Interview Guide

Question list:

1. Background

1.1 Name

1.2 Exercises the participant attended:
        o 16 Dec 2008 (iteration 1 - one IP phone)
        o 31 Mar 2009 (iteration 2 - many IP phones + camera)
        o 9 Jun 2009 (iteration 3 - many netbooks)
        o Participatory design session

1.3 Total number of exercises the participant attended (approx.)

1.4 Participant's role in exercises (fireman, police, observer, etc)

1.5 Participant's real-life occupation

Terms definitions: the Taranis installation (Tar) consists in the timeline clients (Cron), the recorded telephones (Tel), and the simulation (Sim).

2. Exercise

Previous experience

2.1 In case the participant has attended exercises before 16 Dec 2008:

        ** 2.1.1 What makes a successful training exercise (irrespective of the trainees)? Do you remember a particularly successful exercise?
                        2.1.1.1 How can an exercise, or part of an exercise fail? Are there any examples of big/small failures you remember?
                2.1.1.2 Was your response to the crisis cell sometimes irrelevant/unrealistic?
                                o Can you give concrete examples?

        ** 2.1.2 Did you sometimes have to carry out unplanned actions (e.g., phone calls)?
                2.1.2.1 Why? Can you give concrete examples?
                2.1.2.2 Was it easy to do?

        ** 2.1.3 Is it important for you to be aware of what other animators are doing?
                2.1.3.1 Were you always aware of what they were doing?
                2.1.3.2 If not, give concrete examples.

        2.1.4 Is it important for you to be aware of what trainees are doing?
                2.1.4.1 Were you always aware of what they were doing?
                2.1.4.2 If not, give concrete examples.

Last Exercise Only (with possible references to previous exercises)

Cron (le chronogramme)

   2.2 Did you use Cron during the last exercise?

         ** 2.2.2 What features did you use?
               ** 2.2.2.1 Task list (just watching) <= Why?
               ** 2.2.2.2 Annotation input <= Why? For whom? For when?
                     ** Did you use annotation for adding new tasks?
                ** 2.2.2.3 Moving tasks or annotations
                   2.2.2.4 Annotation search
               ** 2.2.2.5 Media [audio/video] event display (just viewing)
                   2.2.2.6 Media playback / navigation / annotation
                   2.2.2.7 Navigation (scrolling, zooming, etc).
                   2.2.2.8 Task confirmation (clicking on check box)
                   2.2.2.9 Role list (just viewing)
                   2.2.2.10 Role reassignment
                   2.2.2.11 Other

         ** 2.2.3 Was it easy to edit and interact with Cron?

         ** 2.2.4 State 2 benefits of using Cron for your work. Elaborate on the functionality you used.
               2.2.5.1 Did Cron help you to organize/understand your personal tasks? How?
               2.2.5.2 Did Cron help you to organize/understand tasks of others? How?
               2.2.5.3 Did Cron help you to understand what happened in the training room? How?
               2.2.5.4 Did Cron help you to better respond to the scenario and the training room? How?

         ** 2.2.5 State 2 shortcomings of using Cron for your work.

         ** 2.2.6 Did you look Cron on the large display or the laptop? Why (see what you are writing, see what others are doing, see schedule)? How often? Which do you prefer?

Tel (L'enregistrement et rejeu des conversations téléphoniques)

   2.3 Did you use Tel during the last exercise?

          ** 2.3.1 Did you like the arrangement of the phones?

         2.3.2 What features did you use?
                o Loudspeaker & phone hand-off. Why?

         2.3.3 Was it easy to use?

         2.3.4 Did you perform unplanned phonecalls during the exercise?
               2.3.4.1 Was it easier to keep track of these calls with the timeline?
               2.3.4.2 Did you add these in Cron? What about incoming calls?
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Debriefing

3. Did you take part in the debriefing? What role did you have (presenter, audience)?

3.1 Did you use Cron for the last debriefing?
      3.1.1 What features did you use?
          ** 3.1.1.1 Annotation search
          ** 3.1.1.2 Media playback / navigation / annotation
              3.1.1.3 Task list (just viewing)
              3.1.1.4 Navigation (scrolling, zooming, etc).
              3.1.1.5 Task confirmation (clicking on check box)
              3.1.1.6 Annotation input
              3.1.1.7 Media [audio/video] event display (just viewing)
              3.1.1.8 Role list (just viewing)
              3.1.1.9 Role reassignment
              3.1.1.10 Other

    ** 3.2 State 2 reasons why Cron is (or could be) beneficial for debriefing?

    ** 3.3 Is it easy to navigate to specific times of interest?
          3.3.1 How did you achieve that (annotations, bookmarks, hand-written times on paper)?
          3.3.2 Did you want to show a specific:
              3.3.2.1 annotation
              3.3.2.2 audio rec
              3.3.2.3 video rec

    3.4 Was it easy to use Cron for debriefing?

-> ask even if 3. is "no":

3.5 Can the logs (audio&video recording, events and annotations) be useful to you between exercises?

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4 General (for all exercises)

** 4.1 Does Tar solve a problem/ fill a need in your exercise? (motivation)

** 4.2 Does Tar introduce new problems in your exercise? (limitations)

** 4.3 Did the Tar installation/introduction change the way you animated the exercise (use of the room, interacting with other animators, interacting with the trainees)?

** 4.4 Did your opinion on Tar evolve over the three past exercises? How?

** 4.5 Did the way you use Tar change over exercises? How? (everyone uses it actively, only one person, etc)
    ** 4.5.1 Was it because of the system updates, or where you trying different things or learning?

** 4.6 Did the way you use Tar change over one single exercise?

4.7 Supposing the minor problems with Taranis were solved, would you like to come back to the previous tools for the next exercise or keep working with the taranis installation?

4.8 Other comments or suggestions?