

Interviewing Sarah Easterwood– 4:30 pm Sunday 02/12/17

Introduction:

- Facilitator introduction

Core Questions:

1. Tell me about yourself.
 - a. CA resident of 36 years. Mother and student, working towards a degree in computer science with a minor in Sociology.
2. What is your age?
 - a. 36
3. Do you have children of your own? If so, how many, and what ages?
 - a. Yes, one daughter or 8 yrs.
4. How long have you been using the internet?
 - a. Since the late 90's
5. How often do you access the internet?
 - a. Daily , several times a day
6. Are you comfortable using phones, tablets, or other hand-held devices to do things like surf the internet, manage money, or shop while you are at home?
 - a. Yes
7. Are you comfortable using phones, tablets, or other hand-held devices to do tasks while you are at work?
 - a. N/A
8. What apps and/or websites do you use most often? (E.g. work applications, email read news, banking, social networking, shopping, etc.)
 - a. News sites, Facebook, Gmail, Google, Amazon, TED
9. Do you have a preference with devices or platforms when completing these activities? (Platforms such as Apple, Windows, or Android; Devices such as desktop/laptop, tablets, phones).
 - a. Android for mobile and Mac for laptop access

Application Specific Questions:

10. Tell me about your experience with the current emergency alert system.
 - a. She has no real experience, but has signed up for the local emergency system and local neighborhood notifications systems (Nextdoor) > sort of a community watch, network, notifications board
11. Existing methods of communication and tools for work.
 - a. N/A
12. Who do you interact with generally?
 - a. N/A
13. Why are you interacting with various people/systems?
 - a. N/A
14. How often do you use the current Emergency Alert Systems?
 - a. N/A
15. If you do use the current Emergency Alert Systems, how do you use it? (If you answered “Rarely” or “Never” in the previous question, skip to the next question.)
16. If you do not use the current Emergency Alert Systems, what are your reasons?
17. What frustrates you about the communication/tools you have access to?
 - a. There doesn't seem to be any real way to see what kinds of alerts are active in her area currently other than having to rely on local news websites, which are often behind or do not get updated quickly or frequently enough.
 - b. Can only get notifications for one location at a time
18. If you could change one thing or add something to your tool, what would it be?
 - a. The thing she would most like to see in any new system is up-to-the-minute updates to previous alerts or notifications (updates to the status of an event). Also a way to see these alerts on a map would be nice. She would like to be able to see these events on a map and see how they relate to where she lives.
 - b. Would love to be able to register multiple devices and/or locations for receiving emergency alerts – that way she could be notified if something is happening near her work, home or child's school location.

