

Appendix - Verbatim of all recorded items

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A.1 - April 1st, 2018 Context: During break time at school {Client} and I were having a light conversation about Biology and my Biology Internal Assessment but the conversation pivoted to her curriculum and classes.

ME: So how have the new subjects been for you {Client}? I can only imagine that the shift from teaching Pathophysiology to Anatomy and Biology has been a bit difficult right?

{CLIENT}: Yes, you're right, it certainly has been quite the adjustment. In Pathophysiology, I'd usually just have the slides up on the board and wouldn't have to worry about labs or practicals, but now in Bio and A&P, I have to arrange around five to six labs per semester for the students.

ME: Oh, so how have those been going for you?

{CLIENT}: To be honest, it has been quite exhausting. Even to keep track of some the lab items has been frustrating because I get in new shipments every week or couple weeks and then I need to recount the inventory, which can take hours or sometimes even a few days because of how many items get put in.

ME: Oh, I'm really sorry that sucks. But what about the system that the science department uses to manage the stock of items?

{CLIENT}: Yeah, I've been using it but, you know, it's paper-based and it can get confusing. Also, it isn't flexible since I get a lot of these shipments, plus, I have to count items for both Anatomy and Biology, which can be tough for me.

ME: Hmm, well I think maybe then you should find a way to digitize or get a new system in perhaps online way? Or I mean, I could help you since in my CS class we've learned about Databases and stuff.

{CLIENT}: Yeah, aren't you in the IB Computer Science course? I mean, if you could make a program that works like an inventory management tool, that would be great!

ME: Yes, sure, definitely! I think the break is ending soon... how about we talk more about it next week Monday?

{CLIENT}: Yes, that would be great!

A.2 - April 2nd, 2018 Context: I visited {Client} in her office and we began working out the details as to the specifics of the product/solution that she had in mind for her issue.

ME: Hey, {Client}, so could you give me a bit more insight as to the parameters of exactly what your problem is and what you would like my solution to do for you?

{CLIENT}: Sure. Firstly, as we've discussed, you need to make me an Inventory App which, in a sense, lets me manage my stock of items.

ME: Yes. So I'm assuming that means you want to be able to add, delete, update items from the database?

{CLIENT}: Yep, and if it's a sort of table that's going to be displayed, it can be simple – just with the name and its frequency or count as the two columns.

ME: Okay, and I'm guessing that means you want it to be displayed in the sense of the same window right?

ME: Also, since you do Labs, I was thinking that we let this program let you create your own "Labs", so to speak, which can mimic your real life labs. You can add your own item requirements to each. Also, I'm assuming you'd like all of this on a Graphical User Interface, like stuff that you can click on?

{CLIENT}: Yeah and I'd also like if you could have the program calculate or determine whether I can perform those labs based on my current Inventory – like just a simple "yes you can" or "no you can't" perform this lab. Also yes, I have basic computer skills and a GUI would be easier for me to use.

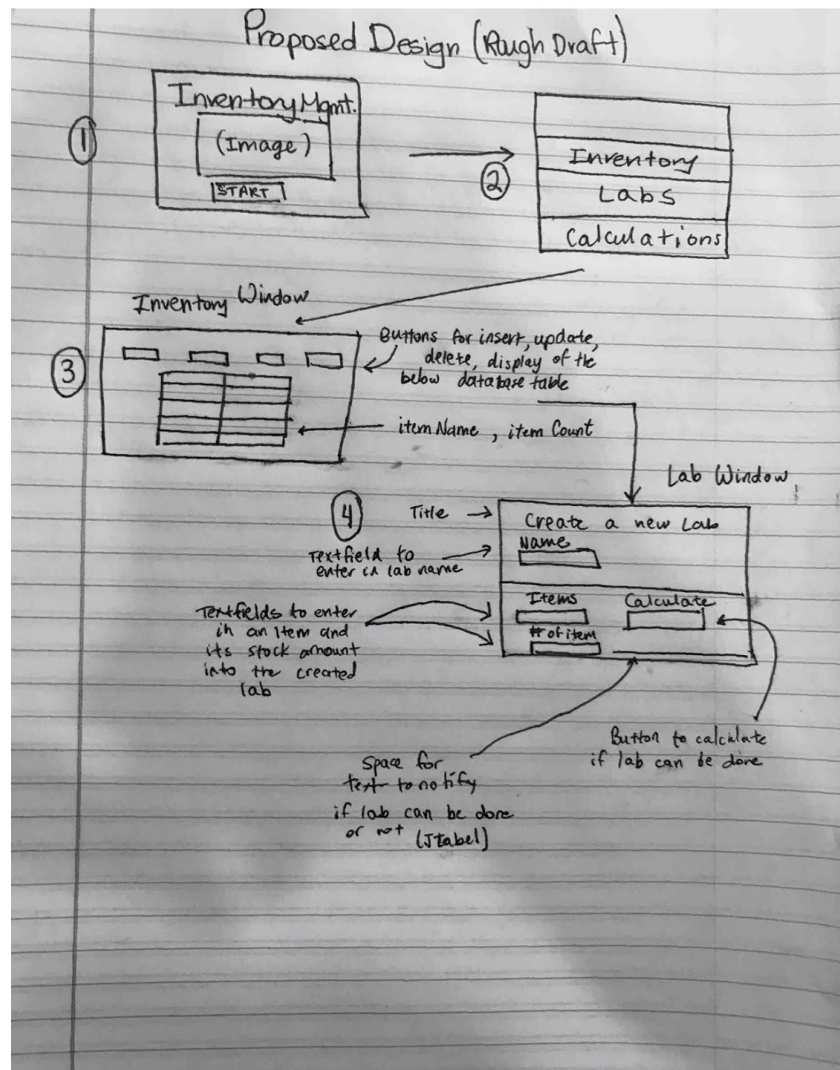
ME: Okay, sure, definitely.

{CLIENT}: And lastly, I hope that when I create a personalized lab, it will "save" so that I can see it in a list. Oh and also you can make some common labs – pre-create like one or two – possibly one of my "Onion Labs" so that I can already have one in the list.

ME: Sure, sounds good. I'll get right to it. Thank you for meeting with me, by the way.

{CLIENT}: Yep, no worries.

B.1 - April 15th, 2018 Context: I sent {Client} some initial sketches of the GUI layout/visuals



B.2 - April 19th, 2018 Context: I sent {Client} an email on April 15th about what her thoughts were on the proposed design. She sent me back this email on April 19th, 2018:

Re: Proposed Design for Inventory Management Inbox x



Thu, Apr 19, 8:07 AM

Hi [REDACTED]

Thanks for sending me a copy, I was able to take a look at it yesterday night.

I think that the basic design of the windows is good, however, I would like it if you could add space, perhaps on the second window where a small descriptor would be placed that serves to remind or help me in using the application.

On the fourth window, I'd like if you could place a list or some sort of container which had a collection of all the labs I've created/that've been made for me.

Other than that, everything seems to be in order.

Regards,

[REDACTED]

Reply

Forward

So, to summarize:

- I need to make sure I have a “help descriptor” to use in the application (in the second window)
- I need to have space on the Labs window that can list all of the labs for {Client}

E.1 - October 10th, 2018 Context: After some time letting {Client} work with the finished product, I came to her office to get an evaluation of how the product functioned and if the success criteria were met.

ME: Hi {Client} I would like if you could give me some quick feedback on the completed product.

{CLIENT}: Yes, sure. Overall, your application has satisfied my needs fully, and I can't really ask for more.

ME: Okay great, then we can go into each success criteria and see if it was met for you?

{CLIENT}: Yep. For the first criterion, the application allows me to create a table for my inventory supplies, create labs for these supplies, and predict their possibility with ease.

ME: Okay, good to hear.

{CLIENT}: For the second criterion, from testing, I can view the inventory whenever necessary and can see each item's statistics and for the third and fourth criteria, adding items works perfectly and removing items works as well.

For criterion five, I already see that you've created some labs for my classes which meets the requirement, and for criterion six, when I click on the Labs section I can create new labs with my own requirements, which is exactly what I wanted.

For criteria seven and eight, respectively, the Inventory function allows me to view the type and number of items from clicking 'display' button and I don't have to always remove an item to change its value, I can click the 'Update' button, letting me edit its frequency, which fulfill my needs perfectly.

ME: Awesome, now what about criteria nine and ten?

{CLIENT}: Well, those are working completely as well. If I go over to the Calculate section of the application, I can choose any of my Labs and press the 'Calculate' button and see whether I can do this lab, or I need to restock inventory, for criterion nine. For criterion ten, I can find everything easily because the visual elements of the application are laid out well.

ME: And how about those last two criteria; eleven and twelve?

{CLIENT}: Those are great as well since your application is relatively easy to follow and the descriptions/help blurbs are useful and if something in the database messes up, like installing, it lets me know.

E.2 - October 13th, 2018 Context: After some time letting {Client} work with the finished product, I came to her office to get an evaluation of how the product functioned and if the success criteria were met.

ME: Hi {Client} I would if we could discuss possible extensions to the product for the future? Basically, you can mention any feature, option, or function you *may* want to be added.

{CLIENT}: Yeah sure.

So, to be honest, I don't really think it needs *that* many extensions, but, what I do think would be useful is the inclusion of the item name or names and their count *needed* to perform that lab in the Calculate part of the application. Basically, if I press calculate and the lab can't be performed, then I would like it if it told me what items and counts needed to be shown – like just as a text line on the same page.

ME: Yep, and this would be helpful to you right?

{CLIENT}: Yes, it would definitely help me work more efficiently as I wouldn't have to check that Inventory window again.

ME: Oh, yes, got it... you're right that would be helpful. Anything else?

{CLIENT}: Yeah, I would also like it that, for me personally, that I could have the option to choose between my subjects.

Basically, I'd want it so that you could create a new database in the inventory based on subjects – one for Biology and one for Anatomy and Physiology. And I'd like these to be presented on the home frame so that I can see them as soon as I open the application and I can make a choice.

The reason I'm asking for this is that I believe that it really would help me increase my organization so that I can better enter supplies and labs for each subject because my Biology and Anatomy labs differ so much and I wouldn't want to sift through irrelevant data values just to see if I had what I was looking for.

ME: Alright, that makes sense. I will definitely take note of this! Thank you so much for your feedback {CLIENT} and your constant support through this.

{CLIENT}: No worries. In fact, I should be thanking you, I really am enjoying using your app.

ME: Well it has been a pleasure. Again, thank you so much for taking time to sit with me through this.
