## Engaging: Notes & Takeaways

**Team Members:**

* **Michelle**
* **Aryan**

**Team Members Roles & Responsibilities:**

* **Conduct Interviews**

**Design Questions:**

* **HMW make gaming-related platforms more accessible for those who are HOH?**

**Method Used:**

* **Semi-Structured Interviews**

**Summary of your Process:**

* **Start off with questions previously made, but then alter questions based on responses**
* **Try to be casual to make interviewees feel comfortable, but also make them feel like we actually care, and want to make a change**
* **Ask basic questions, but develop based on answers**

**Links to your recordings / research:**

* **https://docs.google.com/document/d/1uVGIpdMPbcQyclaSkeijZoyxMQwAubpMIBmNZKSrDwY/edit?usp=sharing**
* **https://docs.google.com/document/d/1q1VqfEkVtQR0Taw-ubZ340qUiesZQrP6D7\_wYKiOWGc/edit?usp=sharing**
* [**https://docs.google.com/document/d/1wv2qKn8bzsX76SeeKataZzBBYiPBA9ZxWzo6zQuIE0E/edit?usp=sharing**](https://docs.google.com/document/d/1wv2qKn8bzsX76SeeKataZzBBYiPBA9ZxWzo6zQuIE0E/edit?usp=sharing) **( Dya) [Deafness]**

## During: Notes & Observations

* Interviewees who were HOH preferred to text during the interview rather than call or do it in person
* Able-bodied interviewees preferred to have the interview in person
* One HOH interviewee reported feeling targeted for the interview
* Interviewee pointed how people without disabilities would not understand how they feel
* Interviewee noted that while platforms at times have problems, for the most part they have been using it for years and it works fine for them
* Interviewee seemed a bit uncomfortable in the aspect that I think this is the first time something like this has been discussed/mentioned to them

## After: Notes & Observations

* HOH Interviewees were frustrated with gaming-related platforms
* HOH Interviewee wanted to keep interview short
* Biggest takeaway was auto captioning in discord/twitter/ whatever other platofrms (deafness)
* They don’t want to miss out on something just because of their impairment ( deafness)
* Prefer PC for gaming as its more convenient for gaming and has more support for communication (deafness)

## Takeaways (Next Steps & Immediate “Aha!” Moments)

* HOH interviewees prefer text based chat over voice chat
* HOH preferred Zoom to Discord because of Zoom’s live CC.
* Maybe we could create a live CC bot or feature for Discord
* Intenterviewees dont want to stand out for their disabilities, but still feel included at the same time.