

## **Generative Interview Results & Personas**

HCD-501: Human-Centered Design

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### **1) Generative User Research — Interview Protocol**

**Purpose:** To understand how users (students, clinicians, or researchers) manage documentation, task tracking, and workflow challenges — and how AI automation could support or improve these processes.

#### **Interview Protocol (10–12 open-ended questions)**

**Intro:** “Thank you for taking time to chat with me. I’m exploring how people like you manage daily work tasks that require organization, documentation, or repetitive actions. There are no right or wrong answers — I’m just trying to understand your real experiences.”

#### **User Context & Background**

1. Can you tell me a little about your role and what a typical day looks like for you?
2. What types of digital tools or systems do you use regularly for managing your tasks or documentation?
3. What motivates you to stay organized or on top of your responsibilities?

#### **Current Pain Points**

4. What’s the most frustrating or time-consuming part of your daily workflow?
5. Can you tell me about a recent time when a system or tool made your work harder rather than easier?
6. If you could magically fix one part of your workflow, what would it be and why?

#### **AI/Automation Perceptions**

7. Have you used any kind of automation or AI-based tools in your work or studies? If yes, what did you think of them?
8. What kinds of tasks would you *not* want AI to handle for you, and why?

## Goals, Values, and Emotions

9. What makes you feel productive or satisfied at the end of your day?
10. What would make a system feel *trustworthy* and supportive to you?
11. How do you typically adapt when a process or system changes?
12. If you could design your dream assistant or platform, what would it do for you?

### Wrap-Up:

“Thank you! This has been really helpful. Is there anything else you’d like to share about your experience with technology, organization, or automation?”

## 2) Persona Creation

Below are two sample personas based on generative interview data (which you’ll fill in with your real interview notes when you conduct your session).

### Persona 1: “Maya Thompson — The Overwhelmed Student”

**Age:** 22

**Gender:** Female

**Occupation:** Nursing student and part-time healthcare aide

**Experience & Skills:** Proficient with electronic health record systems, uses Google Workspace and Notion daily

**Context of Use:** Juggles schoolwork, patient care documentation, and scheduling across multiple devices

**Obstacles:** Feels mentally drained by redundant charting and delayed feedback from supervisors

**Goals/Motivations:** Wants tools that help her complete documentation faster and get personalized feedback

**Outside Influences:** Faculty expectations, clinical workload, burnout risk

### How She Interacts with the System:

Uses the AI automation to summarize patient notes, auto-fill repetitive data, and track which tasks still need review before submission.

### Brief Story:

Maya spends late nights finalizing notes because missing details can cost her feedback points. She wants a system that lightens her load without compromising learning. The AI platform’s ability to analyze her notes and offer suggestions helps her feel more confident and efficient.

## **Persona 2: “Dr. Jordan Lee — The Precision-Oriented Instructor”**

**Age:** 39

**Gender:** Nonbinary

**Occupation:** Clinical instructor and part-time researcher

**Experience & Skills:** High digital literacy; uses EHRs, academic databases, and project management apps

**Context of Use:** Manages dozens of student submissions while juggling teaching and research deadlines

**Obstacles:** Reviewing documentation takes too long; inconsistent quality makes feedback repetitive

**Goals/Motivations:** Wants systems that streamline evaluation and ensure students get timely, actionable feedback

**Outside Influences:** Institutional policies, accreditation requirements, time constraints

### **How They Interact with the System:**

Uses the AI automation dashboard to highlight incomplete or low-quality notes, and quickly generate personalized feedback suggestions.

### **Brief Story:**

Dr. Lee cares deeply about student learning but struggles to manage 20+ documentation reviews each week. The AI system allows them to focus on quality and critical thinking instead of repetitive administrative tasks.