

Project: User Research

HCDE 318 | Satvik Vats

Insights:

- Research opportunities, better education system and resources were the common motivations for my interviewees to immigrate to US.
- They felt that US has a money minded society, where you have to pay for each and every thing/service you use (Paying for the carts at the Airport when they first arrived was odd for them, as in all other countries luggage cart is provided for free).
- Getting along with the US culture wasn't hard, in fact they enjoyed it.
- Basic terminology used in US was hard to catch, they had a hard time at workplace or school because of it (Typical American terms like "to-go meal, confusing names for streets and different driving rules").
- They enjoyed their experience coming to the States and advise others to explore more!

Project Description:

We are conducting user research with immigrants that have been in the United States for more than a month to hear their stories and look for problems or inconveniences that they commonly face. Afterwards, we hope to address one of their problems through technology.

Target Interviewees:

Immigrants who have only been in America up to one year.

Interview:

I took multiple interviews, in this interview, there were two participants interviewed together. This not only sparked discussions but also made them feel more comfortable sharing about their similar experience.

First interviewee: A

Second interviewee: B

Hi, my name is Satvik Vats. I'm a student at the University of Washington studying Human Centered Design and Engineering. We're doing a project to find out more about the experiences of immigrants or non-citizens in the United States.

Would you like to introduce yourselves?

- A. *Yes, I am John I am a Graduate student at University of Washington, Seattle studying MS in Information management and my specialization is UX/UI with IA.*
- B. *Yeah, this is Ram I am an Undergrad at UW studying Electrical Engineering*

So, I'll give you an Intro of what we are doing, We are conducting interviews with immigrants in the United States to hear their stories and look for problems or inconveniences that they commonly face. Afterwards, we hope to address one of their problems through technology.

Can we record this interview?

Both A and B: *Sure!*

Hi, how was your day?

- A. *The day was good, it was a typical Seattle day; gloomy and rainy, kind of relaxed day.*
- B. *It was an amazing day, I started my day by going to a restaurant for pancakes and fresh berries. What else can you ask for!*

Tell me about your background.

- A. *I am basically from Mumbai, India. I did my undergrad in India. I wanted to explore more related to UX/UI. Gave me the opportunity to explore with better research opportunities, better funding and it's an experience.*
- B. *I was born and brought up in Middle east, Qatar. I wanted to go to States because I have heard from my seniors that Universities in US have a lot of opportunities and the US education system was stronger.*

When did you first come to USA, and if you don't mind sharing?

- A. *When I came to UW.*
- B. *I came to NY for few weeks and then it was for UW.*

How has your experience here been so far?

- A. *I had a smooth transition coming to states. Some terminology was hard to catch, things like what is a drip coffee? First three four months was struggle. You even must pay for the carts on the Airport and check-in luggage is 25\$! Why?*
- B. *It's been good so far. The only thing I have missed the most is home cooked food. The freedom of being far from parents was new to me and it was interesting. US is very money minded and everything is paid.*

Walk me through an average day in your life.

- A. *I make a habit of waking up early and I go to classes or work. Lunch and dinner is a huge question mark.*
- B. *I wake up at 7:20 and goes to my phone notification. Then hurry up to school or work.*

What are some inconveniences or problems you face with basic necessities?

- A. *I came without international roaming and I couldn't even call for an uber. I had to go through a lot of problems on the first few days. Indian groceries.*
- B. *Everything was kinda smooth for me. I thought accent would be a problem but it wasn't.*

Do you feel like you have a community here?

If yes, how would you describe your community?

If no, why do you feel like you don't have one?

- A. *Not initially. But now I have. Indian community is here, I am in few communities.*
- B. *Oh yes of course! I had people who I knew before landing in Seattle. Now I have a Indian community here.*

Is there any part of coming to the USA that was particularly challenging?

- A. *No not really. Everything was planned.*
- B. *I had doubts choosing Indian collage or US, we had debates for that in family.*

What is your native language? Did you speak English before coming to America? Tell me about any language barriers you faced.

- A. *No not really. Few terminologies were hard to understand.*
- B. *And why don't you keep a driveway and parkway why so many ways? And why call gas rather than petrol?*

What are some of the challenges you or others with a similar background have faced assimilating into American culture?

- A. *I don't like the food here. I loved the festival and stuff.*
- B. *People here are nice, it has been fun.*

Do you own a smartphone?

What are your favorite apps?

- A. *Venmo, LinkedIn*
- B. *Coinbase, I have invested around \$4000.*

Are you on social media?

- A. *Yeah*
- B. *Yes*

What other kind of screen-based technology do you use?

- A. *Ipad, laptop*
- B. *Laptop*

If you had to give some advice to new immigrants coming into America today, what would you tell them?

- A. *Embrace the experience*
- B. *Be open to people and be nice to all. Explore the country.*

Thanks a lot! Thank you for your time!