Interviewee 1
Professor Samantha Kemper

Question1
In the College of Information Studies, is there a need for a space that provides a more precise knowledge management transfer between professors, TAs, and graders teaching the same course over multiple sections?

Also, would it be helpful to get feedback, share resources, and ask questions from previous and current professors, TAs, and graders on ELMS teaching the same class in an elms discussion space resembling stack overflow?
- Great for TAs and graders to communicate with each other to standardize the content in the required classes
- This would be useful for adjunct professors, and I would use it.
- It would make life simpler for adjuncts especially something they teach the first time to create a common curriculum and shell in collaboration with other faculty.
- especially useful for an adjunct/TA something they teach the first time
- It would help the university with finding out which faculty, TAs and graders are participating and which aren't participating in performance evaluations
- Life safer for graders and TAs. Can protect them from faculty that are overworking their graduate students
- TA communications can be monitored in a centralized location and allows for corrections by instructional team. Whereas most of these communications would have been private via personal emails
- Provides a platform for a group to work on an issue to get to the bottom of conflict resolution
- It could be extended to lab groups (RAs). So knowledge stays with the project and new students can ask questions of students that were on the project and left it.
- ELMS class for this platform would have high traffic because all the users involved already use ELMS and see the alerts.
- More insights on data that can be used for performance evaluations.
- Repeated questions asked can tell you that something somewhere in the lecture, syllabus, instructions for assignment is not clear.

Question 2
Would Linkedin Skills endorsements be a good incentive for GAs and graders participating?
- Since the GAs are early in their career, they may be motivated to engage in discussions in order to grow their professional reputability.

Interviewee 2
TA for undergrad class in CS department (International Student)

Question 1

In the College of Information Studies, is there a need for more precise knowledge management transfer, consistent lecture material, and grading standards between professors, TAs, and graders teaching a specific course over multiple sections?

A) The Department Head sent out all the forms and they needed and this person was more reactive than proactive. Didn't have a hard time during the onboarding.
B) Would not prefer the portal to clear doubts. Prefers talking to people in person for the actual orientation questions.
C) Having a portal with a few FAQ's would be helpful. Especially technical documentation.

Question 2
Would it be helpful to get feedback from previous and current professors, TAs, and graders about their experiences with the same tasks you are currently working on in an elms discussion course that is similar to stack overflow?

A) Yes, FAQs and documentation of feedback would be helpful. However, students come from different backgrounds and are very diverse and they might not have the same kind of problems. A new student who goes through the feedback would sometimes make presumptions and would sometimes join with a wrong idea.
B) So documentation of Contextual and generic problems. Eg: what time the midterm happens, course timeline etc., would be helpful rather than going to the professor everytime.

Question 3
As a TA/grader do you sometimes not ask questions about expectations for grading or understanding the course material out of fear/shame/or anxiety? Would you feel more comfortable asking your fellow TAs and graders of the same course in different sections?

A) Any problem related to a Decision Making - would reach out to the professor and other doubts regarding a particular class problem - would feel better talking to other TA's and this is where the portal would be helpful.

Question 4
Do you feel like it would be beneficial to have the documentation for your onboarding and appointment letter in one portal on ELMS?

A) International Students based upon where they are coming from are more likely to be prone to similar problems, say diseases, having a portal would be helpful to reach out to people from similar demography and would help them to pick the right plan for Medical Insurance.
B) A few questions regarding the salary such as how much they will be making. Why are all these deductions so much? Has it always been like that? And understand more about such deductions. Would rather be comfortable talking to their peers than disturbing the professor.

Wouldn't be happy to put out all the information regarding the problems which would affect their rapport with the professor (due to this reason, honest Feedback can sometimes be missing).

This person would rather work with the individual person to know about all such questions/problems rather than having it documented.

Interviewee 3
A TA for one of the undergrad classes in iSchool

Question 1
In the College of Information Studies, is there a need for more precise knowledge management transfer, consistent lecture material, and grading standards between professors, TAs, and graders teaching a specific course over multiple sections?
- A) The only question this person had was regarding the salary for which they contacted the professor to find out the details. However they say having a place or portal where they can find all the information that they need would be really helpful.

Question 2
Would it be helpful to get feedback from previous and current professors, TAs, and graders about their experiences with the same tasks you are currently working on in an elms discussion course that is similar to stack overflow?
- A) It would be really useful to know how the previous TA's and graders worked on the same/similar assignments, however it would not be really helpful if they had different assignments. Also this person worked for the same class as a TA, 3 times and every time, they had to give instructions to many students on how to install the softwares that is necessary for the particular class. This information can be documented which can be useful for future TA.s and graders as well. Since the necessary softwares for the class would almost be the same for the near future.

Question 3
As a TA/grader do you sometimes not ask questions about expectations for grading or understanding the course material out of fear/shame/or anxiety? Would you feel more comfortable asking your fellow TAs and graders of the same course in different sections?
- A) Would rather feel comfortable approaching the professor. And having a portal like this would definitely help the TA and graders of the same class in different sections to be on the same page.

Question 4
Do you feel like it would be beneficial to have the documentation for your onboarding and appointment letter in one portal on ELMS?
- A) Help with Medical insurance plans from former students to see the pros and cons. This person didn't have enough information to pick the right plan and had to spend some time figuring this out by themselves.

Interviewee 4

Graders - Adhira

Question 1
In the College of Information Studies, is there a need for more precise knowledge management transfer, consistent lecture material, and grading standards between professors, TAs, and graders teaching a specific course over multiple sections?

    A) Yes. I believe that some clear information is required to be provided to the Graders about the ELMS platform that will be used for grading and the Rubrics that will be used for each assignment. Because we don't have any idea where to start in the beginning, I believe that this will be very helpful for new graders or TA's. But in time, we will get used to the platform.

Question 2
Would it be helpful to get feedback from previous and current professors, TAs, and graders about their experiences with the same tasks you are currently working on in an elms discussion course that is similar to stack overflow?

    A) Yes, receiving feedback about the task would certainly be valuable so that we may get a sense of how other graders are evaluating the assignment. And if we have any questions or concerns, we may occasionally discuss them with the other graders before contacting the professor.

Question 3
As a TA/grader do you sometimes not ask questions about expectations for grading or understanding the course material out of fear/shame/or anxiety? Would you feel more comfortable asking your fellow TAs and graders of the same course in different sections?

    A) Yes, without a doubt. I wouldn't call it anxiety; rather, I'd think about how to avoid bothering the professors with numerous questions and requests for explanation. My understanding is that the professors already have a substantial amount of work on their plates. So, in my opinion, it is preferable to address issues with other TAs or graders, and only consult with the professor if the issue cannot be handled.

Question 4
Would it be beneficial to have the documentation for your onboarding and appointment letter in one portal on ELMS?

    A) Absolutely, this would be beneficial. These documentation would be of great help in the process of doing certain vital tasks, such as applying for a Social Security number and submitting important tax documents. So even if the paper copy of the letter is not found, the documents that have been posted into the portal may be utilized as a point of reference.

Interviewee 5
Srikanth

Question 1

In the College of Information Studies, is there a need for more precise knowledge management transfer, consistent lecture material, and grading standards between professors, TAs, and graders teaching a specific course over multiple sections?

    A) Yeah I do think there is a need for more precise knowledge management amongst the instructional team. Not enough knowledge transfer between new instructional team members and ones that have experience. Should be standarized with videos of how other members completed their tasks as a reference. After grading two assignments I was able to adapt and become effective at grading but it would have been nice to know more before grading my first assignment.

Question 2

Would it be helpful to get feedback from previous and current professors, TAs, and graders about their experiences with the same tasks you are currently working on in an elms discussion course similar to stack overflow?

    A) I think it would be very helpful! Will ensure I am grading the assignments the same way as other members of the instructional team and get feedback about the task I am working on before it is submitted which lowers the chance that I get an email from a student that believes I have graded something incorrectly or was not consistent with other graders.

Question 3

As a TA/grader do you sometimes not ask questions about expectations for grading or understanding the course material out of fear/shame/or anxiety? Would you feel more comfortable asking your fellow TAs and graders of the same course in different sections?

    A) Yes sometimes I am hesitant to reach out to the professor for every question. I certainly would feel more comfortable asking frequent questions to TAs and graders from all sections and past TAs and graders than pester the already busy professor. Shared materials in posts related to expectations and solutions people came up with in their work could be helpful.

Question 4

Would it be beneficial to have the documentation for your onboarding and appointment letter in one portal on ELMS?

    A) Yes very beneficial for instructional team. It would help me organize my documentation, find out details for medical insurance plan and a tab for timesheet on here would be efficient. I will be more likely to check on my documentation and progress updates with it all on ELMS because I use ELMS every day.