

Swansea University - Computer Science Department
Volunteer Interview Questions

Demographics and volunteer role

- How old is the volunteer? (*)

☐ <18 ☐ 19-35 ☐ 36-50 ☐ >51

- What is the volunteer gender? (*)

☐ male ☐ female

- How long have been you working here?

☐ _____ month(s)

☐ _____ year(s)

- How much time do you spend here for week?

☐ _____ hour(s)

☐ _____ day(s)

- What is your main duty?

- Do you work with children?

☐ no ☐ yes

- Why have you chosen to work at the Egypt center?

(*) To be answered by the interviewer.

Gathering information about visitors

- What is the period of highest affluence?

- What kind of person does usually come to the museum?

☐ families ☐ couples ☐ single ☐ _____

- For what reasons visitors come to visit the museum?

- How long do they usually stay at the museum?

- Do they come back more than once?

☐ no

☐ yes

– Can you guess why?

– Can you guess why?

- What are they usually happy or unhappy about?

Existing supporting tools

- Do they usually use supporting tools to help themselves while visiting the museum?

☐ no

☐ yes

– Could you guess why?

– Which one?

☐ person guide

☐ audio guide

☐ books

☐ written instructions

☐ _____

– Could you guess why they use them?

☐ no (...continue)

☐ yes (...continue)

- Could you guess what they like or dislike about the tools?

Interactive experience at museums

- Have you ever noticed visitors using any technological tool (mobile phone, tablet, camera) to help themselves while visiting the museum?

☐ no

☐ yes

- Which one?

☐ phone

☐ tablet

☐ camera

☐ _____

☐ _____

- Could you guess why they use them?

- What is the visitor attitude towards possible interactive experience at the museum?

- How do they usually participate?

☐ individually ☐ group ☐ watch others

- Could you guess why?

- Can you think about any way about how technology could be used to offer visitors with a better experience?

Debriefing

- Is there any other idea you would like to share with me, which is in any way related with what we have discussed so far?

Summarize participants idea, explain a bit more about the research if they are interested