**Interview Script— High Fidelity Prototype – Team Annex**

**Interview 1 3-27-13**

**Start Time: 10:47am End Time: 11:02am**

**Interviewer: Richard Blotevogel Interviewee: Andrew Stubblefield**

**Note Taker: Joshua Koehn Observer: Brian Olsen**

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? CS
   2. What class are you currently in? (Freshmen, Sophomore, etc..) senior
   3. How many years of computer experience do you have? 15
   4. What kind of internet browser do you use? chrome
   5. What other software do you use regularly? Visual studio, starcraft, scheme
   6. Do you own a tablet? yes
      1. If so, how long? 3 yr
   7. Are you familiar with the Engineering Building? yes
   8. NOTE: Gently instruct and remind the user to “think out loud”
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. Walkthrough (Start User in main screen):
      1. Enter into the application
      2. Display information for a room on the first floor.
         1. What type of classroom is it? lab
         2. How many classes are in the room?
         3. Go back to the previous screen
      3. View second floor
      4. Can you find where the instructor information is located?
         1. View Dr. White’s information
         2. What are his office number and hours?
         3. Can you go back to the map?

(Did they use ‘back’ or ‘floor layout’ button?)

* + 1. View the third floor
    2. Find directions to room 3012
       1. Can you go back to the map?

(Did they use ‘back’ or ‘floor layout’ button?)

* + 1. View the third floor building extension
    2. Can you remove the building extension? Had difficulty
    3. Can you view the Engineer Building hours?
  1. Follow up Questions:
     1. Does the interface seem cluttered? No, room numbers small though
     2. Is the map easy to read? yes
        1. If not, what made it hard to see?
     3. Was it easy to figure out how to pull up directions to the rooms? Arrow going to the stairwell is confusing, other than that yes
        1. If not, explain how it was difficult to find?
     4. When viewing the directions did the instructions seem clear? After we add the written instructions, yes
        1. Did the layout seem easy to follow?
        2. Is there a way we could improve this section of our application?
     5. When viewing the multiple rooms is it better to have it color-coded or is one universal color suitable? Color coded is good to narrow down room options
     6. Do you prefer to click the button to view the rooms or would you prefer to click on the map? Map is good, but have buttons as back-up
     7. Overall, does this application seem easy to follow? Yes

Change a button’s look when they are selected

* + - 1. If so, can you describe any items that made it easy?
    1. Was there any part of the application that seemed awkward?
       1. If so, do you have any suggestions?
    2. Are there any buttons that should be displayed on any screen?
    3. Were there aspects about our interface that you liked? Simple straight forward
       1. If yes, name a few
    4. Were there aspects about our interface that you didn’t like? Building extension and arrows at the stairs
       1. If yes, name a few

1. Cool-off Period
   1. If we were to build this kiosk, would you use it? Since he knows building probably not, but maybe for building extension
   2. If you could have one design wish for this software what would it be? Building extension shown the whole time.
   3. 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

Ideas:

Make it easier to remove the building extension (fix wording, depress button when selected, etc.).

If we have time, when a button is selected, show it as being depressed.

Show building extension the whole time.

Andrew is a senior in the CS department. He has 15 years of computer experience and uses chrome, Visual Studio, starcraft, scheme. He has owned a tablet for 3 years and is familiar with the Engineering Building.

He did not think that the display was cluttered, but he did think that the room numbers were small. He thought that the floor layout was easy to read. He also thought that it was easy to pull up directions to a room. He thought that some of the arrows on the map were confusing, but thought that the directions would be fairly clear when we finished implementing the written instructions. He thought that the color-coding on the room list was good, as it narrowed down the possible choices for the room that you were looking for. His preference was to use the map to access each room, but he thought that seeing the list of rooms was good as a back-up. He thought that the application was easy to use, but that that the buttons should depress when they are clicked on.

He thought that the interface was simple and straightforward to use. He did not like how the building extension was added and removed and the locations of some of the arrows on the map. He did not think that he would use this application unless he was going somewhere in the building extension. His one wish for the design was that the building extension was shown the whole time.