

Date	15 January 2016
Time	1630
Venue	SIS GSR 2.7
Attendees	1) Cassandra Thai Jia Ying 2) Stella Wong Hui Min 3) Mr Marc Sim (Sponsor)
Agenda	1) Updating about Sterling, hosting and third party payment gateways 2) Group Sign up 3) LSP Forms 4) Managing Feedback 5) Certificate Management

## Updates about Sterling, hosting and third party payment gateways

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1. Sterling has begun operations and the site has finished construction. Mr Sim will send us images of the site.
2. We informed Mr Sim about the possible alternatives to hosting and for the third party payment gateways.
3. For hosting, we are recommending Digital Ocean to host the meteor server and Amazon S3 to store the files that are uploaded into the system.
4. Currently, the recommended third party payment gateway (Paypal) was suggested purely only on the cost factor. However, this is from the company's perspective but not that of the customer.
5. Paypal requires the customer to have an account and since those paying for the courses will most probably be companies who do not have a Paypal account.
6. WorldPay seems to be "more professional" as they have many different merchant accounts and has the longest history of the three. They also do not require the customer to create an account for payments
7. Mr Sim wants additional information on the three payment gateways like how many people are using each tool and which will be better for companies.

## Group Sign-ups

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For group sign-ups, the team proposed the idea of using an excel spreadsheet instead of the normal online form like that of individual registration.

We choose to use the excel spreadsheet as it is easier to manage and in any case eg the network is down, the user do not have to manually re-type every single person's particulars again. He/she will just have to upload the excel spreadsheet.

Our sponsor has agreed to our suggestion and thought it was a rather good one. He will like us to lock some fields in the excel spreadsheet eg names cannot contain numbers.

## LSP Forms

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For the LSP, the team proposed the idea of uploading the LSP forms instead of the expected normal online form. Our regulations will stop at the system level and will not be responsible for any changes that happen in the Word document.

The data used for analytics is extracted from the feedback forms the students and trainers fill up and not by the LSP forms. The administrator will have to fill these forms up separately.

Mr Sim agreed on the idea that it will be easier for Sterling too as their IT system is managed by a freelancer and the staff are familiar with Microsoft Word. He agreed that the uploading of filled-forms should be in the format of pdf where the information is not easily editable.

We must include a log of who uploaded the filled-form and comments for each version of the form.

## Managing Feedback

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Rank ≠ rate

For rating questions, leave an even number of options. Remove the option “neutral” to force the evaluators to take sides.

The next problem is for certain classes of students, they are IT illiterate. Should Sterling issue them hard-copy feedback forms, their hand written maybe be rather unreadable.

## Certificate Management

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The certificates will be printed in their office thus the certificates should be generated out by class. The cert will contain a serial number, the course title and the student's name. Mr Sim will send to us a picture on how the certificates will look like before we incorporate it into our system.

## Follow up Actions needed

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The following actions need to be taken after the meeting:

1. Email Mr Sim the business requirements proposal after adding additional details as requested

The meeting was adjourned at 6.30pm. These minutes will be circulated and adopted if there are no amendments reported in the next 3 days.

Prepared by:

Stella Wong Hui Min

Vetted and Edited by:

TEAM ELEMENTS  
SPONSOR MEETING 08 MINUTES, 15 January 2016

Cassandra Thai Jia Ying

