

APIs - Exploring State Consumers' Experience with Lighthouse APIs:

Conversation Guide

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Introduction

Thanks for joining us today! My name is [Interviewer Name] and I am a researcher for the Lighthouse Developer Experience team. I also have some colleagues on the line observing and taking notes. Today we're going to talk about your experiences using Lighthouse APIs.

We would like to learn about your experiences integrating with Lighthouse APIs, the problems you are trying to solve, your current goals, needs, and any potential pain points. We will use this data to help inform future decisions for our technical teams who continually strive to improve our service for consumers. Before we start, I have a few logistical things to mention:

- This entire session should take about 45-60 minutes. I want to be sure not to keep you longer, so I may occasionally prompt you with the next question or topic.
- In this session, we want to hear your honest opinions. We are not testing you so there are no wrong answers. We welcome your feedback.
- All of the information that you share will be anonymized after this session. We will never share your name or any personal information.
- Do you have any questions about what the study will entail or how the information you share will be used?
- Do you consent to participate in this study, and have the information you share used in the ways I previously described?
- Are you comfortable if I record my screen and audio as we talk today? We use the recordings to confirm that we have captured your opinions accurately. They will be deleted immediately after our notes are captured.

Warm Up Questions

To get started, can you tell me a little bit more about yourself?

1. Where do you work?
2. What is your role?
3. What kind of work do you do?
4. What is your primary goal for your job?

Exploratory Questions

- 1) I am new to learning about your product/service, do you mind explaining it?
 - a) What problems are you trying to solve by offering this product/service? How were you made aware this is a problem?
 - b) Who is it a problem for (your team/company, a Veteran)?
 - c) Why is it a problem?
 - d) How is that problem currently solved?
 - e) How does the data that comes from Lighthouse APIs help you and your team with these problems?
- 2) Who is your target or intended audience?
 - a) Why are those individuals the target audience?
 - b) What are you providing them?
 - c) Are you considering broadening your target audience?
 - i) If yes, why? Would you offer them the same product/service or something different?
- 3) What is a typical day like for you and your team?
 - a) Who all does your team consist of?
 - b) What types of tasks do you encounter throughout your day?
 - c) What are some goals your team is currently working on?
 - d) Who else do you work with to accomplish those goals or solve problems?
 - e) How would you describe the team's mission?
 - f) What would you say are the team's biggest challenges or problems?
 - g) What do you think would change for the team and/or your users if these problems were solved?
- 4) How did you learn about Lighthouse APIs?
 - a) Do you know how or why the decision was made to integrate with Lighthouse APIs?
 - b) How do you get your questions answered or concerns heard regarding your experiences with Lighthouse?
 - c) What is your preferred way of communicating with people at Lighthouse?
- 5) What data are you currently using from our Lighthouse APIs?
 - a) How does that data help you solve problems?
 - b) What tasks do the APIs/data help you perform?
 - c) Do you know which endpoints you are using from the APIs you are integrated with now?

- d) How would you solve those problems without this data (the APIs)? What workarounds are available to you?
- e) Are there other types of data that you are interested in or need?
 - i) If yes, why would that data be useful?
- f) Are there other Lighthouse APIs that you plan on integrating with?
 - i) If yes, why those APIs? What problems do you hope they will solve for your product or service?
- 6) Are there other goals/problems to solve that you are working on?
 - a) How do you currently address those problems?
 - b) What do you need to solve those problems?
 - c) Who is impacted by these problems on your team?
 - d) Who does this affect outside of your team? How does it affect them?
- 7) What has your experience been like working with the data/APIs offered by Lighthouse?
 - a) What was your experience using Sandbox?
 - b) What do you think about the test data available?
 - c) What was your experience like getting Production access?
 - d) What do you think of the API documentation?
- 8) What are your current needs from Lighthouse APIs?
 - a) Do the APIs you are integrated with work as expected? Is there anything surprising or missing?
 - b) Is there anything you expected to happen that didn't when integrating with these Lighthouse APIs?
 - c) Are there any problems or things that didn't work well for you when using Lighthouse APIs? Any barriers keeping you from using an API?
 - d) Why do you like it? Why do you continue to use it?
- 9) [OPTIONAL]
 - a) Is there anything about your experience using our APIs that I didn't ask you that you think is important for me to know?
- 10) [OPTIONAL]
 - a) If you had a magic wand and could improve how Lighthouse APIs function for your product/service, what would you change and why?

Thank You and End (2 minutes)

Well, we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on our APIs. Thank you again and enjoy the rest of your day!