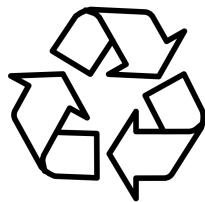


# Track-My-Waste



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Document 1

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# Document Description

This document defines the process of evaluating the assigned interface based on Neilsen's heuristics. Here we are going to describe a problem or a good aspect of the application that is being reviewed and provide some evidence backing the facts. We will pin-point the feature by attaching a screenshot which can be a problem or a good aspect. Then we will give our justification and rating along with a solution and possible trade-offs in case of a problem.

# Executive Summary

Our contextual inquiry and design yielded fruitful results. We were able to get a broad view of what sustainability means to different people, an understanding of how people are sustainable both alone and together, input on the kinds of people that are sustainable, and an understanding of how to promote sustainability. We also got a clear picture of what our target users' lives look like.

We found out that the definition of sustainability is quite flexible--it can mean anything from making sure you don't produce unnecessary waste to promoting environmental, economic, and social justice. We found out that there are several ways that people are sustainable, ranging from recycling to composting to carpooling to volunteering. We learned that there's not really one type of person that's sustainable--people are sustainable to different extents, depending on their world view, life circumstances, convenience, and more. We also learned that promoting sustainability is something that can be done in various ways--some people make it their career to promote sustainability, others like to volunteer to promote sustainability, others try to encourage their friends to be more sustainable, and others try to just be sustainable in their personal life. We also created models that help to convey what we learned about people and sustainability.

## Introduction

Track-My-Waste has the express goal of making sustainability fun and easy. To do this, we will provide sustainability tools/resources (ease), a waste log/tracker with user's waste analytics (fun), a points system with rewards shop (fun), and social integration across the app (community points leaderboard, community events, social feed) (fun). Our target users are people interested in sustainability, so we set the focus on understanding what sustainability means to different people, what a sustainable lifestyle looks like, why people engage in sustainable lifestyles, and how to make sustainability an enjoyable and easy experience.

## Description of Focus Setting

Coming out of the Focus Setting meeting, we had a pretty good idea of what we needed to know. Because our project centers around sustainability, our questions were pretty clear-cut: What are peoples' definitions of sustainability? How are people sustainable? How are people sustainable together? What are effective ways to promote sustainability? What kinds of people are sustainable and why?

To answer these questions, we decided that we should interview students, people who do professional work in sustainability, people who strive to be sustainable in their day-to-day lives, and people who know how to organize others around a sustainable cause.

# Interpretation Session Findings

## Interview 1: Homemaker

Name: I-01

Homemaker and Clemson Graduate Student

I-01 is a homemaker and is a graduate student at Clemson University. She has always been inclined towards the usage of environment-friendly products to reduce her carbon footprints as much as possible. She makes an extra effort to segregate the waste, reuse the plastic bags and donate 1% of the salary to NGOs every month. She believes that everyone should take small steps to reduce their wastage at an individual level and that will eventually result in a change at the global level. We can observe that planting trees was always promoted in her family as she mentioned she had her own backyard. She tries to take as many steps as possible to live an eco-friendly life by using public transport as the only mode for transportation, segregating waste, planting trees and being a part of the community service.

### Key Learnings:

- She desires that the government should take the necessary steps required to build a proper network of public transport so that owning a vehicle is not mandatory.
- She also believes that with modern science and technology can come up with alternatives of plastic.
- One of the biggest problems she mentioned that is driving people away from a sustainable environment is the high cost of eco friendly products. Even though people want to switch towards a sustainable lifestyle, the cost is preventing them from making this change.

## Interview 2: Student

Name: I-02

Graduate Student in Clemson University

I-02 is a student who lives off-campus and is a graduate student in the biomedical department at Clemson University. She is vegetarian. She considers herself a sustainability enthusiast. She has a positive outlook for all the contributions she makes towards the environment.

During the interview, I was interested to know that she has taken up activities like composting and planting trees. After every cooking session she likes to gather the food scraps and put them in the compost bin and finds dried leaves and waste paper to put in the bin. She has recently cut down the use of paper towels and plastic bags in her household and has been encouraging her roommates to do the same. She also uses public transport despite owning a car. She likes to dine in restaurants, to avoid getting take-out boxes home. She prefers buying unpackaged vegetables to avoid usage of plastics. She takes advice from her relatives/friends who have been doing these activities for a certain period of time. She is actively looking for a community who can help her contribute more and often. She also believes in positive reinforcement, says it motivates her to work harder towards the environment. When asked about the incentives, she says it is a "peace of mind thing". I-02 is from Southern California, where the rules and regulations for following sustainable practices are set by the government, along with this people choose to follow a lot of practices which contribute to the environment. When asked about the track my waste concept, she responded saying that's great but she would be disheartened that something she is doing is not working out well and would like to see alternatives for those activities.

### Key Learnings:

- She is actively looking for a community that is sustainable or indulges in sustainable activities.
- She wants positive feedback for all the things she does.
- She wants alternatives

## Interview 3: Aramark Sustainability Manager

Name : I-03

User Profile:

I-03 is an expert on sustainability and has her undergraduate in sustainability making her our one of the key users of the application. She is responsible for all the sustainability efforts of Aramark on the Clemson campus. Her responsibilities involve communicating with suppliers and finding new ways to make the supply of foods sustainable and work with her colleagues on the campus to make changes or manage cafeterias to make them more sustainable. Her experience and the work she does on a personal level makes her an important user of the application. I-03's inputs from her work experience can help in finding features to be inculcated in the application, which is for personal use. I-03 is considered as a user who will be using this application for tracking her personal waste.

Key Learnings :

Interview with I-03, provided us a lot of insights regarding sustainability. It gave us a clearer picture of what sustainability is and what all actions can be taken on an individual basis to be more sustainable. She posed as a zero waste producer and an expert in sustainability. I-03 gave us the idea of finding a common ground between people and sustainability like finance, politics for engaging more people in sustainability and making them conscious. She walked me through her day where I learnt that many students contact her to set up lectures or sessions to educate the community, which even tell that there are many people who are willing to be more sustainable. She informed me about the day to day problems that she faces, like not knowing which things to recycle and where to do so, what support is available from the government, how to avoid excessive use of plastics of non-biodegradable items if there are no choices. I-03 even walked me through her daily work and showed me around the Douthit kitchen to explain about their efforts to make use of more sustainable items and recycle as much as possible. I-03 was happy and said "it is awesome" on whether she would like to start a community of like minded people and that it would make her happy. I-03 mentioned that she learns more about sustainability by Googling and by hearing from her group of friends from college. Even though she is so particular about her work and sustainability she often forgets about carrying her reusable cloth bag and cutlery to the market, which was an important insight as, if someone so conscious can forget then everyone is prone to forget sometimes. I-03's general feeling towards her work was that she was satisfied with her contributions and they make her feel more responsible and she is just taking baby steps towards a better sustainable life and in saving the planet.

## Interview 4: Community Organizer

Name : I-04

User Profile:

The subject of the interview was a community organizer by the name of I-04. He has been volunteering at community events for multiple years now, but over the past year started to organize events for the Bernie Sanders presidential campaign in the Clemson area. He makes for a valuable interview subject because of his experience getting people connected for community events. It is a valuable perspective to have because of our desire to include a sustainability-related community events page and group feature in our application in an attempt to make sustainability a more social activity.

Key Learnings:

From the interview with I-04, we learned a lot about how people collaborate when it comes to sustainability. More specifically, we learned about communication pathways, tools used, and backgrounds of those who participate in community events together. Regarding communication pathways, we learned that a variety of platforms are used—email, social media, group chats, and face-to-face communication. We will need to ensure that we integrate those pathways in the end-product. Regarding the tools used, we learned that a variety are used, but the main tool used was a website mobilize.us which allows users to create and sign up for events. This website will be referred to when designing a way to coordinate events in the end-product. Regarding backgrounds, we found out that those who volunteer often have a background in volunteering already—we want to try to increase the amount of first-time volunteers with our app. We also found out that the breadth of events that are considered to be sustainable is quite large, so we'll have to include a variety of event types that people can participate in in our end-product. Once again, I-04 provided a valuable perspective when it comes to the process of bringing people together.

## Interview 5: Student

Name: I-05

User Profile:

I-05, the interviewee is a graduate student in the Construction Science Management department and believes in the concept of waste tracking and sustainability. He is mainly working at the Fresh Food Company as a food service worker which is an on-campus job. For his academic course, he has visited some construction sites and taken surveys there on how they track and manage their debris. He has also done the waste tracking at an individual level.

Key Learnings:

The learning gained from this interview was that I-05 does track his household waste at a minimal level and has been a part of a construction waste management community that segregates and keeps the count of waste like broken bricks, wooden logs in the waste management cart and then recycle this waste and uses it for a new onsite project. The part where he keeps a small book to track his own household waste was fascinating. Another key point shared was that during his work at the on-campus job he always logged the amount of food which was prepared in the foodcourt using their device and also, tracked the amount of food being wasted every single day. He was curious about how a person will know about the waste management communities in the neighbourhood area which indicates his willingness and discipline to track waste at personal as well as at the community level.

# Affinity Diagram Overview

## Green note 1: I have various motivations to be sustainable

This green note depicts the various motivations for a person to become sustainable. This note mainly covers the aspects of how people feel about engaging in sustainable activities mainly, tracking their waste. This green note explores what sustainability means to people, why/why don't people engage in the activities.

This was mainly done to understand the negative/positive decisions that influenced a user's action. The roadblocks are the thought processes inculcated in them by the community, or the knowledge they gained by coming across the information themselves. The demotivations have resulted from trial rounds, routines or the lack of awareness in the society about sustainability. The motivations are positive emotions they experienced while implementing the sustainable activities, the beliefs instilled in them during implementation and the changes they experienced by performing the actions.

### A. Pink Note 1: I have come across some roadblocks

- Blue Note 1: I am influenced by these public factors.
- Blue Note 2: I am influenced by these personal factors.

### B. Pink Note 2: I am demotivated by this

- Blue Note 1: I am not sure about material incentives.
- Blue Note 2: I experience these negative emotions.
- Blue Note 3: I am disappointed in the sustainability culture around me.

### C. Pink Note 3: I am motivated by this

- Blue Note 1: I experience emotions while being sustainable.
- Blue Note 2: I am motivated by my beliefs.
- Blue Note 3: I am motivated by the things I see.

### D. Pink Note 4: I have different definitions of environment concepts

- Blue Note 1: I have a different definition for waste.
- Blue Note 2: I have a different definition for sustainability.

### E. Pink Note 5: I am not sustainable always

- Blue Note 1: I sometimes forget to be sustainable.

- Blue Note 2: I think sustainability is difficult.

F. Pink Note 6: I desire a more sustainable world

- Blue Note : I wish there was institutional support for sustainability.
- Blue Note 2: I wish there were more support for sustainability amongst individuals.

## Green note 2: I lead a sustainable lifestyle

This green note is targeted towards personal choices that influence or result from sustainable activities taken up by the users. This is more an active approach governed by their lifestyle choices, like the monetary decisions made for buying clothes, dining outside, while commuting etc. The activities they indulge in to support sustainability, like community engagements, recycling, composting etc in the notes reflect their motives.

A. Pink Note 1: I sustainably source my necessities

- Blue Note 1: I try to make sustainable consumer choices
- Blue Note 2: I source my meals sustainably
- Blue Note 3: I source my clothes sustainably
- Blue Note 4: I use sustainable transport

B. Pink Note 2: I engage in sustainable activities

- Blue Note 1: I compost
- Blue Note 2: I try not to use plastic
- Blue Note 3: I track my waste

C. Pink Note 3: I communicate with others about sustainability

- Blue Note 1: I communicate via email
- Blue Note 2: I communicate via in person
- Blue Note 3: I communicate via group chat
- Blue Note 4: I communicate via social media

D. Pink Note 4: I participate in sustainable causes in my free time

- Blue Note 1: In my free time i try to promote sustainability
- Blue Note 2: I find volunteers

E. Pink Note 5: I have a background in community organizing

- Blue Note 1: I have a background in event organizing

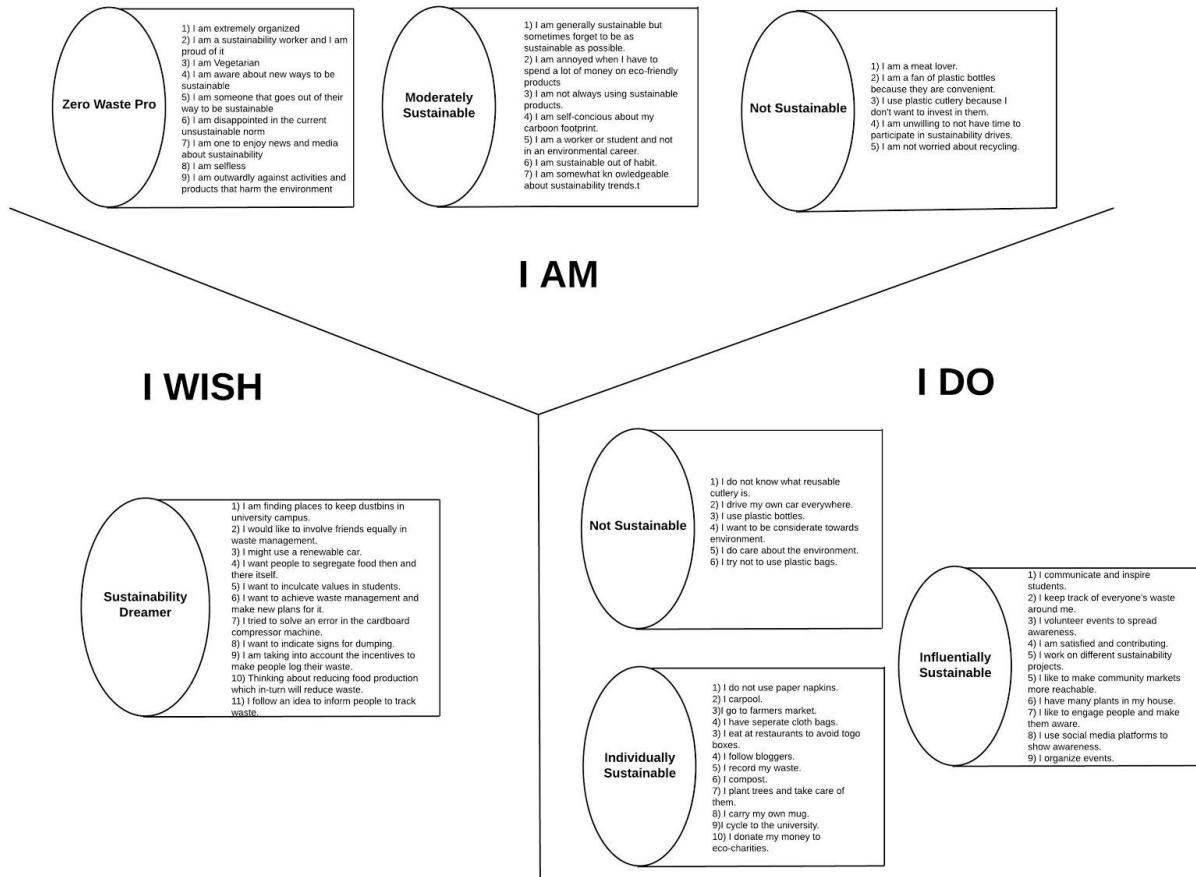
- Blue Note 2: I organize a variety of events

F. Pink Note 6: I get people together

- Blue Note 1: I manage the entire campaign
- Blue Note 2: I use a variety of tools when community organizing.

# Consolidated Models

## Consolidated Model 1: Identity Model



We decided to choose the Identity model as one of our models as, Identity Model would provide us with a better understanding of the probable users of the application. Each user's habits, preferences and inclinations towards sustainability can be analysed individually. Analyzing and understanding the users would help us to mould the app in a better way.

We were able to consolidate all the types of users from the individual identity models. In terms of sustainability we could find seven distinctive identities. The zero waste pro is an identity which is completely aware of their actions and its harm to the environment and are actively trying to be sustainable. They are the ones who calculate and organize their waste and aspire to be more sustainable. They actively take part in

community activities and are proud of their actions and do it with a selfless attitude, out of care towards the environment and earth. The moderately sustainable identity, is the one who is aware of what is sustainability and takes some actions towards it, but is mostly forgetful about it and does not actively look work towards a more sustainable living. On the other end of the sustainability spectrum is the not sustainable identity who is completely unaware and is careless about the harm their actions do to the environment. The identity who has vision or plans for being more sustainable is the sustainability dreamer. They try to plan and set goals to be more sustainable and wish others were more sustainable. They observe things around them and wish they could work for betterment.

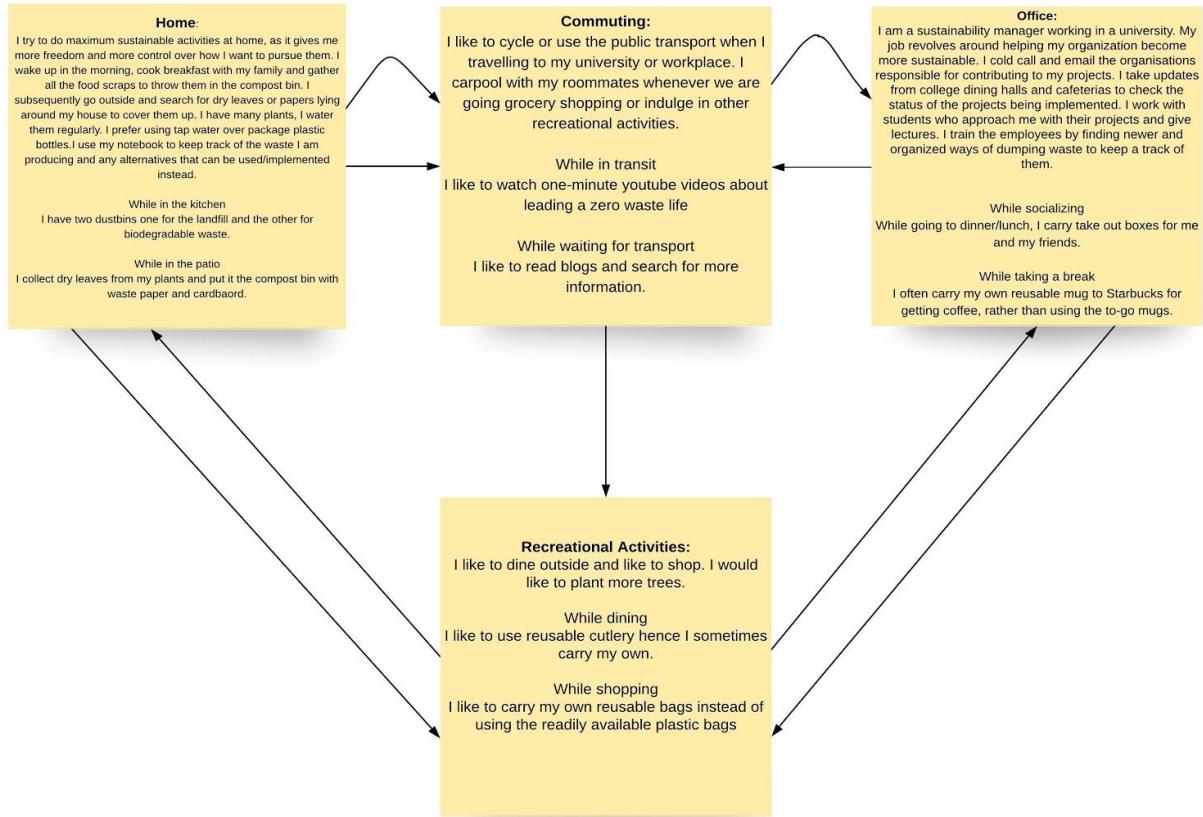
## Consolidated Model 2: Sensation Board



We decided to choose Sensation board as one of our models as, our main goal is to develop an application for users to track their own waste and take necessary steps to reduce their carbon footprints which is a lifestyle product. We want our users to be habitual of thinking about sustainability in their everyday life. If every person will take steps to live a sustainable lifestyle at an individual level then the changes will be visible at a global level.

First we agreed on six emotional themes which are major components of our application. Then we came up with emotions that are associated with each interview and placed them under their respective section.

## Consolidated Model 3: Day-in-the-Life Model



The Day in the Life model depicts the activities that are accomplished throughout the lives of the interviewees. The interviewees mentioned that the majority of activities which contributes to their sustainable lifestyle is done inside their houses mainly through sorting out their waste and composting. They keep track of their waste either by keeping a diary or by simply making a mental note. One of the interviewees sorted her waste inside her house but recycled/composted it at her workplace since she did not have those provisions at home. It is unlikely that these activities can be done in other designated areas without the availability of proper bins. The overall thought behind this is that the interviewees indulge in sustainable activities on a day to day basis, and it has ultimately become a major part of their life.

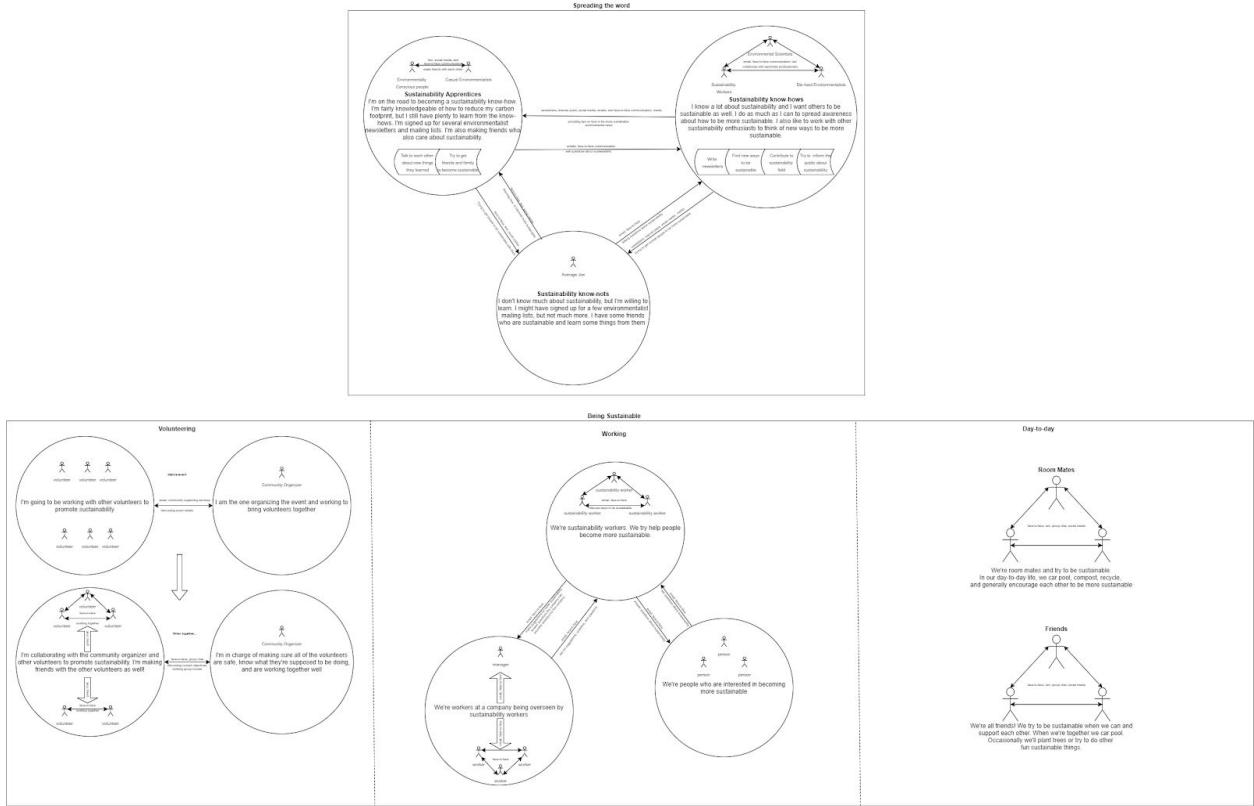
The time dedicated to these activities is definitely limited, the interviewees do these activities at their own convenience. The dedication provided towards these activities varies on the importance of the task. For eg: If the task is associated with workplace activities more time is spent on them, but otherwise it depends on the

interviewees routine/time commitments. The activities are usually not prone to interruptions, as they have minimal requirements.

The people have smaller intentions moving throughout their day, they have made switches like using reusable mugs and carrying reusable and to-go boxes cutlery when dining outside, using the bicycles for commuting etc.

The devices used in these processes are tablets and mobiles for easy accessibility and portability as the activities take place outside their homes or on open grounds. The interviewees also mentioned that they do not have any prior information or intuition about the process that takes place in a day, it is a first come first serve thing. They also mentioned that they would really appreciate it if they somehow find alternatives to the non-sustainable activities they are indulging in without the going through the trouble of searching the information on the internet.

## Consolidated Model 4: Collaboration Model



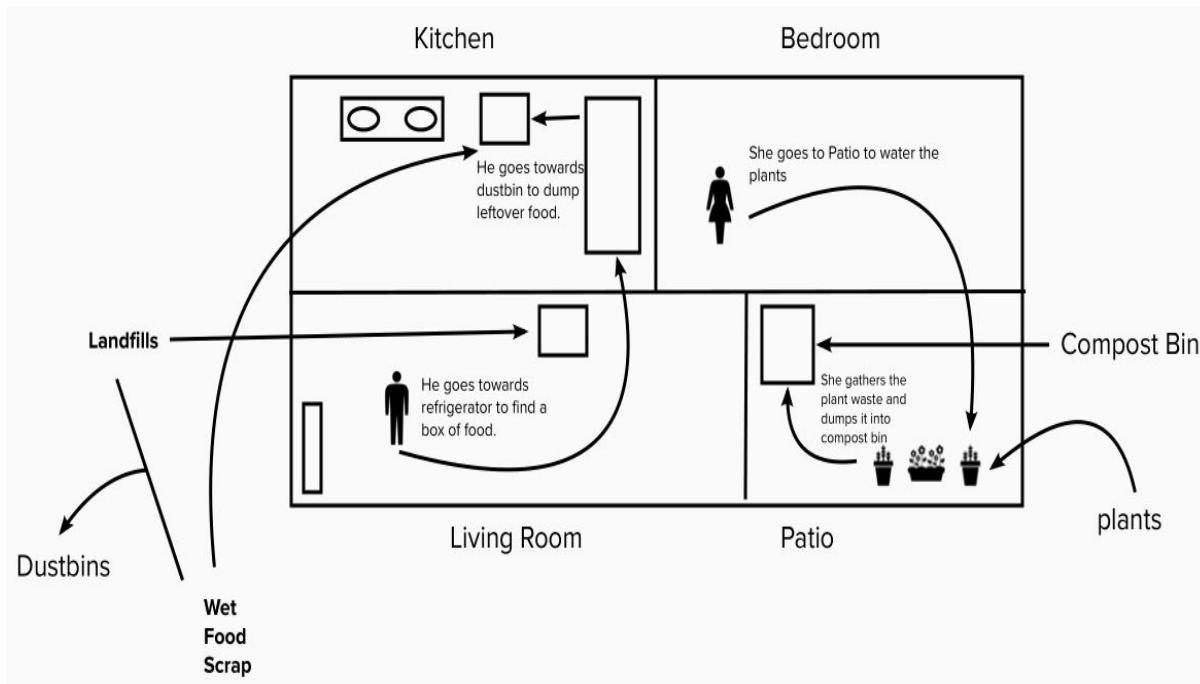
Please click [here](#) for a clearer version of the image.

We decided to go with the collaboration model for one of the five experience models. We figured that we should include it because of the potential for collaboration when it comes to sustainability. Not only is collaborative work a field of sustainability on its own, but by focusing on collaboration in our design we can make our end-product comply with the connection aspect of the Cool model, enhancing the user experience.

We were able to consolidate our collaboration models into a collaboration model which focuses on two main aspects of sustainability: actually being sustainable and getting others to be more aware of sustainability. When it comes to being sustainable, we were able to break it up into three main contexts: volunteer work, work (i.e., making your workplace more sustainable), and day-to-day life. In volunteer work, community organizers collaborate with volunteers to promote sustainable causes; in work, sustainability workers work with companies and normal people to promote sustainability; and in day-to-day life, roommates and friends collaborate by car pooling, composting, recycling, and finding other ways to promote sustainability with each other. When it comes to spreading the word about sustainability, we were able to break people

up into three roles: sustainability know-hows (people who know a lot about sustainability and actively spread information), sustainability apprentices (people who are learning about sustainability and getting their friends to be more sustainable), and sustainability know-nots (your typical person who doesn't go out of the way to be sustainable). We were able to model collaboration between and within the three categories of people. Sustainability know-hows work with each other to come up with new ways of being sustainable, sustainability apprentices work with each other to discuss new things they learned, and sustainability know-nots don't really have much intra-group collaboration when it comes to sustainability. The sustainability know-hows and know-nots communicate with each other to teach and learn about sustainability, while the know-hows and know-nots communicate with the know-nots to try to get them on the path to sustainability. The consolidated collaboration models provide valuable insight regarding what types of tools and information we should include in our app for the different types of users.

## Consolidated Model 5: Physical Model



Physical model plays a vital role in describing how the users categorize their own place. Our physical model mainly informs about different scenarios wherein different types of users perform different activities to track their waste. Now, to exemplify we have a man who is hungry and knows that food is stored inside a box in his own refrigerator. So, he first goes to the refrigerator, takes out the food from the box and after eating if there is any leftover food, he goes dumps it into the dustbin, here the user has two options, whether to segregate to waste or not. From the interviews as known not all users have bins for segregation and not all users segregate. But mostly the bins are located in the kitchen or in the living room just near the kitchen. Users who segregate normally collect the food scraps and biodegradable items and store them in a different compostable bin. Now, in another scenario, the user water's plants and notices some plant waste on the ground like dry leaves they usually dumps these into the compost bin then and there, but some users even collect those for a future day so that they can layer the compost bin with dry leaves and then layer the compost bin with wet waste like food scraps. The physical model depicts how management of waste is done at home in a generic way for different users and their actions across the house.

# Reflection

## Change of Focus

Our project focus changed since Assignment 0. Originally we went into the project with a waste-tracking app idea; now our project focuses on promoting sustainability as a lifestyle. This change happened because we figured that we could follow the tenants of Cool design by expanding our focus, plus sustainability as a lifestyle could provide a much more fruitful project than just focusing on waste tracking.

## Surprises

What was pretty surprising was to see people already engaging in waste tracking. Chaitanya's interviewee already kept track of his waste in a notebook. We assumed that waste tracking on that level was something that people don't really do.

## Understanding

Regarding our understanding of the task, we believe that we do have a solid understanding—we have input from a diverse set of perspectives. We do wish that we interviewed someone who doesn't lead a sustainable lifestyle at all, though. Doing so would provide us with more of an understanding as to why people aren't sustainable and what we could do to ease them into a sustainable lifestyle.

## Time spent

We spent more time than the assignment had originally specified--between working on the assignment and having fun as a group, we took roughly 30 minutes to an hour longer than what was estimated on the assignment page for each of the steps. The largest exception to this is the interpretation session—we took roughly an hour to an hour-and-a-half for each of the interpretation sessions.

## Improvements

We'd probably work to meet up more frequently—we got carried away with midterms, pushing off this project, leading to a time crunch near the project deadline. This was a stressful process overall and we'll try to avoid it in the future.

# Appendix

## Interview 1 - Homemaker

### Interview Notes

- less plastic bags usage
- planting trees
- defending non veg
- Oxygen (bamboo, flowers)
- Planting trees with friends
- Asking govt to promote trees
- 2 mango tree, 1 guava, coconuts
- Planted trees in cutlets
- Industries coming up, cutting trees
- Cutting trees for creating highways
- Electric cars
- Do not use car
- Public transport in USA is not good

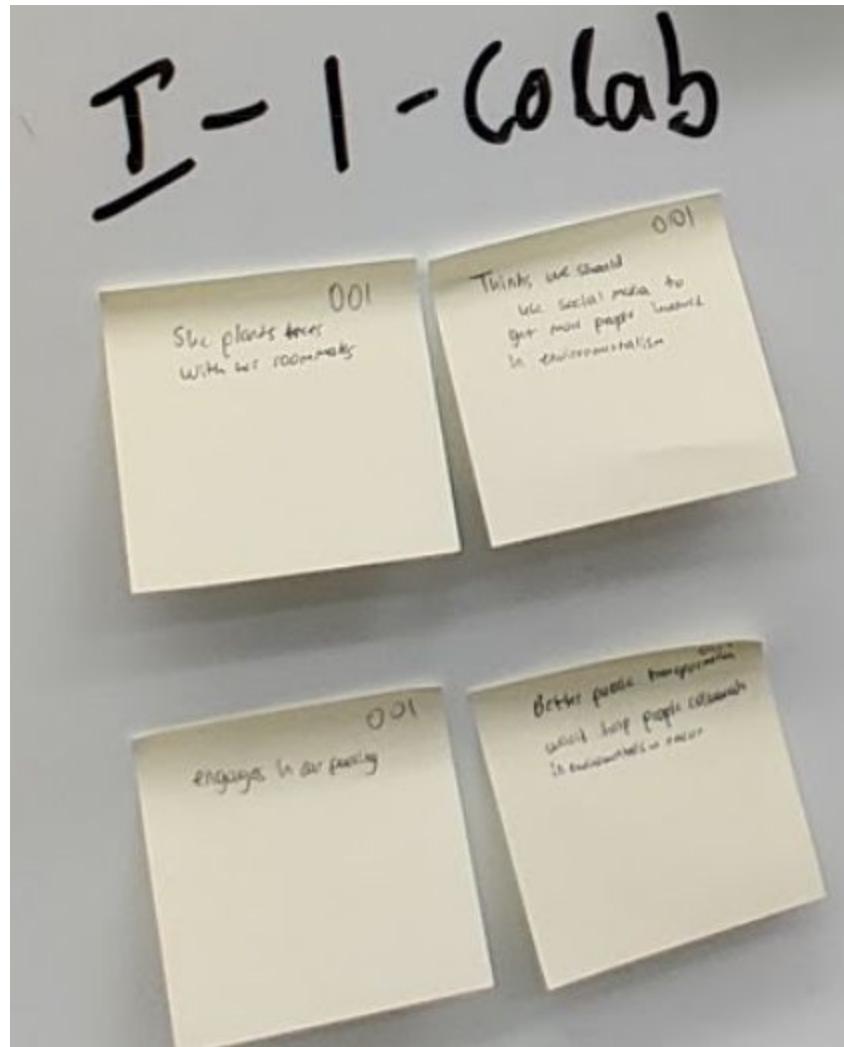
- Must have your own vehicle because plastic T are not good
- Choosing public transport over Juke
- Separate bin for plastic, bio degradable (1/2 days)
- Rely on science to find alternative for plastic
- Having tags on products
- Wooden chopsticks usage
- No food waste
- Use tap water
- Tap water is not good
- Water filter in India
- No usage of chemicals to bathe, water bat

- Reward system
- Donation would help
- 1% of salary to NGO
- Students should be involved in community.
- Posting ads online
- Vloggers regarding promotion of environment
- Carry your own bag instead of plastic bags  
Carrying  
glass bottles
- What to do with the plastic bags?
- Usage of recycling
- 

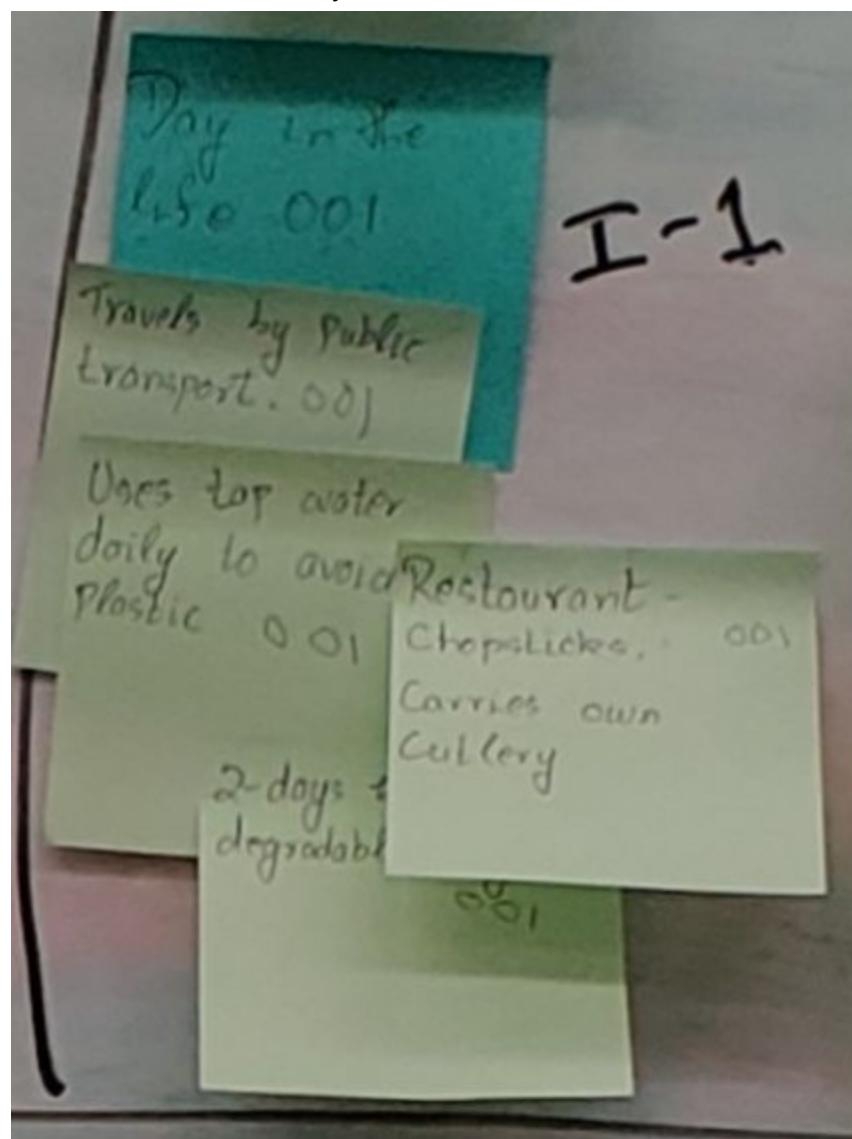
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## Interview Models

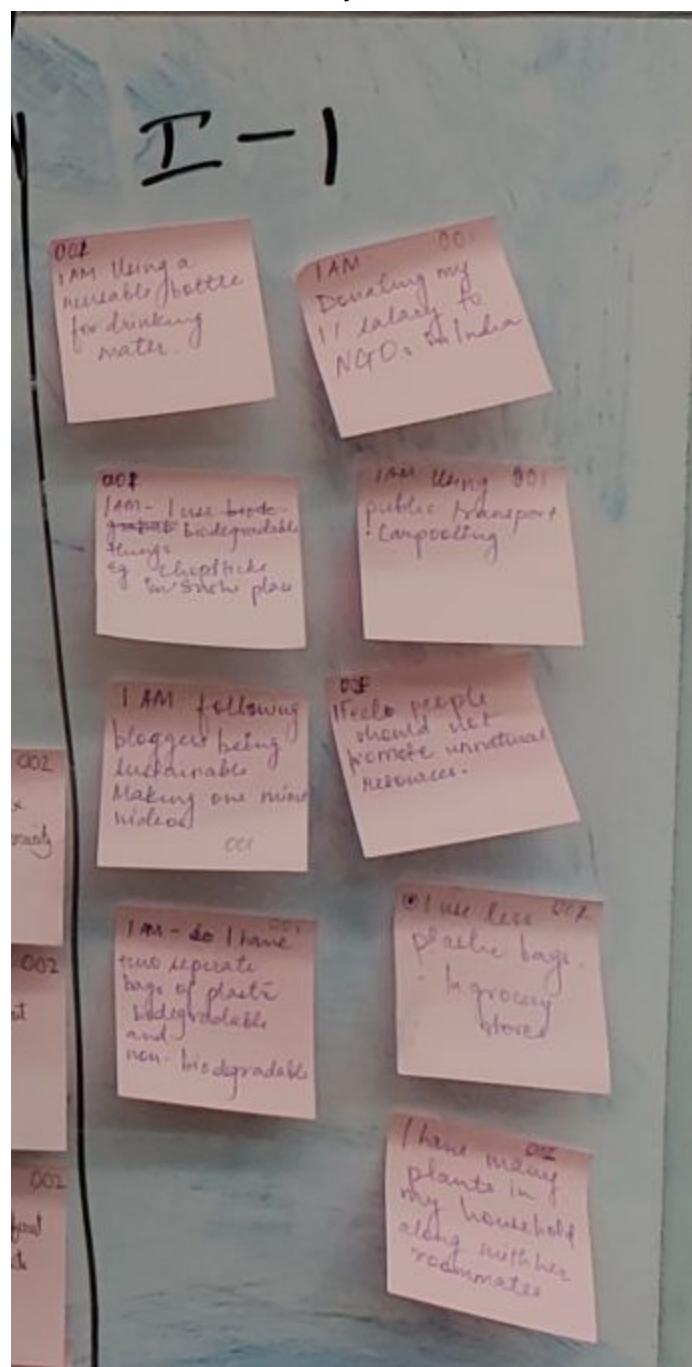
### Collaboration Model



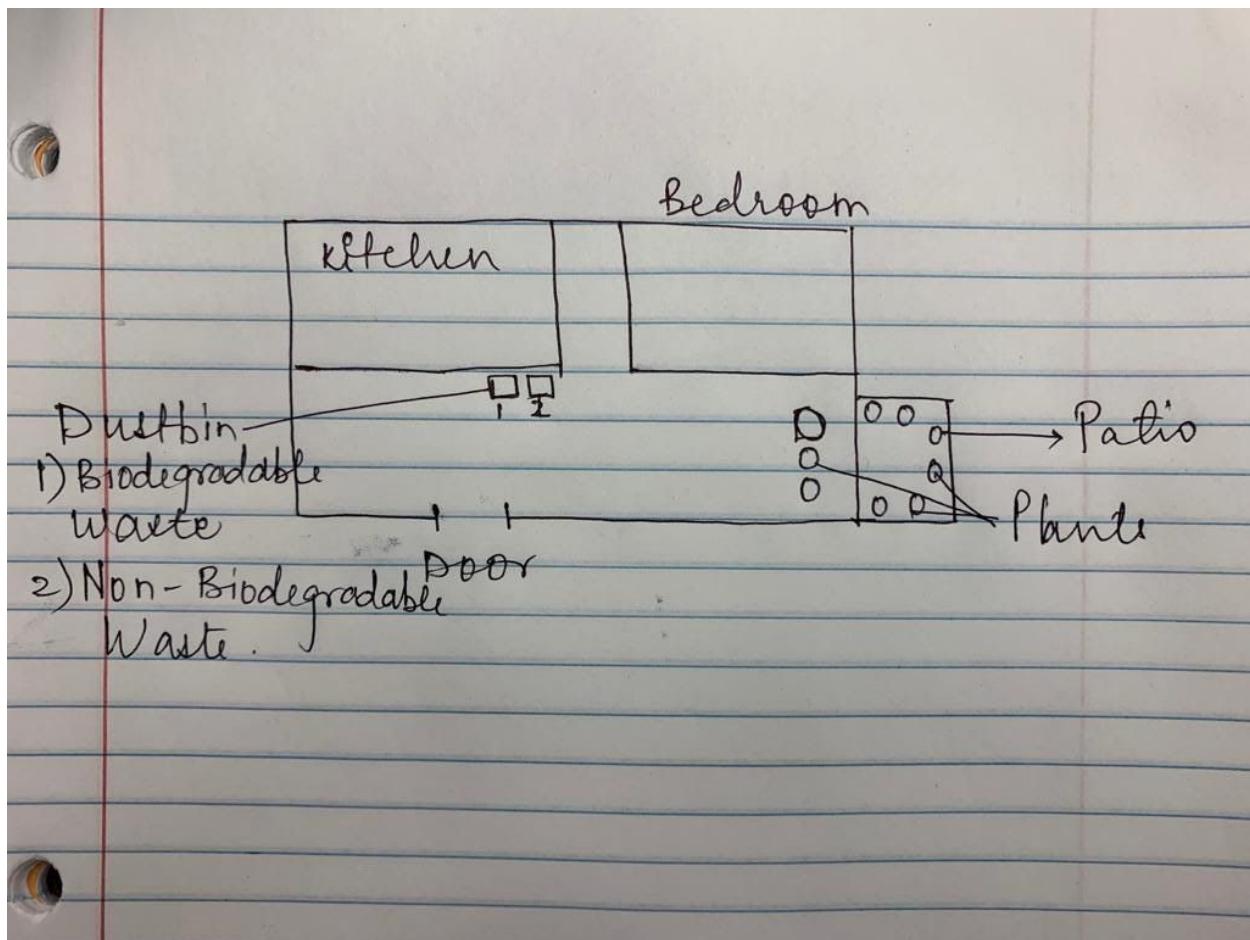
Day-in-the-Life Model



## Identity Model

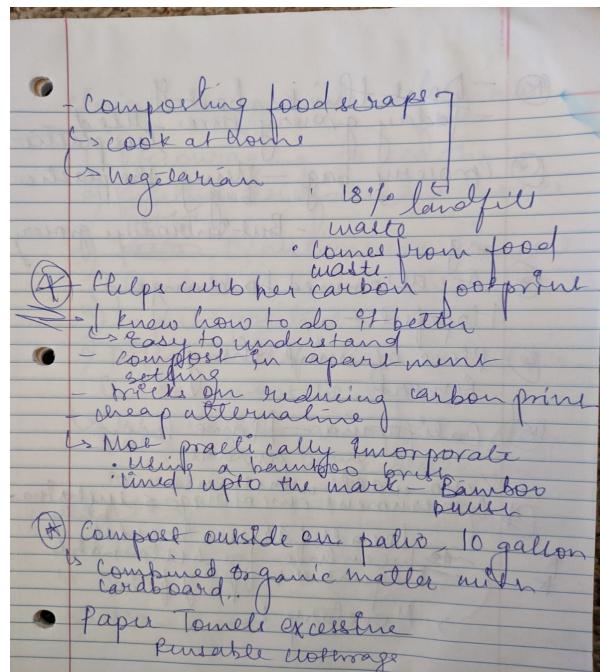
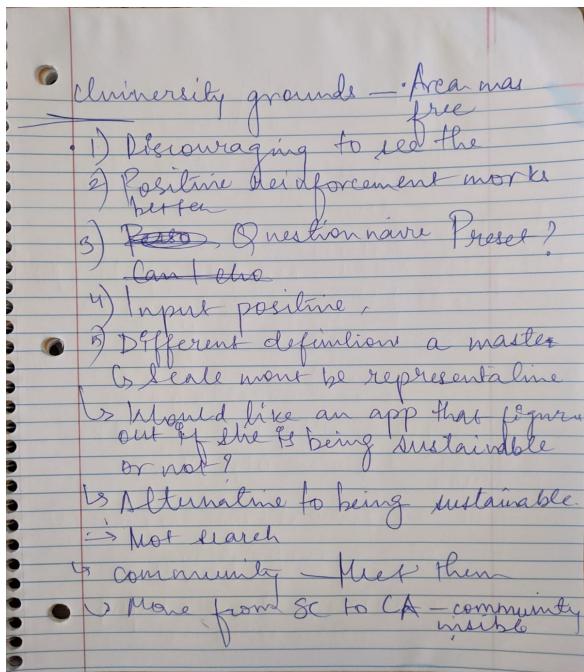
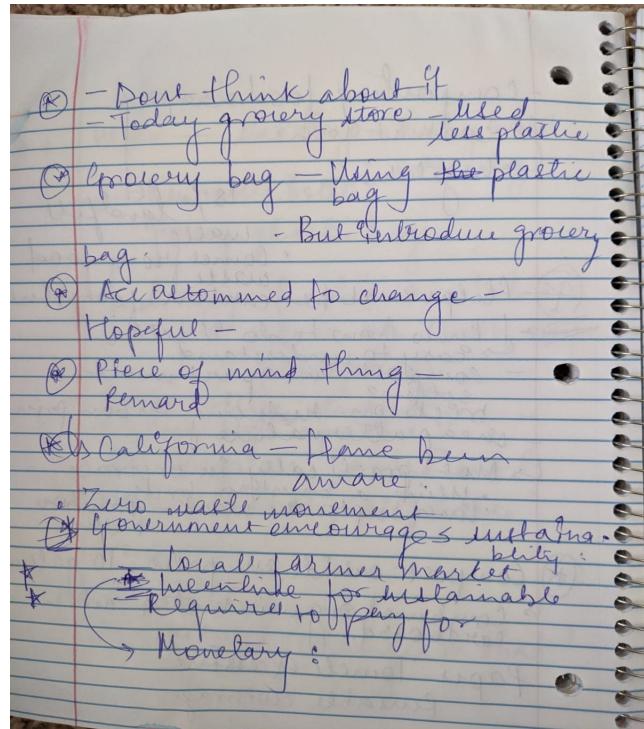
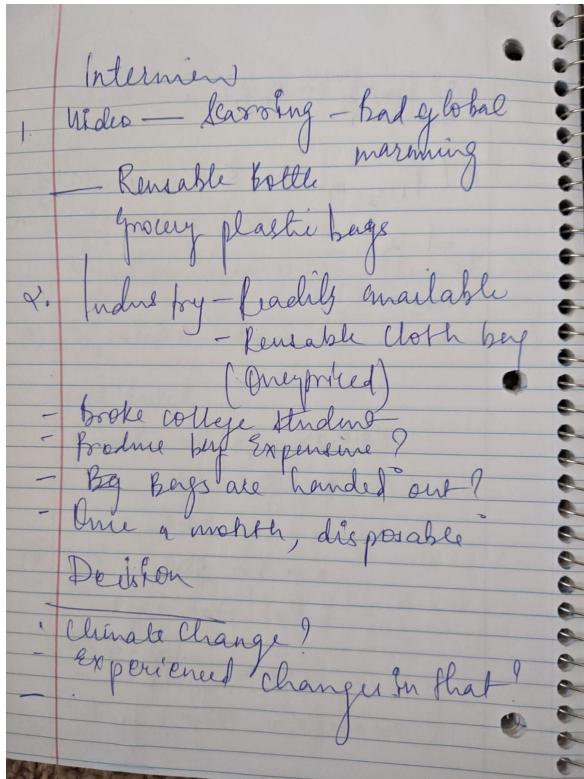


## Physical Model



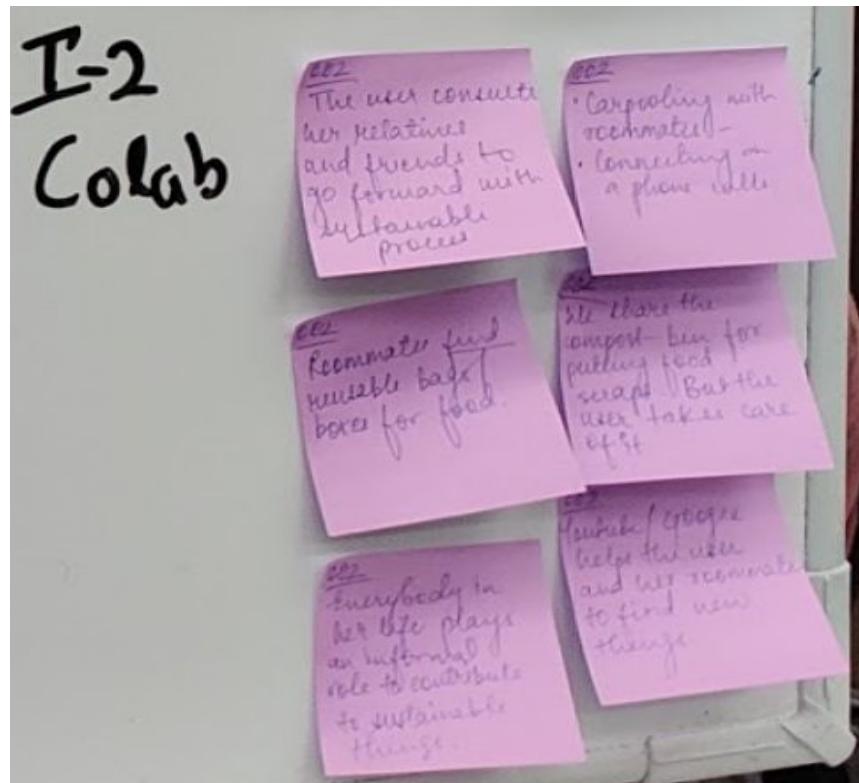
## Interview 2 - Student

### Interview Notes

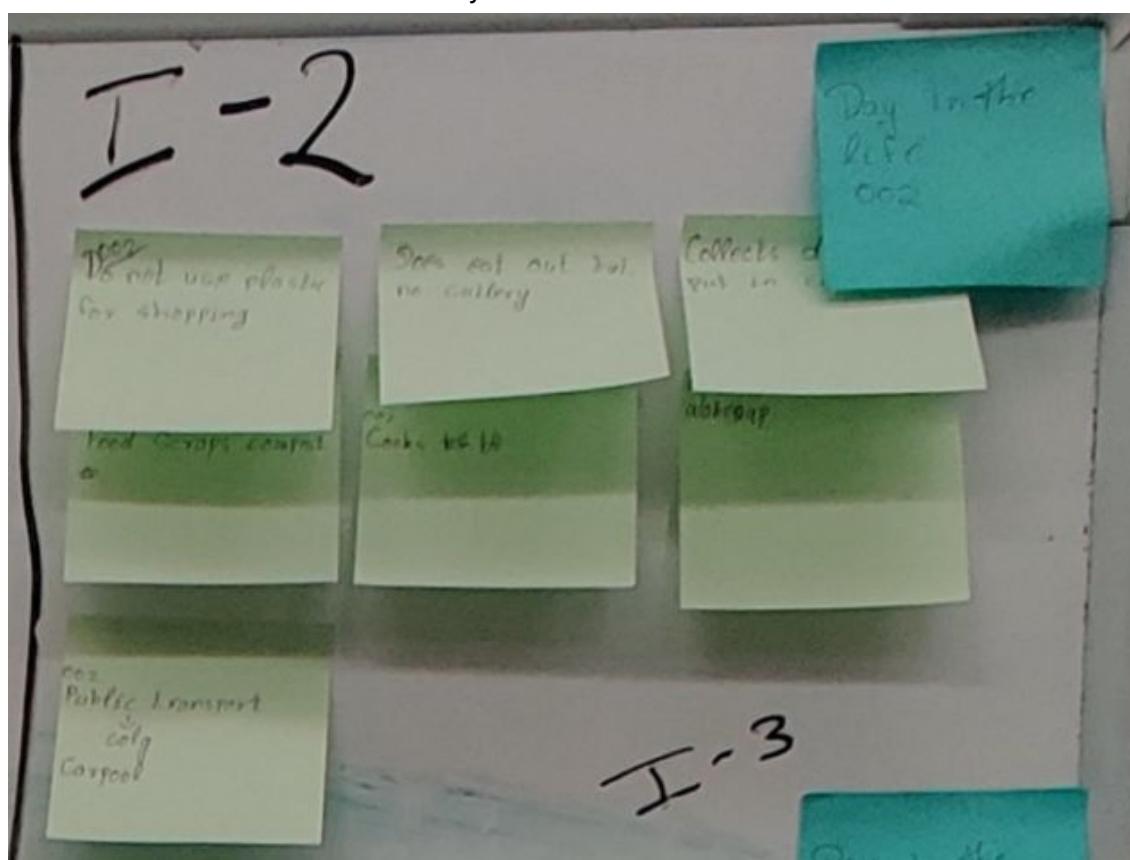


## Interview Models

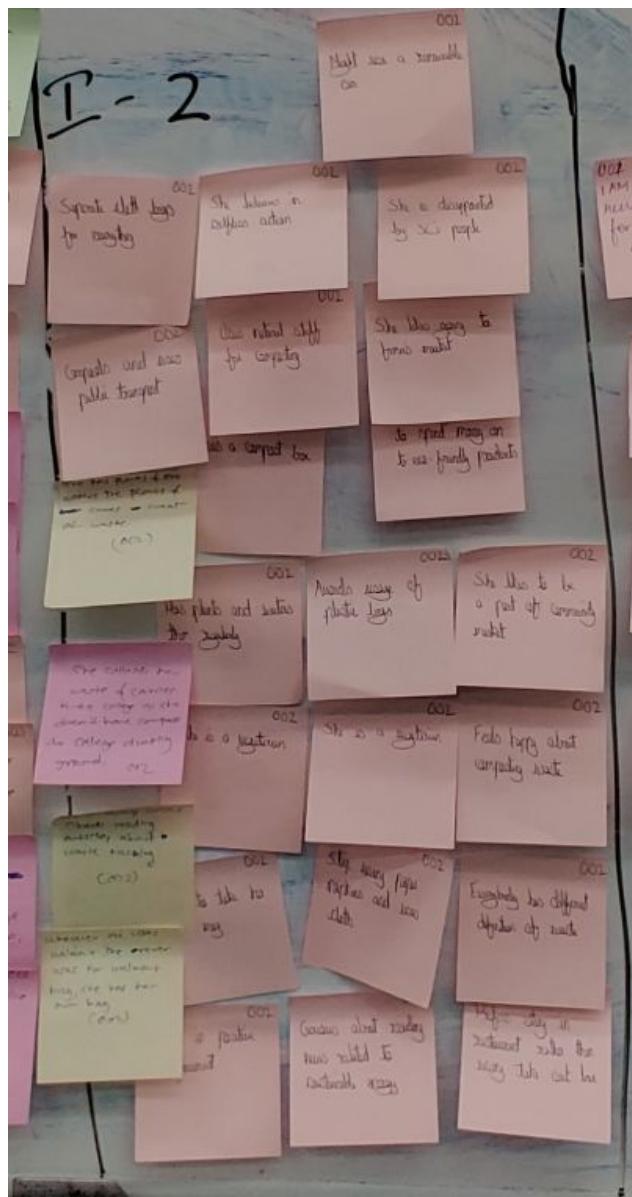
### Collaboration Model



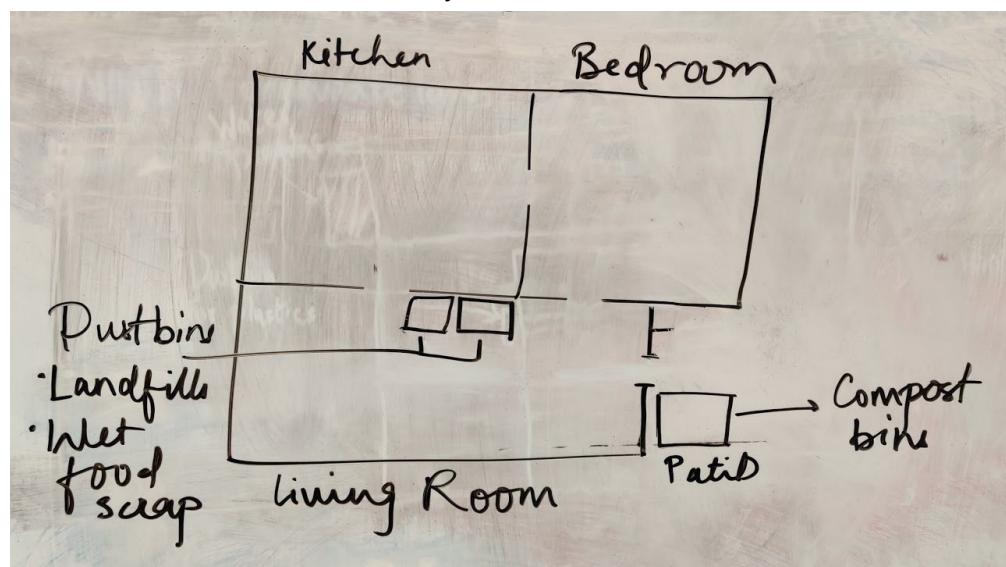
## Day-in-the-Life Model



## Identity Model

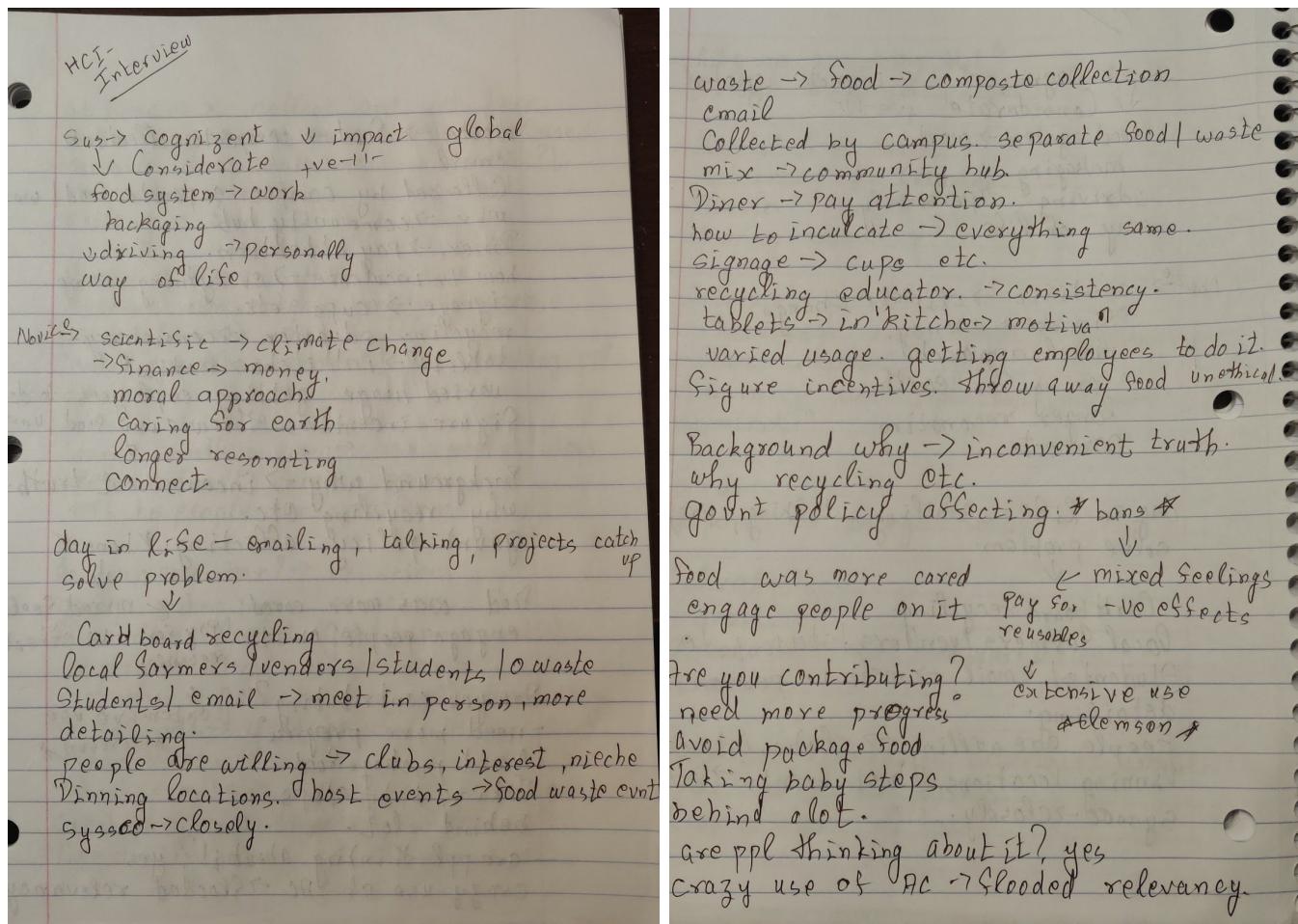


Physical Model



# Interview 3 - Aramark Sustainability Manager

## Interview Notes



at home → X collect and get here  
 collect my own, reusable bags, used user  
 reusable mug, containers out to eat?  
 New clothes, books.  
 Cutlery → own.

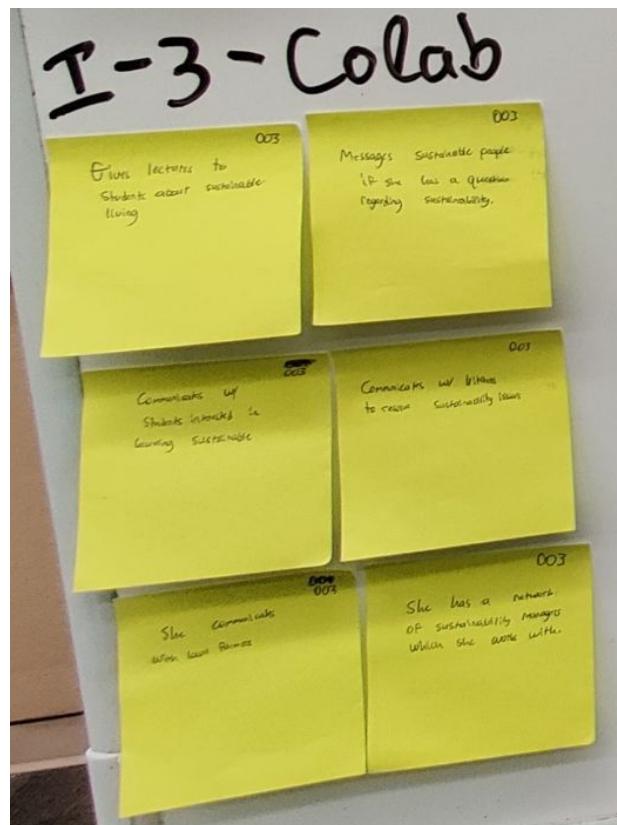
group → yes, Aramark n/a  
 Friends, classmates, group, Clemson.  
 would love that. help.  
 would you like to start? yes wording ppl.  
 awesome! → happy

Learn something new → ask people ideas  
 cold call / mail. keep a track.  
 talk to people on a platform.

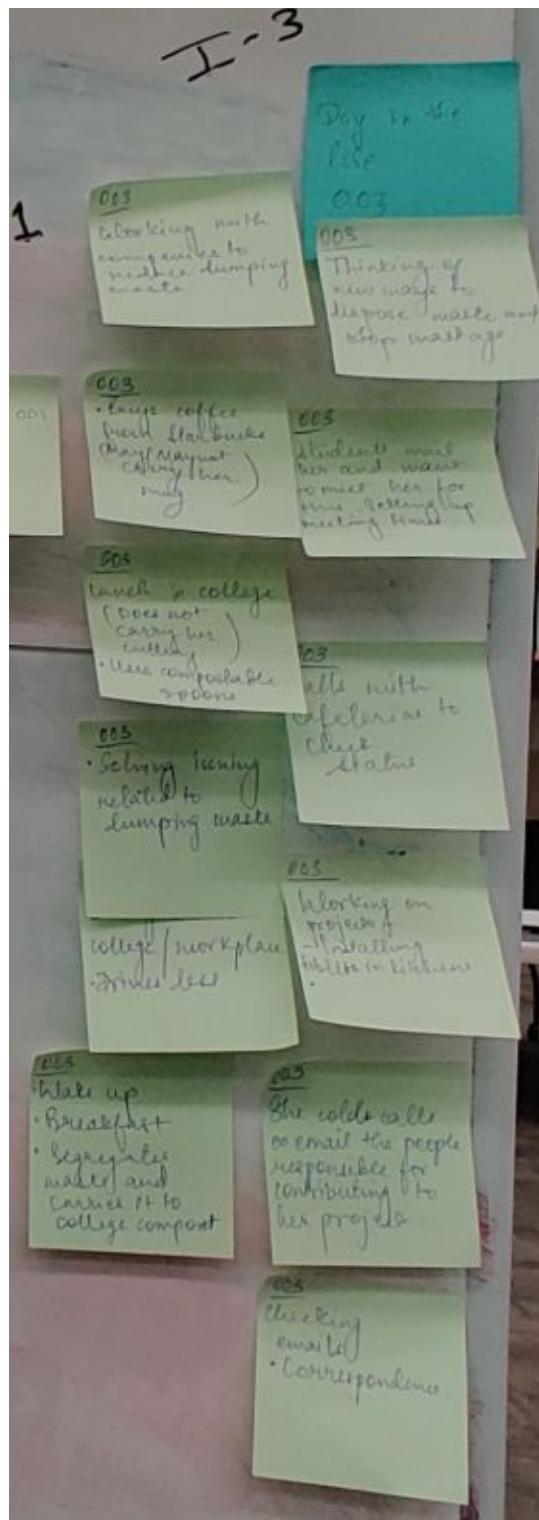
do you remember? → conscious  
 group makes more conscious.  
 → How do you feel → good! passionate!  
 happy smiling! share passion.  
 → partner → good balance not necessarily  
 → friends → yes! helpful!  
 time freq.  
 → host events → yes summit in march  
 create a group. aware people.  
 Community hub

## Interview Models

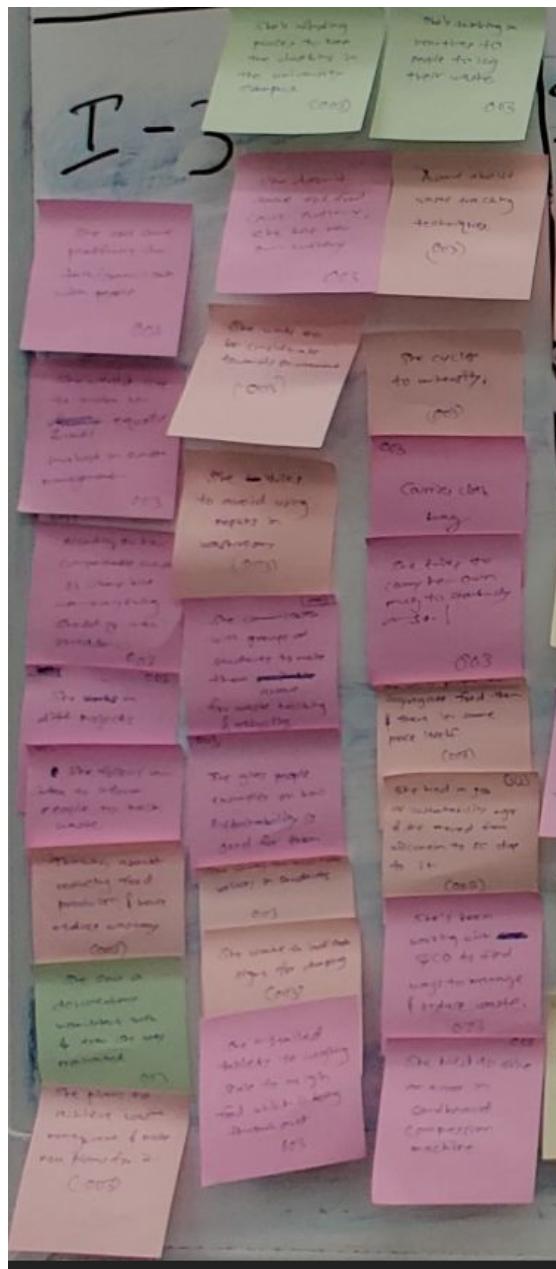
### Collaboration Model



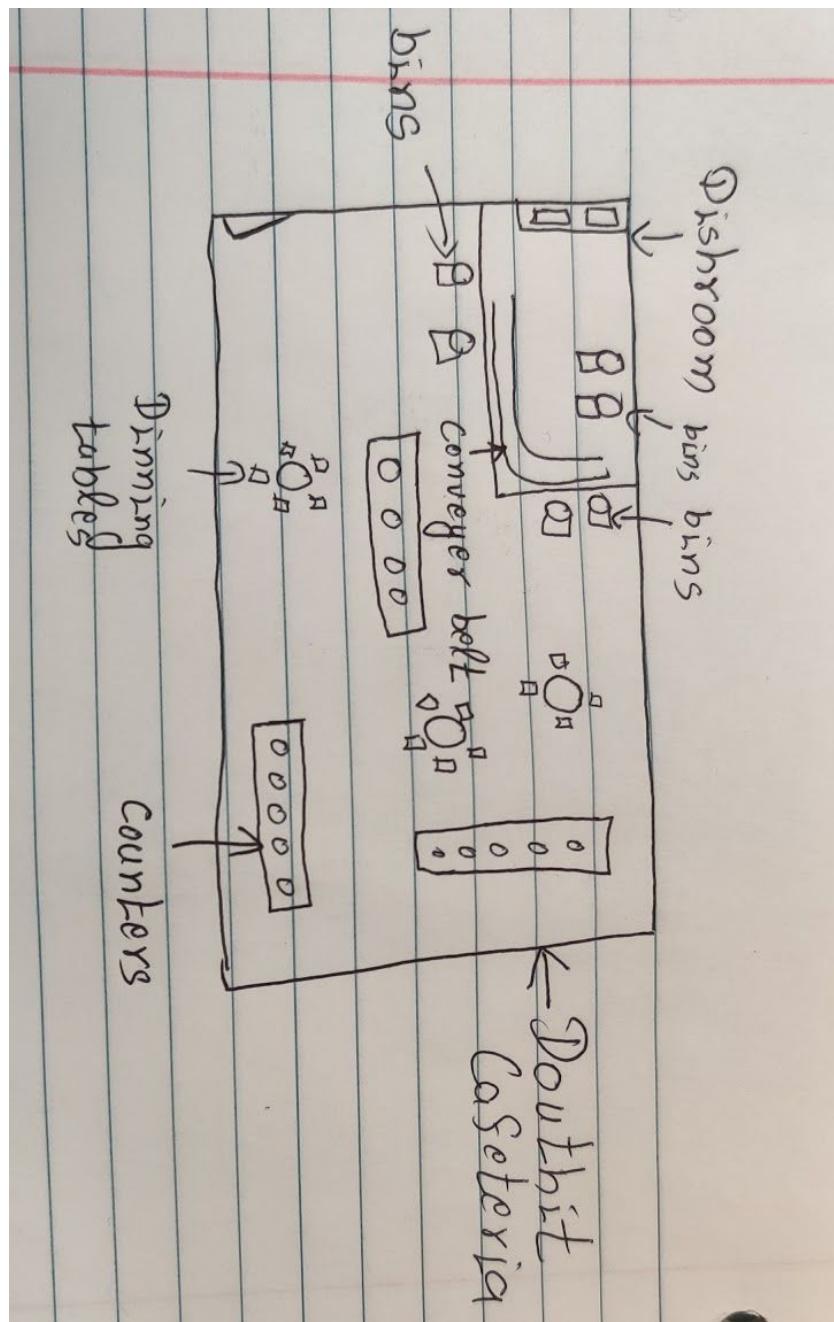
## Day-in-the-life Model



## Identity Model



## Physical Model



## Interview 4 - Community Organizer

### Interview Notes

#### **First hour and a half:**

Physical layout:

- An L-shaped room
- A bunch of tables
- Bean bags
- A mic stand

Walked in to the coffee shop, there was 4 people sitting at a table with Bernie stickers and pamphlets

I went to sit down with them and everyone introduced themselves.

- I-04 said that he is the one organizing the event.
- He's a political science student at clemson
- The other three were volunteers

He confirmed with all the volunteers that they had his phone number so they could contact him

- IDEA: provide chat room for people that organize and sign up for the same event
- Paul dispatched volunteers to a set of houses to canvass
- The volunteers carpooled with each other to the neighborhoods on their list. (discussed more later)

Once they left, I-04 and I started a more formal introduction.

- I introduced myself
- He introduced himself
  - Political science student
  - Considers himself an activist
  - Excited about the Bernie campaign

I asked him if he considers himself sustainable.

- He said he does. He doesn't use as many sustainable products as he would like to, but he otherwise thinks he is sustainable.

I asked him what he thinks sustainability means

- He said he likes this definition of sustainability: not only making sure we take care of our environment, but handling social issues and economic issues in an equitable way. (three pillars of sustainability approach)

I asked him about what his day looked like

1. he woke up, ate a vegan breakfast, and showered

2. He checked the volunteer list for the day's event, writing down the contact info of those who were marked as "confirmed" for the event
3. He then went to the coffee shop to meet with the volunteers for the day. He was scheduled for 9:00 AM - 6:00 PM
  - a. I asked him about volunteers for early morning, he said that he only had two people show up. There were scheduled to be four for the 9:00 noon shift, but some people cancelled at the last minute. This is a normal occurrence.

I asked him about the types of people that volunteer

What are the roadblocks to people volunteering?

A lot of people get anxious about volunteering. There's usually a lot of talking to people you don't know involved in the whole process.

A lot of people think they don't have time to volunteer. In reality, there's events going on all the time.

What types of people volunteer?

He said that most of the volunteers he comes across are people that have volunteered before. They're usually politically active people.

Why do the people that do volunteer volunteer?

Most people come out to volunteer because they like the feeling of working with others towards a shared goal.

Some people volunteer for community service hours.

Asked him about providing incentives for volunteering

He said it's a good idea, but he's not sure if it would be the tipping point that gets someone to volunteer.

I-04 had asked if I had canvassed houses before. I told him no and he walked me through the process:

1. Download the miniVAN app and enter in the canvass list code Paul gave me
2. Gather the volunteer group and head to one of the neighborhoods listed in the miniVAN app.
3. Split up into small teams, visiting houses on the canvass list throughout the neighborhood
4. Try to make contact with the person specified for the house in the canvass list
5. Ask person if they are voting in the democratic primary, ask if they have a plan for voting, and ask if they need any help or have any questions regarding voting.
6. Thank person for their time
7. Fill out form describing the conversation in the miniVAN app
8. Repeat steps 4 to 7 for each of the houses on the canvass list in the neighborhood
9. Meet up with the other teams when you're finished with your part of the neighborhood

10. Move on to the next neighborhood, repeating steps 3 to 9
11. Return to the coffee shop once finished with the list

I then observed him as he did his work:

The main workflow:

1. Had a list of volunteers for the day, grouped by the time they expect to arrive:
  - a. name phone number, and notes about them (time they expect to arrive, the list code for the list of houses they will canvass)
2. We waited for volunteers on the list to show up
3. Checked in each volunteer as they showed up (marked them on the list)
  - a. Design idea: create a roster for events
4. If volunteers needed quick training on canvassing, Paul would handle it. None of the other volunteers needed training on how to canvas.
5. Grouped volunteers into groups of two to four, assigning each group a list of homes to canvass
6. Make sure all canvassers have his phone number to contact him
7. Dispatch canvassers

In down time, he would read or browse twitter.

He would respond to texts and send texts out as needed.

Canvassers would ask about the status of other volunteer groups, ask questions about the canvass list, and contact him in case of an emergency

He would ask canvassers how they're doing with their lists and make sure everyone is doing alright.

Once the original group that left came back, I-04 gave them a new list and suggested I tag along.

### **Second hour:**

Car pooled with volunteers to a neighborhood on the miniVAN app

Asked about carpooling:

One said that she doesn't carpool often. She mostly uses public transport around the clemson area.

Another said that he car pools often.

Another said that he doesn't car pool often

Asked about sustainability:

Most gave typical "making sure we don't destroy the environment"

One said that sustainability should encompass more than just taking care of our environment--we should take care of our people as well.

Asked about lifestyles:

They all said they consider themselves as progressives

One said that she is far-left leaning in her political views. She likes seeing a lot of people work together to make better future

They all agreed that they see themselves as part of a movement towards a more sustainable future

When we arrived at our first neighborhood, we split up into teams.

I was invited to a group chat for the group of volunteers I was with. They communicate with each other via the group chat.

We then split up into teams of two and canvassed the neighborhood.

One person would talk to the person at the house if they answered, the other person would fill out the canvassing form on the minivan app.

Canvassing app includes information about political leanings + whether or not they are planning on voting. Houses that don't have anyone answer are marked as "could not reach."

We repeated those steps for our part of the neighborhood, giving updates to the other team as we progressed.

Once both teams were finished with the neighborhood, we met back at the car and moved on to the next neighborhood.

Most of the time was spent canvassing. Fairly straight-forward activity.

Once we finished up our list of houses, we went back to the coffee shop.

Volunteers got another list from I-04 and went back out canvassing. One went home, and I stayed at the coffee shop to finish up my contextual inquiry with I-04.

#### **Next half hour:**

Over the next half hour, I continued my contextual inquiry with I-04.

I wanted to learn how he set up community events and what types of community events he has engaged in.

I asked him how he sets up an event. He said he uses a website called Mobilize.us. He said it's a website that lets people create and manage community events. I asked him to walk me through the process of creating an event. He decided to plan his next canvassing event:

1. He went to mobilize.us/sanderssc/
2. He logged into his account
3. He pressed a button labeled "Click here to host an event"
4. He chose the event type "Community Canvass" and filled out his contact info on the form.
5. He then pressed "get started"
6. He then filled a form containing the event description, location, date and time, and contact info

7. he was then brought to a page where it said that the event is being reviewed and will be published once review is complete
8. He said that once the event has been reviewed, he will get a notification and it will show up on his mobilize.us account under his volunteer schedule.

He said that mobilize.us provides a dashboard that lets him edit the event details, view the people who already signed up for the event, send out mass emails to people who sign up, and cancel the event. He pulled up the dashboard for one of his events.

I asked him how he maintains contact with the volunteers joining the event. He said that mobilize.us automatically handles organizer-volunteer coordination automatically—it sends out confirmation emails to the volunteers, sends reminders out via text and email, and automatically sends out follow-up emails to the volunteers after the event. Mobilize.us also lets him email attendees through the dashboard.

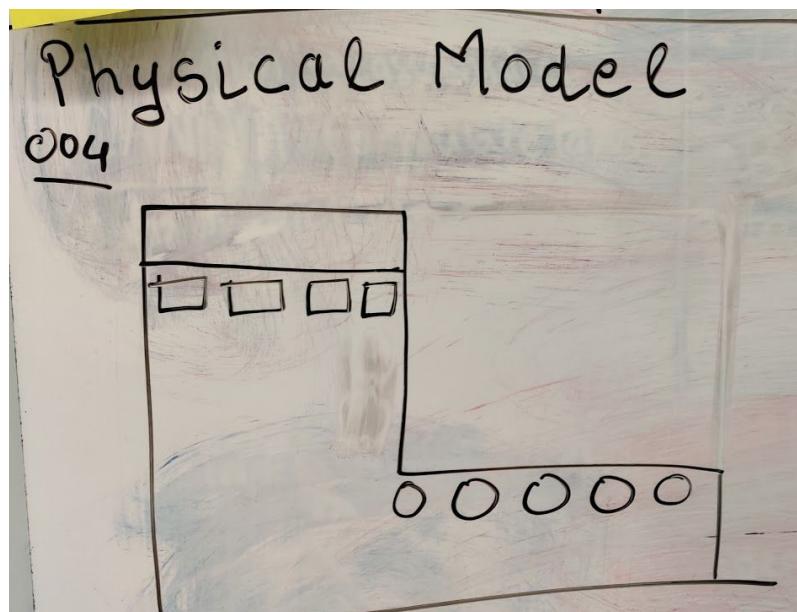
I asked him if he thought a group chat would be a good addition to mobilize.us, and he said yes. Email feels archaic and an easy chat interface for the volunteers and me would be useful to streamline communication.

I asked him what types of events he has done in the past. He said he has participated in community events for multiple years now. He said he used to just volunteer for campaigns that seemed interesting to him on mobilize.us, but this past year he started to host events of his own. He said that mobilize.us supports events ranging from presidential campaigns to community street clean-ups.

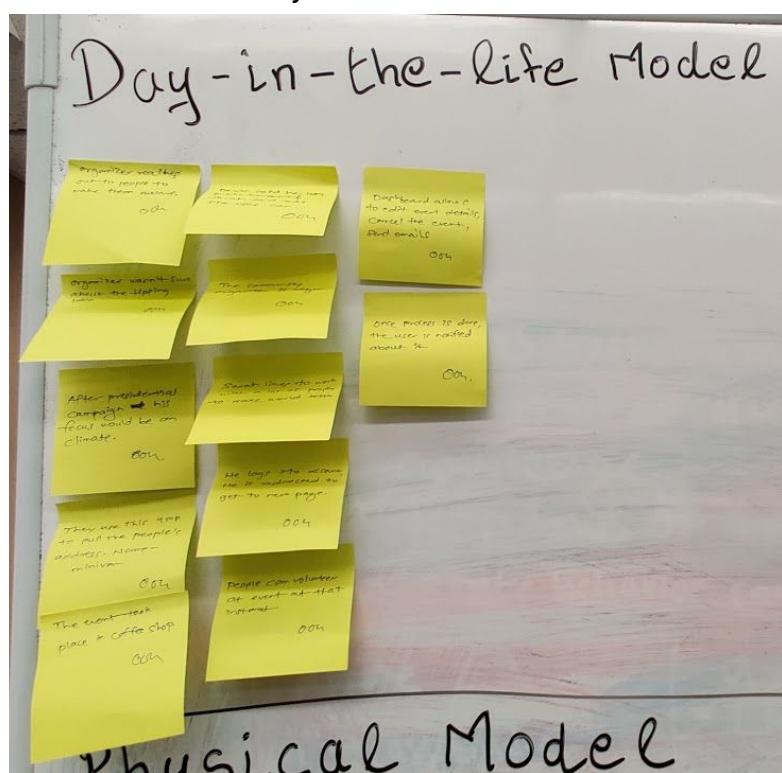
I asked him if he plans on hosting community events after the presidential campaign he's organizing for. He said that he is planning on organizing more. He said that climate change will likely be his main focus once the presidential campaign is over.

# Interview Models

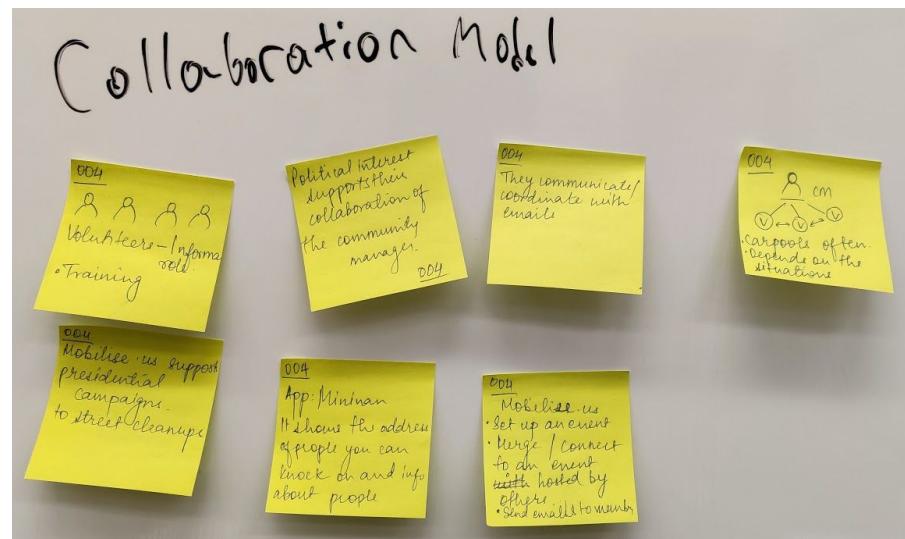
## Physical Model



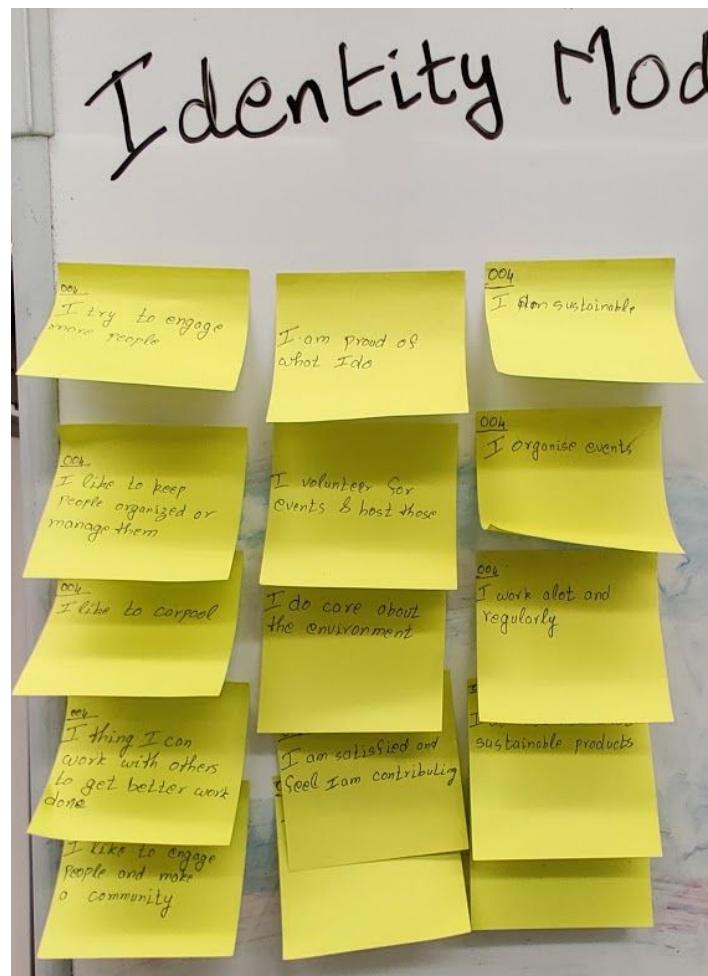
## Day-in-the-life Model



### Collaboration Model



### Identity Model



## Interview 5 - Student:

### Interview Notes

Points: (Students)

- (1) waste generation ↑
- (2) Civil engg backlog → all sustainability concepts.
- (3) Betterment of us!
- (4) discipline | schooling days. (tracking waste)
- (5) Sustainability → saves we take for future gen, waste ↑,
- (6) Privileges (pure air, oxygen)
- (7) Water pollution
- (8) ways to track waste?
- (9) Do not track waste. (reusable waste materials) (go paperless)
- (10) Once every 4-5 days
- (11) Do you feel tracking waste is imp? (Yes).
- (12) Habits, do not take bag. } good habit.  
I go with my cloth bag.
- (13) kept items in a plastic bag
- (14) Pen
- (15) Battery → garbage, bag.
- (16) Paper → required  
(paperless statements).
- (17) organizing

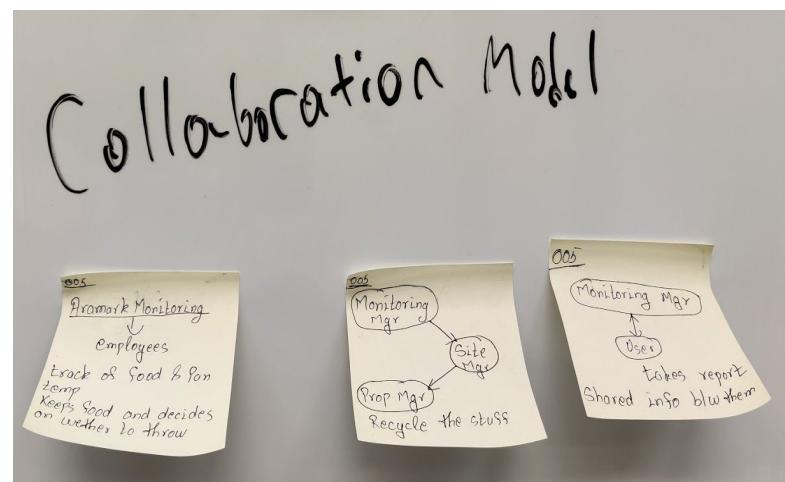
- (18) E-waste → batteries
- (19) Disadvantages: That people never measure.
- (20) Logging waste → ?
- (21) People should follow!
- (22) Inculcating habits.
- (23) Construction companies tracks waste & then uses that measured waste in making new building projects.
- (24) This avoids needs to mine materials.
- (25) Cfd materials: concrete, wood, metals bricks.
- (26) App should suggest the communities.
- (27) He is an organized person & carries his notes to track wasteage  
Small notebook
- (28) He worked at Aramark as food service worker at Salad section & tracked food amount in the pass via Aramark app or ipad.
- (29) He is Costerm science not student & knows how they track onsite waste.

Date \_\_\_\_\_  
Page \_\_\_\_\_

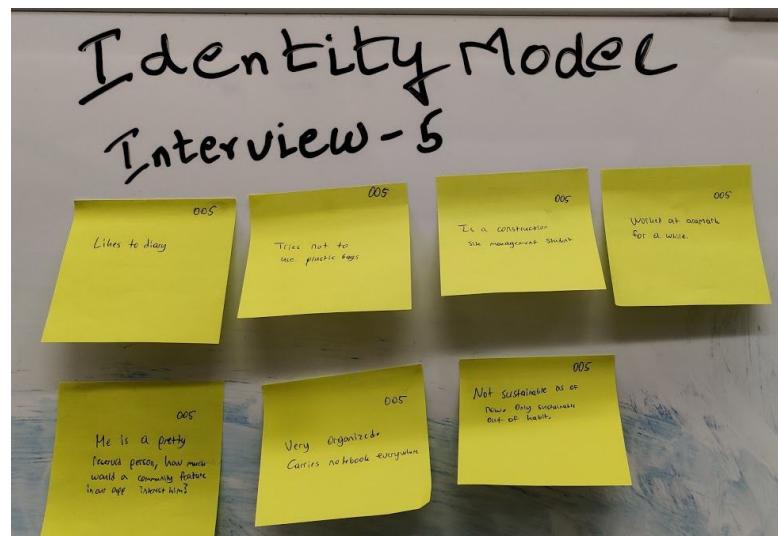
- (1) Monitoring manager is main site mgr handles the waste segregation & tracking waste like wooden logs, blocks
- (2) Property mgt plans how we can use reuse the waste for new project
- (3) Not aware of any other waste tracking app, less idea of our app.
- (4) Happy about overall sustainability & idea of waste tracking

## Interview Models

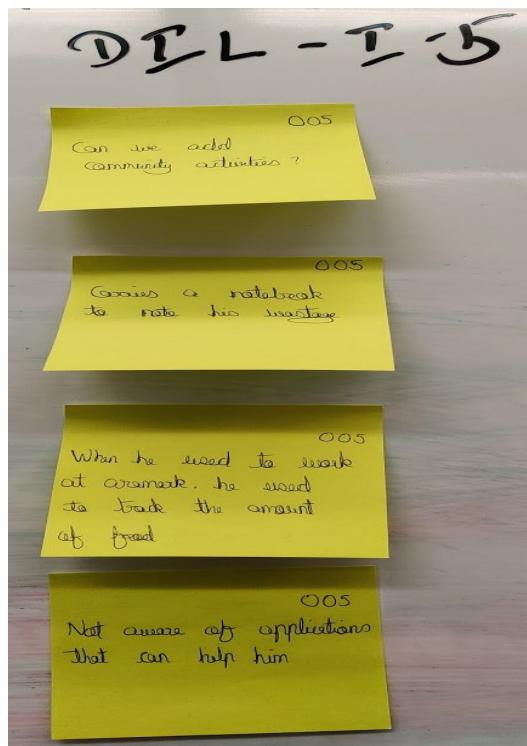
### Collaboration Model



### Identity Model



## Day-in-the-life model



## Physical Model

