Interview Script

Hi. My name is Blake, and I'm going to be walking you through this session today. We're conducting interviews to better understand users behaviors and attitude towards weather data. The session should take only 20 minutes.
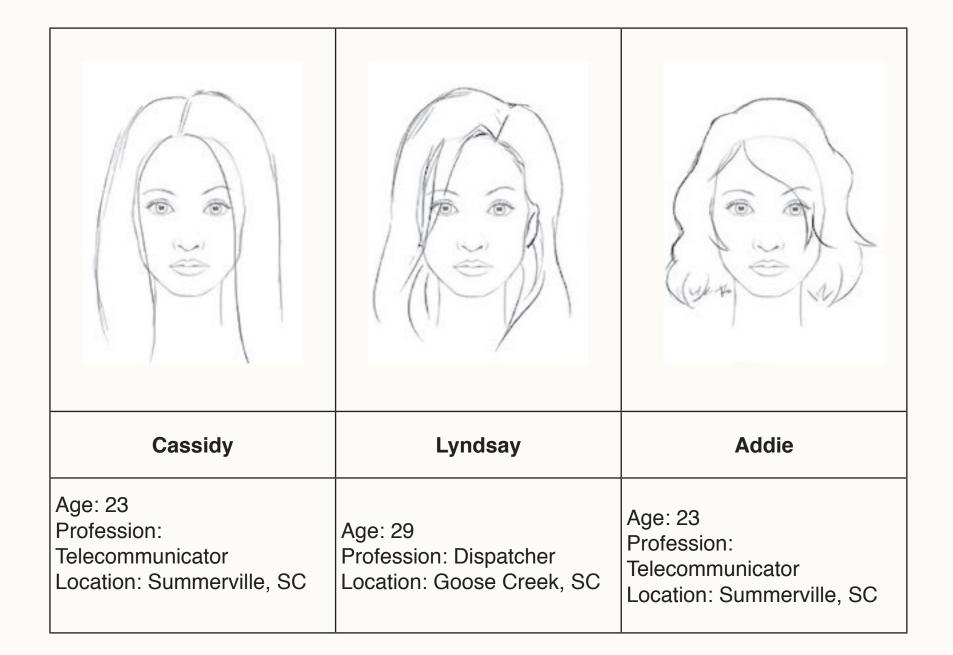
The first thing I want to make clear right away is that this is not a test. There is no right or wrong answer here. In fact, this is probably the one place today where you don't have to worry about making mistakes. I will be taking notes during the interview. If you have questions as we go along, just 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 about a weather app we are developing.

Interview Questions

1. Tell me about your responsibilities and daily routines.

2. What weather data are you most interested in on a daily basis?

3. How do you stay informed of current weather conditions?

4. Tell me your concerns about your safety during dangerous weather conditions. Why is it a worry?

5. Would you find daily weather notifications and local safety alerts to be useful or annoying and why?

6. Tell me about an experience you've been frustrated when reading weather data.

7. What would help you reduce the frustrations about this process?

8. When was the last time you checked the weather? How was the process?

9. What are your biggest challenges in understanding complex weather data?

10. What is a recurring problem in the current weather application you are using.

11. What features in the weather app would you find useful to you?

12. Do you have any final thoughts or questions you would like to ask me?

Participants

Cassidy	Lyndsay	Addie
Cassidy	**Lyndsay**	**Addie**
Age: 23 Profession: Telecommunicator Location: Summerville, SC	Age: 29 Profession: Dispatcher Location: Goose Creek, SC	Age: 23 Profession: Telecommunicator Location: Summerville, SC

Summary

Having interviews with participants went smoothly and was also a very productive time. From the interviews, I found that all participants have their own way of staying informed of the weather forecasts. Rain percentage and temperature change throughout the day is very important to users. They feel frustrated by loading times and accuracy. Daily weather notifications and safety alerts would be nice only if users have the ability to set them to either sound, vibrate, or silent. All participants have experience using a weather-related app in the past.

High Level Bullet Points

 - All participants have their way of staying informed of the weather forecasts.

- Rain percentage and temperature change throughout the day is very important.

- Participants feel frustrated by loading times and accuracy.

- All of them have experience using a weather-related app in the past.

#	Question	Cassidy	Lyndsay	Addie
1	Tell me about your responsibilities and daily routines.	Work, cleaning the house, & taking care of my animals.	Keeping my child alive, laundry, clean, & go to work.	Cleaning & work related responsibility from 3 p.m. until I go to bed at 8 a.m.
2	What weather data are you most interested in on a daily basis?	If its going to rain.	What the chance of rain is.	Rain chances, do I need a jacket, and temperature.
3	How do you stay informed of current weather conditions?	The Weather App	I use the Live 5 Weather App.	I passively need notifications on my phone.
4	Tell me your concerns about your safety during dangerous weather conditions. Why is it a worry?	I'm always concerned about losing power & especially a/c in summer months.	I want to know when it is coming, so I can prepare for work.	I'm not concerned because I will be at work and will either be asleep or working.
5	Would you find daily weather notifications and local safety alerts to be useful or annoying and why?	Annoying, because I don't care about the weather that much.	Absolutely, so I can plan on what I will be doing throughout the day.	Annoying unless they are silent notifications.
6	Tell me about an experience you've been frustrated when reading weather data.	When the rain forecast keeps getting pushed back.	When ever The Weather Channel is different.	When the news and app do not say the same thing.
7	What would help you reduce the frustrations about this process?	More accurate forecasts & faster updates.	Only relying on one.	If I could tell what was the most recent updated info.
8	When was the last time you checked the weather? How was the process?	At the beginning of the shift at 6 p.m.. The process was easy.	Today, to see if I needed an umbrella.	Last week, it said there would be less rain. It was correct.
9	What are your biggest challenges in understanding complex weather data?	I'm confessed when looking at tide charts	Radar maps and if the rain will happen in my area.	Figuring out information as it relates to my routine.
10	What is a recurring problem in the current weather application you are using.	It doesn't always update.	The percentage of rain changes throughout the day.	It stops sending updates and I don't realize the temperature it shows is not correct.
11	What features in the weather app would you find useful to you?	Video forecasts or tide times.	Accuracy and notifications right before weather conditions change.	Time stamp of when info is updated and ability to turn notifications to silent.
12	Do you have any final thoughts or questions you would like to ask me?	No	No	No