**Interview**

* GYM CEO – Jason Zander
  + Location: CEO’s Office
  + Time: Scheduled Appointment
  + Questions:
    - How do you feel your operation is running as of now? What parts of that do you think could be fixed with a new information system?
    - What statement would you like this newly implemented system to make?
    - What are your top priorities when it comes to the average member?
    - What information would you like the new system to compile?
    - What would the ideal situation of your business look like after the system has been implemented?
* GYM MANAGERS
  + Location: Local Gym Offices
  + Time: Scheduled Day Appointment
  + Questions:
    - What day to day problems do you experience?
    - What are the most common complaints that you experience?
    - How do you feel your operation is running as of now? What parts of that do you think could be fixed with a new information system?
    - What would the ideal, day to day situation of your business look like after the system has been implemented?
* GYM MEMBERS – anonymous survey
  + Location: N/A
  + Time: N/A
  + Questions:
    - What do you feel that your gym handles well?
    - What are the areas that the gym is lacking in?
    - Would you prefer to register, renew, or cancel your membership online?
    - What improvements would you like to see with the website?
    - What information would you like available to you?