

## **CARET, Academic Networking Project**

### **Discussion Guide**

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**Version: User testing guide during user testing session 2**

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This discussion guide sets out the structure for the user interviews that will take place on the 28<sup>th</sup> and 29<sup>th</sup> of April 2009. It is intended to provide a basic structure, and outline themes that will be covered during each interview. This flexible structure enables each discussion to be fluid, adaptable and appropriate to each participant. [NB: the volume of content in each section does not necessarily reflect the time that will be spent on that area]

### **Introductory**

#### **Introduction to the session**

- Introduction to CARET, A.N. and what to expect from participation in the research
  - introduce yourself
  - briefly say about note taking, and the steps during the interview
  - About the lab: camera, people taking notes but we don't meet them.

#### **Basic introductory questions**

- Name
- Age
- How long have you been working/studying in Cambridge
- Do you teach/supervise?
- [Use of/comfort with technology] – How much do use the internet in a week? What kind of things do you use it for?
- What does your average day at university looks like?

### **Frames**

## Homepage

### GENERAL

*Screens: drafts, no real websites yet.*

*Some clickable, some not.*

*Just tell what to do, thinking out loud.*

- What do you think you can do on this page?

### TASKS

#### LOOKING FOR AN EVENT

##### Warming up

- How do you know what's going on around the university?
- How do you decide which events you're going to?
- How do the other people going to an event affect your decision to go?
- What do you get out of going to events?

##### Situation 1:

*You heard about a 'Talk on evolution theory' and you want to know more information about it. How would you go about doing that?*

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?

##### About the homepage itself:

- So you already mentioned...
- What's the most interesting to you? Why?
- What's the most important to you? Why?
- Is there anything about the page which you would change? Why?
- What do you think this button is for (switch)
- What would you expect if you would click on it? (click it)
- What do you think happened?
- What does this mean to you?
- Was this obvious?
- In what way would you change it?

### Situation 2:

*You're a biochemistry student and you want to find any events about 'Biofuels'. How would you go about finding the location of a Biofuels talk?*

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page? Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

## LOOKING FOR A PERSON

### Warming up

- How do you go about networking currently?
- Who do you contact if you need support?
- How do you go about finding support?
- When student: Do you sometimes contact lecturers or people from events or talks? Could you imagine doing this? Why?

### Situation 1:

*(look for someone you don't know)*

*You heard about an interesting person you actually don't know but you would like to contact him. He's called Parry Ashdon.*

*How would you go about contacting him?*

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page? Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### Situation 2:

*(Look for someone you know)*

*You want to contact doctor John Durlock who you already know. How would you go about doing that?*

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### Situation 3:

*(You're looking help from someone/a resource)*

*You're writing an essay on the following book 'The machine in me'. You need help, how you're going to find it?*

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

## LOOKING FOR A RESOURCE

### Warming up:

- Do you usually write papers etc?
- How do you get the information you need for that?
- Do you sometimes go to the library?
- How do you know decide whether to read a book or not?

### Situation 1:

*You read the book 'The machine in me' and you're writing an essay about it. How would you go about finding a document which tells you more about it?*

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

## **GENERAL WRAP-UP QUESTIONS**

- What do you think this system is all about? Why?
- What were the good things you remember?
- Anything you would change?

### **Resource page**

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### **Resource profile**

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

## Events page

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

## Events profile

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### **Contacts page**

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### **Persons profile**

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### **Search**

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### **Search results**

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...

### **Calendar**

- Why would you do it like this?
- Is there another way?
- What would you expect on that next page?  
Why?
- When clicked: Is this what you expected?
- What can you do here?
- Why did you do it like this...