

Interview #1

Note: those questions in the parentheses are actually separate questions, we didn't ask a few questions in one question, but I put it this way here because they belong to the same range.

General questions:

1. Name, age range
 - a. This question helps us organize the demographics of our interviewees. Collecting the range of age will give us specific insights into different age groups. Also, having the name of each participant will help us to track who did each interview easier.
2. Are you familiar with Zoom? (How long have you been using it? How often do you use Zoom? How long do you use Zoom every time)
 - a. Previous knowledge can impact their performance on the user task, so we asked this question to get an idea of our participant's experience with the platform. By interviewing users with a wide range of experiences, we were able to get a wider range of problems. While there was some overlap, problems that new users have are very different than problems that more experienced users encounter.
3. What device do you primarily use Zoom on? (What device do you prefer more and why?)
 - a. Different people prefer to use Zoom on different devices; by asking this question, we can narrow down the scope in order to decide which interface of Zoom chat design to focus on as well as collect more data about what errors users usually tend to make when using different devices. Later, this will help us redesign the interface on one device.
4. What are some reasons/purposes that you use Zoom? (work, school, meet with friends, etc.)
 - a. There is always a reason that drives the user to use that application. Asking this question will definitely help us to collect more qualitative data of learning the user's needs so that we can redesign better to fit their demand and improve the user experience.
5. If you meet with friends, why do you prefer to use Zoom over apps like Skype, Facetime, Whatsapp messenger, etc.? OR, why do you prefer these apps over Zoom?
 - a. There are lots of similar platforms or applications out there in the world. By asking this question we can not only learn more about other competitors, but also refine the current platform better for what field it should focus more on. Learning and comparing will help us to move smoothly into the next step for analysis and redesign, and eventually improve our own product.
6. What are the main features that stand out to you about Zoom? (which do you use the most often and can you name them all?)

- a. Asking about the specific features that Zoom has can reveal which feature is the most popular one and also help us dive deeper into details. Details determine success or failure, and this is the most important question for product improvement.

Tasks

General Task

- Please join the Zoom meeting from the link that I've sent.
- What let you know that you successfully connected to the Zoom meeting?

This task was carefully crafted in order to mimic common actions users may undertake in opening Zoom meetings. If the user were able to open the Zoom meeting correctly in a short amount of time, the designer's **conceptual model** for designing the interface of the opening is clear and won't cause a new user's defeat in the future.

Mic Task

- #1
 - Please mute your mic
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
- #2
 - Please unmute your mic
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
 - What tells you the status of your microphone?
 - On a scale of 1-5, rate how clear the status of your microphone is. (difficult -> easy)

Video Task

- #1
 - Please turn your camera off
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
- #2
 - Please turn your camera on
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
 - What tells you the status of your microphone?

- On a scale of 1-5, rate how clear the status of your webcam is. (difficult -> easy)Chat Task
- #1
 - Please send your name to the chat
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
- #2
 - Please send the word “hello” as a direct message to me in the chat
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
 - What tells you the status of your microphone?
 - On a scale of 1-5, rate how clear the function of the button is based on what you see before clicking the button. (difficult -> easy)
 - What tells you the sender of a chat message in each of these tasks?
 - What tells you who received a chat message in each of these tasks?

Reactions Task

- #1
 - Please send a thumbs-up emoji
 - How did you know how to complete this task?
 - What tells you that your reaction is showing?
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
- #2
 - Please send a heart-eyes emoji
 - How did you know how to complete this task?
 - What tells you that your reaction is showing?
 - On a scale of 1-5, rate how easy this task was for you (difficult -> easy)
 - On a scale of 1-5, rate how clear the function of the button is based on what you see before clicking the button.(difficult -> easy)

This task was designed to identify a potential design error within different functions and features on Zoom. The interviewer made sure to do a talk-along process while interacting with the interviewees. Not everyone is familiar with those functions, especially those who have never used one of those features, so including the open-ended and closed questions in the task-based questions, can help us to observe more **knowledge-based mistakes** as well as some **action-based slips**. For example, some people never use the reactions and some people never use the chat, or even situations where some people who know how to use the chat function, but didn't notice that they accidentally sent the chat to the wrong person. In addition, these task-based questions also help us to see which feature causes the most frustrations.

Post-task questions

Video Post- Task

1. What are your current camera settings when joining a Zoom meeting? Did you set these? Do they vary?*
2. Are your camera settings constantly reliable throughout the meeting?*
3. How often do you turn your camera on, intentionally? Accidentally?*
4. What are some features you like about the video function? What are some features you'd like to change about the video function?

Microphone Post - Task

1. What are your current mic settings when joining a Zoom meeting? Did you set these? Do they vary?*
2. Are your mic settings constantly reliable throughout the meeting?*
3. How often do you unmute, intentionally? Accidentally?*
4. What are some features you like about the mic function? What are some features you'd like to change about the mic function?

Chat Post-Task

1. How often do you use the chat?
2. Who do you usually try to reach in the chat? (the entire class, the professor, etc.)
3. What are some features you like about the chat function? What are some features you'd like to change about the chat function?

Reactions Post-Task

1. How often do you use the reactions?
2. What are some reasons you use reactions?
3. How do you feel about the current quantity of reactions?
4. What are some features you like about the reactions function? What are some features you'd like to change about the reactions function?

Post task questions were originally created to help us establish a clear indication of what needs the most work done during the redesign process. This specific post-task accidentally helped us create interview number two, where we realized our main focus would be on fixing the chat. Trying to fix Zoom as a whole is very broad, but focusing on certain functions and the chat specifically helped us get into the detail of the problems we will fix. These post-task questions also helped us come up with new questions that will give us more details and data to work with when thinking of issues with the formatting and functionality of Zoom.

Interview #2

Updated chat questions:

- (NEW) Chat Task #1: Please open the chat
 - Did they perform the task correctly? Did they get it wrong? Did they change their mind? explain a little
 - How did you know how to complete this task?
 - Where does the chat open on your screen and how do you feel about its placement?
 - Do you have a preferred placement for the chat window?

This chat task question was added to our original interview because we wanted to see if **slips** would occur or if the chat function had a clear **signifier**. If an interviewee accidentally opened up another function while trying to open chat, we would find out there is an issue with **mapping** within the design.

- Chat Task #2: Please send your name in the chat
 - Did they perform the task correctly? Did they get it wrong? Did they change their mind? explain a little
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you
 - Why did you rate it this way?
- Chat Task #3: Please send the word “hello” as a direct message to me in the chat
 - Did they perform the task correctly? Did they get it wrong? Did they change their mind? explain a little
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you
 - Why did you rate it this way?
 - On a scale of 1-5, rate how clear the function of the button is based on what you see before clicking the button
 - Why did you rate it this way?
- At this point, send the interviewee a response to both their general chat and their direct message for reference in the questions below
 - What tells you the sender of a chat message in each of these tasks?
 - What tells you who received a chat message in each of these tasks?
- (NEW) Chat Task #4: Please send an attachment to the chat

- Did they perform the task correctly? Did they get it wrong? Did they change their mind? explain a little
- How did you know how to complete this task?
- On a scale of 1-5, rate how easy this task was for you
- Why did you rate it this

This chat task was added to see if users knew how the functioning of the chat works. There are several features on zoom that are unclear so we wanted to see if this was clear to the users. 18 out of 22 users knew how to send an attachment and they said they knew because of **knowledge in the head** rather than clear **signifiers**. We added the task to see if people knew how to do this function and if they did, how did they know.

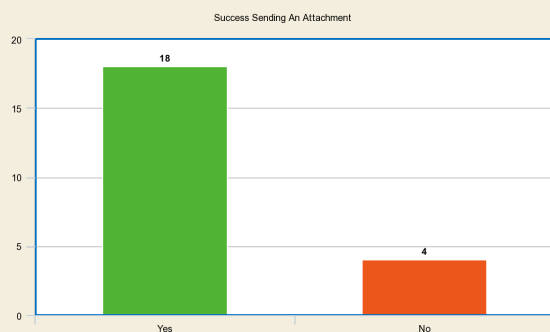


Figure 3: Pi Chart demonstrating success in sending an attachment

- (NEW) Chat Task #5: Please send an emoji to the chat
 - Did they perform the task correctly? Did they get it wrong? Did they change their mind? explain a little
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you
 - Why did you rate it this way?

This task was created to focus on a certain feature within the chat. We wanted to broaden our research about chat and learn about users' capabilities with other chat functions.

- (NEW) Chat Task #6: Please save a transcript of the chat and send it back to the chat.
 - Did they perform the task correctly? Did they get it wrong? Did they change their mind? explain a little
 - How did you know how to complete this task?
 - On a scale of 1-5, rate how easy this task was for you
 - Why did you rate it this way?

Once again this task was created to focus on a certain feature within the chat. We wanted to broaden our research about chat and learn about users' capabilities with other chat functions. This would help to see if **signifiers** for saving the transcript were clear.

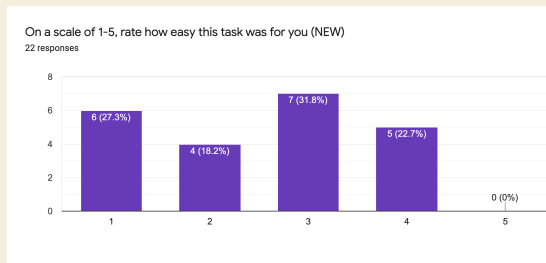


Figure 4: Success in Saving /Sending Transcript

Chat Post-Task Questions

1. How often do you use the chat?
2. Who do you usually try to reach in the chat? (the entire class, the professor, etc.)
3. Do you have any experiences with the chat that stood out as good or bad?
4. What is your experience navigating the chat with various meeting sizes?
5. What is your experience having direct message conversations with various meeting sizes?
6. What is your experience navigating the chat with breakout rooms?
7. What are some features you like about the chat function? What are some features you'd like to change about the chat function?