Target Interview time = 15 minutes

NOTE: Final interview questions should be selected from the following options to fit target interview time of 15 min. The selected questions should be selected to help clarify survey results and gain additional information to achieve the goals of the pilot as outlined in the Learning Agenda.

Student first name and last initial:

Interviewer name:

Note taker's name:

Course number:

INTRODUCTION - WARM UP QUESTIONS

(Start up join.me and work with the student to fix any technical glitches. Before you start the recording, make sure that you ask them if it is okay if you start the recording. Start the recording. Do a screen share of a QA environment with data in the Progress Tracker so that you can have the student navigate around and point things out, without having to rely on memory and vague descriptions.)

Thank you for taking the time to share your experiences with us today. My name is _____, I work at Laureate and I'm working with a company called GoKart Labs that is helping us improve our classroom experience. ____ from GoKart is on the call today just to take notes. To make sure that you feel comfortable sharing honest feedback, we will not be sharing your specific responses with your instructor. This interview has no impact on your grade what so ever. So please, tell us exactly how you feel in your responses; there are no wrong answers. You will recieve a $25.00 Amazon.com gift card for taking the time to share your thoughts with us today. Do you have any questions before we get started?

How long have you been a student at this institution?
-

What courses did you take last term?
-

What do you keep yourself busy with, when you're not doing course work?
-

START CONVERSATION ABOUT PROGRESS TRACKER

This semester you've been in a course that had a new feature enabled called Progress Tracker. How did you feel about having the Progress Tracker available?
(Goal: Given them an opportunity to share how they have been using Progress Tracker)
-

Can you tell me a little bit about how you have used Progress Tracker in this course?
-

    Did you ever visit the page that described how to use Progress Tracker?
    -

    Did you have any feedback about this page (show the page)?
    -

USAGE

How often did you find yourself using Progress Tracker? (show progress tracker)
-

    Can you show us which features you would use when you visited the Progress Tracker?
    -

    Was there anything that was difficult to understand about the Progress Tracker?
    -

    Which pieces of information did you find the most helpful?
    -

    Was there anything that made using Progress Tracker difficult?
    -

Did you ever us the Helpful Links section? What did you use them for?
-

Tell me about mobile vs desktop. Did you use Progress Tracker on only one or both of these?
-

HELPFULNESS AND REASONS FOR USE

I want to try to understand all the different ways that you used Progress Tracker during the term. Can you help me by trying to listing all the different reasons you can think of that you used Progress Tracker? (Help them come up with a solid list. Encourage them to talk it through, and reflectively listen to let them feel comfortable as they might struggle to remember all the different ways without a bit of effort. With the list you get, go through one by one, and ask for an explanation and details about it and ask how helpful it was to use it that way.)

-
-
-
-

ATMOSPHERE

When you were using the Progress Tracker, can you describe how it made you feel? (wait for a response to this vague question for a while, if nothing is coming, then give the examples of, calm, organized, panicked, worried, to get them started)

-

COMPARISON

What is the last course that you took at this institution, before this term?

When you think about that course, can you describe how you went about keeping track of your deadlines, and managing your time?
(goal: understand how they usually keep track of things in previous courses, probe for details (calendar, digital or physical, to do app, pen and paper, etc.))

-

    Did the Progress Tracker change your organization system at all?

    -

    Did having Progress Tracker make a difference in your performance in the course?

    -

FUTURE RECOMMENDATIONS

What do you think of this institution incorporating Progress Tracker into the course experience?

-

    Did having Progress Tracker make a difference in your course experience this term?

    -

    Would you recommend using Progress Tracker to other students?

    -

    Should Progress Tracker be a part of every course? Why or why not?

    -

TECHNICAL ISSUES

Did you ever run into any technical issues?

-

    Were you able to get the problem resolved?

    -

    How did you go about solving the problem?

    -

    What is the easiest way to receive technical support for you?

    -

DID NOT USE

What do you think contributed to your choice not to use Progress Tracker?
(Follow their lead and try to uncover barriers or reasons for lack of motivation)

-

    Barriers related to ability or time:

    -

    Reasons for lack of motivation:

    -

WRAP UP QUESTIONS

Would you say that your comfort with computers is about average, above average, or below average?

-

Would you describe yourself as more planful or more spontaneous?

-

Thank you for taking the time to go through those questions with me. I know your time is very valuable. Your responses have been very detailed, and will help us a lot as we continue to improve the Classroom experience. Do you have any questions for me before I let you get going?

Great. We'll be sending the gift card to the email you provided us already.

Thanks.