Lab 3 – Tasks and Interview Questions
Submit by 11:00pm after the Lab on Brightspace

Instructions:
This continues from Lab 2 and uses the four tasks you came up from that lab.

Project Team Name:	Gold
Present Team Members:	Radhey Rupapara, Dharmay Sureja, Sagar Vaghasia
Topic:	Banking: spending/saving/ bill tracking
Device:	Smartphone

Instructions:

Part 1 - Scenarios, tasks, and questions that you could ask users to do on the application:

Tweak the relevant tasks that you did in Lab 2 based on the feedback and to create short scenarios. Ensure the wording is specific enough that a user knows what to do when using/trying the app (just saying "find a fast bus route" or "order food", for example, would be too vague) **without** telling them specific steps (e.g., click the button that says "[something]", then click the link that says "[something]"…).

For Example, if the topic was *using a bus transit app* on a Smartphone and the identified theme was to find the fastest route to a particular location:

Task Theme: Find the fastest bus route from point A to point B.
> Then you need to come up with a short, precise scenario to help motivate your user to do the task you came up with in Lab 2.
> [Motivation *Scenario*]:
> "Imagine, you work at the Superstore on Quinpool Street in Halifax and are late for work. You need to find the fastest bus route to work."

Specific Task wording: Then you should include this with a very specific task (specific in terms of what to do, **not how to do it**)
> "Imagine, you work at the Superstore on Quinpool Street in Halifax and are late for work. You need to find the fastest bus route to work. Using Google Maps find and tell us the fastest bus route from the corner of Spring Garden Road and Barrington Street going to the Atlantic Superstore on Quinpool Street, leaving after 1:00pm."
>
> *Note, in the above task scenario you have motivated the task and have given enough information for the user to know what to do but you have avoided telling them how to do it (e.g., do not say "click the clock icon to bring up the schedule, then click on the two locations on the map, etc.." as this tells the user how to do task. The point of asking them to do a task, is to observe how they would naturally do the task to discover any problems or even potential short cuts.*

Sample Interview Questions after performing the task [4-5 questions]:
Q1: What features in the app did you use to help you find the fastest route?

Q2: What did you like and/or dislike about using these features?

Q3. Have you done this task (or a similar task) before in real life? [if yes - Describe any problems or issues you've had when doing this?]

Q4. What suggestions do you have to improve the features you used to complete the task (suggestions for additional features)?

Q5. How do you currently find bus routes (e.g., what apps do you use, websites, other means and how do you use them)?

PART 2 – Post Study Interview Questions

After your participants have completed your tasks and task-based questions, you will ask them some general questions related to using the app you've chosen and/or doing the action the app was designed to help (even if they don't use the exact app), etc.
- First come up with 3-4 specific themes that you are interested in learning more about related to your topic, (e.g., Theme 1: getting directions, …Theme 4: avoiding traffic hold ups)
- Then for each theme, come up with 3-4 good questions (maximum 5). These should be open-ended questions (avoid yes/no questions or at least after a yes/no inquire "why").
- Remember this is a semi-structured interview so you may want to include some prompts for questions to help the participants answer.
- These questions should **NOT** be related to your ideas for design but rather to their current experience using the application (or similar ones) and/or their thoughts on improvements.

PART 1 - Task Scenarios (4)

	Task Scenario 1
Task theme	Receiving reminders for bill payments
Motivation (short scenario)	You didn't remember to pay your credit card bill last month. You are supposed to pay every month by the 26th. You can use the application to remind you.
Specific Task	You didn't remember to pay your credit card bill last month. You are supposed to pay every month by the 26th. You can use the application to remind you. Using the app, create a reminder to pay your bill two days before the due date which is the 26th. Set the frequency of reminders to give you alerts every 6 hours from that day.
	Post-task Interview Questions (3-5 well-structured questions, opened-ended questions)
Q1	What features in the app did you use to set the reminder?
Q2	What did you like and/or dislike about using this feature?
Q3	How did you use to set alerts previously?
Q4	What would you like to have added or improved to the existing feature?

	Task Scenario 2
Task theme	Analysing the expenditure
Motivation (short scenario)	Last month you have spent too much in restaurants and cafes. Due to this, your budget is disrupted, and you want to track expenditures for the coming months. For this, need to get some insights to help you analyse your expenditure.
Specific Task	Last month you have spent too much in restaurants and cafes. Due to this, your budget is disrupted, and you want to track expenditures for the coming months. For this, need to get some insights to help you analyse your expenditure. For analysing the data, see the charts that give you in-depth insights into income and expenses.
	Post-task Interview Questions (3-5 well-structured questions, opened-ended questions)
Q1	What did you like and/or dislike about using this feature?
Q2	What would you like to have added or improved to the existing feature?
Q3	What features in the app did you use to analyse the data?
Q4	How did you use to analyse your data previously?

	Task Scenario 3
Task theme	Planning to save money
Motivation (short scenario)	You want to buy a car and need to start saving money. For this, you need to set a Goal which encourages you to save money for buying a car.
Specific Task	You want to buy a car and need to start saving money. For this, you need to set a Goal which encourages you to save money for buying a car. The application can track your expenses and can help you control some avoidable expenses.
	Post-task Interview Questions (3-5 well-structured questions, opened-ended questions)
Q1	How did you use to save money previously?
Q2	What did you like and/or dislike about using this feature?
Q3	What features in the app did you use to set the goals to save money?
Q4	What would you like to have added or improved to the existing feature?

	Task Scenario 4
Task theme	Saving interest on the loan
Motivation (short scenario)	You bought a house that is having loan instalments for 25 years. It will become a tedious task to calculate manually or ask a loan agent for new estimations.
Specific Task	You bought a house that is having loan instalments for 25 years. Consider that now you get a promotion in your job and your salary has increased so you are able to pay 1000 bucks more each month. It will become a tedious task to calculate manually or ask a loan agent for new estimations. Now, You want to find out how much interest you can save and how quickly you might be able to pay off your loan.
	Post-task Interview Questions (3-5 well-structured questions, opened-ended questions)
Q1	What would you like to have added or improved to the existing feature?
Q2	What features in the app did you use to save interest on loans?
Q3	What did you like and/or dislike about using this feature?
Q4	How did you use to save interest from your loan?

PART 2 – Post Study Interview Questions

After your participants have completed your tasks and task-based questions, you will ask them some general questions related to using the app you've chosen and/or doing the action the app was designed to help (even if they don't use the exact app), etc.

- Come up with 3-4 specific themes that you are interested in learning more about related to your topic, (e.g., Theme 1: how people generally get directions, …Theme 4: how people avoid traffic hold-ups). *Note, a couple themes may be similar to the ones used in Part 1, but these questions should be higher level (not around the specific task you asked users to do – you've already asked them about those tasks).*
- For each theme, come up with 2-4 good questions. These should be open-ended questions (avoid yes/no questions or at least after a yes/no inquire "why").
- Remember this is a semi-structured interview so you may want to include some prompts for questions to help the participants answer.
- These questions should **NOT** be related to your ideas for design but rather to their current experience using the application (or similar ones) and/or their thoughts on improvements.

Post-Task Interview Questions

Instructions to the participant: "Now we are going to ask you some questions about your experience using the application and your experience and thoughts about [*ultra-collaborate / Teams*] in general. We have organized the questions around themes.

	Theme 1	
Theme	Avoiding Unnecessary spending	
Q1	How do you identify an expense which is unnecessary?	
Q2	What methods do you opt for to avoid spending on not-required things?	
Q3	Which are the ways that encourage you to stop overspending?	
	Theme 2	
Theme	Making a budget for specific categories	
Q1	How do you usually make categories for budgeting?	
Q2	What parameter do you use to consider for making a budget?	
Q3	How much you can save by making a budget for specific categories?	
	Theme 3	
Theme	Getting future predictions about spending & saving	
Q1	What kind of budgeting or spending forecast do you think will help to save?	
Q2	Why getting prediction in the application is better rather than conventional calculations?	
Q3	How can the prediction help you save money monthly?	
Q4	How does getting savings predictions to motivate you for financial planning?	