

Basic Interview Sheet

Explain that we are creating a User-Focus needs assessment to create an interface they will use to access their video health coaching sessions.

Initial Questions:

1. Ask them the correct spelling of their names
2. How long have you participated in the Connected Collaboration project?
3. How did you find out about Connected Collaboration?
4. Why did you choose to participate?
5. What do you like best about the experience?
6. What do you like least?
7. How do you access the video-conferencing at home?
8. What device are you using to set up the connection? Is it your home theater's remote?
9. How is that experience? What do you like most about the experience? What do you like least?
10. What does the screen look like when you turn the connection on?
11. What do you want to keep on that screen? What would you change?
12. What is not present on the screen that you would like to see?

Ask them to demonstrate how they access the connection - let's see if we can see the current interface and watch them navigate it. If we are able to witness them interacting with the interface, this will probably lead to more questions and ideas for discussion.