

Name _____ Date _____

Activity Guide - User Interview



Initial Questions

Using the questions and space below, interview your partner to learn more about their needs and obstacles in regards to learning something new. While there are only two questions provided, you should ask follow-up questions based on your interviewee's responses in order to get more information to help you in later phases. Make sure to note *everything* that your interviewee says or does in response to each question.

Who are you interviewing? _____

Question 1: What new thing did you want to learn, and why?

Question 2: What has (or might) get in the way of you learning that?

Developing Follow-up Questions

Read through your notes from the first two interview questions and highlight any statements or responses that you might want to know more about. Your goal in this interview is to learn as much as possible about what your user wants to learn *and* what barriers might get in their way. After reviewing responses to the first two questions, come up with three follow-up questions that could help you learn more or clear up ambiguities.

Follow-up Question 1: _____

Follow-up Question 2: _____

Follow-up Question 3: _____

Identifying Barriers

Using the notes you've taken from all of the interview questions, come up with a list below of all of the barriers to your user learning what they wanted to learn. Try to find both barriers that were explicitly stated by your user as well as some that you found by reading between the lines.

Barriers: