Video Interview Transcript – Student Events Insider Walk-Through

- Interview Participant: "IG"

- Date: 5/28/15

- Synopsis: For this interview, I video recorded subject IG while he went through the pages of the original Student Events Insider, while describing his attempts to understand and use it. The results were mostly positive, as he agreed (without prior bias) that it needed a lot of improvement. He also brought up many of the features that we ourselves has issues with, including the lack of a search or filter function, the lack of participation by the more "fun" groups, and the haphazard arrangement of the site.

- Note: Because IG was mostly the one doing the talking, I arranged his comments in bullet format rather than actual quotes, which would be more common in a back-and-forth type interview. I do quote IG in the notes, but only when it is extremely relevant or insightful. The rest is a summary of his comments.

Interview

- Front page

  - Sidebar is too cluttered, shouldn't have to click to scroll through events

  - Only three events visible at a time, wanted more

  - Bottom bar blocks the events at the bottom of the page; distracting and "in the way"

- ○ Q: "How would you change the way the events are listed?"

    - ▪ Would set up multiple columns

    - ▪ Highlight days using different colors, to draw attention

- ○ Q: "What do you think of the pop-up window for events?"

    - ▪ Too small, should have its own page

    - ▪ Want to be able to keep it open in another tab without it opening Student Events Insider as well

- Calendar

    - ○ Shouldn't be used by another site (it's hosted on UCSD Basement)

- Categories (top bar)

    - ○ Colleges are a great idea, but the rest don't really make sense

    - ○ Locations should have a spot at the top (Porter's, the Loft, Muir Woods, etc.)

        - ▪ "Honestly, they're more important than the colleges themselves."

    - ○ "What's the difference between Featured Events and All Events? How am I supposed to know the difference?"

    - ○ Too arbitrary; "I'm not going to search by these categories."

- Searching the Site

- Q: "Could I ask you to try and find something specific, say the Loft, or events at the Loft?"

- Social Integration

  - Good idea, because we use Facebook as the standard for finding and RSVP-ing events

  - "This is a very nice, quick click-to-visit feature."

- Events

  - Can't click on picture to view, no other pictures to view of the event itself

  - Shouldn't only be visible as a pop-up, each should have its own page

  - No past event viewing; can't go back

  - Events should be listed "By date, by venue"

    - Search function could include a "sort by" feature with these categories

  - No Bear Garden Pub Crawl, and no way to know for certain if it's actually there or not

Video Interview Transcript – Prototype Walkthrough

- Interview Participant: "AR"

- Date: 6/1/15

- Synopsis: For this interview, I video recorded subject AR while he went through the pages of the Student Pulse prototype, while describing his attempts to understand and use it. He had some difficulty with the structure of the site, but it was mainly due to the incomplete setup of the prototype, with missing links and such. His comments on the design were mostly positive, as he agreed (without prior bias) that it addressed a lot of issues he had had with previous event-based sites. .

- Note: Because AR was mostly the one doing the talking, I arranged his comments in bullet format rather than actual quotes, which would be more common in a back-and-forth type interview. I do quote AR in the notes, but only when it is extremely relevant or insightful. The rest is a summary of his comments.

Interview

- Front Page

    o Featured event (Therapy Fluffies) was the first thing AR noticed on the front page

    o "Student Pulse" is well-placed and makes the website name clear from the start

    o Logo is very cool and distinct

    o Comment: "Events" might be simpler and better than "My preferred events"

- Tags

  - Didn't want to appear an "alcoholic" by choosing the Alcohol tag

  - Went straight for food

  - Not aware that he could pick multiple, suggested making it more clear

  - Not sure that the tag list on the front page were *his* tags; wanted it to be more explicit that they were those explicitly chosen by him

- Events

  - Liked the Facebook integration

  - Easy, simple to use and join events

  - "Integrating existing media is a great idea, as opposed to trying to make the website itself social. Knowing I can use my Facebook makes me more invested in using the site." -AR

- Calendar

  - Mini calendar is easy to use, and conveniently located

    - Should be clearer that certain days are clickable; highlight the days with events

    - Should include a link to My Calendar

- ○ Preferred drop-down menu over forward/backward buttons to left and right; went straight for the drop-down

- Achievements

  - ○ Liked the names associated with the achievements

  - ○ Quickly caught on which were "locked" or "unlocked"

  - ○ Wanted an option to view all achievements with a smaller amount immediately visible, rather than a page full of every one