

TEAM ELEMENTS

SPONSOR MEETING 05 MINUTES, 07 December 2015

Date	07 December 2015
Time	1145
Venue	CerealTech
Attendees	1) Cassandra Thai Jia Ying 2) Stella Wong Hui Min 3) Mr Mike Fleming (Sponsor)
Agenda	1) Gather requirements 2) Compare the differences between Sterling and CerealTech 3) Follow-up actions needed

About CerealTech

1. Current status: Feels that the current system is good enough to support operations but want to improve more on the customer relations, maintenance, facility management and scheduling of classes
 - a. No desire for a new student portal
2. Not utilizing the CRM properly, the information is not what they need
 - a. They want to be more efficient and productive in following up on enquiries
3. They have part-time and full-time courses
 - a. About 12 to 14 per class
 - b. Part-time
 - i. About 15 hours of coursework a week
 - ii. However, still depends on the course
 - iii. Lesson timings:
 - Alternate weekday nights: 6.30pm to 10.30pm
 - Saturday: 9am to 5pm
 - c. Full-time
 - i. About 40 hours of coursework a week
 - ii. Lesson timings:
 - Weekdays: 9am to 5pm
 - d. Note: Full-time and part-time courses have different timings so they will not clash with each other.
4. Only when there are about six pupils per class will they bring an instructor in, otherwise they run it in-house.
5. WSQ modules/courses tend to be full
6. Full-time starts with foundation modules and they tend to not be WSQ modules
7. Courses separated to diploma-full time and diploma part-time. Potentially two full-time courses once per year, one each semester
8. WSQ modules are Monday, Wednesday, Fridays and occasionally Sundays
9. Class code of full-time and part-time classes keep incrementing eg FT07, FT08, PT07, PT08
10. Sunday classes called by their WSQ module names, partly because it is not a particular class.
11. Students don't get to choose their modules
12. Currently considering running a course conducted in Chinese. However, WDA wont fund the course despite the syllabus being exactly same as their English counterpart. Instructor for Mandarin course must at least have a B2 in Chinese.
13. Prefers to schedule classes manually
14. The school is looking to expanding

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- a. Current facilities: 1 practical room, 3 theory rooms
 - b. New facilities: at least 2 Practical rooms, 1 theory room, 1 small room for more special demonstrations (for about six people)
15. The school of baking shares the servers with CerealTech (the company) and might see our application as a “Trojan horse”
 16. We can get information eg schedules needed to test the application by taking information from the school’s website
 17. However, we did warn Mr Fleming that unless CerealTech allows us to access the information on the servers, our application will not be integrated with their current system
 18. Our application will be used internally and only for the school, not CerealTech
 19. Mr Fleming will help us talk to the relevant parties at CerealTech to allow us to access information and build the system.

Gather requirements

Customer Relationship Management

1. Online enquiry forms
 - a. Currently, when one clicks on the “Enquire” button, the management, admin and HR will get a copy of the enquiry in the form of an email.
 - b. The enquiry email should be displayed in a template form which is easy to read
 - c. The enquiry goes into the general server of CerealTech, not the school
 - d. It is the administrator’s job to respond to the enquiry. However if the enquiry is out of her knowledge, she will ask the management for help
 - e. **Problem: Management does not get a copy of the response that the administrator makes**
2. Responses to enquiries should automatically be “cc”-ed to the management
 - a. Currently the management is unable to keep track of how the staff is following up on enquiries
3. Leave a trail of evidence of follow up attempts.
 - a. Have a log of attempts to reply and contact people (via call or email)
 - b. To be used a staff performance indicators
4. Able to search and give the list of enquiries (person’s name and contacts) by course
5. Advise the staff taking the follow-up action on what to do eg should they call or email the person who enquired
 - a. Different people prefer to different ways of contact eg some prefer phone calls while others prefer emails
6. Ability to send a mass email to all previous students
 - a. Recommending courses to previous students
7. Online enrollment forms
 - a. Create a template and send it to the prospective student

Facility Management and Analytics

1. To maximize space
2. Wants to know how many more pupils they are able to add in for course based on the size of the classroom

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3. Suggestion: FT01 will conduct theory in the morning, practical in the afternoon. FT02 will conduct practical in the morning and theory in the afternoon.

Operations and maintenance

1. Ability to search and filter students by semester/course/status (current or previous)
2. Ability to send a mass email to all current students or students in a particular course/module
3. Able to compile a list of current/previous students
4. Daily class preparation sheet
 - a. Current: All the costing and materials to prepare are all in a spreadsheet
 - b. Want: to use something different from the common ingredients eg fresh fruits, garnish. How to consolidate across the classes and order together
 - c. The amount of materials (eg flour, eggs) that the class needs based on the number of pupils and the cost that will be incurred
 - d. Must be able to cater for test baking (special circumstances where the tutor choose to deviate from the norm) (Idea: Create a calculator to let the tutor be able to manually input the values)
 - e. Compile and display the breakdown of costs
5. Plan for the delivery of the ingredients, depending on when the ingredients are needed
6. To keep a log of maintenance of equipment for references or when CPE (a governing body) comes around for inspections

Scheduling of classes

1. **Problem: Displaying the classes time table properly**
2. Currently: Showing the class schedules by month, color coded by FT and PT
3. Wants to know the current size of the classes know if they can fit more pupils into the class
4. Hoping to see a layout somewhat like this:

Part-time	PT 01	PT 02
Full-time	FT 01	FT 02

To contact a staff member called James Chan via email (jameschan@cerealtech.com)

Compare the differences between Sterling and CerealTech

Differences:

1. CerealTech is not interested in creating a new student portal but Sterling is.
2. CerealTech prefers to plan their classes manually compared with Sterling who prefers to have a timetable generated by default.

Follow up Actions needed

The following actions need to be taken after the meeting:

1. To contact Prof Gan and update him on the current status of the project.
2. Email a CerealTech employee called James Chan (jameschan@cerealtech.com) to make an appointment with him for discussions about scheduling classes.

The meeting was adjourned at 1.30pm. These minutes will be circulated and adopted if there are no amendments reported in the next 3 days.

Prepared by:

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