

Say:

-“VI can't draw graphs, so I need someone to help me”

-“I enjoy simple games/apps on phone”

-“Calling requires more effort and constant feedback”

-“If I'm telling someone I can't be somewhere, I would rather do it in phone call. It's less rude.”

- “I'm never going to be able to track down Madja, so I'll probably never see her again” [her roommate for two months in China, after her phone contacts did not sync on WeChat and she lost all those numbers]

-“I really only use Alexa to play music, but other people like playing with it when they come over”

-“Technology is embedded in children these days, but I've missed the gap”

-“You can't teach an old dog new tricks”

-“The most important thing in my work is streaming communication between technicians”

-“I want to interact with students more”

-“Social media can be time wasting”

-“Technology takes away from face to face interaction”

-“I've got X years left in my life, I'd rather be reading those books”

-“Technology helps with efficiency”

“I would say most of the stress in my life revolves around technology”

-“You look at all those books on your bookshelf that you haven't read and you'd rather spend your time doing that that learning new technology”

-“Best way to learn new technology is to have an actual human helping you”

-ADD- lots of text is harder to understand

-Wishes VI was more simple, less “hey Siri...” more direct and simpler communication

-See's people use Siri and realises its effective, but is too lazy to learn.

-“I have a six month old daughter and she can just tell that a phone is something powerful and she wants to know what it is”

-“I text more than anything else. That way the conversation is finite”

-“When I moved to NZ, I kept thinking, how cool would it be to show my friends from Sydney this place”

-“Active in politics, but doesn't like to post publicly, only in private groups because of bullying.”

-“VI is useful in car as has safety features.”

-“Likes hearing VI sound like a real person.”

-“I do not like Facebook, you hear all this stuff about their violations and I just know more is going to come about it”

- “I hate how social media affects everyone, particularly young girls--we have a granddaughter who just started sixth grade”
- “We planned a trip to Switzerland just on technology--we didn’t even have to use a travel agent”
- “I really try to avoid social media”

Do:

- Uses voice interaction for exams (Dragon Dictate)
 - Uses voice interaction in quiet places
 - Doesn’t use VI for phoning, doesn’t like calling, texts.
- Uses Alexa for entertainment
 - Uses hands-free VI in car (puts headphones on if she knows she will be taking/making calls)
 - Communicates much more casually with close friends than parents
 - Missed interview because alarm didn’t go off/didn’t set but she does not know the reason
 - Excessively calls others to make people think it’s urgent so they answer
- Uses VI for reminders/memos
 - Can send out mass texts to someone if been on job site before to get info
 - Can facetime but not phone call because of wifi hotspot
 - Mounts phone to car so he can talk to siri
 - Uses voice interaction in cars
- Was a lawyer before working with Stanford, used word processing
 - Calls people from Stanford for help with technology
 - Asks his kids and children for help
 - Asks wife (who is younger) for help
 - Has to figure out how people who make the app think logically so he can use it
- She’ll be in class and say “seriously” and Siri will turn on which can be embarrassing.
 - School-has ADD, uses computer, helpful to organise. Doesn’t take hand written notes.
 - Goes down a rabbit hole with the nitty gritty which becomes a side track from actual project.
- Uses technology as a means for communication and reference for his work
 - Does not use VI, occasionally when driving, but not often
 - Never says “Siri, text John”; he will instead use the record feature in the messaging app

- Uses Siri for text messages and email, has to look to check that it captures it right.
- Uses technology to look at areas that she can't look at locally.
- Reading something on paper, will then use phone to research more about a specific item in the article.
- Avoids her computer because it feels like work

- Goes on Zillow with wife to browse homes
- During interview, while we were talking with his wife, he was reading articles
- At the end of the interview, he showed us articles about technology

Feel:

- Limited, cannot send long texts
- Overwhelmed -the more emails you get, the less you want to reply to any of them
- Embarrassed when talking in front of people using VI
- Pressured when talking on the phone vs. text
- Independent, VI gives him independence

- Frustrated other people do not like calling as much as she does
- Frustrated that international texting apps do not back up contacts
- Worried about appearing rude to others/what she means will not be interpreted
- Worried about the permanence of texts

- Disconnected from students
- Annoyed people ignore his messages at times
- Feels he has missed the age where he sees the point in using new technologies
- Disconnected from millennial generation, technology does not come as naturally

- Frustration => learning/not knowing
- Hopeless, feels like a burden, but not overwhelmingly so
- Afraid he will annoy his kids/wife with questions
- As though he has to figure out how other people think (whoever has designed the app)
- Frustrated at the time it takes to figure something out/ get through instructions

- Embarrassed when using VI in public
- Goal orientated, doesn't like to waste time
- Unmotivated to learn VI

- Trapped by his constant use of technology
- Worried his daughter will feel consumed by technology
- Unenthusiastic about technology but cannot get rid of it because of its presence

- Excited about being independent
- Embracing of change
- Distrustful of giving technology information

Change is necessary and you should learn to like change

Worried about companies gathering our information

Self-enabled because of new tech

Think:

- VI currently has limitations
- Needs more accessibility on phone, has trouble using hands
- VI helps him be more efficient

- Social cues is important
- Enjoys immediate communication, more efficient
- Some things are conveyed better in person

- There is a digital divide, he'll never catch up
- He's a burden when asking friends and family for help
- Values his time
- Its the way he's always done it (without new tech) so why learn it

- Technology helps with efficiency
- Technology is more helpful for communication
- Stanford maintenance adopts new technologies a bit slower
- Constant connection increases efficiency
- Stanford maintenance is hidden from students

- Her time is valuable
- Technology can be distracting with how the small things work which distracts from completing assignments
- The cost of using VI outweighs the benefit
- Immediacy is important

- Values safety
- The easier technology is to use, the more helpful it is
- Makes decisions on use of technology with outside factors, such as politics

- Technology has a lot of tools, but we get sucked up in it
- He wishes that he could spend less time on his phone

-He sees his daughter and how she is already fascinated with tech at 6 months and wonders what her life will be like in the future because of tech

Technologies is to blame for election

His wife is safer because of technologies

Industries need change to disrupt the status quo

Tech is changing for the good and the worse and we need to be aware of which is which

Needs:

- Hands free access to phone while driving
- Method of drawing graphs using VI
- easier/quick way of figuring out and learning new technologies
- way of picking up social cues when not talking on phone
- ways of communicating with coworkers efficiently
- way of using VI in public, discreetly

Insights:

- VI technology increases accessibility and independence, but still often need other people for help in areas it doesn't yet cover
- Learning new technology is frustrating even to people who love to learn
- Technology can both help with efficiency but also be time wasting
- Technology is designed to help communication and connectedness, but you have to put in more effort and time to communicate using it