Review the Recruiting tools guidelines and compose a biographical sketch of your possible interviewees

(see Class Slides)

1. Reach out to a (or several) potential User(s) related to your Problem to ask for an interview. For example, if you were designing a surgical tool, you might want to consider interviewing a surgeon, a nurse, or a patient who underwent the surgery that the tool is used for.
2. Once you know who you are interviewing, your team should start brainstorming questions. Try to bring at least 5 broad-scope problems that can get the conversation started, so you can then start asking more focused questions (the “why?” questions from The Five Whys) based on their responses. In addition, you may consider the use of other interview techniques (Single, Group, Expert), or use activities (Draw It, Collage, Card Sort, Guided Tour). The approach and questions should be relevant to the interviewee. You will also be able to prepare some of these more focused questions by predicting potential responses. It is recommended that you do some practice interviews/activities within your team, with friends, etc. to get used to the process.
   1. For example, following the surgical tool storyline:
      1. If you were interviewing a surgeon, you might start by asking, “What part of laparoscopic surgeries need to be improved?
      2. If you were interviewing a patient, you might start by asking, “What were you most concerned about before having laparoscopic surgery?” When you conduct the User interview, take detailed notes or consider recording the conversation.
3. Interpret the raw User Needs statements from the interview using the table in the Class 6 Slides and the interpretation guidelines
4. Submit a summary of your interview to Gradescope:

a. The biographical sketch of your ideal User(s) and details of the interviewee(s) (do these match?)

b. A summary of the User Research approaches taken and the specific questions asked

c. The User Needs table includes raw statements and interpreted Needs.

d. A summary of any User Needs your team previously generated that can be modified based on the interview

Please contribute one question each to this interview document. Interview will be Thursday (02/01) at 6pm.

Alyssa, Nigeria, Major: CSE/CS

1. Have you had any experience with power outages in Nigeria? (Kismet) (Question #1)

Answer: Yes, I have. Power is very inconsistent in Nigeria. Right now, it is slightly improved.

1. How often do power outages occur? How long do they last? What about your life do the power outages regularly affect? (Kamsi) (Question #2)

Answer: - Occur pretty often, once a day. - six to eight hours long. - affects everyday life, watching TV, playing games, internet

1. What do you know about the causes of power outages? Are you aware of any proposed solutions? (Hayden) (Question #3)

Answer: - has to do with not utilizing hydroelectric power (Kainji Dam); the way the river runs across the country, some parts of Nigeria are further away; political corruption. - currently no, not right now.

1. Do people rely on other sources of power during outages and if so what? Are there any problems or challenges that come with these alternate energy sources? (Jameson) (Question #4)

Answer: - We do, a lot of people have big and small generators. Higher the class, the better the generator, some use solar powered sources. - improving; petrol is too expensive, so they can’t top of the fuels; inverters need external large power source to charge; expenses make it harder to charge, not everyone has access to solar powered sources

1. What kind of appliances do you have in your home - what power needs do you have? (eg do you have AC? Need to charge your phone? How much of that power is inductive versus capacitive - ie dishwashers) (Question #5)

Answer: - Appliances: TVs, fridges, ACs, charging electronics (phones, laptops, etc.), middle class = washer & dryer, lower class wash by hand; need hot water for showers - affected, some plumbing systems need water pumped into home (gov’t is not best at providing homes with water, some have wells, some have water pumped from other sources; managed by estate/gov’t/private homes)

1. What changes or improvements would you like to see in the country's approach to solving the electricity problem? (Fanta) (Question #6)

Answer:- making the electricity separate from privatization (privatization = bad, not standardized), better sources of electricity other than coal, gas, petrol, hydro; better management of gov’t funds (it is getting better)

USER NEEDS STATEMENT-

1. A biographical sketch/outline of our Ideal Users would be Nigerian families, specifically families in the lower/middle class. The families would consist of working parents, and children being invested in their education. Our interviewee (Alyssa Okosun) has consistently lived in Nigeria for 11 years out of her 20 years of life. She is a part of the upper middle class and lives in a household of 6. She is currently a sophomore at RPI, pursuing an education in Computer & Systems Engineering. Our biographical sketch and the details of our interviewee are a close match and provided a better understanding of our problem.
2. Some approaches that we took to aid our research were the internet (articles, news reports, websites, etc.) and someone from our team. Our team member, Kamsi Dozie, has also lived in Nigeria for most of his life and experienced the struggles of the lack of electricity and power in the country first-hand. With his experience and the research conducted with the resources we have, we have generated a good understanding of our Users and their needs. The specific questions we asked were focused on the current state of Nigeria’s power, how people are affected by the lack of electricity, how they cope and deal with the outages, and what the interviewee would like to see in the future to make Nigeria a more productive place for the families.
3. Customer Address: RPI Intervewer: Team 7 Curretly uses: Generator & Inverter

Willing to do follow up? Yes Date: 2-1-2024 Type of user: Everyday user (Family)

| **Question/Prompt** | **Customer Statement** | **Interpreted Need** |
| --- | --- | --- |
| Typical uses | 1. I have to run the generator everyday and use a lot of fuel to power my house 2. I use an inverter once it’s charged to power the house | 1. The generator consumes a lot of fuel to run the house 2. An inverter is used as an alternative energy source to the generator when there is no power |
| Likes | 1. It powers the house 2. It helps me save fuel when I use the generator too much | 1. The generator is a nice, consistent alternative to regular fuel 2. Nice alternative to generator |
| Dislikes | 1. It is loud and consumes too much fuel which is expensive 2. Needs to be charged regularly | 1. Needs to be quiet and cost effective 2. Doesn’t need constant charging |
| Suggested improvements | 1. It to be quiet and consume less fuel 2. Charges regularly and easily | 1. Quiet and cost effective 2. Can charge itself |

d. The user needs in the brainstorm that we can modify are giving more people to better access. letting them rely less on fossil fuels and giving them better quality access to the power.