

**Instructions:** Use the template on the left to help structure your script. Write down information about the participant on the right.

### Introduction

Kickoff the conversation using this script as a guide.

Hi, . My name is  and I'm going to be walking you through this session today. We're conducting interviews to better understand how people approach learning a new subject and vocabulary. The session should take 15 - 20 minutes.

The first thing I want to make clear right away is that this is not a test. You can't do or say anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes. If you have any questions as we go along, just ask them. And if you need to take a break at any point, just let me know.

OK, let's get started. I'd like to ask you just a few quick questions for a project we're working on about education and learning new vocabulary.

**Optional:** Recording is not required - you can simply take notes. If you choose to record the session, let your interviewee know and have them sign a permission form: <http://sensible.com/downloads/permission-form.doc>

### Bio

Record name, age range, profession & other useful demographic information.

INDIVIDUAL INTERVIEW NOTES

**Instructions:** Use the template on the previous page to help structure your script. Write down interview questions on the left. Keep track of your notes, as you’ll need them for the next Exercise.

**Interview Questions** Write 5-7 questions in the space below.

**Notes & Quotes** Take notes of what your participant says and does.

## COMBINE INTERVIEW NOTES

**Instructions:** Organize the sentences from the previous page into the three boxes according to what kind of statement they are. This will allow you to better visualize your information.

**DOING** I [verb] ... I always check online reviews

**THINKING** I believe ... I believe learning vocabulary isn't as important now that we have the Internet.

**FEELING** I feel ... I feel frustrated when I can't remember a word I've studied before.

## EXAMPLE INTERVIEW QUESTIONS

---

We've put together a few examples of questions that you could ask your participants. You are welcome to refer to these to help guide you in writing questions most relevant to your project.

- Are you a student, professional, or both? Tell me more about your responsibilities and daily routines.
- What was your first day of class like? What were your biggest challenges in starting a new class/job/project? Why?
- When was the last time you had to learn a good deal of new vocabulary? Did you succeed? Why or why not?
- Tell me about a time you've been frustrated with jargon and new vocabulary. Why was it frustrating? Is there something that could have made it easier for you?
- Why do you think learning new vocabulary is difficult?