Interview Protocols

Introduction Script

Hi, my name is [Student 1] and this is [Student 2]. We're masters students at the School of Information. As you probably know, our class is doing a consulting project with the English Language Institute. Our goal is to get a better understanding of how students, staff, and faculty feel about the current methods of communication surrounding the nomination and enrollment process for ELI 994 to see if we can improve them. This interview should take about 60-90 minutes. We'll go through some questions, and if possible, I will ask you to show me how you conduct your work. Throughout the interview, I'd like you to treat me like I'm not familiar with the university. I'm here to learn from you.

So, before we start, I did want to say that your comments are confidential. We won't reveal any proprietary information, but we will discuss the general workflow for enrollment as well as any specific concerns you bring up during the interview. If we quote you in our final report, we will do so without identifying your name or specific role. Also, if there is anything you don't want on the record, please let me know. Your participation is entirely voluntary and if for any reason you want to stop, please let me know and we can stop. Once the interview is done if we need anything further from you, we will follow up via email.

One more thing, do you mind if we take an audio recording? This is just so that our team doesn't miss anything. No one besides our team will have access to it.

With that being said, do you have any questions before we get started?

Protocol 1

Stakeholder Group: ELI 994 Students

Overarching Question: As a student, what challenges have you faced during the ELI 994 enrollment process and how can it be improved to better support your needs?

Key Questions:
Warm Up
1. Please tell me a bit about yourself. What are you studying? What year are you?
   a. Are you currently teaching as a GSI? What class did you teach that you were required to enroll in ELI 994 for in the first place?
   b. What semester were you enrolled in ELI 994?
   c. What did you think of ELI 994?
Process Walk-Through

2. Can you tell me how you first found out about the nomination process to ELI 994?
    a. When did you find out, what month?
    b. Who notified you about the nomination process, and how did they do so?
    c. Had you ever heard of ELI 994 before you were first notified about the nomination process?
    d. Did you understand why you had to enroll in ELI 994?
3. What information did you receive when you were first notified of your nomination to ELI 994? If you still have this notification (likely email), would you be willing to show it to us?
    a. Please be as specific as possible: what documentation and/or links were included?
    b. Was it clear what was expected of you, and what your next steps were?
    c. Were you told who to contact if you had any questions?
    d. Is there anything that was *not* included that would have been helpful?
4. After receiving this notification, what was your next step in the enrollment process?
    a. Did you have deadlines for your immediate responsibilities for enrollment? Were the deadlines clear to you?
    b. We know that sometimes students miss deadlines because of the confusing workflow, did this happen to you?
        i. If so, can you tell us how you solved the problem?
        ii. If not, can you tell us about how they dealt with any other emergent situation? Give us an example if you can.
    c. Did you seek out further information or guidance?
5. From our understanding, the email you received should have prompted you to accept an invitation to join the ELI 994 Canvas page. Can you describe what information was included in the ELI 994 Canvas page, and how you navigated it? Please describe your experience specifically when you first joined the Canvas page.
    a. Were you expected to submit anything to Canvas (documentation, quizzes, etc.)?
    b. Was anything about the structure or content of the Canvas page confusing to you?
    c. Had you ever used Canvas before? In what capacity?
6. [If the student was enrolled in ELI 994 during Summer semester] We understand that you were required to complete a survey related to on-campus housing. Can you walk us through how you found out about the survey, found it on Canvas, and completed it? If you still have access to this survey, would you feel comfortable showing it to us?
    a. Who informed you about the survey?
    b. Was it clear why you needed to fill out the survey?
    c. What questions did the survey ask you?
    d. When was the survey due?
    e. Was there anything confusing about the survey, its structure and expectations?
7. What was your next step after submitting the required information in Canvas? Did you have to do anything else to prepare for the start of ELI 994?

      a. Were you contacted to let you know that you had completed everything?

      b. Was it clear to you how to take these further steps? Where did you find this information?

      c. Did you reach out to anyone for guidance? Who did you contact, and when? What did you discuss with them?

Information Seeking

8. We'd like to take a moment to look with you at the ELI 994 website. Did you look to this website for information at any point in the enrollment process? If so, please describe when and for what purpose. How helpful was this website for you?

      a. What information was most helpful to you?

      b. What information did it not provide?

      c. What did you do when you could not find what you were looking for on this website?

9. Throughout the enrollment process, how were your needs as an international student *not* met?

      a. What questions did you have that were never answered?

      b. Please describe any barriers you faced during the enrollment process that you have not yet touched upon.

      c. Did you feel prepared when beginning ELI 994?

Design

10. If we were to design a one-stop website for ELI 994 that LSA graduate coordinators, course coordinators, faculty, and students could all use for the nomination and enrollment process, what information do you think it should include?

      a. Is this something that would have been helpful?

      b. What information would have supported your needs as a prospective ELI 994 student, before you ever stepped foot in the ELI 994 classroom?

      c. Having already taken ELI 994, is there anything you wished you would have known about before enrolling?

Protocol 2

Stakeholder Group: ELI 994 Course Coordinators

Overarching Question: What role do you play in the process of enrollment in ELI 994, and what concerns or difficulties have you experienced?

Key Questions:

Orientation

1. Can you please describe your role as an ELI 994 Course Coordinator?

      a. How long have you been an ELI 994 Course Coordinator?

b. What does your job generally entail?

c. How do responsibilities surrounding the ELI 994 enrollment process fit into your other responsibilities?

d. Do you have contact with LSA grad coordinators in your daily work? If 'yes', then how often?

e. How often do you collaborate with ELI GSI advisors?

Process Walk-Through

2. Thinking back to this last time that you were responsible for tasks related to enrollment in ELI 994, can you tell me who you notified about the beginning of the nomination process of students enrollment for the semester, and when this happened?

   a. How many times have you been through this process before?

   b. Did you already know what to expect?

   c. Has the enrollment process ever been delayed? For what reason?

3. We understand that one of your main responsibilities for the ELI 994 enrollment process is to access Summer semester student responses to the housing survey on the ELI 994 Course Canvas. Can you please walk us through the last time you did this?

   a. Is it obvious where you need to go on Canvas to do this? How easy or difficult is it for you to navigate the Course Canvas site?

   b. Did you collect responses once, or was it an iterative process?

   c. What happens if a student does not answer the survey in a timely manner?

   d. What happens when a student needs housing but doesn't fill out the survey for whatever reason?

4. After you collected the housing survey responses, how did you generate a list of students who need housing? Can you show us this list, or at least describe what information it contained?

   a. How did you know what information needed to be included?

   b. Who else, if anyone, typically has access to housing lists?

   c. When is the housing list due? To whom?

   d. What do you do with the list once you have created it? How does the survey get to the housing department?

5. What was the last step in your involvement in the enrollment before the class began?

   a. Do you contact students to update them on their enrollment status? If not, do you know who is responsible for doing so?

   b. What was your deadline for completing your role in the enrollment process?

   c. How long did it take you to complete your responsibilities related to enrollment, from beginning to end?

   d. Do you have ongoing communication with the LSA admin outside of nominations?

6. What forms of communication did you use at any point when communicating with LSA departmental admin and ELI GSI advisor(s)?

a. Can you give us an example of when there was a lack of communication or a miscommunication between you and each of these stakeholders?
b. What forms of communication did you prefer? When did it go well?
c. What were barriers to communication on your end? What challenges did you face?

Student Needs

7. Can you give me some examples of what potential 994 students consult you about regarding the 994 enrollment process? Again, think about specific instances from the last time you contributed to 994 enrollment.
    a. What is usually unclear or challenging to students?
    b. What types of information do they generally want to know? What issues do they usually have?
    c. What resources do you often share with students about the course?
8. From your perspective as a course coordinator, how are potential 994 students *not* being supported during the nomination and enrollment process?
    a. How much interaction do you generally have with 994 student nominees before the beginning of class?
    b. How much responsibility falls on you to meet student needs regarding 994 enrollment?
    c. Is there information you have wanted to provide to students concerning the course that was not available to you?

Information Seeking

9. We'd like to take a moment to look with you at the ELI 994 website. Could you walk us through the site and explain what information here is in your opinion helpful? What is outdated or incorrect?
    a. Do you ever personally use or reference this website, especially during enrollment?
    b. What information does it not provide that would be helpful for you?
    c. Are you responsible for updating the site? If not, do you know who is?

Design

10. Reflecting again on the last time you contributed to the enrollment process, if we were to design a one-stop website for ELI 994 that LSA graduate coordinators, course coordinators, faculty, and students could use for the nomination and enrollment process, what information do you think it should include?
    a. What information would support *your* needs?
    b. What information should be included for you to provide to *others* for reference?
    c. Do you have any concerns for this approach to simplifying communication around the process of enrollment in ELI 994?

Protocol 3

Stakeholder Group: LSA Grad Coordinators

Overarching Question: How can the enrollment process for ELI 994 be improved to better support your needs and the needs of students?

Key Questions:
Warm Up
1. Can you please describe your responsibilities as an LSA Grad Coordinator?
    a. Can you describe the department you work for?
    b. How often do you generally interact with international students?
    c. How do responsibilities related to ELI 994 fit into your other responsibilities as LSA Grad Coordinator?
    d. Do the other LSA Grad coordinators also handle nominations for 994?
    e. When was the last time you handled the nomination process for ELI 994?

Process Walk-through
2. Thinking back to this last time that you were responsible for tasks related to enrollment in ELI 994, can you tell me who notified you about the beginning of the nomination process for the semester, and how did they notify you?
    a. How many times have you been through this process before?
    b. Did you know what to expect before being notified?
    c. Have you ever not been notified of the beginning of nominations for 994?
3. Again thinking of this last experience, what was your next step after being notified? Did you require more information before taking that next step?
    a. Was it clear from the original notification (likely email) what was expected of you?
    b. Where do you typically look for information regarding 994?
    c. Did you contact anyone? For what information or documentation?
4. Can you walk me through your process for creating a list of student nominations to ELI 994? Please be as specific as possible.
    a. Who nominates students? How do you first find out that a particular student is nominated?
    b. What information or documentation do you consult to create a list of student nominees?
    c. Who do you coordinate with to create a list of student nominees?
    d. How long do you spend on this process, from beginning to end?
    e. How do you know a nominee list is complete?
5. I understand that a primary part of your role is to upload nomination lists as well as the UM admissions applications of student nominees to the Canvas 994 Coordination site. Can you explain the last time you did this?

      a. Was it obvious where to deposit the materials in Canvas?

      b. What challenges did you encounter? What was confusing to you?

      c. How frequently do you use Canvas outside of the ELI 994 enrollment process?

6. What do you do if the nominee list needs to be updated after it has been deposited in Canvas? Can you give an example of this happening?

      a. Who do you need to contact?

      b. How do you convey the updated information?

      c. What are some reasons that changes might have to be made after you deposit the list in Canvas?

7. What was the last step in your involvement with nominations to ELI 994?

      a. What was your deadline for completing your role in the nomination process?

      b. Did anything need to happen after depositing the list in Canvas?

      c. Do you have ongoing communication with the English Language Department outside of nominations?

Student Needs

8. Can you give me some examples of what potential 994 students consult you about regarding the 994 enrollment process? Again, think about specific instances from the last time you contributed to 994 enrollment.

      a. What is usually unclear or challenging to students?

      b. How do students usually contact you? How do you contact them?

      c. What resources do you often share with students about the course?

9. From your perspective as a Graduate coordinator, how are potential 994 students *not* being supported during the nomination and enrollment process?

      a. How much interaction do you generally have with 994 student nominees?

      b. How much responsibility falls on you to meet student needs regarding 994?

      c. Is there information you have wanted to provide to students concerning the course that was not available to you?

Design

10. Reflecting again on the last time you contributed to the 994 nomination and enrollment process, if we were to design a one-stop website for ELI 994 that LSA graduate coordinators, course coordinators, faculty, and students could use for the nomination and enrollment process, what information do you think it should include?

      a. What information would support your needs?

      b. What information should be included for you to provide to *others* for reference?

      c. Do you have any concerns for this approach to simplifying communication around the process of enrollment in ELI 994?

Conclusion

Those are all the questions that I wanted to ask you today. Is there anything else you think we should know, or anything you wanted to tell us that we didn't get to? [Response]. Great, thank you so much for taking some time to share your insights with us. It will certainly help us as we try to design a better system of communication for the 994 enrollment process. The interview is over, but we may reach out to you over the next few weeks if we need to clarify something that you told us. As a reminder, we will completely anonymize any information or quotations we use from this interview in our analysis. But, if you decide that you no longer want us to use your responses, please let us know, and we will exclude them from our analysis. If you have any questions, concerns, or additional information you want to share with us at any point, please don't hesitate to email us at TeamNoteUMSI@umich.edu.