

GATHERING FEEDBACK / DOCUMENTING PROCESS

NOTE: These forms can be used for testing out your interview assessment prototype OR actual final product. Testing may be via role-playing with team members or on actual users

INTERVIEWS / ASSESSMENT TOOLS

THIS FORM IS FOR YOU, AS AN OBSERVATION GATHERING DOCUMENT

CONTENT OF THE INTERVIEW / ASSESSMENT –

- GREETING (Was it formal / informal, is that important?) _____
- Did the participant find it easy to navigate through the entire process? _____
- Did they understand what you were trying to do? _____
- Would the use of graphics / images make it easy? (Conversely, is it too full of graphics and color?) _____
- Was the participant able to understand the 'language' easily enough? Did you have to explain parts of it? _____
- MAKE A NOTE WHICH PART / QUESTIONS THEY HAD DIFFICULTY

ADDITIONAL NOTES:

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PHYSICAL & VIRTUAL ENVIRONMENTAL ASPECTS

- Was the client seated comfortably? What about you? What changes can be made ? _____
- Did you have all the stuff you need? Stationery, cup of water, place to keep your paperwork etc.? _____

- Did your client have a space to keep their stuff, handbag/ technology stuff etc.? _____

- How did you do on time? Were you able to accomplish everything in the time you had set? Do you need to revisit this? _____

- If it was a virtual session, did you have to give them extra time to get everything together? Is this something you need factor into your interaction ? _____

ADDITIONAL NOTES:

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INTERVIEWS / ASSESSMENT TOOLS

THIS FORM IS FOR THE PARTICIPANT TO JOT DOWN AS THEY NAVIGATE / ROLE-PLAY THE TOOL WITH YOU

CONTENT OF THE INTERVIEW / ASSESSMENT –

- GREETING (Was it formal / informal, is that important?) _____
- What was it like as you navigated thru the process? Easy enough/ confusing? _____
- Was it easy enough to know what it was the service was all about? _____
- Would the use of graphics / images make it easy? (Conversely, is it too full of graphics and color?) _____
- Were you able to understand the 'language' easily enough? Can things be worded differently? Will it make it better you think? _____
- _____
- MAKE A NOTE WHICH PART / QUESTIONS THEY HAD DIFFICULTY

ADDITIONAL NOTES:

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INTERVIEWS / ASSESSMENT TOOLS

THIS FORM IS FOR THE PARTICIPANT TO JOT DOWN AS THEY NAVIGATE / ROLE-PLAY THE TOOL WITH YOU

PHYSICAL & VIRTUAL ENVIRONMENTAL ASPECTS

- Were you seated comfortably? What changes can be made ? _____
- Did you have a space to keep your stuff, handbag/ technology stuff etc.? _____

- How did you do on time? Were you able to accomplish everything in the time you had set? What changes can be made? _____

- If it was a virtual session, did you need extra time to get everything together? Did the interviewer ask you something you were not prepared for? Did you have to get up and get it? Did that affect your overall focus?

ADDITIONAL NOTES: