



User Interviews

By: Camille Tamayo

Script:

Hi _____. Thank you for making a time for this user interview. How are you?

Shall we get started? - This is for my Capstone 2 project, which is adding a feature to YouTube. So I will be asking you about your experience and engagement with YouTube. Oki, the first question... 😊

Interview Questions:

1. How often do you visit Youtube channel?
2. How often do you leave a comment?
3. What prompts you to leave comment?
4. Do you usually read comments on the video you watch or listen to? Why or Why not?
5. When do you usually read comments? Video? Music?

6. What kind of content do you usually leave comments on? Read comments?
7. Do you know about the timestamp feature?
8. How many hours do you watch Youtube a week?
9. How often do you visit the comment section in Youtube?
10. Do you sort comments? Top comments?
11. Do you reply to comments?
12. How often do you cite or use timestamp in your comments?
13. Do you ever wonder what other people's thoughts or comments about a specific moment in the video?
14. Do you think a separate comment that correspond to the timestamp will improve your experience?
15. Do you think viewing comments related to the current time in the video would be something you would find useful?
16. Have you ever paused and rewind the video to re-watch?
17. How often do you replay the video to understand the content?
18. How often do you make use of timestamp as a creator? as user?
19. where do you usually use youtube? desktop or mobile? smart TV?
20. How often do you multi-task when you're on Youtube?
21. How often do you give your full attention to the video o Youtube
22. What kind of content do you mostly use Youtube;
23. Can you describe a surprising and positive experience you on Youtube
24. Can you describe a bad experience you had using Youtube

Concluding Script:

I think that's all I have for my questions. Thank you very much. You gave me a lot of insight about user experience on YouTube. Do you want to add anything about

YouTube, time-stamp, comments, or anything at all? Have a great weekend. If you need help with research as well, you can message me. Bye!