Interviewee 1 Summary

Regular Faculty Members
> Regular Faculty members can request about what class they would like to teach and their preferred time slot, but the chair determines the final result.
> Once schedules are established, a class cannot be rescheduled; if a Faculty member doesn't like their schedule, they can request to become the instructor of another section of that same class.

Chair / Coordinator
> Worry about conflicts between different faculty. -> **Each department chair must communicate to plan out their courses. They still work with the standard matrix.** -> Note: Some ways to notify the chair about conflicts, what courses in other departments are conflicting, and ways to resolve it.

Note: It seems we must cater more to the chair, to make their job easier to fit in class schedules in a college wide matrix. -> this means we have to create a standard matrix with pre-defined time blocks for n courses and this generally won't change. **Number of rooms, time available, how many students -> the standard matrix.** It's hard to deviate from this constraint or it would be a mess.

Question: The chair only manages their own department courses, so, can they view the schedule of other department chairs? What if some 2 courses from 2 different departments can only fit within the same time slot, how to resolve this? << irrelevant since the requirement from Arezoo states that the software only has to work for 1 faculty.

Interviewee 2 Summary

Regular Faculty Members
> No direct tool for scheduling meetings, other than informal communication with colleagues.
> Teaching and office hours of the previous semester are not accessible for instructors.

Scheduling Process for CS department
> With only six full-time faculty members, scheduling (for meetings/discussion) is handled informally through direct conversations, emails, or quick Zoom meetings

Current Problems (With booking system)
> Poor schedule conflict notices and resolutions (has to go through chain of command)
> Lack of real-time room availability tracking. Checking if a room is actually free requires manual verification by campus staff.
> Teaching and office hours are not available online (even to faculty members) so it is harder to plan out stuff among members.

What this person want
> All in one tool that shows all faculties schedules. (so faculty members don't get access to any tool right now that would show available schedules, at least not in a quick way.)

Note: I think this person delves more into what they want out of a room/meeting booking system than a teaching schedule system.

Interviewee 3 Summary

Contract Faculty Members
>
> No direct role in the scheduling process. Can request accommodation to "head" and they offer the class based on that. No real information into how class is actually scheduled (class could all pre-planned and the instructor is chosen based on their preferred time blocks and specialty)

Full Time Faculty Members:
>
> Have a minimum number of classes they must teach per semester

What this person want
>
> Integrated Outlook / Apple calendar like scheduling software that works with current college services like blackboard.
>
> Real time changes to their in-semester schedule, such as if they want to remove chapters that they will teach.

Interviewee 4 Summary

Regular Faculty Members
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> Can not access official scheduling platform meaning can not view other members schedule.
> Rely on email to coordinate meetings.
> Faculty preference in time is collected via email a year in advance to schedule classes.
> Can request changes in schedule via email but not guarantee to be approved.

Current problem
>
> When there is a double-bookings its quite hard to solve because there is no access to room availability.
>
> Collecting preferent one year in advance is problematic since it is hard to predict what free time they will need in the future.

What this person want
>
> A shared calendar displaying faculty schedules would improve coordination and prevent scheduling conflicts. They highlight UBC's system, where faculty maintain personal websites with Google Calendars, as a model that would be beneficial at Douglas College.

Interviewee 4 suggestion: From a software perspective, it would be much easier to develop a scheduling tool focused on meetings, ad hoc room booking, and conflict resolution rather than trying to overhaul the entire class scheduling system.

Interview 1.

1. What is your current Faculty role at your institution?
   I am an instructor, a program coordinator and I also assist with conflict-checking for scheduling.

2. In our project we currently have Regular Faculty, Temporary Faculty, Department Chair and Dean. How can you specify your role using these categories?
   Chair and Regular Faculty. Coordinator would count closer to the Chair.

3. What do you like about your current scheduling system?
   It is a tricky question. I find it to be quite open-ended. For your reference there is nothing about the schedule that a Regular Faculty member can control in the sense of.. **There is a standard college-wide matrix, so this is the constraint on the problem**. You must slot your courses in one of these blocks. So what I like about it does not really matter because this is the constraint, this is where things have to go. ..Yeah, I don't have much in the way of "likes".

4. What do you dislike about your current scheduling system?
   Hmm, trying to think of a good answer for you. For me it's not a question of like and dislike, it's a game: here is your constraint, you must work within these constraints.

5. What features do you find essential for your faculty role in the scheduling system?
   A Chair's perspective is that they need to create the schedule for their entire department or program that allows all of their faculty members to have a reasonable schedule. The other issue that is not in here, that I kinda do, **is how to ensure that faculty A's program does not have courses that conflict with faculty B's program, C and D**. So you've got little silos at this point; you've got Chair of Math and Chair of Physics and Chair of Chemistry and Chair of whatever, but right now they need to talk.
   So from a regular faculty's point of view it is just "I would like to teach between here and here", and "I would like to teach course x, y, z". And a Regular Faculty might say "Well, it'd be nice if this started at 10:30", but that sort of decision is not up to them. They can say "I would like to start my day teaching at 10:30", but they may not necessarily get a choice as to what will happen there. The Chair has more control over it. S**o as a Regular Faculty member, I don't really care. I just want the ability to say "teach starting here ending here, preferably these courses".**

6. **Once the schedule is created, can it be subjected to change?**
   We can change it, but it becomes problematic. Because there is this interconnectedness between math schedule, physics schedule and so on. And this now loops back into the Chair. The Chair has many responsibilities in terms of the scheduling:
   a) They have to make sure that all of their members are satisfied and have a reasonable schedule.
   b) But then they have to ensure that any courses within their program play nicely in terms of conflicts and time of day with the courses from other programs.
   So the Chair has a little more work in, say, "I'm gonna put Calculus I at 8:30 in the morning, because Physics I would be at 10:30 and Chemistry I will be whatever other time". So that's an important feature and that has to get done before everybody settles

and says "ok, it's done now". Later, once the concrete has cured, we're not moving Calculus I or Physics I or whatever. You can switch out the instructor, but you can't switch the time.

Interview 2.

- In our project we currently have Regular Faculty, Temporary Faculty, Department Chair and Dean. How can you specify your role using these categories?
- Yeah, so I am officially a Regular Faculty probationary, so basically by the end of the Summer I should be here full-time more or less forever. I mean in terms of other responsibilities, I don't have any like committees that I am on. But I am also on the research ethics board here, so, you know, doing review of studies and whatever people are planning, so I guess it is my overall Role.
- Can you overall describe the process of scheduling from your part? What is required from you?
- So the way we've been doing it at the current moment is a bit informal. I am not sure if you are aware of some of the back history of the department. What ended up happening is the dot com bubble happened. If you're not aware, way back at the end of the 90s early 2000s there was this sort of bubble where a lot of companies kinda exploded in the tech sector, where they weren't actually producing any money but people thought they were and that kinda destroyed computer science for a while. So the department has officially shut down, only got restarted at 2015 so we've basically been rebuilding it over the last ten years. And we're only have 6 regular full-time faculty, comparing to CSIS that has like 28 or something along those lines. So in terms of that, when you have 6 people, **most of the scheduling is.. you know, I knock on their door and ask them how it's going. Or I send them an email and ask them how it's going, or we hop on Zoom and ask them how it's going**. And I get if its the small scale where it's only 3 people: we all have an office on campus, and so for **a lot of that, the meeting room booking time is just like "swing past my office and let's talk about" [2:10 add]**. Having said that there are events that happen outside of campus, like Shahriar in particular would be a good person to talk to, where he had to schedule the Game Jam going on, where they were all in entering area. And for that it does sound like it was a gigantic pain. In terms of my experiences **with scheduling, from what I can tell with the Douglas College, the answer that you email the secretary and they figure it out. And so I would try to talk to the secretary of Faculty of Science on campus** in particular because they would probably have more insight into whatever the scheduling tool actually is, because there is all this permission stuff going on.
- What are the problems with the current scheduling tool?
- **The one I would identify is "what happens when shit goes wrong?". Because the shit does go wrong. Last term there was a scenario where basically the 1109 exam was double booked, so there were 2 exams in the same exact room. And basically at 8am we were like "what the freak** do we do?".
- And no one noticed before the exam?
- Noone noticed before the exam came. So we were all in there at 8am, the campus was dead, most of the people weren't even there yet in to work. And we were like "what the heck do we do?". And the biggest single problem that resulted in that is we had to do an email daisy chain **between us, the Dean, and the Department and the secretary, who actually control the scheduling system to figure out if the room that's next door that seemed empty, actually gonna** stay empty for the rest of this period, and could we write it just there. So at the very least what I think would be really useful to have one of these tools.. I was actually looking this.. There

this room technology list here that came up [shows]. This shit has like a calendar on it or something like that, where it's like "what's available in this room". And this is also like, you can see this perfect user interface, where I hover over this and there is no clickable thing. Like it's a text box, but it's actually a button, but it's not clickable.

- Very good design, yeah.
- It's hilarious. Anywho, so in terms of like, my inputs into the system, it's been pretty casual for the most part, you email them, you talk to them about what's going on, but like.. What I think I value is more information. So one of which is the teaching schedule of all the faculty. We do tell the department that. **For archival reasons every term at the start of the term we fill out excel spreadsheet of when all our classes were, when our office hours are that we are required to post on our doors, like physically a piece of paper and then send to the secretary for filing somewhere. I don't know where those end up.** I would figure out where those end up, because at the very least one of the things that would be useful in a scheduling tool is.. **I would like to see, you know, for all the faculty members that we want to have involved in that discussion, when are all they teaching. Cause usually when you're doing the scheduling, even at that sort-of casual level, it's very powerful and helpful to have a proposed time.** And by that what I mean, as an example of where scheduling goes insane.. When I was doing my Phd dissertation, it's only like 7 people, not a gigantic thing. And it should not be that horrible of a task. But 3 of them were in different time zones cause they are across the country. And so what aided that task really really heavily was that everyone's calendar is publicly accessible somewhere. And so you can be like "Ok, I would like to schedule it this week, what are all the times this person's available?", overlay with all the times this person is available, overlay with all the times this person is available, and be like "this seems like it's available for everybody". So when you say "I would like to book a meeting this week", you're not just saying "what times are good for you all?", you're saying "**this is what I think is the good first proposal, what can we do about that?".**
- **So currently this data is not shared even among the instructors?**
- **Not that I am aware of.** But maybe it's publicly available. Let's google and check.
- I know for sure that it's extremely hard to find the office hours of the instructor that is not teaching you currently this semester.
- **Y**eah.. [searching, find none]. So the secretary knows, the secretary has the files of all of our office hours, we are required to do that, but it's just not publicly available. And so having something.. Or even just like I could see like.. We were scheduling the meeting to talk about the Data Structures and Algorithms's final exam a few weeks ago, and I had not **realized that the challenge we're having is I'm teaching 8:30 to 12:30 and Bita's teaching 12:30 to 4:30. And so if I just had this information, I was like "ok, I can't book it anytime during the day, I have to do like 4:30 or 5:30 or something". At the very least, just being able to know the** teaching availability. If you can also integrate with, cause we have like onedrive, outlook and sort of related stuff. So usually when people schedule a meeting, most of the time they also send like an outlook invite or something like that, that would put it on everybody's calendar, so that there's a reminder. So that could be accessible if you bring that data in as well. And then the third part that I would potentially be studying is seeing if resolve this like.. C**ould you get access to the database behind the room and event booking. Just even being able to see is there a class officially scheduled in this room, so if you ever have like an improvisational meetion, where you like "hey, we wanna go grab a spot do do something, is there a classroom that is officially empty that we can yank, like 2 floors down or something like that".** So probably the first place I would talk to is the secretary of the faculty of science and technology. They do sit in like front office there in the back S3938 sort of space and

ask where is the data and if it's possible to access to anything like that. Cause like, the room booking software, maybe they have some privacy reason why they don't publish it, I don't know. But the instructor office hours, that is officially posted on everyone's front door. And the worst case scenario, for everybody who you're involving in the scheduling tool, you walk past their door and you take the photo

Interview 3. Department of Humanities and Social Sciences

- In our project we currently have Regular Faculty, Temporary Faculty, Department Chair and Dean. How can you specify your role using these categories?
- Well, I'm considered Contract Faculty, so that would probably come under the category of Temporary Faculty.
- Can you describe your overall scheduling process? What do you need to do to be scheduled to a course and what is expected from you?
- **So my employment with the college is on a class-by-class basis. And so the head offers me certain courses, which I accept or deny. The classes that I accept, there is a discussion on what day of the week it would occur and what faculty. Once that's determined, I get that schedule through our online program of what, when it starts, when it ends, what room it's in. And after** that that's all that the college provides me. With that in mind.. **Oh and then there is also on the website there is a tab or a site that has important dates.. So the way you're asking is how I submit my own schedule?**
- Well, yeah, I mean, not the details, but basically, do you have like, deadlines? And what do you need to inform?
- Yeah, I do have deadlines, so with that important dates schedule comes deadlines when a midterm mark has to be back to all the students, when the last day of classes are, when the final start and the final grades have to be submitted**. So I get all those deadlines from the website and I manually set up my own schedule with that, my goals with what I plan on teaching and I slot it into weeks when I think will get at. Some chapters I exclude cause we won't get to them, some chapters I include 2-3 weeks, cause they're big chapters and I do that all on paper. And then with that I put it in the outline and give them to the students.**
- So to be sure, you're not choosing the courses that you're going to teach? You just can agree or disagree with the one you've provided?
- Y**eah, the head offers me certain classes and asks If I want to teach them. And depending on my other work's schedule I pick 1 or 2 or none. He also only offers me classes at night cause he knows I'm busy during business hours.**
- So you don't have the limit of the classes you have to take?
- **Yes, full-time faculty have certain classes they have to teach, so when the time is up each year I don't have that, it's contract by contract basis.**
- Suppose there is a software to do that. How can you imagine your interaction with this software in the most convenient way for you? How do you imagine it would look for you to be nice and easy to use?
- Form of calendar I can envision. I think what I would work best with is the **full-month calendar and the ability to put things in certain time slots day-to-day and then simply tab and drag to move them around.** If that could also be linked up to let's say a word document that has an outline and everything slotted in, so if I move it on the calendar it moves on the word document,

that would work the best. In the perfect world this software would also be linked to Blackboard or email or some drive, so if I make one time change, everything else changes along with that.