

Summative Interview Plan

Steps

1. Make it clear that the users can interrupt the system at any time.
2. Refer back to when users reported they use their timetable and set up scenarios for it being:
 1. The morning
 2. The evening
 3. The start of the week
 4. Just before leaving for a lecture
3. Allow users to have any other interactions with the interface that they want to.
4. Ask the users for feedback about their thoughts on the system.
5. Ask the users to fill in the questionnaire.

Quantitative

- Number of errors
- Number of re-prompts
- Success rate
- Number of crashes

Qualitative

Observing during the tasks

- When do the users get frustrated?
- When do users interrupt the system?

Questionnaire at the end of the tasks

Categories to investigate:

- Accuracy
- Ease of use
- Content received
- Likeability

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The system is easy to use.					
The system understands what I say.					
The system gives me the information I want.					
The responses are too long-winded.					

I would use the system.					
I don't like using the system.					
The system is repetitive when handling errors.					
The system misunderstands me.					
The system is confusing.					
The system provides irrelevant information.					
The responses are an appropriate length.					
I like using the system.					
I would avoid using the system in future.					
The system handles errors well.					