

Interviewing Mickey Harris – 3:00 pm Saturday 02/11/17

Introduction:

- Facilitator introduction

Core Questions:

1. Tell me about yourself.
 - a. Student, studying to be a veterinarian, and works in food services. Loves social media and travelling as much as possible.
2. What is your age?
 - a. 23
3. Do you have children of your own? If so, how many, and what ages?
 - a. No
4. How long have you been using the internet?
 - a. Since about 2012-2012
5. How often do you access the internet?
 - a. As much as I can time permitting
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. Yes
8. What apps and/or websites do you use most often? (E.g. work applications, email read news, banking, social networking, shopping, etc.)
 - a. Mostly Facebook and college library sites for research articles
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. iOS and PC

Application Specific Questions:

10. Tell me about your experience with the current emergency alert system.
 - a. She doesn't have any experience currently
11. Existing methods of communication and tools for work.
 - a. Email and text messages primarily
12. Who do you interact with generally?
 - a. Manager and customers primarily
13. Why are you interacting with various people/systems?
 - a. Service related issues
14. How often do you use the current Emergency Alert Systems?
 - a. Never
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?
 - a. She is signed up for her local system, but never interacts with the system.
17. What frustrates you about the communication/tools you have access to?
 - a. No real experience with any kind of system like this, but in general her biggest complaint would be the speed at which alerts go out.
18. If you could change one thing or add something to your tool, what would it be?
 - a. Again she has no real experience with systems like this but, can image, as a student and a visual learner, she would be most interested in seeing events mapped visually either to a map or some kind of chart (pie, bars etc.) so she could see different types of events happening in real-time, where they are and whether or not they relate to each other geographically.