Student Interview Questions
Based on interviews with undergraduate students at North Carolina State University, spring/summer 2011. Note: not all questions were asked of each student, but interviewers used questions from each question category.

Demographics

Name:

Degree program/subject:

Year of Study:

Recent Study Experiences

● Tell me a little about your day yesterday on campus? Or if you weren’t on campus, tell me about the last day you were on campus?
● Was that a typical day? If not, what happens differently on a typical day?

Kinds of Work

● What types of academic work do you do routinely?
● When you’re on campus, where do you spend most of your time?
● Does your department have a library, lounge or study space, in its building? Do you study in these departmental spaces? Why do or don’t you study there?
● Think back through your years at NCSU. Has the kind of course work changed a lot since you were a freshman? Sophomore? Junior? Senior? For example, do you do more studying on your own or more group projects?

Spaces

● Where do you study? (get specifics, not just “in the stacks”)
  o Ask about each major kind of academic activity they do.
  o How often do you go to X space?
  o For each place: Why there? What do you like about that place?
  o Why not elsewhere?
● What are your least favorite places to study and why?
● Are there places that you’d prefer to study in but don’t / can’t? (e.g.: due to access, location, schedule, etc)
● What kind of setting ‘gets you in the mood’ to study/do work?
● What is the ideal setting for you when studying? (prompt for furniture, lighting, noise, how much space to spread out, etc.)
● Do you study in different locations for different purposes? If so, why? What makes one space better or more suitable than another?
- Do you tend to stay in one place when you study, say “camp out for a while” or do you use different places and move around?

**Use of Library**
- Do you ever use the library? For what purposes? (which library/libraries, what activities)
- How often do you use the library? (0-5, 5-10, more than 10)
- Are there certain times of day or days of the week that you use the library?
- Have you ever gotten help from library staff? Tell me about your experience.

**Technology**
- What technology do you use for school projects?
- How do you take notes in class?
- Do you have a laptop? Do you bring it to campus?
- Do you have a printer?
- How do you communicate with your group members if you’re working on a group project?
- When you have to work on a major project on your computer how do you keep track of all your digital “stuff”? (articles, PDFs, Word Docs, your draft, assignment).
- What technology do you like to carry with you vs. have provided wherever you go?
- What technology do you use in the library? (use only if student uses the library)
- Are there any technologies in [their preferred workspace] that we don’t have at the library or at other frequent study spaces?

**Collaboration**
- How often do you get together with others to study?
  - What kinds of places/spaces are best for this?
- How often do you meet with others for a group project/assignment?
  - What places are best for this?
  - What types of activities do you do while working on these group assignments?
  - What types of tools/technology do you use when working in groups?
- What challenges do you face when working on a group project?
- What would your ideal space look like for collaborating with a group on a project?

**Service Preferences**
- When you go into a store how do you figure out whatever you need to figure out when you’re there?
- When you go into a store, how do you usually want the staff to interact with you?
- Tell me about recent really good customer service you’ve had.
- If you needed to figure out something you need to do with your computer, how would you do that?
- Let’s say you were working in the library and encountered a problem – it could be any sort of problem (technical, printing, getting information, directions to a place in the building), what would you do?