

Refrigerator given by Brown University

Key Observation

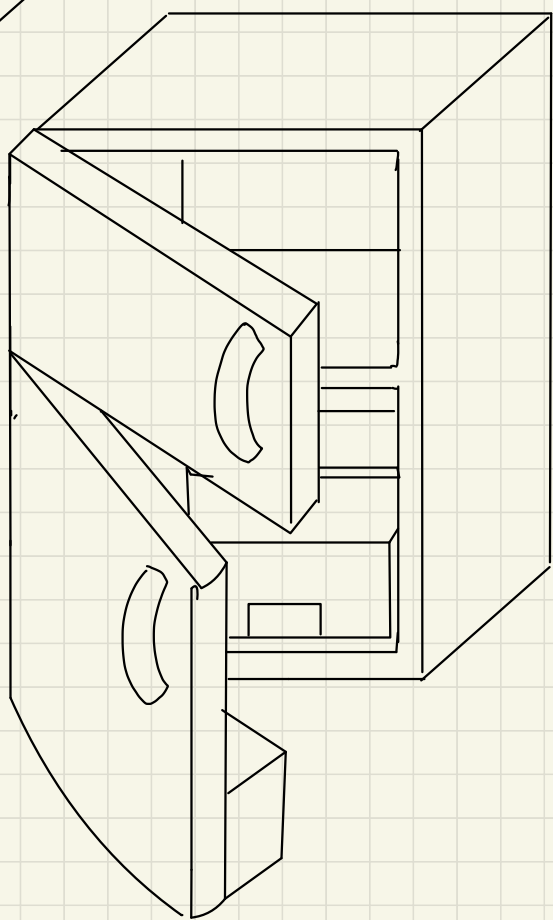
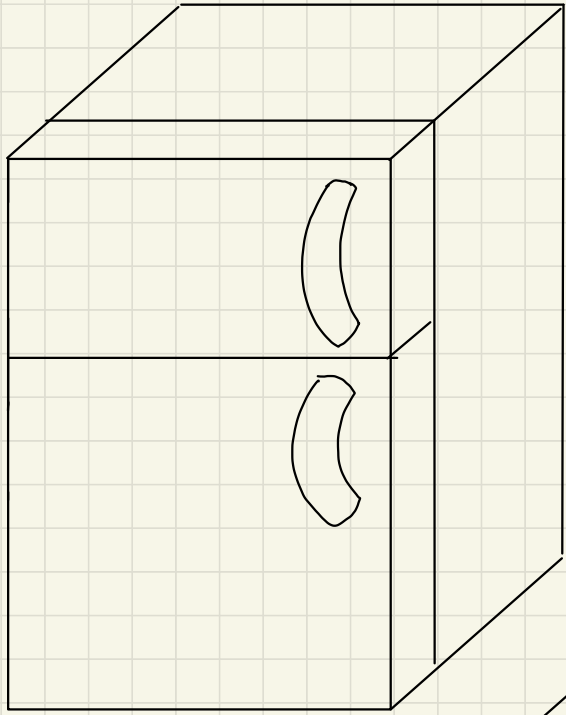
- User 1 tried to put a pack of soda cans into the fridge but the package was too big. Therefore, User 1 needed to take the soda cans out of the package and put them in the fridge separately.
- User 2 took a cup of ice cream out of the freezer and ate it. The texture of the ice cream is too hard for him to eat right away. He needs to leave it out for about 5 minutes before eating.
- User 3 took his stored foods from the fridge and put it in the microwave that is placed on the fridge before eating.

Interview Question List

1. How often do you use the refrigerators in your dorm given by Brown?
2. How many refrigerators you have in your dorm
3. What do you normally store in your refrigerator?
4. Can you rate the refrigerators from 1-5?
5. Is there an aspect, if any, you have a problem(s) with your current refrigerator?

Summarized Answers

- All 3 users use refrigerators with a different frequency, While one user uses it around 5-6 times per day, another uses it around once per day.
- All users have around 2-3 refrigerators in their dorms.
- The user who uses the refrigerator most often stores drinks, food ingredients, and their cooked meal in it, while the user who uses a refrigerator less often mainly stores meals they bring back from a dining hall.
- All users rates it 2-3
- All three users have their different problems with the refrigerators, One user is not satisfied as the coldness in the machine is not well-distributed inside. Another user has a problem as the refrigerator he was given does not have a freezer. While the user who uses less often does not have a problem with the refrigerator.



Persona 1

Tiger Woods is a junior brown student who is off the meal plan. He usually goes to a grocery store during the weekend to store food ingredients to cook for the whole week. He just got back from the grocery store trip and is about to store everything he bought inside the refrigerator. This persona represents a user group who uses a refrigerator not only for storing meals but also food ingredients.

Thinks

Are these all ingredients gonna fit in my fridge?
I'm too lazy to cook all of this.
Why do I need this ingredient again?
I don't want to go to the grocery store again.

Feels

Tired after a long trip from the grocery store
Uncertain whether everything will fit in the refrigerator
Frustrated if he bought too many items

Says

Are these ingredients gonna last the whole week?
Can someone help me store all of these?
Why don't you tell me we still have eggs in the fridge?

Does

Clear any leftovers in the refrigerators
Unpack everything from the grocery bag and put everything inside the refrigerator separately
Need to cook something right away because there is not enough space in the fridge

Persona 2

Maggie May is a sophomore brown student who is on the meal plan. She normally eats from the dining halls and restaurants around the campus. Sometimes when it's raining or she feels lazy to go outside, she eats a meal she got from the dining hall/restaurants earlier. This persona represents a user group who uses a refrigerator mainly for storing meals or snacks.

Thinks

Do I have anything to eat from earlier?
Why does it rain again?
Is the food from Ratty worth going?
Is this milk spoiled?

Feels

Hungry as she has not had any foods in a while
Lazy to go out of the room
Uncertain if she can still eat some leftover foods

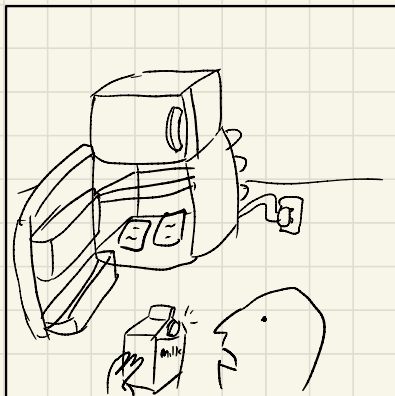
Says

I don't want to go outside.
Foods from yesterday is not that good anymore but I have no choice
Do you think I can still eat this food from 2 days ago?

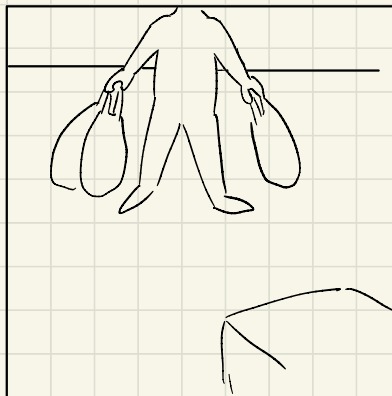
Does

Take the food box out of the fridge.
Put it in the microwave placed above the fridge.
Eat the foods

Persona
1



After checking the fridge. Tiger realized there's not enough ingredients left for him to cook for the next week.



Tiger made a short trip to a grocery store, and came back with a lot of stuffs



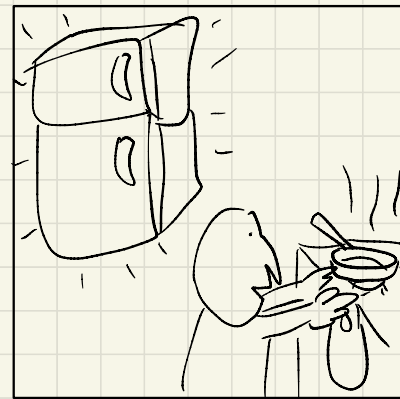
He unpack everything from the grocery bag and begin to store them inside the refrigerators



Tiger realizes that some items like a pack of yogurts is too big to store inside so he unpack them and store it separately



After storing everything, he again realizes that he bought too many items.



He decides to take some items out of the fridge to cook so he can fit everything inside without throwing away anything

