# User Interview Template

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| **Introductions** | |
| **Script**  Thank you for agreeing to take part in this interview.  I am [NAME] from [ORGANISATION] and I'm here on behalf of the ???? project along with my colleague(s) [NAME] from [ORGANISATION].  Participants:   * **Name**, Role * **Name**, Role * **Name**, Role   Prototype link: [Link to prototype to be tested]   1. The activity should take around one hour and will include an observation task where we will ask you to share your screen. 2. Anything you say as part of this interview is completely confidential. We are only interested in using your feedback to help us improve and will not share your comments with any parties not involved in this project, or for any other purpose. 3. The questions and tasks in this interview are not a test, and there are no right or wrong answers. Please be completely honest and don’t be afraid of offending anyone. Criticisms and negative feedback are often really helpful. 4. The objective is to test the new interactive prototype. This prototype does not contain real data as it is done to test the functionalities. 5. And finally, we'll be taking notes and recording the session. This is required to assist with the analysis process only and will not be shared. Before we start, could you read through the consent form and sign it if you're happy to proceed? | |
| Complete this section before the interview | |
| **Interviewee role and organisation**  Confirm the role and organisation that were submitted via the survey | **Role:**  **Organisation: ????** |
| **Interview data and interviews** | **Date: 16.07.2024**  **Interviewers:** |
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| **Observation Task** | |
| We would now like to ask you to carry out a few tasks. We will observe, **please describe out loud** what you are doing or would like to do as you complete each task.  For each question we ask, we would like you to use the provided laptop to answer. | |
| Scenario 1 | You are going to play the role of a geoscientist who wants to search for datasets related to any type of events (earthquakes, volcanic eruptions, suer choose one or two etc.) in Italy, and find potential relationship (e.g. Volcanic eruptions and earthquakes correlation, or Earthquakes and landslides correlation… etc). | |
| Scenario 1 - Notes | You are aiming to produce data and visualisations that demonstrate any relationship (or lack of) between boreholes and earthquakes.    First tell me how you would start to answer such a question. | |
| Scenario 2 |  | |
| Scenario 2 - Notes |  | |
| Scenario 3 |  | |
| Scenario 3 - Notes |  | |
| Scenario 4 |  | |
| Scenario 4 - Notes |  | |
| Scenario 5 |  | |
| Scenario 5 - Notes |  | |
| **Interview notes about key stages in the user journey** | |
| Sketch the steps taken as the task takes place.  Record when the user is confused or frustrated.  Remind them to describe out loud what they are thinking.  Record positives as well as negatives.  Don’t help unless there is no chance of progressing to the next stage without guidance.  If they ask you what a certain thing means or what happens if I click this – ask them what they think will happen. |  |
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| **Review and Wrap Up** | |
| Do you have any other comments, thoughts or questions on what we’ve discussed today? |  |
| If we have follow on questions can we contact you again about this subject? | Yes |
| Thank you very much for taking part in the research and if you have any further questions, please contact me [Interviewers email] | |