

# I2: User Research

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## Project Description

Team Unicorn Gladiators will address the problems that roommates tend to face between each other. Roommates often have struggle with issues that not only create distance among themselves but also create a hostile environment in their surroundings. Our project aims to solve these problems by creating communication and scheduling tools that will help roommates carry out their assigned chores without any miscommunication. This project has the scope to even be developed in a way to help two roommates that don't speak the same language communicate. We will design a mobile application and website to achieve this goal.

## User Interview

### Interview Questions

1. User personal info:
  - a. How old are you?
  - b. What is your profession/future goals?
  - c. Where did you grow up?
  - d. Where do you live currently?
2. What do you look for in a roommate?
3. How did you meet your roommate?
4. Describe your relationship with your roommate.
5. What are the similarities between you and your roommates daily routine? Differences?
  - a. Work/School/Sleep schedules
6. What housework responsibilities do you share with your roommate and how do you divide them? Ex. cleaning, cooking, etc
7. How do you and your roommate deal with the cost of living? Ex. Rent, buying household goods/groceries
8. How do you address differences? Ex. religion, diet, allergies
9. What do you like most about your roommate? The least?
10. Does your social life cause you to have problems with your roommate?
11. Describe a time when you and your roommate argued about something.
12. How close are you and your roommate?

## User Responses

*I interviewed a 22 year old male names Pranav that graduated from UW SP'2017. He lives in Downtown Seattle, and was born in India but was brought up in USA.*

Q. This interview will take approximately 30 to 45 mins okay?

A. Okay

Q. So, if you want a bathroom or water break, just ask for one and we can take one

A. Okay thank you

Q. Firstly, I'm going to ask you some personal information just to get some information about you

A. sure, go for it

Q. How old are you?

A. I'm 22 years old

Q. What is your current profession?

A. I graduated from UW and am currently working in a company called NanoString

Q. How many hours a day do you work? and how many times a week do you work?

A. 8 hours a day and 5 times a week

Q. Are you going to continue working at NanoString next year too?

A. No, I applied to a bunch of med schools and once I get in, I'm going to go to med school.

Q. What is your dream job?

A. a physician

Q. where did you grow up?

A. I grew up for 10 years in bay area and 12 years in Seattle area

Q. Have you been living in Seattle for 12 years or different parts of Seattle during different times?

A. I've been living in a suburb of Seattle called Issaquah for 8 years, 2 years after that I lived on campus at UW, and for the past 2 years and I've been living in an apartment in downtown Seattle.

Q. so you currently live in downtown?

A. that's correct

Q. what is your apartment layout? and how many roommates do you live with?

A. I live in a 2 bed and 2 bath with one roommate

Q. So when you were looking for a roommate what did you look for?

A. For me I didn't have many requirements, but the ones I had were as follows. First one was that the roommate can't smoke because the apartment is a non smoking facility, and I'm vegetarian so I wanted my roommate to not cook any meat inside the house. And the 2 roommates that I've had so far have been non-smokers and vegetarians.

Q. What caused your first roommate to move out?

A. My old roommate got married, and he had only one bedroom and was sharing the living space with me. So I guess his wife wasn't comfortable with that living situation so he moved out

Q. Oh okay, and how did you find your current roommate?

A. So my dad had a friend in California, they've known each other for a very long time. He moved to Seattle for a 2 year contract with amazon, so my dad suggested him to live with me.

Q. Could you describe your relationship with your roommate? are you guys friends or is it just a Hi and Bye kind of relationship?

A. My current roommate is significantly older than me, so he is like an uncle/father type figure. we have a very good relationship, whenever I come home, I talk to him for about 15 mins. On monday evening, we both go to cricket practice together. He also cooks for me on occasion - every other day or so. And I bring food for him over the weekends from Issaquah where my parents live

Q. So you can say you have a friendly relationship with your roommate?

A. Certainly, yes.

Q. Now I'm going to ask you questions about your routines, and how stuff work for you at home.

A. Sure

Q. So what are the similarities or difference you and your roommate share in regards to your daily routine. for example Work/School/Sleep schedules

A. Sure, let's start with similarities. we both get up around the same time. He gets up around 630 and I get up around 715, we both take a daily shower before going to work.

Q. You guys must not have any shower scheduling conflicts since you don't share a bathroom right?

A. Yes, that is correct

Q. what happens after you guys take a shower?

A. He leaves to office around 815 and I leave around 845.

Q. Do the both of you have breakfast together?

A. No we have breakfast at work

Q. when do you guys see each other again?

A. he comes back home around 530 where as I get back around 5. The difference in our evening routine is that, after coming back from work I watch a little bit of TV and go the Gym

Q. I'm sorry for interrupting, but does your living room have TV you and your roommate share?

A. No, by TV I meant Netflix on my laptop

Q. Please continue

A. After the gym I go back and take a shower, in the meantime my roommate tends to watch basketball and cook dinner for the both of us, and around the time I'm done with the shower he would've finished his dinner and will have left the dishes he cooked on the dining table. I eat my dinner and then we talk for a little bit of time and then I go to my room and he goes to his. I either work on something or go to sleep, and I'm guessing that's what he does too.

Q. So we can say that you and your roommate have a similar schedule that line up with each other

A. Yes definitely.

Q. What household responsibilities do you share with your roommate? let's talk about cleaning

A. Sure, in terms of cleaning, since he cooks all the dirty pans and dishes are loaded into the dishwasher by me. In terms of trash we don't have a fixed schedule but when it is full either of us just take it out.

Q. Do you ever feel like you take out the trash more often than your roommate does? Does this cause some kind of friction between you guys?

A. No, we both have the same sense of a clean space, so we take it out whenever we feel like there's a need to. We don't explicitly ask each other to remove the trash. It just kinda works

Q. What about vacuuming?

A. I tend to do the vacuuming for the most part, I do all the shared living area and my room. And he simply vacuums his room when he finds the need to

Q. How often do you vacuum the house?

A. I do it every two weeks.

Q. Do you feel like you do more work than your roommate since you vacuum and he doesn't?

A. No, I don't mind vacuuming and he also contributes by cooking so I don't mind this at all.

Q. are there any other cleaning measures you take?

A. I had a maid come in every 4 weeks who cleans the place and charges \$90 in return, but ever since my roommate moved in he didn't want to pay so much. So we had to let the maid go, but he promised to find out that would come once every 6 weeks, and would charge the same price.

Q. Is not having the place cleaned by a maid every 4 weeks something that bothers you?

A. Slightly, but I can definitely make peace with 6 weeks. What bugs me is that he hasn't found a maid even though he said he would around 8 weeks ago.

Q. So what action do you plan on taking if your roommate fails to find a maid in the coming few weeks?

A. I will sit down with him and say this needs to be something you have to do otherwise I'll do it on my own. That will imply that it will involve my dad and by saying that it should be enough to make him do it

Q. Do you think you have such a smooth relationship w your roommate, because of your fathers relationship with your roommate?

A. Yeah, most probably.

Q. So even you must be more careful and diligent around him right?

A. Yeah, I don't want to do something stupid and have my father find out about it

Q. Did you have any kind of differences with you roommate?

A. I wouldn't say we have differences, but in the past I used to have a lot of friends over for parties, but now I can do that anymore because I'm scared he'll tell my father

Q. Was your old roommate find with you having parties?

A. he wasn't a fan of them but he told me it was fine. And I also tried to throw parties when he wasn't there.

Q. Do you and your roommate share groceries? Or do you just buy whatever you guys want and not share those items with each other?

A. He does most of the grocery shopping since he cooks, but in the weekends when I go home he'll ask me to get a few items like rice or lentils or something and I get those.

Q. So there is no money splitting being done amongst groceries?

A. No, he'll pay for certain things and I pay for certain things.

Q. What do you most like about your roommate? and what do you least like about him?

A. The thing I like about him most is that he's very warm and very talkative, but the thing that I do not like about him and this is something I don't think we can fix is that he is a lot older than me, so there are a few personal stuff that I can not talk to him about. He also cooks good food so that's something that I love about him

Q. Is there anything else that you don't like about your living situation?

A. During weekends I tend to party with my friends and I came back home late at night, I feel scared coming back this late because I'm afraid he might tell my parents that I go out too late too often. Thought he's never done anything like this, it'll always be something I'm paranoid about.

Q. Is this an issue you wish to address?

A. No because it also keeps me under check. and in a way subconsciously makes sure I don't party too much.

Q. Was your living situation with your old roommate this seamless too? what was the age gap with your old roommate?

A. The age gap was around 7 years, it definitely wasn't this smooth. Especially because I didn't know him before he moved in, initially there were a few problems.

Q. What were these problems and how did you address them?

A. I would have to ask him multiple times to get things like trash bags or dishwasher pods, and I wasn't a fan of doing that. He was also not as clean as my current roommate, and because of that I would have to ask him to clean multiple times.

Q. How did you address these problems?

A. Telling him multiple times made the work get done, thought I wasn't a fan of asking him to do something multiple times, it seemed like a reasonable thing to do since he let me have people over every week.

Q. Who buys the trash-bags/Clorox/ dishwasher pods and detergent?

A. with both my roommates they got the everything except for detergent. that's something we did not share, but everything else was bought by my roommates and if they run out sometime I would just grab some supplies from my home in Issaquah.

Q. Did your social life take a hit because of your living situation?

A. Certainly yeah, I find myself inviting myself over to friends houses because I can't invite them to my place. I realized that I became distant with a few of my friends because of the situation.

Q. Does this frustrate you?

A. Not really, it in a way showed me who my true friends were because I hung out with them even though I didn't throw parties. But it is something I definitely miss.

Q. So to get a holistic view of your relationship with your roommate, is it safe to say that the only problems you ever encountered with your roommate are - 1) the maid, 2) having people over for parties, 3) coming back home late

A. Yes that is true



Q. If there is something you could change about your roommate what would it be?

A. Maybe if he was younger I wouldn't have the few problems I'm dealing with now, but these are problems that I can definitely make peace with.

Q. Thank you so much for your time Pranav, it was a pleasure interviewing you.

A. Thank you.

