Client

Greetings

Introduce (Project manager)

Brief Information about research

Reason why we conduct the interview.

Tell me about yourself (Name, age, residence, occupation, position)

Open - ended questions

- How was your experience in terms of processing the request from the student

- - What are the qualifications to get your approval

Questions for Client

- Can you describe the struggles that you’ve experience when it comes to approving process?

- What is the current process or situation for approving process?

- How can they get an update for their request form?

- How often the student will get an update for their request form?

Proceed to our next question.

Empathy map (say & do, see, hear, think, and feel)

• Say & Do (what do you say and do in terms of the current situation for approval process and in the environment)

• See (what do you see)

• Hear (what do you hear from other prof and students regarding of approval process)

• Think and Feel (What do you think and feel to the current process of approval)

Pains and gains

• Pain

- What are the common problems that you’ve encountered in Approving request?

- How can you handle the current process and situation in Approving process?

• Gains

- What do you want to improve when it comes to processing

- How can we make a satisfaction for the approvers

Customer Jobs

- What struggles/problems do you want to give a solution?

- What do you want to recommend and help to their process?

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