

Interview Structure – Find Tutors

Juan Pablo Martinez Pineda

H1: Undergraduate programs at the Universidad de los Andes usually have specific high difficulty courses and tend to demand too much time to some students. This situation leads to students for seeking help when they don't understand a topic of a course.

H2: When students seek for help, they commonly ask for a tutor that has already passed the same course with a very good grade so she/he can help them solving questions or assist them in a project.

1. **Name, background, and permission to record.** While this is a logistical matter, it's crucial to understand who will be conducting the interview and whether I have the right to record their responses.
2. **How often you need help in a course?** The purpose of this question is to measure if seeking for assistance during the semester is a common scenario. This question directly addresses the first hypothesis.
3. **Getting help for a specific course is as easy as getting help for any other one?** The intention of the question is to differentiate how difficult is to find a helping hand in different courses.
4. If the answer to question 3 implies that getting help varies depending on the course, **in which courses do you think is harder to obtain help?** With this question we want to estimate which topics or courses are harder for students to understand.
5. **When you need help, what do you do?** The objective of this question is to know what actions the interviewee takes.
6. If the answer to question 5 implies that the interviewee asks a tutor for help, **how do you ask for this help?** The purpose of this question is to know if the interviewee seeks for this assistance in a Facebook group, through WhatsApp messages, a recommended tutor of a friend, etc.
7. **How is the process of asking for this kind of help? Is it simple or complicated?** The intention behind asking this question is to know the difficulties of seeking assistance.
8. **Do you succeed when seeking for this kind of help?** The question aims to evaluate whether the interviewee gets the desired help.