

# User Interview Script

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Intro- Hi. Thank you for meeting with us today. We will be interviewing you to gain information regarding Lit College Tours. With your permission, we would like to take notes and record this interview.

\*have interviewee sign waiver

## **Mentee Interview Questions**

### Opening Questions

How old are you?

What year are you in college?

What is your major?

### Main Questions

How did you hear about LIT college tour? (Did anyone recommend it to you?)

How do you find information about the program and its events?

Do you use social media? If so, which one(s)? And how frequently?

Have you ever used the LIT College Tour website?

If so, how are you using the site, what tasks, what do you do?

What information do you expect to find on the website?

How many events have you attended?

What did you learn from the events? Did you find the event useful?

Did you ever sign up for an event and not go? Why... Why... Why...

How long have you been with LIT? Why?

Can you walk us through the process of signing up to be a mentee?

Tell me of an awesome experience with the program.

Tell me of a bad experience with the program.

Do you currently have a mentor?

If yes, what are your expectations from your mentor?

If no, why not?

How many mentors have you had throughout the program?

Why did you decide to get a mentor?

What do you feel you need to be successful?

How do you communicate with your mentors?

Does LIT college tours meet your expectations... if not .. why?

Have you been a member of another mentorship program? Which one? Differences?

## **Mentor Interview Questions**

### Opening Questions

What field are you in?

How many years of experience in that field?

### Main Questions

How do you find information about the program and its events?

Have you ever used the LIT College Tour website? If so, how often?

What information do you expect to find on the website?

When was the last time you visited the site?

How was your experience with the website?

Do you go to events? If so, how often?

How does it benefit you?

How long have you been with LIT?

Tell me of a good experience with the program.

Tell me of a bad experience with the program.

How were you recruited to become a mentor?

What are your incentives for being a mentor?

Was it through a school? or business?

Walk us through the process of signing up to become a mentor.

Why did you decide to be a mentor?

What qualities do you possess that qualify you as a mentor?

Was there any criteria you had to meet to become a mentor?

How many mentees do you currently work with?

How do you communicate with your (current) mentees?

Do you keep in touch with past mentees?

If so, please describe your interactions.

What information do you find most valuable when mentoring a student?

What resources do you need from the program in order to be a successful mentor?

Have you been a member of another mentorship program? Which one? Differences?

Closing- Thank you, I appreciate that you took out valuable time for the interview. You've provided us with useful insights. Are you open to being contacted for follow up questions or any clarifications on the interview?