**Module 1 questions**

**Interview and questionnaire.**

**Interview questions:**

1. How many students generally apply per month?
2. Where can users locate information about this place?
3. Give a range for the positive and negative feedback you get per month.
4. How would you describe your users’ experience?
5. How do you think you can enhance your user experience
6. How many facilities do u have?
7. Is there any place for users to give feedback, complaints or add suggestions?
8. Do you think it is sufficient for the users? Explain?
9. Do you think the users prefer the old system or do they want a new system?

**Questionnaire questions:**

1. On scale from one to ten how satisfied are you with the current system
2. What can we add to the current system?
3. Do you think the facilities are sufficient in terms of numbers and size?
4. How satisfied are you with the available services? (0-10)
5. If you are not satisfied what made you unsatisfied?
6. How did you check the availability of booking?
7. Are you satisfied with the booking and payment processes? Why/why not?
8. What are the problems you faced mainly with the current system?
9. Have you ever submitted feedback or complaint?
10. If yes, did you get a response?
11. Did you have any previous knowledge about the place, in terms of rules, policies, guidelines, regulations, …. etc.
12. Did you know anything about the available resources?