Tiffany Streitenberger

Desired Insights:

To find ways to improve the interaction and design beyond its simplistic form at the moment. My goal is to understand the parts of the app the user likes and the points of frustration.

Target Audience:

Focusing on working adults and students who have to set up meetings.

Study Goal:

My study goal is to help understand what works and doesn't work on this scheduling application as many working adults and students rely on this application. I hope to improve the overall experience with the application to speed and ease the process of setting up meetings.

Interview Field Guide

Introduction:

Hello, my name is Tiffany. I'll be leading our interview today. I'd like to start off by thanking you for taking the time to speak with me. Your feedback is valuable and will be used to improve the future designs of when2meet. Before we start designing screens, I want to get a better understanding of how people use when2meet, what you think about it, and more broadly, your relationships with scheduling meetings.

I'm going to ask you some questions to learn more, and if I ask you something that you don't want to answer let me know and we'll move right along. Do you have any questions for me before we get started?

The Main Body (10-12 mins)

Scheduling Applications:
- Tell me what kind of meetings you have on a normal week?
- Have you had to schedule group meetings before?
  - Are any of those group meetings?
  - What applications do you use to schedule those meetings?
  - What do you think of that application?
  - Do you have a process on scheduling the meeting? (Setting up the meeting)

- What are your feelings towards meeting scheduling applications?
  - How do you make sure the meeting is set up properly?
- When you think of a scheduling application, what are the important features to successfully schedule meetings?

Using when2meet:

- How would you describe your past and current experience using when2meet?
- What is the most appealing about when2meet?
  - Any specific features that stood out to you?
- What could be done to improve when2meet?
  - Any specific features that stood out to you?
- Is there anything you often look for on when2meet that is missing or hard to find?
- What might keep people from using when2meet?
- Do you think you would use when2meet again for your next meeting?

Scenario:
- Can you set up a meeting for this week and title it "Group Meeting"
  - Between 8:00 AM - 6:00 PM Asian/Tokyo time
  - Input your hours

Extra questions:
- Was there anything surprising or unexpected about this product?
- What do you think of the aesthetics of the page?

Projection/dream questions:

- If you had a magic wand and could create a meeting planning website, what aesthetics and features would make it perfect for you? Why?

Wrap up (1 min):

Thank you so much for your time. You provided so much insight that I'll be able to use for the redesign. Do you have any questions, or last thoughts before we finish up?