

Interview results transcript

Interviewer: What is the actual goal of the project?

Stakeholder: The actual goal is to provide continuous improvement of the educational process. For that purpose we need to gather feedback from students to analyze our courses, analyze the quality of lectures and practice works in order to improve the delivery, as well as to grade teacher assistants and professors, to see how they progress.

Interviewer: What kind of interfaces to conduct surveys do you want (Mobile app, Web app, your option)?

Stakeholder: We don't have strict requirements, but it would be interesting to have a mobile application, although it's not necessary. It could be a web application with the possibility to use a mobile phone to navigate.

Interviewer: How often would you use the system to gather feedback?

Stakeholder: Actually I need to have surveys for the whole course and for each lecture of the course.

Interviewer: Is there an API to implement moodle-like login?

Stakeholder: There will be test-login provided.

Interviewer: How do you define anonymity for this project?

Stakeholder: The result can be viewed by teaching assistants, professors, and the education department. I don't want students to see the results because they are the results for the staff. Maybe we can open some kind of information for students. TA's can view feedback only about themselves, professors can view feedback on each of their TA's and themselves.

Interviewer: Which databases does the University use to store information about students and staff? (for easier integration with our system)

Stakeholder: We can provide you a list of academic staff, courses, and students.

Interviewer: Let's compare our understanding of the task with yours. Is it correct and full? As far as we understood, you want an anonymous feedback gathering system that provides anonymity and in which results can be visible only to instructors, TA's and not to students, and it has to be somehow integrated with the university's database, API of which we will get later, right?

Stakeholder: Yes

60 Seconds from the Interview

transcript

Interviewer: What is the actual goal of the project of the staff assessment system

Stakeholder: The actual goal is to provide continuous improvement of educational process. So we need to gather feedback from students to analyze our course to analyze, quality of lectures of practice works, and to get feedback to improve the course, and also to grade TA's and professors and to see how they, how they progress.

Interviewer: What kind of interfaces you prefer to conduct the surveys? Okay, we have a mobile app variant, we have a web application option and like maybe your option, that you want us to implement what kind of interface

Stakeholder: We don't have strict requirements. But for me, it would be interesting to have mobile application but it's not necessary. It could be a web application and with opportunity to use mobile phone to navigate

REQUIREMENTS ELICITATION

1. Could you define your role in the project?
2. What is the goal of this project?
3. What solutions have you tried and what are their drawbacks?
4. Is the system supposed to be used outside the university?
5. What kind of information should it collect from surveys?
6. What kind of interfaces to conduct surveys do you want?
 - Mobile app
 - WEB app
 - You variant
7. Should we add a feature to create templates for surveys?
8. When do you want to collect feedback?
 - At the specific time period, provided by administrators
 - Not restricted by period
9. Should we implement the ability to rate feedback provided by the student to assign importance of this feedback?
10. Should we censor left feedback?
11. *technical*Is there an API to implement moodle-like login?
12. How do you define anonymity for this project?
13. Do you have exact requirements for the project's visual interface?
 - 13.1 If yes, should we implement a feature to customize the design?
 - 13.2 If no, we offer 3 templates of existing app designs and ask for preferences in comparison
14. *technical*What data representations do you require to export? (for example google sheets, json)
15. *technical*Where do you want to store the results of feedback?
16. *technical*Which databases do Uni use to store students and staff? (for easy integration with our system)
17. *technical*Could you describe the user hierarchy and visibility of certain information in this project?
18. Is there any additional features that you'd like to be implemented (after the main functionality)?
19. Do you have any questions for us?
20. Let's compare our understanding of the task with yours. Is it correct and full?

Appendix

Sergey Makarov

To start with, what is wrong with current system? What should be improved? What functionality should be added? (about google forms)

Is it supposed to be used somewhere outside the uni?

1. Requirements
 - a. Functional
 - Should it save some patterns of surveys?
 - What kind of accounts should it have? (professor, student, admin, something else)
 - What kind of statistics should it collect, and then index?
 - Who will have an access to the statistics?
 - Does the system need to integrate with google sheets?
 - b. Non-Functional
 - How important for you is the speed of searching?
 - What is the supposed number of users? The whole uni, Innopolis or even greater?
2. Desired additional features:
 - Is there any additional features that you'd like to be implemented (after main functionality)?
3. Questions for the competent enough stakeholder:
 - Is there an API to implement moodle-like login?
 - Which databases do Uni use to store students and staff? (for easy integration with the our system)
 - Does the web application need the admin panel?
4. Questions:
 - Do you have questions for us?
 - Let's compare our understanding of the task with yours. Is it correct and full?

Matvey Plevako

What kind of interfaces to conduct surveys do you want?

- Google forms
- Mobile app
- WEB app
- You variant

When do you want to collect feedback?

- At the specific time period, provided by administrators
- Not restricted by period

What types of charts do you want to see?

What solutions have you tried and what are their drawbacks?

Should we implement ability to rate feedback provided by student to assign importance for the next feedback from him?

Where do you want to store the results of feedback?

What kind of interface do you want for professors?

How should we ensure anonymity?

feature Do you need AI system to classify positive and negative feedback and create rating based on it?

Asanali Fazylyzhan

General questions:

Could you name and briefly describe the project?

Could you define your role in the project?

What are the goals of this project?

What are the essential functions of the project?

What are your concerns about this project?

How can you describe the end user of the app?

Could you describe the technical constraints of the project?

Could you describe the successful outcome for the project?

More Specific questions:

What data representations do you require in the project?

What data storage is required for the project?

What kind of access can we have to the IU user accounts database?

What interface design decisions you would prefer for the project?

Could you describe the user hierarchy and visibility of certain information in this project?

What type of server is used for the project?

and more additional questions during the interview about some unclear points.

Anatoliy Baskakov

Close-ended questions:

- 1) Do you want to gather feedback anonymously?
- 2) Do you want to get feedback as scores (e.g. on a 5-grid scale), as a written feedback or both?
- 3) Should it be a mobile or web application? If neither, what kind of application do you expect?
- 4) Do academic staff have direct access to feedback on them? (or only indirectly from DoE)

Open-ended questions:

- 1) Why are google forms (or any similar applications) not suited for this task?
- 2) How are you going to use the feedback? (just find average score of a staff member/performs complicated analysis)

Mihaylov Ruslan

Introduction

Assuming stakeholder is a person disconnected from programming

- Hi, I'm Ruslan, the *XXX-er* of our team, and I'm going to ask you some questions regarding the project
- *okay, no problems*

Getting to know the person (understanding the language)

These questions go deeper and deeper into human's background so whenever we hear a "no" we proceed to the next section

- Do you have to fill any kind of surveys at least twice a month
- *kind of yes, I do the quite often*
- Great! Did you have a chance to make your survey on Google or other online Surveymakers?
- *yes, I made a couple*
- Maybe you had a task to analyze retrieved data?
- *no, I just filled them*
- No big deal. By the way, do you know what API and Telegram-bots are? We will use these terms a lot, and we need you to understand the meaning of it, moreover, feel free to ask another vocabulary if I sound unclear.
- *no matter the answer, we assure the person knows the terms*

Basic questions

The point of this question block is to gather general information about the project with questions that require a bit longer answer. Mostly to analyze how bad is the current situation

- As far as I know, the University tends to use Google forms as the primary way of getting feedback. Did you notice any drawbacks of the Google system when it comes to analyzing data? For example, there could be problems with plotting the graph, converting data to some other formats, gathering data all in one batch, keeping the data on a cloud
- *person names the cons*