
MaroonPrint

Interview Guidelines and Report
for
Workshop 3: Data Gathering Techniques

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Document Purpose:

This document is provided as a guide for using interview. It provides guidelines on how to proceed with conducting the data gathering technique, and on what type of questions are covered. It also contains the transcription and reports the results.

Target Audience:

University of the Philippines Diliman engineering students, faculty, and other personnel and also people who are assigned in maintaining the fire exits.

Revision Control:

<i>Revision Date</i>	<i>Person Responsible</i>	<i>Version Number</i>	<i>Modification</i>
09/04/2018	Kristine-Clair Lee	1.0	Created initial document and added the basic information (target audience, target participants, introductory script, concluding script, interview objectives, and questions)
09/06/2018	Hannah Mae Magno	1.1	Added questions and transcripts
09/09/2018	Jeremy Jin Qian Wu	1.2	Edited the format and added transcripts
09/10/2018	Hannah Mae Magno	1.3	Added facts in some parts of the Interview Report section
09/10/2018	Jeremy Jin Qian Wu	1.4	Added some details in participant perspective and formatting the table of contents.
09/11/2018	Kristine-Clair Lee	1.5	Added transcripts and edited participant perspectives

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I. Interview Guide and Checklist

This section provides the instructions on how to conduct interviews. It also provides a checklist needed to perform the data gathering technique

A. Purpose

The interviews are being done to help us elicit the requirements for the application we are going to develop. The application to be developed will allow the users to view blueprints and the public sections of the different Engineering buildings around UP Diliman, and the fire exits or escapes of each building. More specifically, we need to identify the following:

- a. What would they want to see in the application
- b. How would they want the application to work like
- c. How would they want the application to look like

B. Target Participants

The target participants for the interviews are engineering students and non-engineering students with classes in engineering buildings.

C. Participant's Consent

Participants will sign a consent form to participate in the focus group discussion. One copy of the informed consent form should be given to participants and a second copy should be kept by the interviewer. The responses to the questions will be kept confidential. At no time will the actual identity of the participants will be revealed. They will be assigned a random numerical code. Anyone who helps the transcription of the responses will only know them by this code. The recording will be destroyed as soon as we are done transcribing the recordings. The transcript, without their names, will be kept until the study is complete.

The key code linking their names with their number will be kept encrypted in a file and no one else except the group members will have access to it. It will be destroyed once the project is done. The data that will be provided will be used for the application that our group will develop for this course and may be used as the basis for articles or presentations in the future. The names or any information that would identify any participants will not be used in any publications or presentations.

The participation in this study is completely voluntary, and the participants may refuse to participate or withdraw from the study without penalty or loss of benefits to the group. They may withdraw by informing the group that they no longer wish to participate (no questions will be asked). They may skip any question during the interview, but continue to participate in the rest of the study.

(See Sample Consent Form)

D. Data collection

The discussions can be recorded if agreed by participants, and transcribed verbatim for analysis. The recordings need to be securely stored until transcribed and then destroyed. The transcription shall not contain information that would allow individuals to be linked to specific statements. Confidentiality will be strictly preserved.

If recording is not available, the interviewer will be taking down notes of what is being discussed. The notes will be analyzed later.

E. Interview Schedule

Interviewee	Interview Date & Time	Interview Venue
Anthony Norona	September 7, 2018 11:00AM	IEEE Building
Justine Paul Alvaro	September 7, 2018 2:10PM	DCS Building
Brian Sy	September 7, 2018 1:30 PM	DCS Building
Lois Leal	September 8, 2018 3:20 PM	DCS Building
Angelica Dino	September 10, 2018 1:15 PM	Engineering Building (Melchor Hall)

F. Interview Protocol

An interview protocol may facilitate structuring the interview by highlighting the topics that need to be covered.

i. Introductory Script

Good <morning/afternoon/evening>, I am <name of interviewer>, a BS Computer Science student and I would like to ask you some questions to gain more insights about the project we are making entitled MaroonPrint. This project is part of our requirements for our CS191 class or also called Software Engineering. If you don't mind, can I have some of your time to answer our questions and it would be of great help to our team.

If the person answers YES:

Thank you for allowing me to interview you. We will not disclose any of your personal details as we value your privacy.

If the person answers NO:

Thank you for spending time with me, we understand your decision. Have a nice day!

ii. Interview Objectives

This interview is being done as part of our study involving the development of our application. All your responses will not, in any way, reflect who you are. It will also not adversely affect your position as a <student/faculty> since data that you will provide will not be shared to anybody. Your participation in this interview will be of great help to your team in determining the user requirements of the application we are to develop.

iii. Questions

Fill in your interview questions, the contribution of the participant's answer and expected information. See sample questions below of elicitation of requirements.

Questions	Contribution to the Study	Expected Information
What parts of the building would you want to see?	List of building parts or rooms or offices displayed by the application	Rooms, offices, or other parts of the building
What capabilities are you expecting that the application can do?	List of capabilities or services provided by the application	Functions
How would you want the application to look like?	Design of the application for better user experience	Sample design or design description
How helpful do you think this application would be?	Helpfulness of the application for better development	Valuable offers of the application and to whom they are going to helpful

iv. Concluding Script

Thank you for participating. This would be very helpful for our study.

Your opinions will be a valuable asset to the study.

If there is anything you are unhappy with or wish to complain about, please contact me.

I would like to remind you that any comments featuring in this report will be anonymous

II. Interview Transcription or Notes

Interviewee Code: 001

Interview Date: September 7, 2018

Interviewer: What parts of the building would you want to see?

001: I want to see CR, Canteen, Admin Office, and classrooms.

Interviewer: What capabilities are you expecting that the application can do?

001: I expect to find a map of a bldg, and I can zoom in. I want to be able to have a search function for a specific room. Hmm, I want a search function for a specific room. I want real pictures of the room. Yung picture sa harap mismo.

Interviewer: How would you want the application to look like?

001: Maganda kung may blueprint aesthetic siya hahaha pero sana simple UI lang. Then yung map madali lang i-navigate. Minsan kasi mahirap yung kamukha ng google maps eh.

Interviewer: How helpful do you think this application would be?

001: I think mas helpful ito sa mga freshies or baguhan na pupunta doon sa bldg, like kunyari from DCS ako tapos bibisita ako sa MMM. Kasi kung from MMM ka na, memorize mo na siguro yung layout ng building niyo.

Interviewer: Thank you for participating. This would be very helpful for our study. Your opinions will be a valuable asset to the study. If there is anything you are unhappy with or wish to complain about, please contact me. I would like to remind you that any comments featuring in this report will be anonymous.

Additional Comments

The interviewee was very perceptive in saying his insights and pointed out good suggestions during the interview.

Interviewee Code: 007

Interview Date: September 7, 2018

Interviewer: What parts of the building would you want to see?

007: I want to see mostly the different uhhh bathrooms and fire exits cause those are probably the very important parts. As a student, it's good to have to know where are classrooms are and i feel like also... it's also important to have more of those emergency kind of rooms.

Interviewer: Ok, What capabilities are you expecting that the application can do?

007: I want the application to be able to basically just show me the map of where to go. I think that's the most important part.

Interviewer: How would you want the application to look like?

007: I want the application to look very neat. that's it.

Interviewer: How helpful do you think this application would be?

007: I would say on a scale of 1 to 10, with 10 being be most helpful, 10 would be my uhh my goal for that one. I think it's gonna be very good.

Interviewer: Thanks for participating in this interview.

Interviewee Code: 104

Interview Date: September 7, 2018

Interviewer: What parts of the building would you want to see?

104: I want to see siguro yung Admin offices, kasi ang hirap nila hanapin especially taga EEE lang ako, so parang kapag kailangan kong pumuntang Admin office, for example, ng department niyo (DCS), hindi ko alam diba. Also, yung restrooms kasi minsan confusing din sila hanapin, tapos yung classrooms, actually ito yung pinaka-importante for me kasi tuwing first day ng sem I make sure to go early sa classes ko para mahanap pa yung mga classroom where in kapag may app na ganto pwedeng icheck ko nalang there.

Interviewer: Thank you for that answer. So, second question is ano yung capabilities or services that you want to see in the application?

104: Shortest possible path papunta sa certain location, kunwari I want to go to the restroom tapos nasa may Admin office ako siguro like kayang sabihin nung app kung saan ako dadaan to get to the restroom faster. Also, if possible, staff members present sa office.

Interviewer: That is a good insight, thanks. Second to the last question naman is how would you want the application or software to look like?

104: So design ba yung isasagot ko or basta madescribe lang?

Interviewer: It's okay kahit describe mo lang yung ideal interface mo for the application.

104: Okay. Flat siguro, yung very minimalistic lang para easy to navigate and to use para less din yung kain niya sa data, I think, and kung mobile application naman siya, less lang din yung kain niya sa memory.

Interviewer: Yes, thanks. Last question, how helpful do you think this application would be?

104: Very helpful, especially to the freshies and for those who aren't familiar to the buildings. Example, a music student na may GE or elective sa Engg buildings, very helpful sa mga gantong cases yung application that you guys will develop.

Interviewee Code: 009

Interview Date: September 8, 2018

Interviewer: What parts of the building would you want to see?

009: Classrooms, comfort rooms, faculty rooms, utility rooms like college sec, student affairs, etc., Org parts, lobbies, libraries, places you can rest, places you can plug in electric devices. Also, fire exits.

Interviewer: What capabilities are you expecting that the application can do?

009: An interesting one is, when I am standing in a particular place or in front of a door, I would know what is it, what is the purpose of the room, is this the room am looking for, schedule for the room.

Interviewer: How would you want the application to look like?

009: Clean. Elegant. Controlled usage of UP colors. The design would let the function of the app show and not design overpowering the function.

Interviewer: How helpful do you think this application would be?

009: Particularly helpful for freshies, those who are submitting documents, and also for all students every seems since we aren't confine inside our departments. Even if we're already in third year or fourth year, we haven't visited and let alone know each building.

Interviewer: Thank you for participating. This would be very helpful for our study. Your opinions will be a valuable asset to the study. If there is anything you are unhappy with or wish to complain about, please contact me. I would like to remind you that any comments featuring in this report will be anonymous.

Interviewee Code: 101

Interview Date: September 10, 2018

Interviewer: First question, what parts of the building would you want to see?

101: Gusto ko makita yung fire exits, para in case of emergency. Also, CR for both sexes per floor, room numbers, stairs, offices, water stations. If meron, canteen nung building.

Interviewer: Second question is ano yung capabilities or services that you want to see in the application?

101: Yung parang sa directory ng malls, yung sa SM. Like nakacatalog siya tapos pwedeng makita doon yung “you’re here” na part, so yung current location mo tapos yung dadaanan mo para makapunta kung saan ka pupunta. Tapos yung mga CRs near you ganoon.

Interviewer: Next question, how would you want the application or software to look like?

101: Minimalist lang. Yung parang sketch lang siya or parang flat lang yung icons ganoon. Also, dagdag ko lang pala sa previous question, if kaya sana mapakita rin kung ilang minutes, ETA ganoon.

Interviewer: Last question, how helpful do you think this application would be?

101: Helpful para sa mga mabilis maligaw, sa freshies, siyaka sa visitors.

III. Interview Report:

A. Introduction

Group 3 held a series of interview with 3 participants on September 7, 2018, 1 participant on September 8, 2018, and another participant on September 10, 2018. The interviews were conducted as part of the requirements analysis for the application the group will develop. The participants were engineering students of UP Diliman. The data gathered helps in the recognizing how the application or software should be developed.

The discussion was designed to gather information from the participants in regard to the following questions:

1. What parts of the building would you want to see?
2. What capabilities are you expecting that the application can do?
3. How would you want the application to look like?
4. How helpful do you think this application would be?

B. Participant Demographics

The demographics of the participants that participated in the survey are students of the College of Engineering.

C. Participant's Perspectives

Question 1: What parts of the building would you want to see?

Fire exits, restrooms, admin offices, stairs, canteen, classrooms, libraries, canteens, and outlets.

Question 2: What capabilities are you expecting that the application can do?

Most of the users are expecting the application to show the way or direction to the room or place they are looking for, the information and location of each room in UP engineering buildings.

Question 3: How would you want the application to look like?

The application should look neat and simple.

Question 4: How helpful do you think this application would be?

The application is very helpful for engineering freshies and any visitors of UP Diliman.