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Dr. Stewart

CS 447

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### Group Assignment 2.1: Team 3 - Interview Protocol

1. **Goal:** The goal of this interview study is to gain feedback from our user group about the challenges of moving to a new place and having limited resources to meet people and become familiar with the area. We also want to learn what information they would like to have access to and what features would be useful to them if we were to design a product to address this issue.
2. **Participants and recruitment:** Our user group will be college seniors who are in the process of accepting jobs that will require them to move to new places for the first time alone. This group will give us the best insight into the challenges of moving and what information and resources would be most helpful during this big change in their lives. We will recruit people to participate in our study by email or in-person interactions.

#### ***Email Template:***

*Subject Line* - Volunteers needed for Research Study on Relocation after College

*Email Body* - Are you planning on moving for a job opportunity shortly after graduating college? Are you struggling to find roommates and helpful resources to ease your stress of moving to a new place alone for the first time? As college seniors, we are interested in knowing what the biggest challenges are when relocating to a new place and what information / resources would be helpful during this process. We will be conducting a 45 to 60 minute long in-person interview to gain insight from college students . If this sounds like you and you want to know more about this study, please contact any of the people listed below for more information. Thank you for your time and we look forward to hearing back from you.

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Katherine Shepherd - shephekl@dukes.jmu.edu

Matt Lansford - lansfoml@dukes.jmu.edu

Matt McKenzie - mckenzme@dukes.jmu.edu

***In-person Template:***

Hi, our names are Hailey Bodycoat, Katherine Shepherd, Matt Lansford and Matt McKenzie. We are conducting a research study with college students who are in the process of relocating for job opportunities to gain insight about the biggest challenges associated with moving to a new place for the first time on your own as well as what information and resources would be helpful to have before and during the process. This study is for our Interaction Design class where we learn about the procedure of human-centered design for digital products. It consists of a 45 to 60 minute interview with questions about moving to a new place post graduation to lead our product design process. If anyone is interested in learning more about and participating in this study, please reach out to one of us and we will leave our contact information at the front. Thank you and have a great day.

Hailey Bodycoat - bodycohl@dukes.jmu.edu

Katherine Shepherd - shephekl@dukes.jmu.edu

Matt Lansford - lansfoml@dukes.jmu.edu

Matt McKenzie - mckenzme@dukes.jmu.edu

3. **Study setting:** We are planning to conduct our project's interviews in various locations that represent places where you would meet new people when moving to a new place. Our hope is to do interviews at several locations such as the participants' homes, a restaurant, a bar, coffee shop or a central place on campus such as a library or the gym. This way we can gain insight into how people act in different settings to add value to our contextual interview. There are many different locations that would allow us to understand how people tend to act in private or around close friends compared to in public and we want to make sure to capture a variety to get the most information possible from our interviews.

4. **Informed consent:** *Informed Consent Form Attached*

5. **Interview protocol:**

a. **Introduction:** Hello, my name is (your name). My colleague (name of the notetaker) will be taking notes of our session today. The names of the two other members of the team who are not present today are (names of the two other group members). The goal of our session today is to collect information from college seniors who are moving to new areas after graduation. We are hoping to find out about the challenges of moving to a new area and what resources would help make the transition easier. During this session, we will be asking you various questions regarding your experiences at JMU and potential concerns with moving to a new area. This whole process will take 45 minutes to an hour. Lastly, we have typed up an informed consent form that we would like you to read and sign. This document ensures that you are aware of what the purpose of this interview is, potential risks, and benefits to participating in this interview. We will be taking a video of this session.

b. **Questions:**

*We're first going to start out with some basic questions about yourself:*

1. What is your name?
2. Where are you from?
3. How old are you?
4. What is your major?
5. When are you planning to graduate?

6. Are you intending to pursue higher education or are you working after college?
7. Do you already have a job or are you just planning on moving and figuring it out once you get there?
  - a. If you have a job, what company are you working for?
8. Where are you moving to?
9. What are some activities you enjoy doing on weekdays / weekends?
10. How frequently do you do these things?
11. How far/close are you moving post grad?

***Next, we are going to be asking questions regarding your experiences coming to JMU and your time here:***

1. Tell me about your experience with picking a college?
2. Tell me about your experience picking a freshman year roommate?
3. How was your relationship with this roommate?
4. Can you describe your experience making your initial friends at JMU?
5. What emotions do you associate with this experience?
6. Did you come to JMU as a freshman or transfer student from another university?
  - a. Why did you transfer from your other school?
7. What groups or organizations have you been a part of during your time at JMU?
  - a. How did you come about joining these organizations?

***Next, we will be asking questions regarding your experiences moving***

1. How many times have you moved in your life?
2. Where have you moved to/from?
3. Did you move alone or with people such as your family or significant other?
4. What information would you want to know before deciding to move to a given place?
5. Have you used resources (broad) when moving to a new place before?
  - a. Could you describe how useful this resource was?
6. How did you find out about the places you now enjoy in the area?
7. Do you feel you could've been better prepared with more resources with your previous relocation?
  - a. If so, what type of resources would have been helpful?
8. Previously, how have you determined where you will be living?

***Lastly, we are going to ask you a couple reflective questions about your personality and how it may affect your experiences moving to new places.***

1. What were your biggest concerns before moving to 'new place'?
  2. Did they end up continuing once you arrived or were they quickly alleviated?
    - a. Ask to elaborate on how?
  3. Were you ready and eager to relocate prior to moving to 'new place'?
- (short answer)

4. How long do you feel like it takes you to adjust to a new place? (short answer )
5. Will you describe moments that stand out to you as important looking back at your first few days at ‘new place’?
6. Can you tell me about a time that you felt overwhelmed from a big change (moving, going to college, etc.)
7. What were some of the things that alleviated this feeling?

- c. **A tour and “show & tell”:** We are planning on holding our contextual interviews in different environments depending on the participant. If the participant is comfortable conducting the interview in their home, then this will be our first option. This allows us to see how they interact in a familiar space and peek into their everyday lifestyle. If the participant feels uncomfortable completing the interview from their home, we will let them pick from a group of options. One of the first options is a coffee shop. A coffee shop may be somewhere where a person who has recently moved to an area goes to meet people. A second option is a local bar. Similar to the coffee shop, a bar is a place where people go to socialize and meet new people. Lastly, we wanted to include on-campus options, so we decided on Rose Library and UREC. These are both areas where people go to meet up with their friends.
- d. **Closing remarks:** Thank you for participating in our interview today. Working with you was a fantastic experience. We appreciate the information, time, and effort you put in to contribute to our study. The information you have provided will help us better understand the challenges that are common when moving to a

new place. This better understanding could help us develop a new solution to this problem.

6. **Data collection:** We will collect data through note-taking during the interview. The main interviewer will focus on talking to the participant while another researcher takes notes about the questions, answers and contextual information about the participant during the interview. We will obtain the participants name, where they are moving to as well as the company that has employed them and the job each participant has been offered if applicable. These pieces of information will be kept confidential as people may not want to reveal where they are moving for personal reasons and certain companies may not want to be associated with the study. However, we want to collect this information to understand the distribution of where participants are moving, the types of jobs people are taking and what participants' perceive as the biggest challenges of moving to see if it is associated with where they are going or what they are doing for work. We will keep this information in a private location that is only accessible to the research team to ensure that each participant is kept anonymous.
7. **Ethical issues:** The only possible ethical issue we could run into would be a breach in confidentiality during the course of our study before the information is destroyed. Our first processing step is to remove name and identifying information from our notes. Any data that we deem confidential will be kept separate from any notes associated with the participants to limit the possibility of a breach. The information we are collecting in this study is low risk. However, we would still inform the participant that their information is somehow leaked. We would also take measures to re-secure the information and limit the amount of people who have access to the information as fast as possible.