

Observation Notes by Mehershad Dahmubed

Interview#2

Interviewee: Ali

- introduced the product
- Ali totally unaware of the product
- sitting in CSUA office with his laptop which is primary computer
- laptop is sony vaio 13" monitor around 4 lbs
- even before we asked about what is important for scheduling, he started talking about HKN ratings.
- talked about 4 professors teaching a class which was CS194
- early morning classes bad idea
- checks class conflict
- balanced over the week in terms of course load
- cares about graduate school
- talking time off work
- firefox is browser of choice
- goes to schedule.berkeley.edu
 - types in 186 and chooses CS field
 - writes down time the lectures and discussions that are scheduled on a sheet of paper
 - how spread out are classes
 - hits back button
 - types in 194
 - does the same note taking
 - with each class separated by a line
- looks for overlaps
- considers load of class –
 - through word of mouth
- cs handout
 - shows which classes are good for specific specializations
- makes himself an excel file
- opens MS outlook
- weekly schedule typed into MS Outlook
- selects 'must attend' symbol
- several color codes
 - jobs is green
 - midterms is purple
 - whats more important has contrasting colors
 - birthday party is red
 - different colors fo different classes would be good but not available
- another excel file with all possible classes he wanted to take
- experienced trouble finding excel file
 - used windows search feature and finally found it
- sings up for impacted classes first
- deleted decal class schedule from MS outlook file
- Ideally classes in different color

- ability to choose his own range of colors would be good
- CS handout to check which classes are part of the major
- wants a program that finds the 'best fit' classes from the schedule
- magaret asking occasional questions
- the 3 interviewers sitting around interviewee
- demonstrating telebears
 - opens firefox
 - new tab
 - goes to telebears.berkeley.edu
 - switches to tab1
 - opens schedule.berkeley.edu
 - in telebears tab, adds class
 - switch tab
 - highlights CCN, copies and pastes it in the field
 - does not know what CRC means
 - submit button
- for graduation requirements
 - went to L&S school
 - sat down with counsellor and checked transcripts manually
 - never used DARS
- User presses to tell about how he checks his graduation requirements
- Alarm for reminders
 - audio and visual reminders using MS Outlook
- Asked user to save screenshot
- user looks relaxed so far
- no awkward silences so far
- Kenny clarified automation software question
- user sitting and rocking in chair
- mains questions ended
- everyone asking specific questions like special features related
- opens multiple tabs and show different websites for UI's he likes and dislikes
- cnn.com -> well organized
- german cnn.com -> poorly organized
 - photo in between
 - too cluttered
- hates inputting data
- final exam schedule
 - took out book which has it but never uses it
 - that's why he would like it
- all about neatness
 - cares a lot about neatness in design and presentation
- timely display of information is important
 - like if something has passed, or you don't think he will be checking it again, don't display it
- overdue stuff in red
- another person sitting in the room started making comments and feedback

- Nour Foundation GUI
 - french version poor in his opinion vs the american version
 - lots of book photos in the middle of the webpage.