# Interview Preparation and Outline

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Script (session length: 40 minutes)

Location: Los Angeles, California

# 0. Introduction (5 mins)

Explain what we are here for.

**I want to learn what sorts of activities you do to manage any symptoms related to PCOS and the resources you use.**

*Intro*

* *Thank you for participating*
* *Not evaluating, but learning about your experience with PCOS*
* *There are no right or wrong answers, and you do not have to answer anything you don’t want to answer. Will conduct this study mainly as a discussion.*
* *General outline*
  + *Background information on your experience with PCOS*
  + *How you acquire health related information*
  + *What activities do you do to take care of your health and combat or mitigate PCOS symptoms*
* *I encourage you to think aloud of what is going on in your mind. For example, things you like/don’t like. Feel free to say anything you’d like and don’t worry about saying anything offensive or feeling silly because everything is useful information*
* *Will be recording our session so I can go back and review things to make sure I got the correct information but I will exclude your name and any other personal information in connection with the recordings/results*

*How does all that sound to you? Do you have any questions at this point?"*

[Have person sign NDA & turn cell phone off]

# 1. Basics *<grab this information from observation, if possible. Ask ONLY if desperately necessary>*

What kind of computer? Phone?

How comfortable is participant with sharing personal information?

# 2. Background (5 mins)

(For the video) Could you tell me a little bit about what you do.

What is your experience with PCOS? If you are comfortable sharing, how was the process of your diagnosis?

How much and in what ways does it determine or affect your day to day lifestyle?

What are some ways that you take care of your health?

How public/private are you usually about sharing these details about your health and lifestyle? Do you wish you were more a certain way?

# 3. PCOS background (10 min)

*{frequency}* How often do you look up information for PCOS? (Don't prompt unless they get stuck. Then suggest "once a day? As much as ten times a day?" ) What do you often do to take care of your PCOS? How often do you take care of yourself in terms of your PCOS?

*{success}* How types of success does that activity yield? Do you usually have success when looking for health-related information?

*{goals}* What kinds of health or PCOS-related information do you usually look up? What kinds of information/services/products do you feel are lacking in helping you treat and take care of yourself to alleviate your PCOS?

*{re-prompt - additional info}* When you look up info about PCOS, what kinds of things are you looking to find?

(Again, don't prompt unless they get stuck. Treatments? Symptoms? Community? ) Can you give me a few examples?

{alternate sources of design-topic information}

*What habits do you have to take care of yourself? What is the easiest way to take care of yourself?*

*How did you develop these habits? Why did you start them and how have they impacted your lifestyle now? What made you choose these habits or activities specifically?*

How do you find answers or resources to fulfill your needs and concerns?

do you read forums to find answers to your health questions?

what do you do (online) to relieve any anxiety about your health concerns? What do you do to clear up any confusion?

In your view, what is the most useful source of information?

# 4. User's own activity (35 minutes)

What are the important things for you to do to take care of yourself?

For each activity…

Understanding the activity

*{origin of name search tasks}* What made you start doing this?

*{query formulation strategy}* How do you decide what to do about your PCOS?

How much time would you spend on this activity? How frequently?

*{satisfaction}* Are you satisfied with the outcome of this activity? How do you decide if you have found or accomplished what you are looking for?

*{refinements}* Did you perform some variation of this activity before? What prompted these changes? What did you expect to happen and what actually happened?

*{results assessment}* Why do you want these particular results? Can you say why it seems particularly good (or poor)?

even if it seems obvious. let them say it.

After each search:

Do you ever save the results of your searches? If so, how do you save it? (Do they have a mood board? Do they save one their desktop? Pinterest? Other saving site?)

How well do these methods work for you?

Have you had any difficulty re-finding that information again? Is that information hard to remember?

# 5. Problems with confronting PCOS

What are some of the problems that you face when you are doing something about your PCOS? What are some of your biggest frustrations?

When you are doing something for your health and related to your PCOS, how do you decide which activity to do? How do you decide which information is accurate? How do you find and decide which resources to use?

Do you use a social sites (forums or groups) to find information or as a resource? Do you search it, or do you just go directly to it? How active are you? How helpful are they?

# 6. Different kinds of design searches (5 mins)

What are some difficulties in terms of finding resources for people with PCOS?

*{NOT using the web for info}* Are there any kinds of resources that you do NOT attempt to find out about or use the internet? If so, what do you do in these cases?

What do you wish were different about your PCOS diagnosis experience? When you first started taking care of yourself in that aspect?

# 7. Wrap-up (5 min):

If you could create a service or tool that would allow you to target any aspect of your experience with PCOS what would such a tool be? How would it work? What areas would it cover?

helps it to feel like a conversation about what they know.

I've been asking you a lot of questions. Is there anything you want to ask me?

# 8. Closing (2 min):

\* Compensation envelope

\* Thanks for all your time...

\* Never turn off the camera until you make it out to your car.

\* Keep taking mental notes as you wrap up!

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When reviewing your notes for insights, some of the things you should look for are:

\* Typical behavior

\* Variant behavior

\* Untapped desires / needs

\* What people wish they could do with search

\* Problems they have - confusions in the results or presentation

\* How do people think about Design Search? what do they think it does?

\* What do they do with it?