Appendix B - Interview Guides

B.1 Interview Guide of Software Developers

General Information:
1. Do you study a double degree?
2. (If Yes) What are your majors?
3. (If following a non-SE Degree) I want to learn a bit more about the non-SE degree that you follow. Do you have close contact with customers outside the university, for example during your projects and internships?
4. I am going to ask you to rate your affinity to technology vs people. If we consider a scale of 4, where 0 is very human-centric (more affinity to people), 1 is somewhat human-centric, 2 somewhat technology-centric and 3 fully technology-centric, how would you rate yourself?

Related to the experience of interacting with end users:
Now I am going to ask you some questions about your experience when interacting with the end users during the AskPCOS project. In this study, empathy refers to understanding a person from his or her frame of reference rather than one's own, or vicariously experiencing that person's feelings, perceptions, and thoughts.

5. Based on that definition, How well do you think you were able to empathise with the end users? Why do you think so? Can you share an example of a time when you were able to empathise with the end users?
6. Were there any instances where it was difficult for you to empathise with the end users? Can you share an example?
7. Thinking back now, was there a time when you could have empathised better with the end users?
8. If you could do it again, is there anything you would like to change with respect to engaging with the end users / empathising with them? Why?
9. Do you recognise any special reasons as to why you were able to empathise with end users or why you were unable to empathise with the end users? Can you share an example?
10. When you explain certain technical aspects or limitations in the application, do you think end users were able to fully understand what you explained? Why do you think so?
11. How did you feel when you were conducting the usability sessions?
12. Finally, is there anything else you would like to share? Any further feedback for us on your experience on this project?

B.2 Interview Guide of End Users

General Information:
1. Have you ever worked with software developers before? Or do you have any close contact with software developers?
2. I am going to ask you to rate your affinity to technology vs people. If we consider a scale of 4, where 0 is very human-centric (more affinity to people), 1 is somewhat human-centric, 2 somewhat technology-centric and 3 fully technology-centric, how would you rate yourself?

Related to the experience of interacting with end users:
Now I am going to ask you some questions about your experience when interacting with the developers during the AskPCOS project. In this study, empathy refers to understanding a person from his or her frame of reference rather than one's own, or vicariously experiencing that person's feelings, perceptions, and thoughts.
3. Based on that definition, How well do you think you were able to empathise with the developers? Why do you think so? Can you share an example of a time when you were able to empathise with the developers?
4. Were there any instances where it was difficult for you to empathise with the developers? Can you share an example?
5. Thinking back now, was there a time when you could have empathised better with the developers?
6. If you could do it again, is there anything you would like to change with respect to engaging with the developers / empathising with them? Why?
7. Do you recognise any special reasons as to why you were able to empathise with developers or why you were unable to empathise with them? Can you share an example?
8. When the developers explained certain technical aspects or limitations in the application, do you think you were able to fully understand what they explained? Why do you think so?
9. How did you feel when you were participating in the usability sessions?
10. Finally, is there anything else you would like to share regarding the study? Any further feedback for us on your experience on this project?