

Interview Introduction, Goals, and Contextual Questions

Hello! Thank you for participating in this activity. How's your semester going so far?

We're not evaluating you in any way but we are learning from you about how you look for information online and what works and doesn't work for you. With this, I hope I can make the product better for people like you. There are no right or wrong answers to any of the questions I'm asking in this study - we're simply interested in understanding how you do things online. We will conduct this study mostly as a discussion - I will ask you to show me how you do things using your device and ask you questions to better understand what you do.

Here's the breakdown of this session - I'll ask you a few general questions about the job search and record. Then we'll go through the search tasks you have provided for us. While you are working on the search tasks, we'd like you to think out loud, which means you give a running commentary of what's going on in your mind. You can talk about things you like or don't like. Feel free to say anything that comes to your mind.

I will record a video of you to capture your facial expressions and words while you conduct the tasks on my phone. The video will only be used internally for me to review later; I will not use your name in connection with anything.

How does that sound? Do you have any questions? Please know that you can choose to end this activity at any time, and additionally, you can ask questions of me at any time during the activity.

1. Background
 - a. Could you tell me your name and a little bit about what you are currently studying and pursuing?
 - b. Do you already have a defined career goal? If so, what is it and if not, what is your interest in the career field?
 - c. Have you ever been employed? If so, what was your job title and which platform did you use to find your position?
 - d. How is your overall experience with the job finding process?
2. Contextual Inquiry
 - a. *{method of recording}* How often do you search for jobs? How do you keep track of the companies that you've applied to?
 - i. Active? periodically?
 - ii. Google sheet or specific app?
 - b. *{success of design searches}* Do you believe the way you keep track of the places you've applied to is efficient? Are you satisfied with using your current method?
 - c. *{information to record}* Which information would you have in your list of the places you've applied to?

- i. Name of the company?
 - ii. Which platform used to apply to a company?
 - iii. Submission date?
 - iv. Position title
 - v. Requirements
 - vi. Link
- d. {process and tools}How do you find the jobs? Which platforms have you used?
- e. {goals, additional info with design search} What are your work values and which factor do you consider the most when deciding which place to apply to?
- f. {process of application} What do you like and dislike about the current job boards with updating the application progress?
- 3. User Activity
 - a. {Demo} Now I'd like to give you some time to demonstrate a job search and a recording process that you would usually do. Feel free to use any websites or tools you normally use and to think out loud as you do the activity.
 - i. Can you show me how you would keep track of your job applications?
 - b. {User's feeling} Are you satisfied with your current method of the job recording process? Do you believe there should be an enhancement?
 - c. How much time do you spend?
 - d. How much time would you spend on this task?
 - e. Do you want to make use of your time more efficient?
- 4. Problems
 - a. What keeps you from updating the list of submitted applications? What are the inconveniences?
 - b. What is the most difficult part of your job application process?
 - i. Filling out an application?
 - ii. No reply from the company?
 - iii. Keeping track of the places you submitted an application?
 - c. Do you believe the current job boards are doing a good job with updating the progress?
- 5. Other Questions
 - a. Would it be more approachable to apply for jobs when every information you need is sorted, managed, and organized automatically by itself instead of manually inputting information by yourself?
 - b. What do you think is the biggest cause of the bad or difficult job seeking experience?
 - c. Do you find it helpful or prefer to get notified when you haven't received any updates from the company within a month so that you might send a direct follow up email to the company?
- 6. Closing
 - a. Can you rate the importance of a job application record to you on a scale of 1 to 10? - not that important (given that he's only looking for a part-time job, if looking for an internship

b. Do you have any questions for me?