

Example protocol for user and task inquiry

Thanks for helping us with this study. As I explained earlier, we are interested in learning what people find useful as they use the CTI intranet. I will be asking you to login and review your pages in the intranet. As you do this, I will have questions about the tasks you do. This whole interview will take about 20 minutes, but we can stop at any time if you like.

[note: we will record our pilot participant, but not for remaining interviews]

Does that sound okay? Do you have any questions?

OK,

[ask questions on interviewee log]

As I said, we have found that it's useful to have the people we interview review the site's pages as we ask about the tasks that they do.

At this point, could you log into the intranet?

[General questions on tasks --- use the task log sheet to be systematic]

Seeing this page, could you tell me about any tasks that you do?

[then follow task log to direct questions]

Any more tasks on this page?

[Once list of tasks stop]

Seeing this page, can you think of any useful tasks that the intranet does not provide?

Go ahead and select another page.

[repeat task questions]

[Once participant is done selecting, ask about unselected pages] Do you ever select this page?

[as interview finishes]

[ask questions on interviewee log for additions]

OK, that's it. Thanks for you help!

