4.1 Interview Plan
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Who to recruit

- **Description of the users**
  The target users are travelers with flight plans who are driving or have no access to the internet when they hurry to the airport, such as senior citizens, people with difficulty in seeing, and Lyft/Uber drivers.

- **How we will reach your target users**
  We will post our recruiting message on facebook pages, and ask them if they are interested in joining this study. Furthermore, we will also send emails to some of the target group users that we personally know.

- **How many people we will reach out to**
  We will reach out to approximately 5-10 people.

- **Interview choice**
  We will conduct three 10-min interviews as long as we can recruit 3 or more interviewees.

Recruiting Message

Voice User Interaction with SFO Airport Calling System: Call for participation

Hello everyone, we are two UC Berkeley undergraduate students studying user interface design and development.

Currently designing a voice user interface for SFO airport, we want to invite you to participate in a brief interview (approximately 10 minutes) on your experience of interacting with the existing SFO website and services. Learning about your user experience really helps with our understanding of the current pain points and our design process! *Note that participants will **not** be compensated in this study.*

If you are interested in participating, please email sjailani@berkeley.edu or catherinerao@berkeley.edu. Feel free to reply to this message with any questions.

Interview Guide

1. How do you usually find information about your flight or the airport if you plan to take off from SFO?
2. What platform do you typically use to obtain this information(mobile, desktop, tablet?)

3. **What sort of information do you need to share with the platform/service to get the information you need?**
   a. Do you feel comfortable sharing this information?
4. What are your present frustrations / pain points with the current system?
5. How do you often go to SFO if you need to catch a flight?
6. **What information do you usually gather before you head off to the airport?**
7. **How would you check your flight status or airport-related information on your way to SFO?**