

Customer Interview Guide

Project Team *Team 4*

Part 1. Interviewing Team

Interview Facilitator *Abhinaav Singh, Product Manager, TartanWorks Inc*

Interview Recorder *Pranav Prasad, Product Manager, TartanWorks Inc*

Part 2. Customer Interview

Customer *Brad Eiben, Program Administrator, MSPM, CMU*

Interview Date/Time **Sep 16, 2021**

Interview Location

<https://cmu.zoom.us/j/96425743649?pwd=bWITdIRXa1NTMXc5QzA3ZDV6Vi9xQT09>

Research Goal *To identify and solve a worthwhile problem among program administrators in colleges/ universities.*

Part 3. Pre-interview checklist (Mark item when it's completed.)

<input checked="" type="checkbox"/>	Time/Date confirmed
<input checked="" type="checkbox"/>	Interview location shared
<input checked="" type="checkbox"/>	Background of Interviewee reviewed
<input checked="" type="checkbox"/>	Prepared opening statements

Part 4. Prepared Interview Questions (add the questions you want to ask)

1. Can you tell me the job title and position you have please?
2. How long have you been at this job? And with CMU?
3. How many students are there in your program?
4. How is your program different from other programs at Tepper?
5. What would you say is the primary purpose of your job as a Program administrator.?
6. How do you know you've done this job very well?
 - a. Which metrics do you track/ report to others?
 - b. Which is the most important?
7. Can you share some of the actual results (on these metrics) you've had?
 - a. Is there one where there's a 'push' to improve?
8. What is the most important part of your responsibilities as a program administrator?
9. What is the one thing you wish you could improve in your program if time was not a constraint?
10. What is the one thing you wish you could improve in your program if cost was not a constraint?
11. Are there any redundant steps in carrying out your job responsibilities?
12. What would you say are the steps in managing a program?

13. When do you do this?
14. With regards tasks/ steps/ responsibilities that you mentioned, which ones
 - a. Are the most challenging? Why?
 - b. Are the least enjoyable? Why>
 - c. Do you wish you had more time do? How much more time?
 - d. Do you wish you could improve something? Why?
 - e. Is there anything you wish you didn't have to do?

Part 5. Observations to Make *(add the items you want to see, if any)*

His workstation, daily tools/ apps he uses

Part 6. Post Interview Action Items *(Mark item when it's completed.)*

	Thank you note sent to interviewee.
	Audio/Video Recording shared.
	Collected artifacts (e.g. photos) shared.
	Transcript shared.
	Summary of Customer Interview shared.