

Ryan McLaughlin

Dear Carole Basak,

I appreciate you taking time out of your schedule to meet with me last Monday, February 9, 2009. I particularly enjoyed having the opportunity to see how you use the Tutoring Database System from the inside. As you indicated during our meeting, there are areas that could be enhanced so that it can continue to serve effectively.

This correspondence outlines the complete scope of the work you requested, including objectives, procedures, and identification of responsibilities.

OBJECTIVE

Implement new features, update interfaces, and fix current bugs in the Tutoring Database System that were brought to my attention in our meeting and during my meeting with your tutors. Provide assistance and training related to these features to all the users of the system.

SCOPE OF SERVICES

1. Procedures

A. Additions to your capabilities within the Tutor Database System.

- a) Fix Course Management feature allowing for more accurate Tutor connections.
- b) Fix Class Selection section allowing you find the requested class quicker.
- c) Fix the "Timeout" crash allowing you leave the database open for longer periods.
- d) Add the ability for you to edit Tutor's schedule.
- e) Add the ability to store and modify modules completed by each tutor.
- f) Add a section to each Tutor's record showing their picture.
- g) Add the ability to delete all current connections at the end of the semester.
- h) Add the ability to see the professor the Tutor had before selecting that tutor.

B. Additions to your Tutors' capabilities within the Tutor Database System.

- a) Fix the Graduation Date section allowing an accurate date to be input.
- b) Fix the Course section allowing Tutor's to accurately enter their classes.
- c) Add the ability to view a course name before adding to their classes.
- d) Implement a more user-friendly method of selecting availability in their schedule.

2. Training and Testing

- A. Work with you and your staff during installation and implementation to help you gain a general understanding of the new features and bug fixes.
- B. Upon completion, system test the Tutor Database System to assure that it is functioning as intended and producing accurate results based on your input.

YOUR RESPONSIBILITIES

This project demands significant involvement by you and your tutoring staff. Ultimate success is highly dependent on everyone's feedback. To help achieve a smooth and successful implementation, it will be your team's responsibility to perform the following:

1. Provide immediate, initial feedback after each feature or bug fix is implemented.
2. Notify me of any malfunctions or crashes any time during the implementation process.

BENEFITS

When the project is complete, the Tutor Database System will have successfully been updated making the system more user-friendly, including ease of use and better access to the data.

CLOSING

I appreciate the opportunity to service your computer software needs. If you want to accept this proposal, please sign this copy and notify when it is completed.

Sincerely,

Ryan McLaughlin
Senior Computer Science Major

RESPONSE

Accepted By

Title

Date