

Transcript – P3

[scenario 1 – doodleMessenger]

[measure]

D: So, doodleMessenger; what were your first thoughts?

L: It sounded quite fun and I could see situations where I would use it; just when you see funny things that are part of an in-joke or whatever and you see stuff round town and you could take a picture... I think sometimes it works just a picture without any words is enough to communicate something to someone you know really well...

D: Was there anything about the concept which you disliked?

L: Well the fact that I couldn't use it with my boyfriend because he broke his phone... I don't know; I think another thing is the whole technology thing, my phone dies at the end of everyday now, so I think that kind of "I better not, my batteries running low; I probably shouldn't take a photo and do all of this because it'll use it up" – that practical side of things more... and if you had one of the big phones as well so screen size would be an issue as well... as long as it was quick, aside from the battery life, if you used it and it was quick, if you have to spend ages on it then the joke will have passed but if it was tap tap tap send, it would be better...

[demo]

D: So having used the prototype, have your opinions changed at all or is it what you expected?

L: no, I kind of guessed how it worked already...

D: Is there anything about it that you'd change?

L: ummm.... I don't know if... it would be nice to write short words on it and it's kind of hard to do it with your finger, I don't know if there's a way to combine that... but it's nice to have the handwritten... it's difficult, it's probably not the technology to do that kind of thing... I know it's adding complexity to it but it would be nice to have... or you take a photo and you can put a speech bubble on it... I'm looking at a comic book thing at the moment, so that kind of style of functionality...

D: So we describe it in the scenario was that it was aimed just between you and Ka... do you think you'd want to use it with other people or not?

L: ummm... yeah, I could see using it... yeah, things like with my Mum, if I get something new she likes to see what is it... like we facetime with them or like see my room or see whatever so yeah I could see that...

D: what about friends?

L: probably not; maybe occasionally... some tea that one of them might like...

[measure]

[scenario 2 - MSD]

[measure]

D: So what are your first thoughts about this one?

L: I think it's a good idea; it's nice to be surprised, that kind of element is good, whereas every night I expect Ka to ring me, it's not a surprise... so it's nice to have things like that... so I suppose... I don't know whether it would be a longtime thing you'd use or not or whether it would be more of a novelty thing... I don't know, with doodleMessenger, you'd see something which inspires you to do it...whereas this is like, I don't know what would inspire you to use it...

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

L: potentially, yeah...

[demo]

L: so all you can do is change colour? You can't add text or anything? And if you get it wrong you have to start again?

D: we can start talking about it...

L: it's quite cool, it's quite actually, it's more fun that I thought it would be... but I don't know if that's because you're seeing the output of it yourself... I quite enjoyed drawing on the screen...

D: how did it compare to the phone?

L: if you could combine them... it's not possible though, because this one you do want to use it out and about... I guess if you could take pictures on the phone and it automatically sent them to the tablet and then when you got back that evening and you could draw on them, that would probably actually make me more likely to use it, cause then you're like sharing stuff you've done through the day...

D: almost like a scrap-book

L: yeah... and then when you're saying stuff you've done, there's actually something visual; here's me doing something visual I've done... I was thinking about this because one of Ka's friends is doing this photo a day for a year thing... and I think that's a really good idea, I don't really take very many photos and you should because I look back and wish that, it'd be nice to document like the time at uni which will suddenly be over and you won't have a visual record of it... so it would be nice to share some of the things... and some of the people as well, that you know; I talk about people and at least he's met you guys now, you sort of sharing the people and then they know who you're talking about when you say so-and-so did this today or whatever... so I think that actually would be really nice

D: so similar question to last time; do you think you'd be tempted to use this with people other than ka? Or not?

L: Probably less likely... I don't know; because of the way it is... whereas with a phone you could contact anyone else... I think potentially but less likely

[measure]

[scenario 3 - sleepyWhispers]

[measure]

D: so you obviously no a little bit about this one, being set up for the case study; but what are your general thoughts about it?

L: first of all I think it sounds weird when it says "you can hear whispers come through the pillow... I don't know, it just sounds... I guess that's the way it works, it just sounds strange, like the pillow is talking to you... I'll see how it works but... I think it's a nice idea... it's nice when I get an answerphone message from Ka... not that he leaves loads, but if I haven't answered the phone it's nice if he's left a message "oh, I've missed you, sleep well" rather than a text which says the same thing...

D: so you speak every evening, do you swap goodnight texts or anything?

L: I normally call just before I go to sleep, Ka always stays up a lot later... he'll normally just faff until 1 in the morning, whereas I'm normally in bed by about 11ish...

[demo]

D: So having used it now; have your thoughts changed at all or is it what you were expecting?

L: It was kind of harder to push the button than I thought... I think we'll just have to see how it works... I think it'll be quite fun...

D: do you think that's based on the messages

L: Yeah... I think it'll be something different... I can see us leaving jokey messages like more than sappy ones; we're just not that sort of couple really...but it's still nice, it's still an affectionate way, not in a mean way though sometimes Ka says I'm sooo mean to me, you bully me... I think it's just one of those things, I definitely wouldn't use it with anyone else, for one thing, so it's quite different to the others... and I think it is just, it's kind of similar to an answer phone message (ish) though you don't have to listen to all the annoying stuff that comes with it "press 1 to listen... this message is from bluh bluh bluh" , it just takes ages to actually get to the messages... so if someone left you a nice message on your answer phone, you wouldn't listen to it multiple times because it's so much faff... whereas with this, you just push a button and it plays... I was just thinking what my housemates would think [giggles]... so yeah, I think it would be an improvement on that but it would be quite different to anything else I've used

D: is there anything you'd change about it? So you mentioned the photo frame was a bit stiff...

L: how do you record on it? Do you record just on a computer?

D: on a computer or on a phone... then there's a webpage which you go to, click browse, find the file and click send...

L: I guess it would be better if that was done through the photo frame or something like that... obviously my laptop's normally on in my room but to have it all as one system, it just seems like disjointed otherwise...

D: so you said quite clearly, you wouldn't want to use it with anyone else... do you think that would change if we changed the pillow part of it... so instead of the messages coming through the pillow, they came through the photo frame?

L: yeah, I think it would... whether I would still use it or not, I think it would make it more likely, it would seem as weird...

[measure]

[scenario 4 - hotHugs]

[measure]

D: so first thoughts about this one?

L: I think it's hard to know what it would be like without trying it out I think... it's... hard to imagine because it's so abstract, it's not, it's quite removed from, voice and pictures are ways you're used to communicating with but you're not used to communicating via temperature...

[demo]

D: so we've been thinking, it can either be worn around the back or because of the way the belt is made, it can be wrapped around a chair so you can just sit against it without having to put it on... or wrap it around a pillow and hold it against you, something like that...

L: yeah... this would actually be quite good for my back! [giggles] I'm meant to put heat on my back... well it's quite pleasant and quite comfortable really... I think it's...

[measure]

L: I think it'll be quite nice in terms of treatment of my back... but it's difficult to associate it... I think it's quite an abstract way of communication... it's not... you might suddenly notice that it's getting warmer but I think for this one, for the purpose it's designed for, it's the one that I'd be least likely to use which would help with supporting the relationship...

[wrap up]

D: So the hug belt is least favorite, which is favorite, or if you want to rank them...

L: Probably... I want to really combine the two doodling ones, then that would be the top one...

D; so some kind of note idea...

L: If I had to rank them, doodleMessenger, then MSD < sleepyWhispers, then hug belt... but I feel like I make change once I've used sleepyWhispers because it's difficult to know how it works, the doodling ones are more familiar, taking a photo and sending it to someone, you've done it before, not quite in the same way but it's easier to picture...

D: so these are all based around mimicking different behaviors... hugging, note leaving, and almost like pillow talk... do you think that's a suitable avenue to explore in trying to support the distance relationship or do you think something completely new would be better?

L: I think it's hard... it's hard to know... I think there are certain things you just can't, they're not the same... but I think there's definitely ways which could help... so I think it's worth exploring them and it's hard to know until you've tried what works and what doesn't... I think the other thing is, it's different for different people, I mean not everyone talks to each other every night, so I think it really depends on... some people are more lovey-dovey, texting each other constantly, and I mean I hardly ever text Ka... just because I can't be bothered... texting to me is a chore, I don't text people unless there's something specific I want to tell them, but some people text all the time... I suppose it also matters depending on

the stage of the relationship, perhaps it's different when you've just got together so... I think it's probably important that there's a range and that different things work for different people...

D: how do you think these four compare to the hand holding concepts?

L: ummm... other than the hug belt, I think they're a bit more rich in what they communicate so like you could... the other things would, you'd definitely need another set of communications, even that day – just the one where it heats your hand, that wouldn't be enough for the contact for that day... whereas say I couldn't speak on the phone that day, one of these might be an alternative for that... when Ka goes to Hong Kong or whatever, we still don't really skype... but something where you could send a one of thing, and with time zones and things, you can send something and they can pick it up when it's convenient for them – that's a benefit for this kind of thing, is that it can be sent and someone else can get it... and it can be hard sometimes getting a time when you're both free to talk, even like in the evening... it's not been so bad this year because I haven't spent so much time with my housemates but sometimes if I was sitting and watching a TV program with them, then Ka would ring and I'd feel bad not spending time with my housemates, so just finding that time can be difficult sometimes...