Summary of Customer Interview

Project Team 4

Part 1. Interviewing Team

Interview Facilitator Pranav Prasad, Product Manager, TartanWorks Inc.

Abhinaav Singh, Product Manager, TartanWorks Inc.

Part 2. Customer Interview

Customer Nesli Ozdoganlar, Sr. Acad. Program Manager for MS E&TIM

Interview Date/Time October 7, 2021, 12:30 P.M.

Interview Location

https://cmu.zoom.us/i/98544931508?pwd=OUh2bSt3ZUhvUFITYUoxT3RzaS84Zz09

Interview Records

--recording:

https://cmu.zoom.us/rec/share/MF1_gnluvsv7_tmofx0amuY6NCd1vENmWqAe_snH8FdvLevYXDxsBnJkCbzlvk6a.SC1b-3zhxRMuZebZ

Password: rK66Yb%4

--artifacts: none

Part 3. Key Findings

Here's what we discovered from our interview:

1 - She currently uses an excel sheet to store the courses. Even-though she does not have a lot of courses to schedule (She has to schedule about 6-8 courses every semester. In comparison, EPP department has about 40), she uses an excel sheet to do the same. This is what we expected too, as excel sheets make it hard to collaborate with others.

Monday	Tuesday	Wednesday	Thursday	Friday
19680/94855 E&TIM Seminar				
on Innovation Management in				
Practice (8:35 am - 9:55 am) 6 units - Jimmy Williams (75				
with the cross listing number				
number 1/2				
				40.000 5
				19-689 Finance for Innovation Manageme
				(9:05 am - 11:55 am
	19-682/94857 Strategy & Management of Technological		19-682/94857 Strategy & Management of Technological	6 units (mini 3) - Bo Wasson (30 max)
	Innovation (10:10 am - 11:		Innovation (10:10 am - 11:30	
	30am) 12 units - Daniel Armanios (70 with cross		am) 12 units - Daniel Armanios (70 with cross listing	
	listing number)		number)	
19-697 Lean Product	19-670 Quantitative	19-697 Lean Product	19-670 Quantitative Entrepreneurship: Analysis for	
Development (2:30 pm - 4:20 pm) - 12 units - Bob Monroe -	Entrepreneurship: Analysis for new Technology	Development (2:30 pm - 4:20 pm) - 12 units - Bob Monroe -	new Technology	
fulfills ETIM project course	Commercialization (2:30 pm -	fulfills ETIM project course	Commercialization (2:30 pm - 4:20 pm) 12 units	
requirement (45 ETIM students)	4:20 pm) 12 units Instructor:TBD (25 ETIM students)	requirement (45 ETIM students)	Instructor:TBD (25 ETIM students)	
19603 Data Science for Technology, Innovation and		19603 Data Science for Technology, Innovation and		
Policy (4:20 pm - 6:00 pm) 12		Policy (4:20 pm - 6:00 pm) 12		
units - Alex Davis (75 max for ETIM)		units - Alex Davis (75 max for		

- **2 Class related information entered manually are prone to error.** Specific examples like the class timings and class size changes not being updated, and causing confusion for students were mentioned, that helped build our case stronger.
- **3 Collaboration takes time because there are new complications every semester.** Like for instance, this semester, a faculty backed out so she now has to find a new data science instructor. This could become easier to manage with a better collaboration solution.
- **4 Program Administrator is a role that means different things in different departments.** Program Administrators have different responsibilities at different

departments, and hence their problems have little overlap. Nesli also helped us understand this.

Part 4. Improvement Opportunities

- 1 We could have probed harder to get a better understanding of the metric for success. It was admittedly hard to gather it as she was unclear about it herself, but we could have spent more time on this.
- 2 We could have spent more time on introductions. It helps to establish rapport and we spent less time on it.