**The STAR (Situation, Task, Action, Result) format is a job interview technique used by interviewers to gather all the relevant information about a specific capability that the job requires.**

1. Talk about a time when you had to work closely with someone whose **personality** was very different from yours. GURSHAAN

* This past semester I had to work with someone whose personality was very different from mine. While his personality was very lively, it was also very speedy. What I mean is, we would have meetings, and sometimes his personality carried the meeting away at lighting speed. And at the end of the meeting, I often found myself not knowing what my own action items were – because the meetings took place so quickly and sometimes things weren’t very clear. As such, it was at times difficult to work together but one strategy I found that worked was asking key questions during the meeting. I found that this slowed it down and clarified things for myself and our other team mates. Moreover, at the end of the meeting, I asked if everyone was clear on what their action items were.

1. Give me an example of a time you faced a **conflict** while working on a team. How did you handle that? NANCY

* For my Technology Leadership course this past semester, we had to submit weekly presentations depicting our deliverables for each week, and I noticed that we were getting relatively low grades in regard to our presentation submissions. The team member assigned to the presentations was very good about submitting the assignments on time but unfortunately the quality of the work being submitted was subpar. When I approached her, she seemed quite upset. Seeing that, I acknowledged that she was meeting the deadlines but explained the reasoning as to why our presentations could be further improved: easier to understand for the grader and our grades would probably increase. Hearing me out, she relaxed when he saw that I wasn’t attacking her and asked if I could help her with the next presentation. As a result of working on the next presentation together, we were able to include the necessary information **with** a better design.

1. Describe a time when you struggled to build a relationship with someone important. How did you eventually overcome that? DENISE

When I co-founded the debate team at my high school, my co-founder and I were incredibly excited about creating our team and competing. I was in charge of coaching and she was in charge of getting all of our paper work in line. We were both very good at our roles, however not having discussed how we could grow within these roles enabled resentment within our partnership and as a result, the work we were doing wasn’t quite as enjoyable. Eventually, we sat down and discussed how we could better divide our course load and work load so as to be more effective together and genuinely enjoy each other’s company. While this talk was difficult, it enabled both of us to become better coaches to our students and to travel further from our city.

1. Tell me about a time you needed to get information from someone who wasn’t very responsive. What did you do? JENNIFER GONZALES

* I was attempting to get a letter of recommendation from a previous employer, but she was too busy with other responsibilities to get back to me in a timely manner. As such, I needed to figure out a way to get the most out of our brief online communication. So, I took the time to create three rough draft templates of letter of recommendations and I emailed the documents to her. As a result, she was able to easily input the necessary information and edit as she pleased and she was able to quickly fill in the rough draft templates and I was able to receive my letter of recommendation on time.

1. Give me an example of a time when you did not meet a client’s expectation. What happened, and how did you attempt to rectify the situation? TUTORING @ DMC

* I was working as a mathematics mentor at Del Mar College and sometimes my students wouldn’t quite understand a concept after I tried explaining it. As such, I needed to figure out a way to explain the same concept again, but in a slightly different way. To do this, I usually asked for some time to think about a different approach or to think of a different example or I asked where it was that they were getting confused. Once I understood where they were getting lost, I re-explained the concept. As a result, not only was I able to meet their expectation of adequately teaching the concept but I was also able to show that learning in itself is a learning process.

1. Describe a time when you had to interact with a difficult client. What was the situation, and how did you handle it? ROSS

* I was working as a ROSS retail associate and generally what we have is already out on display, yet this one customer was rather difficult and insisted that I check what we had in storage. As such, I needed to show that I wasn’t merely dismissing her request but rather was making an effort to find that particular item. To do this, I personally went and looked in the back. When I saw that we didn’t have the item, I called another nearby store to see if they had that item. Unfortunately, they didn’t, and I had to inform the customer of that. As a result, while she was upset that I couldn’t located the item, she wasn’t as frustrated simply because she saw me making every effort possible to meet her request.

1. When you’re working with a large number of customers, it’s tricky to deliver excellent service to them all. How do you go about prioritizing your customers’ needs?

* Working as a mathematics mentor and as a CS61A lab assistant, I learned how to adequately help students. My method of prioritizing student’s needs is by first taking into account how many students need my help. If there are 5 or 6, then I use a que and I let the students know that I am using a que. However, if there are more than 6, then I ask what problems the students are working on and suggest they work in pairs. Then, I make my way down the problems.
* In a project situation, I would ask what issues everyone is having in particular. If it’s something relatively easy, I would ask another student to help, if they are okay with that. If it’s something relatively difficult, then I would begin a que.
* In general, I try to maintain fairness and be considerate of others’ time.

1. Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?

* I was a team member on my product management team and we were under a lot of pressure during our testing phase because we were on a very tight deadline. As such, we needed to figure out what we were going to test and how we were going to divide our testing interviewees. To do this effectively, we took the time early in the week to talk things out. Doing so enabled us to talk things through and really think about what we valued. As a result of discussing early and planning thoroughly, we were able to effectively test our product.

1. Tell me about a time you failed. How did you deal with this situation?
2. Describe a long-term project that you managed. How did you keep everything moving along in a timely manner? EDUCATION 140 + STUDENT ENGAGEMENT

* I was conducting research on how banking methods and interactive pedagogical methods facilitate or hinder student engagement – but more specifically how teacher-student or mentor-student rapport affected engagement within these domains of instruction – and I was on a rather limited timeline of 5 months. As such, I made it a point to go out into the field at least twice a week at the same time, every week – regardless of how busy I was that week. As a result of this, I was able to effectively generate enough field notes to thoroughly investigate my research questions.

1. Sometimes it’s just not possible to get everything on your to-do list done. Tell me about a time your responsibilities got a little overwhelming. What did you do?
2. Tell me about a time you set a goal for yourself. How did you go about ensuring that you would meet your objective?
3. Give me an example of a time you managed numerous responsibilities. How did you handle that?
4. Give me an example of a time when you were able to successfully persuade someone to see things your way at work.

* I was working with my product management team and we were on a pretty tight deadline and we were discussing what should be tested first. To do this effectively, we needed to have a discussion. During this discussion I listened to what my team mates were saying and I acknowledged their ideas. However, I still advocated that we test the “riskiest” feature first SO THAT that way we learn fast and move fast – if our users don’t like it or find that particular feature necessary, then we shouldn’t continue with it. As a result of listening to my team mates and acknowledging their points of view, I was able to more effectively advocate for my idea as well.

1. Describe a time when you were the resident technical expert. What did you do to make sure everyone was able to understand you?
2. Tell me about a time when you had to rely on written communication to get your ideas across to your team.
3. Give me an example of a time when you had to explain something fairly complex to a frustrated client. How did you handle this delicate situation?
4. Tell me about a successful presentation you gave and why you think it was a hit.
5. Tell me about your proudest professional accomplishment.
6. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.
7. Tell me about a time when you worked under close supervision or extremely loose supervision. How did you handle that?
8. Give me an example of a time you were able to be creative with your work. What was exciting or difficult about it?
9. Tell me about a time you were dissatisfied in your work. What could have been done to make it better?
10. 1. Tell me about how you worked effectively under pressure.

* For my Technology Leadership class, we had to submit weekly presentations, and the deadline to submit was in a few hours and one of the team members got sick so she wasn’t able to work on it with her partner. As a result, I decided to jump in and help my other team mate. We had four hours to submit a well-designed presentation that contained the necessary information, and since we hadn’t had the time to discuss what should be included or how we wanted to design the presentation, it was rather difficult working on it on such a tight deadline. However, since we were both open and communicated quickly, we were able to accomplish our goal effectively – and learn that we work pretty well with each other under pressure!

1. How do you handle a challenge? Give an example.

* I was working as a project manager assistant for Del Mar College and I noticed that the attendance for our workshops and info sessions were rather low. As such, I made it my goal to understand why that was happening. To do this, I looked at our targeted audience and at the times that our workshops and info sessions were being help – it wasn’t long before I realized what was going on – our targeted audience was still at work when we were holding our events. Our target audience was non-traditional students who worked during the day and took night courses. As such, I felt that I had to bring this information up to my project coordinator and suggest how we approach this problem. It was a challenge persuading my supervisor that we had to begin having our events further into the afternoon rather than during the day, but if we wanted to really connect and reach out to our audience this was the best way. In the end, she signed off and let me run the events.

1. Give an example of a goal you reached and tell me how you achieved it.
2. Describe a decision you made that wasn't popular and how you handled implementing it.
3. Give an example of how you worked on team.
4. What do you do if you disagree with someone at work?
5. Share an example of how you were able to motivate employees or co-workers.
6. Describe p-value
7. Suppose that you are using eye tracking on a cross-eyed participant and the calibration cannot be successful. What do you do?
8. What is your best skill as a UX designer and what advice would you give to someone who is trying to learn this skill?
9. How would you conduct user interviews if you were trying test a particular interaction?
10. Imagine you have 3 different UIs and you want to know which one is best. What would you do?
11. Imagine that a team of engineers want to know why certain users aren’t engaging with a particular push feature. They plan to conduct a survey with six yes/no questions and one question that can be answered via *[a]* text box. What would you tell them about their plan?
12. If you had two products and had to ask one question of users to determine which they preferred more, what would you ask?
13. What are the weaknesses of personas? How do you overcome those weaknesses?
14. Think about an app you like to use. Suppose the product manager tells you that he wants you to find the top 10 UX issues. How would you go about this?
15. How do you handle it when people are skeptical of the value of usability research?
16. Suppose you come forward with a usability recommendation, and the engineers counter that with, “All the usage data we have from millions of people suggest that is not a problem.” How would you respond?
17. Design a study for an in-vehicle phone keypad
18. How would you determine a metric for engagement?
19. Define metrics for measuring fun and satisfaction for a mobile maps product
20. What’s the difference between a Persona and a Market Segment?
21. How do you know if you are asking the right research questions for a project?
22. How do you know when a project is “done”?
23. How would you design an engagement metric for a job website?
24. How would you conduct a user experiment centered on using email? And how would you protect a user’s content if they chose to use their personal email during the experiment?
25. You’re working on a streaming music project that is getting ready to launch a new design. Describe how you would begin creating a plan to research the new design and what it would include.
26. Assume you are an Amazon engineer. The review scores of Amazon items are sometimes biased, because people usually give a score only if they strongly like it or strongly dislike it. How would you know if the review score of a given item is biased or not? What are the areas for improvement on Amazon.com?
27. How would you conduct a UX research study to improve UX on Amazon page with books?
28. When users are navigating through the Amazon website, they are performing several actions. What is the best way to model if their next action would be a purchase?
29. What is the most challenging part in your research projects?
30. What was a challenging problem you had to solve and how did you solve it?
31. Think of your favorite app. How would you go about studying decreased engagement for that app? What would you tell Project Managers about why you chose that research method?
32. What would you consider one of the most difficult challenges you’ve had as a researcher?
33. What would you tell someone if they came to you and said that they wanted a bigger sample size for interviews or a survey?
34. How would you monetize one of the research projects listed on your CV?
35. Pitch a new product and how you would research it.
36. Why do you want to work for Facebook? What are some UX studies you would want to conduct?
37. Name one feature/component of the Facebook interface that a competitor does better. Why?
38. Pick a favorite app. Tell us how you’d evaluate it?
39. Share a project you completed in which you feel you made an impact or *[one]* that had a “social impact”.
40. How would you communicate your findings to different stakeholders?
41. Propose a research question and research design. Explain how it is useful for Facebook and interesting to you.
42. Explain a time that you had to persuade your manager *[to approve]* a particular design idea.
43. Someone on the team has a strong opinion about how a certain feature should be designed, but you disagree that it is a good user experience. How do you approach the situation?
44. What aspect of you*[r]* education prepared you for this role?
45. What did you do when the team disagreed with you?
46. Identify and explain a newly redesigned feature of the software that had a UX issue in the previous version…*[and then]* describe an alternative design plan for the same.
47. What do you do if neither of the design options given to you for usability testing were successful?
48. Please describe a recent discovery research project that you’ve completed that produced a lot of data. How did you go about analyzing the data and how did you produce findings and recommendations to help the team?
49. Walk me through this: How do you design a research study for a new or concept product that focus group participants may not fully understand?
50. Have you ever had cross-functional team members observe or participate in your user studies?
51. What would you do if you worked on a project with little to no requirements?
52. Describe the type of research methods you prefer to use. What would you consider to be your main methods of expertise?
53. What’s an example of one of the most difficult decisions you’ve had to make as a researcher?
54. What’s your greatest weakness as mentioned to you by a manager or client?
55. How do you know that your findings or research has made an impact?
56. What was a really interesting insight or finding that you had from a recent project?
57. Let’s say that I’ve asked you to help my team find new and meaningful ways to engage users with previous content. Where would you start?
58. What tools do you use?
59. What is your process and approach to UX Design?
60. How did you get into UX Design? What’s your interest in the field?
61. **General UX Knowledge:** can you speak to the difference between information architecture, interaction design, usability and user research? When is it relevant to focus on one of these areas vs another?
62. **UX Process:**do you know what a basic UX design process would look like? Would that process be different depending on the scale or type of project (responsive website vs mobile app)?
63. **UX Toolkit:**what are the design tools in your toolbelt and in what situations do you use one tool or method over another? Do you sketch with paper and pen, and will you be ready to prototype something in Axure?
64. **UX Research:** How do you know what you’re designing is tailored for the user? Can you talk a little bit about personas, usability testing, or grounding your design in some kind of data (qualitative or quantitative?)
65. **Industry and/or Design Trends:**do you know why responsive design matters? Do you have an opinion on flat vs skeuomorphic design? If you’re interviewing for a publishing company, do you know some competitors in the space and have thoughts on their designs?
66. What kind of usability testing methods have you applied in your projects?
67. Have you created personas before? How did they help you?
68. What kind of data have you used to validate a design?