**Interview Guide Template + Example**

**1. Introduction and context setting *Time: ~5 minutes***

\* *Introduce yourself and explain why you all are in this interview session*

Hi, my name is [interviewer’s name]. This interview is part of a study about improving Timesheet entry experience. Our goal is to provide you with better tools to track your time and record hours related to your projects.

The result of this research will help us identify the problems in the current system. Then, we will proceed to come up with design solutions that address those problems.

*\* Encourage your participant to be open and think out loud*

I encourage you to openly share your thoughts and feedback with us. There is no right or wrong answer. Please think out loud as we’re going through the interview and don’t hesitate to add examples from your personal experience.

*\* Make sure that all the findings will remain confidential*

Any information that you provide will remain confidential, and is intended only to inform the design solution.

*\* If you are audio or video recording and want to take photos to capture the type of environment they are in, ask for permission.*

Can I record this interview? Can I take a few photos of your office space?

**2. Background questions and establishing rapport *Time: ~10 minutes***

*\* Questions focused on the participant’s background and job position. They are not only informative, but also good for warming up the conversation*

Please describe your role and main responsibilities.

How long have you been in this role?

What’s your organization structure?

**3. High-level questions  *Time: ~15 Minutes***

*\* High-level work related questions. Look for findings that could relate to the topic at hand*

Can you describe a typical day at work?

What’s your main goal in this role?

How do you describe your biggest challenge in the current job?

Who (which business roles) do you mostly interact with?

**4. Detailed questions about tasks *Time: ~15 Minutes***

*\* Detailed questions about the participant’s tasks and processes related to the research topic*

Tell us how you record your time.

Why do you need to use the Timesheet entry system?

How frequently do you use the Timesheet entry system?

*\* Encourage user to talk-aloud as they’re walking you through the process*

Can you walk us through one example of recording your time in the Timesheet entry system?

*\* Ask probing questions if something the participant mentioned warrants deeper inquiry.*

You mentioned phone. Can you tell us how entering time on your phone would help you?

*\* Lastly ask about their best and worst parts about the currently used system*

What do you like the most about the current Timesheet entry experience?

And, what do you wish were different?

**5. Closing the interview *Time: ~5 minutes***

*\* Summarize the key points you and your note-taker learned during the interview*

It seems that we have covered everything. Thank you very much for agreeing to talk to us. Let me summarize the interview, we understood the following:

* You have a quite busy workday.
* Time entry is a chore task for you and you do not want to be bothered with it. It is just putting 1,1,1.
* You wish that you could enter it on your phone or even an admin could do it for you.
* You like that it is easy to do enter once you have the correct information.

*\* Giving a small gift (usually a popular retailer gift card) would be a very nice gesture for your participant*

Here, we have a small thank you gift for you.

*\* Ask if they have anything else to add. Participants may mention something valuable for the new solution*

Would you like to add anything else? Any last thoughts?

*\* Close with a thank you statement. You inquire about interest in a potential validation session that you might want to run with this participant in the future*

Again, thank you very much for your time – we really appreciate it. Would you be interested in providing us with feedback on potential solutions?