

1. Research Questions and Goals

In our pre-disposition phase, what we knew hinged on many assumptions that seemed like common sense. For example, we assumed that people are unsatisfied with current methods of scheduling workouts with others, and that people like working out with others in the first place. Interviews can provide us with empirical data that we could use to either confirm or deny the assumptions that we made. We also wanted to use interviews to answer some of the questions we did not know the answers to. For example, we needed to learn more about people's usage and preference of mobile apps, such as what design elements they liked. This sort of research could more likely be found online if necessary, but one unique facet in which we needed field interviews was to answer the following: How would people generally respond to an app like this, and how can we get the app to overcome the inherent mistrust in meeting strangers?

The following is a list of the planned questions we used for our interviews.

- a. Do you use mobile apps? If so, what do you like / dislike about using them?
(Probably not about specific apps, but just using mobile apps in general.)
 - b. Do you use Tinder; if so, what do you like or not like about the design?
- c. Do you workout with others?
- d. (If so), What are you looking for in a workout partner?
- e. (If so), How do you schedule times to workout with people?
- f. (If not) Why not? What would need to change about your situation that would make working out with others more desirable or possible?
(Two different categories of people saying no. First is the people who want to work out alone. Second is the people who want to work out with others, but can't find anyone / people they know don't match their needs, etc.)
 - o What would an app need to provide for you to consider working out with strangers who also use the app?
 - g. What are the varieties of ways that gym-goers communicate and what are the most common forms?
- h. Would an app like this motivate you to going to the gym?
- i. Would you use an app like this? If so, how would you use it?

2. Process

How did you proceed to answer these questions? Be detailed. For example, if you conducted an interview, list all the questions. Where and when did you collect the data? How did you set up to allow triangulation, etc.

We proceeded to answer these questions by conducting a series of interviews on January 23 and 24. We considered these field interviews because people can use their phones to schedule workout meetings anywhere, and the home is a very likely place for people to schedule gym appointments. All interviews were semi-structured. While we went in with a list of pre-planned questions, we would occasionally follow up on interesting directions, within reason. We felt that the semi-structured approach would allow some flexibility and

unexpected insights. At the same time, the format provided a good measure of consistency that would allow us to compare our interviews, instead of them being radically different. Claudia's interview was conducted at 11 in the morning, while Alex and Vijay's interviews took place in the afternoon before dinner. Interviews took place in the respective interviewees' homes, where they would likely schedule gym meetings with friends, if at all. Claudia used her phone to record the interviews and transcribed them later. Vijay had a stenographer live transcribe his interviews in real time. Alex used a laptop to transcribe the interview in a word processor, pausing the interview at times to catch up on transcription. To set up for triangulation, we had multiple sources of data through multiple field interviews to provide us with insights, rather than just 1. Overall, we had 5 interviews total. We also asked the same questions of everyone, so that we would be able to compare answers across interviews.

3. Inventory of Elements

People - Vijay's Interviews

1. Who are they, what are they like?
 - *Matt Villegas, 35 Years old, Athletic, Professional, Very Active (Fitness Junkie) Sunday Night 5pm*
 - *Kamryn Villegas, 33 Years old, Average Gym Goer, Athletic, Professional Sunday Night 5pm*
2. What are they doing?
Each interviewee sat at a chair in their dining room during the interview.
3. How are they doing it?
Each interviewee sits casually with an open demeanor.
4. What do their emotions, purposes, reactions seem to be, and (if field interview) what did they say?
Emotions were steady. No identifiable emotions displayed other than a general happiness. Reactions to more specific software related questions caused initial feelings of surprise and doubt.
5. What problems do they encounter with their activities?
The interviewees expressed an inability to arrange workouts with local friends. If workouts were scheduled with friends, Matt and Kamryn utilized text messages to perform the scheduling task.

The objects (technological and otherwise) in the space and with the people

1. What are the functional elements of the objects?
Dinner table and chairs, court-reporter taking record on stenograph.
2. What are the decorative elements?

Everyday living room/dining room space; wine rack next to table

3. Which objects do people look for (perhaps to somehow interact with)?
No objects were looked for. The interviewees both referenced their cell phones but did not physically use the cell phone during the interview.
4. Which objects do people bring with them that matter to the activities they are trying to do?
Cell phone.

The environment: spaces, architecture, lighting etc

1. What is the layout?
Standard layout dining room with dinner table and 8 chairs. Dining room is connected to living area. Fireplace is lit. The area is brightly lit.
2. What is the environment like?
Calm household environment. No sound other than the conversation between interviewer and interviewee. No external distractions.
3. How does it influence the activities people engage in?
The calm environment led to a focused interview session.
4. How does the environment support the objects above?
The calm environment allowed for the interviewees to visualize the mobile app experience without physically working with the software or a cell phone.

People - Alex's Interviews

1. Who are they, what are they like?
Mother & Father, aged around 55 years both. Computer science professionals.
2. What are they doing?
Sitting down at the common kitchen area. Their phone is out, scanning apps.
3. How are they doing it?
With their phone.
4. What do their emotions, purposes, reactions seem to be, and (if field interview) what did they say?
They were initially skeptical of the idea, but it turned to happiness, then excitement as the interviews wore on. Their reactions seemed to be positively bubbling near the end.
5. What problems do they encounter with their activities?
They dislike using their phones if there is a better desktop app available.

The objects (technological and otherwise) in the space and with the people

1. What are the functional elements of the objects?
They both own a Samsung Android phone.
2. What are the decorative elements?
Well-designed apps.
3. Which objects do people look for (perhaps to somehow interact with)?
Easy-to-access apps.
4. Which objects do people bring with them that matter to the activities they are trying to do?
Just their phone.

The environment: spaces, architecture, lighting etc

1. What is the layout?
Kitchen area, at the table. Lighting is bright, architecture is sparse.
2. What is the environment like?
Warm, comfortable, low key, and casual.
3. How does it influence the activities people engage in?
Very little.
4. How does the environment support the objects above?
A phone can be used anywhere.

People - Claudia's Interview

1. Who are they, what are they like?
The interviewee was my roommate, he is 21 years old, very active and regularly goes to the gym. He is a student at Oregon State and is a Forestry Major.
2. What are they doing?
The interviewee sat on the couch, in the living room during the interview. Before that he was texting/snapchatting with some friends.
3. How are they doing it?
He currently uses snapchat/texting in order to set up gym buddy meetups as well as to communicate with his friends.
4. What do their emotions, purposes, reactions seem to be, and (if field interview) what did they say?

The interviewee thought the idea was interesting and that it'd be a good resource to use. He said he would not use it himself currently since he was already set up with gym buddies, but he would if he ever needed help finding one. In his opinion, the idea sounded 'cool'.

5. What problems do they encounter with their activities?
He does not encounter any problem with his current activities.

The objects (technological and otherwise) in the space and with the people

1. What are the functional elements of the objects?
The only functional element available was the couch the interviewee was sitting on, as well as the phone he had in his hand.
2. What are the decorative elements?
Everyday living-room decorations.
3. Which objects do people look for (perhaps to somehow interact with)?
The interviewee was not interacting with very many objects during the interview. If had to it would have most likely been his phone.
4. Which objects do people bring with them that matter to the activities they are trying to do?
Their cell-phones.

The environment: spaces, architecture, lighting etc

1. What is the layout?
There are two couches in the living room, each perpendicular to each other. Between the two couches, where they meet, there is a table with a lamp. I was sitting on one of the couches, on the side closest to the lap and the interviewee was sitting on the other couch more at the center of the couch.
2. What is the environment like?
The environment was calm, relaxed, and quiet. Occasionally the cat would jump on the couch and make noises and temporarily distract us from the interview.
3. How does it influence the activities people engage in?
Providing a relaxed/calm environment for the interview helped both of us keep our focus on the interview itself.
4. How does the environment support the objects above?
Since the environment is relaxed while sitting on the couch this supports the conditions of the environment in which the interviewee would be scheduling a gym meeting. Many times this interviewee will be scheduling meetings while in this same environment.

4. Detailed Interview Responses

Link to interview scripts:

<https://drive.google.com/file/d/0B2DXW4zM-JEfRHVRM0FyaGFGelU/view>

5. Results/Insight

- What are the answers to your research questions?
 - On user trust issue, include privacy settings.
 - Also needed: users need to include information about themselves. Like pictures, descriptions, ratings from other users.
 - Broaden the scope of the app beyond simple meet people at the gym.
 - Focus on sharing, bragging rights (share metrics, heart rates, etc.)
 - Include something to measure biometrics
 - Mobile notifications to remind/motivate users.
 - If the scope isn't broadened, we might never resolve the user trust issue. After all, having a workout buddy alone isn't that good of a selling point. Cramming more features in might shift a potential user's opinion from 'never download' to 'sure, why not'. It all boils down to the cost/benefit analysis of downloading the app. The more we can do to increase the benefit, the better (cost remains static except that more stuff decreases the phone's memory storage).
- What other insights did you get from this that are relevant to your design?
 - Our initial design will need to undergo some revision to reflect the new, needed features.
 - The new main features are going to be:
 - Sharing on facebook and twitter
 - Mobile notifications
 - Connecting with facebook friends
 - Making new friends with the app
 - Communication tools built in-app
 - Scheduling
 - Recording and comparing workout data (including biometrics)
 - Privacy settings
 - User profiles
 - The main, original feature of finding a workout buddy will remain, though. However, it will no longer be the sole feature.