

CS Tutor, Nathan Whitney, Thomas Shelton

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