Interview Guide - HSF Scholarship Application Form

Greet interviewee

Give context:
We're working to improve the online application process for this scholarship and your feedback would be very helpful. We're testing out some options for the form and want to see it through fresh eyes.

1. What year of school are you in?
2. What are you studying?
3. Have you ever applied for a scholarship, job, or internship online?
4. How was that experience?

Introduce prototype:
So, I'd like you to now take a look at the application form and go through it as if you were interested in applying for the scholarship. Please speak out loud and explain what you're seeing and how you feel about it. There's no right or wrong answers, so feel free to ask questions, say what you like and don't like. Say if something doesn't make sense to you. Our goal is to make the product easier to use so that information will be helpful.

1. You are interested in applying for the scholarship, but you're not sure if you're eligible. Can you find information to determine if you are?
2. If you wanted to upload your transcript right now, how would you do that?
3. You uploaded the wrong file for your essay. How do you change it for the correct one?
4. You are in the middle of filling out your application when you realize you need to leave for work. What do you do?
5. Do you know how to get back to your application to log in?

De-brief:
1. What do you like or dislike about this form?
2. How did you feel about the questions being asked?
3. What do you think about the different sections of the form?
4. Was there anything you expected to happen that did not?
5. Were you frustrated or confused at any point?