

# Moderator's Interview Guide For Research User Experience With A Reminder App

TEST DATE: December 12th 2020

MODERATOR: Hyena Nam, Kelsi Turk

LOCATION: Kent State University

## Project Overview & Goals

The goals of this user research are to gain insight of users' wants and needs for reminder and difficulties of accessing/ using reminder application. This research will aim to:

1. Classify the context of users
2. Investigate users' desire and goals of using reminder
3. Identify areas of difficulties in adopting the reminder app or difficulties in using the app
4. Extract recommendation for addressing the issues.

## Moderator's Guide Template

PARTICIPANT NO:

PARTICIPANT NAME:

DATE.MONTH.YEAR:

INTRO	5 MINUTES
<p>My name is Hyena Nam and I'm working with the team to improve the features of the reminder application to be more effective and user-friendly. I want to thank you for agreeing to participate in today's interview.</p> <p><b>* Read Informed Consent Text</b></p>	
<p><b>* Describe purpose of study and remind participants of being recorded during the interview</b></p> <p>The goal of this session is to understand users' desire and goals of using reminder app and Identify areas of difficulties in adopting the app or difficulties in using the app.</p> <p>I would like to record your session today and these recordings will be kept confidential.</p> <p>If you have questions about any of this, let me know. Otherwise, we're ready to begin.</p>	

CLASSIFY THE CONTEXT OF USERS	10 MINUTES
<p>1. How do you manage your daily to do list or important event? Reminder app(digital) or Personal reminder note, Post it, or any kind non-digital format.</p> <p>2. When do you use a reminder to make a to do list? Before go to bed or in the morning?</p> <p>3. Where do you actively use the reminder? At home, work, school?</p> <p>4. Is the activity (making to do list) done once a day? Or more frequently?</p>	
INTRODUCE THE PRODUCT CONCEPT	
<p>Now I'd like to describe to you a mobile app that we're working on. It's a combination to-do list and reminder app. Today it does the basics – it allows you to create a list of to-do items, and set up reminders for these items. There are many apps for iOS and Android like our app, and we're looking to identify people's wants and needs so we can improve and differentiate our app.</p>	
INVESTIGATE USERS' DESIRE AND GOALS	20 MINUTES
<p>1. Why do you need a reminder?</p> <p>2. What are your biggest challenges in keeping your schedule?</p> <p>3. How do you coordinate between your scheduling of tasks and events across school and home?</p> <p>4. What kinds of features do you want to have on reminder? Other than just tracking activities to be done</p>	
INTRODUCE THE APP	
<p>Now I'd like to have feedback on the reminder that I present. This is basic to-do list and reminder app that is the same as the one we are working on. I will ask you to perform some tasks. Then I will ask some questions.</p>	

IDENTIFY USER EXPERIENCE	20 MINUTES
<ol style="list-style-type: none"> <li>1. How does it feel when using this reminder? convenient? efficient?</li> <li>2. What was your difficulty or inconvenience in using the reminder?</li> <li>3. In which areas did you have difficulties in figuring out how to use when you first used the reminder?</li> </ol>	
EXTRACT RECOMMENDATION	10 MINUTES
<ol style="list-style-type: none"> <li>1. How do you think this reminder can be improved?</li> <li>2. Which areas(functionality/features) do you think need to be improved?</li> </ol>	

### Wrap-Up

Thank you very much for your valuable time. I do appreciate your time for taking this interview. What you provided to me was very helpful for our future development. I will use this valuable insight from the interview to design our application to be more user friendly.