

Criterion A

Problem Statement: The High School Secretary, Khun Gade, is in need of a more efficient and organized way to manage and keep track of various types of gate passes.

Defining the problem

Khun Gade (the client) is the High School Secretary at the International School of Bangkok and has been interacting on a regular basis with the High School student body. Because Khun Gade is responsible for keeping track of the attendance of the entire high school student body, writing and keeping track of gate passes also falls under her discretion. Khun Gade currently uses a system (that consists of a mix of E-Mails, phone calls, and sticky notes) to keep track of gate passes, and is facing issues relevant to its efficiency and organizational abilities. Furthermore, she keeps paper records of gate passes (that go back only as far as six months) for accountability purposes (in case any situations requiring the knowledge of a particular student's whereabouts is needed).

Rationale for the proposed product

A computer program would be a good solution for this particular issue because Khun Gade would be able to store records and record gate passes more easily, and also because I would also be able to update the code (fixing bugs and adding new features) easily in the future. The reason why I chose to use a GUI for my solution was because I intend for the program to be simple and intuitive to use (usable with little to no instructions), and also because Khun Gade stated that she needs to be able to easily sort and search through various types of gate passes and students since she "[doesn't] have a system to see who has left today or how many students have left (that I can view at any time) and would like to be able to sort by name, ID, and grade."

Success Criteria

- UI is simple and intuitive
- Successfully implement input/output functions
- Program must be able to effectively sort and search through various types of gate passes and variables (name, grade, etc).
- Be able to record data
 - Normal + Senior gate passes
 - Date/Time
 - Comments
- Be able to import/export data
- Autofill function
- Ability to “block” senior gate passes
- Easy to distinguish in between both types of gate passes
- Provide statistics on amount of students who leave using normal/senior gate passes

TOTAL WORD COUNT: 299

INTERVIEW DOES NOT COUNT IN WORD COUNT

INTERVIEW STARTS AFTER THIS LINE

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Interview #1 (Initial)

Chin Chao: I'm interested in making a program for you that will help you manage your gate passes more easily. What do you currently use?

Gade: For the seniors, I just have a Excel file that I have the numbers of gate passes I put in when the students submit the permission form.

Chin Chao: What does the excel file contain?

Gade: Just numbers, like here. I have names, last names, IDs, and the individual gate pass. The unique numbers of the gate passes are based off of the order that the forms are submitted in. For example, Xanthe's gate pass number is 1, and that is because she is the first one to submit her permission form. The reason we use this system is because when we need to control the gate passes, we often contact the guard post to help us out. The guards may not know the name of the person, but they will recognize the numbers that they are supposed to block.

Chin Chao: So... Right now the senior gate pass system works okay, right?

Gade: Yes

Chin Chao: What would like for me to implement in the program that I'm making for you? Would you like for the data to be easily accessible in one simple program?

Gade: Maybe things that other people can see/retrieve. If I am not in, what I do now is that I put it in a shared folder, that is shared with the other secretaries. So, for example, if I am not in on that day, but we need to withhold a senior gate pass, somebody else other than me can do it. It's very rare that we withhold someone's gate pass, but it's not often that I use my excel file either. I only use it to check the gate pass numbers every now and then. The way that the senior passes work is that the student takes their personal card out of a basket in front of me, and then they give it to the guard at the gate, who keeps them. If the student comes back on the same day, the guard will hand their personal cards back to them and the student will return the card to the basket in front of me. Otherwise, at the end of the day, the guard will return all the cards and dump them in the basket in front of me.

Chin Chao: So, you would like for it to be centralized and accessible by the other High School office staff right?

Gade: Yes, but the system that I have right now works okay.

Chin Chao: So, what about people leaving with the orange gate pass?

Gade: So we have the system, where the parent provides written proof (it can be either a physical note or a email) and I will write them the pass to leave after that. We essentially only want written proof. But the problem that I have right now is that if I am out for lunch, nobody can access my email, and the student may have to wait until I come back. So what I'm thinking about is that the parent can access a website, and then they can submit a request for a gate pass there. I want this to be able to be accessed by me or Khun Pat, so that the student does not have to wait while I am away.

Chin Chao: So I'm going to assume that there will be a program/tab open on your computer that receives these requests. Would you like to get a notification on your computer every single time someone submits these requests?

Gade: Yes, I would

Chin Chao: And the website would look somewhat similar to this [sketches out a basic UI]. And there will be a table over here that displays...

Gade: Name, ID, grade-

Chin Chao: Maybe "reason for gate pass" as well?

Gade: So the one who submits through the website might need to provide a reason for some things as well right?

Chin Chao: Yes

Gade: For example, doctor's appointment, or visa run, something... Yeah!

Chin Chao: And we would include a box here that says "State the reason here (optional)", just in case someone, like Mr. Vaughn, wants to check, yeah?

Gade: Yes, that sounds good

Chin Chao: And would you like for this to be able to be exported into say, an Excel file?

Gade: Right now, I don't know. But I want a record, because right now I don't have a way to keep track of the gate passes that I'm handing out (to the non-seniors). I don't have anything. I

just have email, and paper, right? So if there is some application, or some things that can help me to show that how many people with name that leave early, and on what day, etc, etc.

Chin Chao: Yes, I'll consider that as well. Also, Mr. Rayworth wants me to make this as a Java application, which means that it will most likely run as a program on your desktop instead of a website.

[Mr. Alexander interrupts momentarily]

Gade: Yes, so something that can keep record for me.

Chin Chao: So something like, the bare minimum that you need is something that can record.

Gade: Yes, something that I can record with.

Chin Chao: So, to wrap this up, bare minimum is that you have something that can record, but you would like a easily accessible and centralized system that either you or the High School office can access, and also be able to control who gets the gate passess and as such.

Gade: Yes. I would also like to be able to make notes in that application as well.

Chin Chao: Okay, I think we're done here. Is there anything else that you would like to add?

Gade: No, not really.

[thanks are exchanged]

INTERVIEW ENDS AFTER THIS LINE

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