

Interviews & Mental Model

Mental Model for users – Our users understand that they are presented first with a few simple questions and as they progress they continue to answer the questions until submission. There is a certain layer of transparency, in that while an individual user thinks he is just answering the survey questions, some of the questions are dynamic, and only appear depending on his answers to previous questions.

Interviewee 1 – Ross Bowman

1. Do you like the design of our software as compared to the previous website?

-He said it was setup nicely, it was clear where he was suppose to fill out certain information. In comparison to the old format he said it was better than the old version.

2. Is it clear how to fill out the forms?

-He thought the prompts were pretty obvious, being similar to many other web forms.

3. Do you like the appearance of our updated website?

-He said it looked good in the theme of the rest of the website.

4. Is there anything that would make this easier to use?

-He thought for a little bit, but he could not think of anything he would change

5. Do you like how we separate the forms into steps?

-He believed it helped the user to understand what form he/she is filling out.

Interviewee 2 – Joe Salisbury

1. Do you like the design of our software as compared to the previous website?

-He said it looked easier to use than the old one, and it was a good idea to catch mistakes like we said we were doing.

2. Is it clear how to fill out the forms?

-He said as long as they worked like other websites there really wasn't any way to not understand them.

3. Do you like the appearance of our updated website?

-No suggestions, but he said it looked good.

4. Is there anything that would make this easier to use?

-He made the comment that the best way to make it easier to use would be as few questions as possible, but that's not really in the context of our project.

5. Do you like how we separate the forms into steps?

-Yes, he said it would be more intimidating if there was just a million questions at once.

Interviewee 3 – Brian Bauman

1. Do you like the design of our software as compared to the previous website?

-He said he liked the new design. He thought it looked “cleaner and more organized” as opposed to the earlier website.

2. Is it clear how to fill out the forms?

-Yes

3. Do you like the appearance of our updated website?

-He liked the new look, he made a comment about liking “round-tangles” as well.

4. Is there anything that would make this easier to use?

-After some consideration he couldn't really come up with anything.

5. Do you like how we separate the forms into steps?

-Yes, he said it makes the form look easier to fill out.