

HCI Interview

Interviewee: Kathryn Neeley

Age: 60+

Bio:

- UVA STS professor
- Studied English

Notes on completing tasks:

1. Find a movie
 - a. Went to menu
 - b. Clicked Top 250 movies to narrow options
 - c. Scrolled through
 - d. Found a movie she liked (Oppenheimer)
 - e. "Relatively easy"
2. Find movie rating
 - a. Found easily
3. Find and read user review
 - a. Found moderately easy
4. Search actor/actress
 - a. Used search bar to look someone up
5. Create a watchlist
 - a. Found watchlist section and created a watchlist, but didn't like account creation
 - b. Searched movie to add to watchlist
 - c. Watchlist empty after she added something
6. Vote in a user poll
 - a. Trouble finding in big menu since it was the very last thing there and not clear where it was

First impressions of IMDb:

- Not visually appealing
- Very busy
- "Too many things coming at me"
- It was confusing
- A lot of information
- Lost in the menu, some things had obscure locations

Conclusions:

- Maybe would use again
- Liked that it brought films to attention she wouldn't have otherwise thought about.
- Enjoyed the films being presented in front of her
- Finds polls unhelpful
- Presumes users understand what the website is good for; assumes greater expertise, not a website for novices.
- Wants room for user to seek out things