**Outstanding Questions from Client Meeting 9-27-2023**

* **First Communication -> Match:**
  + Do we have access to the external survey about volunteer dissatisfaction that is mentioned in the SOW?
  + What steps have been taken since the McKinsey engagement?
* **Software Tools:**
  + How do people self-select for being willing to interview candidates?
  + Would there be a possibility for automation of scheduling interviewers?
  + What kind of documentation exists for Standard Operating Practices (SOPs) on how to use all the tools and how to make regular changes/updates?
* **Communications:**
  + What is the current post interview outreach process? Who should we talk to about it?
  + What kind of information is distributed leading up to an interview? Does this information contain anything to help interviewees prepare?
  + What is the process after a person has been approved for a match? How are both sides notified?