Second Interview Protocol for HFID User Interaction Study
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The goal of our project is to design an interface that will allow people to easily listen to digital music. In particular, we would like to make the process of selecting and playing songs as convenient and intuitive as possible. To date, we have interviewed ten users and created a low fidelity prototype of a digital music player based on their responses. The next step of this design process is to perform slightly longer (approximately 45 minute) interviews with people who currently listen to digital music. We plan to mainly interview users with whom we have already spoken, although we may speak with one or two new people.

When speaking with users we have interviewed once already, we will first remind them of our project and ask if their habits have changed in any way since we last spoke with them, to continue enhancing our understanding of how people use digital music players. When speaking with new users, we will begin with a shortened version of previous interview, to gain a basic idea of how they listen to digital music. However, the main focus of this interview will be to gather feedback on our low fidelity prototype. We will ask the users to perform several tasks with the prototype, such as playing a CD, listening to a particular genre of music, or listening to a variety of songs from the user's library, CDs, and the radio all together. Once we have given the user each task and answered any basic clarifying questions, we will ask the user to complete as much of the task without asking for help. One member of our group will give the computer's responses, one will take notes, and one will simply observe and be prepared to answer questions if the user gets stuck. When the user has completed the task, we will ask for feedback on specific parts of the prototype and the overall experience of using it.

The primary goal of these interviews is to learn what parts of our interface are intuitive and which are difficult to use. We wish to figure out specifically how to label our features most clearly and how to arrange controls as naturally as possible. We also want to hear what users think is missing from the design. Are there functions that they would like to complete that they do not think are possible with our prototype? Are there functions provided that seem useless or overemphasized to the user? We will ask the user to answer these and similar questions.

We will keep all of the interviewees' identities confidential. We will collect names and phone numbers, to allow us to contact subjects again, and we will do sound recordings of the interviews to allow us to check our interview notes for accuracy. However, we will not disclose any of this information. The sound recordings will be destroyed at the conclusion of the course. Additionally, we will not describe the schools, home towns, or music preferences of individuals included in the study, as this combination of data may be sufficient to identify people at Olin and other nearby colleges. We will identify particular subjects by their age groups: 18-23, 23-33, or 33+ and by their broad level of comfort with computers.