

Transcript – P11

[scenario 1 –hotHugs]

[measure]

D: So your initial thoughts on this one?

W: umm, it seems I know quite creepy I think, I sort of like it it's nice idea, I like the kind of squeeze toy thing. That's a good touch, but the idea of sort of wearing the belt and have it kind of squeeze you is a bit..

D: Is a bit unsettling

W: yeah, yeah, similar to the kind of one last time, the squeeze arm,

D: Yeah, sure... You think it might be something you might use? Or maybe not?

W: Well possibly... I guess having not used it I don't exactly know...

D: Hard to make a judgment on it.. so then the likes and dislikes... the main dislike is the wearing of it. Are there any other sort of likes or dislikes.

W: I think it looks good. It looks quite sleek and ... yeah that's it... and like the cuddly toy thing, makes it a bit more personal I guess. Its not just a kind of inanimate object.

[demo]

W: Does it sort of compress as well?

D: no

W: I guess I made that bit up.

D: does that slightly change your thinking about it?

W: yeah definitely, I sort of I don't know why I got it into my head that it squeezes,

D: so yeah, all they do it warm up, so you can feel...

W: so I can't really feel this on my back, I think it's the extra layers I have on.

D: so the heat is preferable to the squeeze then?

W: Definitely yeah.

D: so that's obviously changed, have your thoughts changed in any other way about it

W: erm, I thought that it's different from how it looked, [in the scenario] In the picture it looks darker, it looks like it's black on the front, but I'm not sure how, I guess it's quite nice.. I prefer the material, I'm now just nit picking, it's a smooth fuzzy material.

D: so we have presented this one as a belt but we have had some other kind of thoughts as ways it could be used and the two main ones we've had have been, instead of having to wear it which some people are uncomfortable with, we've suggested either you could wrap it around a chair, in which case this would be the bit you see and then you can just sit against it, but you've still got the heating element

W: yeah I think that would definitely be... I would definitely prefer it that way.

D: because of the not having to put it on?

W: Yeah I think so, just kind of wearing it sort of... hard to explain... it's sort of like you're trying to replace it with something else, like clearly replace it with something else like clearly replace it...

D: And then the third approach is to combine the two and put them onto a pillow; so when you squeeze the pillow and at the other end, the pillow warms up... so a similar idea

W: Yeah, I prefer the idea of that, cause it's not trying to imitate something else, it's just taking it for what it is...

D: So that would be the best of the three then?

W: Yeah, I think so... and also, it doesn't have uses for that, it can also be used as a pillow...

D: So then the last question on this one... we've described it as a private link between you and your partner... do you think you'd consider using it with anyone else? Or not?

W: I don't think so...

D: because...

W: The idea of sending a hug to someone else... I'm sure my mum would love the idea but

[measure]

W: another thing as well, for the previous one, the hands, I liked the fact that you could personalize them... I don't know if there was an option for that...

D: You'd like that?

W: yeah; yeah...

[scenario 2 - MSD]

[measure]

W: I like the idea of that...

D: So this one's a better idea then?

W: I think so; I prefer it more...

D: What is it you like about the idea?

W: I think just because it's not masquerading as an act of physical act... it's more; it is what it is and it's not something else... it's just a little act which is done; it doesn't matter that the notes not being put there; it's the same note that's being printed out... I'm a bit creeped out by the idea of something sending a hug or sending a hand hold...

D: Any dislikes about this one?

W: No; don't think so...

D: Do you think it might be something you might use? Or not?

W: Yeah I think so...

W: I think it was just the fact of a human action not being done by a human...

[demo]

W: Maybe it wouldn't have to be a tablet PC...

D: No, so the software does work on a normal computer...

W: Yeah, you can get like the graphics tablets to use with them...

D: So the other thing to mention is the notes are actually stickers...

D: So pretty much what you were expecting?

W: Yeah, I think so... it was good... a bit smaller than I expected which is a nice surprise?

D: yeah, the printer or tablet?

W: the printer... cause I've got like a portable printer though it's about three times the size of that...

D: Is there anything about it which you thought you'd like or dislike which you've changed your mind on? Or not?

W: ummm... no I think same as before, it was described quite well...

D: and is there anything you'd change about it?

W: To be honest, I don't think so no, it was good...

D: Is that because of the drawing or printing or both...

W: everything you'd want to do which you'd want to put on a handwritten note, you can do using that so it kind of covers everything...

D: OK, so similar question to last time; we've described it as being a private link so do you think you'd consider sending notes to other people? Or not?

W: yeah, I think so... I guess it's a bit like a fax machine but more creative... to sort of friends or family maybe... on Birthdays, maybe a happy birthday drawing, things like that I guess...

[measure]

[scenario 3 - sleepyWhispers]

[measure]

D: So what's your initial reaction to this one?

W: I think it's quite a nice idea... similar to the belt and pillow, a weird sort of talking pillow when I've got a phone so I can't see it replacing that... I think it's a nice idea with the whole kind of photo frame and everything, it's nicely done?

D: Do you think it might be something you'd use? Or not?

W: I don't think so... can't really see myself... there's not a hole it would fill, it just sort of, I've got my phone for messages and I've got a pillow as it is...

D: so that's quite a different reason for not wanting to use it than with the hands or the hugs...

W: Yeah...

D: likes and dislikes... dislikes include not filling that gap, are there any others?

W: yeah... I guess it is quite a nice idea, just before bed with the pillow having recorded messages in it...

D: Do you normally send goodnight messages?

W: yeah; texts normally... so I suppose it would be nicer than a text, having the voice but you've already got a phone for that...

[demo]

D: So pretty much what you were expecting?

W: Yeah, it's quieter than I expected, but in a way I like that... it's not like a message broadcast to everyone, you just put your head on the pillow for a personal message... so that was a good surprise...

D: Is there anything you'd change about it? To make it more like something you'd use?

W: I don't think... for what it does, I don't think there's anything I'd add to it to improve it, it's just the idea more than anything...

D: So then the question of using it with anyone else doesn't make sense then...?

W: Well even if I were to use it with my girlfriend; I wouldn't use it with my friends or family or anyone... cause it's to intimate, it's a bedtime message from a friend is a bit weird... If I expected to hear my girlfriends voice and I heard my mates, that would be a bit of a surprise there!

[measure]

[scenario 4 - doodleMessenger]

[measure]

D: So, thoughts about this one?

W: No, I think it's nice, similar to the note printing one but I guess, you don't have to spend money on the printer or print supplies... also it seems like there might be apps like it already...

D: Something you might use?

W: yeah I think so, if I had an iphone...

D: what about likes and dislikes about this one?

W: yeah, similar to the other one... it's not trying to pretend to be a hug or a personal act...

D: do you think it loses something by losing the printing or not?

W: yeah, I think so... it's less personal for one... it's just like an email or text or something

[demo]

[measure]

D: So you've already said it was pretty much what you expected... is there anything about it which you think you'd change?

W: no to be honest; I think it does what it does; easy to use, simple... I didn't think so much about the editing of pictures, that's a nice idea, I like that...

D: because

W: I can see myself messing around with it, sending it to your mate or whatever with a joke or to your girlfriend, flexible...

D: you think you'd send the messages to more people on this one?

W: yeah...

[wrap up]

D: So we've been asking people to rank the devices from best to worst or most likely to use and then down...

W: I think first the MSD, then the phone app, then the pillow then finally the belt... I can definitely see myself using the first two, and I don't think either of them makes the other one obsolete either, they've both got their own uses... I can't really see myself using the pillow that much and I don't think I'd use the belt at all...

D: So is it... you don't think you'd use the pillow but the belt creeps you out a little bit?

W: yeah, that's right...

D: so how do you think these systems compare to the hand holding concepts of last time?

W: I think I prefer the two note doodling ones and the pillow... the belt is on a similar level... I think it's the aspect of trying to do something personal with a machine...

D: So that brings us onto the last kind of question... so the starting point is that all the prototypes, these and the hand holding ones, are based on things that people do when they're together – hugging, holding hands, leaving notes... so they've tried to take that behavior and mimic it while people are apart... the question then is whether you think that's a good idea or bits of that can be a good idea or whether because they can't be done properly; you can't actually hug someone; you should design something completely different?

W: some of the things which are done together lend themselves quite well to this sort of format – like the note giving ones and the recording messages but I think it's the intimate acts which... I guess if I wouldn't do it with a complete stranger then I wouldn't want to do it with a machine... I wouldn't go up to a stranger and hug them or hold their hand but I might leave them a note...

D: so it tends to be that distinction between touching

W: yeah, like an intimate action, touching...

D: compare to the ones which are more behavioral...on the back of that then, are there behaviors that we've not covered here which you miss and you think could be supported while you're apart?

W: it's a bit of a rubbish idea, but when my girlfriend comes to visit, we spend a lot of time watching TV or films...I guess if there was some way of synchronizing two screens so you saw the same things and you could chat while you were doing it, that would be a good thing, quite a nice activity to do...

D: so it's more like communal TV watching

W: yeah; more than just watching the same shows... and if we've both been doing the same thing then she's happy; like if there's something happening in the night sky then she'll tell me to look outside the window and she knows we're both looking out the window at the same time...