**Client Interview Script with Jessica Frazier**

**Concrete Management Department**

1. **Who besides yourself does scheduling in your department? Get all names and contact information.**

Jessica does the scheduling and works in conjunction with department head.

1. **Can you give us an overview of how you do scheduling?**

Scheduling is planned a year in advance. She finds out which faculty members are available, and how much time they have to teach. There are three phases of scheduling: Planning (manipulate schedule in the system), proofing (last changes before PASS), and reporting.

She uses a student tracking system to know how many students they have, and their graduation requirements. Ensures senior level classes aren’t in conflict, have to have labs in department spaces. Excel spreadsheet with list of courses, professors, WTU’s, helps to plan the schedule.

Schedule is pretty predictable from quarter to quarter, and is generated in an Excel document. Schedule usually works for everyone, so preferences tend to already be accommodated, but the number one priority is student’s being able to graduate. Course preferences are taken into consideration since most professors have course specialization. Data is not actively collected for time preferences.

The bulk of the major courses are big labs that are assigned specifically to professors known for having. Anytime a professor wants to change the schedule, they request a change of Jessica and cc the department head. It took five years to get the process to what it is now, but Jessica is very happy with where it is now.

1. **Do you have any particular ideas for the kinds of features you would like in a scheduling software tool?**

Maximize the enrollment for courses and offer the correct number of sections. She wants to see some data for how full a class is, so that she knows whether the scheduling is efficient. Doesn’t have access to support course schedule, but would like access to it in order to avoid time conflicts with major courses. The only current way to do it would be to go to PeopleSoft and manually write out schedules. Jessica would love a central database for course offerings outside of the major.

The most time consuming part is data entry, which is the most delicate process. Have to go through Dean’s office to update course once it’s on PASS. There is a week of lag that takes up time to implement these changes. Would like a change form to make sure that all pieces of information make it to the Dean and the Scheduler.

Wants schedule to be optimized/generated based on other courses schedule too. Wants the searching to be done automatically for conflicts with other department schedules. Easily distributing a draft schedule to professors would be a nice feature.

Department size is 10 full-time faculty, hire 2-4 part time. Generate schedules with final exams also considered. Follows the time patterns and not the 50% rule for primetime, except for scheduling lecture rooms in university rooms.

1. **Can you think of any particular positive or negative impacts new scheduling software might have?**

Ultimate control should come down to the scheduler so that teacher preferences do not limit the courses being offered to students.

Make sure the schedule gets transferred over accurately from PeopleSoft, because if it doesn’t this could cause problems.

1. **Is there anything else you would like to add?**

Nothing more was added at this point.

1. **Can you give us an estimate of how much time you might have to review requirements during the Fall quarter? We could use approximately three hours, one each in weeks 3, 7, and 10.**

Jessica is available for follow-up and could dedicate a couple hours for the quarter. She feels the easiest way to review the requirements would be online, so that she could do it on her own time.