Wing Chun: “I’d like to live closer to school.”

Wonton

Interview Script:

**Introduction**

Hi, I am Wonton. I would like to ask you a few questions — this will help me to figure out the frustration or problem you might be experiencing daily. I will then design a mobile app to help you solve this problem.

**Questions**

1. Where do you live?
2. What do you like about living there?
3. What do you not like about living there?
4. What are the activities you have in your neighborhood?
5. What is the biggest problem you face living in that neighborhood?
6. Do you think any tool or technology, or an app can help you solve this problem?
7. Have you ever tried those tools or apps?
8. Are they very helpful?
9. Why do you think they are not helpful?
10. Do you think an app where users can share pictures of a rental unit or other kinds of information can help you solve your problems?
11. What information is most important to you when you do a search like this?
12. And what information is least important to you?

Scenarios:

Wing Chun is a full-time student at VanArts located in Downtown Vancouver.  
He doesn't like to live in East Vancouver because the commute is stressful.  
He would like to find an affordable place (<$800/mo.) closer to school.

He would also like to see pictures before visiting the place.

User Stories:

As a student, Wing Chun wants to find a place closer school, so he can spend less time commuting.

As a student, Wing Chun would like to find an affordable place to rent, so he can spend more money on foods.

As a student, Wing Chun would like to see pictures of a place before he speaks with the property manager or landlord, so he can be sure about the current condition of the apartment.

Use Cases:

**Primary Actors:**

* User
* App
* House Info

**Preconditions:**

* Network connection active
* App installed

**Basic Flow:**

1. User opens the app
2. App prompts to login form
3. User enters username and password or linked account
4. User verifies and validates
5. App shows: share, search, feedback options
6. User sets preferences, filling a form and click to search
7. App shows a list of rental units that matches the search, their pictures, prices, and the user who shares the info
8. User taps on one of the properties to see details
9. User can choose "Add to Wish List", "Contact the Renter", or “Leave a Feedback”
10. User taps on "Leave a Feedback"
11. User leaves a feedback about the place
12. User taps on “Share”

**Alternative Flow:**

3a. Username is not valid  
3a1. App shows error message: "New here? Register now" and "Forgot Your Password or Username?"  
7a. No results found  
7a1. App shows message: "No results found. Would you like to modify your search criteria?"  
9 a. User taps on "See More Info"  
9a1. User can call the renter  
9b. User taps on "Add to Wishlist"  
9b1. App shows message: “Property saved!” and a link to “View Again”

12a. User marks a place as scam, which will be verified by the company and deleted if confirmed