

How PictureQuest participatory tool can support computer-mediated and face-to-face interviews?

ABSTRACT

Due to the availability of rich internet technologies, it is possible to do a user research by being in different time and space than the users are. However, there are significant differences between responses communicated in computer-mediated and face-to-face situation. In this paper I show how PictureQuest (PQ) participatory tool can be extended for online application and used in interview settings. I also show how PQ can support people to talk about their experiences and how user responses differ when communicated in various situations. PQ was applied in user research using three types of communication, namely 1) asynchronous computer-mediated (online survey – 65 participants), 2) synchronous computer-mediated (six *skype* video interviews) and 3) synchronous face-to-face (seven interviews) communication. Studies showed that there were significant differences in how people described their experiences and used pictures to support them in different situations.