

Interview Transcript 6.9

Interviewer: Alright, so what is your overall impression of the user experience, and then how does it compare to similar tools that you've used before?

Participant 3: Okay, let me go back to what it was, because it's been a while. Um, but from what I understand, it's... I think it was pretty easy to... to navigate through. Uh... If I remember correctly, it was a little bit confusing in the beginning to get to it. Uh, but once you understand, you get through it, it was fine. Um, it was just a little bit overwhelming in the beginning, but then after that, it was fine. I had mentioned to my... the buddy that recommended me to this, um... and, uh, he said, yeah uh, you're not the only one telling me that, so... Anyway...

Interviewer: Yeah, um, can you elaborate on, like, what was... hard about starting, so we can improve the tool for other people.

Participant 3: Yeah, I think one... I think it was just too... Absolutely. I mean, from what I remember, the design... it was not, like, easy to... kind of, oh, I have to go here to... go to the next page, or the next, you know, you look for something like, visually, it was, like, missing something. That was just like, oh, just couldn't... let's see, the word that I'm looking for is, like, intuitive. It was not very intuitive to continue going to the next slide or something. Oh, okay, so... You know, there was something missing. So, the design was a little off.

Interviewer: Mm-hmm.

Participant 3: Um, that was the only... the only thing that I, to me, was a little too polluted in a way that it was not intuitive to continue going and pressing continue or go.

Interviewer: Okay, that helps. Thank you.

Participant 3: Does that make sense?

Interviewer: Yeah, yeah. Yeah, okay. Um... When you started a module, how clear was the goal, and what you were expected to do?

Participant 3: I think was clear. I mean, I knew what I was doing, so it made sense to... Yeah, so it was pretty self-explanatory. And as it was doing, why I was doing, and that kind of stuff. So... That was fine.

Interviewer: Okay. Were there any points where you felt, like, stuck or unsure how to do next? Or is there anything in, like, the layout that was confusing? Uh, despite... I mean, I guess you mentioned it before, but...

Participant 3: Yeah, that was the intuitive part of... that I was mentioning. Yeah, that was my only concern, or... feedback that I would give it to you guys is that... It was a little bit confusing. That's the only thing.

Interviewer: Where did the guide feel, like, truly interactive, and not like you were just clicking next.

Participant 3: Um... I'll tell you what. I think because he was a little confusing... I think I had to read more.

Interviewer: Mm-hmm.

Participant 3: So, in a way, it kind of helped me... go through, because you know how it is, I mean, nowadays, with all these surveys and... and training in a company that you work for, it's easy to just, like, it just... it's just there just to pencil whip, and just...

Interviewer: Yeah.

Participant 3: Just go forward, forward, forward, so... You don't spend too much time on that. Uh, because... the design was a little off for me, from my understanding, I had to spend more time reading, and spending more time on the slide, on the page that I was reading. Because I wanted to see, oh, wait a minute, where's the next... where's the forward button here, so I can get rid of all this?

Interviewer: Mm-hmm.

Participant 3: Quickly, right? So, I think there's the pros and cons about being... You know, with that design.

Interviewer: Uh, was there any activities that, uh, kept your attention? Uh, whether it was, like, the videos, or the quizzes, or something like that.

Participant 3: Yeah, I'm a visual guy. Um, I'd rather... watch a video, then... um, read.

Interviewer: Mm-hmm.

Participant 3: So, I guess, depending on the targeted... you know, it's gonna... I think my answer is it's... because I'm a visual guy, and I prefer to watch, things versus read. Um, I think having videos is great. Some people don't like videos, they like to read, so... I guess it depends on the target that you... you're addressing this to.

Interviewer: How was, uh, the, like, flow of the content? Like, did the modules seem the right size, or were there places where you, like, skimmed or stalled that could be better?

Participant 3: Yeah, I think... Like I said, I... because I'm a visual guy, I prefer to see things and... things making sense. If there's too much reading, um, some people, and I speak for myself, uh, my attention span... just, you know... goes away. Um... anything, like you said, I mean, anything that's... and I work with training in my job. In fact, I did... We had two trainings that I had to do and compile, so there were two trains of 45 minutes each, and I had to compile them to be even shorter than 45 minutes each. Um, and the best way to do... And AI is there to help us in this.

Um, and I used a lot of visual and signs to make it easy for... My target here, I have a lot of volunteer work. And some of them are senior retired people already, but they just want to serve and help. Um, for that target, I think it's great. Because they don't have the same... it's almost like dealing with teenagers, because... They don't have the same attention spend as they used to have. So, for me, I had to be creative and find something that... slides that will make it easier for them to read and assimilate the information I wanted to pass to them. Um, and I use a lot of... images and cool little cartoons, and... that kind of stuff, right? Um, anyway, so... Again, I mean, you're talking to a visual guy, so for me, anything that has a lot of reading, I will... you know, lose my attention just like that. Does make sense?

Interviewer: Mm-hmm, yeah, I guess, uh, compared to the trainings that, like, you've created, um, what are some things that we could... take from that or do better?

Participant 3: Um, I think, like I said, it was great. I think the design... could be more intuitive in a way, especially... I don't know the target... you know, depending on the target, if it's the age, let's say the age... span, you will... be required to have something a little more intuitive, or you're just gonna stall, you're gonna be reading and reading. Which, in a way, for your content, like I said before, it made me read more, because I was trying to... I was trying to get out of the situation, and I couldn't. Uh, because it was not intuitive. I guess a mix of... images and... reading contexts with... and you guys use videos, which is great. But a combination of all that in each module will be fantastic.

Interviewer: Okay. Um... Was there anything about the interactive... part or the visuals that, uh, you liked or thought that was good? Um, just in general.

Participant 3: Um, I'll... I don't remember 100%, I'm sorry to, you know, it's been so long.

Interviewer: Yeah, do you... do you want me to, like, share a link, maybe, so you can...

Participant 3: Yeah. Yes, yes, if you can, that would be great, yeah, so I can...

Interviewer: Okay, I just put it in the Zoom chat.

Participant 3: Okay, let's see here... Sorry, I'm not seeing you, I'm just... doing over my phone, so... Just going over... I don't see you, but I see that.

Interviewer: Yeah, that's... that's fine.

Participant 3: The link, yeah. Okay, I see now. Yeah, so... look at his first one here, where it has all the tabs.

Interviewer: Mm-hmm.

Participant 3: I think it's... It's a little... how can I say that in a way, it's... a great visual, because it has a lot of colors and stuff. But I think, in my opinion, it's a little polluted. Because if I get to a training or anything that I need to read, and I see all these tabs, I just... freak out already. Does it make sense?

Interviewer: Mm-hmm. So, um...

Participant 3: Let me go back here.

Interviewer: Okay. Sorry, are you still there? It became... Frozen. Okay, cool.

Participant 3: I'm here. I'm here. Yeah. Yeah, no, I'm here.

Interviewer: Okay, cool.

Participant 3: Yeah, so I'm just... I'm just... I was just... I had to go back to... go back to the...

Interviewer: Oh, to see the... okay, yeah.

Participant 3: Yeah. Anyway, okay, so I got here...

Interviewer: So, I guess looking at it, which visuals you feel like are helpful, um, and then which just felt like extra?

Participant 3: Yeah, so, for example... I'm looking at, uh... Test your knowledge. Uh, where it has question 1, 2, 3, and 4. Uh, I think that's great to have that separated. Uh... I do... I coach mountain biking, and I have... there's one... training that I have to do every single year for that, and they use the same kind of, uh... idea of... what you guys are presenting here.

Interviewer: Mm-hmm.

Participant 3: And when he has question 1, 2, 3, 4, all in the same page, they have actually sometimes 10 questions in the same page, and they have to go one by one. Me, personally, I lose... track of which question I'm in after so many questions. So, my opinion, it would be

easier to have question one. Uh, and you have that link, you click on it, answer the question, and then you go to the next question, to the next question. Uh, maybe there's one way to display that there's so many questions.

Interviewer: Mm-hmm.

Participant 3: But then, one question will lead to the next one, to the next one, because if you have too many questions, displayed like that. You may lose track of which question you have to answer, right? And they... what they did... I don't... I don't remember yours, if it's like that. If you don't finish all questions, uh, you can't move on to the next section.

Interviewer: Oh, our questions are more optional, where it's like, you can... Test your knowledge if you want, but...

Participant 3: Right. Right, right. So, yeah, those are the things that, uh... Uh, like, see, right now, I'm, uh, your turn to reflect. Leaders and workers, and then there's the questions. That was a reflection. Yeah, I like the idea of, uh, being... very colorful. Uh... But I'll be honest with you, now that I'm... seeing all this, I kind of remember a little bit. A lot of the things that I was reading, Um... I had no idea what I was reading. I'm sorry to say that, but... Because he was... there was a lot of reading, that's what I'm... When I told you about me being... but that's me, that's me... that's my problem, it's not... your, uh... it's just me, I'm not the kind of guy that likes to read a lot of stuff.

Interviewer: No, that's... that's good to know, um... Do you think, like, the solution to that would be to add more visuals, or more, um, videos, or anything like that?

Participant 3: It is... it is very visual, because it has the colors, but for example, I'm stuck in this screen right here on my phone. So, it says right here, your turn to reflect leadership and management reflection questions. So, if I click the arrow... I can come out,

Interviewer: Mm-hmm.

Participant 3: But if I go back... Let me go back there. Alright, so... If I click right on the top, there's so many little... Um... ways to get out of here, see what I'm saying? And you just get confused of, where am I On this?

Interviewer: Oh, okay. Like, the navigation is difficult to...

Participant 3: Yes, it's just like, wait a minute, where do I go now? Where do I go? And I keep clicking here, Now I've found a way, because... but I had to click... a couple of times to get to... Navigate to the right place. Does that make sense?

Interviewer: Yeah, So, it could be more clear about when it's transitioning from one thing to the next, yeah okay.

Participant 3: Right. Just any... the intuition of... Oh, if I click here, that's the way out, that's the way out. See what I'm saying?

Interviewer: Mm-hmm. Yeah, and to make that more consistent, yeah. Uh, do you think the... the depth of the content is appropriate? Like, was there anything that, uh... you'd like to have more explanations for, or less deep, or more deep?

Participant 3: I think less deep will be... Nice to start, and once you get... more familiar with what the content is than... go a little deeper. Does make sense?

Interviewer: Yeah, um, is there anything in the guide that you saw that you might want to apply at work, um, in the context of, like, the total worker health?

Participant 3: Um, I think, like, to... I think colors was great, just being colorful, you know? I was... I was reading an article the other day about... How not colorful our lives are anymore.

Interviewer: Yeah.

Participant 3: Like, if you look... if you go back in the 70s... you know, we have pictures of, uh... traffic on the freeway. And you see all these different colored cars, right? You have orange, you have yellow, you have blue, and... Now you have a picture of traffic nowadays. It's very... just monotone, right? It's just... basically, cars are black, gray... um... different shades of gray, white, and that's it. Very rarely you see, like, an orange car, or a blue... very blue car, right?

Interviewer: Yeah.

Participant 3: Uh, and it's just kind of sad. I mean, even the call... the houses, right? Back in the day, you would go, you'd take pictures of neighborhoods, and each house would be a different color. Nowadays, everything is like... Either gray or brownish. And it doesn't change, so I think, uh... having things a little more colorful, and I think most of the tech companies now, And even in medical, um... When you go to a building, they're trying to put colors in it to... help, and I'm all about... being colorful.

Interviewer: Hey, yeah, uh, thank you. Um... Was there anything in the modules that you... felt like you could, um... like, like, the resources that we provided that you felt like you could look into? Or do you think those were good resources?

Participant 3: No, they were good. I was actually looking at them, and... And uh... So, like, I'm reading actually here the, um... Learning more about the [project name] numbers, you know just having an overview of, uh... The company's already working with, and what they do, and that kind of stuff.

Interviewer: Mm-hmm.

Participant 3: Uh, what they're doing in their... departments and that kind of stuff is kind of cool.

Interviewer: Okay, yeah, that's... that's great. Um... I think those are all the main questions that I had, um... Is there anything I didn't ask about that you would like to share?

Participant 3: Um, no, I guess... I guess that my... my... biggest feedback was about the... the display of the things, but... Everything, like, uh, I'm looking here now at the...
[Organization name]

Interviewer: Mm-hmm.

Participant 3: And you guys have... done a good job as far as... email the references and all that, so... Um... Yeah, no, I think, uh... I think it's... it's great.

Interviewer: Okay, thank you. Um, I'm gonna stop the recording.

Participant 3: Okay.