

1. Intro

Greeting:

- Hello / Good morning / Good afternoon, <user's name>!
- My name is <your name> and I am a <some humble title>.
- Thank you for joining this session! How are you?

Explaining the goal:

- <User's name>, you were chosen because we believe your feedback can help to <purpose, goals, how you'll use results, etc. >

“Rules of the game”:

- <User's name>, I'm going to ask you a series of questions that I want you to answer honestly. Frankly speaking, it might seem like an exam, but it isn't.
- There are no wrong and right answers today — any feedback is welcome. Please think aloud about everything you do.

2. Interview

User persona (*easy to answer questions to get to know the user better*).

- What do you study?

I study cognitive science at UCLA. I'm also minoring in Digital Humanities.

- Please describe to me your typical day.

I commute to campus via bus, attend lectures, meet friends, and go home. Some days I go to work (I am a part time cashier at this food court near my home).

Connection with the topic

- How many hours per day do you spend on homework or school related projects?

I spend around 4 hours per day on homework.

- Do you find that you often have trouble finding the time to complete your homework or keep on track while completing it?

Yes. Sometimes I underestimate the level of difficulty of my assignments and end up spending the majority of the day completing it. While I can divide my work up into different days, I prefer finishing it in one sitting.

- Describe how you typically complete your homework, specifically how you organize time to complete assignments.

I use Notion to organize my tasks. Then, I start with the ones with approaching deadlines. I don't really have a time management system. If I don't complete a specific task on the day it's planned, I move it to the next day.

- What are the most common impediments to your studying?

If I'm listening to music, I end up getting distracted. Other than that if the assignment doesn't seem interesting, I end up scouring through Instagram.

Previous experience

- Do you take any methods to improve your time management? If so, describe them to me.
 - If yes, follow up with: has this been effective when you've implemented this method?

I currently don't have any methods to improve my time management. I tend to move on to the next task once I've either completely finished or finished the majority of the assignment I started. This works well when I start early, but if I start closer to the deadline, I end up pushing other assignments to the next day. This repeats almost every week.

- Have you ever used an app or website to aid your time management?

The only app I use is Notion, I don't really use it for time management.

- What are your main issues with <sites/apps/other-means mentioned before>?

An issue I have with Notion is that I don't explore the different layouts or templates that may include a time management system because it has too many features it feels overwhelming. I find myself reverting to the basic/blank template where I simply write out my to-do list in a laundry list style.

3. Outro

Words of gratitude

- Congratulations! We've completed the interview.
- Thank you for sharing so many ideas, pieces of feedback, and insights. It was especially valuable to learn about <something concrete> and understand better how you <some finding from the interview>. *Gratitude for something a user really shared sounds more sincere.*

Good bye

- Thank you! It was a pleasure talking with you.
- Have a good one! / Have a great weekend! / Bye!

If you're recording with something like Zoom, stop the recording. Take a moment to write down your clear takeaways.
