Interview Protocol

During the research and development phases of the project, it is crucial to keep the stakeholders and client as the center point of the project. Conducting formal interviews will be the first way that we will gather information and assure that the project is tackling the most pressing and impactful issues as identified by the client.

Aside from formal interviews, it may also be valuable to ask to observe day to day operations first hand. In this situation, observers must maintain the same professionalism that they would in the formal interview setting and refrain from interfering in any way.

Guidelines

In order to maintain professionalism throughout the interview process, the following guidelines must be followed.

1. Clearly outline the purpose and expectations of the interview to the interviewee.
2. Obtain informed consent from the interviewee.
3. Prepare a set of open-ended and structured questions in advance.
4. Create a comfortable and private setting for the interview.
5. Avoid leading questions and allow the interviewee to speak freely.
6. Avoid asking sensitive or illegal questions.
7. Take detailed and accurate notes during the interview.
8. Respect the interviewee's right to privacy and confidentiality.
9. Be mindful of nonverbal communication and body language.
10. Thank the interviewee for their time and participation.

Interview Preparation

To increase the productivity during this first interview, as much preparations will be done as possible. This includes and communications that need to be executed ahead of time as well as details of the meeting and questions.

Pre Interview Email

Before the interview, an email should be sent that outlines the improvements that we would like to make. The general format of this email should include a list of the implementations identified in brainstorming sessions as well as a brief explanation of how these features may benefit the client.

Prepared Questions

1. As a college student using [insert registration site], what are the biggest challenges you face when registering for classes? (and why)
    a. Are there any specific pain points or frustrations that exist in looking at classes that you are interested in solving?
2. Are there any features or areas that you would like to see included when you are scheduling for classes?
3. Would you be interested in a filtering option when selecting courses in relation to HAAS classes/degree audits?
    a. What filters would you like to see?
4. What do you currently like about the registration process? (and why)

Interview Information

The following fields will be used as a template to be filled out by each individual student prior to conducting their interviews, then added to a separate Google Doc in order keep our list of conducted interviews organized.

Date:
Person being interviewed:
Location:
Students Attending:

Post Interview Analysis

Interview Responses

Our interview with _____ was successful in giving us the following answers to our questions.

Reflection

[Include a reflection on how the interview went]

Problem Domain

[Include what we found, describe the problem from Employee's point of view as detailed as possible, model of an activity diagram]

Plan of Action

[Based on what we found, identify potential solutions, a vague road map?, next interview plans]

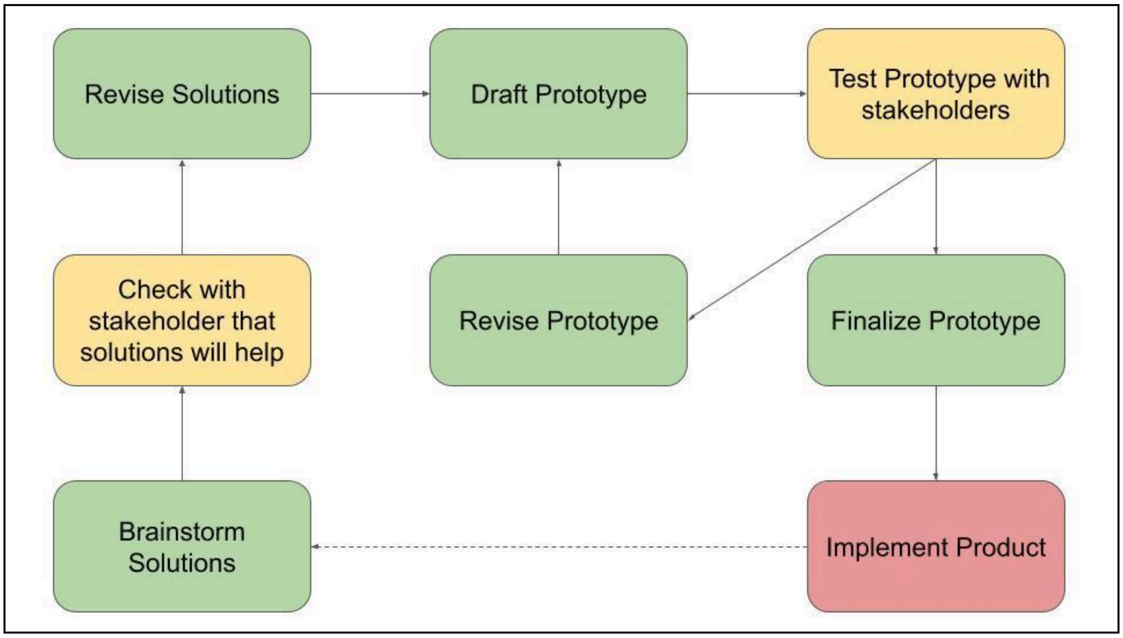

Figure 1: Flowchart for the Financial Analytics Project