

Rules

Introductions

- Don't give them any specific details about our project

Behavior

- smile
- Create safe and non-judgemental environment for the user
- Don't react emotionally to what they say
- shut up and listen to the user

Privacy

- Don't ask for last names
- Ask for first name, age, and education level
- tell them that their information will not be shared with anyone

During the interview

- look for patterns and dig into a question if it seems promising
- keep asking why?
- Ask them open questions only
- Don't lead them to a conclusion
- Make them recall a story
- Be aware of the time. When 15 minutes are up, tell the user that the time is up and whether they have 5 or 10 more minutes to continue talking.
- Don't hint at a problem
- One person takes notes and doesn't say anything, while the other person does the talking and interviewing
- Record the interview and ask them if they want it emailed to them
- Get emails of the users if they are willing to provide it

Questions

1- Ask them about their desks and work environments, what do they have in it (either on their computer or on their desk)

Hypotheses: 1, 2, 3

2- Ask them to tell us about a time that they forgot to do something important and what did they do to make sure that that doesn't happen again

Hypotheses: 1, 2, 4

3- Ask them how do they work with others to work or accomplish something

Hypotheses: 3, 5

4- Ask them about the productivity apps they use on their phones, or computers and how do they use it and what do they have in it. Ask them about things they have tried and didn't work out for them.

Hypotheses: 3, 4

5- Ask them how they remember what they need to do

Hypotheses: 1, 2, 3, 5

6- Ask them when they go to bed and they feel unproductive what comes to their mind

Hypotheses: 2, 5

7 - Ask them when they go to bed and they feel they were productive what comes to their mind

Hypotheses: 2, 5

8- Ask them about the degree of detail in what they write down or capture electronically, and how do these differ depending on context

Hypotheses: 3, 4