

# Story Interview

## Worksheet

### Activity:

Story interviews capture detailed stories about how the user interacted with the system, such as using Google Maps on a phone to solve a map-related problem. The goal is to record a step-by-step account of what happened, with as much detail about the user's interaction as possible.

*Never* start with a general question about how they like the system. Instead, say you are interested in hearing about a recent, memorable situation that required a map. Start with a semi-structured *critical incident* or *critical object* question, and then ask follow-up questions that probe for more detail.

Specific stories lead to design insights; tutorials and opinions do not. Listen carefully. If they describe how they 'usually' do something, in the present tense, it is a *tutorial*. If they describe their likes or dislikes, it is an *opinion*. In both cases, ask them to give you details about a specific past event, so that you end up with a detailed *story*.

Always ask for permission if you record the interview and always take notes. Highlight surprises, paying particular attention to breakdowns, workarounds, and user innovations.

Story Interview					
Group:	5	Project:	App Carte	Date	6/2/2021
Question 1	Quelle est la dernière fois que vous avez utilisé une carte ? Vous êtes servie pour quoi ?				
Answer	Ce mardi, Pour connaitre si le resto est bien, je regarde les commentaires sur google map et combien des stars les gents ont donnés à la resto				
Question 2	Les points que vous avez aimé ? Pourquoi ?				
Answer	--Il y a plus des commentaires que des autres applications, et ces sont des commentaires plus objectives, --et il y a aussi beaucoup des images et parfois des menus				
Question 3	Les fonctionnalités que vous aimez avoir en plus ?				
Answer	Des commentaires				
Question 4	Les difficultés que vous avez rencontré ?				
Answer	Parfois il affiche pas tous les restaurant				
Question 5	L'utilisation des fonctionnalités est elle facile ?				
Answer	Oui, parfois				