

# Interviewing Users

## A Micro Course

### Course Goal

The goal of this micro course is to solidify learner's declarative knowledge and prime learners for their first user interview role play and user research for a college course on product development.

### Learners & assumptions

Learners are university students enrolled in a cross-campus creativity course. Student motivation and participation is high. We assume this course will be a stepping stone to students interviewing users of their prototypes in preparation for their final team projects.

### Constraints

This mini course is part of the prerequisites for the full semester class, students will not have much time to complete this but should still be challenged. Full online access by a variety of devices will be important to empowering students to access the course in a timely manner.

### Medium and Tools

With timing and scope as it is, a simple Adobe Captivate course is most appropriate as we are merely delivering basic content and checking for understanding. Complicated graphics and elaborate designs are not necessary though aesthetic consideration should be taken into account as it should be a positive experience and help students get excited for the semester course to come.

### Objectives

Upon completion of this course, students should be able to:

1. Name the successful stages of a user interview
2. Identify the most appropriate questions for specific interview goals

### Assessment questions/activities

1. Short answer: What is the final stage of user interviews?
2. Matching activity: Match the correct type of question with the interview goal