

DESIGN CAPSTONE

RESEARCH

How does people's past experiences of hunting for a place to live remotely look like?
What are some challenges/difficulties they have encountered?

Session Breakdown

The interviews with the participants would range 35-45 minutes. The time range might be adjusted based on the experiences of participants being interviewed and their availability.

- Introduction (3 mins)
- Interview (20 mins)
- Activity (card-sorting or observation analysis) (20 mins)
- Wrap-up (2 mins)

Material Checklist

- Laptop
- Zoom
- Notepad
- Probe for activity

Document Guide

- Voice recording
- Take notes of anything interesting

Research Method - Interview

Introduction

“Hi! We appreciate you taking some time to meet with us today. Do you mind if we record the interview session? My name is [interviewer] and I will be facilitating this session. We are a design research team doing a research project on remote housing finding experience. We are here because we want to hear about your experience of hunting for a place to live.”

“Today’s session will take about 45 minutes. It will be broken into two parts: we will ask you some questions for the first part, and then we will do a small activity with you. We are not here to judge you in any way, but we want to learn what are things that are important to you while choosing a place to live and if you have met any challenges during the process. Please let us know if there are any questions you don’t wish to answer or if you need to step outside at any point. Again, we will be recording the session today as a way to look back for our data collection purposes. Do you have any additional questions or comments before we start?”

Warm-up Questions

- Can you tell me a little about yourself such as your age, occupation, where do you work, etc?

Past Hunting Experience

- Where do you live right now? How long have you lived there? How do you like it?
- How did you find your current housing? What did the process look like?
 - Did you use any platform/product to look for housing? What are they?

Research Method - Interview

Past Hunting Experience

- Where do you live right now? How long have you lived there? How do you like it?
- How did you find your current housing? What did the process look like?
 - Did you use any platform/product to look for housing?
 - What are they?
- Have you ever considered any other properties while you were hunting for a place to live? Why or why not
 - if yes, what were some other options you were considering?
 - How did you finally decide on the place you are currently living in?
 - What did your decision-making process look like?
 - What factors helped you make your decision?
- What are some challenges/difficulties you encountered during the process?
 - Did you have any negative experiences during the process?
- How often do you move? What are the reasons for moving?
- When you are looking for a place to live, aside from the physical place, what are some other factors that you think are important? (e.g safety, commute...)
 - How do you check out these factors?
 - What tools/platforms do you use?
 - Do you think the findings match the reality?
- Is there any other thing you want to share about your experience?



Research Methods - Others

— Card Sorting

For this activity, we want you to rank the following properties/features from very important to not important at all based on your experience of hunting a place to live. If you think of anything else that is not on the list, you can add it yourself and place it to where you think it belongs to.

— Observation Analysis

Now we want to do a small activity with you. So imagine that you will be moving to Los Angeles in June for a new job, and you want to start looking for a place to live. Can you walk us through your whole process of place hunting? You can turn on your screen-share so that we know what platform you are using, and what you are looking at. Also while you are searching, please think out-loud so we can go through the process with you.