Research Plan for (My_Debtors)

Idea brief: (A platform that will helps schools most especially private schools be able to view debtors from their school and other schools around the same locality)

Client: Zuri Mentors

Role: Product Designer (Project Team 35)

Research Background

Even as schools have reopened for the physical classes after a long gap due to COVID 19, and as things become more expensive and inflation rises, schools are finding it difficult giving quality education and paying of salaries to staffs due to the amount of school fees being owed by parents/pupils.

Problem Statement

Basically, users tend to run into a loss as a result of non-payments of school fees from parents who promises to pay at an agreed or stipulated date and is not able to meet up or disappears by registering the child(ren) in another school. Users generally have bills to pay to keep the school running of which payments left unsettled by parent/pupil will lead to the schools inability of proving quality education and owing of staffs which will affect the running of the school. At the end of this research, school fee defaulters will find it difficult to leave bills unsettled in a schoola d register in another school. This will help the users run the school effectively and also reduce the amount/numbers of debtors who leave bills unsettled

Research Objectives

This Platform will enable the users have a database of debtors that can be viewed by all registered users with full access and non registered users with limited access from other schools and help them decide if the pupil(s) should be given admission or not and to also help in reducing the number of debtors.

Research Questions

· What guidelines do users use on payment of fee (Behaviors)

· What are the factors stopping the user from using those guidelines? (Pain points)

· What challenges do they face when the defaulters refuse to pay and leave school? (Pain points)

· How often do the users use those guidelines? (Behaviors)

. How often does the user experience non payment

Method & Recruiting

It will be a 20-30 minutes one-on-one interview to gather in-depth qualitative data. We will use the interview script as a guide and ask follow-up questions based on the answers provided by the users.

There will be 5-7 participants selected at random, including:

- Two school proprietress/proprietor from private schools

- Two school principals from public schools.

. One Teacher from a private school.

. One Teacher from a public school.

To recruit participants, We will reach people whom we know are School proprietress or via WhatsApp.

Screener questions

1. Are you a school propriestress/proprietor?

A. Yes

B. No (Screened out)

2. Are you a principal in a school?

A. Yes

B. No(Screened out)

3. Are you a Teacher in a private/public school?

A. Yes

B. No(Screened out)

4. How often do your pupils default on school fee?

A. Regularly

B. They dont (Screened out)

5. **Do you have an Internet enabled phone?**

A. Yes

B. No(Screened out)

Timeline

Milestone 1: Research and break down of data: 21st July, 2022

Milestone 2: User journey and wireframes: 22nd July, 2022

Milestone 3: Hi-Fi Designs: 23rd July, 2022

Milestone 4: Prototype and Presentation of case study: 25th August, 2022

Interview Script

Introduction

Hello and thank you for participating in this research study. WE are from the Zuri Team, project Team#35. We are working on a project that involves creating a platform for schools that will help them access a database of parents/pupils debtors from the same locality which will help them know when a pupil is owing. We would love to hear about your experience(s), so we will be asking you a series of questions.

This interview will last a maximum of thirty minutes. However, if you wish to take a break or leave, you are absolutely free to do so. Also, this interview is not a test of knowledge on any subject matter. There are no wrong answers so please feel free to express yourself.

Do you have any questions before we start?

Section 1: Creating rapport

• What's your name?

• Could you describe a typical day in your life?

• Where do you stay? And where do you work?

Section 2: Finding out behaviors and motivations

- What makes you enjoy teaching?

- What is most interesting about being a proprietress/proprietor?

- Could you narrate a situation of how parents/pupils tend to become defaulters in school fee?

- Do you have guidelines used on your debtors? Why?

- Have you ever used a platform that helps the school in compiling the names of the debtors in a databae for easy access? Why?

Section 3: Finding out pain points

- If yes, what frustrates you most about this platform?

- If no, would you like to use a platform that helps in building a database of your debtors?

- What are the limitations you encounter when your debtors dont pay?

- Describe the worst experience you've had while trying to get your debtors to pay.

Section 4: Finding out tools in use

- What means do you use on your debtors?

- How often do you use these mean(s) from 1-10?

- would you describe how it would make you feel, if there was a platform to help in relieving the stress from manually compiling your debtors and knowing when to pay including the Total amount?

- Are there any features you think the platform should have?

We really appreciate this opportunity. Thank you for giving your time to helping us build a better platform. If you have any questions, comments, or enquiries, feel free to Email us: eberechukuadekogbe@gmail.com or call: 08051658135. Have a nice day!