

Script

Intro	Hello, thank you for participating in our testing today. We are working on a new tool for DePaul students. We would like to know more about what prospective students want to know about a school before applying or during attending. There are no right or wrong answers, I just want to hear what you have to say. This interview is voluntary. You have the right not to answer any question, and to stop the interview at any time or for any reason. Your responses will be confidential and only used to help us design this new product. Is it ok for me to begin with my questions?
Warm-up and build rapport	Our goal with this project is to create a robust resource for prospective and first-year students to get a feel of social life at DePaul without having to physically visit campus. We wish to provide information as well as a fun experience that would make prospective students excited to apply to DePaul. We aim to make this app a space where students can have questions about courses, social life, and opportunities throughout the city. DePaul advertises that “the city is our campus” so we want to emphasize that by providing a space for students to explore areas of the city around DePaul without needing to physically be there due to financial reasons, distance, or COVID protocols. What is your name? What year are you? What school are you going to? What are you planning on studying?

**Task
scenarios**

Map

“You’re a first-year at DePaul looking for a place to eat. Where would you click first?”

“You’re a prospective student wanting to explore different buildings on campus. Try navigating to a page that would give you that information”

Feed

“You’re a prospective student looking for a way to see the clubs DePaul has to offer”

“You’re a prospective student looking for fun events you might be able to attend as a student”

Messages

“you’re a prospective student looking for a way to communicate with current students at DePaul to gain insight about classes and social life”

Profile

“You’re a prospective student looking for a way to see more about the course work that a current DePaul student has completed”

“You’re a prospective student looking to view class projects for a class you might have to take if you went to DePaul”

Follow up + clarifying questions	So why did you choose that? Did you find the navigation easy to understand? You waited a while to hit that button. Was it hard to tell whether it was a button/an appropriate next step? How do you feel about the layout? What do you like about our app overall? Do you think this would be useful to incoming or virtual freshmen?
Wrap-Up	That concludes the interview. Thank you for your time and for providing us with valuable data.