# Interview Questionnaire

(Group Assignement)

< **Template Pre note**

This template is to guide you in the creation of questions that you can use to guide/control the interview with the customer. The intent of this interview is to clarify and document the preliminary requirements of the system that your project is developing. Review the items detailed below and create questions for each of the general categories, as well as creating any other categories for which you desire the customer’s input. You may have questions regarding items from the past *Problem Description*/*Project Description* or the upcoming *Stakeholder Requirement Specification* (StRS) documents

This document is a template. As such, you must create a questionnaire from the guidance provided within this template. It is important to know how to use a document template, so consider the following items:

* Any text given in **Blue** coloring and within “**<…>**” is intended as guidance information for developing your personal, tailored document and **MUST** be deleted before you sit down with the customer. This text is guidance that is intended for **you**, not the customer. (*For example, this introduction is meant for just you; you must delete this entire introduction before you submit it to the customer for walkthrough*.)
* Any categories provided in this template are general, in nature. It is up to you to tailor each category to your particular project.
* The categories provided in this template may or may not apply to your project. If they do, tailor them to the project and expand upon them, as needed. If a category does not apply to your project, ***do not simply erase it***; you must document why that particular section does not apply to the project and make sure that the customer agrees with your assessment.

Make sure as you develop your interview questionnaire, that you heed the advice above and erase/fill-in any sections of this document. >

# Business questions

What is the reason(s) that the organization is seeking out this system?

**Objective and Motivation:** to save time to the MsSWE advisor by automating the advising process. ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

Does the organization have to change current business practices in order to create a new management environment?

The environment does not need to change (source: Interview I)

How does the proposed system contribute to meet the organization’s business objectives?

The proposed system shall automate the advising process with the goal of saving time to the MSSwE advisor. (Client Interview I)

What is the domain of the business deploying the system for use?

The domain consists of the computer science department and graduate school ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*)

What is the range of business activities that are included in the business domain?

The advisor does the following activities:

* Promote the program
* Show program content and benefits to potential students
* Assess program applications and determine its acceptance to the program
* Attend career fairs
* Outreach with schools and industry
* Advise 2nd degree students
* Compare and contrast 2nd degree plans with MSSwE plans
* Advise prospective students from non CS UG programs
* Advise prospective students from CS programs • Advise prospective UG students from UTEP
* Advise Fast Track students interested in the program
* Advise MSSwE students • Advise MSSwE with concentration in Secure Cyber Systems students
* Manage graduate internship for MSSwE and its concentration
* Review and approve degree plans for graduating students
* Update MSSwE information in catalog as needed
* Advise MSSwE students in their Plan and Goals
* Manage MSSwE Program Plan for students
* Upload to OneDrive MSSwE Advising Form and Program Plan after advising a student
* Send CS department Advising Form after advising a student
* Follow problems when students cannot register
* Identify substitutions and send request to Graduate School
* Request adding concentration to graduate school
* Check for course dependencies during advising
* Manage calendar for advising
* Negotiate out of advising schedule requests
* Send advising forms and pre-advising checklist to students ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

What are the business processes/activities with which the system will interface?   
 Graduate School: for course substitutions ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

CS Department: for help with scheduling advising appointments, and technical help through CSTech ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*, Client Interview II)*

Goldmine: For pulling student's academic history ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

UTEP SSO Login system: System will verify the the user credentials that will allow both the program director and the student to access the applications such as Goldmine.

# Project Constraints questions

Are there any constraints on the schedule for the project?  
The end of the spring semester is the deadline. (source: Interview I)

Are there any constraints on the cost for the project?  
The cost shall be $0 dollars. (source: Interview II)

What is the budget for the system?  
$0 dollars. (source: Interview II)

When is the expected due day for a system’s prototype and full deployment?  
The end of the spring semester (source: Interview I)

Do these constraints limit the scope of the project?  
Yes

How do they affect the intended scope of the system (phases, # of sub systems fully developed)?  
The lack of budget for the system forces the team to use free products to fulfill the system's responsibilities. (source: Interview I)

What delivery items would this affect?  
None

# Stakeholder questions

Who is going to use the system? (i.e. end-users, operators, maintainers)  
 Students, MSSwE advisor, Computer Science Chair, MsSWE's assistant

What are the defining characteristics of the users of the system?

* Students: they are part of UTEP's computer science department. (([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
* MSSwE advisor: This person oversees the master's program in software engineering at UTEP ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
* Computer Science Chair: He is the person in charge of the computer science department affairs atUTEP (source: Interview I)
* CS Department: This user is a group of people composed of staff such as the program director and the users.
* MsSWE assistant: This person oversees helping the MsSWE advisor. ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

What is the nature of their use of the system?

* Students will use the system to view and pick available classes for their computer science degree. They also use the system to schedule advising appointments. (source: Interview I)
* MsSWE advisor: he will provide advising to students during their MSSwE program. He will also know who is graduating each semester ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
* Computer Science Chair: Will be able to answer who is graduating the current semester (source: Interview I)
* CS Department: In charge of sending advising form to students ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

What stakeholders can impose requirements to the system (company policies, quality groups, operators, maintainers?

* The MsSWE advisor and the Computer Science Chair and CSTech (source: Interview I)

What stakeholders have the authority to accept the system (quality groups, systems groups, business unit)?

* The MsSWE advisor, the Computer Science Chair and CSTech (source: Interview I)

# Regulations & Constraints questions

Are there any regulations and/or constraints on the project?

* The system shall pass all guidelines and regulations that CSTech imposes on the CS department. (Client Interview II)

Are there any regulations and/or constraints on the system?

* The system shall pass all guidelines and regulations that CSTech imposes on the CS department. The system should work on any computer. (Client Interview II)

What is the context of their application to the system?

* This means that the developers of the system shall show their prototype to CSTech, who will verify that it is safe to use for the department. Depending on their criteria, the system may change, and more requirements will be made. (assumed)

How exactly do these constrain the system (i.e. design, application, data storage)?

* This is unspecified until we ask CSTech about their regulations. (assumed)

Do these regulations/constraints add anything to the system (i.e. system elements, design considerations) or just constrain them?

* Unclear yet, must ask CSTech. (assumed)

What are the sources of the regulations/constraints?  
CSTech's guidelines ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

Are there standards that must be followed? (i.e. ISO, IEEE, IEC)  
No (Interview I)

Where can the regulations/constraints be found?  
Must ask CSTech (Client Interview I)

Can the customer provide physical copies of the regulations/constraints?  
Must ask CSTech (Client Interview I)

Can the customer provide digital copies of the regulations/constraints?  
Must ask CSTech(Client Interview I)

# System purpose

What are the reason(s) for which the system is being developed/modified?

To make advising easy for the MSSwE advisor and the students, and to help alleviate the manual work of the following activities:

* + Sending substitution emails to graduate school is a manual process
  + Some students do not fill out advising forms and pre-advising checklist
  + Students do not have access to their Program plan
  + Program plans may not be current with new catalog changes (course numbers change)
  + Checking available courses each semester is a manual process
  + Checking available courses with open seats each semester is a manual process
  + Checking courses prerequisites each semester is a manual process
  + Adding course grades is a manual process
  + Adding courses outside prescribe electives is a manual process
  + Sending substitutions to graduate school for non-prescribe courses is a manual process
  + Checking that a Program Plan meets graduation requirements is a manual process (degree evaluation)
  + Uploading a Program Plan and its advising form is a manual process
  + Sending to student advising form and pre-advising checklist is a manual process ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

Are these reasons concise and well defined?

Yes.

What exact problem(s) is it intended to solve?

More automation will save time for the program director, and lead to less human error. For example, when writing an email to the graduate school, the program director has sometimes, accidentally, put the correct name of the student, but the wrong ID number. (Customer Interview II).

What is the impact of the problem (# people, locations, services, service requests, monetary)?   
Wasted time filling forms, sending emails and finding required information to advise students.

What is the customer’s intended application of the system?

The customer intends to apply the system to augment advising experience with students. The Program Director will use the system for various tasks such as to view the Student’s degree plan, and see if they need to complete prerequisites first, before registering for subsequent courses (Customer Interview 2).

Can the customer provide a high-level description of the system?

Yes, the customer can describe various tasks that he would like to see automated in the system, and also describe how the system would talk to other entities, such as goldmine (Customer Interview II).

# System context

How is the system as a whole going to be used?

The system shall allow the advisor to advise students and send forms to their required sources automatically. The system shall allow students to schedule advising appointments and view the classes they can take for next semester. Additionally, students must have access to view their degree plan through the system (Interview I)

How many people is expected to use this system?  
All students that the advisor oversees advising, plus the people from the CSTech department, the advisor and the Computer Science Chair. (Interview I)

What are the major elements that the system is intended to have?

* A way quickly get all required information to advise a student (source: Interview I)
* A way for the student to get all the required information to get advised (source: Interview I)
* A way for the advisor and computer science chair to figure out who is graduating in the current term (source: Interview I)
* A way to automate sending emails to graduate school asking to allow students to take a specific class outside of the MSSwE program (source: Interview I)
* MSSwE Assistant must be able to do all required tasks delegated by the MSSwE advisor (source: Interview I)

Does this include human elements?

Yes, and they are following:

* MSSwE advisor: His role is to advise students and write substitution forms for them. He will also use the system to figure out who is graduating in the current term. ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
* Students: Their role is to use the system to get advised by the MSSwE advisor so they can take their classes. ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
* Computer Science Chair: Must oversee the program ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
* MSSwE Assistant must be able to do all required tasks delegated by the MSSwE advisor (source: Interview I)
* CS Department: Advisor sends the student's advising form to them after advising a student ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

How are these elements intended to interact with one another?

Advisor: Interacts with the following people

* + Students: The advisor advises students through the system ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
  + CS Department: Advisor reports information about student advising to the staff ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*
  + Assistant: Advisor gives authority for assistant to complete some of his responsibilities (Interview I)

Students interact with the following people:

* Advisor: Students will manage their advising appointments through the system, and they are advised by the advisor ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

CS Department interacts with the following people:

* Advisor: The CS Department receives advising forms from the advisor containing student information. ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

Advisor's assistant: Interacts with the following people:

* + Responsibilities of the advisor's assistant are still unclear, so we do not know who this person will interact with. (must ask)

What are the boundaries of the system?

The system shall be bound to interacting only with UTEP's computer science students and everyone whois assigned to be advised by the MsSWE advisor, in addition to the Computer Science Chair and theMsSWE assistant What interfaces cross the defined boundaries of the system? ([*Class Project MSSwE Advising Spring 2021.pdf*](https://blackboardlearn.utep.edu/bbcswebdav/pid-3742797-dt-content-rid-118291619_1/xid-118291619_1)*)*

How many external entities/elements will the system have to interface?

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What external entities/elements will the system have to interface?

The system will have to interface with **Goldmine** to pull information about courses at UTEP for students. . Moreover, the system will need to interface with **Office 365** (One drive, email, user authentication). Additionally, the system will need **server(s)** to host it, and execute the programmed tasks. And **CS Scheduling** as well. The Program Director has alluded to the possibility of hosting the system on site instead of using a third-party cloud provider (Azure) (Customer Interview 1 & 2).

# System Operation questions

<This section is intended for you to gain a better understanding of the operational concept for the system. This description of the system should be in a high-level manner, indicating the operational features that are to be provided without specifying design details. The questions provided below are general questions that can be applied to any system. If you feel it is necessary to add any other questions, please do so.>

Who are using the system on daily (periodic) bases (humans, devices, other systems)?  
< these are referred as the actors of the system >

The Chair of the CS department, students, MsSWE advisor and the MsSWE advisor assistant (source: Interview I)

Why do actors use the system? / What are the services provided by the system?

* Graduate school receives course substitution requests and accepts the substitution requests. (source: Project Overview).
* Advisor must be able to quickly get all the information necessary to advise students (source: Interview I)
* Students must be able to get all the required information to get advised through the system (source: Interview I)
* Computer Science Chair and advisor must be able to quickly figure out who is graduating during the current semester (source: Interview I)

What actors participate in each system service?

* Graduate school receives course substitution requests, receives requests to add a concentration, accepts the substitution requests, and accepts the concentration requests.
  + Actors: MsSWE advisor and Graduate School (source: Project Overview)
* Advisor must be able to quickly get all the information necessary to advise students
  + Actors: Goldmine & MsSWE advisor(source: Project Overview)
* Students must be able to get all the required information to get advised through the system
  + Actors: Students, Goldmine, CS Scheduling (source: Project Overview)
* Computer Science Chair and advisor must be able to quickly figure out who is graduating during the current semester (source: Project Overview)
  + Actors: Goldmine
* MsSWE Assistant must be able to do all required tasks delegated by the MsSWE advisor (source: Interview I)
  + Actors: MsSWE Assistant & Goldmine & Microsoft Word

What is the purpose of each service?

* Graduate school must receive the forms automated by the system.
  + purpose: Tell graduate school to allow students to take a class outside of the MsSWE program (source: Interview I)
* Advisor must be able to quickly get all the information necessary to advise students
  + Purpose: Advise students quick (source: Interview I)
* Students must be able to get all the required information to get advised through the system (source: Interview I)
  + Purpose: Get advised quick(source: Interview I)
* Computer Science Chair and advisor must be able to quickly figure out who is graduating during the current semester (source: Interview I)
  + Purpose: Figure out who will graduate quick
* MsSWE Assistant must be able to do all required tasks delegated by the MsSWE advisor (source: Interview I)
  + Purpose: Help the advisor advise quicker.
* Graduate school must receive notification that the student has been advised (source: Interview I)

How many different ways (alternatives) can the service be provided, if applicable?

Many ways. We can use a face recognition application to pull up the entire academic history of whomever it sees and some other ideas too.

What modes of operations does the system have?

There are no modes of operation. (Source: Interview II)

How are modes of operation unique?

There are no modes of operation. (Source: Interview II)

# System Environment questions

What will be the physical location of the system?  
The CSTech department of the University of Texas at El Paso (assumed)

Where will the system be used?  
Anywhere (Client Interview II)

Will the system be mobile or immobile?  
Mobile – all users can access it from their own computer, wherever they are. (Client Interview II)

What kind of environment will the system inhabit?  
It will inhabit within the servers of the CSTech department (assumed)

How will the environment impact the system?  
The system must communicate with other systems following current procedures.

Are there any constraints imposed on the system by the environment?  
Yes, the system must pass all regulations imposed by the CSTech department. (assumed)

How many instances of the system are expected to be deployed?  
One (Interview I)

# Questions from Interview I

Are we going to have to connect to goldmine?   
Yes (source: Interview I)

Should gradaute school be able to access the system?  
 Maybe (source: Interview I). If it does, the system shall write an email to grad school and receive the email from grad school, allowing students to take the course that they asked for. Otherwise, it should just send an email to graduate school and disregard everything that happens next

Is there any specific technology stack necessary for this system?  
 Only the computer department knows. The MsSWE director does not know (source: Interview I)

Who would be maintaining the system (adding removing classes, maintaining information)?  
 The graduate advisor must be able to do it. The technical people in the CS department may be needed to modify the code. (source: Interview I)

Who will be using the system?  
 The Chair of the CS department, students, MsSWE advisor and the MsSWE advisor assistant (source: Interview I)

What type of reporting functions are you seeking? (source: Interview I)

* + How many students are taking practicum so they can graduate the next semester?
  + How many students are in the first semester?
  + The professor will provide a list of functions later.

How many users will be using the system?

The chair will use it for the queries and maybe it will be opened for an assistant. (source: Interview I)

Will this system require a login?  
 Yes (source: Interview I)  
   
Are we expected to use the student and staff user credentials?  
 Yes (source: Interview I)  
   
Who can help us find out how to use the utep credentials?   
the CSTech at UTEP.  
   
Will there be different levels of authority for each user of the system?  
 Yes. Program director should have access to all the functionality of the system. Not sure for the Chair or the Assistant. Graduate school should have access to the system too. (source: Interview I).

Once the system is in place who would have to approve its functionality?  
 The MsSWE advisor.

# Questions from Interview II

There’s a lot of human error than could happen with the current system. What is an example? (Customer Interview 2).

-Sometimes the Program Director inputs the incorrect CS number, or forgets to modify courses on document. If PD is doing advising, when he gives the advice, he has to manually copy the names and the IDs, which creates an opportunity for error because the PD advises numerous students.

How does the CS Tech department involve themselves in this process? (Customer Interview 2).

-The CS Tech department may say, “We have these servers and this amount of memory capacity, so they may not support your proposed management system”. There are technical people of UTEP who may decide to purchase/install more servers to support the SOI.

Is there a cost to using the current system? (Customer Interview 2).

-No, there is no cost. Excel file gives students ownership in their degree plan and more transparency of how the program functions, but requires much manual input from Program Director and Students.

Are there any constraints on the computer hardware? (Customer Interview 2).

-No, the program should work on every computer or device (tablet, smart phone, etc.). Every user should use their UTEP credentials (UTEP email address and password) to log into the system.

An assistant to the Program Director would eventually use this system. What level of authority would the assistant have? (Customer Interview 2)

-The customer did not directly answer this question, however he did say that the advisor should possess the most power in the system.