

UX Fundamentals

Introduction to UX & Design Thinking

Task 1.2 User Research User Interview

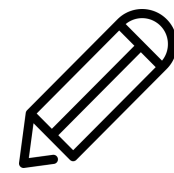
Jinwen (Jaimie) Yao

Interviewee #1

Shao

21 years old

A Foreign student from China studies Business Informatics in Germany



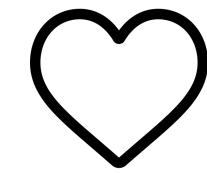
Doing

- When I learn a new word, I can remember it for a moment. But if I don't use it, I'll forget it afterward.
- I pick up the vocabulary that I've learned fast.
- I encounter new vocabularies not just from daily life, but also from my study.
- When I meet new words, I look it up in the dictionary and memorize it again and again.



Thinking

- I think the process of memorizing a word is important.
- I study a subject with a foreign language, I think having a rich vocabulary is very important.
- I think "speak more", "use more" and "make sentences" are efficient ways of vocabulary learning.



Feeling

- I feel stressed when I'm forced to learn something that I know I might not need later.
- I feel relaxed when I learn the vocabulary that I need for work and for life.
- I feel extremely happy when I know a lot of academic vocabularies.
- I don't want learning vocabulary as my habit that means I still have not enough vocabulary.
- I want to learn vocabulary as my habit because learning is an endless process.

Interviewee #1

Shao

21 years old

A Foreign student from China studies Business Informatics in Germany

1. When we talk about “vocabulary learning”, what are the first 3 things that come into your mind? They can be anything. And how are they associated with “vocabulary learning” to you?

“Efficiency”, “memorize” and “massive” are the first 3 things I can think of. When I learn a new word, I can remember it for a moment, but sometimes I forget it afterward, so “efficiency” is the first thing I would think of. You don’t only casually collect vocabularies from your daily life, the process of memorizing a word is also important. I encounter new vocabulary not just from daily life, but also from my study, like glossary, academical terms. They come to me non stop. They are massive.”

2. Let’s talk about you, what do you do? What’s your daily routine? How important do you think vocabulary learning for you is? Why?

“I’m a student. It’s semester break now, I don’t have much to do. Basically, I’m just preparing for my exams. Because I’m a foreign student in Germany, learning vocabulary is crucial for me. When I don’t understand a word, I look it up in the dictionary. Memorize it again and again. Especially for students like me, studying a subject with a foreign language, having a rich vocabulary is very important.”

3. Do you consider yourself as an efficient vocabulary learner? Why? Can you give me any examples/illustrations?

“I don’t think, I’m an efficient vocabulary learner. Because I’m not very good at language.

I started to learn German in high school, my German isn’t that good. But now I’m living in Germany, I use German every day to communicate since then I’ve gained a lot of vocabulary. With this amount of vocabulary, now I learn faster and more efficient than before. For some advanced vocabularies which I learn for my language exam, I learn them repeatedly, I do remember them for that moment. But once I don’t use them daily, I forget them easily. I can also pick them up very fast though.”

4. What vocabulary learning methods you can think of? And which way do you consider is the most efficient way for you?

“First, speak more. Second, use them more. And make sentences with new vocabulary, associate them with daily things. That helps me to memorize. It’s better to learn it by heart. Learn by heart, you may remember the word for a moment, but you also forget it easily.”

Interviewee #1

Shao

21 years old

A Foreign student from China studies Business Informatics in Germany

5. What occasion do you need to learn vocabulary? Have you ever set a goal in vocabulary learning? If so, what is it? Have you fulfilled it?

"From the beginning, I need to learn vocabulary for my language exam. Then I need that for my daily life and now for my study. During the language exam, my teacher gave me a lot of new words to remember, and I learned most of them. After the language exam, I don't set any goals in vocabulary learning. I don't ask myself to learn a certain amount of vocabulary. Now, most new vocabularies come from my study, whenever I encounter a new word, I learn it. One by one."

6. What is the most common feeling in your vocabulary learning? What are the occasions it usually emerges? (when, where, how, why?)

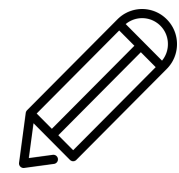
"During my language exam, I felt stressful. Because I felt like I'm forced to learn them for the exam, I knew I might not need them later. But now I learn them for my study and my daily life so I may use them later for work and for life. I don't feel I'm pushed to learn. I learn vocabulary proactively and more relaxed."

7. When is the last time you learned a word? And how does it mean to you when you have learned a word? How do you feel?

"I can't really remember when was it. But I keep learning new terms for my study. When I know a lot of vocabularies for a subject/course, I feel extremely happy, because I understand the knowledge of the course. And I know I'll probably pass the exam of this subject. Lol."

8. How much do you want vocabulary learning to become your habit? Do you think it is hard for you? Why?

"For daily life, I'd rather not have it as my habit. Because that means my vocabulary is rich enough that I don't need to learn anymore. And with that say, I've enough vocabulary for daily life! But of academical life, I think I still need to keep learning new vocabulary. So I want it to become my habit because learning is an endless process! But I feel it's already my habit now."



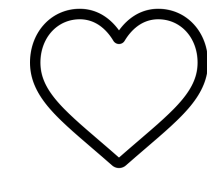
Doing

- I'm learning Cantonese.
- I used to use an app to learn vocabulary.
- If I don't know a word, I will ask them (friends), and write down the word.
- I don't practice every day.
- I have to write down the vocabulary and read it.
- I repeat a word a lot and use it a lot to memorize it.



Thinking

- I'm a visual learner type.
- Vocabulary learning is already my habit.
- It's not useful for me to ask someone to ask me (to remember vocabulary).
- If I know 3000 to 5000 vocabulary, it will be sufficient for me.
- I need a lot of dedication to learn vocabulary regularly.
- It's lack of time to learn vocabulary.
- Vocabulary learning is useful for mastering a language.
- I'm not an efficient vocabulary learner, because I'm not diligent enough.
- I should learn vocabulary every day.



Feeling

- I like to learn vocabulary when I'm sitting on the train.
- I don't want to focus 100% to learn vocabulary, because it's too stressful for my brain and I feel exhausted.
- When I can't remember a word I've already learnt, I feel I should learn more.
- When I can remember, I feel very satisfied.
- I want to learn vocabulary more regularly.

Interviewee #2

Dat

26 years old

IT consultant; German; Learning Cantonese

1. When we talk about “vocabulary learning”, what are the first 3 things that come into your mind? They can be anything. And how are they associated with “vocabulary learning” to you?

“First, ‘learn by heart’. Second, you have to repeat. The last one is, it’s (vocabulary learning) useful for mastering a language.”

2. Let’s talk about you, what do you do? What’s your daily routine? How important do you think vocabulary learning for you is? Why?

“Vocabulary learning for me is very important. Because I’m learning Cantonese. If you don’t have enough vocabulary, you can’t communicate with other Cantonese speaking people. And I want to live in Hong Kong. So It’s important. Right now I don’t have a daily routine. I used to use an app to learn vocabulary. Usually when I talk to Cantonese speaking people, if I don’t know a word, I will ask them, and write down the word.”

3. Do you consider yourself as an efficient vocabulary learner? Why? Can you give me any examples/illustrations?

“I’m not an efficient vocabulary learner, because I’m not ... hmm... diligent enough, like I don’t practice every day which I actually should. Also, I’m not a very active learner. I like to learn vocabulary when I’m sitting on the train, which means I can’t learn 100%. But also I don’t want to focus 100% to learn vocabulary, because it’s too stressful for my brain and I feel exhausted.”

4. What vocabulary learning methods you can think of? And which way do you consider is the most efficient way for you?

“I’m a visual learner type. So I have to write down the vocabulary. It’s not useful for me to ask someone say it to me and ask me. I will forget it. I have to write it down somewhere and read it somewhere. Also my method is using app, repeat it a lot, use it a lot.”

Interviewee #2

Dat

26 years old

IT consultant; German; Learning Cantonese

5. What occasion do you need to learn vocabulary? Have you ever set a goal in vocabulary learning? If so, what is it? Have you fulfilled it?

"I need to learn vocabulary actually always. Because I'm learning Cantonese. Also I've goals. I need to learn... First goal was learn 1000 vocabulary, second one is 2000, and now my current goal is to learn 3000. I think if I know 3000 to 5000 vocabulary, it will be sufficient for me."

6. What is the most common feeling in your vocabulary learning? What are the occasions it usually emerges? (when, where, how, why?)

"The common feeling... when I can't remember a word I've already learnt, I feel I should learn more. But when I can remember, I feel very satisfied."

7. When is the last time you learned a word? And how does it mean to you when you have learned a word? How do you feel?

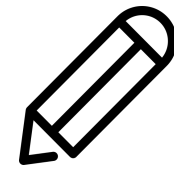
"It was on Sunday, I phoned to my language tandem partner. And then I've learnt a lot of vocabulary. I've written them down, but I haven't effectively learnt them yet."

8. How much do you want vocabulary learning to become your habit? Do you think it is hard for you? Why?

"Actually it's already my habit, but I want it to be more regular. Yes, it's hard for me. Because to learn vocabulary regularly, you need a lot of dedication. That's not easy. Especially when you're working, you're tired when you get home. You have to meet friends, you've other habits to do. It's lack of time."

Viola

29 years old
Teacher; German



Doing

- I read the word a few times and write it down (about 10 times). Then I record the word and play it over and over again in the evening.
- I read books/watch movies in their original language.
- I use some mnemonic trick or rhyme to learn vocabulary.
- I write down the vocabulary and put it in places I frequently see.
- I set value on a good pronunciation.
- I don't learn vocabulary actively now.
- I learn a lot of new words with every book I read.



Thinking

- I need vocabulary to master any kind of languages.
- In school, I need to repeat a new word a few times until it is part of the secured state of knowledge.
- I think vocabulary learning was very important when I was a student in school and university.
- I still have to learn a few new words, when I read foreign-language books or watch movies in their original language.
- In university, I could remember new words even better if I put them into a certain context.
- Most of the time, I learn new words in a way I'm not even aware of.



Feeling

- I found out that I remember new words much better, when I learn them in the evening.
- I want to master a language to the point where native speakers would not immediately recognize me as a German.
- As a student, I was mostly impatient and sometimes frustrated if there was a word I couldn't remember immediately.
- I'm satisfied when I understand what is written in a foreign text or said in a foreign movie.
- I learn vocabulary by reading books and watching movies, learning vocabulary is fun.

Interviewee #3

Viola

29 years old
Teacher; German

1. When we talk about “vocabulary learning”, what are the first 3 things that come into your mind? They can be anything. And how are they associated with “vocabulary learning” to you?

“The first thing comes to my mind is “school”, because that’s usually the first place where you are confronted with the subject of vocabulary learning. The next thing would be “language”. Because you obviously need vocabulary to master any kind of languages. The third thing that comes to my mind is “repetition”. Because most people need to repeat a new word a few times until it is part of the secured state of knowledge.”

2. Let’s talk about you, what do you do? What’s your daily routine? How important do you think vocabulary learning for you is? Why?

“I think vocabulary learning was very important when I was a student in school and university. Now it does not influence my daily routine as much as before. I still have to learn a few new words, when I read foreign-language books or watch movies in their original language. Sometimes I need to look up some technical terms, but it doesn’t take up much of my time. Of course it would be different if I decided to learn a new language.”

3. Do you consider yourself as an efficient vocabulary learner? Why? Can you give me any examples/illustrations?

“I’m not sure if I’m really an efficient learner but over the years I acquired my own way of learning vocabulary. In school it was all about the repetition of the word. I started by reading the word a few times. Afterwards, I wrote the word down about 10 times. Then I recorded the word and played it over and over in the evening. Because I found out that I remember new words much better, when I learn them in the evening. In school this method worked quite well for me.

In University, I found out that I could remember new words even better if I put them into a certain context, so I started reading books/watching movies in their original language.”

4. What vocabulary learning methods you can think of? And which way do you consider is the most efficient way for you?

“Like I already mentioned the methods that work well for me. Other methods are the use of a card index box, or you can write the words on Post-its and put them in places you often frequent, like desk, mirror in the bathroom or fridge. Sometimes it is helpful to use some mnemonic trick or rhyme.”

Interviewee #3

Viola

29 years old
Teacher; German

5. What occasion do you need to learn vocabulary? Have you ever set a goal in vocabulary learning? If so, what is it? Have you fulfilled it?

"I think I've never really set a specific goal other than to be able to communicate with native speakers in written and verbal form and to understand books and movies in their original language. I always wanted to master a language to the point where native speakers would not immediately recognize me as a "German". I do set value on a good pronunciation.

6. What is the most common feeling in your vocabulary learning? What are the occasions it usually emerges? (when, where, how, why?)

"I'm not sure if I associate a certain feeling to vocabulary learning. As a student I was mostly impatient and sometimes frustrated if there was a word I could not remember immediately. But nowadays I do not actively learn vocabulary so I'm usually just satisfied when I understand what is written in a foreign text or a foreign movie."

7. When is the last time you learned a word? And how does it mean to you when you have learned a word? How do you feel?

"I do read a lot of foreign books, and I think I do learn a lot of new words with every book I read. But most of the time I'm not really aware that I actually learned something new."

8. How much do you want vocabulary learning to become your habit? Do you think it is hard for you? Why?

"As I already mentioned I do not learn vocabulary actively anymore as I did in school. I do not repeat one word and write it down etc. I think I acquired a passive habit of vocabulary learning by reading books and watching movies in other languages. And, as I already said, that way I'm not even aware of is the way I learn new words most of the time. I have no need to use a dictionary because even the meaning of unknown words results from the context of the whole sentence or text. And as I read and watch Movies for fun I can't really say that it is hard for me."

Thanks for reviewing!
