

UX Research interview

Interview No. 1

Interviewer:

Name:

Age:

Intro

Hi, I'm _____. I'm conducting research as part of a project to design a new tool to manage ID documents. I'd like to ask you some questions about your experience when it comes to storing and carrying your personal IDs. You don't have to answer any questions you're not comfortable with, and there are no right or wrong answers! Sounds good? Do you have any questions before we begin?

One of my teammates will be with us during the interview to take note of your answers, ok? (Other member introduces herself)

We also wanted to ask you if it is ok for us to record the audio of this interview.

I. User habits/Demographics

What does your typical day look like?

// Notes

II. ID use

Walk me through the last time you were asked to present any type of ID.

- Where were you?
- What happened?
- Which IDs did you have on you?

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III. ID Storage

How do you typically carry your IDs with you?

- How do you feel about the way you currently carry your IDs around everywhere?
- If you could change something about carrying your IDs, what would it be?

// Notes

IV. Pain Points/Frustration with Physical IDs

Tell me about a situation where you needed an ID but you didn't have it with you.

- How often does that happen?
- How did you feel?

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How would you feel if you wanted to purchase something that required an ID but realized you forgot it?

- Has this happened to you before?
- What did you do?

// Notes

Do you tend to forget your IDs?

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Which type of ID do you forget the most?

- Where do you forget it?
- Walk me through the last time you lost it?
- What were your concerns? What happened?
- What did you do?

// Notes

Have you ever lost one of your IDs in the past?

- Which one?
- How often?
- What were the consequences?
- Permanently?

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What do you think could be a possible solution for forgetting or losing your IDs?

// Notes

V. Security

Do you access government services online? (le: license renewal, address updates).

- Why/why not?
- Would you?
 - Under what circumstances?

// Notes

Do you have security concerns regarding having your information online?

// Notes

Can you walk me through the last time you were stopped by the police and they asked for your ID?

// Notes

Do you trust law enforcement with your phone or ID?

- Why or Why not?

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How do you feel about people touching your phone or personal documents given COVID-19?

- Has this changed since before COVID-19?

// Notes

VI. Desirability

Hypothetically, how would you feel if tomorrow all personal documents were to be managed digitally?

- Any safety concerns?
- Would it be more or less convenient?

// Notes

Do you know what a digital ID is? (If not, give context about digital IDs)

Definition: A digital ID is an electronic equivalent of an individual's identity card. It can be presented electronically to prove an individual's identity and their right to access information or services online.

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Do you think having digital IDs would be useful?

- Why?
- How?
- In what situations?

// Notes

Would you pay for a product/service that digitally stores your IDs?

- What features would it need to have to be worth your money?
- How much would you be willing to pay?
- Subscription vs one time payment?

// Notes

What features would you expect to find on a digital ID solution? How do you imagine it might be?

// Notes

Outro

Thank u so much for your help. Do you have any final questions? Or is there maybe something you would like to add?