

## 2.2 User Interviews

### Research Goals

1. Determine users' perception/feeling towards using a mobile app or web app to plan their water sport trip
2. Learn the pain points, and frustrations users face using a mobile app or web app
3. Find out what works well & what not with the present mobile apps or web apps that users use
4. Discover the desired features that users feel could help them plan their water sports trip better
5. Determine the tasks performed and frequency using a mobile app or web app

### Participants

Lisa and Eugenia are hired through userinterviews.com and Emer volunteered.

1. Lisa Chavez
2. Eugenia Ruven
3. Emer Boothman

### User Interview Intro

Hi, \_Participant\_. My name is Sarath, and I'm going to be walking you through this session today. We're conducting interviews to get a deeper understanding on how water sports enthusiasts plan their water sports trip. The session should take 15 - 20 minutes.

The first thing I want to make clear right away is that this is not a test. You can't do or say anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

If you have any questions as we go along, just ask them. And if you need to take a break at any point, just let me know. OK, let's get started. I'd like to ask you just a few quick questions for a project we're working on water sports trip planning.

### Interview Lisa

- Lisa is 35 and Hispanic or Latino origin, and she takes part in Boating, Sailing, Kayaking and yachting five or more times per season.
- She works as a Manager at Pacific Services Engineering, and her routine is going to work, eat and go to work nothing interesting. Go to gym three days a week. In the weekends, I do outside activities whenever possible.
- During leisure time, I run and hiking is my favorite. During summer, more water things and camping. I'm a summer water person swimming, kayaking, sailing. Started sailing last year and now I'm getting more interested to do that

**1. What interested you in becoming water sport enthusiast? What is driving you to continue as water sports enthusiast for a long period?**

- I think grew up in the desert, so landlocked couldn't get to beach and it wasn't a daily expectation in any way. So, it wasn't until college I didn't even know that existed.
- I think for me it started few years back. Some of the challenges that I faced interested me to continue and it is more part of life style especially in summer. It is lot more integrated with the life style

**2. Where do you look for the weather, wind, wave, and forecast information info to plan your water sports trip?**

- Mostly, I look in Washington post. Most targeted newspaper and if I'm planning for a trip I start looking the newspaper few days ahead also I look online usually weather underground to see little bit more specific especially the area little less familiar I can drill down into to more detail then get a better idea of the exact section of area it's going to rain or in the beach something like that.
- Just water underground and newspaper that's pretty much it

**3. How did you feel when you did not find the info you were looking for last time? Can you walk me through your reaction/reactions?**

- Well, I guess if the weather is favorable then I guess that works okay. In the spur of the moment without plan and It wasn't my thing that I've had it happened where I've looked up the wrong information at the wrong section of the river and I put in the details incorrectly and there was too much of wind that kind of ruined the day

**4. Describe your social presence and participation in water sports activities?**

- I guess like now that it's especially at this time of the year with boats and things like that and I always not the one finds it but when somebody posts something in Facebook or Instagram then if I learn about specific events. A lot of those if I'm participating then I'm going to post on it and tag it. Mostly like Instagram and Facebook.

**5. What are some of the features that work well & great in the present weather applications you use? Why do you feel they are great?**

- Because you can look up specific GPS co-ordinates so you can be really focused and that does help. If you type something wrong, then it will be a mess. Especially with kayaking it will be easy to focus and know the high tide region with the GPS coordinates. That's good for me because I'm not very strong so I don't want to go out and face the challenge. Being able to know what time the wind will pick up even if it's border line and

know the strong wind zone. I could swim in the morning and do kayaking in the afternoon based on the tide information and plan the day little bit better

**6. What are some of the features that don't work well in the present weather applications you use? Could you explain why you feel they don't work well?**

- I can't really think because. May be information like to date what's happened. Because I don't really care about what's happened so far and only care about today. May be things like that or what was the weather this time last year it's not useful for what I'm trying to do which is that I want to make sure to have a save and fun water activity. That historical information is not useful. It can change so much.

**7. Do you involve in group water sport activities? If yes, can you share the communication regarding the trip within the group? If no, any reasons for not involving in group sport activity?**

- I guess to certain extent. With Kayaking, sometimes, we do double sometime we do races things like that and in that sense it is a group activity. With sailing, there is no way that I could sail alone. So I need a group and I might rent a sail boat not like rowing which you have to do exact same thing for a long time but now it's more like more activity it doesn't have to be. But I would never do it completely alone.
- If I'm planning early like a week before, then I might send a message on Facebook post few people saying I'm going to do this and anybody want to do this. If it was more like a day or two, then mostly text message with the people I know. I don't want to wait and hope she logs into Facebook. I would probably text her.

**8. Describe some new features or options that you want to see in the application that could help you plan your trip with ease?**

- Well, I think if I'm sailing more than able to plot my route and you leave at this time and do the calculations every 15 minutes or so and now it ends up being manual because it's a 3-hour trip. If it calculates and show me the wind and already don I know better especially the borderline weather so this part it will take more time. It will help to know it better if I'm going longer and the changes when the trip goes longer.

**9. How frequently do you use weather applications and explain your experience, in general, using the applications so far?**

- I think kind of saying, calculation especially if you want the details it is very manual I don't know to some level of automated. What time to do it (pain points).
- I check the weather every day in the morning and the newspaper. Day to day information.

## Interview Eugenia

- Eugenia is 45 and white origin and she takes part in jet skiing and boating. She owns 3 jet skis. She is a personal assistant at a private company and an independent musician.
- In the weekends, we try to be by the water and we are going to buy a new boat. We play guitar and like to be outdoors

**1. What interested you in becoming water sports enthusiast? What is driving you to continue as water sports enthusiast for a long period?**

- We moved to Arizona about 20 years ago and **being out here in hot desert you want to be at water as much as possible and enjoy there**. Our daughter loves it.

**2. Where do you look for the weather, wind, wave, and forecast information info to plan your water sports trip?**

- We swim, we are getting a new boat and we have 3 jet skis and we constantly jet ski. Well, **I go online and check local weather**. Go to google in general and check weather advisor. Yeah, I've local weather on the phone and my laptop and pc at home.

**3. How did you feel when you did not find the info you were looking for last time? Can you walk me through your reaction/reactions?**

- **It's frustrating**. Sometimes you just wanted to know some info and **you type in lot of information like state, city, address and they might just give you one information** and then you might have to go to a different page and little frustrating. It depends if my husband needs the information right away a lot of times I keep searching

**4. Describe your social presence and participation in water sports activities?**

- Yeah. The water skiing and jet skiing. **We have a lot of water groups on Facebook and Instagram**. Other families are there and we exchange information regarding the jet skis and boats. Once a year apache lake does a huge boat event with dinner and everyone decorate jet skis and have fun

**5. What are some of the features that work well & great in the present weather applications you use? Why do you feel they are great?**

- Well, I like when they give you the weather information it is good if **they give extra information about the area, restaurants, hotels and prices etc. during a holiday weekend child friendly places. Kind of like one stop shopping**.

- Wind, wave, and forecast that's all important. A lot of times the regular weather that don't offer that so I've to type all that. **Don't have a favorite and we are still looking.**
6. **What are some of the features that don't work well in the present weather applications you use? Could you explain why you feel they don't work well?**
- Well, the weather is big one. If you think you can find out enough room for the jet skis in the water and **sometimes you call but you don't get the information and check online and then you don't get information that is so frustrating.**
7. **Do you involve in group water sports activities? If yes, can you share the communication regarding the trip within the group? If no, any reasons for not involving in group sports activity?**
- We meet up with people who share our interests that we met during all these years. We try and plan that together. Sometimes, water doesn't accommodate and we still go. **Social media or texting or skypeing.** Pretty much, social media on computer. **Calling on the phone is kind of pain in the butt**
8. **Describe some new features or options that you want to see in the application that could help you plan your trip with ease**
- **May be a personalized one that will be great.** Download it on your own. **I can play with the app myself.** May be something, my daughter will be on same app but it will be a different experience and they want to do different things.
9. **How frequently do you use weather applications and explain your experience, in general, using the applications so far?**
- We are such water people; **I would say couple times a week.** Even when we are not on the water **we want to know what's going on there.** I like certain boat clubs have webcams to watch what's going on.

## **Interview Emer Boothman**

- Emer is 32 and white origin and she takes part in surfing. She recently moved from Sydney to London. She used Sea breeze to check the swell & wind forecasts information.
- I'm a UX Designer reside at London and I go out for a run, biking during the weekends. Since I've recently moved here I've not started surfing yet. I like just chilling out, drinking, and seeing friends that sort of thing

**1. What interested you in becoming water sports enthusiast? What is driving you to continue as water sports enthusiast for a long period?**

- There was a movie that my brother got for Christmas. You're dreaming man. It's Jack McCoy film about surfing. Just looks like a lot of fun today. I didn't actually start surfing until I was in my early 20s. I thought if I can't start it now or never again.

**2. Where do you look for the weather, wind, wave, and forecast information info to plan your water sports trip?**

- Well it depends if I've been on the surf trips and if I don't have much control over. What can happen when I get there then I just tend to just look at a web site like magic say and race.com

**3. How did you feel when you did not find the info you were looking for last time? Can you walk me through your reaction/reactions?**

- Sometimes, when I look for information online I never see any sort of option and then after a while you sort of get annoyed and what's next? What page? After a while you see seven pages opens.
- Yeah I guess it's kind of frustrating. Some websites are more confusing to navigate. I tend to give up on searching.

**4. Describe your social presence and participation in water sports activities?**

- I just try to look up for events in Facebook and try to connect with them if any and sometimes I look at Instagram. Since I moved here recently I've not followed any. When I was in Australia I used Sea breeze.

**5. What are some of the features that work well & great in the present weather applications you use? Why do you feel they are great?**

- When it says like. What town or specific place you are looking at like a favorite. It just keeps it on the same page so that you don't have to navigate. I don't know if any one does that. It's just annoying.

**6. What are some of the features that don't work well in the present weather applications you use? Could you explain why you feel they don't work well?**

- I guess if I have the ad words that's flashy that's not help full and you have to scroll down to find the information. It is hard to navigating and finding the information it is annoying. Should be something like bookmarking

**7. Do you involve in group water sports activities? If yes, can you share the communication regarding the trip within the group? If no, any reasons for not involving in group sport activity**

- Not really. Sometimes with friends mostly on my own. Just their phone and messaging like few days before. Try to meet at specific spot I suppose and then take our boats.

**8. Describe some new features or options that you want to see in the application that could help you plan your trip with ease**

- Seven day forecast like sunny or wind direction just be able to see adequate information and understandable in Seabreeze
- I suppose some recommendations that's one side that gives a brief description that's handy but I don't want it to get in front of the weather.

**9. How frequently do you use weather applications and explain your experience, in general, using the applications so far?**

- I guess just misreading and then going down to the beach just being stranded. Spend 40 mins driving but I was taking a chance. Bit of a waste of trip

## **Key Takeaways**

- Sources
  - Washington post, weather underground, local weather, sea breeze, magic say, race.com
- Works well
  - Specific GPS co-ordinates so you can be really focused and that does help
  - What town or specific place you are looking at like a favorite
  - Regular weather information i.e. rain, wind, forecast etc.
- Not so good
  - It's frustrating. Sometimes you just wanted to know some info and you type in lot of information like state, city, address and they might just give you one information
  - Sometimes you call but you don't get the information and check online and then you don't get information that is so frustrating
  - Historical information is not so helpful
  - With sailing, there is no way that I could sail alone
  - I don't want to wait and hope she logs into Facebook

- Desired
  - Extra information about the area, restaurants, hotels and prices etc. during a holiday weekend child friendly places. Kind of like one stop shopping
  - Don't have a favorite and we are still looking.
  - May be a personalized one that will be great. I can play with the app myself.
  - Seven day forecast like sunny/wind direction and can see adequate information
  - It just keeps it on the same page so that you don't have to navigate
  - Able to plot my route and you leave now and do the calculations every 15 minutes or so