

# User Interview Outline

## 1. Test Objectives

- Understand Student needs for a registration system
- Understand Facilitator needs for a registration system
- Understand current pain points with current registration system for both Student and Facilitator users

## 2. Test Subject

- UX Academy Notion interface
- UX Academy AirTable Registration process

## 3. Test Methodology

- Customer survey for Students
  - For students, I want volume of responses. My hypothesis is that experiences will be generally similar. A survey will allow me more volume, efficiently.
- Interview with Facilitators.
  - For facilitators, I need to better understand if the registration process even affects them at all. The interview questions are an outline to guide conversation.

## 4. Participants

- UX Academy Students
- UX Academy Group Critique Facilitators

## 5. Recruiting Plan

- Direct Message Facilitators and Students through DesignLab Slack workspace

## 6. Script Procedure

### Questions

#### Student Survey

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- When do you try to schedule your group crit session for?
  - (a.) I attend the same session every week
  - (b.) I generally try to attend similar time slots
  - (c.) I take what I can get
  - (d.) Other
- How often do you register for group crit sessions?
  - (a.) I sign-up for a session the week of
  - (b.) I sign up for a month's worth of sessions at a time
  - (c.) I sign up for as many sessions as I can
  - (d.) I sign up for 2-3 in advance
  - (e.) Other
- Do you choose your group crit session based on facilitator?
  - (a.) Yes, I always choose the session of a specific facilitator
  - (b.) Yes. I mix it up between select, preferred, facilitators
  - (c.) No, I choose whoever is available
  - (d.) other
- Please describe your experience registering for a group crit session
- Does your experience match your expectations of a registration process?  
Strongly Agree • Agree • Neutral • Disagree • Strongly Disagree
- Can you identify one specific change you'd like to see, if any?
- What functionality do you think is necessary for you to be able to register for a group crit?

#### Facilitator Interview

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- Were you ever a UX Academy Student?
- What was your experience registering for group crits like?
- Has your "understanding of the process" changed based on insights from seeing the process from the other side?
- How much does the group crit registration process actually affect you?
- What functionality is necessary for you to be able to manage your group crit sessions

## Follow Up Questions – Round 1

Really interesting observation, everyone who chose “*They attend the same session weekly*”, also always chose “*the session of a specific facilitator*”. Similarly, everyone who picked “*Generally try to attend the similar time slots*” always chose “*mix it up based on specific, select, facilitators*”.

I’m trying to determine the relationship between those:

- Did you choose, “attend the same session” or “attend similar time slots”?
- Is your choice of session more determined by the Facilitator or your schedule?
- Are you a Part-Time or Full-Time Student?
- Are you open to further follow up questions?