

## Appendix A

### Appendix A.1: Transcript of the initial interview with the client – problem investigation

Me: Good morning Mrs. May I talk to you for a second?

Client: Good morning. No problem. What's the matter?

Me: I want to ask you about CAS. I've seen that you store student's portfolios in Excel documents, is that right?

Client: Yes, that's true.

Me: And you copy and paste the link to a student's portfolio into the web browser each time you want to access this portfolio?

Client: Exactly.

Me: Do you find this process irritating?

Client: Well, it does get annoying when I need to find the right document for each class, then find a student and copy-paste their link repeatedly. I sometimes copy the wrong link or not the whole one and I need to go back to the document. Also, it happens frequently that students change their link or (less frequently) surname, which causes me a lot of trouble because I need to rearrange the whole document. Besides, classes change each year – new students come, old students leave, new classes are created, old ones graduate – and keeping track of it all is really tiring because I make a lot of mistakes along the way. But it's working.

Me: I see. This seems like an unnecessary workload. I think I could help you with that as my Internal Assessment for Computer Science.

Client: Really? It would be fantastic!

Me: I'm glad to assist. You use Windows, am I correct?

Client: Yes.

Me: Perfect. One more question. Do you work late in the evening?

Client: From time to time. Is it important?

Me: It may be because it dictates the theme I will use for the app. For example, black themes are recommended as they are healthier for eyes, especially for people working late hours. Would you like such a black theme in your app?

Client: I generally prefer lighter colors, but I must confess, my husband has recently made a similar point to you and persuaded me to experiment with dark versions of Word and Excel. Yet, I'm still not sure... So maybe I could switch the theme?

Me: I haven't thought about it, but it seems interesting. I'll do it.

Client: Thanks for the initiative! I'm super excited!

Me: You're welcome.

### Appendix A.2: Transcript of the second interview with the client – research feedback

Me: Good morning Mrs. I've worked on the initial design of the app and I'm ready to discuss it anytime.

Client: Good. I'm free now. Have a seat.

Me: Okay. Here's what I have: the central point of the program is going to be this table. It displays students with their corresponding ID, first name, surname, and class. You can choose a student and, by clicking the "GO" button below this table, enter their portfolio. What's more, the "Classes" combo box above is used to alter the table by restricting students that are being displayed to only those from a particular class. The same goes for the "Search" button and "Enter surname" entry that make the table display students with the provided surname. Next to these widgets are the "Delete" button and student/class combo box that use either the table or the "Classes" combo box to delete individual or multiple students as well as entire classes respectively, after you confirm deletion. On the left, there are four radio buttons that correspond to four modes of altering students or classes: add student, update student, add class, and update class. After you select one of these options, you need to provide the required data and commit your changes with a button below. What do you think about the design Mrs.?

Mrs. X: It sounds good, but I have a couple of questions. Are students going to be shown in any order?

Me: Yes, I plan to order them by first name.

Client: Well... I got used to ordering based on surname from our online school register and I would prefer that one. Ordering by first name is sometimes useful, but it could be optional. Wouldn't it be too much if I could change it while using the app?

Me: Actually, I think it's feasible.

Client: Great! Also, is it going to be in ascending or descending order? Because to be honest, the option to choose from either would be very helpful, but I don't know if I don't ask for too much...

Me: Not a problem at all Mrs. I am more than happy to implement it.

Client: If that's the case, then I appreciate that.

Me: No problem Mrs. Is there anything else I could help you with?

Client: With Excel, I miss an option to open several portfolios at once.

Me: I can do that.

Client: Good. One more thing. Do I have to type the whole surname to search for a student?

Me: I think so.

Client: Can you make it such that I don't have to?

Me: I'll do my best, I guess.

Client: Okay, that's all dear.

Me: Then have a good day Mrs.

### Appendix A.3: Transcript of the second interview with the client – the success criteria

Me: Good morning Mrs. As I have written to you, I have considered the final functionalities of the program and I can show them to you.

Client: Sure. What have you come up with?

Me: So, the first thing is the possibility to add new student records, change existing student records, add new classes, and change existing classes.

Basically, the program is going to allow you to transfer all data from your Excel files into its database and change this data if needed when, for example, a student is transferred, changes portfolio and that kind of stuff.

Client: That's good.

Me: The second functionality is that you can choose either one or multiple students to visit their portfolios by clicking the button.

Client: Excellent!

Me: Also, you can change the way the students are displayed. For this purpose, you have four functionalities: you can change alphabetical ordering to be either ascending or descending, you can sort students either by their surname or first name, you can restrict the students that get displayed to only those from a chosen class, and, lastly, you can search for students by their surname case-insensitively and without a need to type the whole surname.

Client: It sounds fantastic!

Me: If you need to make other changes, you'll have an option to delete one, multiple or entire class of students, after the confirmation box appears for you to confirm the action

Client: Goodie.

Me: The app will be also resizable, and you'll have a chance to alter between dark and white theme, depending on the situation.

Client: Sounds reasonable.

Me: And the program will check if you provided correct data before you can add them.

Client: I'm super excited to see the results! Once again, thanks for your help!

Me: It's my pleasure. I wish you a good day!