

Daniel Gooch 16:12

lets

now, with my formal hat on, all details of this chat will be kept securely and confidential, will be anonymised and select quotes will be used in an anonymous form to illustrate interesting points...

think that covers everything?

[P:R]16:13

ok

Daniel Gooch 16:14

so I know this was all a long time ago, so I'd like you to think back as closely as possible...

but more easily, starting off, could you please describe the way in which you know each other... that is how long have you known each other (and how), how long you've been a couple, that kind of thing... just to get some background colouring

[P:R]16:14

who first?

Daniel Gooch 16:15

either

[P:R]16:15

we may disagree

Daniel Gooch 16:15

or together...

[P:C]16:15

known each other for about 4 years?

[P:R]16:15

we have known each other for about 4 years I think, possibly a bit more

4 years of hell

Daniel Gooch 16:15

[P:C]16:15

[P:R] knows how long we've been a couple

[P:R]16:15

almost 1 year

11 months in 5 days

[P:C]16:16

lol

Daniel Gooch 16:16

impressive!

[P:R]16:16

time flies...

Daniel Gooch 16:16

... when there's a deadline approaching?

and how did you originally meet?

[P:C]16:17

online

[P:R]16:17

yes online

Daniel Gooch 16:18

awesome... so the next part of the chat is more about how you normally communicate and why... so lets start off with that; how do you normally communicate with one another?

[P:C]16:19

By phone usually

[P:R]16:19

by phone, text messages, whatsapp

Daniel Gooch 16:19

whatsapp?

[P:R]16:19

sometimes other social media like twitter

it is a messaging application on phones

like chat over 3G

Daniel Gooch 16:20

cool

and what's the reason for using those particular ones instead of, say, skype or email?

[P:R]16:20

oh sometimes we use Skype

[P:C]16:21

It's easier

we don't have to be in front of a comp

[P:R]16:21

sometimes we go to Skype if we are going to spend a long time talking or want to show something to one another

Daniel Gooch 16:21

suresure

[P:R]16:21

but we also use whatsapp for that

to send a picture of a postcard, say

Daniel Gooch 16:22

is there any particular split between what you use phone vs text messages for? For different conversation topics or because they feel differently or something else...

[P:R]16:22

not really

whichever is most convenient

[P:C]16:22

we'll ring each other if it's important

or I would

[P:R]16:23

yeah and sometimes I just want to say one thing not have a conversation, so I might use text then

like, are you on the train? say

[P:C]16:23

for example I got my results yesterday, I rang him and didn't text about it

Daniel Gooch 16:23

rightright

so convenience and importance and the main types of factors...

[P:R]16:24

it depends

sometimes there may be texts that follow a phone call where different things are said

follow up remarks, to sound a little formal

Daniel Gooch 16:24

formal indeed

as an aside, as a ball-park figure, how often do the two of you manage to get together? On average? Is there any kind of pattern to that (every month, every time it rains...)

[P:C]16:25

Or I'll text [P:R] after a phone call if I still want to be in contact because I miss him

usually every 2 to 3 weeks

it's only been the past 2 month where it's been 3-4 weeks

[P:R]16:26

well it was longer over certain holiday periods

like last summer, and christmas

Dan is just restarting his Skype because it has crashed

[P:C]16:26

k

Daniel Gooch 16:27

am back in

[P:R]16:27

hi there

[P:C]16:27

wb

Daniel Gooch 16:28

and as a final general-communication type thing, can you think of an example when you really wanted to talk to each other but had to do so in a way which wasn't satisfactory/you didn't like?

[P:R]16:29

how about Arran [P:C]?

[P:C]16:29

Oh yes

I had no phone signal when I was away on field work

Daniel Gooch 16:29

[P:C]16:29

So we had to talk in the evening on the hostel phone

when I could get to it as there was about 15 people in the hostel

no internet either

Daniel Gooch 16:30

so was inconvenient? or other people around while you were chatting? or a mix of all those things...

[P:R]16:30

that was when we first started going out as well so we were talking a lot around that time

actually it was before we were going out

[P:C]16:30

Yeah...now I never want to talk to him

Daniel Gooch 16:31

I can understand that!

[P:C]16:31

it was inconvenient because I could only speak to him at a specific time

Daniel Gooch 16:31

so that finishes the general communication-type chat... now onto the MSD-specific questions...

starting off with: what are/were your general thoughts about the MSD?

[P:R]16:32

could you be more specific?

Daniel Gooch 16:33

not really... was looking just at a general overview/opening question!

[P:C]16:33

It was fun (when it worked) as it was a bit of a novelty

Daniel Gooch 16:33

but lets rephrase it as... what did you think about it? did you enjoy using it?

[P:R]16:33

as C said it was fun when it worked

sometimes I enjoyed it but other times it was frustrating

[P:C]16:34

Very frustrating, I spent 15 minutes one time drawing a 3 part story and [P:R] only received the last picture

Daniel Gooch 16:35

so the technology problems def had an impact on how you thought about using the system?

[P:C]16:35

Kind of

[P:R]16:35

Also kind of

[P:C]16:35

I was less willing to spen time on it

Daniel Gooch 16:35

suressure

[P:C]16:35

incase it didn't send

[P:R]16:36

you became hesitant due to the risk, if you like

also sometimes we would send things and then want to know if they had been received

Daniel Gooch 16:36

sure

[P:R]16:36

so I would be asking repeatedly, and they never got there or seemed to take ages

and maybe that was annoying for C

[P:C]16:37

A little

[P:R]16:37

or they would come through days later

[P:C]16:37

it's more the fact that sometimes they didn't send

If you kbnew for certain they would be received then it wouldn't matter so much

Daniel Gooch 16:37

so messages going missing was sad/dissappointing/frustrating

[P:C]16:37

but it seemed a bit hit and miss

Daniel Gooch 16:38

yeah, my bad

[P:C]16:38

disappointing

and frustrating

[P:R]16:38

there was no way to get the messages back

or resend them once they were drawn

perhaps that would've helped

Daniel Gooch 16:38

that my friend is an excellent suggestion

!

thinking back, could you describe when you used the MSD? At particular times or when you saw something particular, just when you got home from work...?

[P:C]16:40

A few times I sent some before uni or when I got home

[P:R]16:40

initially we wanted to get using it straight away, but due to various problems with the setup we weren't able to

so after that, for me, it was mainly on a whim

when I was sitting there and thought I'd send a message

Daniel Gooch 16:41

so it wasn't necessarily connected to thinking about the other person?

[P:R]16:41

sometimes

I remember a couple of times where we were having, or had just had, a conversation on skype

and I sent a note during/after

for example I remember sending one about needing a shave in that way

on a Sunday evening

[P:C]16:42

We sent some on valentines day too

Daniel Gooch 16:42

coolio

so that brings us neatly onto asking what kinds of messages did you send? Why?

[P:R]16:44

mainly pictures or drawings

well they are the same...

with a comment on them

like a funny picture

[P:C]16:44

Usually silly things, like [P:R]'s needing a shave or a little joke we shared like my 'gloomy goose' drawing

[P:R]16:44

from Modern Family

Daniel Gooch 16:44

so they tended to be humour-based things?

[P:C]16:45

pretty much

[P:R]16:45

I agree

Daniel Gooch 16:45

any particular reason for that? was it related to us keeping a copy of the messages?

[P:C]16:46

That did come into it

but we talk so often on other means, we didn't need to use it to be serious, it was a novelty so we used it more for fun

[P:R]16:46

it was too difficult to be serious with the pen and stylus, such a medium is more conducive to fun stuff

Daniel Gooch 16:47

do you think that humour/fun is a big part of your relationship then?

[P:R]16:47

and yes, that is probably a part of our relationship

though the device itself suggests drawing, that was my first inclination when using it

was to draw a picture

Daniel Gooch 16:47

and pictures tend to be funny?

[P:R]16:48

they do when I'm drawing them.

Daniel Gooch 16:48

[P:C]16:48

My dinosaurs were great works of art but...I suppose they could be 'funny'

Daniel Gooch 16:48

i did also love the gloomy goose!

[P:C]16:48

hahahaha

[P:R]16:48

that one did make me laugh

[P:C]16:49

only because you thought the drawing was terrible

Daniel Gooch 16:49

out of interest, where on earth did it come from?!?!

[P:C]16:49

Modern Family

Daniel Gooch 16:49

i thought the drawing was amazing

[P:R]16:49

no because we'd seen it and I didnt expect you to draw it

so it was a surprise

like the spiderman drawing from that letter

(nothing to do with the MSD)

Daniel Gooch 16:50

suresure

moving on from the content of the messages then... how did you find the tangible aspect (getting physical notes) of the system?

[P:C]16:50

I loved it

Daniel Gooch 16:51

because...?

[P:C]16:51

I love receiving letters and postcards so it was really cool doing something online and actually being able to hold it and display it

hang on, I'm not a fast typer

Daniel Gooch 16:51

sorry

(no embaressed blush, just a happy blush)

[P:C]16:52

I made a little display of [P:R]'s drawings which I had on my wall, it was cool to look at them and have them with me. Reminded me of him when we weren't in contact

Daniel Gooch 16:52

that sounds pretty awesome

[P:R]16:53

if I may chime in

I actually liked seeing that display when I went to her house, it made me see she valued the notes

Daniel Gooch 16:53

chime away

[P:R]16:53

I did not expect to see it and I didn't know she'd made it

I did stick that gloomy goose one to my wall

but it seemed like most C sent were never delivered, so I didn't have as many to put up

[P:C]16:54

Oh

[P:R]16:54

there were some others on my desk but I don't know where they are now

still there I think

[P:C]16:54

this may sound a little sad, but I carry one of them in my purse too

Daniel Gooch 16:55

that's not sad, sounds very sweet!

[P:R]16:55

didn't know that either ;p

Daniel Gooch 16:56

related to the physical notes then, where did you put the printers? What did you think about hiding the printers? Did it change how you thought about the messages you received?

[P:R]16:57

I didn't hide it, it was just on the desk

[P:C]16:57

same

[P:R]16:57

actually it was below the desk, on a shelf

only because I didn't want it on the desktop

it was probably to do with the problems encountered during setup, if it had been smooth I might have 'situated' it somewhere

but because we had to fiddle I didn't want to place it anywhere

[P:C]16:58

I agree

[P:R]16:58

also there wasn't really anywhere convenient near the desk

Daniel Gooch 16:58

sure, that makes good sense

[P:R]16:58

I don't have a sock drawer =)

not in my room anyway

Daniel Gooch 16:59

where do you keep your socks then?!

[P:C]16:59

all over the place

Daniel Gooch 16:59

floorrobe

[P:R]16:59

in a cupboard

on a shelf

[P:C]16:59

you see if he used a drawer then he wouldn't lose single socks then blame me for losing it

Daniel Gooch 17:00

oh dear; feel I've kicked something off here!

[P:C]17:00

haha

[P:R]17:00

lol

moving on

Daniel Gooch 17:00

quickly

in terms of coming across notes then, you just found them when you looked at the desktop?

[P:C]17:00

Yes

[P:R]17:00

Sometimes

I didn't always 'find' them, sometimes we were trying to send them while on Skype or whatever

so I was sitting there waiting for it

otherwise, Yes

like that dinosaur one, i remember finding that

and wondering what it was about

Daniel Gooch 17:02

just a few more design-type questions... what were your thoughts about the personalisation-aspect of being able to draw messages?

[P:R]17:04

It was fun

[P:C]17:04

It was good, being able to draw things and use different colours. It gave you freedom to do whatever you liked

[P:R]17:04

I could imagine it being better in a refined system

Daniel Gooch 17:04

are there any specific thoughts behind that? what would "more refined" mean?

[P:C]17:05

When you're drawing if you go too near the edges it cuts the picture off

[P:R]17:05

if it tracked better as well

it's slow, due to tech u had to use

it could be more like draw something on the iPhone, smoother

[P:C]17:05

and if you go too near the edges, mine drew straight lines over my picture for no reason which ruined it

[P:R]17:06

also because of the scroll bar the drawing space is only partly on the screen

you must scroll down

to properly centre the drawing otherwise it gets cut off when it prints

Daniel Gooch 17:06

i see...

what about the ability to expend effort in creating the drawings? thoughts on that?

[P:R]17:08

what about it?

actually sometimes I got fed up with drawing it, I wanted to finish it

but I appreciated her drawings

Daniel Gooch 17:08

did you enjoy it/dislike it?

so disliked doing but enjoyed receiving?

[P:C]17:09

I would have enjoyed it more if I knew the time I'd spent on it wouldn't be wasted by [P:R] not receiving it

Daniel Gooch 17:09

sure

[P:C]17:09

I liked drawing the pictures

was a little difficult and awkward

but fun

Daniel Gooch 17:09

and in terms of receiving the notes? do you think you liked them more because

[P:R] spent time on them?

[P:C]17:10

They were pretty crap so they made me laugh

but yes, I appreciated the time he'd spent on them

Daniel Gooch 17:11

cool

[P:R]17:11

lol

Daniel Gooch 17:11

last design-type question now... would you like to have been able to send notes to people other than each other? (imagining that everyone had an MSD)

[P:R]17:12

I cant see why not

[P:C]17:12

I don't think I'd be too bothered

[P:R]17:12

although it might lose novelty... I could contact them now if I wanted

by Facebook, but I don't

I have no particular reason to speak to them, without meaning to sound stand-offish or something

Daniel Gooch 17:13

suresure

[P:R]17:13

I mean I speak to C anyway

but not them

[P:C]17:13

Oh

Daniel Gooch 17:13

and the MSD wouldnt change that either way

[P:R]17:13

aye

[P:C]17:13

It might be cool if my Saudi friends had something similar

Daniel Gooch 17:13

because of the massive distance?

[P:C]17:13

they go back to saudi next month and I wont see them

yes

Daniel Gooch 17:14

that does bring a new meaning to long distance!

[P:C]17:14

indeed

Daniel Gooch 17:14

so the next section is all about how the MSD fitted in with how you normally communicate...

How did MSD fit in to how you normally communicate? Did it replace existing technologies or messages or did you use it as-well-as? How did MSD compare to how you normally communicate (in emotional terms)?

[P:R]17:15

it was complementary, something extra to be used

[P:C]17:16

It didn't replace anything for us because there was nothing it shared with phone calls, skype, texts...the same way it was unique in it's own right. If we wanted to send each other pictures, we'd use msd because that's the only thing we could really do it on

[P:R]17:16

it was something I went to and decided to use on a whim, as I said earlier

[P:C]17:17

drawings*

[P:R]17:17

it was more about the fun aspect, being able to send a jokey drawing

hi

Daniel Gooch 17:24

hey

[P:R]17:24

on that previous point

I would say the thing we sent via MSD, would probably not have been said if we didnt have it - if you see what I mean

it is not a medium for arranging a holiday, let's say

it was more about sending things that maintain our relationship in a different way

the playful side of things

Daniel Gooch 17:25

so it wasn't that you choose to send funny things, it's just that the MSD encourages particular types of messages

[P:R]17:26

yeah

well I chose to send those funny things

it's just that I probably wouldn't have sent them if I wasnt using the MSD

Daniel Gooch 17:26

sure

going back to the second point... How did MSD compare to how you normally communicate (in emotional terms)? I guess you could split it into: How did you feel when creating a message? How did you feel when you received a message?

[P:R]17:29

when creating them I was focusing on the humour and the drawing, that doesnt come in to play so much usually where I'm thinking more about the words

[P:C]17:29

Entertained me and made me laugh when drawing something, made me think about [P:R] more. And when receiving something it usually made me happy and feel affectionate towards [P:R]. As in, although we're not together he's still thinking about me kind of thing.

[P:R]17:29

I liked the surprise when I did find a message I wasn't expecting

[P:C]17:29

So I guess it helps promote feelings of closeness even when distance is an issue

Daniel Gooch 17:30

do you think using the MSD affected your relationship then? (in terms of closeness or anything else)?

promoting that "thinkin of me" type feeling

[P:C]17:30

Yeah, we bonded over our frustration to get the thing to work

Daniel Gooch 17:31

lol

[P:R]17:31

I would agree

[P:C]17:31

me too

Daniel Gooch 17:31

not quite what i was aiming for!

[P:R]17:31

although maybe not bonded, that frustration was annoying

it was off-putting

and caused tension a bit

[P:C]17:32

It hasn't affected our relationship but at the time it did make me feel a little closer to [P:R]. It made us laugh together and think of each other which was nice

Daniel Gooch 17:33

interesting... if it did work all the time then, do you think you would've liked to have continued using the MSD?

[P:R]17:33

possibly in a more compact form, it took up too much desk space

[P:C]17:33

Maybe if it wasn't so bulky

lol

[P:R]17:33

great minds

I can envisage drawing the doodle on a phone and then having it sent to the printer, perhaps

there is no reason that could not be done on the iPhone, afaik

Daniel Gooch 17:34

so would that be your main suggestion for change - make it more app-like but keep the printer part of it?

[P:C]17:34

or having the software on a personal comp and a drawing tablet

Daniel Gooch 17:35

sure sure

[P:C]17:35

We don't all have good phones -.-

[P:R]17:35

aye

Daniel Gooch 17:36

so the printing part of it was particularly good then?

[P:R]17:37

yes when it worked

[P:C]17:37

yup

Daniel Gooch 17:37

is there anything else you would change about the MSD idea? (you can tell we're getting towards the end now...)

[P:R]17:37

it could be that it appeals to us as people though, given our hobbies of postcard collecting and writing etc

make the delivery instant rather than delayed, in a final product

perhaps allow a record of all drawings, reload drawings that can be doodled upon again

possibly let us collaborate on a drawing that had been reloaded and printed, to make a timeline

you know those flip pads that you get where the stickman moves

Daniel Gooch 17:39

yep

[P:R]17:39

we could make one of those using MSD notes, that would be awesome

but only have half of the notes

Daniel Gooch 17:39

yep, make the goose waddle

[P:R]17:39

so we would need to unite to see the full thing

Daniel Gooch 17:39

that's a nice idea

[P:R]17:39

giving us something extra to look forward to

I'm turning into an ideas man these days

Daniel Gooch 17:40

indeed you are, indeed you are

[P:R]17:40

improve interface I guess, I know it's a prototype

obv in final product it could be more polished

with a proper colour selector

Daniel Gooch 17:40

just to check (thinking on my feet) - what was the reasoning for using phone/PC?

Is PC so you don't have a separate computer sitting there just for the msd? is the phone so you can send notes when mobile?

[P:C]17:41

both

It would be cool to use it on the go when you have a few minutes

and at the same time, I don't want another monitor taking up space

Daniel Gooch 17:42

sure, just wanted to check

[P:R]17:42

tablet is too bulky, uses unnecessary electricity also

Daniel Gooch 17:42

another good point

[P:R]17:42

I cant justify leaving it on for a week to receive 1 note

for example

it's a waste of energy

Daniel Gooch 17:43

sure

[P:R]17:43

think of the planet!

Daniel Gooch 17:43

oh i do, all the time

and now, last question... Is there anything else you'd like to tell us or discuss about the MSD?

[P:R]17:43

don't think so

unless C has something

[P:C]17:44

I don't

Daniel Gooch 17:44

awesome

thank you so much guys, very interesting and useful!

[P:C]17:44

Glad to help

Daniel Gooch 17:44

very appreciative of the amount of time you spent on this... not just today but also fart-arsing around with trying to make it work...