

User Study Proposal Investigating Information Consumption, Production, and Need in
Minority-Serving University Student Organizations

APPENDIX A

Interview Instrument

Have subject read and sign the consent form. Hand the subject a duplicate, unsigned copy of the form to keep. Parenthetically-enclosed preface to questions indicates subject type for question.

PROFILE

1. (All) Could you please state your name and past and present titles in the SWE organization, including all officer positions you have held. If you are not currently an officer, please state your title as “Member”.
2. (All) Could you please list any SWE committees that you have participated in.
3. (All) How would you characterize the importance of the following to you in keeping up-to-date with what is going on in SWE:
 - a. SWEekly
 - b. Other SWE mailing lists
 - c. SWE Calendar
 - d. SWE Web site
 - e. If none of these are important sources of information to you, what is your primary information source and why?

EMAIL

4. (All) Do you read the SWEekly email newsletter on a regular basis?
 - a. YES
 - i. How often do you read the SWEekly? (weekly, once a month...)?
 - ii. What type of information are you looking for?
 - iii. Do you usually read the entire SWEekly or do you usually only read specific sections?
 1. If you only read specific sections, which are they? (Feature Section, SWE Meetings, SWE Announcements, Engineering Announcements, Corporate Announcements, Scholarship Announcements, Birthdays)
 - b. NO
 - i. How often do you read the SWEekly? Are there particular times (such as when you are anticipating an upcoming event) that you read it more often?
 - ii. Are there any particular sections that you read more often than others? (Feature Section, SWE Meetings, SWE Announcements, Engineering Announcements, Corporate Announcements, Scholarship Announcements, Birthdays)
 - iii. Are there any reasons in particular that you do not read the SWEekly on a regular basis?
 - iv. What alternative source (if any) do you use to gather your information on current SWE events?

5. (Officers Only) Have you ever submitted events to the SWEekly?
 - a. YES
 - i. How often do you submit events to the SWEekly?
 - ii. Why did you submit those events to the SWEekly?
 1. Did you expect that the notice would remind members about the event who were already planning to attend?
 2. Did you expect that the notice would cause members who had not previously heard of the event to attend?
 3. Did you expect that the notice would cause members who had heard of the event, but were not planning on attending, to change their mind and attend?
 - b. NO
 - i. Why have you never submitted an event to the SWEekly?

6. (Committee Members Only) Did you subscribe to the mailing list(s) for your committees? (enumerate the subjects responses from question 2)
 - a. YES
 - i. How often did you read messages from those mailing lists?
 - ii. How important were they to you in keeping abreast of the activities in that committee?
 - iii. Did you ever post to those mailing lists?
 1. YES
 - a. What was the occasion?
 - b. Was it to request information or was it to inform others?
 - c. Did you also repeat the message in any other SWE forums such as the SWEekly or other mailing lists?
 - b. NO
 - i. Why not?
 - ii. How did you keep abreast of the activities of that committee?
7. (Officers Only) How often do you read the officers mailing list and are there specific pieces of information you look for?
 - a. Have you ever posted to the officers mailing list?
 - i. YES
 1. What was the occasion?
 2. Was it to request information or was it to inform others?
 3. Did you also repeat the message in any other SWE forums such as the SWEekly or other mailing lists?

WEB SITE

8. (All) Do you visit the SWE Web site on a regular basis?
- a. YES
 - i. How often do you visit the site? (daily, weekly, once a month...)?
 - ii. What type of information are you looking for?
 - iii. Do you usually read the main page?
 - iv. Do you have any other specific sections that you visit?
 - v. How often do you view the calendar?
 - b. NO
 - i. How often do you visit the site? Are there particular times (such as when you are anticipating an upcoming event) that you visit it more often?
 - ii. Are there any reasons in particular that you do not visit the site on a regular basis?
 - iii. What alternative source (if any) do you use to gather your information on current SWE events?
9. (Officers Only) Have you ever posted information to the Web site either yourself or through another officer? (including the calendar)
- a. YES
 - i. Did you post the information yourself, or did you ask another officer to do so? If you had another officer post it for you, why?
 - ii. What section of the site did you post to (main page, calendar, committee page...)
 - iii. How often do you post information to the Website?
 - iv. What type of information did you post to the site?
 - v. Why did you post that information to the Website?
 - 1. Did you expect that the information would remind members about the activity/event that were already aware of it?
 - 2. Did you expect that the notice would cause members who had not previously heard of the event to attend?
 - 3. Did you expect that the notice would cause members who had heard of the event, but were not planning on attending, to change their mind and attend?
 - b. NO
 - i. Why have you never posted information to the Web site?
10. (All) Going back to the calendar on the Web site, how would you weigh its utility versus the list of upcoming events published in the SWEekly? Do you use one of these sources more often than the other?

11. (All) Have you ever used an online bulletin board or newsgroup such as USENET?
- a. YES
 - i. Was it a Web-based bulletin board, a Web-based newsgroup, or USENET?
 - ii. Was the use for a class, for work, or for personal use?
 - iii. Was the purpose to inform others or to request information?
 - iv. How would you classify your experience? Was it easy to use? If you were informing others, do you think that your posting ended up being useful to others / if you were requesting information, did you get the information you were looking for?
 - v. Were there any particular good or bad aspects of note to your experience? Are there any aspects that you particularly liked or disliked about the system you used?
12. (All) Do you think any of the following would be useful additions to the SWE Web site? (read them all together, and then go back and ask for more info about each):
- a. LIST ALL
 - i. Web-based bulletin board
 - ii. Newsgroup
 - iii. Private section of the Web site dedicated to a given topic and editable by all who are interested in that topic
 - b. ASK IN-DEPTH ABOUT EACH
 - i. USEFUL
 1. How do you see this feature being useful?
 2. Would you take advantage of it, or do you know users who would take advantage of it?
 3. Do you think there should be any moderation of this medium? If so, who should do the moderating? Should there be controls over who has the ability to read the board/group/site? Should there be controls over who has the ability to post things to the board/group/site?
 - ii. NOT USEFUL
 1. Any particular reasons you think this would not be a useful addition to the site?
 - c. Do you think that any of the above features could potentially take the place or augment of some information exchange currently taking place in face-to-face or other mediums?
 - i. YES
 1. What type of information exchange could be replaced?
 2. What medium is currently used for that exchange? (face-to-face, email...)
 - ii. NO
 1. Why not?

OUTREACH

13. (All) What, to you, constitutes SWE's outreach mission?
14. (All) How involved are you with SWE's outreach initiatives? Which of its initiatives have you participated in?
15. (All) In your mind, should outreach be part of the SWE mission?
 - a. Should it be an important part of the mission?
 - b. Should it operate independently of the rest of SWE?
 - c. Should it brand itself differently, either through a different name, different designs on its promotional materials, etc?
16. (Those involved with outreach) How often did you or others involved with outreach use the Web site as a way of publicizing your outreach efforts?
 - a. Do you think the sections of the Web site dedicated to outreach should be separated from the rest of the SWE site dedicated to just local UIUC issues?

Thank you very much for your time, it is greatly appreciated.