**Table of Contents**

1. [Icebreaker](#_778pq5any1aq)
2. [Observation](#_7tilb6adjvbf)
3. [Semi-Structured Interview](#_gylclpvq1ytm)
4. [Concept Testing](#_5pisr13lvoi1)
5. [Wrap-Up](#_z5wi8k3pz5v3)

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# Icebreaker

[Your intro script].

**Questions:**

1. Hey! How are you doing today?
2. Ask a question or two going into more detail about their day (for example, Oh dang you have a paper due next week? That sucks!)
3. (Brief stakeholder on privacy and how their information will be used) Our team is doing a Designing for Digital Thriving challenge originally conducted by IDEO a few months ago. We’re doing the challenge a bit later as part of our Projects in Human Computer Interaction course under the supervision of Dr Layne Jackson Hubbard. Your information will be used to ensure our designs fit certain criteria we are trying to achieve and are used as intended. Your identity will remain anonymous, however we will use a placeholder label to describe you based on your background.

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# Observation

[Your observation script].

**Task:**

1. Listen carefully to what our users are saying.
2. Make sure we jot down notes as we are interviewing.
3. Ask questions based on user answers.

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# Semi-Structured Interview

[Your intro script].

**Questions:**

1. Tell me about yourself
2. Where are you located
3. Do you game frequently?
4. Do you use any comms while playing? If so, how? Do you use the built-comms, or a third party platform?
5. If they use built in comms, ask why
6. If they use third party comms, ask why and which services
7. You mentioned you use the service discord, what does a typical discord session look like?
8. How do you like Discord’s voice chat function?
9. Has there been a time where Discord’s voice chat didn’t work the way you wanted to? If so, how?
10. Let’s say you were a Discord moderator and someone in your server asked you to add a music bot into your server, how would you go about doing that?
11. You said you usually look [here] for a Discord bot, was this resource within Discord or outside of Discord?
12. What are some Discord bots that you know off the top of your head?
13. What are some accessibility bots or features that you know off the top of your head?
14. Has discord ever been annoying to use? If so, how?

# Concept Testing

[Your intro script].

**Questions:**

1. What do you think of an idea to introduce a CC bot for Discord? How about introducing CC as a feature?
2. What do you think of providing a Discord resource where server members can find and add bots into their servers?
3. What do you think about creating accessibility resource guidelines for discord moderators or developers that they could refer to while developing their platform?

# Wrap-Up

[Your wrap-up script]

**Questions:**

1. Thank you so much for your time and hope you have a great day!