

[INTERVIEW 2]  
Susan: **RESPONSES**

**1. What is your current profession? Tell me more about your daily routine.**

I'm currently the General Manager for a small staffing firm. We place ads for jobs in construction, landscaping, and hospitality fields and then make phone calls to applicants and invite them in for interviews. I visit customers [companies/clients] and make phone calls and try to get the best understanding of what they are needing in terms of employees and then try to provide that for the customer.

**2. How much time do you usually spend on your phone in a given day? What types of applications do you use the most and why?**

I spend an average of 3 hours on the phone for work each day with customers, prospective customers, and current employees. The applications I use on my phone are the Google Sheets app to track customers and employees, and the Google mail app to check email throughout the day when out of the office. I also spend a good bit of time on Instagram. My daily Instagram activity averages 1 hour and 15 min.

**3. When was the last time you were either required to or wanted to broaden your vocabulary? Why were you required to do so or why did you want to do so? How did you go about doing so? What resources did you use?**

The last time I was required to broaden my vocabulary would probably be when I was working in a hospital a little over ten years ago. I had to learn medical terminology I was not familiar with. If I had any questions about terminology, I would ask a co-worker or use Google.

**4. Would learning new vocabulary help you in some aspect of your daily life? If so, how or in what capacity? If not, why?**

Learning new vocabulary could always help in conversing with others socially and from a business standpoint--it couldn't hurt in my managing/business development position.

**5. What form(s) of learning helps you remember and/or understand information? Why?**

I am a visual learner but it also helps to hear something in order to remember it. In school, my favorite way of studying was the flash card method.

**6. Was there a particular project or event, during your school or professional career that stood out to you because you learned a lot? Tell me more about the project/event. How was the information presented? What made you interested in the information that was being shared?**

In school, I always learned the most from internships because they were a more "hands on" approach. I learn best through seeing things and experiencing them. For example, I was in grad school for two years for a counseling degree, I learned all the school information by studying (flash cards, etc), but it didn't really make sense to me until I was a counseling intern in a psychiatric hospital and actually saw people who were dealing with the disorders I'd learned about in school. It would have been helpful during those days to have an app that could "talk" to me about the words I was studying, and not simply seeing the words.