

The Questions

Metaphors

What would you call the room and it's UI? (the system)

What sort of name would you give it to refer to it in everyday speech?

For example, "face time", "face room", "blink-link."

How would you call it as a verb?

For example. "Should I halo you tomorrow?", "Do you want to halo tomorrow at 3?", "Is Fred away from his office because he's gone halow-ing?"

Does the system remind you of any sci-fi movie or TV series?

?Definition of 'Metaphor'

"Metaphors" in UI design (as opposed to poetry) refer to "What does the interface feel like / remind you of"

Often there are specific "mappings" between the concrete domain and the UI: your screen is your table desk

Mental Model

If you were speaking with just one person, would you want to use the other side screens for media?

Do you find that when sharing media, you find yourself wishing you could, for example, just scribble on the other side's document? Are there other "glass ceilings" on sharing documents and other media?

Navigation

Do you (or other people at the meeting) often switch back and forth between different shared media?

Are commonly-used functions hard to find, or read from the screen?

Interaction

General Usage questions

How often have you used the system (times per month)?

How often would you use it in the future?

(For execs) Do / will you use it only as a matter of doing your job, or do use it – as opposed to some other means of collaboration – because you enjoy using it?

How long is a typical meeting? Do all the attendants sit through the sessions from start to finish, or do people drop-in and drop out all the time?

How many people took part on your side? On the other side? In person? Over the phone?

How formal or informal have those meetings been? What is the usual power distance between the two sides? Is it one exec “talking down” to his subordinates? Or is it teammates who are all friends?

Have you ever used the system for 1:1 meetings? Was it more or less effective than multi-person meetings? Did you feel a little odd in the room alone? Did you feel nervous that you might not know how to work the controls or start/end the connection?

Have you noticed any long-term affects using the system? In other words, do you remember thinking that something was new, odd, and then didn't notice it? Or alternatively, was there something that seemed not noticeable at first but then was very pleasurable or annoying?

Establishing Connection

How do you schedule meetings (if at all)? Outlook?

Have you had to start/end meetings within the Halo Room? How did that go?

To prepare a room for a meeting (so you can come in and establish the connection), do you depend on someone to pull levers behind the scenes every time, or is it really just a matter using the UI in the room?

When actually starting up a meeting, do you often rely on external means of communications, such as your cell phone to call up the other side: “where are you? how come you’re not in your halo room?”

Does it happen often that one side has to wait for the other to set up (or show up)?

Are you satisfied with the “politeness” factor in how connections are started? Do you feel that one side is barging in on the other?

Have you had to patch in a phone connection? How did that go?

Do you think silent observers are impolite, unnerving addition? Necessary? Would it make a big difference if he/she was introduced in the beginning? If his/her picture appeared somewhere for the duration of their listening?

Meeting in progress / Sharing Media

What kinds of external media have you had to use, or have you seen used?
For example, PC, PowerPoint presentation, camera memory disk, memory stick, paper document

What kinds of paper documents tend to get used with the camera? Are they clear? Do they need to be zoomed for details? Are the colors OK? Do they need to be rotated?

How would you connect your laptop to the system?

Have you attended with a PDA, phone, or laptop in hand? Did you use them?

Did you ever wonder about the names, titles, and roles of people on the other side?

Ending connection

Are you satisfied with the “grace” factor of how connections are ended?

Appearance

Do you think the name of the customer company would appear somewhere? where?

What would help reduce fatigue in such meetings?

Do you think the screens should be "HP blue"ish?

What would the sounds of this system be like? Should be like?

Was something ever impolite about the system? How could that be improved?

Use Scenario

How do people file in or join the meeting? All at once or slowly file in?

Task List

Do EA's annotate or take notes during the meetings? Do they sit in the back or at the desk?

How would you prefer to establish connections?

Does the EA set up the system?

Has the EA made connections before?