

Interview Template – Errands (Based on Sebastián’s Interview)

INTRODUCTION

Introduce yourself:

“Hi, my name is Camilo. I’m a student at Universidad de los Andes, and I’m working on a project about how people handle different errands in their daily lives. We’d like to better understand your experiences so we can identify real problems and potential improvements.”

State the purpose:

“The goal of this interview is to learn about your personal experiences, frustrations, and strategies when managing financial or administrative errands, so we can design solutions that truly help.”

Ask for consent:

“Would it be okay if I record the conversation so I don’t miss anything important?”

QUESTIONS

#	Question	Phase of Questioning	Type of Question	Purpose
1	Could you tell me a little about yourself — what you do, your role, and your connection to the university?	General Curiosity	Open	Breaks the ice, builds rapport, and gets context for interpreting later answers.
2	What kind of errands do you usually have to do in your daily life? (e.g., rent, bills, legal documents)	General Curiosity	Open	Reveals participant’s initial scope of errands and associations.
3	How did you learn to manage these errands, especially	Focused Curiosity	Open	Uncovers learning process, support networks, and

	recurring ones like rent or services?			independence in handling errands.
4	Tell me about the last time you paid for something important, like rent or services. What was the process like?	General Focused Curiosity	Open	Encourages storytelling to reveal actual behaviors and steps.
5	Have you ever faced difficulties or frustrations while paying rent, services, or other payments?	Focused Curiosity	Open	Surfaces pain points in routine financial errands.
6	How do you usually feel when you face problems like late payments or service interruptions?	Focused Curiosity	Probing	Deepens understanding of emotional reactions and stress points.
7	What usually confuses you most when dealing with different payment platforms or online services?	Confrontational Curiosity	Open	Targets hypothesis that lack of standardization and multiple platforms cause confusion.
8	Apart from financial errands, how do you handle other	Focused Curiosity	Open	Identifies challenges beyond financial tasks, e.g., with EPS platforms.

	administrative errands, like health or police certificates?			
9	Have you ever been unable to get a document or certificate on time because of system failures or unclear processes?	Confrontational Curiosity	Open	Validates problems with bureaucratic inefficiency and digital platforms.
10	What tools, services, or changes would make managing these errands easier for you?	General Focused Curiosity	Open	Opens up ideas for solutions without biasing toward a predefined answer.
11	If you could imagine an ideal experience for managing errands, how would you like it to feel?	General Curiosity	Open	Captures desired emotional state, supporting design principles later.

CLOSURE

Acknowledge and thank:

“Thank you so much for sharing your experiences with me. I really appreciate your time and honesty — your input is very valuable for understanding the real challenges people face. What you’ve told me today will help us design better solutions.”

Follow up:

“If we have more questions later or want to test ideas with you, would you be open to me reaching out again?”

Final statement:

“Good luck with your future errands, and I hope the next time you pay your bills or need a certificate, the process goes smoothly!”