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

**Interview 2 3-27-13**

**Start Time: 11:19am End Time: 11:34am**

**Interviewer: Joshua Koehn Interviewee: Erin Gourley**

**Note Taker: Brian Olsen Observer: 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? CS
   2. What class are you currently in? (Freshmen, Sophmore, etc..) Freshman
   3. How many years of computer experience do you have? 6
   4. What kind of internet browser do you use? Firefox
   5. What other software do you use regularly?Word,
   6. Do you own a tablet? yes
      1. If so, how long? 1 year
   7. Are you familiar with the Engineering Building? Yeah kind of pretty much
   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 selected the kiosk…this was fine
      2. Display information for a room on the first floor. User tries to click on the map to select a room…it is obvious this will need to be a feature within our implementation.
         1. What type of classroom is it?
         2. How many classes are in the room?
         3. Go back to the previous screen

Moving between screens was troublesome

* + 1. View second floor
    2. Can you find where the instructor information is located?
       1. View Dr. White’s information User did so just fine
       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? Once the user is accostumed to using the side button to access the rooms she likes to stay consistant

(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 view the Engineer Building hours? Did so easily
  1. Follow up Questions:
     1. Does the interface seem cluttered? Not in the separate windows…class selector window can be spaced out more
     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? Likes the maps
        1. If not, explain how it was difficult to find?
     4. When viewing the directions did the instructions seem clear?
        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? I think the color coating helps out a lot
     6. Do you prefer to click the button to view the rooms or would you prefer to click on the map?
     7. Overall, does this application seem easy to follow?
        1. If so, can you describe any items that made it easy?
     8. Was there any part of the application that seemed awkward?
        1. If so, do you have any suggestions?
     9. Are there any buttons that should be displayed on any screen?
     10. Were there aspects about our interface that you liked? She likes the map
         1. If yes, name a few
     11. Were there aspects about our interface that you didn’t like?

Fluid window dislpay

* + - 1. If yes, name a few

1. Cool-off Period
   1. If we were to build this kiosk, would you use it? She should use it…it would help a lot with getting to class
   2. If you could have one design wish for this software what would it be?

Less windows

* 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