

# Interview Script

## General Users

### Topic 1 – Continuing Education Programs

- 1) Tell me about the last time you learned a new skill through an external continuing education program.
- 2) If you have never participated in a CE program, why not?
- 3) Why did you choose to partake in that program?
- 4) What did participating it help you accomplish?

### Topic 2- Approval Process

- 1) How do you typically request external CE opportunities?
- 2) How do you think the approval process works?
- 3) Would you change this process? What could changing the process help you accomplish?
- 4) What would you do if you needed to expedite an approval or edit details about a request?
- 5) Would you change this process? What could changing the process help you accomplish?

## Administrators

### Topic 1 – Continuing Education Programs

- 1) What do CE programs accomplish?
- 2) Do employees take advantage of these programs? What would more involvement accomplish?

### Topic 2 – Approval Process

- 1) As a [insert user's job title], what is your job within the approval process?
- 2) Walk me through how the approval process works on a high level.
- 3) Would you change this process? What could changing the process help you accomplish?
- 4) What are your high-level goals when you are reviewing requests?
- 5) What does the information collected through this process help you accomplish?

## Both

- 1) Have you ever used the L&D Portal?
  - a. How often do you use it?
  - b. If you don't use it, why not?
  - c. Overall, what do you like about the L&D Portal?
  - d. Overall, what do you dislike about the L&D Portal?
- 2) What do you wish you could accomplish in the realm of continuing education?
- 3) Is there anything else you'd like to add?