

# Investigation

## How I will Investigate

For me to complete this investigation, I will have to analyze the current system, see what the pros and cons of it are by interviewing and handing out questionnaires to people who have an input to the system and to then decide on how I will create the new system. I will speak to a variety of people within the business from different sections to see what they think of the current paper-based system, what input they have to it, and what they would think of a system revamp and a computerized data storage system.

## Current System

This is the system that is currently being used for Afan Lido Youth Football data.

This is the system to hold data of the Coaches that oversee the teams. We hold their date of birth, name, address, postcode, contact number, email, what age group they manage and what level they are at of their coaching badges. If they want to edit this data, they will need to use an eraser to clear the textboxes to put their new data in. Therefore, they need to use a pencil and not a pen. The text box sizes vary to the size of the data inputted. For example, the text box for Date of Birth is sized perfectly for the data that needs to be entered. These documents are stored in alphabetical order of Surnames, and then First Names, which is the easiest way to locate certain data.

This is the document to store Parent and Child's Data. We store details of the parents of the players, and who their kids are. We want the parent's Date of birth, name, address, postcode, phone number, email address, and their child's name and age group. They need an eraser to edit data, so they just use a pencil and not a pen to fill in the document. The text box sizes vary depending on the format of the data to be inputted, so for example, the postcode shown here has exactly 7 boxes for one digit each, because postcodes are either 6 or 7 digits long. These sheets are also stored in order of Surname, and then First Name, which makes it easy to locate certain people.

This is the final document which stores data of Subscriptions. The players must pay a certain figure every month so they can play for the club. In this, we just hold their names, whether they have paid, and their contact number. These are completed with a pencil, so text can easily be erased. There are tick boxes next to the names of each player, which indicate whether they have paid or not. There is then their contact number so you can then phone their parents to let them know that they still need to pay. These are organized in order of date, with the most recent one at the start, so it is a lot more beneficial when you are searching for a document.

## Parent and Child's Data

Afan Lido Football Club

Youth Setup

Princes Margaret Way, Port Talbot

SA12 6PE



Date of Birth  /  /

First Name

Surname

Address

Postcode

Phone No.

Email

First Name of Child

Surname of Child

Child Age Group

## Coaches Data

Afan Lido Football Club

Youth Setup

Princes Margaret Way, Port Talbot

SA12 6PE



Date of Birth  /  /

Coach First Name

Coach Surname

Address

Postcode

Phone No.

Email

Age Group Coached

Level of Coaching Badges

## Subs Data

Afan Lido Football Club

Youth Setup

Princes Margaret Way, Port Talbot

SA12 6PE



Date of Subs Due

07 / 06 / 2021

Subs Price

£15.00

Player Name	Paid?	Contact No.
Jackson Smith	<input checked="" type="checkbox"/> Yes	07428 889124
Emily Jones	<input checked="" type="checkbox"/> Yes	08421 124808
Owen Brown	<input checked="" type="checkbox"/> Yes	07499 826299
Jack Green	<input type="checkbox"/> Yes	08984 020666
Sam Smith	<input checked="" type="checkbox"/> Yes	04281 764382
Jacqueline James	<input checked="" type="checkbox"/> Yes	03689 984212
Steve Stephens	<input type="checkbox"/> Yes	04448 712884
Adam DeVito	<input checked="" type="checkbox"/> Yes	04877 781814
James Cook	<input type="checkbox"/> Yes	07172 282369
Louisa Johnson	<input checked="" type="checkbox"/> Yes	07840 828279
Archie Wrigley	<input checked="" type="checkbox"/> Yes	07142 142809
Tyler Cooper	<input checked="" type="checkbox"/> Yes	03216 628140
Jacob Ellis	<input checked="" type="checkbox"/> Yes	09989 921312

## **Stakeholders**

- Coaches
- Club Chairmen
- Players
- Player's Parents
- Sponsors
- Receptionist

### **Coaches**

#### **What do they do?**

- Tutor the players, take charge of training sessions and give advice to players during, before and after matches.

#### **What is their involvement in the system?**

- They have very little involvement in the system, but they may sometimes have to take count of subscriptions.

#### **What do they want from the system?**

- They want the system to be easily accessible and easy to use, because they maybe aren't trained to collect system-based data.

### **Club Chairmen**

#### **What do they do?**

- They are the top level of the club, and they manage all the decisions that the club takes, and they make the final call on financial matters the club spends their money on.

#### **What is their involvement in the system?**

- They will not have any involvement in the players, parents and coach's data, but they may need to look at subscriptions data to see how much they are making.

#### **What do they want from the system?**

- They want the system to be presentable and easy to understand, so they can use the data to aid with their decision-making.

### **Players**

#### **What do they do?**

- They play football for the football club.

#### **What is their involvement in the system?**

- They will never have to use the system, but they will have their data stored in it.

### **What do they want from the system?**

- They don't necessarily want anything from the system, except for their data to be kept safe.

### **Player's Parents**

#### **What do they do?**

- They usually pay their kids subscriptions fees and transport their kids to training and matches.

#### **What is their involvement in the system?**

- They have them, their subs and their kids' data stored in it, but they will not use it.

#### **What do they want from the system?**

- All they want from the system is for it to keep their data secure.

### **Sponsors**

#### **What do they do?**

- They sponsor the teams by advertising their business on shirts, tracksuits and other club items.

#### **What is their involvement in the system?**

- They don't have any involvement in the system, but they might want to see how much the club are making.

#### **What do they want from the system?**

- They want it to be presentable and easy for them to understand so they can decide on sponsorship fees etc.

### **Receptionist**

#### **What do they do?**

- They keep hold of every piece of data for players, coaches, parents and subs, and they store it in the system.

#### **What is their involvement in the system?**

- They will take charge of entering, editing, and removing data stored in the system, and ensuring that it's all easily accessible, presentable and secure.

#### **What do they want from the system?**

- They want the system to be easy to use, so they can do their job as easy as possible and as quick as they can.

## Questionnaire

I got in touch with everyone who has used the current system and I sent them this questionnaire. It contained many questions about the questionnaire and what they personally think of it. These below are the questions and one of the responses.

### Youth Football Team Questionnaire

**A) How suitable do you think the documents are for holding data?**

**Circle the number next to your answer.**

1. Very Suitable
2. Suitable
3. Average
4. Unsuitable
5. Very Unsuitable

State your reasoning below.

You can easily see where data is meant to go

**B) What do you think of the organization of the documents? Circle the number next to your answer.**

1. Very Organized
2. Organized
3. Average
4. Unorganized
5. Very Unorganized

State your reasoning below.

The layout of the system is very professional

**C) Do you prefer a paper-based system or a computerized system for documentation? Circle the number next to your answer.**

1. Paper Based System
2. Computerized System
3. Like Both Equally
4. Dislike Both

State your reasoning below.

It's easier to locate specific data

**D) What Improvements do you think can be made to the system?**

State below.

There could be a club themed logo or colour scheme on the system, or maybe a search function for data.

**E) Overall, what would you rate the paper-based systems out of 10?**

Circle your answer.

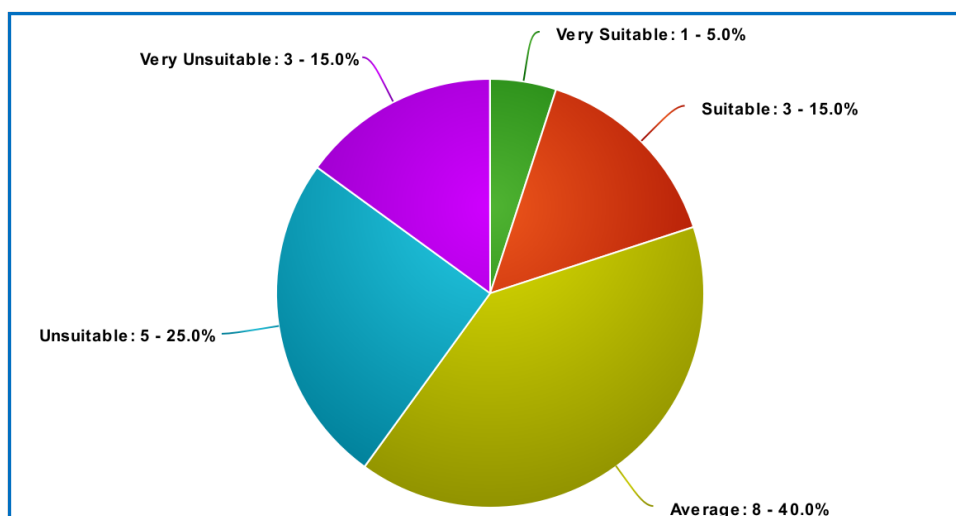
10 9 8 7 6 5 4 3 2 1

## Results of my Questionnaire

For me to successfully summarize my questionnaire results, I am going to display my answers in graphs. The reason for this is so I can easily understand what the current staff at Afan Lido think about the current system, what they think about the idea of my new system. I received answers from 20 members off staff, and these are the responses.

Question 1 – How suitable do you think the documents are for holding data?

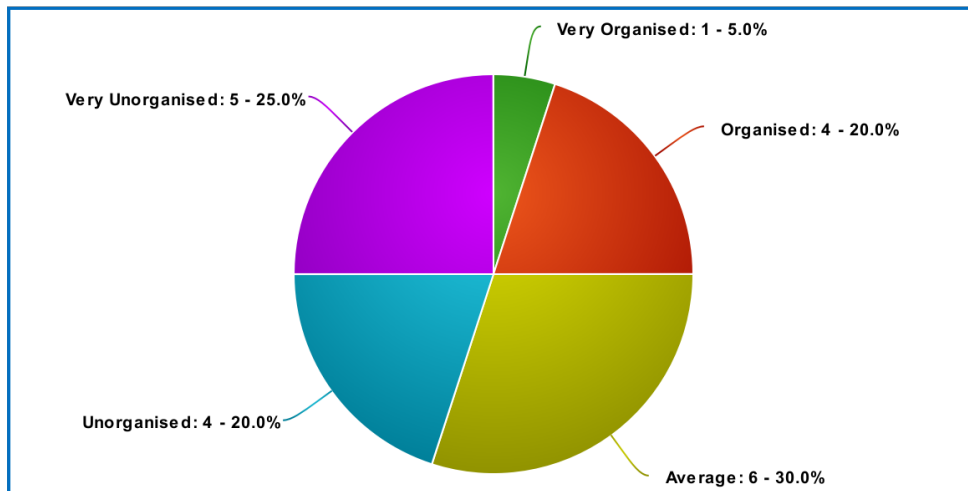
How suitable do you think the documents are for holding data?



Very Suitable Suitable Average Unsuitable Very Unsuitable

### Question 2 – What do you think of the organization of the documents?

What do you think of the organization of the documents?

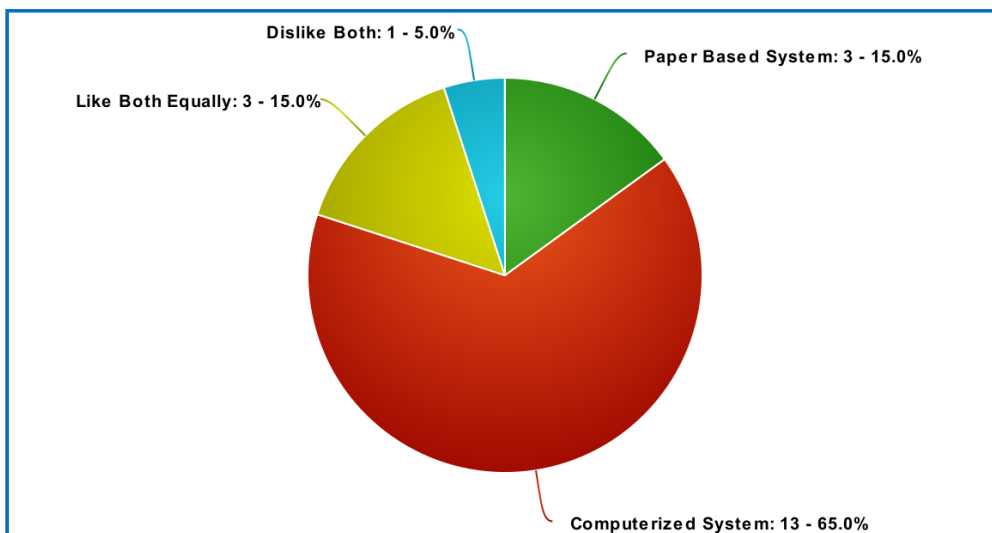


Very Organised   Organised   Average   Unorganised  
Very Unorganised

meta-chart.com

### Question 3 – Would you prefer a paper-based system or a computerized system for documentation?

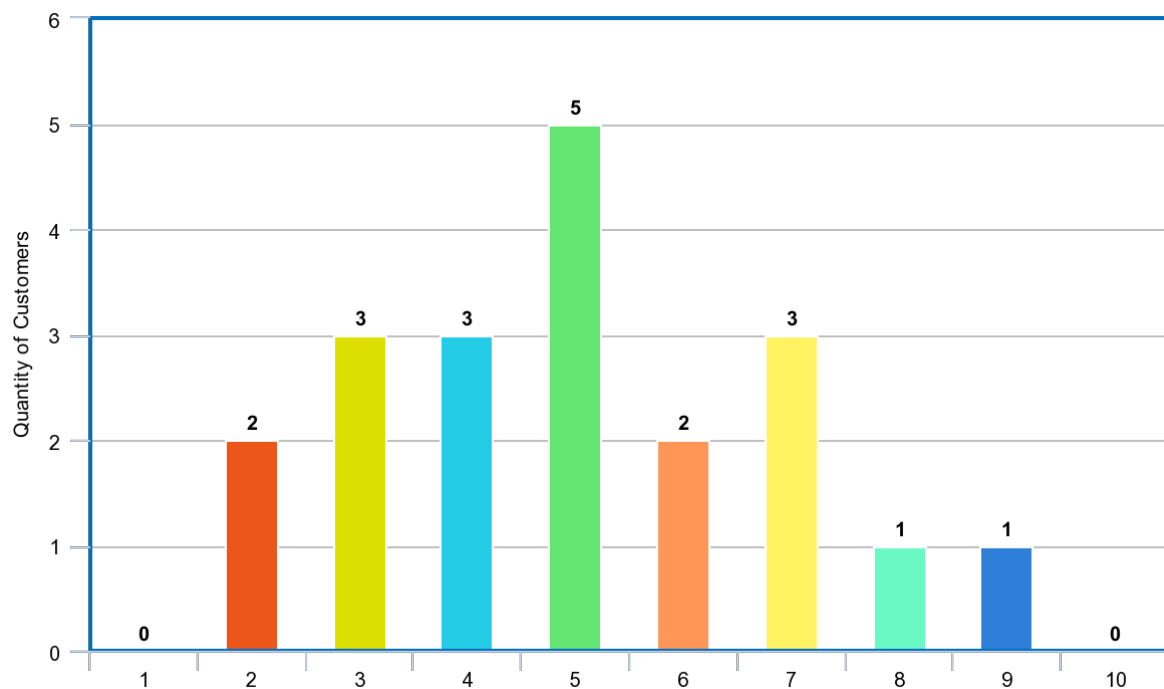
Would you prefer a paper-based system or a computerized system for documentation?



Paper Based System   Computerized System   Like Both Equally   Dislike Both

meta-chart.com

Question 5 – Overall, what would you rate the current paper based system out of 10?



After collecting and compiling the answers given to me from my survey, I can tell that the current system in place for the Football Club is functional, but it still has a lot of problems, and the vast majority of staff would prefer it if they upgraded to a computerized system.

When I asked how suitable the staff think the current documents are for storing data, 40% believed that it was average, while a combined 40% said that it was either unsuitable, or very unsuitable. As this is 80% of respondents who have not said that the documentation is suitable or very suitable, I think it's safe to say the majority are finding problems with the current system.

For my third question, I asked the staff whether they would prefer the current paper based system, or whether they would prefer to move on and develop a computerized system. Unsurprisingly, 65% of respondents stated that they would prefer if the business modernized and started using a computer based system, with 15% voting for paper based, and the other 20% either saying that they like both equally, or they dislike both.

Overall, I believe that Afan Lido would still benefit massively from getting with the times and moving towards a computerized system, because the vast majority of employees have issues with the current system in place, and the statistics show that most staff would love to see this new, modern way of storing their documents.

## **Interview 1**

Interviewer – **Tom**

Interviewee – **Emma**

Interviewee Role – **Receptionist**

**Tom** – Hi, Emma. I decided that an interview between us would be helpful for me to find out some information about your current paper-based system at Afan Lido and what you think could be changed. I need to gather this analysis, so I know exactly what must be done when creating the new system to make it more functional and easier to you all.

**Emma** – Hi Tom, I'm happy to give as much feedback as you need.

**Tom** – Great. The first thing I need to gather information for is exactly how many data holding systems do you currently use?

**Emma** – Currently we only have three systems in use for the youth teams here at Afan Lido. We hold Parents Data, Coaches Data and Subscriptions Data.

**Tom** – Right. Where do you hold the data for the kids who play for these youth teams?

**Emma** – Well as we do not hold a lot of their data, we hold it on the same system as their Parents. We only ask for their First Name, Surname, and Age group.

**Tom** – Ok brilliant, that makes sense. Where do you then store all these documents.?

**Emma** – behind my receptionist desk, we have the office where our secretary works. In there, we have 3 filing cabinets which hold everything. One of them is for Parents data, one is for Coaches and the other for Subscriptions. All the documents are stored alphabetically or numerically; the Parents and Coaches are ordered by Surname, and the Subs are stored in order of date.

**Tom** – Sounds like a well-organized storage solution. Have you encountered any problems with that setup so far?

**Emma** – The only two big problems that we have ran into are the safety of the data, and the lack of room to store more data. A few years back, we did have some data protection issues when documents were stolen from the office by an ex-member of staff. Since then, we have had many changes regarding security. All staff now have an ID card which needs to be scanned to allow access to the office, and our filing cabinets now have 4-digit pin code locks.

**Tom** – Ok, that does sound like a big problem that can easily happen with paper-based systems. You mentioned issues with lack of room for documents, have you ever run out of room?

**Emma** – Yes. also a few years back, we had to upgrade to larger filing cabinets, as we became overwhelmed with documents and the organization got messy. We had loose documents around the cabinets and a lot of them were no longer in alphabetical order.

**Tom** - That's a big issue that happens regularly with paper-based systems. What level of input do you have when it comes to filling in the documents?

**Emma** - I fill in 99% of the documents for the club. Whenever we get a phone call or someone comes up to the desk to sign their child up for the teams, I will always take their data from them and safely put it into the system.

**Tom** – As you have obviously had lots of experience with this paper-based system, do you think you would prefer to have a computerized system.

**Emma** – Personally, yes, I would prefer a computerized system. The paper-based system is ok for the basics, but when it comes to editing data, finding specific data and keeping it secure, I think the online system is miles ahead and I would love to see us implement it.

**Tom** – Ok that's great, I totally agree. When you say keeping data secure, it makes me wonder, what sort of data are you holding?

**Emma** – We don't hold any data that could have a great effect to someone if it got lost or stolen (bank details) but some that most people would like to keep private. For parents, we hold Name, phone, email, date of birth & address and their kids' name and age group. For Coaches, we have their name, email, phone, date of birth, address, what age group they coach and also how many coaching badges they have. And then for their subscriptions we just have the name of the player and their contact number.

**Tom** – Ok. Sounds safe enough but it would be safer online. Earlier on you touched on editing data. If you had to do this on a paper-based system, how would it be achieved?

**Emma** – As we know that occasionally, we will have to change data such as an address or phone number, we fill all our documents in using pencil, so text can be easily erased using a rubber and changed.

**Tom** – That sounds like it would work but I can see smudges and remains of erased words getting documents quite messy and unprofessional. Thanks for giving up some of your time to answer these questions, just to confirm, are you in Favour of a computerized system or would you rather stick with the one currently in place?

**Emma** - I would 100% rather us switch to a computerized system for security, organization, and because it makes my life a lot easier!

**Tom** – Yes it would! Thanks again for the depth of your answers, they will help me significantly. Have a good day.

## **Interview 2**

Interviewer – **Tom**

Interviewee – **Dave**

Interviewee Role – **Coach**

**Tom** – Hi, Dave, great to meet you. I've asked you here today to have a chat about the current system you have in place at Afan Lido, and how you feel it can be improved. First things first, could you tell me about the input you have in the system?

**Dave** – No problem, I'll answer anything that comes my way. I don't have as much input to the system as most people here, but I do sometimes fill out the Subscription documents and sometimes the Parent and Child documents if I'm approached by a parent who wants to sign their kid up before or after a match.

**Tom** – Ok great. What do you think of it?

**Dave** – Well as I use it mostly outside on a field, it can get quite irritating trying to stop wind blowing it away and to find somewhere flat to put the documents on. It works but it can be a problem and it would be ideal to have something I could access on a laptop or even a mobile phone to fill in documents.

**Tom** - I see where you're coming from. Are there any other problems you face with the current system?

**Dave** – One big problem I used to have was I never had a pen or pencil on me! I used to have to ask around the parents every Saturday for one, now I just always carry one in my rucksack. Apart from the ones I have previously mentioned there aren't any other issues.

**Tom** – Brilliant. As a coach at the club, do you think you would have much input in creating a new system?

**Dave** - I don't think have the capabilities to help create it to be honest with you, but I can try and give you feedback on the current one in order to help you decide the best route to take.

**Tom** – Thanks, your help means a lot. My next question is, do you have any idea of what your colleagues think of the system?

**Dave** – Yes, all the coaches from other age groups I have spoken to have said that it can be frustrating having to fill in paper documents on a cold, wet Saturday morning in a field, but they all also don't have a huge input to the system apart from that. Speaking on behalf of them, I think we would all like something that we can use on our laptops or ideally mobile phones to fill in these documents.

**Tom** - I can see why you would all want that. After you have completed filling in the documents, what do you do with them?

**Dave** – It really depends on how quickly the child wants to start playing. If it wants to come to the next match or training session then I will have to drive straight from the game to the office to hand the documents to Emma, our receptionist. If the child won't be featuring for us for a few weeks, then I'll keep hold of the documents and then take them to Emma whenever I'm next in the offices.

**Tom** – Seems like a good way of running things. Final question, short and simple, would you be in favor of a computerized system, or would you prefer to stick with the one currently in place?

**Dave** – Being honest with you, a change in documentation wouldn't affect my life to a huge extent, but I would preferably like to have an app on my phone or my laptop in which I can quickly and safely enter, edit and store data.

**Tom** – Ok. Well, that's all the questions I had planned for you Dave, thank you so much for taking the time out of your day for this chat. If I need any follow up feedback, I'll get back in touch via email and ask you then. Your feedback is going to go a long way in creating the new computerized system!

**Dave** – Thanks Tom, it was great speaking to you. Good luck creating the system!

## **Interview 3**

Interviewer - **Tom**

Interviewee - **Steve**

Interviewee Role – **Club Chairman**

**Tom** – Good morning, Steve. Thanks for coming today. I've asked to see you for a bit to discuss the recent system in place at your club and what you make of it. To start us off, what input do you have overall in the system?

**Steve** – Hi Tom, great to meet you. Overall, I don't have any input when it comes to entering data into the system, but I do use the documents when making decisions for the business.

**Tom** – Ok Great. What do you mean when you say decisions?

**Steve** – Well, if me and a few colleagues are deciding about whether to buy something for the club or not, we can use the subscriptions data to see how much we are earning a month from that alone, then making an informed decision. If we didn't have this data to look at, we could make the wrong decision which could then backfire on us.

**Tom** – I understand. As you have only mentioned the subscriptions data, I'd like to know, do you ever need to look at any of the other data such as the parents, children, and coaches' data?

**Steve** – Sometimes, we would need this data if there was a substantial problem. For example, if one of our members of staff, our players or parents had an injury, or did something we would need to report, then I would look at the data to gain the basic information, such as their name, age and address.

**Tom** – I can see why that could happen. How often do you have to do this?

**Steve** – Not as often as you'd think. I've been here for about 5 years and I've only had to use them 4 or 5 times overall.

**Tom** – Right. When you are using these documents, do you see any issues with them, or anything that could be improved?

**Steve** – Well, one issue I have is that when I must see some of the documents, I need to go from my office to the receptionist and tell her the name of the person who I need, or the date of the subscriptions I need. This isn't a huge issue, but I think it could be made easier by maybe being able to send a computerized version via email. Apart from that, the only other issue is that some of the paper sheets become messy, dirty and crumpled after editing data with an eraser. This is another issue which I think could be prevented by an online documentation system.

**Tom** – Yes, they are both regular issues that are found with paper-based systems. Do you have a good knowledge of computers?

**Steve** – I think I have enough knowledge to be able to navigate documents, I can do all the basics, but I can't exactly rebuild computers!

**Tom** – Haha, so I'm guessing that you would be in favor of the introduction of a computerized system?

**Steve** – Yes, I think it would take a bit of getting used to, but in the long run, I believe it will have a significant effect on how we operate. I also can say that I believe that my colleagues would also want this to be implemented because all the ones I have spoken to have all been against the current system, and they have all had their own issues with it.

**Tom** – I agree, and I can also say that I have spoken to a few of your colleagues, and they have been in favor of a new system. I think I have asked all the questions I need answering, thanks again for

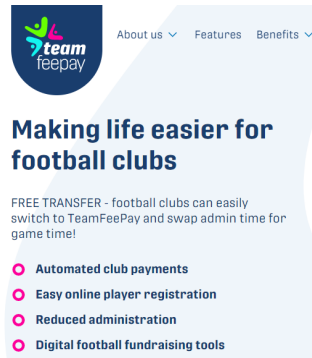
agreeing to have a quick that with me, it will help me significantly when it comes to creating your new system. Hope you have a good day!

**Steve** – It's been great chatting to you Tom, my pleasure. Have a good day now.

## Desk Based Research

I decided to search the web for other currently existing systems like the one I have in mind, in order to observe how they operate their subscription systems.

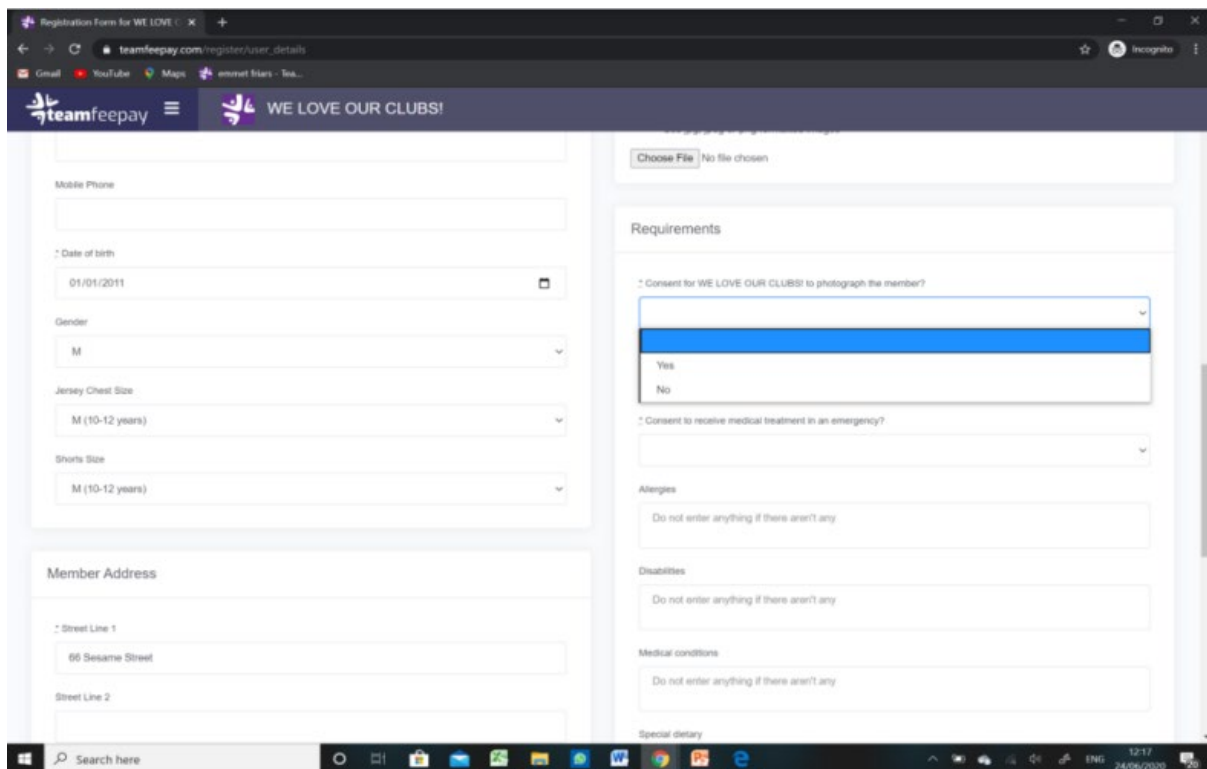
The business that I researched was TeamFeePay, who offer a club management system which makes life easier for grassroots clubs.



The screenshot shows the TeamFeePay website. At the top left is the logo with the text 'team fee pay'. To its right are navigation links: 'About us', 'Features', and 'Benefits'. Below the logo is the headline 'Making life easier for football clubs'. Underneath is a sub-headline: 'FREE TRANSFER - football clubs can easily switch to TeamFeePay and swap admin time for game time!'. A list of features follows, each with a red circle icon: 'Automated club payments', 'Easy online player registration', 'Reduced administration', and 'Digital football fundraising tools'.

It is an app/website service, which can be accessed by club officials, player & parents, & coaches. When the player/parent signs up, they enter their payment details and payments are automatically taken out of their account every time they need to pay their subscription fee.

Registration form for the player



The screenshot shows a web browser displaying the registration form for 'WE LOVE OUR CLUBS!'. The browser address bar shows 'teamfeepay.com/register/user\_details'. The form is divided into several sections: 'Mobile Phone' (text input), 'Date of birth' (calendar icon, value: 01/01/2011), 'Gender' (dropdown menu, value: M), 'Jersey Chest Size' (dropdown menu, value: M (10-12 years)), and 'Shorts Size' (dropdown menu, value: M (10-12 years)). Below these is the 'Member Address' section with 'Street Line 1' (value: 66 Sesame Street) and 'Street Line 2' (empty). To the right is the 'Requirements' section, which includes a 'Choose File' button, a consent dropdown menu (value: Yes), a consent dropdown menu (value: No), and three text input fields for 'Allergies', 'Disabilities', and 'Medical conditions', each with the placeholder text 'Do not enter anything if there aren't any'. At the bottom of the form is a 'Special dietary' field. The Windows taskbar is visible at the bottom of the screen.

## Selecting a Payment Plan for the player

Join a Payment Plan - teamleapay.com

teamleapay.com/cm/emmett-demo-club/join\_a\_plan/select

WE LOVE OUR CLUBS!

### Join a Payment Plan

Home / WE LOVE OUR CLUBS! / Join A Plan

Select a Member

Member

Select a Team (or leave blank to select a club payment)

Team

Select a Payment Plan

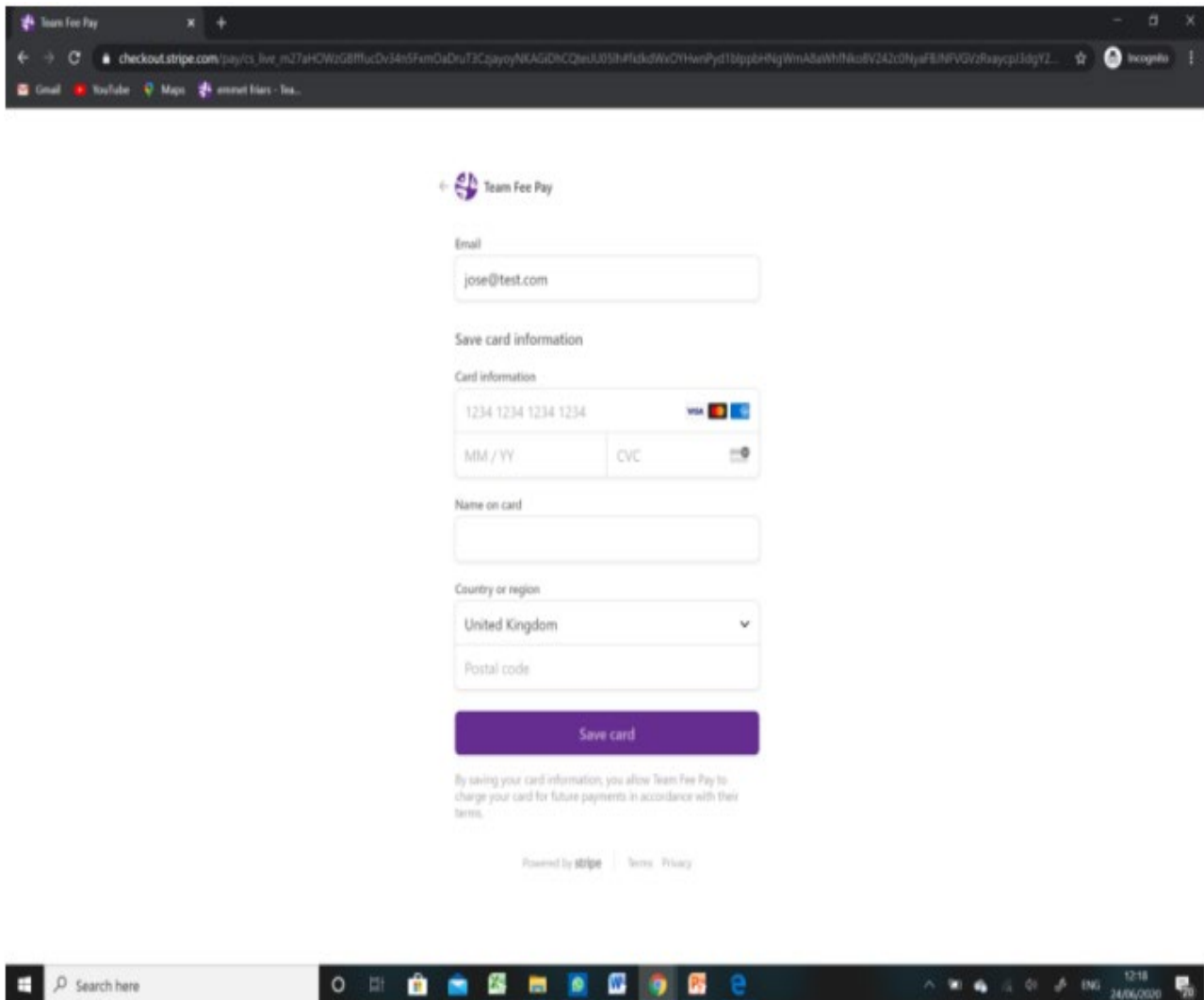
Plan

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## Entering Payment Details




The screenshot shows a web browser window with the URL `checkout.stripe.com/pay/cs_live_m27aHCWzGBflucDv34r5FmDaDruT3CqayoyNKAGDhCQeUJ33hFtdudWvOHwPyd13ppbNjWmAdaWhfRudV242c0Njaf8lNFVQzZfaycp13dyTZ...`. The page title is "Team Fee Pay". The form contains the following fields:

- Email:**
- Save card information:**
  - Card information:**  
  - MM / YY:**
  - CVC:**
- Name on card:**
- Country or region:**
- Postal code:**

**Save card**

By saving your card information, you allow Team Fee Pay to charge your card for future payments in accordance with their terms.

Powered by  Terms Privacy

This information will be very useful to me when it comes to bringing my own system to life, as I plan on making something very similar to this. For example, I can look at the information that this system takes from the players, and I can use that when it comes to deciding what data I need for my own subscriptions form. Although I love this system, I do not think mine is going to store the payment details for the players/parents, because I believe it would be a better idea to take the payments whenever the payee can pay, instead of automatically charging them weekly/monthly.

## **Data Inputted into Current System**

The data input into the system is what they keep records of. They hold coaches' data, parent and child's data, and subscriptions. They hold all of these in a filing cabinet, which they can then go to if they want to find a specific document. These are the inputs that the system asks for:

### **Parent And Child's Data**

- Date of Birth
- First Name
- Surname
- Email
- Phone
- Address
- Postcode
- Child's First Name
- Child's Surname
- Child's Age Group

### **Coaches Data**

- Date of Birth
- First Name
- Surname
- Email
- Phone
- Address
- Postcode
- Age Group Coached
- Coaching Badges Level

### **Subs Data**

- Player Name
- Paid or Not Paid?
- Contact Number

## **Data Outputted from the Current System**

From the documents in the current system, there will be data manually outputted. Firstly, from the subscriptions data, there will be spreadsheets made by finance managers which will track how much money they have earned from parents. They do this so they can easily tell how much they are bringing in, and when they are bringing it in. When it comes to the parent and child's data and the coach's data, their data can be outputted from the system if they must complete a form, or another document in which they need their data.

## **Limitations of the current system**

- You don't have unlimited storage space – if you get to a stage where you no longer have room to store more paper, you either must get rid of some or buy new storage space, which can be costly.
- You can't search for specific data quickly – if you need to find a certain coach, parent or child, it will take a lot longer to look through pieces of paper, rather than if you had a computerized system you could search through.
- The data could get lost/messy easier – you could easily lose paper sheets, and the ink or pencil writing on them could get messy or dirty to the stage where you can't understand it.

## **The new System Specification**

### **Aims, Objectives and Success Criteria**

- To allow the user to store details of parents, players, coaches and subs fees with ease
- To ensure that data stored within the system can be easily edited and records can be deleted
- Implement a good search system which allows users to quickly access the record of an individual using a key search term
- Keep the data secure, with different levels of access for different users
- Ensure that the system's interface is easy to maneuver around, and that the font, text size and color scheme does not distract
- Allow the user to view all players from a certain age group
- Allow the user to view all players from a certain position, as group training sessions are often organized, focusing on certain fractions of the field
- The user must be able to quickly access contact details for a player's parent, as their child may be in an accident or have an injury