

INTRODUCTION

>> MORE CLOSED QUESTIONS BECAUSE WE DON'T WANT TO WASTE TOO MANY TIME ON THIS INFORMATION

- Yourself
- The project
- About note taking & steps during interview (so they know what to expect)
- What's expected from them (e.g. Thinking out loud)

BASIC INTRODUCTION QUESTIONS

>> TO MAKE THEM FEEL MORE AT THEIR EASE - "AMM THIS DOESN'T FEEL TOO STRESSFUL AFTER ALL"

>> MORE CLOSED QUESTIONS BECAUSE WE DON'T WANT TO WASTE TO MANY TIME ON THIS INFORMATION, HOWEVER IF THEY START MENTIONING SOME INTERESTING INFORMATION WHICH COULD BE USEFUL, IT'S WORTH LISTENING FOR A WHILE

E.g. name, age, role, how long in role, how much use the internet, describe average day, etc

INVESTIGATION ON SYSTEM SCREENS

>> LOTS OF OPEN QUESTIONS BECAUSE THIS IS THE PART WHERE YOU WANT TO FIND OUT MOST ABOUT

SET OF QUESTIONS POSSIBLE TO ASK EARLY IN PROCESS - TO OPTIMIZE FIRST IDEAS - PREFERABLY USING PAPER PROTOTYPES

Note:

if there are different concepts, go through the different ones one by one, using the same structure as below.

- Going through various screens.
Depending on what user answers, you go to another screen.
This means the next screen you'll navigate to completely relies on the answers of the user.
- For every screen:
Start with general questions and build up being more specific
 1. What can you do here? Why do you think that?
 2. What is this page all about? Why do you think that?
 3. What do you think this is for? (i.e. referring to areas where you think there might be confusion)
Why do you think that?
 4. What would you do next? (Before going to next screen.) When going to next screen you could ask:
 5. Is this what you expected?
 6. Specific questions: E.g. Is there an event going on today? How do you know?

SET OF QUESTIONS POSSIBLE TO ASK AT THE END OF PROCESS - TO OPTIMIZE SCREENS WHICH ALREADY HAVE SOME/FINAL SHAPE - PREFERABLY WIRE FRAMES

- Now using user journeys, so giving them a task they need to fulfil in order to see whether they would click on the buttons they should click in order to end up on the page they should.
This means you kind of know what screens will come next in order to end up on last screen to fulfil their task.
- The main questions here are the tasks which are a guide through the screens:
E.g. You heard about an event of Dr H but you don't know when or where. How would you go about finding out?

When going through the screens guided by the tasks, you still end up asking open questions:

1. Why would you do it like that?
2. Is there another way you think?
3. What would you expect on the next page?
4. When clicked - Is this what you expected?
5. What can you do here on this page?

WRAP UP

- What do you think this system is about? Who is it for?
- What were the good things you can remember, if there were?
- Were there any things you would change?

Thanks for your time