

Interviews:

- Faculty
  - What is your experience with the scheduling and payroll system for student workers?
  - When managing student workers, what are the various services that you use?
    - Follow up: How satisfied are you with this current process?
  - What are some pros and cons of the current payroll system?
  - What are some pros and cons of the current scheduling system?
  - What's the process of finding a replacement for a student worker who calls in sick?
- Student Workers
  - How do you conduct payroll?
    - Follow up: How satisfied are you with this current process?
  - What are some pros and cons of the current payroll system?
  - What are some pros and cons of the current scheduling system?
  - What's the process in canceling your scheduled appointments?

Questionnaire:

- Students
  - Are you interested in getting tutoring?
    - (If yes) I seek tutoring...
      - On a regular basis throughout the semester
      - Only before big assignments/tests/midterms/finals
    - (If no) NOT MY USER!
  - Have you interacted with the current tutoring system?
    - If no, why not?
    - If yes, were you satisfied with it?
      - Likert Scale
  - I prefer tutoring in person.
    - Likert Scale

## Interview with Brian -

1. What's your experience with the scheduling and payroll system for student workers?
2. Which services would you say that you use most often when managing student workers?
  1. How satisfied are you with this setup?
  2. Do you think there's any pros or cons to this setup?
3. If someone calls in sick or needs time off, how does this work in the current system?
  1. Are you satisfied with this?
4. Is there anyone else you might be able to recommend who may have some input for us?

## Notes:

Cumbersome, student workers fill out a timesheet pdf, they email it, no system that really tracks the process, lots of back and forth, getting signatures is annoying, adobe sign, should be streamlined, email is used almost entirely used, system works but not necessarily efficient, integrated web application, mobile is nice but not necessary, someone emails for sick leave not very efficient, once a month Brian must approve the timesheet, it's mostly annoying for student workers who have to approve timesheets, MARGARET STONER, think of state mandates and requirements for this app, o'connell 224 4-6pm