Interview Guide – 20 mins

Template Purpose

This template was initially created to be used by our designers and researchers to improve an online request form for AV professionals who set up for large events in CMS HQ. This template can easily be changed and used to interview other service providers for large events to gain background knowledge on what they do and how an existing request form can be improved. (an example form is provided at the bottom of this template)

### Introduction

* About interviewer and role in project
* About interviewee and role in project
* Explain purpose of the interview and project– improve the way Event Management Services provide services to employees hosting events
* Rights and consent as an interview participant and name of POC (Interviewee)

### Interview

1. What do you do?
2. How long have you been in this position?
3. Do you use this form?
4. How do you use this form?
5. How can we support the work they do through this project?
6. What are common requests that you see when people complete this form? Common Mistakes?
7. How do you receive notice that your services are needed?
8. When do you need to begin acting on a request?
9. What does the day of the event look like for you?
10. What follow-up is needed after an event? How do you follow up with individuals?
11. What information do you use on this form?
12. Is there any more information that you would like to share?

### Wrap Up

* Discuss where to learn more about research and results
* Provide contact information for interviewer and point of contact Cathryne

A picture containing application

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