

## **User research and interview Questionnaire**

Conducted interviews involving various stake-holders like clients, airline customers, airline staff (existing system user) and on-site project co-coordinator. This phase included tele-conferencing sending across questionnaires, face-to-face interviews to get a clear picture of real pain points/ show-stopper issues of staff along with an understanding of the environment in which they work.

Included questions such as:

### **Users and roles**

- \* Who are the target users of the application?
- \* Is the application usage based on user roles? (what are the various user types / roles)

### **Usage Patterns**

- \* How often do the users use the application?
- \* How long do they use the application at a stretch?
- \* Is the application used by multiple users simultaneously?
- \* What activities make up your job?
- \* What information do you need to do these activities?
- \* Where do you currently get this information?
- \* What other roles do you collaborate with?

### **Demographics**

- \* "Any special physical characteristics to be factored?
- \* E.g. Color blindness, poor eye -sight, etc"
- \* "Any specific psychological characteristics to be considered?
- \* E.g. Stress levels, memory, etc"
- \* What is the level of experience in using similar systems?
- \* Are there any critical culture-sensitive issues to be aware of?

### **Specific Task Related to Hawaiian Miles application**

- \* When will the New Action button highlight in the Member Enrolment Screen?(Refer page 5 of the manual )

- \* In the member screen where are the hold/transfer/done buttons.( page 9)
- \* The process of Makana Check allocation?
- \* In the member Enrolment Screen where does the control goes after accept action?

(page 5)

- \* Award relation to Makana Check?
- \* Award Redemption?
- \* Premiere Club membership awards?
- \* What is a Charge ?
- \* Function of HOLD and TRANSFER in the member screen ? (page 10)
- \* What is a Batch in Load Batch? Functionality (page 42)

### **Identifying which tasks are important for redesign**

- \* Which tasks are mentioned in the pain points by end users / customers?
- \* Which tasks are mentioned in the wish list by end users / customers?
- \* Which tasks has the maximum error rate?
- \* Which tasks are mentioned by users in their 'critical incident' recollection?
- \* Which tasks force a user to leave the application to look for information?
- \* Which tasks force users to learn special commands or codes?
- \* Which tasks require saving data while in the middle of the task?