6. Moderator's Guide / Research Questions

Below is a moderator's guide containing the specific research questions.

Section & Timing	Total Timing: 60 minutes
Intro **1 minutes**	*Hello! My name is Susan Ford and I am a user researcher working on a project that looks at how people share, organize, and access photographs and video recordings of important moments so family and friends can easily find and enjoy them. Thank you for taking the time today to answer a few questions about how you share and organize photos and videos. Before we get started, I'd like to go over the consent form with you and answer any questions you might have about this session.*
Consent Form **2 minute**	*This is a copy of the consent form we sent you prior to this session. It basically says that I will be recording our sessions and taking notes; that participation in this interview is completely voluntary; that your name and other information will be confidential; that you are free to ask any questions and withdraw from the session at any time, and that any information pertaining to new designs, software, etc will not be divulged outside of this session. Do you have any questions about anything in the consent form? If you agree to the statements made in the consent form, you can go ahead and state "I agree to the consent form".*
Overview of Session **2 minutes**	*During this session, I will be asking you a series of questions regarding how you share, organize, and access photos and videos. We're interested in knowing your thoughts and feelings about how you do these specific jobs: what you like/dislike; what your needs are; what works for you and what doesn't; and hear what your suggestions are to make these tasks easier and more intuitive.*

	Before we begin, I'd just like to go over a few things with you about our session today. *Like I had mentioned with the consent form, I will be taking notes and recording a video of our session. This will help me to be able to remember things that you said or did during the session. The video will also allow me to go back and catch something I don't have in my notes or if I need clarification.* *As you show me how you perform specific tasks with your photos and videos, I'll ask you to "think aloud". This will allow me to know what you're thinking as you use the application and will help me to understand what can be done to make the tasks easier to accomplish and fit your needs.* *There are no right or wrong answers. I want you to tell me what you like or dislike about the process so we have a better understanding on how to make photo and video organization and sharing easier for you. You won't hurt my feelings if you tell me what you truly think.* *We aren't here to evaluate you. We want to learn how this process works for you and how we can design it better to support you. So feel free to comment on any aspect of the applications that you currently use: how it looks, how it works, and if it fits your needs.* *Your name and information will be kept strictly confidential. Anything you say during this interview will not be associated to your name.* *If you need to take a break at any time, please let me know. Our session should last 30-45 minutes.* *Do you have any questions before we proceed?*
Demographic Questions **5 minutes**	*Tell me a little bit about yourself* ● *Where do you live?* ● *How old are you?* ● *What do you do for a living?* ● *How long have you been in this field?* ● *What kinds of activities are you involved in outside of work?*
Warm Up Questions **5 minutes**	*Do you currently use a camera or video recorder to take photos and/or video recordings?*

	What do you normally use to take photos and/or video recordings?
	How often do you take photos and/or video recordings?
	Do you take photos/videos for personal or professional reasons?
	What kinds of things do you like to take photos/videos of?
	Do you prefer to take photos or videos?
	Do you like sharing photos and videos?
	How does it make you feel?
	Who do you like sharing photos and videos with?
	Do you enjoy seeing friends and family members photos and/or videos?
	Whose photos/videos do you want to access?
	How does it make you feel? What kinds of feeling does it evoke when you access other friends or family members photos/videos?
	Do you prefer digital or analog (film) photos and videos? Why?
Research Theme 1 **How do people share photos and videos from memorable events with others?** **15 minutes**	*Why do you share photos and video recordings with family and friends?* *What kinds of feelings are evoked when you share photos with family and friends?* *What platform do you currently use to share photos and video recordings with family and friends?* *What types of things or situations prompt you to share photos and/or recordings with family and friends?* *What do you find to be the biggest challenge in sharing photos and/or video recordings with family and friends?* *What are the pain points/difficulties for you in sharing photos and/or video recordings with family and friends?*

	How do you safely and securely share photos and/or video recordings online? Does this concern you?
	Do you share analog (film) photos and/or movies with family and friends? Do you share these images online digitally or in a physical form? How do you go about doing this?
	Can you show me how you go about sharing photos and/or video recordings with others?
Research Theme 2 **How do people organize photos and videos so they can easily be shared with others?** **10 minutes**	*Why do you organize photos and video recordings?* *What kinds of feelings are evoked when you organize your photos and video recordings?* *What platform do you currently use to organize photos and video recordings?* *What types of things or situations prompt you to organize your photos and/or recordings?* *What do you find to be the biggest challenge in organizing photos and/or video recordings?* *What are the pain points/difficulties for you in organizing photos and/or video recordings?* *How do you safely and securely organize photos and/or video recordings Online? What measures do you take to make sure the images are protected?* *Do you organize analog (film) photos and/or movies? Do you organize these images online digitally or in a physical form? How do you go about doing this?* *Can you show me how you go about organizing your photos and/or video recordings?*
Research Theme 3 **How do people access photos and videos**	*Why do you access photos and video recordings that others have shared with you?* *What kinds of feelings are evoked when you access photos and video recordings from friends and family?*

from others who are sharing these files? **15 minutes**	*What platform do you find used most often when accessing friends and family's photos and video recordings?* *What types of things or situations prompt you to access photos and/or recordings that are being shared with you?* *What do you find to be the biggest challenge in accessing others photos and/or video recordings?* *What are the pain points/difficulties for you in accessing photos and/or video recordings that others share with you?* *How do you safely and securely access photos and/or video recordings online? What measure do you take to protect yourself when accessing others images?* *Do you access other's analog (film) photos and/or movies? Do you find that these images are accessed online digitally or in a physical form? How do you go about doing this?* *Can you show me how you go about accessing photos and/or video recordings that have been shared with you?*
Wrap-up **3-5 minutes**	*Thank you so much for taking the time to sit with me today and answer the questions. Do you have any questions before we end this session or anything that you would like to add?*