Interview Protocol and Notes

Interview Protocol

Pre-Interview Logistics:

1. 30 - 60 minutes Zoom Call
   a. Make sure it is set up on UCI email account to allow for longer call
2. Set up interview timer to efficiently move on from one question to the next

Pre-Interview Questions:

1. What is your name, major, year, pronouns?

General Questions

1. Have you used/heard about WebReg?
2. How would you rate your experience of using WebReg on a scale from 1-10?
   a. Why did you rate it that way? What is your overall opinion of WebReg?
3. Walk me through your first time using WebReg. What did you do, and did it work out as you expected?
4. Now that you have used it a couple of times, has your experience changed?
5. How easy / difficult has it been to register for classes?
   a. What made it easy or difficult?
6. Do you have any experience with other systems used to register for classes?
   a. How do they differ from WebReg?
   b. Which one is better, the others or WebReg?
   c. Are there any features from them that you would want WebReg to implement?
7. Are they any improvements you'd like to see while using WebReg ?
   a. What additional features would be useful for utilizing the software in the future?
8. What are some common critiques you have heard from other people about WebReg?

Suggestion Questions

1. Is there another application that you would use to register for classes and would like WebReg to follow in terms of structure?

Interview Notes

Kai Bussey - Undeclared, He/Him - "Registering at IVC was way easier than now"

1. Have you used/heard about WebReg?

  a. Yes

  b. First at SPOP the person who was explaining how to registered went through an example of what is needed to register for a class and allowed us to explore the WebReg

  c. This been one more quarter now since learning it, just uses it to go in and add and drop classes

2. How would you rate your experience of using WebReg on a scale from 1-10?

  a. 4

  b. Why did you rate it that way? What is your overall opinion of WebReg?

    i. Not intuitive, always referred to what the person teaching him was

    ii. Really ugly colors and font, did not fit with the flow of needing to go back to the schedule of classes needed to separately note down course number to register

    iii. Only a few functions but it was hard to use

3. Walk me through your first time using WebReg. What did you do, and did it work out as you expected?

  a. Had to log into WebReg with uci account

  b. First went to the schedule of classes to pick out a class

  c. Had to control - c the course code then went to WebReg to go into enrollment window

  d. Got confused about the P/NP options and the person had to explain that people don't usually click other things

  e. Pasted the class code, add class and then class loaded

  f. It was just annoying to go back and forth when finding the class and remembering the class code and also having to add he discussion

4. Now that you have used it a couple of times, has your experience changed?

  a. This time around was better he knew to copy and paste all the code in a different note pad first just so he can be on one webpage at a time

5. How easy / difficult has it been to register for classes?

  a. It was difficult to register this time around because there was not more newonly, so it felt really rushed and worried that he wouldn't get the classes he wanted since his pass time was pretty late

  b. For the first class he forgot what he had to press so that took a little longer because he was confused about the p/np buttons

  c. What made it easy or difficult?

    i. It was difficult because there were not that many directions and there are so many options to choose from

    ii. The wording of enrollment window, enrollment menu, study list, and he also had to waitlist for class and the waitlist list did not show up right away

6. Do you have any experience with other systems used to register for classes?

  a. Yes, IVC classes

  b. How do they differ from WebReg?

    i. Yes, it was an add to cart thing meaning before the registration time, he would have to add to cart the classes and discussions he wanted and when his registration time opened it would automatically enter his classes

      c. Which one is better, the others or WebReg?
         i. The IVC one
      d. Are there any features from them that you would want WebReg to implement?
         i. The add to cart function
         ii. It will reduce traffic on the site because not everyone had to log on at the same time, it would be more internally adding the classes

7. Are they any improvements you'd like to see while using WebReg ?
      a. Made the wording more intuitive, make the buttons there not so similar to one another (enrollment window, enrollment menu, study menu, study list, waitlist menu)
      b. What additional features would be useful for utilizing the software in the future?
         i. More aesthetic looking page

8. What are some common critiques you have heard from other people about WebReg?
      a. They don't know which classes don't allow for prerequisites and that doesnt bar them from enrolling to classes on WebReg

9. Is there another application that you would use to register for classes and would like WebReg to follow in terms of structure?
      a. no

Andrew Ashman - Business Administration, He/Him - "Not that bad once you know how to use it"

1. Have you used/heard about WebReg?
      a. Yes, i have been using them twice now, and i also went through it recently to remind myself how to register for classes

2. How would you rate your experience of using WebReg on a scale from 1-10?
      a. 6
      b. Why did you rate it that way? What is your overall opinion of WebReg?
         i. It was pretty annoying to use, if you only had to add drop classes it was only 2-3 steps
         ii. He just never touched the other function so when i am registering for classes i get scared that i might press the other buttons and lose out on time

3. Walk me through your first time using WebReg. What did you do, and did it work out as you expected?
      a. Going through the WebReg, he thought it was pretty simple when he is just adding classes
      b. Was pretty prepared with the classes he wanted so he already had all the numbers of the courses planned out
      c. It was just two buttons to add classes, he thought it was a little confusing to add discussions at the first time but got use to it for winter registration

4. Now that you have used it a couple of times, has your experience changed?
      a. First time he was a little confused, didn't use other functions other than add classes
      b. He had to drop one waitlist class and thought that waitlist menu was annoying to navigate

      c. He had to ask someone else how to add the waitlist class since it was hard to find
5. How easy / difficult has it been to register for classes?
      a. Easy
      b. What made it easy or difficult?
           i. Easy bec cause adding classes is just two buttons
          ii. Adding discussions and remembering which one has been added or not is a little hectic during registration
        iii. Adding to waitlist is also annoying because of discussions and hard to find where to register for waitlist
6. Do you have any experience with other systems used to register for classes?
      a. No
      b. How do they differ from WebReg?
           i. No
      c. Which one is better, the others or WebReg?
           i. No
      d. Are there any features from them that you would want WebReg to implement?
           i. Better help features, less restriction on when WebReg is free to use
7. Are they any improvements you'd like to see while using WebReg ?
      a. What additional features would be useful for utilizing the software in the future?
           i. More help features, better design
8. What are some common critiques you have heard from other people about WebReg?
      a. Hard to navigate, classes fill out fast, servers are always down
9. Is there another application that you would use to register for classes and would like WebReg to follow in terms of structure?
      a. None

Eunice Son - Computer Science, She/her - "Everytime I have to register, I have to switch through Zot Course which isn't even UCI provided and another spreadsheet of just course codes to be able to register for classes"

1. Have you used/heard about WebReg?
      a. She was first introduced in SPOP
      b. Her person walked her through the webpage
      c. They showed them what all the buttons meant and what they led to and then gave an example of each use
      d. Used it by herself to register for winter classes
2. How would you rate your experience of using WebReg on a scale from 1-10?
      a. 6
      b. Why did you rate it that way? What is your overall opinion of WebReg?
           i. Because in order to use it efficiently, you need third party applications,
          ii. zot course and schedule of classes
        iii. So use of these third party websites makes it really inefficient to use
3. Walk me through your first time using WebReg. What did you do, and did it work out as you expected?

     a. There were bumps here and there,

     b. Following the tutorial person it was pretty straightforward when its just adding classes

4. Now that you have used it a couple of times, has your experience changed?
   a. Not too much
   b. Now, the reliance of other opened tabs and other third party things that aren't even related to UCI
      i. Strange to her but she understands how it's useful
5. How easy / difficult has it been to register for classes?
   a. easy
   b. What made it easy or difficult?
      i. The first tutorial made it clearer
      ii. More difficult to register solo
6. Do you have any experience with other systems used to register for classes?
   a. She has experience through seeing her friend talk about registering for classes
   b. How do they differ from WebReg?
      i. Having time passes like a first pass and second pass and third pass allows for better distribution of people on the server at one point
   c. Which one is better, the others or WebReg?
      i. She doesn't know which one is better
      ii. She thinks it makes sense for the passes because this means even if you do get early registration it doesn't mean that all the classes will be filled up so quickly. Other people get a chance as well on the first pass, second pass… etc
   d. Are there any features from them that you would want WebReg to implement?
      i. Integrated scheduling and class schedule into its own platform/pass system
7. Are they any improvements you'd like to see while using WebReg ?
   a. What additional features would be useful for utilizing the software in the future?
      i. Class schedule in the form of a weekly calendar to show weekly schedule
8. What are some common critiques you have heard from other people about WebReg?
   a. People who are on waitlist don't know if they are take off the waitlist or not
   b. bad design
9. Is there another application that you would use to register for classes and would like WebReg to follow in terms of structure?
   a. no

Shashank Bypan - BA, he/him - "I never got a writing class that I liked yet so I am waiting for the next quarter"

1. Have you used/heard about WebReg?
   a. Yes, at every registration fall
      i. Learned about it during SPOP
   b. Upperclassmen and SPOP leader said it was annoying to use
   c. Registered for winter quarter alone (no SPOP leader)
2. How would you rate your experience of using WebReg on a scale from 1-10?
   a. 4

b. Why did you rate it that way? What is your overall opinion of WebReg?
      i. Unintuitive, hard to navigate
      ii. It's not easy to use
      iii. So many buttons he gets lost
      iv. The font is not appealing,
      v. Old school computer design for the buttons/visuals
3. Walk me through your first time using WebReg. What did you do, and did it work out as you expected?
   a. Didn't know what to expect
   b. System was completely new
   c. Thought it was inefficient
   d. Looked boring
4. Now that you have used it a couple of times, has your experience changed?
   a. Know what to expect
   b. Still not efficient
   c. More familiar with the process after hearing the SPOP tutorial
5. How easy / difficult has it been to register for classes?
   a. Classes fill up before he can register
      i. Always on waitlist, hard to get enough credits
   b. What made it easy or difficult?
      i. Because not honors student, not regents, non priority registration classes
6. Do you have any experience with other systems used to register for classes?
   a. No
   b. How do they differ from WebReg?
      i. No
   c. Which one is better, the others or WebReg?
      i. No
      ii. Are there any features from them that you would want WebReg to implement?
         1. No
7. Are they any improvements you'd like to see while using WebReg ?
   a. More intuitive UI
   b. Know what classes i'm signing up for what classes are filled up already when people are on the same registration window as them
   c. What additional features would be useful for utilizing the software in the future?
      i. Likes AntAlamanc's features, uses them on the side while registering
         1. searching and adding courses to a calendar are examples
         2. Antalmanac doesnt allow registering for classes though
8. What are some common critiques you have heard from other people about WebReg?
   a. Ugly, needs guidance to figure out the first time
   b. Many buttons that require the users to go back and forth
9. Is there another application that you would use to register for classes and would like WebReg to follow in terms of structure?
   a. no

Yurina Tamura - Business and Information Management, she/her - "It was confusing when I tried to figure out on my own during SPOP"

1. Have you used/heard about WebReg?
   a. Yes
   b. Used for fall and winter registration, now looking at classes and enrollment window , server always crashes
   c. So many blue words its hard to quickly see what time and date
2. How would you rate your experience of using WebReg on a scale from 1-10?
   a. 3
   b. Why did you rate it that way? What is your overall opinion of WebReg?
   c. Definitely can be way better than what it is now
   d. Taken a few informatics courses, they always talk about how bad WebReg is on a user point of view
3. Walk me through your first time using WebReg. What did you do, and did it work out as you expected?
   a. During SPOP had to sign up for classes
   b. So hectic
   c. Everyone in SPOP group was asking so many questions
   d. Tried not asking questions and figure things out on my own
   e. But because stakes are so high, once you lose spot you might not get it back
4. Now that you have used it a couple of times, has your experience changed?
   a. It is better now
   b. Only adding and dropping classes but waitlist is still the same amount of frustration
5. How easy / difficult has it been to register for classes?
   a. difficult
   b. What made it easy or difficult?
      i. always scared to test out another class or get the discussion they want just in case it gets filled up with people around the same registration window and they do
6. Do you have any experience with other systems used to register for classes?
   a. somewhat
   b. How do they differ from WebReg?
      i. Also need to know course code but schedule and enter text box are on the same webpage
   c. Which one is better, the others or WebReg?
      i. similar
   d. Are there any features from them that you would want WebReg to implement?
      i. Saves classes for you, have a final confirmation page at the end to submit classes just in case of typo
7. Are they any improvements you'd like to see while using WebReg ?
   a. Saving the spot for the session feature, will help with less frustration about adding or dropping the wrong classes
   b. What additional features would be useful for utilizing the software in the future?
      i. Don't know

8. What are some common critiques you have heard from other people about WebReg?
    a. Annoying, frantic, weird restrictions on classes that don't make it obvious on WebReg
9. Is there another application that you would use to register for classes and would like WebReg to follow in terms of structure?
    a. Don't know