

## User interviews goals:

1. Empathise with users from the two most prominent age groups who took part in our primary research: 18-25 & 25-35;
2. Find the needs of our users;
3. Identify behaviour patterns;
4. Find out what would make people want to use our app and what additions we can bring to our idea;

### Teona, 30 years old:

- Lives in Aachen, Germany.
- Has moved a lot through her life;
- Now works as a Engineer for a medical company;
- Encountered social isolation during the covid pandemic (feeling of uncertainty, felt stuck, not being able to support her family if anything happened) -> managed to overcome it by contacting a psychiatrist online, on **Atlas**.
- It made her feel like she was in a safe environment because she could see that this person was a professional that was verified first by the app and the whole process was documented.
- It would have helped her to interact with other people who felt like her during covid: **"yes, I can foresee that"**;
- Would not care about the gender of a person when meeting new people;
- Would use the app not necessarily in terms of social isolation but **"it always helps to find people with the same interests, that share the same hobbies, no matter what stage of life you are, or people that have gone through the same difficulties and challenges as you did"**
- It was easier for her when she moved to Germany because she already knew some people from high school who lived there.
- Features: ID check; have the option to focus on hobbies and similar activities **"it s not easy to find all the time (eg. Play the piano, sewing - I have almost no friends that play the piano in Aachen where I live) - would be cool to find ppl who have the same interests as me"**.

### Mihnea, 19 years old:

- Lives in Eindhoven, The Netherlands (moved from Romania);
- Studies ICT at Fontys;
- Felt socially excluded in the past: during covid (was playing on discord, but could not go out) + had difficulties finding friends in his first basketball team **"everyone was older than me and I was scared to talk to them"**.
- Would use the app if it had a short introduction about the person (hobbies, what they like/don't like);

- Nice to have: matches/liked section - to see the people that you are a match with; + a message section to be able to have a conversation with them.

### **Willemijn, 19 years old:**

- Studies to become a dental hygienist;
- Lives in Tilburg
- Felt socially isolated/lonely/excluded in her big friend group with 9 girls - **“some girls do something together but not with the whole group”**
- Overcame it because she knew that there were more girls that were not divided and it was less painful knowing she was not the only one;
- Would use the app, good for ppl who feel alone at times -> **“use the app to make new friends, connection”**;
- Motivation to try out the app: maybe to look for someone to walk with, talk to, maybe a filter on those things: **“a friend who likes to walk, to talk”** -> find ppl with share interests than she can share her excitements with
- Nice to have: the option to filter what you are looking for, who are you looking for, **“easier to find friends if you quickly filter on those interests”**

### **Gamze, 21 years old:**

- Originally from Turkey, but raised in The Netherlands;
- Lives in Tilburg;
- Studies to become a forensic scientist;
- Likes drawing, watching shows, movies;
- Felt socially excluded hanging out with friends;
- Overcame it by talking about it with the person she had an issue with;
- Would use the app, **“unique and great app to find friends”**;
- Would use it when most her friends and family and busy and she can find someone on the app to hang out with;
- Nice to have: a percentage of how compatible someone is to you;

### **Ana, 24 years old**

- Moved to the UK from Romania 3 years ago;
- Had some bad experiences at the beginning when she was looking for a job; it helped her a bit because she knew someone there and after a couple of months she got a job at a restaurant;
- It was her first job in hospitality and the manager avoided talking to her, **“never had like a proper conversation with me”**;
- Overcame it: tried to talk with him more and focus on herself and her work, but it did not work. She felt more accepted over time by getting along with the other employees, working together as a team and she got the support and appreciation needed (validation) -> **“That made me feel happy and more involved ”**

- Would use such an app -> “I believe it would help people express their feelings and opinions more, being an online environment”; context in which she would use it: “out of curiosity to meet new people and interact virtually”
- Nice to have: ability to interact with ppl from all over the world, not just her country