

# I2: User Research

Conductor: Xin Gao

---

## Project Description

Team Unicorn Gladiators will design an application that will help address conflict and frustration between roommates. Roommates don't get to know each other until they are actually living together. They might have differences in behavior, lifestyle habits, and organization skills, etc. This could make living with each other a challenge. We will design a mobile app that will help these roommates build connection with each other and have a better living experience with their roommates.

## Target User

Our target users are roommates who share a living facility with each other. We are defining roommates as people who are living together in rental properties as opposed to properties in which any resident is the homeowner. Examples of living facilities that roommates may share are rooms, dorms, apartments, and other group quarters. Those who share a living facility are typically unrelated to each other and are unmarried.

## Target User Interviews

### Interview Question

1. How old are you?
2. What is your profession/future goals?
3. Where did you live currently?
4. What do you look for in a roommate?
5. How did you meet your roommate?
6. Describe your relationship with your roommate.
7. What are the similarities between you and your roommates daily routine?  
Differences?
  - a. Work/School/Sleep schedules
8. What housework responsibilities do you share with your roommate and how do you divide them? Ex. cleaning, cooking, etc
9. How do you and your roommate deal with the cost of living? Ex. Rent, buying household goods/groceries
10. How do you address differences? Ex. religion, diet, allergies

11. What do you like most about your roommate? The least?
12. Does your social life cause you to have problems with your roommate?
13. Describe a time when you and your roommate argued about something.
14. How close are you and your roommate?

NOTE: Since it was a semi-structured interview, I improvised some questions regarding to the interviewer's experience that were not part of the initial question list.

### **User Response**

*I interviewed (through Video hangout) a 18 years old female undergraduate student in the Boston University. She grew up in China and currently live on campus. The interviewer had been told that she can skip the question or stop the interview if it makes her uncomfortable.*

Q: When did you come to America and did you live in a boarding school or a host family?

A: 4 years ago. And for the first year of my high school, I was in a Catholic school and lived in a host family. But then I transferred to a boarding school and stay there for the rest of my high school year.

Q: Did you get a roommate when you live in the host family?

A: Yes, I did. But we had separate room because we were living with the local family and they had separated room so...

Q: Can you, briefly describe your relationship with your roommate at the time when you were living together?

A: Sure. We were not that close because we didn't really know each other at that time. It just takes time.

Q: What are the similarity or difference between you and your roommate's daily routine?

A: So my first roommate was kind of a night person. She liked to stay up late because she had a lot of homework to do. But I am like a day person. I can't really stay up till very late because my brain won't function if I stay up too late. Other things were pretty similar because we went to the school at the same time because our host family drove us to school and they picked us up at the school at the same time as well. So I think that's the only difference.

Q: I got the information that you said your roommate was a night person. So Is that cause any conflict or any inconvenience to you?

A: I remembered one thing that because she stayed up late, I had to wake her up every morning. But that was not a conflict or problem because we lived in different room so she won't interrupt or disturb each other.

Q: What housework responsibilities do you share with your roommate and how did you divide them?

A: We didn't need to do any housework since our host Mom didn't require us to clean the house for her. But we washed our own dishes after meal and we also responded to our own room.

Q: I think that's it for the high school part. I am going to ask some question related to your current college life. So Can you tell me where do you live?

A: Sure. I am studying at the Boston University and live in a dorm on campus.

Q: How many people live in one room?

A: I unfortunately live in a quad. So there are four people living in our room.

Q: Wow! So Do you get a private bathroom or a public bathroom? Is that makes any inconvenience? For example, your showering schedule conflicts with your roommate's.

A: It is a public bathroom. Our floor is a single gender floor and we got many bathrooms and showering stocks. So we are able to shower and don't really have conflict time with others.

Q: Is there any similar or different daily routines between you and your roommates?

A: Like they are more likely to stay up late. Sometimes they stay up until 2:00 am because they don't have morning classes but I do. So I need to sleep pretty early, like around 12. And especially during weekends, they like to go out to parties and sometimes they come back really late. So that's one big conflict with our schedules. And also we're like in different majors, so we have different schedules, different classes, so that's part of it as well.

Q: What housework responsibility did you share with your roommate and how do you divide them? Such as cleaning, cooking...

A: We are living in a dorm room, so we cannot cook. In terms of housework, we've never talked about it before and they never clean the room. Sometimes, when I see something on the floor, I would just clean it. But my roommates never do those things.

Q: Do you share food with each other?

A: I put my food in the fridge on my own place. Everyone gets her own space and we don't really share food with each other. It's like I bought this food and that's my own stuff. But I would invite them and say something like, "if you want, you can take some", but otherwise, we don't share food.

Q: You told me that your roommates come from all different places. So, how do you address difference such as religion, diet, and allergies?

A: One of my roommates, she is a vegetarian, but I am not. We have a good relationship so sometimes we will go out and have dinner together. Since she doesn't eat meat, so I will just go vegan when I eat with her. That's fine for me.

Q: Describe a time when you and your roommate argue about something.

A: OK. So that's my other roommate who is um, American. She's the one who likes to party a lot and come back really late and she's also the one who always loses her key. So um, there are many times that she doesn't have her key and she asked me to leave the door open, like don't lock the door. But I really don't like that. If you don't lock the door, you never know who's going to come into your room and there's no camera around the room or anything, you know. So that's one time that I feel really uncomfortable.

Q: Have you ever bring friends to stay overnight?

A: No, my friends never stay overnight. But one of my roommates, she likes her friend coming here and stays over.

Q: Are you comfortable about that?

A: I'm OK with it because before that she informed us. I just don't like if you just bring some random person, some person that we don't even know who that is in our room.

Q: What do you like most about your roommate? Or the least?

A: One of my roommates, she is very polite and considerate. So for example, when you walk into the room and there is one person sleeping and the lights are off. She will like, you know when you close the door, there's will be some noise. But she will be as gentle as she can to close the door.