User Interview Protocol

Interview Protocol

Opening Remarks

1) Welcome the user by explaining the purpose of this project.
2) Before the interview can begin, ask the interviewee to review and sign all forms. **Be sure to give the interviewee a copy of the information form, a copy of the record release form, and a copy of the inform consent form to keep.**
3) Start the interview by asking questions that allow us to gain a general understanding of the user.
   1. What activities are you involved with on the Olin campus?
   2. What have you used Ad Astra for?
   3. If not, have you use another scheduling software before?

Observing the User

1) Before we defining tasks for the user, remind the user about the following things.
   1. The user can quit at any time.
   2. **Think aloud.**
   3. Explain that we will not provide help. (unless it is necessary or they explicitly ask for help)
2) Give the list of the tasks to the user.
3) Take note of any difficulties and any other things of interest.

Concluding the Interview

Conclude the session by asking the following questions:

1) What was frustrating, and what was easy? (Why as well)
2) What was useful, what was confusing?
3) Take time to answer any questions the user might have.
Interacting with the Software

Introduction

Thank you for participating in our interview. Through this interview, we want to get some feedback on our initial paper prototype. As you work through this list of tasks, we ask you to keep the following things in mind:

1) You may quit at any time.
2) Try to think aloud as you work, please let us know what you are trying to do before you do it.
3) We will not be providing any help.

List of Tasks:

1) Reserve a room for an event of your choice.

2) Suppose President Miller needs the room you just reserved for an external relations event. Reschedule the event by:
   a) Changing the meeting time.
   b) Changing the location.

3) Reserve a room for a recurring event for your choice.