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

**Interview 2 3-18-13**

**Start Time: 10:17 am End Time: 10:31 am**

**Interviewer: Brian Olsen Interviewee: Thomas Bauer**

**Human Computer: Joshua Koehn Note Taker: Richard Blotevogel**

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. Are you familiar with the Engineering Building?
   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. View room 1010
         1. What time does CS 321 meet?
         2. 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 pull up the directions to his office?
         4. Can you pull up the room information about one of the classes he teaches?
         5. Can you go back to the map?

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

* + 1. View the third floor
       1. Can you open room 3075?
       2. Go back to the map.
    2. Find directions to room 3010
       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?
    3. Can you return to the first floor?

Notes:

* + - 1. Has used tablet but prefers laptop
      2. Familiar with the building
      3. Used map to pull up the room
      4. Easily able to find instructors information
      5. Clicked face of instructor to view information
      6. Was easily able to state what office number and office hours of the instructor were
      7. Quickly got directions to instructors office
      8. Took a while to find room 3075
  1. Follow up Questions:
     1. Does the interface seem cluttered?

The map is too small, the banner is too larger

* + 1. Did you have any issues finding any of the rooms?

Some rooms are too small.

* + - 1. Prefer clicking on specific rooms from map or dialog.

Prefers clicking rooms, but suggested list of room numbers with the map option

* + 1. Was it easy to figure out how to pull up directions to the rooms?

Easy to find the directions for the rooms

* + - 1. If not, explain how it was difficult to find?
    1. When viewing the directions did the instructions seem clear?

Instructions were clear

* + - 1. Did the layout seem easy to follow?

Layout was easy to follow

* + - 1. Is there a way we could improve this section of our application?
    1. Is it confusing to click on the map to view a room?

May be confusing for those not used to touchscreen, but not confusing for him

* + - 1. Would it be simpler to use a button to lead you to a list of room numbers (similar to how accessed the faculty and staff page)?

May be a good idea for some

* + 1. Were there aspects about our interface that you liked?
       1. If yes, name a few

Color and consistency

* + 1. Were there aspects about our interface that you didn’t like?
       1. If yes, name a few

Banner is too large

Other notes:

1. Good to have both visual and written directions, more people are visually oriented.
2. Smoother to have main menu button to go back to the map screen.

1. Cool-off Period
   1. If we were to build this kiosk, would you use it?

Yes, especially to view an instructors office hours

* 1. If you could have one design wish for this software what would it be?

More options

* 1. Debrief
     1. You did a great job…
     2. Do you have any questions for us?

1. Closing Session
   1. Have the user sign the forms