

# The Human Factor (THF)

Week 2 Workshop: Usability and User Experience Methods

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# Week 2 Workshop Outline

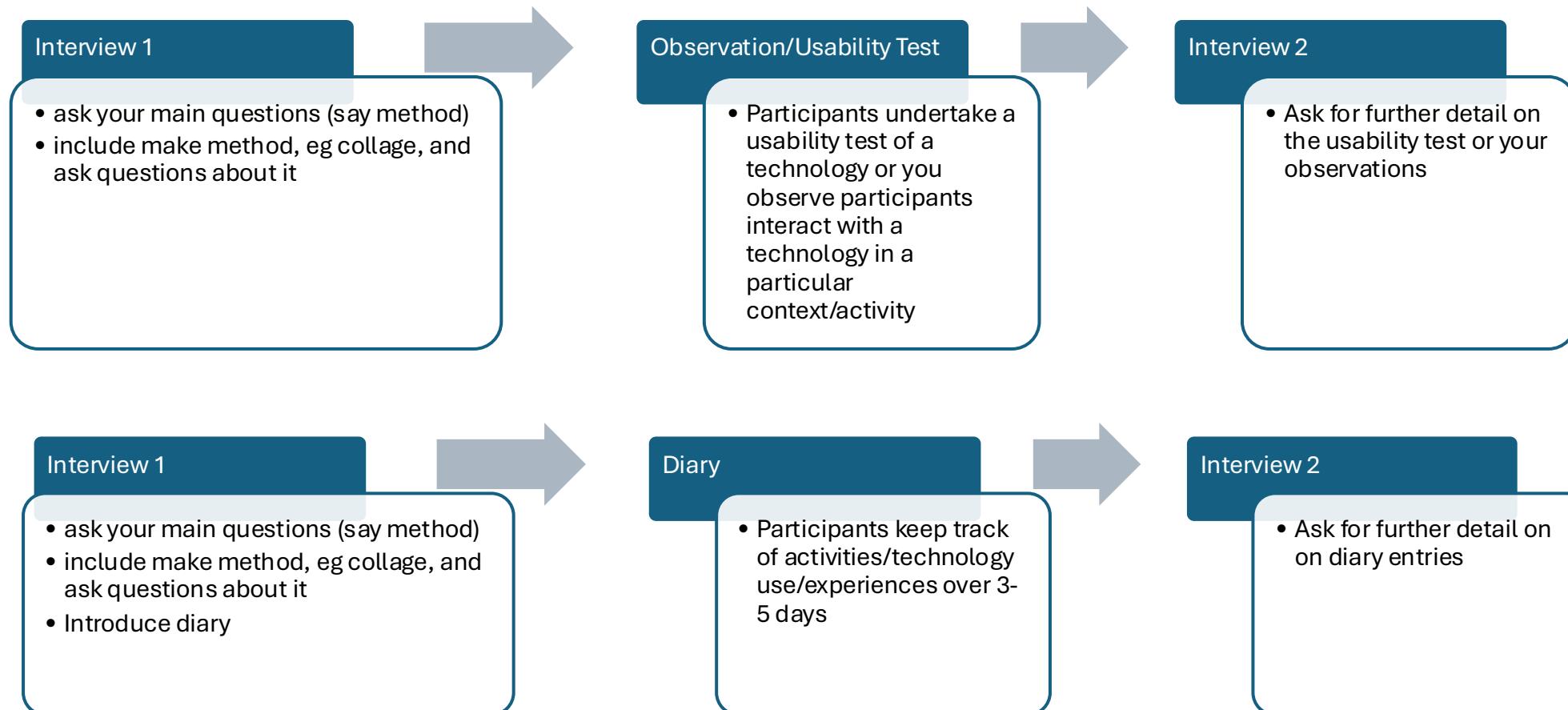
- Coursework 2 overview
- Activity 1: Combining say, do and make methods
- Activity 2: Prepare an interview guide

# Activity 1: Combining Say, Do, and Make Methods

# Combining Say, Do, and Make Methods

- Combine methods to gain different perspectives on your research aims
- Methods need to be designed to reflect your particular study setting. Not every method is suitable for every project or setting.
- Use interview questions to follow up on do- & make-methods

# Activity 1: Combining Say, Do, and Make Methods



# Activity 2: Prepare an Interview Guide

# Activity 3:

## Prepare an Interview Guide

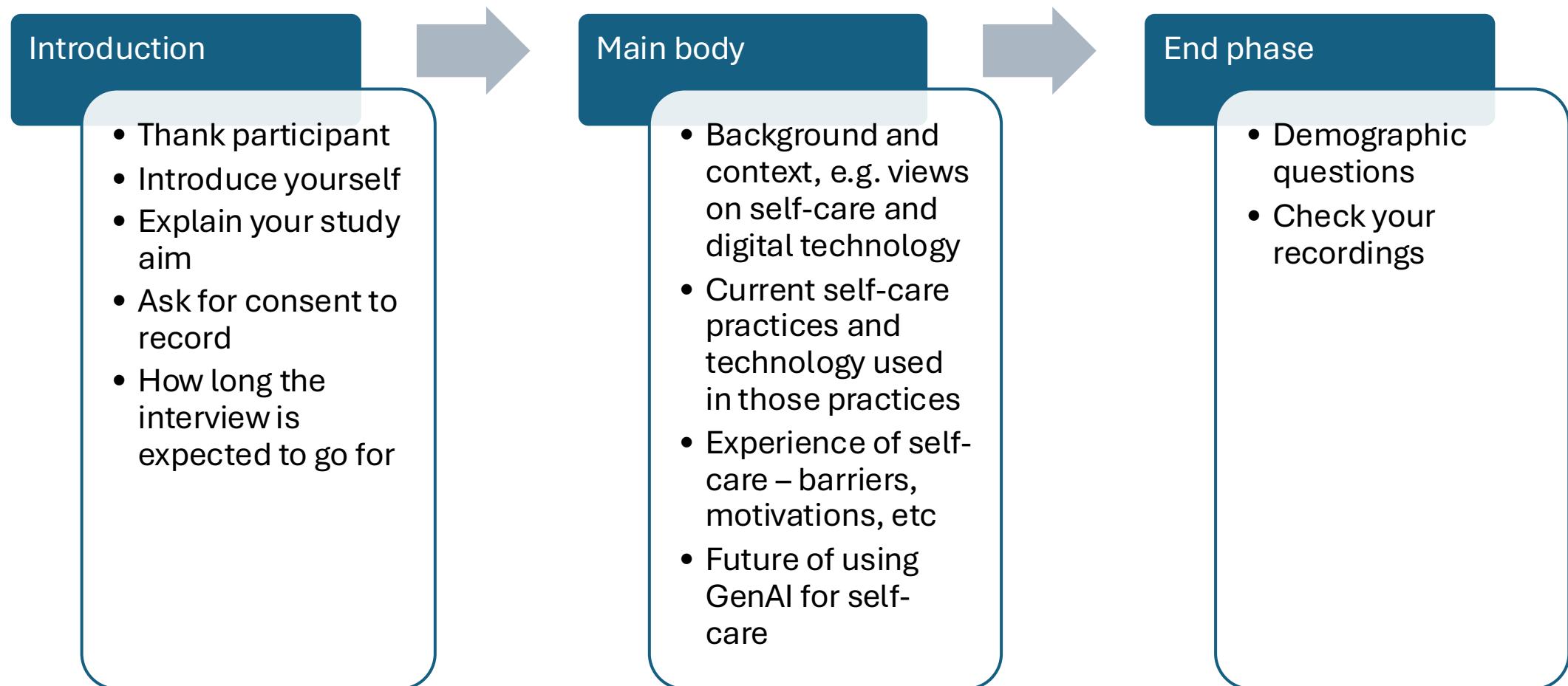
- Start from your research aim (not from the technology)
- Brainstorm interview questions
  - Open-ended
  - About past or present behaviour
  - Neutral
  - One idea per question
- Structure the interview into sections
- Aim for a 30-45min interview (10-20 main questions)

# Activity 3:

## Prepare an Interview Guide

- Introduction:
  - Thank participant
  - Introduce yourself
  - Explain purpose
  - Consent
  - Duration
- Background:
  - Goal: understand context
  - How would you define x?
  - Can you tell me about
  - How long have you been doing/experiencing etc x?
- Current practices:
  - Goal: understand what they do
  - Walk me through the last time...
  - What tools or methods do you use?
  - Who else is involved?
- Challenges/Pain Points
  - Goal: uncover design opportunities
  - What parts are most difficult?
  - Can you describe a recent frustrating experience?
  - How do you mitigate things going wrong?
- Values and meaning:
  - Goal: understand motivations and priorities
  - What is most important?
  - What does a good experience look like?
  - What would you change/not change?
- Reflection and future
  - Goal: open up design space
  - If you could change something, what would it be?

# Example Interview Guide



Any questions?