##### User Interviews at Silver Spring, MD Field Office

Friday, October 19, 2012

Number of interviewees = 12

**Site vs App**

Most users said they would like to see the field office locator as a mobile website and not as an independent app.

**User of Location Services on Mobile Devices**

Most users said they did not change the default GPS settings. Couple of them mentioned that they may switch off the GPS in order to save battery.

**When Users Look for Field Office Info**

Of the users who need location information, they looked for it before leaving for the field office.

Only one user used her phone to confirm direction while en route to the field office. (She was lost.)

On the day of the interviews, only one interviewee found the field office by referring to the FOLO site. Most interviewees already knew where the field office was, or asked another person.

**How Would They Look for Information?**

Interviewees would like to be able to have more search options, in addition to zip code. They specifically mentioned street address, city, and state. Only one interviewee mentioned wanting the ability to find the field office closest to his current location.

Most users did not know the zip code of the field office where the interviews were conducted.

**What Information Do They Want?**

At least four of the 12 interviewees mentioned that they would like to see the available services for the field office in addition to the operating hours etc. on the results page. They weren’t sure if the service they needed would be available at that field office.

At least 3 or 4 of the 12 users mentioned that they would expect to see multiple results. One user mentioned that he would expect the results to be sorted by distance from the specified zip code.

For the mobile version, when location services are **enabled**, after viewing servicing office information, all users would prefer to access the map with the route from the current location to the servicing field office or card center.

For the mobile version, when location services are **disabled**, after viewing servicing office information, most users would prefer to enter their current address, and get directions to the servicing field office or card center.

The users preferred Interactive version of the Desktop Conceptual Model over the Static one.

“It is similar to Google Maps”

“I can zoom in and zoom out on the interactive version to see the places around the location.”

**Preferred Mapping Usage**

Many users indicated that they use Google maps (site, not mobile app). Two users indicated that they used the Google maps mobile app on their Androids. One user specifically mentioned a preference for Google maps over Mapquest (history of incorrect directions).

**General Mobile Device Information**

* 3 iPhone, 4 Android, 1 tablet
* Apps interviewees use:
* Social networking
* Banking apps
* Gaming apps
* Default app on their phone when purchased