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CS 352: Introduction to Usability Engineering

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Interview Practice

1. I interviewed [Redacted], someone I know well, and got insights for the questions suggested by the pre-dispositions. Through the interview I “learned” that she likes sleeping, sightseeing, getting together with friends and family, photography around the island (of Hawaii), and reading during long weekends. She “learned” that during long weekends, I try to get my homework done by Saturday in order to have Sunday and the extra days to play video games and read. As a housewife, she is uninfluenced by the duration of a weekend, while in a long weekend, I specifically try to get my homework done first before having fun.
2. We did not have problems with one word answers. The questions were relatively open ended and left room for both of us to talk for a while.
3. We both went in with relatively simple questions and improvised concise and on point follow-ups as the conversation naturally evolved, so there wasn’t a problem with long complex questions. While this technique worked successfully for this interview, it might be better to not rely on improvisation, as conversation my spiral out of control if not careful.
4. We both managed to avoid jargon because the topic of long weekend activities isn’t too technical. When talking about my videogames while being interviewed, I used a bit of jargon, but quickly tried to explain the significance of the words I was using, but I probably could have just used the significance and not used the specialized words in the first place. [Redacted] had a lot more activities to talk about, so she engaged discussion about them in a more surface manner, while I talked at a deeper level with fewer activities to talk about.
5. I was tempted to ask leading questions at point to move the conversation in ways that I was interested in, but I resisted this temptation and kept objective. I left the questions up to her interpretation and let her talk about the topic as she wished, gleaming what insights I could. She asked a few leading questions because she was not as interested in objectivity. The way she asked some questions implied the conclusion that I am more the type of person to passively go along with the planned activities of others then to come up with activities on my own. While this is true, this is not knowledge she would have had if we were strangers.
6. Neither of us interrupted each other, but 2-3 times we would start speaking at the same time after we had a period of silence. In these cases, we let the person who was being interviewed start talking first, and then the other person would bring up their point if it was still relevant afterwards.
7. Yes, we both used silence as the interviewer after asking our questions. Instead of talking, we would allow each other periods of time to consider our answers to the open ended questions we asked. When being interviewed however, I was awkward and used some umms to bridge the conversation. Not a terribly large amount, but still notable.
8. I originally decided to type up general notes during the interview, but [Redacted] suggested the good idea of using my phone to record the interviews, enabling precise recording that could also be transcribed later.