

INTERVIEW SHORT VERSION

Sneha and Avanti

HCI CS5430 Northeastern University

Summary: This document is a description of the short description of the 63 minutes audio.

Note: *This is not interview verbatim, this is just audio file.*

Avanti: Before we start the interview do you have any sort of questions?

Interviewee: Not right now. But thank you for letting me know I am free to do that.

Avanti: That's okay you can ask later as well.

Interviewee: so you are open about talking what you are collaborating and working on together.

Avanti: So before we start that's pretty much what I wanted to ask. Should we start?

Interviewee: Yes.

Avanti: First I'm going to ask you about some background information. If you don't understand the accent or something you can definitely stop and ask again.

Interviewee: That's fine. I didn't understand the accent of local Boston residents before cause I originates from different place.

Avanti: Can you just describe 2 recent UCB events you've been to and you got points for that?

Interviewee: Yesterday, it was an empowerment workshop at the Davis School on Dorchester Street.

The other one was a workshop where people wanted to have the word out about voting and how important it is to vote. Your vote is your power and it goes a long way when you share to make community a better place like improved housing, like elderly people getting best healthcare and so many different things like food, healthcare for babies, health issues, good nutrition.

Avanti: So what exactly did you do at these events?

Interviewee: So we basically talked about spreading the awareness in people that how important it is to register to vote. We went to field missions with people in our neighborhood and our community and even strangers. We told people that you are important and so also your vote.

Avanti: Was it like a question answer session or just informative session?

Interviewee: It was just basically (giving out) information about that (voting).

Sneha: So you came to know about registration. Like how to register for voting and all right?

Interviewee: Yeah well I am a voter. So I always go there. What do you mean?

Avanti: So how did you find these events?

Interviewee: Oh because I am a part of Union Capitol Boston. So we have like information about it on the app.

Avanti: Do you check it like every day?

Interviewee: Yeah and I get messages. When things are coming up or events are coming up.

Avanti: You get those notifications a day before?

Interviewee: Yeah. Mostly a day before or sometime a week before. It's like a calendar thing which pops up in the message and they gives a reminder, which is good. Cause so many times happens that in a run of a day. I hope I make sense.

Avanti: So these two events; will you be able to compare them? Like in form of better reachability or you found one event was better than the other or which one did you like more?

Interviewee: The first event that I went to; at common square library which was about women

empowerment. I loved that. It spoke about a book; The four agreement by a Mexican author.

The lady who takes series of workshops that I find interesting which are on every Saturday at 4pm.

Speaker was enlightening, positive energy and her spirit was amazing. You have something that you need to do regardless of different people that you come in contact with. Your goal or what you need to do as an individual, your dreams, your admirations and endeavors (should be yours to fulfill). A women goes through so much. But I say god brought me through stuff.

Avanti: Do you happen to meet other UCB members at these events?

Interviewee: Yes. I get to interact. I talk to people to share our thoughts. I love older people because they are wiser and I grew up with them. I met a lot of older people but with one particular lady, we exchanged numbers we act like encouragement to one another on this journey, this walk in UCB.

Avanti: I think the UCB events are helping you to...

Interviewee: Yes they empower me as a women. Though my children are all grown up I don't feel old.

Avanti: Are you able to check-in through the UCB app?

Interviewee: Yeah I am.

Avanti: Can you walk us through how you go ahead when you are trying to check-in through the app?

When you are at some particular event?

Interviewee: Oh okay You mean when I am there

Avanti: Yes can you just walk us through that?

Interviewee: When I reached to the event the UCB leader said where to go on the link and what you can do to sign up by going to the app. But I didn't understand that but so she said it's fine; you can take your time. It's a new phone I just got recently. It's like a puzzle which I am trying to figure out.

When I started using the app I saw that there are some glitches in it. But the lady I was interacting with had faced similar issues before so she helped me to get it started.

Avanti: So are you able to do the check-in?

Interviewee: Yes. So here's what I do. I go to history where I find a link to the app. At first I had problems like what does that do? Where is it? It was hidden somewhere like a scavenger hunt. But then I figured it out.

Avanti: So how do you feel after the check-in is done?

Interviewee: I feel good as I am getting more used to it. I wanted to learn and grow as a person and individual, because that's purpose of my life. It always seemed like my main concern was always focused on my kids and now it's starting to get a little bit about me. I am trying to help them as well because I am concerned about them, like all those little things, it's nothing major now that they are all grown up, they are more independent but still it's hard.

Avanti: So we'll talk about the rewards which you get after putting the event details.

Interviewee: Let me tell you what I kind of like which would help me. Check-in has a little tiny box at the end which you have to check and say that you are wearing a pin. That's important because you get extra credit.

Avanti: Is that the pin you are wearing

Interviewee: No I should have worn it. Let me just put it on.

Avanti: Oh that's okay we were just curious.

Interviewee: I need to put it on though. Sometimes, I need to take a picture with it. Can you guys take a picture of me?

Avanti: Sure.

Interviewee: So that little spot underneath which says if you have your pin on? That's extra credit or bonus. But I overlooked it I could barely see. Cause that's important.

Sneha: So you want to improve that showing that UCB kind of icon?

Interviewee: Yeah. Like let me show you.

Avanti: Yeah bigger one

Interviewee: Yeah and it should be marked with orange or red or something. You know the box is like little tiny here. It's like make sure you read the fine print. It's so eddy-bitty you need a magnifying glass to see that. It should be something more like a noise or sound saying go back if you have missed out on something that would help.

Avanti: Okay so can you talk a little about the rewards you get after you put the points? How do you track these points like are you able to track it comfortably?

Interviewee: I am not really quite sure.

Sneha: I think it's on home page right?

Interviewee: Yeah and it's like after you check-in and you can go and it will show you the details. I have to check that again to confirm that I have checked in successfully.

Avanti: So you don't get a popup saying that you have checked-in successfully?

Interviewee: Sometimes you do, then you get it in your email saying everything is confirmed.

Avanti: So it happens sometime, not all the times?

Interviewee: Yeh so far what I have experienced.

Avanti: Do you face any challenges when you track these points?

Interviewee: No. But last night when I tried to check the events page it skipped all the events on Sunday and went to Monday directly.

Avanti: But you find the tracking system for the points and you are easily able to navigate and locate where can I find it?

Interviewee: Yeah it's like that system is good. It's just a little few places have problem on the UCB interface.

Avanti: Event calendar you are not comfortable with?

Interviewee: Yeah. I guess in the past I was new to the phone. But it's okay now.

Avanti: So how long you have been using this app?

Interviewee: Not long for too long not even a month.

Avanti: Can you talk about why did you join UCB and how was your journey so far? When did you join?

Interviewee: Some older friends they participated in some UCB events so they told me about that and said I should get involved into it. That's how I became part of UCB.

Avanti: Do you use it like for a personal use or you like to help other people in your community? What do you use these rewards for? Mostly on the personal basis?

Interviewee: Can you say that again?

Avanti: Do you use these rewards for the personal/family basis?

Interviewee: I guess you can decide what you want do with it. Every individual but so far I just want keep doing and working at it I guess. It's not so much about the rewards but it's a way that it helps me in learning and growing as a person and being able to work my way to where I want to go, get more involved learn as much as I can about the community, meet more people and Just be more knowledgeable a different things in the world be more positive and productive in my community what I can do for them. My daughter, the middle one; she won scholarship for writing essays about me. She was in elementary school and it grew to 5000\$ scholarship. It wasn't that much but when she finally went to college.

Avanti: So you are growing up with these events?

Interviewee: Yeah I am. So it's helping me. Giving me more confidence to do things which I want to do; because I want to go back to college to learn the languages and I love languages.

Avanti: So you want to mostly learn and study.

Interviewee: I like to help people because it's part of my nature too. This is helping me giving me the experience and it's teaching me a lot of things. I like older people because they made me the person I am today.

Avanti: We wanted to ask you more about the app. Sneha will continue the further part of the interview. I will be just taking notes.

Interviewee: Alright reverse.

Avanti: Yeah

Sneha: I would like to talk more about your UCB app experiences. How long have you been using the UCB app?

Interviewee: I will say, may be a little, and may be four week. May be little less more than a month. Not really long at all.

Sneha: Imagine I am with you and you decide to use UCB app, describe what I would see as you begin to use the app?

Interviewee: It depends what type of day I am in because my day revolves around so many different things going there trying to remember this. Trying to remember this, change bags. My first thought is it didn't remember my past and now it does. I just have some issues with this phone, more or so learning the phone. I am trying to take the picture. You have to do the sign in.

Sneha: Where are you as you're opening the app?

Interviewee: Depends on the day it is. There is a lot of things revolving around me.

Sneha: What are you thinking as you use it?

Interviewee: Where is the check in part? , It was difficult to find check in.

Sneha: How are you feeling as you use the app?

Interviewee: It was good. Only part it is difficult to use was check in part.

Sneha: How do you usually access the app (e.g., on your cell phone, on a computer)?

Interviewee: I usually use phone sometimes mobile.

Sneha: Do you run into any challenges as you are using the app?

Interviewee: Take a picture, check in first. Difficult to me to stop myself and take a picture.

I got the message from UCB about the event with link but it still didn't take me into the check in. It takes me to main page. It is like scavenger hunt. (Now I know, I need to go to history and do the check in it).

Sneha: Tell me about how you use the app with others, if at all?

Interviewee: No people help me with the app.

Sneha: You mentioned that you joined UCB to learn new things. In what ways does the UCB app help you accomplish your goals, if any?

Interviewee: It gave me practice to use the computer, I am learning computer and phone using UCB app. interacting with new people to learn new things about them.

Sneha: How could the UCB app better help you to achieve your personal goals?

Interviewee: Gaining more knowledge. More about events on education.

Sneha: How could the UCB app better support you in helping your community?

Interviewee: When an event is created need to know, who is who so that I will be having better understanding and what their experience in the topic they are talking on what is happening.

More information about the event and speaker. Want to know all the events happening and have open mind.

Sneha: In what ways, if any, has the UCB app helped connect you to resources within Boston neighborhoods? By resources I mean, people, services, opportunities, events, places or things in local neighborhoods.

Interviewee: Empowerment workshops. Speaking about their life like a speaker talk about his life experiences.

Sneha: How has the app helped you connect to people in Boston neighborhoods?

Interviewee: Learn new things about new people in the Boston by hearing their experience and Found new places and neighborhood events.

Sneha: How could the app better connect you to people in Boston neighborhoods?

Interviewee: Need to check out all the information about events around me.

Sneha: If you were given a chance to interact with other UCB members through the app, how much—if any—information do you think you would be willing to share? Photo, Name/Username, Employer, Age, Neighborhood you live in, UCB events you have attended, future UCB events you plan to attend?

Interviewee: Photo, Name and Neighborhood (If only I know them). Not so positive about showing age.

Sneha: How could the app better connect you to other resources in the neighborhood you live in (e.g., services, events, things, opportunities)?

Interviewee: I want to add friends want to know their information and description and want to know what events they are attending. I want to have my details more private.

Sneha: How could the app better connect you to resources outside the neighborhood you live in?

Interviewee: I want to add friends want to know their information and description and want to know what events they are attending. More private. Networking would be good.

Sneha: How, if at all, does the UCB app help you keep track of the UCB events that you have participated in?

Interviewee: I didn't know how to see history of the UCB app.

Sneha: What information about these events, if any, would you like to keep track of?

Interviewee: Event, Date and time attended, Name of the speaker. What is her next events (clicking on the name). Points earned.

Sneha: There are many activities that people can do through UCB. In some of these activities, members participate in community events like neighborhood meetings. In other activities, members do things like reading to their children or taking a class. Some people might feel that by reading to their kids or taking a class they are positively impacting their community, while others don't think they have an impact at all.

By participating in UCB activities, how do you think you are impacting your community, if at all?

Interviewee: Since I am new, it's new to me. But being there and not letting people know they are there by themselves does impact the community. I am learning things and doing with other members do impact their life. My story is still been written. I am striving for it.

Sneha: How, if at all, does the UCB app help you know the impact you are having on Boston communities? (58:00)

Interviewee: UCB app is helping a lot meeting people allowing me to impact different people life. It's a life line showing me events around, it's like google to me. Learning lot of things and showing mirror on what impact I have done.

Sneha: Please describe any features in the app that help you to know the impact you are having.

Interviewee: Badges features prompted by interviewee, it was not a big deal to the user, but user agreed saying it wouldn't.

Sneha: Is there anything you would like to know about how you are impacting Boston communities by being a part of UCB?

Interviewee: History tab as discussed before.

Closing (5 min) 1:02:00 – 1:09:00

Sneha: Is there anything else that you like about the UCB App?

Interviewee: Keep me reminded about the events I am going to. It should be easy to use. Are there any other ways that the UCB app could be improved? So many steps before taking picture, it should be easy to navigate. Category section about the events. Speaker websites to know more the events.

Sneha: Do you feel the app is clearly visible when you use your phone.

Interviewee: Everything id good and visible.

Wrap Up

Avanti and Sneha: Thank you so much for participating in this interview! We greatly appreciate your help and time. Someone will be following up with you to see if you would like to participate in the next round of interviews later this fall.

Avanti: If we have any follow-up questions may we contact you?

Interviewee: Indicate: YES

Thank you again