**INTERVIEW QUESTIONS**

**TEAM TIGERS**

1. **Demographics**

* Name
* Age
* Male/Female
* Major
* Organizations on campus
* Classification
* How many semester have you been here at UNT?
* Are you a transfer student?

1. **Interview Questions**
2. Are you comfortable using UNT’s online services (MyUNT, school’s website, EagleConnect, Blackboard, and Eagle Network)
3. What IT related area do/did you struggle with the most at UNT?

* Ask them to expand on why
* Ask for an example
* **MyUNT**

1. How do you access your MyUNT?

* Online?
* App?

1. Do you struggle using MyUNT?

* What areas do you struggle with when accessing it?
* Do you have trouble finding specific areas?

1. Tell me about the information you were provided in using MyUNT. Were you satisfied with what you were provided?
2. What do you expect from MyUNT?
3. What do you expect in the provided instructions or information to use MyUNT?
4. How do you currently feel about using MyUNT?
5. What features can you use on MyUNT?
6. Do you know how to enroll in classes?
7. Do you know how to find your transcripts?

* **EagleConnect**

1. How do you access your EagleConnect?

* Online?
* App?

1. Do you struggle using EagleConnect?

* What areas do you struggle with when accessing it?
* Do you have trouble finding specific areas?

1. Tell me about the information you were provided in using EagleConnect. Were you satisfied with what you were provided?
2. What do you expect from your EagleConnect?
3. What do you expect in the provided instructions or information to use EagleConnect?
4. How do you currently feel about using EagleConnect?
5. What features can you use on EagleConnect?

* **Blackboard**

1. How do you access your Blackboard?

* Online?
* App?

1. Do you struggle using Blackboard?

* What areas do you struggle with when accessing it?
* Do you have trouble finding specific areas?

1. Tell me about the information you were provided in using Blackboard. Were you satisfied with what you were provided?
2. What do you expect from Blackboard?
3. What do you expect in the provided instructions or information to use Blackboard?
4. How do you currently feel about using Blackboard?
5. What features can you use on Blackboard?
6. What do you know about Blackboard maintenance?
7. Have you encountered any problems with Blackboard maintenance?
8. Do you know how to use the message options on Blackboard?
9. Have you ever received a message from a teacher on Blackboard?

* **Eagle Network**

1. What is Eagle Network?
2. Do you use Eagle Network?
3. Have you found a job through Eagle Network? Or applied to a job through Eagle Network?
4. Would you use this service? – if you had instructions on how to use this
5. What password do you use for Eagle Network?

* **EUID/ Password**

1. Can you use the same password for….?

* MyUNT
* Blackboard
* EagleConnect
* Eagle Network

1. How often should you change your password? Do you know to change your password? Do you know the criteria for passwords?