Questions:

Since we want to create a new site system, I would like to divide the questions into two categories, old system and new one (expected). We could talk about this strategy whether it makes sense

Old webSTAC system
- What are the most three items you think highly of?
- What are the most three struggling items when using the webSTAC?
- When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)
- Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?

New webSTAC system
- What are most three functions that you desire?
- What are most three functions that you think are useless for a website like webSTAC

Here are some decent-ish questions, they may need to be rewritten or added to to match exactly what she wants.
1. Under what circumstances do you visit WebSTAC?
2. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?
3. What is something that the website doesn't do (or doesn't do well) that you wish it would?
4. If you could change one thing about WebSTAC, what would it be?
5. Are there features on other similar services that you wish were in WebSTAC?

Interviewer: Austin Bricker
Interviewee: Taylor Herald

Years at WashU: Grad student - 2 full years

1. To sign up for courses, view current class schedule, prepare for next semester with registration worksheet, to open WUSTL email, view tuition statements, very rarely the WUachieve or unofficial transcript, use link to bear bucks
2. Pleased with WUachieve, probably the only thing he likes about WebSTAC. Throwing too much irrelevant information about the site on the main page.
3. Specifically doesn't like main page. It shows schedule but not professors, classes, time/date, etc. Instead shows news. Shows drop deadlines which many don't necessarily need.
4. Change Academics menu to just WUAchieve, intent to graduate, Unofficial transcripts, order transcripts. The others are too particular and should be done through your advisor.
5. Compared to undergrad university, it was much clearer which classes were being offered each semester. Much harder to plan out the future. At old school were able to plan out entire 4 year program, can't do that here. Would like to be able to specify start and end date and make it clearer to see available catalog and plan out farther in the future. This system doesn't notify you about pre-reqs at all.

Interviewer: Austin Bricker
Interviewee: Amelia Delzell
Years at WashU: 2 full years

1. To register for classes, to check grades, to check housing assignment, declare major, WUAchieve, Meal point balance
2. Mobile app used to be more useful until they changed the housing portal so that you need to log in now. Useful to check meal plan w/o visiting full site. Why do you need to go through WebSTAC in order to meet other sites like WUAchieve and housing portal. Can't make changes to classes after 9 PM.
3. It meets her needs, but she knows what the site can and can't do and doesn't feel the need to search for stuff it doesn't have.
4. The housing portal. It used to all be on WebSTAC, then it was moved and doesn't work on phone. Either merge them or completely separate.
5. Wishes that there weren't so many pages for registration. Having to view catalog, and registration worksheet, and then actual registration. Poor search functions. Have to know exact department and course number, requires pen and paper to do it properly.

Interviewer: Austin Bricker
Interviewee: Jason Christal
Years at WashU: 2 full years

1. WUAchieve, grades, registration, looking at course listings, meal point balance, loading Bear Bucks, housing portal for mailbox code

2. Nice to have a 'recently visited' drop down. Saves several clicks. Expect number of meal points is nice too. In WUAchieve you can't modify and test certain parameters, you're very linked it in. Would like to see what happens if you declare with different concentration without having to go through advisor.
3. Registration system is the worst part. Worksheet in a nice idea, but it's implemented poorly, it's basically just a favorites list, and then you have to do it again. Would be nice to have more things in a single windows instead of requiring multiple tabs.
4. See above, the issues with the registration, in the past have registered for wrong section without realizing. Would be nice to have it auto-register when registration opens instead of having to log in yourself. Have a preferences queue, if put on waitlist fall back to other class.
5. Haven't experienced any others. For the most part it's fine. A bit ugly.

Interviewer: Amelia Santrach
Interviewee: Capri
Years at WashU: 4 years and graduating this year

1. Registration, wuachieve, paying bills, but mostly just uses for registration
    a. Only uses the app to check where the shuttle is
2. Nothing is particularly useful, doesn't use the site enough to really find anything useful
3. Finds everything intuitive and easy to use. Doesn't think there is anything really wrong with the registration and has never encountered issues with it.
4. There are a lot of unused features. Wouldn't add anything and would possibly get rid of unused features.
5. Hasn't used anything similar to Webstac. Thinks it does the job and is easy to use.

Interviewer: Amelia
Interviewee: Robin Linzmayer
Years at WashU: 5
Q1. What reasons do you visit WebSTAC over other sites WashU provides? When do you typically do this? Are there features that you find particularly useful?

1. i visit webstac only when i absolutely have to. For example, in webstac i can see my schedule, my grades, my registration worksheet, and i can actually register for classes. That's about it. I don't log on much throughout the semester (except maybe to check midterm grades, but honestly most of my professors don't post them anyway...) and really only log on just after the semester or during the weeks before registering for classes.

Q2. Can you think of a time when WebSTAC didn't meet your needs, or you left the site without accomplishing your goal?

2. Webstac is gross to look at. Also it took two years to figure out i could see my GPA and to really understand how to navigate the page

Q3. What frustrates you most about the site?

3. Nothing frustrates me specifically i just don't love it. It's hard to navigate and could be much simpler. i think the site in general is cluttered with things no students have used or will ever use.

Q4. Have you used any other services, maybe at another school, or a similar kind of site that you find more intuitive or user friendly? What are the differences between WebSTAC and this site?
4. Nope

Interviewer: Austin Bricker
Interviewee: Griffin Shaw

Years at WashU: 1 full year

1. Waive health insurance, manage classes, signup/drop, check schedules and building, check degree progress, pay/check tuition
2. When looking at schedule it highlights the building locations on a map of the campus, which is very useful. The mobile site doesn't work, particularly when you rotate. If portrait the menus don't work, only in landscape. We're even told not to manage anything on it.
3. There really isn't anything else it should do. It shouldn't try to be Piazza or Blackboard, it does what it needs to.
4. Improve the mobile interface, whether that means improving the app or a better mobile website.
5. Undergrad version was more scattered, served more as a hub to different areas. However it seemed to be much easier to find exactly what you wanted, it was simply listed in two columns. WebSTAC requires you to look in several drop-down submenus. For example, took a while to discover where something like the waiver for the health insurance would be (couldn't immediately find it during the interview either).

Interviewer: Yunshen Huang
Interviewee: Zongyi Li
Years at WashU: Undergraduate, 3 full years

Old webSTAC system

1   What are the most three items you think highly of?
○   Registration Worksheet, grade, mealpoint,
2   What are the most three struggling items when using the webSTAC?
○   course listing
3   When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)
○   I use webstac every week. It is plain but helpful/
4   Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?
○   I used the web system of Caltech. It is even worse.

New webSTAC system

5   What are most three functions that you desire?
○   Search the courses more efficiently
6   What are most three functions that you think are useless for a website like webSTAC
○   Housing, student information, telephone account etc.

1.   Under what circumstances do you visit WebSTAC?
a.   When I want to check my schedule or meal point balance. Also registration in the beginning of each semester.
2.   Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?
a.   The audition function is pretty good
b.   The search function in course listing is not very helpful/
3.   What is something that the website doesn't do (or doesn't do well) that you wish it would?
4.   If you could change one thing about WebSTAC, what would it be?
a.   Make the website simpler and faster.
Are there features on other similar services that you wish were in WebSTAC?

Interviewer: Yunshen Huang
Interviewee: Chenjie Gao
Years at WashU: Graduate, first years

Old webSTAC system
●   What are the most three items you think highly of?
1, WebSTAC accounts are connected with other systems like Canvas, Office 365
2, I really like the view/pay my bill function which can show me my bills clearly
3, I can see the details of each course including the schedule and textbooks it requires.

● What are the most three struggling items when using the webSTAC?
 1, I think it'd be better if combined with a map function
2, maybe it can contain some more transportation information such as the Campus2Home service
3, the functions on the WUSTL app is quite limited
● When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)
 Last week, to inquire my Bear Buck account. It's convenient IMO especially on the WUSTL app.
● Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?
 Nope

 New webSTAC system
● What are most three functions that you desire?
Pls refer to Q2
● What are most three functions that you think are useless for a website like webSTAC?
Haven't tried out all the functions so I don't know. And as a user, I actually don't care if it has any useless functions.

1. Under what circumstances do you visit WebSTAC?
 When I got some school affair, before a semester starts etc.
 2. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?
Useful: Add my bank account as a payment and I can pay my bills or buy Bear Bucks with it.
Not meeting my expectation: nothing particular
 3. What is something that the website doesn't do (or doesn't do well) that you wish it would?
 Pls refer to Q2
 4. If you could change one thing about WebSTAC, what would it be?
 Maybe share the user's avatar with Canvas.
 5. Are there features on other similar services that you wish were in WebSTAC?
 Nothing particular.

Interviewer: Yunshen Huang
Interviewee: Yifu Wang
Years at WashU: graduate, 1 full year

1. Registration, view my course schedule and pay my bill.
2. It is quite a convenient thing to switch course schedule to grid view. I feel it is a bit complicated to finish Pay/View My bills because it is not clear enough and always needs a lot of clicks.
3. About the course list, I suppose that it can give some recommendations based on your program.
4. Just simplify the process of paying bills.
5. Compared to the system of my undergraduate university, WebSTAC really needs to have a course recommendation system. And maybe the main page needs some simplification like removal of that WebSTAC news?

Interviewer: Yunshen Huang
Interviewee: Yannan Gao
Years at WashU: graduate, first year

Old webSTAC system
● What are the most three items you think highly of?
Class schedule / class registration(for all departments)/ account inquiry
● What are the most three struggling items when using the webSTAC?
 Bad layout / password cannot be remembered on the app version of webSTAC/ the personal info displayed on the home page/hard to register a course
● When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)
 09/19/2018 / It was a bad experience…Same as above.
● Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?
 No, I haven't used any similar website before

 New webSTAC system
● What are most three functions that you desire?
 More beautiful layout/ An special app developed for webSTAC on telephone/ Some functions like BBS
● What are most three functions that you think are useless for a website like webSTAC
Housing info/ my photo appears in the home page/

1. Under what circumstances do you visit WebSTAC?
Check the class schedule and register courses.
2. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?
I can get access to all courses info offered by all departments(course listing).

Not meeting: Info about courses and profs evaluation.

3. What is something that the website doesn't do (or doesn't do well) that you wish it would?

Better layout especially for course listing and register.

4. If you could change one thing about WebSTAC, what would it be?

Add Info about courses and profs evaluation.

5. Are there features on other similar services that you wish were in WebSTAC?

Linked to wustl email /some functions like BBS or lost and found

Interviewer: Yunshen Huang
Interviewee: Fangying Zhai
Years at WashU: graduate, 1 full year

Old webSTAC system
● What are the most three items you think highly of?
Course listing
Class schedule
Registration
● What are the most three struggling items when using the webSTAC?
    Contact information
    Pay/view my bills
    Bear bucks
● When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)
Last week to check the class schedule
Pro: easy to show us the classes at different time when we switch to grid view
Con: But if we can put the classroom and professor in the grid view that would be better
● Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?
Usually, if there is some alerts, they will show it more obviously

New webSTAC system
● What are most three functions that you desire?
1. When we add classes into the system, it will automatically calculated which one is core, elective or useless credit. And give us the result credit of it.
2. After the description of each class, there could have a grades distribution from last semester and also the class evaluation from the students
3. The system should put the required class like the seminar in the class schedule automatically
● What are most three functions that you think are useless for a website like webSTAC
Faces, Telephone account detail, Verification

1. Under what circumstances do you visit WebSTAC?
Check class schedule
Registration
Change password

Course listing

Pay/view my bill

2. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?

3. What is something that the website doesn't do (or doesn't do well) that you wish it would?

4. If you could change one thing about WebSTAC, what would it be?

I wish it could have the graduate requirements and the class advice

5. Are there features on other similar services that you wish were in WebSTAC?

Interviewer: Amelia Santrach
Interviewee: Dennis
Years at WashU: none, first time seeing site, but went to SLU and compared to the SLU portal

Q1. Initial Reaction
1. Looks like a newspaper, too white and too much going on on the page
2. Why is there a news sections on it?
3. These aren't the schools colors
4. Why are there so many options for changing these

Q2. how would you think to register?
1. Click registration, where do you get information? Why is listings a separate page/
2. Why wouldn't you be able to add courses from the course listing instead of adding them from the worksheet

Q3. what portal functions do you think are important?
1. Payment, course listing, parking, transcripts, grades, personal info page

Q4. how does this compare to other sites like this, the slu site for example
1. Blackboard was integrated into the portal
2. Student profile had parking, and dining info as well as ferpa info

Q5. what would you change immediately
1. Reduce the number of fields that do things
2. The site is anxiety inducing. There is just too much on it, and some things do that same thing.

Q6. Do you have any dream functionalities?
1. Not really. Can't imagine really using it that much, and at SLU didn't use their portal often enough to really complain.

Interviewer: Adrien
Interviewee: Alex

Interviewee information: Graduate

- What are the most three items you think highly of?

Class schedule with map is definitely helpful, way better than the building link in the course schedule.

You can have a preferred name and you can change it on webstac.

Registration planning book.

- What are the most three struggling items when using the webSTAC?

When you click on something and try to access the information, many times you will be unexpectedly redirected newly opened tap and it bothers.

Wuiachieve is not working …

- When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)

Two days ago when I tried to see what requirement courses I have had taken on wuachieve and apparently it was not working and I have to figure it out manually.

- Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?

I mean it is school specific so id say no.

New webSTAC system
- What are most three functions that you desire?

Less new tab, page jumping over but more information on the system.

Recent events that is open to whole campus.

A working wuachieve or something similar.

One extra, update photo

- What are most three functions that you think are useless for a website like webSTAC

List view schedule, bottom links because they are always hidden, webstac news

1. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?

I think webstac overall has its job done but it looks like its built by some kind of high schooler with minimum experience and do not care about user habits or aesthetics.

1. What is something that the website doesn't do (or doesn't do well) that you wish it would?

Add more graphic design.

1. If you could change one thing about WebSTAC, what would it be?

Have the page adjust to the monitor size.

Interviewer: Adrien

Interviewee: Benny

Interviewee information: Graduate

- What are the most three items you think highly of?

Graduate students get to register first? Does this count?

Class schedule with map? And also grid view? I don't know why the list view is by default.

Add bear buck and pay with checking account in the system with saved credentials.

- What are the most three struggling items when using the webSTAC?

I have one thing that particularly bothers me is that when I want to view previous semester's offering of the same department courses and select a new semester, I have to go through all the department to find the one I want again which is really annoying especially when all the courses you want is in a school other than arts and science.

- How are you struggling with them, describe what design that made you struggle.

As I just said, they should keep the school and department selected but update the list.

- When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)

Today I just added some bear bucks. It was a neutral experience? But like its convinent as I said.

- Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?

My old school has a very similar system but it does much better job for having access links categorized and there is really a lot we can do on the portal. I will not be redirected to other pages or another system.

New webSTAC system
- What are most three functions that you desire?

Definitely a list of names of who is taking the same class so I can spot if my friends is taking the same classes with me.

- What are most three functions that you think are useless for a website like webSTAC

I would say list view class schedule, really not my choice and hard to use compare to the grid view.

Webstac news. Does it ever have any news updating?

Wuachieve is literally a garbage

1. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?

WUAchieve is not updating or reflecting the correct progress and is a pieace of garbage!

1. What is something that the website doesn't do (or doesn't do well) that you wish it would?

Yeah now I just want who is taking same class with me.

1. If you could change one thing about WebSTAC, what would it be?

Customized home page?

Interviewer: Adrien
Interviewee: Ryan
Interviewee information: Sophomore

- What are the most three items you think highly of?

No nothing. It just get the things done but doest have things done well basically.

- What are the most three struggling items when using the webSTAC?

Ugly. Nothing looks good. Too user unfriendly. Garbages on the homepage. Functions too sparsely located. Too many too many.

- When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)

Last drop deadline because I was droping a class? well of course bad because I was not happy with class so I was not happy with webstac either.

- Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?

So this year we are using canvas and I think it is really a better version of webstac

New webSTAC system
- What are most three functions that you desire?

Customizability.
Looks good.
Easy, accessible, useful links
- What are most three functions that you think are useless for a website like webSTAC

I don't know why I have to check my program or whos my advisor everytime I log into webstac

1. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?

Faces? I used it to match name with faces
1. What is something that the website doesn't do (or doesn't do well) that you wish it would?

Looks too simple on mobile?
1. If you could change one thing about WebSTAC, what would it be?

Redesign the whole thing with enginners and also graphic designers.

Interviewer: Adrien
Interviewee: Zach
Interviewee information: Senior

- What are the most three items you think highly of?

The option that you can hide classes that are full.

Contain information from past semesters such as syllabus.

Well I don't think I can come up with a third one.

- What are the most three struggling items when using the webSTAC?

There are a lot. One thing I don't like is that the mobile version, when you visit from your cellphone, there isn't really anything you can do. And I particularly dislike that whenever you wanna see the listing that you have to open a new tap on your browser. And by the way there is no course catalog or something alike. All I can view is current or previous course offerings.

- How are you struggling with them, describe what design that made you struggle.

So the mobile version is that many link buttons are gone and for the listing page I want it to stay in my current tap. The last one is just lack of information

- When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)

Like two weeks ago when I dropped a class. I think it's okay but maybe because I have no option but adapt to it?

- Is there a website has similar functionalities with the webSTAC that you has used before? And what do you think of it by comparing with the webSTAC?

New webSTAC system
- What are most three functions that you desire?

Easier course offering page and easy registration – workbook and registration should be made to fit into one page. Maybe also add some course offering patterns.

- What are most three functions that you think are useless for a website like webSTAC

Webstac new definitely not really anything updating or usful. Also course summary is overlapping with unofficial transcript or the latter one is too overwhelming in turns of information on it

1. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?

I really like the course schedule with map thing. It help me find the classroom fast.
1. What is something that the website doesn't do (or doesn't do well) that you wish it would?

Also I think we need a section that has important dates and keeps updating itself
1. If you could change one thing about WebSTAC, what would it be?

Important dates

Interviewer: Cancan
Interviewee: Jackie Wong (junior, comp sci majot)

Old webSTAC system
- What are the most three items you think highly of?
1. Final exam schedule/Division
2. 1st choice and 2nd choice difference
3. option of course right there when you hover over

- What are the most three struggling items when using the webSTAC?
1. Sometimes don't know the code of class (maybe just search the name)
2. Don't show professor
3.

- When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)

Second week of school to drop a class

New webSTAC system
- What are most three functions that you desire?
1· Also have "Switch to grid view" in RWS too
2· Final exam more accurate
3· Export to calendar/save to school outlook email
4· Midterm section
- What are most three functions that you think are useless for a website like webSTAC
1. Map

1. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?
a. Switch to grid view
1. Are there features on other similar services that you wish were in WebSTAC?
a. Add class function on course listing page
b. Print our map button

Dropdown Menu:
1. What's registration worksheet and what's registration?
2. Class schedule and map page combined

Interviewer: Cancan
Interviewee: Ciel Wu (senior, comp sci major)

Old webSTAC system
- ● What are the most three items you think highly of?
1. Switch to grid view
2. map
3. final exam schedule

- ● What are the most three struggling items when using the webSTAC?
1. don't know the code of class makes it really hard to register
2. no final info on course listing page
3. RWS 1 and 2

- ● When was your last time to use the webSTAC, and how do you think your experience? (you can say anything pro/con you want)
Yesterday to check final schedule

New webSTAC system
- ● What are most three functions that you desire?
1· Export schedule to calendar
2· Syllabus/course page link
- ● What are most three functions that you think are useless for a website like webSTAC
1. RWS 2

1. Is there an example of WebSTAC having a feature that was surprisingly/particularly useful (possibly reword this). Was there an example of the site not meeting your expectations?
a. Final exam schedule