**Appendix B: Final interview with the client**

**Client: Mrs. Kavita Chahal, RWA Cultural Society Head**

(Does not include any discussion sessions conducted in the middle)

**Me:** Good afternoon ma’am, after trying out the product did you feel that all the requirements were fulfilled?

**Client:** Good afternoon. Yes, I really liked the product. It has full user capabilities and provides me an escape from the monotonous work. All residents and instructors can interact using this platform and eases my job to a great extent.

**Me:** Do you feel that the software product is easy to use and provides a user - friendly interface?

**Client:** I found the program to be extremely efficient. Navigation through various processes is easy to follow and is intuitive. There are certain features that I really like such as the aesthetics of the program which contribute to the overall appearance of the product. Menus and GUI elements help in performing different tasks in the program efficiently.

**Me:** Was it easy for you to learn how to use the program?

**Client:** The program was quite self-explanatory, and it did not take me time to familiarize with it. In fact, when I asked certain instructors, they gave me the same feedback that the program proved to be precise and direct.

**Me:** Are there any improvements that you would wish to see in the program?

**Client:** In the updated version, there could be a maximum limit to the number of students that can be enrolled in a batch i.e. fix the size of the batch or let instructors fix the number of residents that they wish to take in each batch.

**Me:** Surely I will add this feature in the updated version of the program. Are there any other suggestions for future developments of the program?

**Client:** The program could be extended to a mobile application, however that will be an extensive task, but it will provide greater usability for residents and dashboard as they will be able to use the app on the go.

**Me:** That could possibly be done in an upgraded version of the software. Were you happy with the delivery time and product?

**Client:** I got the product right on the expected date which is commendable. The product was complete and ready to be implemented.

**Me:** Thank you for taking out some time to meet with me and provide feedback. If there are any other details you would like to share, you can contact me anytime.

**Client:** I am grateful for this program, will stay in touch if anything else is needed. Thank you