

List of Needs / Insights of each Interviewee

Final List across all interviewees:

- In terms of the layout less is more (Simple UI) → Minimal effort for the user.
- Face cam should always be visible, size and placement should be up to the individual user.
- Screen Sharing and Filesharing.
- At most bilateral talks between “seatmates”
- Participants should have different permissions. (e.g. Host, Co-Host, Attendee, ...)
- “Raising hands” should be more visible and have an order to it.

Pascal Interview 1:

Alessia Gossweiler, 21, Pharmacist/Student, Teams

Needs/Insights:

- Many people only use one tool that they know. Generally speaking it is hard for them to get used to a new tool with new features.
- In terms of the layout less is often times more. A simple UI is much more intuitive. There should not be too much info on the screen at once.
- Screen sharing is an important feature for businesses and schools alike.
- Not being distracted by seatmates (like in real life) can be viewed as a good thing.
- Having the ability to mute individuals can have its advantages.
- The UI should be consistent across devices. That does not mean that it has to be similar across devices.

Pascal Interview 2:

Mike Meyer, 30, Clerk, Skype

Needs/Insights:

- The user interface should be as simple as possible
- Do not hide features. Users don't want to get lost in the details. It should just “work”.
- Facial expressions and reactions are an important part of an online conversation.
- Quote: *“Ich würde sie [die Gesichter der Teilnehmenden] viel lieber selber herumplatzieren können. Z.B. Grüppchen machen mit Leuten, die zusammengehören”.*

Robin Interview 1:

Willi Schmidiger, 60, Engineer

Needs/Insights

- Teams is often picked as the primary service because everyone seems to use it.
- Teams is difficult to use
- Screen sharing and file sharing are some of its most important features
- Interactions between seatmates can be distracting. A simple text-chat would be sufficient.
- Audio is more important than video.
- The importance of a facecam depends heavily on what you use the tool for.
- Cross platform support also depends on the use case. Portability is very handy though.

Robin Interview 2:

Janik Ramisberger, 22, Student

Insights/Needfinding

- Schools often use Teams, so students are “forced” to use it.
- Teams is complicated. It has many features, most of them are used very rarely. Furthermore the more useful features aren’t well thought through
- Screen sharing and audio is often more important than a facecam.
- Breakout rooms in Teams are easy to create but hard to maintain. Also people are kind of lost when they are put into those rooms.
- Video conferencing is still not as good as talking face to face. Much of it is just a matter of getting used to it.
- The facecam loses its importance when more people are in the room. A list of participants with an indicator for the speaker is sufficient.

Cedric Interview 1:

Olivier Hutter, Aviation Student und part-time KV Employee

Needs/Insights:

- Host does not always notices an answer
- Mimic on video conference is better notable and can be therefore interpreted differently
- On bigger groups a clear hierarchy should be established, each assigned to different priorities

Cedric Interview 2:

Moris Camporesi, Biology Student

Needs/Insights:

- Each user should be able to share his screen individually
- User should be able to choose who should be visible to him
- Simple data exchange
- Virtual whiteboard
- Visual representation of the breakout-rooms with description
- Listed "Hand-raising"

Cedric Interview 3:

Sylvain Weibel, KV Employee

Needs/Insights:

- File Sharing of big files
- Video should be always on
- Virtual whiteboard

Lukas Interview 1:

Lara, 17, Student, Teams

Needs/Insights:

- Classes are on Teams
- There is much less interaction in class, people tend to be shy and don't want to ask questions.
- Online meetings tend to be more focused than in-person meetings.
- Video feeds are important for online meetings.
- The user should decide who and what he/she sees.
- Having the ability to talk to a specific person during a meeting (other than the host) can be distracting.
- Phones, PCs, ... should all transmit roughly the same video feed.

Lukas Interview 2:

Irene, 53, Teacher, Teams

Needs/Insights:

- Classes are done using teams.
- There is much less feedback from the participants. Especially if they do not have their facecam turned on.
- Students tend to ask questions less frequently.
- Breakout rooms are a handy tool. However students tend to be less productive if no teacher is around.
- Students are more focused during online classes, mainly because they are not distracted by their classmates.