**Contextual Inquiry Interview – Team Annex**

1. Introduction
   1. Introduce yourself
   2. Explain interview purpose – This interview assists in conceptualizing tasks, processes, and needs of the user’s that will be using the product we’re designing for our project.
   3. Reassure
      1. Interview is recorded, but private – only intended for school purposes
      2. No right or wrong answer
2. Warm up-session (demographic)
   1. What is your major?
   2. What class are you currently in? (Freshmen, Sophmore, etc..)
   3. How many years of computer experience do you have?
   4. What kind of internet browser do you use?
   5. What other software do you use regularly?
   6. Do you own a tablet?
      1. If so, how long?
   7. How long have you attended SIUE?
   8. Are you familiar with the Engineering Building?
3. Main Session
   1. Describe assignment to them. (**Keep in mind this is touch screen not a PC application make sure to convey this to the user.**)
   2. Structured Questions:
      1. Have you ever used a touch screen interface?
         1. Which do you prefer; touch screen or mouse and keyboard?
      2. On a scale of 1 to 5 (1 – Very Difficult, 5 – Very Easy) in your opinion…
         1. How hard is it to navigate around the engineering building?
         2. How difficult is it to use a touch screen interface?
         3. How hard is it to use a mouse and keyboard?
      3. Would you think that adding an interactive touch kiosk at the entrances of the building would really assist students in their day-to-day lives (**we’re not just looking for a no-brainer “yeah..” could it possibly slow students down**)?
      4. What is more important in an application like this…
         1. A) Simple to use interface with very little information, or

B) Less simple interface with more information?

* + - 1. A) More content in one window, or

B) Multiple windows with less content?

* + - 1. A) More images and animation to get the users attention, or
      2. B) Just what’s needed to provide
    1. When viewing a floor plan, would it be easier to tell the rooms apart if they were color-coded?
       1. If so, which colors would best differentiate the rooms?
  1. Unstructured Questions:
     1. Describe a day in your shoes as a student (**try to focus on times at EB**)…
     2. What information would you like to see about the…
        1. Instructors (Current/Future courses, Department, Research, etc…)?
        2. Staff (Role, Department, etc…)?
        3. Administration (Role, Department, phone number, etc..)?
        4. Vending Machines (Snacks, distribution companies etc..)?
     3. How would you prefer to get directions from the current location to a certain room using the kiosk?
     4. Is there any other information that would be useful to know when viewing the rooms, besides the classes and meeting times of the classes?
     5. As a potential user of this software, what would you consider to be the most useful or important part of this software?
        1. Why do you consider this important/useful?
     6. What is something you wouldn’t like to see in the software? (If you have used a navigation application before try to have them focus on what they don’t like about that.)

1. Cool-off Period
   1. Are there any other issues you feel are important that we didn’t talk about?
      1. Is there any other features, not mentioned, that would be beneficial for new students?
      2. Are there any other features that would be beneficial for those already used to the building?
      3. If you could have one design wish for this software what would it be?
   2. Debrief
      1. You did a great job…
      2. Do you have any questions for us?
2. Closing Session
   1. Have the user sign the forms