# Study Guide

**Tyrell**

Design 481 | Autumn 2017

# Interview Guide (30-45 min)

## Introductions:
## (5 min)

Thank you so much for agreeing to meet with us. We are UW IXD students, researching how first responders assess emergent situations.
Have you heard of interaction design before?
What do you know about it?

## Privacy:

Any information gathered today will be anonymized and securely stored. This is only for school research purposes and any identifying markers will be removed. There is a possibility that we'd use this project for online-portfolios, in which case, once again, all identifying information will be removed.

## Ground Rules:

This should take about 30 minutes, and you can stop/leave/answer a question at anytime. There are no right or wrong answers, we just want to understand your field more, any and all information you can provide to us is valuable. We would love your unfiltered responses! Is it OK if I record this? Can we also take a picture just for documenting purposes? Once again, this information is only viewable by our design team and our professor.

Now that we have that out of the way, tell me about yourself (5 minutes)

**-Your Title**
**-Age**
**-When/what got you interested in this field? Have you worked in any other profession?**
*(tell me more, uh-huh, echo, make them talk more!)*

# Activity: Guided storytelling

**(5 min)**

Can you walk me through a typical day at work? (mentions a call)
-Can you walk us through what it's like to receive a call or a request?
-How much information do you typically have before you get to the scene?

# Activity: Guided storytelling with a framework

**(10-15 min)**

-Can you walk me through a **specific call** in recent memory? (Assure them that we're not looking for the most gruesome or weird- just any call they remember)

What time of day was this?
What's the process of being alerted of a scene?
How many people were employed to this scene?
Describe the scene?
Who else arrived at the scene?
Did you feel in danger? Why? Do you feel that often at your job?
What preparations do you take before entering the scene?
Did this scene differ in any drastic ways from other situations you've handled?
Approximately how long were you at the scene?
Is there somebody in charge of documenting all this?
What happens to the documentation after you get back to the station/boat?
How do you feel about the experience?

*(Ask them to define aspects "I'm not familiar with this, could you give me more information about it?")*

# Tools

**(5-10 min)**

-You mentioned a tool- can you explain that tool?
-Are there other tools you regularly rely on to do your job? Encourage them to elaborate. If an electronic tool is mentioned, focus on that tool. If they mention a frustration with a tool, focus on that frustration.
-Is there a time when something went wrong with a piece of equipment?
-Is there a specific tool you particularly like to use, or more heavily rely on?
-Is there a tool you avoid using?
-Is there a tool you'd like to have?
-Have you ever modified a tool?  What was its shortcoming?

# Goodbye

**(3-5 min)**

-Lastly, is there anything else you'd like us to know? Anything you'd like to say? This is strictly confidential, any and all information is useful to us!

Thank you so much for meeting with us, we really appreciate your time. Here is an email you can reach us at if you need to contact us.

## Artifacts

-Consent Form
-Photo Release Form

## Documentation/Materials

-Memo record app
-Watch/Clock/Extra smartphone
-Notebook (2)
-Pen (2)
-Camera
-Business card or a card with information for them to contact us with