**Background for the Interviewee:**

The purpose of this exploratory study is to get feedback of the system from potential users. The points we are focusing on are basically the functions our clients required. Each interviewee will be given a brief introduction of the whole system, then they will be required to use the system to complete some tasks in order to test the whole system. The tasks cover all the functions the client required. The interviewee will be required to complete a question list. After that, an interview according to the question list will be conducted.

**Introduction to the Interviewee:**

This system is designed to achieve the requirement of dental school of the University of Pittsburgh. In this project, we are aiming to design a system which can provide online quiz of identifying images of different categories of diseases. The client asks for a question management system which is able to upload new question and related images. The question list which the interview is required to complete is shown as below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Background knowledge part | | | | | | |
| 1. Before I use this, I have worked with other database management system | | | | | | |
| A. Yes, actually I do it often | | B. Not often | | | C.Not at all | |
| 2. I have medical education background | | | | | | |
| A. Yes | |  | | | B. No | |
| Log in system part | | | | | | |
| 3. The log in interface has obvious instructions of account number and password input | | | | | | |
| A. Yes | | B. Neutral | | | C. No | |
| 4. A hint will show up to avoid users doing operations designer does not want them to do | | | | | | |
| A. Yes | | B. I can still make some unpredictable tricks | | | C. There is no hint | |
| Management interface part | | | | | | |
| 5. The visual nature of the system helped me to understand the functions of it | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | C. Disagree | | D.against at all |
| 6. The interactive nature of this system helps me to learn | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | C. Disagree | | D.against at all |
| 7. I can find multiple methods of upload images | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | C. Disagree | | D.against at all |
| 8. A help button is shown in case of potential error | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | C. Disagree | | D.against at all |
| 9. The interface is simple and minimize users’ memory load | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | C. Disagree | | D.against at all |

Interviewee A

First one:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Background knowledge part | | | | | | |
| 1. Before I use this, I have worked with other database management system | | | | | | |
| A. Yes, actually I do it often | | **B. Not often** | | | C.Not at all | |
| 2. I have medical education background | | | | | | |
| A. Yes | |  | | | **B. No** | |
| Log in system part | | | | | | |
| 3. The log in interface has obvious instructions of account number and password input | | | | | | |
| **A. Yes** | | B. Neutral | | | C. No | |
| 4. A hint will show up to avoid users doing operations designer does not want them to do | | | | | | |
| A. Yes | | **B. I can still make some unpredictable tricks** | | | C. There is no hint | |
| Management interface part | | | | | | |
| 5. The visual nature of the system helped me to understand the functions of it | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 6. The interactive nature of this system helps me to learn | | | | | | |
| A.Strongly agree | B. Agree | | **C. Neutral** | C. Disagree | | D.against at all |
| 7. I can find multiple methods of upload images | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | **C. Disagree** | | D.against at all |
| 8. A help button is shown in case of potential error | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | **C. Disagree** | | D.against at all |
| 9. The interface is simple and minimize users’ memory load | | | | | | |
| A.Strongly agree | B. Agree | | **C. Neutral** | C. Disagree | | D.against at all |

Part of the records of explanations in the interview:

Q: Since you mentioned that you can still find some errors in question 4, we’d like to know if there are some BUGs we ignored before.

A: Sure! In the uploading part, I find that I can upload images and their related questions with the same name.

Q: Well, that was a mistake. We will focus on it and solve this problem. And could you explain about your choice of question 6 and 9?

A: I suggest that you can set some obvious warning when users make mistake, and show them why and how to prevent it. Also, some hints are preferred after a user uploaded an image to inform him/her that the operation is successful.

New version:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Log in system part | | | | | | |
| 3. The log in interface has obvious instructions of account number and password input | | | | | | |
| **A. Yes** | | B. Neutral | | | C. No | |
| 4. A hint will show up to avoid users doing operations designer does not want them to do | | | | | | |
| **A. Yes** | | B. I can still make some unpredictable tricks | | | C. There is no hint | |
| Management interface part | | | | | | |
| 5. The visual nature of the system helped me to understand the functions of it | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 6. The interactive nature of this system helps me to learn | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 7. I can find multiple methods of upload images | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 8. A help button is shown in case of potential error | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 9. The interface is simple and minimize users’ memory load | | | | | | |
| A.Strongly agree | B. Agree | | **C. Neutral** | C. Disagree | | D.against at all |

Feedback of the second interview:

A: I still find there are some things which can still be improved. Things will be better if a sorting function is available.

Interviewee B

First one:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Background knowledge part | | | | | | |
| 1. Before I use this, I have worked with other database management system | | | | | | |
| **A. Yes, actually I do it often** | | B. Not often | | | C.Not at all | |
| 2. I have medical education background | | | | | | |
| A. Yes | |  | | | **B. No** | |
| Log in system part | | | | | | |
| 3. The log in interface has obvious instructions of account number and password input | | | | | | |
| **A. Yes** | | B. Neutral | | | C. No | |
| 4. A hint will show up to avoid users doing operations designer does not want them to do | | | | | | |
| A. Yes | | **B. I can still make some unpredictable tricks** | | | C. There is no hint | |
| Management interface part | | | | | | |
| 5. The visual nature of the system helped me to understand the functions of it | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 6. The interactive nature of this system helps me to learn | | | | | | |
| A.Strongly agree | B. Agree | | **C. Neutral** | C. Disagree | | D.against at all |
| 7. I can find multiple methods of upload images | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | **C. Disagree** | | D.against at all |
| 8. A help button is shown in case of potential error | | | | | | |
| A.Strongly agree | B. Agree | | **C. Neutral** | C. Disagree | | D.against at all |
| 9. The interface is simple and minimize users’ memory load | | | | | | |
| A.Strongly agree | B. Agree | | C. Neutral | **C. Disagree** | | D.against at all |

Part of the records of explanations in the interview:

Q: Could you explain about your choice of question 6 and 7?

A: In my opinion, the system should support multiple way of uploading picture. Not only showing buttons in different ways, but also with different meaning. (Pardon please?) I mean, you can upload images at the beginning of the uploading, or you can upload them when you check the interface. By the way, the two versions you displayed before, I love the second one( tabled level).

New version:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Log in system part | | | | | | |
| 3. The log in interface has obvious instructions of account number and password input | | | | | | |
| **A. Yes** | | B. Neutral | | | C. No | |
| 4. A hint will show up to avoid users doing operations designer does not want them to do | | | | | | |
| **A. Yes** | | B. I can still make some unpredictable tricks | | | C. There is no hint | |
| Management interface part | | | | | | |
| 5. The visual nature of the system helped me to understand the functions of it | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 6. The interactive nature of this system helps me to learn | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 7. I can find multiple methods of upload images | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 8. A help button is shown in case of potential error | | | | | | |
| A.Strongly agree | **B. Agree** | | C. Neutral | C. Disagree | | D.against at all |
| 9. The interface is simple and minimize users’ memory load | | | | | | |
| A.Strongly agree | B. Agree | | **C. Neutral** | C. Disagree | | D.against at all |

Feedback of the second interview:

A: Great! If you add some functions like turning pages when questions are too many, that will be perfect.