

## HCI Interview Questions

1. Introduce the project: I am in a HCI class where we are assigned a project where we improve and discuss a website of our choosing. HCI stands for human computer interaction and our goal is to observe a user interact with IMDB and tell us about how they feel with the website. We want to know about struggles/frustrations or eases that come with completing certain tasks.

Interviewee: Blake

Age: 18

Bio: College Student

2. Have the person complete these goals
  - a. Find a movie
    - i. Immediately used the search bar
  - b. Click on the movie rating
    - i. Immediately found the movie ratings
  - c. Find and read user reviews
    - i. Clicked a hyper link in the upper right and found them
  - d. Search up an actor/actress
    - i. Used the search bar for an actor/actress
  - e. Create a watchlist
    - i. Found the watchlist tab quickly

- ii. Used the normal search bar to find movies and manually added them with the yellow button
  - iii. Had some initial confusion when creating the watch list and had to restart
- f. Vote in a user poll
  - i. Took some time to find the user poll, scrolled through the website, missed it on the big menu
  - ii. Took some time to pick an interesting user poll and voted successfully
- 3. Ask about their first impressions of IMDB:
  - a. Was IMDB visually appealing? Improved visual appearance since the last time he visited it. Cool to see top movies and things on the home page.
  - b. What did you think/feel when you first opened the website? Liked the new features did not feel overwhelmed
  - c. How much experience do you have with IMDB? Used it a few times before on occasion
- 4. Ask them about each goal. Was it simple, was it complicated? (Note observations while they do each goal)
  - a. Goal Note: Distracting trailers, Not bad at finding the movie you want, generally easy
  - b. Goal Note: Self explanatory feature, good location for the button
  - c. Goal Note: Finding the user reviews wasn't too bad. The reviews themselves seem to be placed as the good ones are first. Hard to notice the actual review ratings. Blamed himself for not seeing the actual Star with ratings

- d. Goal Note: Went smoothly and not hard to find what he wanted
  - e. Goal Note: Pretty easy. Obvious place for the watch list and easy enough to add things to it
  - f. Goal Note: Took a while to find it. Easy enough to find it. Did not see any polls that were very interesting. Polls seem to be very specific or niche.
5. Ask if they would use IMDB again and ask why? Would use IMDB again. Has all the info that you would want. Good at what it does.

Blake seemed to think that the website was good overall but after the interview I mentioned some features I found that he missed and he was surprised that he missed them. He is 18 and is very accustomed to technology. Like all of us I suspect that he didn't want to admit that he had more trouble with certain features and he just blamed himself when these troubles occurred.

6. Make small talk about something and then thank them for participating