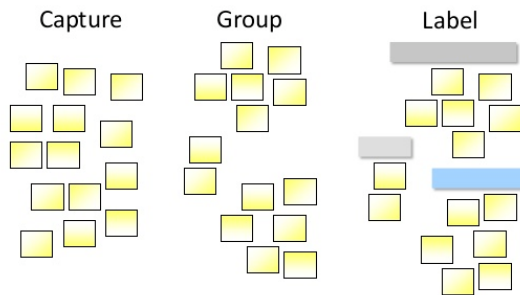**Harlem Sky**

Amanda Chen (aec255), Carrie Huang (ch646), Boonakij Palipatana (bap93), Martín Eizayaga (me393), Anna Tedijanto (ajt232)

DO WE WANT TO CREATE AN AFFINITY DIAGRAM FOR OUR FINDINGS?

Contextual Interview Plan

Goal - The goal of this interview process is to collect general information about our three target audiences, someone who wants to track their travels, spending, or habits. We will use this information to better understand our users and their needs to create a generic tracking application.

Participants - Our participants mainly consist of college students, but of different backgrounds.

Interview Protocol

Things to remember when conducting interviews:

1. Don't reveal too much about the project (that we are creating a web app)
2. If they're not comfortable revealing information they don't need to
3. We want to learn:
    a. Who the target audience is?
    b. What are their needs?
    c. How do they currently support their needs?
    d. Do they need this product?
4. Recall that Scenarios = user + task + context

Introduction:

1. Hello, how are you today? Thank you for agreeing to participate in our study. We will be asking you a series of questions about your personal experience. Before we begin, we would like to reiterate a few points. The interview will take about 15 minutes. Participation in this study is completely voluntary and you can choose to stop the interview at any time or skip any questions that you feel uncomfortable answering. Data will be collected both by a notetaker during the interview and there will be no identifying information recorded.

2. Do you have any questions or concerns before we begin?

Generic Questions:

1. Major, year, gender, hobbies, clubs

2. How often do you use applications on your phone or computer? How comfortable are you in using applications on your phone or computer?

3. What information would you be comfortable entering/What information do you want to input?

4. How often would you want to input this data?

5. How would you want to visualize this data? (e.g. bar graphs, line graphs, a visual metaphor like a tree growing, words, notifications, etc.)

Traveler Questions:

1. Are you a traveler? Do you travel a lot? If so where have you been to?

2. When do you usually travel? Certain times of year? For special occasions?

3. How long are your trips?

4. Who do you usually go with? (by self, friends, family, small groups, large groups,)

5. What do you look for when deciding a new destination?
   a. The types of activities to do there? (beach, shopping, food, tourist attractions, outdoorsy stuff - hiking)
   b. Expenses
   c.

6. What are your goals when traveling? (can be multiple)
   a. To mark off another destination?
   b. To relax
   c. To have fun
   d. Try something new
   e. Spend time with friends/family

7. What do you usually do on your trips (may have been answered already)

8. Do you document your travels? Why or why not?

a. If they answer yes:

    i. How do you "document" your trips? (photos, videos, journaling, vlogging, etc)

        1. What are some things you include in it? (moments, scenery, moods, thoughts, feelings, things that happened, etc)

    ii. Do you like documenting your trips? Why or why not?

    iii. What is the goal in documenting your trips? (What do you do with it afterwards)

    iv. Are there any challenges to documenting your trips?

b. How would you ideally document/track your travels?

    i. What are some things you would like to see?

Spending (Impulse Shopping) Questions:

1. How would you describe your spending habits?

2. What do you spend most of your money on?

3. Do you have a budget?

4. Do you have a job?

5. Are you trying to save up for anything?

6. Do you manage any investments?

7. Do you think about how much you are spending when you buy something?

8. Do you spend a lot of money on others?

9. Do you use coupons? Or look for sales?

10. Is there a specific time of year/month that you find yourself spending more than usual?

11. Are you concerned with your spending? Why or why not?

    a. Do you impulsively shop?

12. Do you track how much you spend?

    a. If they answer yes:

        i. If so, what method do you use to track your spending?

        ii. What did you like or dislike about this method?

        iii. Do you think you were successful in keeping track of you spending?

        iv. Are there any challenges you encounter when tracking your spendings? (Pinpoint one that they said and flesh it out more)

    b. If they answer no:

        i. Would you consider starting to track your spendings?

        ii. What would you consider in including in your trackings?

        iii. What would you want to achieve if you track your spendings?

13. Do you use any money apps? (Whether it be for tracking or not)

   a. What do you like or dislike about those apps?

   b. What kind of data is displayed to you? (graphs, lists, pictures, etc)

      i. Is there anything in particular about the way that this data is displayed that you like or dislike?

   c. Are there any other features or information that you would like to see in those apps?

14. What would be your main goals if you were to track your finances and spending?

15. What is your ideal way of tracking your spending?

16. What information do you want to be able to see/understand from your trackings?

17. Are you comfortable inputting information about your finances (specifically) in an app?

Habit questions: (if answers are too broad we may need to narrow down audience)

1. Do you have any habits? (e.g. consistent sleep, gym, smoking, alcohol, social media, gaming, Netflix, call your parents, caffeine, certain food, swearing, etc.) Feel free to share as many or as few as you like.

   a. Ask them to talk about their habits a bit to understand the context.

   b. Where? With who?

   c. Why did you develop this habit?

   d. When do you "perform this habit"? Under stress? All the time? Etc.

2. Do you consider these good or bad habits? Why?

3. Do you track your habits? Why or why not?

   a. If they answer yes:

      i. If so, what method do you use to track them? (mentally, app, planner)

         1. What do you include in your trackings?

      ii. What do you like or dislike about this method?

      iii. Do you think you are successful in keeping track of your habit?

      iv. Are there any challenges you encounter when tracking your habits? (Pinpoint one that they said and flesh it out more)

      v. What are you trying to achieve when trying to track this habit? If it's a bad habit, is it something you are trying to stop completely or limit yourself to a number of times per day / week? If it's a good habit, would you track it indefinitely or until you reach a certain goal?

   b. If they answer no:

      i. Would you consider starting to track your habit?

> > ii. What would you consider in including in your trackings?
>
> > iii. What would you want to achieve if you track your habit?
>
> 4. What would be the ideal way for tracking your habits?
>
> > a. What are some things you would like to see?
>
> 5. What kind of data would you be comfortable entering about this habit?
>
> 6. What others things would you track and how often would you track those?

Closing:

1. Is there anything that we missed that you would like to share?

2. Do you have any questions for me?

3. Thank you so much for your participation! Your input is extremely valuable to us.

- Everyone contact at least 2 people
    - Carrie: spending (1), traveler (3)
    - Amanda: habits, spending
    - Anna: spending (2)
    - Boon: traveler (2)
    - Martin: habits (1)
- Interview notes: https://drive.google.com/open?id=1z1LoxsOgIycV3HoLDP8-w17KAfBgTuRY

Student Progress Questions:

1. Have you tracked your progress in the past? How so? What did you like or not like about it? How successful was it?

2. Are there any challenges you encounter when tracking your progress? (Pinpoint one that they said and flesh it out more)

3. Have you tracked progress of a team that you were in? How so? Did someone else do it? How did they do it?

4. What would be more useful to you: keeping track of individual progress or keeping track of a team that you're in?

5. What do you look for for progress on an individual level? Team level?

6. What would your goals be in tracking your progress?