

Your Guide to User Interviews

Following DID(it) Best Practices

Focus: spend time with interviewee to find out their frustrations and current process to better enhance or design the application to fit the user.

Perform individual interviews with real users to determine problems and find solutions



SCHEDULE USER INTERVIEWS

User interviews can be scheduled via email introductions or through the product owner. These interviews should be scheduled for in person meeting whenever possible. If the user is not able to meet in person, a remote meeting via Adobe Connect or Skype will do.

IDENTIFY A GROUP OF USERS TO TEST

The user group should include representatives from different roles so you can get multiple perspectives and possible problems.



THE TEAM TAKES NOTES

During user interviews, there should be at least two to three other team members taking notes during each interview and writing down direct quotes from the users. The more detailed the notes, the better.

DESIGNER OR PRODUCT MANAGER LEADS THE USER INTERVIEWS

The Designer or Product Manager should lead the user interview with a list of prompted questions based on the application and developers needs.



TEAM COMPILES NOTES AND SCHEDULES USER INTERVIEW SYNTHESIS

The Designer or Product Manager will compile the team's notes and then schedule a time for the team to have a User Interview Synthesis Meeting which will help determine the problems and summarize the needs of the users.

Goal: User Interviews are an informative way to gather potential problems within the application, and understand from the users perspective how they use the application on a daily basis and what changes they would like to be made to make it more efficient or user friendly.