video1350542069.mp4

Angelo Guerra 0:02

Hello. I am Hello. I am Joseph. I am an international student taking up CST at VCC. I am currently conducting this interview for research purposes. As part of my group project in our UX design class. It is for a companion for hire app. I'd like I'd like to ask you some questions regarding this. You are not forced to answer any questions you don't feel like answering and there are no right or wrong answers. Do you have any questions before we begin?

Marilou Tolosa 0:38

I don't have any. Okay.

Angelo Guerra 0:41

First, tell me about yourself starting with your name.

Marilou Tolosa 0:45

I am Marilou Tolosa from the Philippines. And I'm currently visiting my family here in Canada.

Angelo Guerra 0:55

Okay, okay. Okay. So I'll officially start with the questions regarding that. Okay. Is that okay? Yes. Okay. So I'll start with what types of activities or tasks do you typically need help or a companion for?

Marilou Tolosa 1:15

Well, the usual activities like going to the shopping mall, or the supermarkets to do some groceries,

Angelo Guerra 1:25

okay. Is there anything else? No.

Marilou Tolosa 1:30

Nothing much.

Angelo Guerra 1:31

Okay. So for the second question, are there certain times when you find yourself without anyone to accompany you?

Marilou Tolosa 1:42

Yes, there are occasions when nobody has time to accompany me to places where I want or I need to go for the simple reason that they are busy with work or school, which I think are their priorities.

Angelo Guerra 2:01

How does that make make you feel?

Marilou Tolosa 2:07

What do you mean?

Angelo Guerra 2:09

Like for when there are times that there's no one to accompany you? How does that make you feel?

Marilou Tolosa 2:17

Of course, I am a little I am a little sad, because there are things that I want. I like I have to go out or I wanted to go out and I am at a loss because I am not familiar with, with how I will commute or how will I go about going to those places?

Angelo Guerra 2:41

Okay, um, okay, so for the third question. Assuming there is already an app, where you can request or at least search for a companion for specific tasks. How important is the cost of companion services to you?

Marilou Tolosa 3:05

The companion service fee is rather important for me to consider because of budget, I am unemployed and living only on my savings.

Angelo Guerra 3:21

Okay. Are there tasks? For example that are that you usually need help like hard tasks? Like? Let's say yeah, just just hard tasks.

Marilou Tolosa 3:40

Yes. I consider grocery shopping a hard task, because I need someone to carry the load. Because I really am. I'm ready. I'm 68 years old, and I cannot I cannot carry heavy weights.

Angelo Guerra 4:02

I see. Okay. That being said, Would you be willing to pay a premium for certain tasks? Like for example, if you have really like a large set of groceries and no one is around?

Marilou Tolosa 4:20

Of course, why not?

Angelo Guerra 4:26

Okay, okay, sorry. Yeah. Okay, so going to the next set of question. Can you describe a time when you had a positive experience with a companion or a similar service? Like someone? Yeah.

Marilou Tolosa 4:41

Yeah, not not yet. I haven't tried this. I haven't tried. Asking asking for us, for someone to accompany me, except for family members.

Angelo Guerra 4:54

Okay. Okay. So this would be the last question for this interview. What features do you think would make your experience better? When using an app that looks for a companion?

Marilou Tolosa 5:09

You seeing an app that looks for a companion that is user friendly, would make such an such a happy experience, especially for elderly like me who are not good or, or who are well versed in technology.

Angelo Guerra 5:29

Okay, so that's about it. Thank you so much for your time. And I pray I appreciate all of it. And, yeah, I will make sure that all of this information it would be useful for the development of that, thank you.

Marilou Tolosa 5:48

You're welcome and good luck to your to your project.

Angelo Guerra 5:52

Thank you. Thank you. Okay.

Reference

Transcribed by https://otter.ai

Otter AI: https://otter.ai/u/kLt5xpkLdrqrzf-15SvrM-vcPMs

Vimeo: https://vimeo.com/794345125