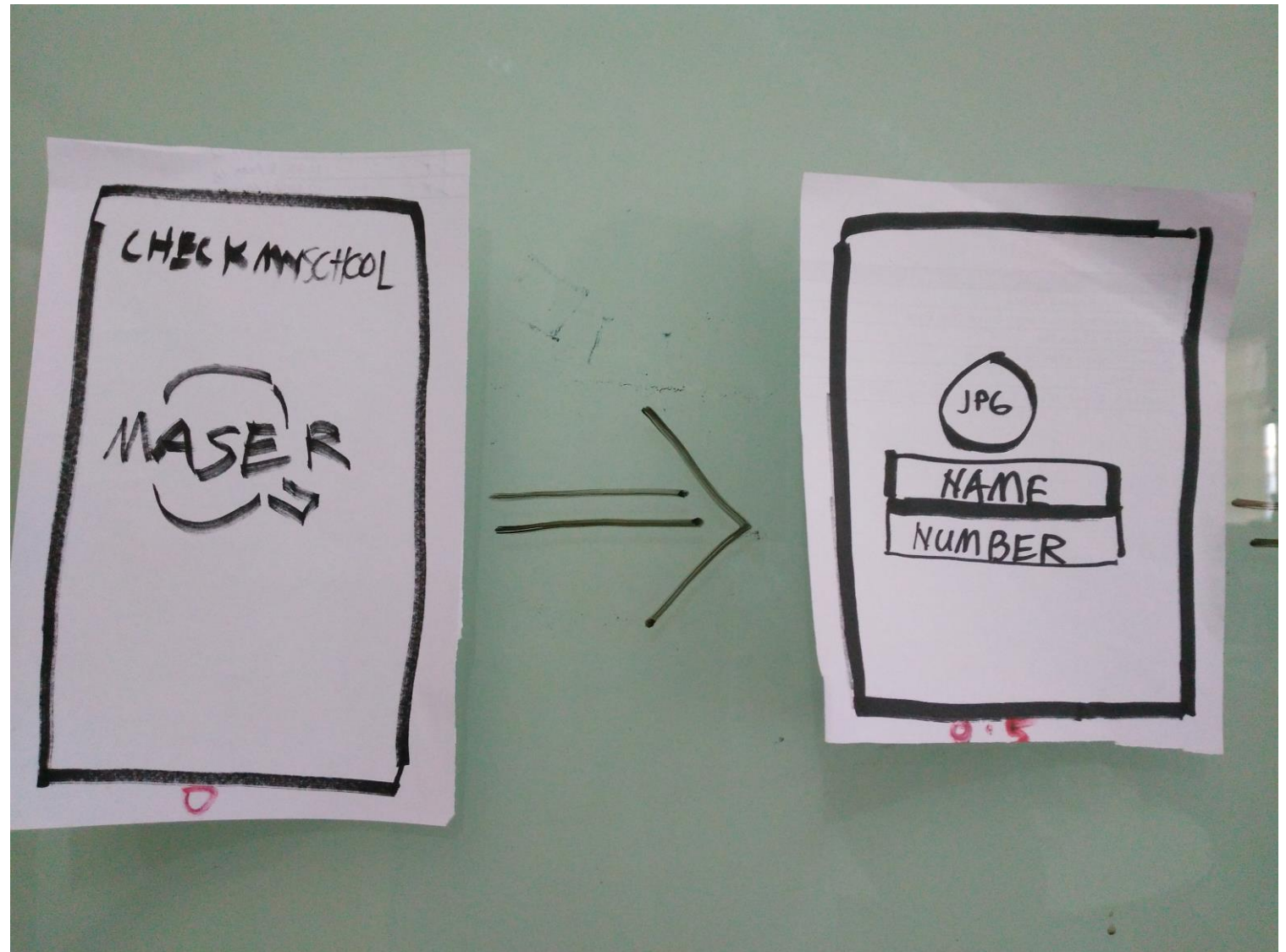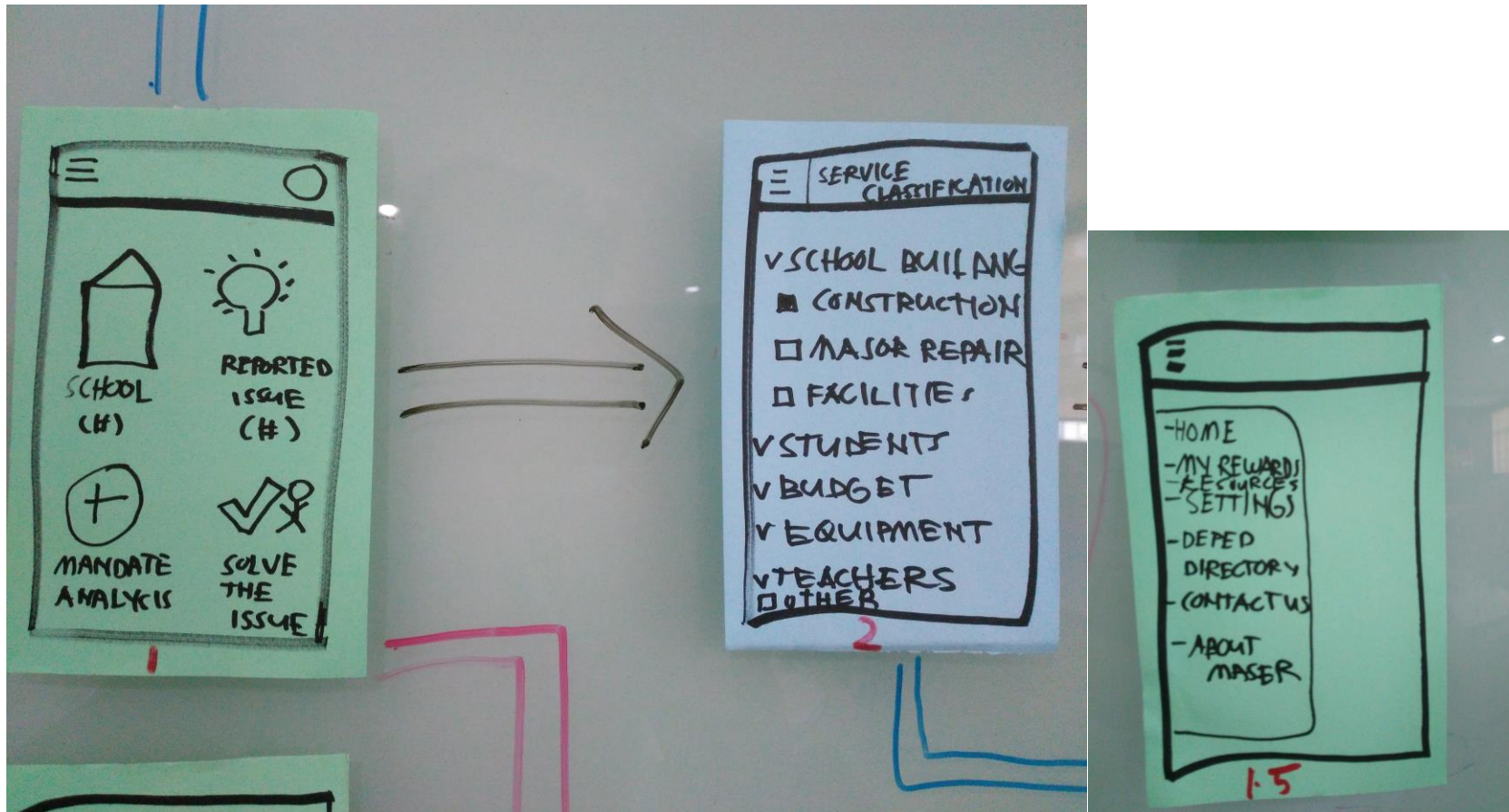# MASER USER INTERFACE

The diagram above shows the overall process design for MASER.

After the opening MASER logo, the user has to do a simple sign in
process: only name and number required.

SERVICE CLASSIFICATION

v SCHOOL BUILDING
■ CONSTRUCTION
□ MAJOR REPAIR
□ FACILITIES
v STUDENTS
v BUDGET
v EQUIPMENT
v TEACHERS
□ OTHER

2

SCHOOL (#)   REPORTED ISSUE (#)
MANDATE ANALYSIS   SOLVE THE ISSUE

- HOME
- MY REWARDS
- RESOURCES
- SETTINGS
- DEPED DIRECTORY
- CONTACT US
- ABOUT MASER

1.5

If they click the Menu button:

-Home
-My Rewards
-Resources
-DepEd Directory
-Contact Us
-About MASER

(Info not finalized yet ,what each options would contain, we'll just populate it around 3rd week of development)

After signing in, proceed to HOME page (green)
A. School (contains the reports sorted by school)
B. Reported issue (contains the reports sorted by issue)
C. Mandate Analysis (Go to blue card)
D. Solve the Issue (This is the solution chasing part: see File #4, DONE)

If the user clicks Mandate Analysis, the user now has to identify the services being offered in the education sector. (See File #3)
-Service classification is drop-down menu like your FAQ
-Service item, only one can be selected (blocked or checked, notwithstanding)
-If others, direct to "Write to Us"
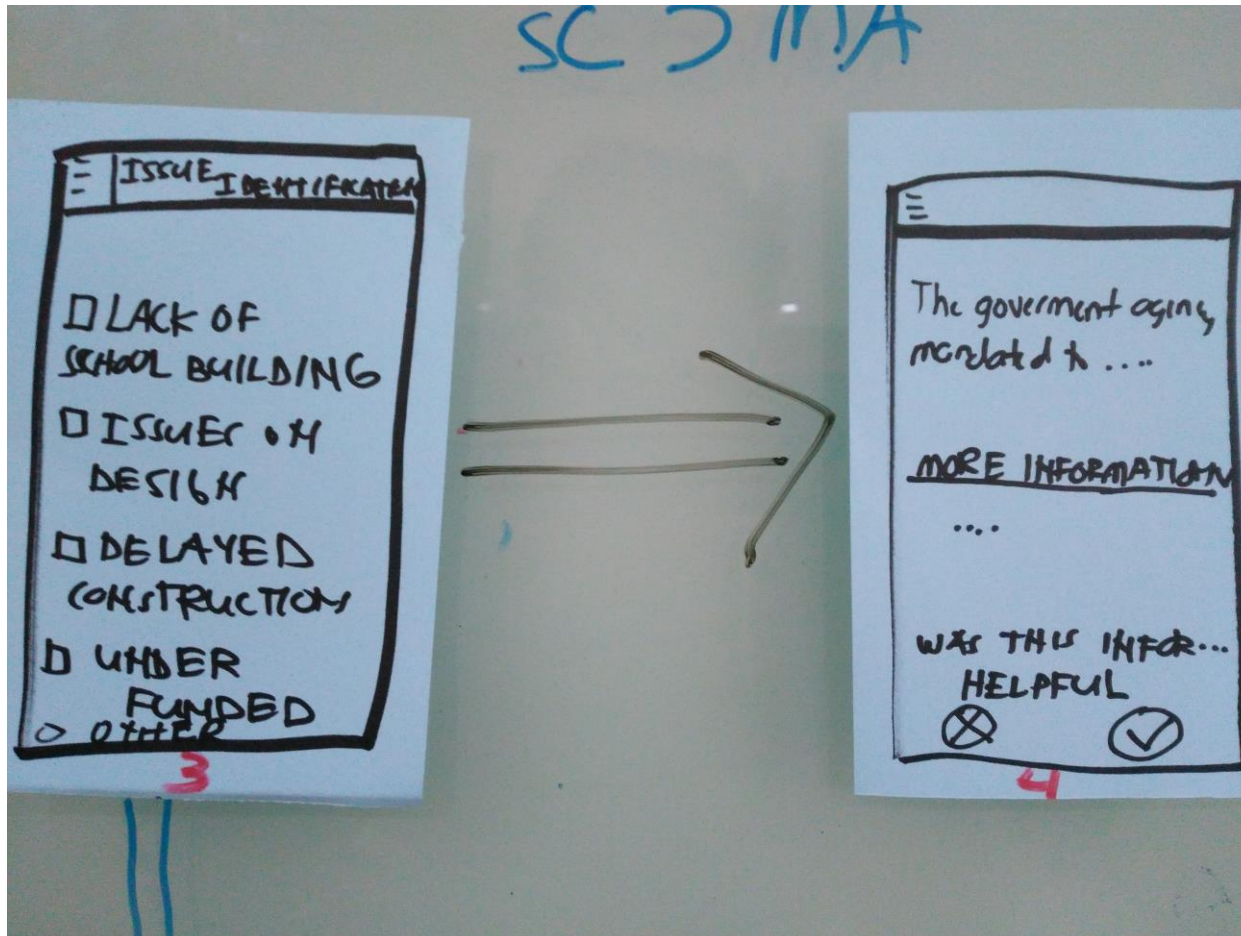
After service classification, proceed to issue identification.
If other, proceed to "Write to Us"
Once identified, MASER will provide the analysis.
MASER ANALYSIS IS DONE at this stage.

MASER will ask the user if the information provided by MASER is helpful.
If yes, user will proceed to next steps: the Solution Chasing Phase.
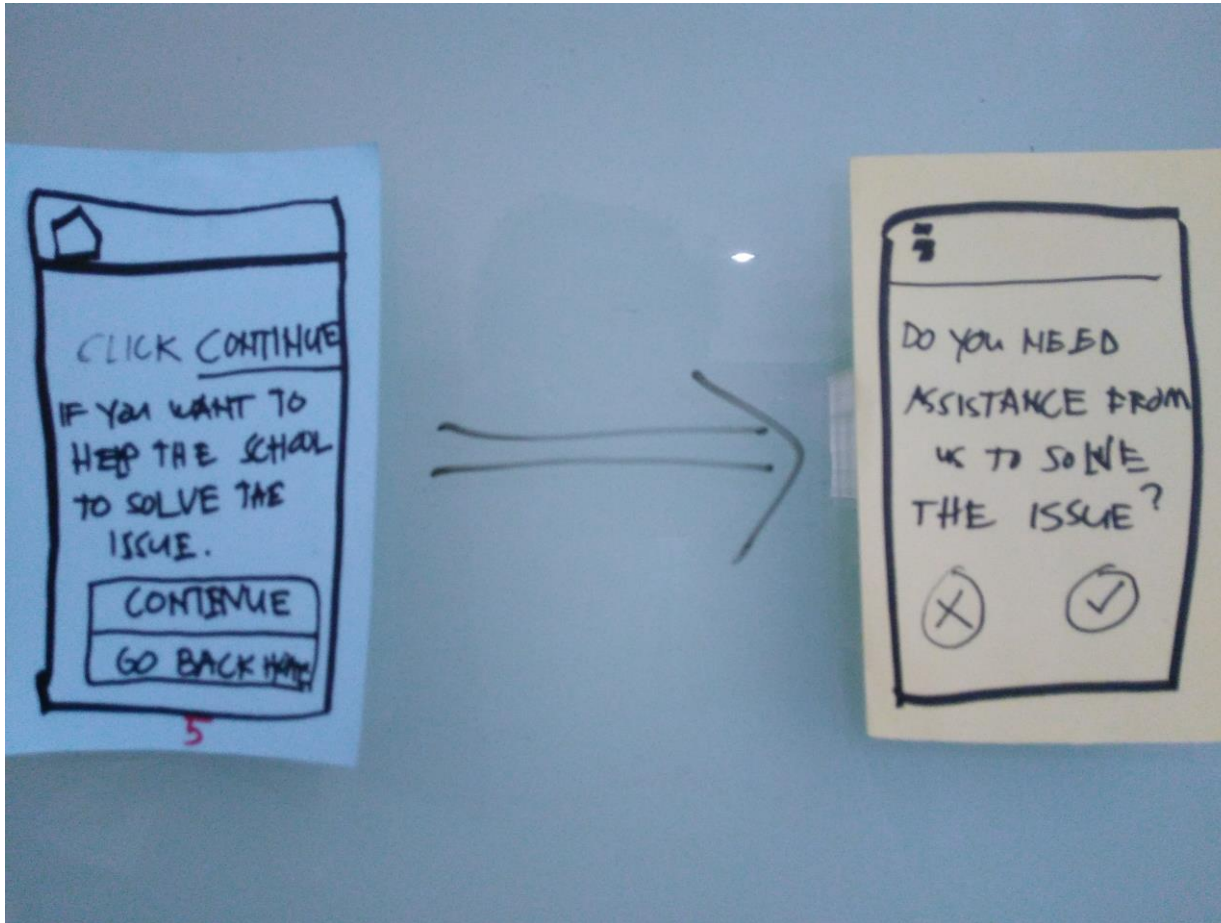If no, direct them to "Write to Us"
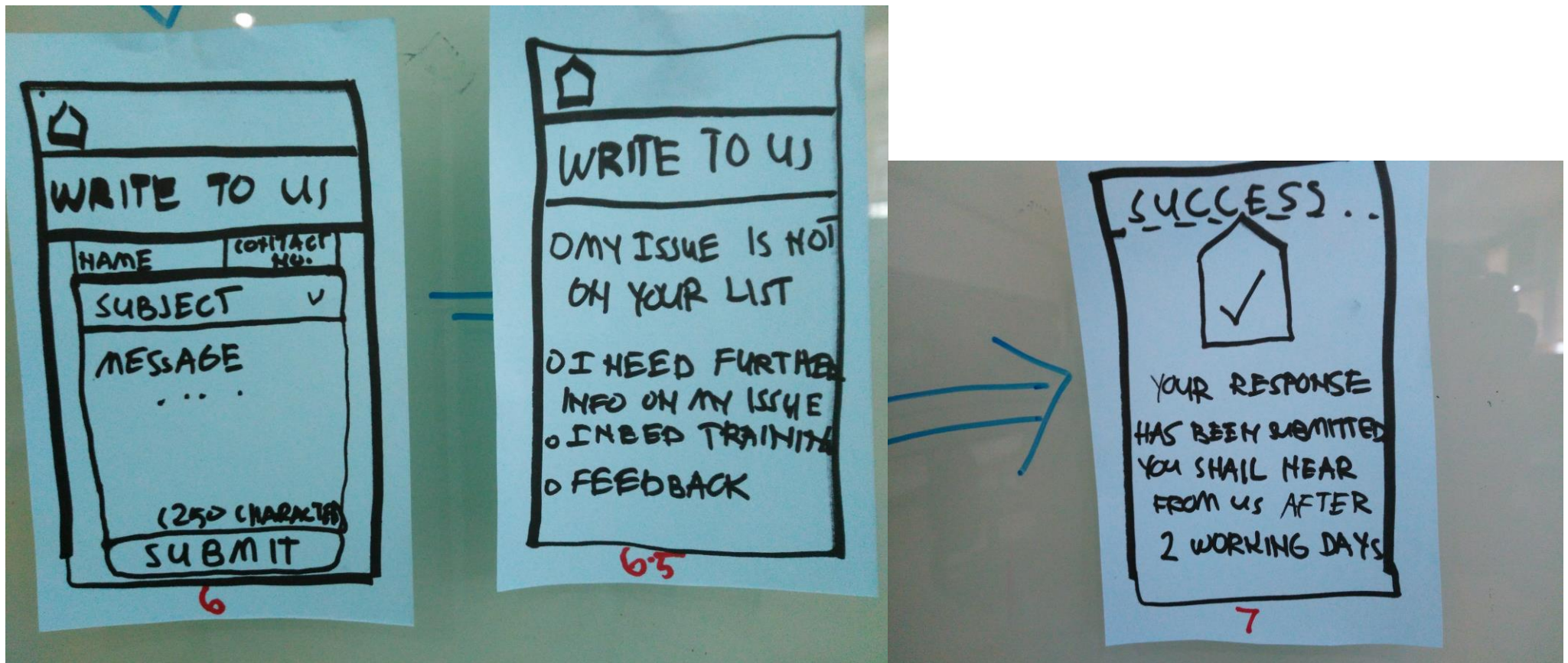
WRITE TO US
Name and contact number will automatically appear (info from sign in)

The possible subject of the message is pre-defined. (drop down menu, 2nd card)

Once submitted, SUCCESS page will appear. After 10 seconds, redirect the user to HOME page.

From the "Was this info helpful?", if they click yes, MASER will ask if they want to continue in solving the issue.
If yes, MASER will ask them again if they need assistance from CheckMySchool to solve the issue.
If yes, proceed to solution chasing phase (see File #4.)
If no, proceed to next page.

If they need assistance from CMS, user has to choose between talk to us or watch learning videos.
If talk to us, direct them to "Write to Us"
(Please provide space where we can put videos) online link, only thumbnails will be shown

SOLUTION CHASING PHASE (kindly see File 4)

There will be sync button to submit the issue into our online CMS database (linked to website)
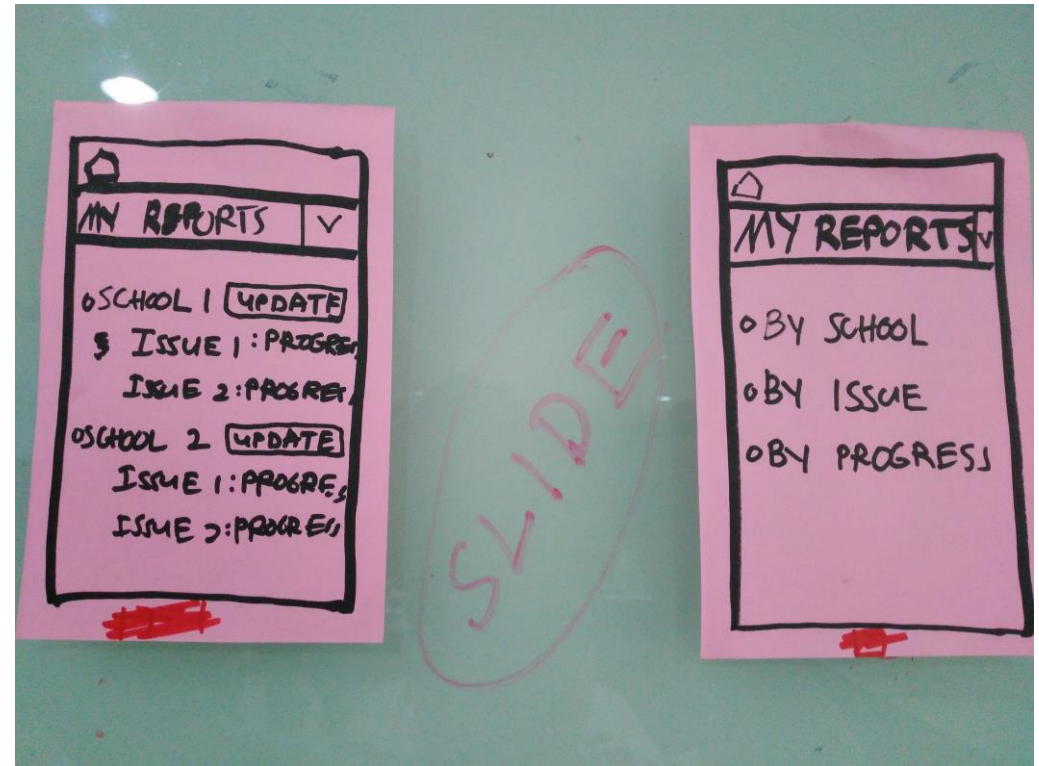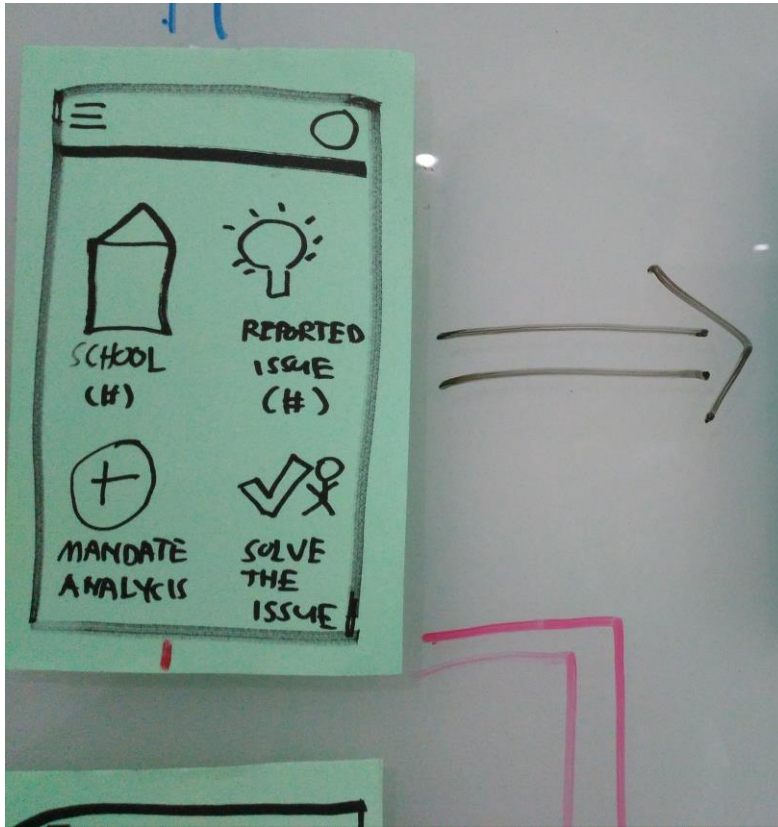
In the HOME page:
If the user clicks the school button, then reports has to be automatically generated, sorted by school.

In case they want to change the sorting type, user can click the drop down menu (2nd pink card)
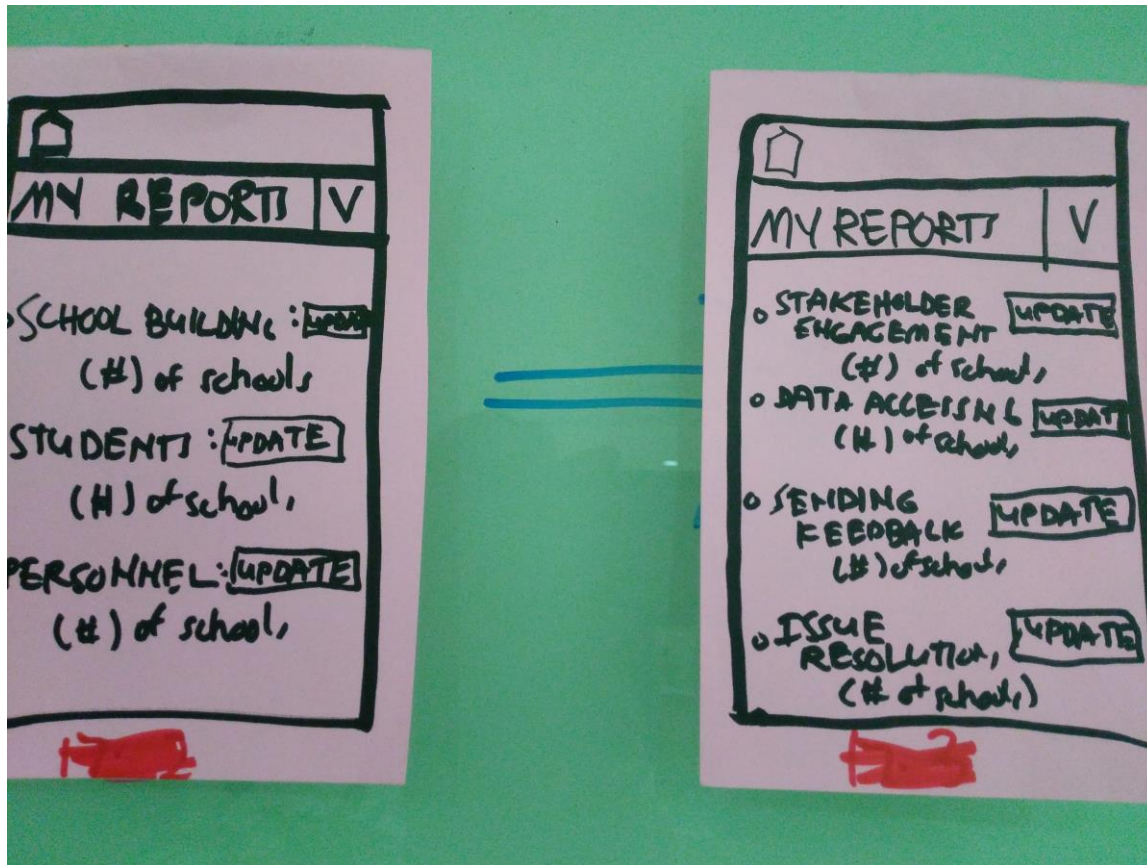
Other type of repor presentation:
1st pink card: by issue
2nd pink card: by progress

There should always be update button, so user could update the report/issue resolution.

START: SERVICE TYPE CLASSIFICATION

Is the service under the/or related to pre-defined categories?
→ **NO** → *Write to us*
↓ **YES**

Issue Identification

Is the service under the/or related to pre-defined categories?
→ **NO** → *Write to us*
↓ **YES**

MASER to provide mandated agency, responsible office, resources and reference policy

Click CONTINUE if you want to help school address the issue.
→ **NO** → *END OF PROCESS*
↓ **YES**

Do you need training to execute the CMS functions?
→ **NO** → Next steps:
1. Watch learning videos
↓ **YES**

Direct to CMS training team

2. Conduct the CMS functions:
a. Issue reporting
b. Data accessing
c. Conducting feedback
d. Issue resolution

Has the issue been resolved?
→ **NO** → Direct to CMS training team
↓ **YES**

END OF PROCESS
Document the issue by:
1. Geotagging or taking an after photo/video
2. Report the resolution to CMS