

Since my grandpa barely speaks English and is nervous in front of camera, he asked me not to record this conversation.

Y – Yordan (interviewer)

V – Vulcho (interviewee)

00:00:00

Y: Hey grandpa, is okay if I write down our conversation and translate it to English?

00:00:07

V: No problem, go ahead.

00:00:08

Y: Keep in mind that your response will be used for our research in a university project. So, if you want to withdraw from this at any time, just say so.

00:00:28

V: Don't worry about it.

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Y: Okay. So let me explain you a little what we're going to do right now. We are developing an app that is meant to bond younger and older people and we want to get your opinion on the prototype we have made.

00:00:49

V: Sounds really good, show it to me.

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Y: So first, we are going to start with a five second testing. When I tell you, you're going to open the prototype and you have 5 seconds to look at it. Open it now.

00:01:05

Y: Close it now. Tell me what you remember.

00:01:10

V: I saw something about requesting help with different things.

00:01:14

Y: What about colors or shapes?

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V: Everything looked very nicely laid out and round. You hit a soft spot with the brown. Makes me feel really calm.

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Y: You can open the prototype again. We will continue with the task-based testing. I am going to give you 4 tasks and you will have some time to complete them.

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V: Ok...

00:01:41

Y: Your first task is to request help for doing some gardening.

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V: Ok, so I click here... Who am I requesting to help me?

00:01:48

Y: The application is separated in 2. Young people have their own version and can see that you have requested help and come to aid you.

00:02:00

V: This sounds like a really good idea for young volunteers. I bet I can meet the grandchild of someone I know this way... Done.

00:02:20

Y: Good, the next task would be to share one of grandma's recipes.

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V: Hmm. I see, we go to "recipes". So, people can see the recipe that I shared, like Facebook?

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Y: In a way, yes. Young people would be recommended recipes and yours will appear, so they can make it.

00:02:49

V: Done.

00:02:51

Y: Next, I want you to choose a black and white picture from your phone and make it colored. I know you have lots of those.

00:03:04

V: Yeah, I do. Oh wow, this is really nice. Does it use some kind of AI?

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Y: Not necessarily, but this is one of the options to make it work.

00:03:27

V: I would definitely go through my stash of pictures and see what this can do for me. Might even share some of them on Facebook.

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Y: Last task is to join the event "Picnic in the dark".

00:03:43

V: Ok, so we go here and... done. I see, they QR code is my ticket.

00:04:00

Y: Precisely.

00:04:02

V: What exactly are these events?

00:04:04

Y: Volunteers would organize them publicly. Old and young people can both join and have a bonding experience together.

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V: Not my cup of tea, since even though I'm retired, I still do my own work. I can imagine some other people really liking this, though.

00:04:31

Y: Next, is the think-aloud walkthrough. You can freely browse the prototype and give feedback at any given time.

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V: Ok. The help requests are very nice, a lot of older people need help with different things and sometimes their children are not able to help because of work. The app is also very nicely laid out, the girl you are working with has done a very nice job.

00:05:05

V: The thing with the recipe sharing also seems nice, I can see you have taken inspiration from some other apps.

00:05:10

V: Can I also convert colored pictures to black-and-white?

00:05:12

Y: Currently, no. That feature is reserved for youngsters.

00:05:14

V: I don't know why you did that. I would want to play around with both features. The more uses a tool has, the better for me.

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Y: Ok, we are going to round this up. What grabbed your attention the most?

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V: The fact that this looks quite professionally made, the Bulgarian equivalents of mobile applications look a lot worse.

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Y: What things can be added or removed?

00:05:44

V: Enable both picture conversions for everyone. I don't see a reason to limit it this way.

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Y: Do you think an app like this is useful?

00:05:53

V: Very. If you are retired and lonely, I can imagine the joy you would get from meeting younger people.

00:06:02

Y: From scale of 1 to 5 how likely are you to use this app and why?

00:06:06

V: I'd say a 4. You know we are building a house currently, and there are some heavy things I can't really move on my own. It would be really nice for volunteers to help in exchange for some of my knowledge.

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Y: If you have to describe this product in 3 words, what would they be?

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V: Innovative. Interesting. Helpful.

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Y: Thanks a lot grandpa.

00:06:33

V: No problem.