

Credit Task 1 – Transcripts of Contextual Inquiry

Transcript for Participant 4		Ref
I	What are you currently studying at Swinburne?	
P4	Robotics and mechatronics engineering.	4.01
I	Alright, why did you choose to study at Swinburne in particular?	
P4	When I began studying I was tossing up between Swinburne and RMIT, and I chose Swinburne because it seemed to be leading in its field and past family members have also studied here for similar fields, and they had some good responses about it.	4.02
I	Fair reason, did the location of Swinburne have anything to do with your decision?	
P4	No, it was one of the more out of the way places. But I'm still happy to make the travel.	4.03
I	How many days a week do you attend Swinburne, or are you here at the university?	
P4	I attend Monday to Thursday and I also come in on a Saturday to study.	4.04
I	How do you currently travel to Swinburne each day?	
P4	I travel by bus and train.	4.05
I	What do you feel are the pros and cons about your current method that you're using to get to Swinburne?	
P4	It seems to be alright, I like to leave with enough time to accommodate for any unforeseen things, like if trains are cancelled or anything. I don't particularly have any trouble with travel.	4.06
I	So there's not really any major concerns you have about it then?	
P4	No, it's right by the train station as well, so it makes it easier.	4.06
I	Do you currently travel to any other campuses as well?	
P4	No, just Hawthorn.	4.07
I	Alright, so what are the reasons for catching your current method of transport? So why do you choose bus and train in particular?	
P4	Well I don't have my license yet, and it's pretty accessible. It's a short walk to get to the bus and everything from where I currently live.	4.08
I	Alright fair enough. IF you had a choice would you prefer to drive to Swinburne? Like just say you had your license?	
P4	No, because it's more economical at my current standing to travel by public transport. It's also more time efficient as well.	4.09
I	What would you think about the possibility of carpooling to Swinburne?	
P4	Yeah it's a possibility, but most of the people that are studying my course or that I'm friends with at Swinburne either live too far out or on the opposite side of town, so it's not really a viable option.	4.10
I	Well would you be comfortable travelling with strangers instead if there were more people that lived in your area, that you didn't know but were also attending classes at Swinburne?	
P4	Dunno, maybe. Maybe I'd give it a trial run one day but for the moment I'm pretty happy with how I'm getting to university.	4.11
I	Yeah okay, that's fair enough. Have you ever tried carpooling before?	
P4	[After a long pause] No I actually haven't.	4.12
I	When you do catch public transport, what tools do you use to help organise your transport?	
P4	I wing it.	4.13
I	So you just go to the station...?	

P4	Yeah when I leave in the morning, trains and buses come every 10-15 minutes at maximum, so if I just leave on a particular division of an hour I'm pretty much guaranteed to get services that match up.	4.14
I	Do you think you'd need a reminder or anything like that?	
P4	Well not really, because again the services are pretty matched up, within two or three minutes of when the bus arrives the train will probably be leaving.	4.15
I	Well I think that's pretty much it. Thanks a lot for your time. [Other closing comments and things]	

Transcript for Participant 5		Ref
I	So what are you currently studying at Swinburne?	
P5	Robotics and mechatronics engineering. The honours one.	5.01
I	So, why did you choose to study at Swinburne in particular?	
P5	I liked the idea of IBL at the time, when I was applying for the course. It also just seemed like more of a colourful place compared to other universities,	5.02
I	Did the location of Swinburne have any impact on your choice?	
P5	No I never really considered locations when looking at any of the universities.	5.03
I	How many days a week do you attend?	
P5	Full, 5 days a week.	5.04
I	What would you say are the pros and cons about getting to university?	
P5	Well I used to take a train, I did that for a year and a bit. The good thing is that there's a train station in the university. Like you see on the train all the Monash kids get off at Clayton to catch a bus, and the Deakin guys have it even worse. But yeah so I like that. I guess a minor annoyance is having to switch over at Richmond. But for the last 2 years I've been riding a motorcycle, that's been good. It's been convenient to park and I get through traffic pretty quick.	5.05
I	Ah yeah, because you can drive through all the cars?	
P5	Yeah, yeah.	5.06
I	So are there any concerns that you have with your current transport?	
P5	Hmm, recently I've noticed a lot of no parking signs going up around the campus where you used to be able to park. I've always parked out of the way but yeah, that's sort of a shame, but there's still plenty of parking on the footpath and stuff. There's also a motorcycle parking bay on the TAFE end of the uni. There's a lot of spots there. I used to also park next to the big white pot plants near the road that goes through the uni, people still do it but I got in trouble for that.	5.07
I	Aw what! [Laughs]. So is Swinburne the only campus you have to travel to?	
P5	Yeah.	5.08
I	So is that your preferred method of travelling to Swinburne?	
P5	Yeah I just like being able to leave whenever I want, not being at the mercy of the train timetables. You know when you leave during the day it takes longer to get home because the trains don't come as often, and during peak hour there's... peak hour people traffic.	5.09
I	So would you choose to drive to Swinburne if you had the choice?	
P5	No not after riding, I've only ever driven here once because I had to bring a project in. But yeah I'd prefer to just ride because of the convenience.	5.10
I	Okay, so in terms of cost, would that effect the transport that you catch?	

P5	Yeah, never driven to uni but I imagine the fuel costs would be higher, and then the parking as well, and tolls, though I don't pay any tolls. Time spent trying to find a park would be much higher too.	5.11
I	So what do you think of carpooling? Would you carpool?	
P5	Yeah I've always thought when I'm riding and when looking around, what's the point of having one individual in a car when you can fit four. It's very wasteful, I think carpooling is a good idea.	5.12
I	Have you ever carpooled before?	
P5	Ummm, no. I can't even think back to primary school. It's always just been with family, never really made an effort to carpool or switch every day. But I do reckon it's a good idea.	5.13
I	If you haven't carpooled before and you currently ride to uni, how do you organise that? Is there any tools that you use? Like say apps or anything?	
P5	I guess for me, the thing that I regularly check is the bureau of meteorology, I just check for rain and if it's raining I'll just wear wet weather gear. I also check the VicRoads traffic app, but I haven't used that in a while.	5.14
I	How does the VicRoads app help you?	
P5	I just use it to check for delays, like crashes or other out of ordinary delays. But I haven't used it in a while.	5.15
I	So, with carpooling how would you feel about carpooling with strangers?	
P5	Well I suppose if it were a bunch of strangers that were like-minded with carpooling it would be good.	5.16
I	Would you prefer strangers or people you know?	
P5	Well it depends, I think if you share a house with someone you want them to be the right kind of person and it's the same thing with carpooling. It's hard to say, I guess you'd prefer friends because you can talk to them but I guess if you have nice random people it'll be alright.	5.17
I	How do you feel about sharing travel expenses?	
P5	I think it's a good idea. I mean if you carpool, I imagine if you pick them up one day and then they pick you up the next, essentially you've halved your costs. But then again that's one of the reasons you carpool in the first place.	5.18
I	Would that change depending on the person you were carpooling with?	
P5	Nah I'd say that's pretty much the same. If you're carpooling you're sort of sharing it. I imagine if you're carpooling it's something you depend on doing regularly, so you'd share. If it's a once off I wouldn't chase them up.	5.19
I	So it doesn't really matter?	
P5	I dunno the way I think about it is if I was driving to university every day and there was a friend nearby who goes to uni as well, it wouldn't hurt if I just picked them up and took them. But if you're organising a carpool you're at the same time implying that you're sharing expenses as well.	5.20
I	So overall your ideal transport would still be motorcycle?	
P5	Yeah, that's just me personally, But I think carpooling is a good idea though.	5.21
I	Well I think that's all the questions we have. Thanks for your time!	

Transcript for Participant 6		Ref
I	So what are you currently studying at Swinburne?	
P6	Networking and IT security.	6.01
I	Is there any reason you chose to study at Swinburne in particular?	
P6	I wanna be a leet hacker? Nah Swinburne is known for its technology I guess. Yeah it's mainly known for its technology.	6.02
I	Yeah true, did the location of Swinburne have anything to do with your decision?	
P6	Uhh not really, if you think about it RMIT or any of those places in the city would be closer for me but Swinburne just kinda stood out or just appeared.	6.03
I	Yeah yeah, fair enough. And how many days a week do you have to attend Swinburne?	
P6	Heh, five days.	6.04
I	RIP. And how do you actually get to the campus?	
P6	At the moment it's mainly by public transport; so train, or I can go by tram.	6.05
I	Do you walk to the station?	
P6	Yep	6.06
I	What do you feel are the pros and cons of catching train or tram at the moment?	
P6	A pro would be I don't have to think about anything when I'm on public transport. A con would be... people.	6.07
I	Too many people?	
P6	Well people and school kids are especially the bad ones. Depending on which subject you live in as well, you get those kinda... train rats.	6.08
I	Are there any other major concerns about catching a train or tram?	
P6	Um delays, missed trains, just metro in general because they're a **** service.	6.09
I	And are there any other campuses that you travel to at the moment?	
P6	No just the hawthorn campus.	6.10
I	And is there any particular reason you choose to catch public transport?	
P6	Um probably because I don't get much sleep, especially when you're on the road and stuff people aren't wary of you. Especially if I'm on my motorbike, they don't notice you there, even if you're right next to them. You can see them and they can't see you.	6.11
I	Is that your preferred method of travelling to Swinburne at the moment? Catching public transport?	
P6	Yeah, yup.	6.12
I	What do you think of driving to Swinburne?	
P6	It's alright, except for trams. When you get stuck behind a tram, especially because the roads aren't wide enough you can't overtake it, and you have retarded people going past trams when they're going to stop, and it's just like... you're going to run someone over, which has happened, like it happened in front of me .	6.13
I	Alright, and is there anything you like about catching public transport? Apart from what you already mentioned?	
P6	Umm I guess it gives me time to study on the train, or like read and catch up on stuff, or read designated material for units.	6.14
I	Ah yeah. Do you have any experience with carpooling?	
P6	Yeah a couple of times, like my friends would give me a lift. So we'd just get like four of us and we'd just go to Swinburne, but that's assuming we all start and finish at the same time.	6.15
I	Yeah, yeah, and how do you organise catching a train at the moment?	
P6	I pretty much just go to the train station.	6.16
I	Is there any tools that you may use? Apps for example?	

P6	Not really, I kinda know the timetable. At least for my line, it comes every ten minutes. And then when I'm going home basically when the library closes, when I'm studying at the library it pretty much arrives as soon as I get there.	6.17
I	Ah alright, and back to carpooling again; what do you think of carpooling in general?	
P6	Umm it depends on the person you're carpooling with. Like if it's summertime and the person doesn't have aircon it can be really, really bad. Especially people who don't put on deodorant. But other than that not really because generally you're carpooling with mates, or people that you'd be okay with.	6.18
I	So how did you organise carpooling before?	
P6	Normally it'd just be, you see each other at the library or you'd be in the same units and you go "I'll be at Swinburne tomorrow, what days are you in?" and from there you just coordinate.	6.19
I	And how would you feel about carpooling with strangers?	
P6	Probably not, because there's a lot of crazy people in the world. Like uber is probably a good example where people get paid and they drive people, but they're getting paid. But there'll be days when you're like "I don't wanna sit there and do singalongs" or introduce yourself to a stranger. Some people like their enclosed space or private time.	6.20
I	Yeah that's very true though. How would you feel about sharing travel expenses with people that you've travelled with?	
P6	I dunno, probably be... whatever. Like if I knew the people then it'd be okay, but if I didn't know the people it's a bit different.	6.21
I	And if you had a choice, what would your ideal method of transport be?	
P6	Teleport [Laughs]. Or like in the sense of actual...?	6.22
I	[Laughs too] Yeah, known methods of transportation that are currently available.	
P6	It'd probably be by motorbike or something, if people weren't such ****heads but yeah.	6.23
I	Is that the only reason why you don't ride your motorbike at the moment?	
P6	Yeah, like I've had people come up to me and they wanna race you because you're on a motorbike and you're just like "Why?! I just wanna go to school and I just want to go home!" So annoying!	6.24
I	Well I think we've covered most things! Thank you for your time San!	

Overall Reflection

Looking back on the interviews, there was quite a lot that could've been done better. For instance, we didn't really ask any follow up questions for the participants' responses. After looking back at the data we collected, we also realised that there were slight gaps that could've been filled if we had asked more specific questions. Overall though, we're fairly happy with how we conducted our first interviews.

When asking the participants questions, the main problem that we faced was that questions were not followed up on properly, while we had a wide variety of questions, we could've done more to prompt the participant into elaborating on their responses. Though we did record the audio from the interview, we didn't record any video. This disallows us to watch the recording to gain view the participant's body language, though that is less important for a topic such as this. There was also the problem that we missed certain pertinent questions. For example, asking the participants the exact steps they take when catching public transport or organising their transportation method would've been very useful for us, but we somehow missed it, instead only asking a general question.

With regards to the recruitment of participants, this time we simply went to interview friends or acquaintances who were available at the time. This could be considered problematic as it is a tiny sample size and the individuals who we interviewed may probably not be representative of the people who will actually be using carpooling as a regular method of getting to university, though it is hard for us to tell because we lack a large enough sample of data. There were otherwise no real problems with the actual recruiting process, as they were all quite happy to help us out.

The recording of the interviews was done through the use of smartphones, only voice was recorded, and there was also a note taker to jot down key points. We thought that this was a fairly comprehensive method of making sure that we didn't miss anything, and overall it seemed to work well. The secondary note taker also ensured that there were multiple interpretations for what the participant said. As aforementioned, the lack of video also has some drawbacks, but overall, the benefits of the video are not that important for our project.