

## MI 220 Interview Critique Worksheet

Enter your critiques of the interview questions in the transcript excerpt and your suggestions for improvement in the table below. The first row is completed for you as an example, for first question the interviewer asked in the interview excerpt. You do not have to critique instances where the interviewer says only “Right” or “Okay”.

Questions do not always end with a question mark! You can tell something is a question if the interview participant responds as though it is a question. For example, sometimes interviewers restate something the interviewee just said to check their understanding and prompt the interviewee to correct them. This is considered to be a “question” even if it is not phrased as such, when the participant responds by providing more information.

Please add as many rows to this table as you need to capture all your questions.

| Interview Question   | Critique  | Related Advice  | Suggestions for Improvement   |
|--|---|---|---|
| <b>EXAMPLE ROW</b><br>“Okay. And are you using a Google Calendar app or the generic calendar app?” | <p>This question asks the participant for information about the calendar app she uses.</p> <p>However, the question asks about more than one thing at a time: two different calendar apps. Asking about more than one thing in the question makes it hard for the participant to answer both parts of the question. It is likely that the participant would begin by answering about just the first one, and either the participant would forget the second part or the interviewer would move on without following up on other calendar apps.</p> <p>It is also a closed-ended question; the participant could easily answer it in a word or two without providing substantial detail.</p> | <p>Ask Only One Thing At a Time</p> <p>Avoid Binary or Closed Ended Questions</p> | Rather than providing possible responses when asking the question (e.g., Google Calendar app or generic app), a better way to ask this question would be to start with “Show me the app you use to access your calendar” and then follow that with “What were you doing the last time you used this app?” The first question asks about the specific app the participant uses, and the second probes for specifics about a time that the participant actually used the app. |
| How many credits have you enrolled in?   | <p>This was a hard question for the participant to know off the top of their head</p> <p>It is also a close-ended question; they would just have to reply with the number</p>   | Avoid binary or closed ended questions  | Rather than asking how many credits the participant has enrolled in, maybe ask what the range of credits they have to take a semester would look like based on her major.   |
| Sometimes people don’t prefer electives, Is there anything you                                     | It seems slightly irrelevant to what the interview is on and was slightly difficult for the participant to answer. It also provides stereotype towards  | Ask for specific examples, not typical behavior                                   | Maybe ask instead what they have liked about the electives they’ve taken  |

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| would improve about the electives you have taken so far?       | people not liking elective courses, which is not always the case                |  |   |
| Was it easy to figure out your requirements for each semester? | Participant just responded with yes   | Avoid binary or closed ended questions | Ask for the details on how to figure out your requirements for each semester and the involved process |
| Do you know now what classes you need to graduate?             | Participant just responded with yes   | Avoid binary or closes ended questions | Ask for the steps on how to find out what classes they needed to graduate                             |
| Is there a website that shows your requirements                | Just responded with the website   | Avoid binary or closed ended questions | Ask what different resources you can use to find out the requirements                                 |
| Where do you go to enroll in your courses                      | Just responded with the website   | Avoid binary or closed ended questions | Skip to what is the process of enrolling in classes   |
| What do you want your career to be and what does it entail?    | This is more than one question at once and participant was unsure of the answer | Ask only one thing at a time           | Ask if they have any career ideas for their future  |