User Interview Discussion Guide

Enhancing User Experience of Zoom

Project Background

Thank you for participating in this user research interview.

This interview will take approximately 30 minutes. Please feel free to share your honest thoughts and experiences, and you could skip the questions during the interview if you don’t feel comfortable about it. Your insights will help us to have a better understanding in how we can enhance users’ experience with Zoom.

Warm-Up Questions

- Please briefly describe your typical usage and what tasks do you commonly perform on Zoom?
- How frequently do you use Zoom?
- What devices do you primarily use to access Zoom(e.g., computer, smartphone, tablet)?
- Can you share your overall satisfaction with using Zoom and any pain points you've encountered?
- Can you share your overall satisfaction with other similar platforms and describe the difference between the other services with Zoom?

Usage Patterns and Workflow:

- How was your past experience with scheduling with Zoom?
- Have you ever presented or hosted a Zoom Meeting? Can you share the experience?
- Are there any aspects of Zoom Meetings' video meetings that you find particularly helpful?
- Are there any areas that could be improved?

Feature Wishlist for Zoom Meetings:

- Are there any features or functionalities you wish were available in Zoom to improve your communication or collaboration experience?

Wrap-Up:

- Is there anything else you'd like to share regarding your experience with Zoom Meetings?
- Are you open to potential follow-up discussions or testing sessions related to improvements in either platform?

Thank You and Next Steps:

Thank you very much for your time and insights! Your input will significantly contribute to our efforts to enhance Zoom Meetings. If there are any follow-up questions or additional discussions, we will reach out to you using your preferred contact information.

Interviewees:

~~Zoe Lee - 8/21 8:30pm~~
~~Natalie Halchynska - 8/21 8:30pm~~
~~Payton Lee - 8/21 9:30pm~~
~~Lily Chou - 8/22 7:30am~~
~~Zoe Labos - 8/22 8:30am~~
~~Jazzmin Matthews - 8/22 13pm~~
