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**CD 1 Part 1 : Interview Questions**

1. How does the current system work?

a. Could you give a demonstration of how it works or walk me through the process?

b. How would you like it to work?

c. What is the criteria of success?

2. Who are the main users of the system?

a. How do students know where they are in the process?

b. Should students be aware of where they are in the process?

3. Are there certain restrictions to the system?

a. Can anybody change their name?

b. Is there a limit to how many times a person can change their name?

c. Is this service only offered during certain time-frames?

4. About how many students apply to change their names every semester?

a. How many of them are approved?

b. Why are applicants typically denied?

5. What is produced from the current system?

a. Is it one paper being delivered person to person?

b. What is done with old papers, records, and documents?

c. Does the new system need to retain these records?