

INTERVIEWS

One of the most effective ways for students to investigate and understand the driving question is to interview the individuals that the solution they are developing is intended for.

Interviews with the actual people or users that are affected by the driving question is especially critical. It is important to understand their thoughts, emotions, and motivations in order to develop an effective solution to the driving question. It is especially helpful if students are able to talk with "extreme users" (individuals who are the most effected by the driving question) in the interviews to obtain their ideas and perspective.

DIRECTIONS:

Have students work as a group to come up with a set of questions that they would like to ask people related to the driving question. Have students write these down on a sheet of paper with room to record responses to each.

Here are some suggestions to share with students to help them create good interview questions.

- Even if you think you know why, ask people why they do or say things:
- Ask about specific times or instances ("Tell me about a time when...")
- Encourage people to tell stories. They reveal how they think about things.
- Don't ask Yes/No or single answer questions. Try to be a "conversation host" in your interview.

Have students interview in pairs with one person asking the questions and the other recording the answers.

