Interview 1

Interaction design technology for the elderly: Interview plan

System: messaging apps

Interviewee:

Jashvantsingh: 77 years old man

Interviewer:

Kuldipsinh

Date: 13/04/2023   **Time: 5:40 PM**

Duration: 27 mins   **Place: kuldip's house**

Purpose of interview:

To learn about the opinions and experiences of older people with message texting apps.

Questions and answers.

Question: How do you typically communicate with your family and friends who live far away?

Answer: by calls, and messages

Question: What are your favorite messaging applications?

Answer: Whats App

Question: How often do you use messaging applications?

Answer: 15-20 times/day

Question: What features do you look for in a messaging application?

Answer: More user-friendly features like sending and receiving messages, voice and video calls, images, and videos

Question: What are the biggest challenges you face when using messaging applications?

Answer: Unfamiliarity with Technology, worried about online scams

Question: How important is a messaging application's simplicity and ease of use?

Answer: Very Important

Question: Do you prefer messaging applications with large or customizable font sizes?

Answer: Yes

Question: Have you ever encountered any difficulties using messaging applications? If so, what were they, and how did you overcome them?

Answer: I encountered difficulty in putting a status on WhatsApp. But I have overcome it by asking my grandchildren.

Question: What types of messaging do you use most often (text, voice, video)?

Answer: Text

Question: How important are privacy and security to you when using a messaging application?

Answer: Very important

Question: Do you have any specific features or functions you wish messaging applications had?

Answer: I suggest this application should also provide payment methods.

Question: How do you typically learn to use new messaging application features?

Answer: From the new generation

Interview 2

Interaction design technology for the elderly: Interview plan

System: messaging apps

Interviewee:

chimanlal: 62 years old man

Interviewer:

yash

Date: 14/04/2023   **Time: 10:00 AM**

Duration: 20 mins   **Place: Yash's house**

Purpose of interview:

To learn about the opinions and experiences of older people with message texting apps.

Questions and answers.

Question: How do you typically communicate with your family and friends who live far away?

Answer: I typically communicate with my family and friends who live far away through phone calls or phone messages.

Question: What are your favorite messaging applications?

Answer: My favorite messaging application is WhatsApp.

Question: How often do you use messaging applications?

Answer: I use messaging applications regularly, usually at least once a day to keep in touch with my loved ones.

Question: What features do you look for in a messaging application?

Answer: When using a messaging application, I look for features such as the ability to send and receive messages quickly, the option to make voice or video calls, and the ability to share photos and videos easily.

Question: What are the biggest challenges you face when using messaging applications?

Answer: The biggest challenges I face when using messaging applications are technical issues such as slow internet speed, and difficulty navigating the interface.

Question: How important are simplicity and ease of use in a messaging application?

Answer: Simplicity and ease of use are very important to me when using a messaging application. I prefer apps that are intuitive and user-friendly.

Question: Do you prefer messaging applications with large fonts or customizable font sizes?

Answer: yes, I prefer messaging applications with larger fonts or customizable font sizes.

Question: Have you ever encountered any difficulties using messaging applications? If so, what were they, and how did you overcome them?

Answer: Yes, initially I was not able to understand the messaging apps, but by using them regularly and by taking the help of younger family members I overcome these problems.

Question: What types of messaging do you use most often (text, voice, video)?

Answer: I use text messaging and voice calls most often, but I also enjoy using video calls to keep in touch with family members who live far away.

Question: Do you use any accessibility features on your device? If so, what features do you find most useful?

Answer: Yes, I use accessibility features on my device, such as larger text sizes and voice-to-text functionality.

Question: How important are privacy and security to you when using a messaging application?

Answer: no idea.

Question: Do you have any specific features or functions that you wish messaging applications had?

Answer: No.

Question: How do you typically learn how to use new features in messaging applications?

Answer: When learning how to use new features in messaging applications, I usually consult ask family for help.

Interview 3

Interaction design technology for the elderly: Interview plan

System: washing machine

Interviewee:
Thakarshibhai: 64 years old man

Interviewer:
Khushi

Date: 14/04/2023   **Time: 11:30 AM**

Duration: 30 mins   **Place: Khushi's house**

Purpose of interview:
To learn about the opinions and experiences of older people with a washing machine interface.

  Question: Have you used a washing machine ever?

  Answer: Yes

  Question: How long do you take to put clothes into the tub to click the button 'start'?

  Answer: 10 - 12 mins

  Question: Rate your difficulty level based on 5 of operating washing machines for the first time.

  Answer: 1 (Take time to figure out for which work which buttons he should press)

  Question: Rate your difficulty level based on five after operating the washing machine frequently.

  Answer: 4 (still can't figure out how much time should be set for clothes like washing, rinsing, spring, etc.)

Question: Can you decide on water level according to clothes weight?

Answer: No, he has to ask his daughter-in-law or wife for this task.

Question: If not, what difficulties are you facing?

Answer: He has already mentioned it above.

Question: Can you decide on 'wash type' according to cloth type? If not, why?

Answer: Yes, he can decide by a small icon beside the button.

Question: Do you panic when listening and being alerted to something wrong?

Answer: No, he has never heard this type of sound.

Question: What action do you take when this happens?

Answer: It never occurred.

Question: Have you used the 'Air drier' option to dry cloth? If not, why?

Answer: No, he has not used it. He uses the washing machine for simple tasks on behalf of his wife.

Question: What type are you using, 'front' or 'top'?

Answer: Top load washing machine

(For this, I have to explain to him what front load or top load is, to date, he has used top load machine only)

Question: Which one do you prefer, box inside the tub or outside the tub?

Answer: outside the tub, as it is easier to put detergent into it.

Question: Do you face any extra problems?

Answer: he cannot figure out that the machine has started because after pressing the start button, a machine takes 3-4 mins to start, and in between no response or signal to notify.

Question: Have you any suggestions?

Answer: improvement for the above problem, the machine has to quickly reply by showing animation on screen or by sound the machine is started.

Interview 4

Interaction design technology for the elderly: Interview plan

System: washing machine

Interviewee:
Jaishreeben: 60 years old woman

Interviewer:
Harsh

Date: 14/04/2023   **Time: 3:00 PM**

Duration: 30 mins   **Place: Jaishreeben's house**

Purpose of interview:
To learn about the opinions and experiences of older people with a washing machine interface.

Question: Have you used a washing machine ever?

Answer: Yes, from the last five years.

Question: How long do you take to put clothes into the tub to click the 'start' button?

Answer: 4 min.

Question: Rate your difficulty level based on 5 of operating the washing machine for the first time.

Answer: 3 out of 5

Question: Rate your difficulty level based on five after operating the washing machine frequently.

Answer: 2 out of 5

Question: Can you decide water level according to clothes weight?

Answer: Yes, I have a good experience after using it frequently, so I quickly decide the water level according to the cloth's weight.

Question: Can you decide on 'wash type' according to cloth type? If not, why?

Answer: In the starting phase, when it arrives, those that time are not familiar with these features due to the variety of settings and options available, but after using it frequently, it's now easy to manage each feature. In general, some washing machines have a sensor that automatically detects the weight of the clothes and adjusts the water level accordingly. However, not all machines have this feature, and in those cases, the user would need to estimate the appropriate water level based on the number of clothes being washed.

Question: Do you panic when listening and being alerted to something that went wrong?

Answer: In our washing machine, the Music sound rang only when the task was completed, so it did not panic, and there was no feature of a listening alert for something that went wrong.

Question: Have you used the 'Clothes dryer' option to dry cloth? If not, why?

Answer: No, because there are several benefits to using an air dryer instead of a clothes dryer, including

Energy savings: Using an air dryer is much more energy-efficient than using a clothes dryer, which can help to reduce your carbon footprint and save you money on your energy bills.

Question: What type are you using, a 'front' or 'top' load washing machine? And why?

Answer: Top load because top-loading washing machines are typically less expensive than front-loading machines and can be easier to load and unload, especially for those with mobility issues. However, they use more water and

energy than front-loading machines and may not be as gentle on clothes.

Question: Do you face any extra problems?

Answer: Some common problems when using a washing machine include issues with the machine's water supply or drainage, difficulty selecting the appropriate settings, and problems with the machine's mechanical components.

Question: Have you any suggestions?

Answer: Some suggestions for using a washing machine include carefully reading the machine's instruction manual, using the appropriate amount of detergent, avoiding overloading

the machine, and checking the pockets of clothing for any items that could damage the machine.

Several suggestions: Easy-to-read and intuitive controls, Simplified loading and unloading, Automatic dispensers, Enhanced safety features, and Voice-activated controls.