# Appraisal

## Comparison of project performance against numbered general and specific objectives

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| OBJECTIVE | SELF EVAULATION |
| **Input objectives**   1. **If user has previously registered their details with the server then they need to enter their userid and password to logon.**  * User id- text * Password-password | There is a clear form for the user to log on and they are prompted to it when they first visit the site. |
| 1. **If the user has not previously registered, the user will need to be able register on the site with their details in order to be given a log on and gain access. They will enter the following data:**  * First name- text * Surname-text * Address line 1-text * Address line 2-text * Postcode-text * Email address-text * Date of birth-date * Contact number-text * Emergency contact number-text * Password-password | When the user visits the log on page they are able to click a link if they haven’t used the service before, which has a clear form where they can input all of their data and send it to be stored. |
| 1. **When booking a course, the user will enter a selection of this data dependant on the course type:** 2. For party booking courses:  * The user must choose the Activity they wish to do via a radio button, this is validated to ensure that a value is selected. * The user must choose the Skill level they are at of the chosen activity via a radio/list box; this is validated to ensure that a value is selected. * The user must choose the Amount of adults via a numbox; this is validated to ensure that a value is selected. And that it is not negative * The user must choose the Amount of infants via a numbox; this is validated to ensure that a value is selected. And that it is not negative * The user must choose the Amount of children via a numbox; this is validated to ensure that a value is selected. And that it is not negative * The user must choose the Amount of teenagers via a numbox; this is validated to ensure that a value is selected. And that it is not negative * Furthermore there is validation to check there is at least one person in total on the course. * The user must choose the Time and date of the course they wish to book via a date/time input, which must be a future date and within the opening times of the centre. * The user must choose the Course duration (1hr/2hrs) via a radio button. | There is a clear form for party bookings and simple methods of data entry have been used so they will be able to easily book a course. |
| 1. For private courses:  * The user must choose the Activity they wish to do via a radio button, this is validated to ensure that a value is selected. * The user must choose the Skill level they are at of the chosen activity via a radio/list box; this is validated to ensure that a value is selected. * The user will then choose an age range of the client whom will be attending; this is validated to ensure that a value is selected. * The user must choose the Time and date of the course they wish to book via a date/time input, which must be a future date and within the opening times of the centre. * The user must choose the Course duration (1hr/2hrs) via a radio button. | There is a clear form for private bookings and simple methods of data entry have been used so they will be able to easily book a course. |
| 1. For group courses:  * The user will be presented with an on screen list of courses that have not yet occurred and are not full; the user will then input the course id.   All of the above fields will be validated to make sure no user input fields are empty, there will also be validation on the email addresses to make sure they are real email addresses, and preventions for options that cannot combine ( Eg you cannot have a skill level if you are doing tubing and also preventing the user from doing negative amounts of users booking on) There is also validation to ensure dates and times correspond to the centre opening times and also a date given is after the current date. There will also be validation through the SQL script to ensure courses are not double booked in the times available etc. | The user can search for group courses of a specific activity by choosing from a drop down menu, this then shows on a table all future courses of that activity type ordered by date soonest first. |
| 1. **Administrators:**     1. If user has previously registered their details with the server then they need to enter their userid and password to logon.    * User id- text    * Password-password | The administrators have a very simple log on screen, similar to the user log on screen, however there is a useful link on it for users who have found themselves on the wrong page, to be directed to their log on page. |
| * 1. add new administrators   + The administrator will need to input the new administrators name and password, | Administrators are given a very simple form to add new administrators. |
| * 1. Update instructors for the week ahead which will be running the course.   + The administrator will need to input all of the instructors assigned to which day they will be working and activity they teach into a form, which will then be stored. | There is a very useful form for the staff members to do this and send it to the database. |
| * 1. add search criteria to get the results of a query   + For example the admin could enter a client’s user id to search for their details, or an instructors name to search for all courses they are running etc. | There is a very useful form for the staff members to do this and send it to the database. Then the member is clearly presented with a list of courses in ascending order of date, this is clearly presented so that they can print it off. |
| * 1. Input various data in order to perform a removal task from the database   + For example the admin could enter a user’s id to remove their details from a course, or the course number of a group course to remove the entire course. Etc | There are a variety of different pages for the user to do this, they enter the criteria or data id that needs to be deleted, and then the record is deleted. |
| * 1. Input data of a group course so users can book onto it |  |
| **output objectives**   1. **Outputs to clients**    1. When clients first register on the web site their user id will be displayed.    2. When a user has registered on the system, they will at some point want to book onto a course, on doing this, they will be given a course number of that individual course upon booking,    3. Once submitted, they will be given course confirmation that they have successfully booked the course    4. In the case of a group course, they will be shown a table with a list of available group courses that are yet to be run. | All of these results are clearly and well displayed to clients and all have been tested as working. |
| 1. **Outputs to office staff**    1. The output objectives with regards to staff members is to clearly show whoever it may concern, the courses or information they wish to find    2. Administrators will be able to search and display the results of search for:       * 1. a customer’s details         2. specific courses by activity         3. specific courses between two set dates which they can choose         4. courses being run by a specific instructor         5. search all bookings made by one customer         6. confirmation of removal of customer details from the database         7. confirmation of remove customers from a group course         8. confirmation of remove customers from a party course         9. confirmation of remove a group course         10. confirmation of remove private bookings by customers         11. course id for storing new group courses | The results of all queries that staff make , and confirmations of tasks etc. clearly show up on screen and all have been tested as working. |
| **Processing objectives**  The client must be able to:   1. Send data of courses they want to book onto to the database 2. Be able to update their user information 3. Be able to clearly see the id of the course they are booking onto for reference purposes 4. Be able to log on securely | All of these tasks are fully possible for the user to do and are done in the most simple way, again, all have been tested as working. |
| Administrators must be able to:   1. Securely log on to the system 2. Search for courses by activity 3. Search for courses by instructor 4. Search for courses by date they occur on 5. Search for the bookings a customer has made 6. Search a customers details 7. Remove customer details from the system 8. Remove group courses from the system 9. Remove customers that have booked onto a group course 10. Remove party and private customers 11. Add new admins and group courses to the system 12. Update instructors for the week ahead | All of these tasks can be done by admin staff and all have been tested as working as discussed above. |
| **Storage objectives** - all of the data which is added will be stored on a database to allow the office staff to retrieve information of users or the amount of users on a course when it is necessary to do so. | The database is normalised into 3rd normal form meaning everything is very efficient. |

All of which forms are explained in detail in the user manual which is presented to the staff.

## User feedback authenticated by assessor

My name is Debbie Nash and I am an instructor at Ski Rossendale. I am also the Child Safeguarding officer. I am providing this feedback in reflecting on both roles that I perform at the slope.

The database clearly meets all the objectives that we asked Toby to cover. The layout and design of the database allow the customer to register and then to confirm a booking or requirement. The instructions are easy to follow with prompts to show the customer that s/he has booked a course or that a course is already fully booked. I would prefer that customers could choose instructors if they wish to book a private lesson as this are a frequent request of skiers when they leave a group lesson.

Perhaps we do not need the actual date of birth of customers as this might then breach data protection and I have asked Toby to consider using age ranges instead, perhaps the postcode area rather than a full address might also be easier. As most people now use e-mail the postal address may not be a requirement from the slope, but for marketing aspect it would demonstrate customer demography as would the age range and gender. Skiing is an important outdoor activity and is an exercise that most Council through public health wish to promote. The database data would enable us to demonstrate to Councils and NHS or other grant funders that we have sufficient data and activity to provide a healthy activity for the population and therefore making good use of grants.

Financially it will help our business planning that we can see from the database the number of people booked onto courses or activities and which days or times are the most popular. Therefore for example we could drop unpopular courses to save instructor time. I also like that the site will prevent double booking of courses or activities so that customers will not be disappointed that they booked a course and when they arrive there is already a party in that time slot.

The user manual is easy to read and to follow and is particularly useful for staff who are not quite so IT literate as others.

Some of the improvements could be that the availability of courses and instructors could be extended from the current one week to at least a month. As most group courses are of 4 weeks’ duration this would also have to be factored into the site which would also require that customers cannot book a private lesson with instructor A whilst he or she is taking a group lesson. Finally the opening times are 12 until 9 from Tuesday to Friday and 9 to 5 at weekends this could be made clearer for customers when they are booking their activity requirements.

## Analysis of user feedback

I feel I agree with the feedback given by the prospective user, it shows clear improvements that I can use to improve the system in the near future, this clearly in my opinion shows both positives and negatives of the system, allowing both sides and points of view, the alterations to the system as she has suggested, would be relatively easy to do , however for the use of this as my coursework I have added extra data fields to many pages which could easily be removed.

### User observation of system advantages:

* The database clearly meets all the objectives that we asked Toby to cover.
* The layout and design of the database allow the customer to register and then to confirm a booking or requirement.
* The instructions are easy to follow with prompts to show the customer that s/he has booked a course or that a course is already fully booked.
* for marketing aspect it would demonstrate customer demography as would the age range and gender
* The database data would enable us to demonstrate to Councils and NHS or other grant funders that we have sufficient data and activity to provide a healthy activity for the population and therefore making good use of grants
* Financially it will help our business planning that we can see from the database the number of people booked onto courses or activities and which days or times are the most popular.

Therefore for example we could drop unpopular courses to save instructor time.

* I also like that the site will prevent double booking of courses or activities so that customers will not be disappointed that they booked a course and when they arrive there is already a party in that time slot.
* The user manual is easy to read and to follow and is particularly useful for staff who are not quite so IT literate as others.

### User observation of system disadvantages:

* I would prefer that customers could choose instructors if they wish to book a private lesson as this are a frequent request of skiers when they leave a group lesson.
* Perhaps we do not need the actual date of birth of customers as this might then breach data protection and I have asked Toby to consider using age ranges instead, perhaps the postcode area rather than a full address might also be easier. As most people now use e-mail the postal address may not be a requirement from the slope
* Some of the improvements could be that the availability of courses and instructors could be extended from the current one week to at least a month. As most group courses are of 4 weeks’ duration this would also have to be factored into the site which would also require that customers cannot book a private lesson with instructor A whilst he or she is taking a group lesson.
* The opening times are 12 until 9 from Tuesday to Friday and 9 to 5 at weekends this could be made clearer for customers when they are booking their activity requirements.

## Possible extensions

I feel that there are still a variety of improvements I could make to the system, for example, to make the site seem more professional I could obviously spend more time making it look good, also, one possible future project would be to incorporate the money side billing process alongside this, meaning the user could also pay there and then, this may deter users from making bookings and not turning up, which I imagine could be a problem with this.

Further improvements, as Debbie suggested, would be to:

* Make it so customers could choose instructors if they wish to book a private lesson
* Remove actual date of birth of customers and consider using age ranges instead, perhaps the postcode area rather than a full address might also be easier
* he availability of courses and instructors could be extended from the current one week to at least a month. Allowing group courses are of 4 weeks’ duration this would also have to be factored into the site which would also require that customers cannot book a private lesson with instructor A whilst he or she is taking a group lesson.
* The opening times could be changed 12 until 9 from Tuesday to Friday and 9 to 5 at weekends this could be made clearer for customers when they are booking their activity requirements.