

## **Interviewing Users**

- Ask them about how they use the existing system
  - What do they like?
  - What don't they like?
- How comfortable are they with technology?
  - Do you own a computer/smart phone/tablet?
  - What do you use it for?
- If you could have anything you imagine, what would you want the new system to do?
- What are your priorities when completing the task?
  - Not when you are using the software
- Avoid hypothetical questions
  - What if, would you use this feature

Week 3, Slide 3