Session Notes

Date: 21 May 2025

Participant: Chua Yee Ann

Method: Online meeting

Location: Google meet

Topics Discussed:

• Estimated arrival time

• Real-time parking space availability

• User profile management

Key Feedback:

• The interviewee expects to see real-time parking info

• The interviewee expects to manage her profile info like names and profile picture.

• The interviewee expects to see estimated arrival time for rides. This will help in planning her trips.

Kano Classification:

• User Profile Mangement -> Dissatisfier

• Reak-time parking space availability -> Dissatisfier

• Estimated arrival time→ Satisfier

Record:

Q: How would you feel if you could see real-time parking space availability on campus?

A: This is great, Parking is such a hassle during peak hour. If I can see the parking availability in real time it may save me a lot of time.

Q: How would you feel if the system provides estimated arrival times for your ride?

A: Oh, I like this feature! Knowing when my ride will arrive would help me plan my day. No more worrying about being late for class.

Q: How would you feel if you could manage your personal profile in a carpool app?

A: I think this should be a basic feature in any app! Able to manage my own profile information, like my name and profile picture, was really nice and made me feel more secure.