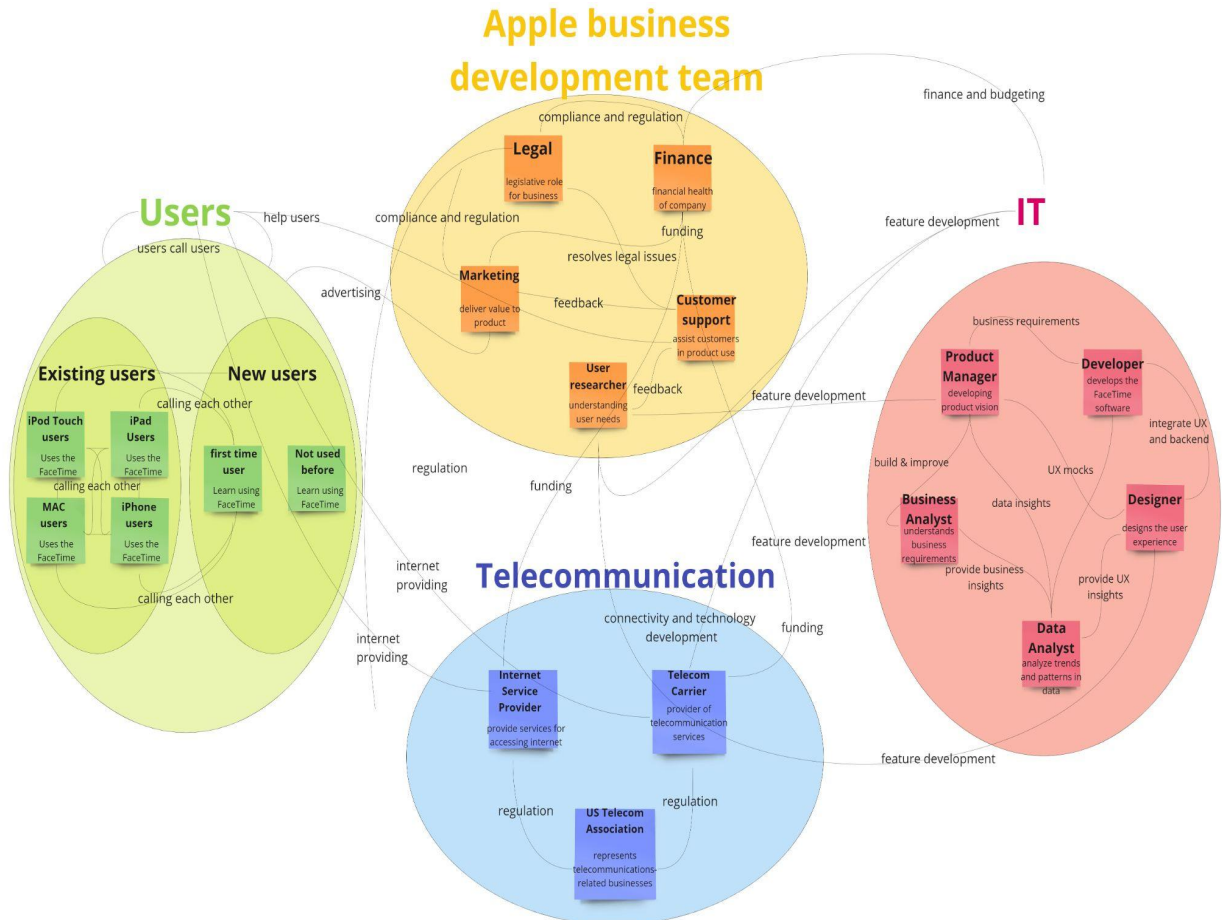


# Assignment #2A: Stakeholder Map and Interview Guide

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## 1. Stakeholder Map



## 2. Research Questions

1. How is the user's first time experiencing the FaceTime application?
2. What are the problems faced by users while using FaceTime?
3. What is the user experience while receiving an incoming call?
4. What purposes do people use FaceTime for?
5. What features do they mostly use?
6. What other applications do people use for video calling? How are these other apps different from FaceTime?

### **3. The contextual Inquiry interview guide**

Introductions & Consent (5 min)

Hello, my name is \_\_\_\_\_. I'm conducting this interview for the Introduction to Human-Computer interaction course at Carnegie Mellon University, Under the supervision of Professor Hirokazu Shirado, Assistant Professor, SCS, HCII.

#### **Purpose of this Study**

The purpose of this study is to understand FaceTime App users' needs for further development of this apple video call app.

#### **Summary**

You are being asked to be a volunteer in this course study conducted by Carnegie Mellon University students on FaceTime users. Your feedback and input on this topic are greatly appreciated and we hope it will contribute to identifying key trends and challenges that will help us shape our study to address user needs in a relevant way.

This is a contextual interview study of the effectiveness and usability of the FaceTime app to meet users' needs. This interview asks questions about how you use this app step by step in your daily life.

#### **Procedures**

The contextual interview will take place remotely via zoom. You will be asked to answer questions about your experience the first time you used FaceTime, the last time you used FaceTime, receiving a FaceTime call, and features you use the most and least, and finally your overall feedback on the app.

#### **Timing**

It will take around 30 minutes to complete. Details will be provided at the end of the introduction and consent sections.

#### **Participant Requirements**

You must be at least age 18 to participate and have an Apple device.

#### **Risks**

The risks and discomfort associated with participation in this study are no greater than those ordinarily encountered in daily life or during occupying a workspace where you are not thermally comfortable.

#### **Benefits**

There may be no personal benefit from your participation in the study, but the knowledge received may be of value to humanity.

## **Compensation & Costs**

There is no compensation for participation in this study. There will be no cost to you if you participate in this study.

## **Use of Information**

We will remove all identifiable information from your data

## **Confidentiality**

your confidentiality will be maintained in the following manner:

Your data will be kept separate. Your research data will be stored in a secure location on Carnegie Mellon property. Your name, address, contact information and other direct personal identifiers will not be mentioned in any such publication or dissemination of the research data and/or results by Carnegie Mellon.

Annotation services will not be used. Moreover, The researchers will take the following steps to protect participants' identities during this study: (1) Each participant will be assigned a number; (2) The researchers will record any data collected during the study by number, not by name; (3) Any original recordings or data files will be stored in a secured location accessed only by authorized researchers.

## **Rights**

Your participation is voluntary. You are free to stop your participation at any point. Refusal to participate or withdrawal of your consent or discontinuing participation in the study will not result in any penalty or loss of benefits or rights to which you might otherwise be entitled.

## **Right to Ask Questions & Contact Information**

If you have any questions about this study, you should feel free to ask them now. If you have questions later, desire additional information, or wish to withdraw your participation please let me know.

## **Voluntary Consent**

By signing below, you agree that the above information has been explained to you and all your current questions have been answered. You are encouraged ask questions about any aspect of this research study during the course of the study and in the future. By signing this form, you agree to participate in this research study. A copy of the consent form will be given to you.

[PLEASE REINFORCE TO QUALIFYING RESPONDENTS THAT WE COUNT ON THEIR COOPERATION – ESPECIALLY AS WE DO OUR RESEARCH WITH COMPARATIVELY SMALL SAMPLES. IF THE RESPONDENT SEEMS HESITANT ABOUT COMMITTING TO THE STUDY, DO NOT RECRUIT.]

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PRINT PARTICIPANT'S NAME

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PARTICIPANT SIGNATURE

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DATE

Email Address \_\_\_\_\_

Phone \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

I certify that I have explained the nature and purpose of this research study to the above individual and I have discussed the potential benefits and possible risks of participation in the study. Any questions the individual has about this study have been answered and any future questions will be answered as they arise.

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SIGNATURE OF PERSON OBTAINING CONSENT

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DATE

**Questions:**

**Overview (5 minutes)**

1. Thank you. Before we get to my questions, please tell me a little about yourself – your age, major, and what you do for fun.

That's interesting. I like to [relate to the user by commenting on their activity or offering something relevant about yourself].

**Exploring Specifics (locations, subject matter, motivations) (15 min)**

1. Can you recall your experience the first time you used FaceTime?

2. Talking about the last time you used FaceTime, tell me about the event, what was the purpose,
3. Can you describe your experience of receiving a FaceTime call?
4. For what purposes do you use FaceTime, and what features do you use the most?
5. What other video calling apps do you use? Which one do you use the most and why?

#### **Contextual questions (5 min)**

1. Please make a FaceTime video call and show me how you used the app step by step
2. Can you show me the other app you use the most and how you use it?

#### **Wrap-up and Future questions (5 min)**

1. What are the missing features that you think would help improve your experience?
2. Is there anything we haven't talked about?

Thank you for your time. We will follow up soon with a confirmation email. Your participation in this study is very important. At any time, if any problems come up that would prevent you from participating fully in this study, please contact the RECRUITER as soon as possible. Thank you for your time and responses. Thank you very much for assisting us with this important project.

#### **4. Select a Sample and Recruit Participants**

We will recruit 4 participants for our study from the student population at our university and extended friend circle in the United States through both convenience sampling and snowball sampling. We will recruit 1 participant who has never used FaceTime, 1 participant who has used FaceTime for the first time, and 2 participants who are existing users of FaceTime. We will first start recruiting via campus mailing lists and later continue relying on early participants to recruit others. Participants are required to be at least 18 years of age, an Apple device holder, and located anywhere in the United States. No other inclusion or exclusion criteria were applied to gain as broad a sample as possible.