# Watch and Analyze a Customer Interview

**Project Team**  Team 4

**Part 1. Interviewing Team**

Interview Facilitator Zeyuan Li , Product Manager, TartanWorks Inc.

Interview Recorder Qianxin Liu, Product Manager, TartanWorks Inc.

Interviewee Deanna Matthews, Associate Dept. Head UG Affairs, CMU

**What new insights or key information did you gain from this interview which did not come up in the interviews you participated in?**

There were a few points that I discovered in this interview that I didn’t see in the ones that I participated in:

1. Deanna mentioned there being an issue in scheduling faculty, courses and other resources between different departments. Different departments don’t have a good way to schedule professors for courses because different departments share the instructor and courses are also cross-listed between different departments. She talked about this problem for quite long and it seems to be a real problem that the Program Administrators that I interviewed did not mention. A solution could be a common scheduler platform that reduces communication time that takes place over emails and will help quickly see if there is a scheduling clash between departments. This will save both time and effort.
2. An issue she mentioned was a difference in time zones while scheduling cross-listed courses between different departments in different locations like Silicon Valley, Australia and Pittsburgh. The time information for the course might not be appropriately displayed specific to the locations and has caused confusion for students in the past.

**What question do you wish was asked but wasn't?**

It would really have been nice to probe the interviewee more about the above two points as we did not ask anything after she explained the problems. It would have helped dig deeper and understand the problems better. Although she covered the first problem in detail without needing to be probed, the second one was left unexplored due to a lack of further questioning.

**One technique that your interviewer (your teammate) used that either worked effectively or did not work effectively during the interview. Why?**

The interviewer has a jolly personality that helps build rapport with the interviewee. Even though the interviewee was in a different circumstance, where she had to do the interview from her car in the parking lot, the interviewer quickly made her comfortable and this helped her open up quickly.