

Interview Report

HCDE 313

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Goal and Context

The purpose of this study was to understand what additional items could be offered to increase the comfort of HCDE students in the HCDE lounge. This study built off of my field research by inquiring about what preferences, priorities, and motivations of students have around the HCDE lounge. Where the field study took note of what students did in the HCDE lounge, the interview asked *why*. High-level questions to be answered centered around what objects students used in the lounge, why, and how they felt about them. There are three factors to note about this study. One is that because field research was limited to students who used the lounge during daytime hours, vital data might be missing. There are students who use the lounge into the evening and their preferences, priorities, and motivations may differ. The second is that only juniors were interviewed. It's possible that the needs and perceptions of sophomore and senior HCDE students differ from juniors'. The third is that the participants were all female. Male needs and perspectives may differ.

Methods

The overall methodology was a semi-structured interview with three participants, who were all HCDE juniors at UW. Inclusion criteria included being a current HCDE student who used the lounge, as this was my target demographic. Their shared junior status was, in retrospect, the result of availability bias. I had posted to "study-recruitment" HCDE Community slack, but hadn't received responses, so all of my participants were fellow students of mine. The semi-structured

format allowed for the opportunity to glean more information from participants by employing probing questions. One interview was conducted over Zoom, two others were conducted in-person in private rooms on campus. These private settings were a purposeful choice intended to invite honest answers. While the planned interview length was 30 minutes, the average length of the interviews was 14 minutes. Topics participants were asked about included: what items and services they used in the lounge and how they felt about those items' availability; what items and services they used on campus that are unavailable in the lounge; how they feel about the absence of the aforementioned items and services in the lounge; whether social interactions play a role in their use of the lounge; how they deal with fatigue and stress on campus. Interviews were transcribed via Microsoft Word and coded later on via thematic analysis. Back-up recordings were created with the camera app on my mobile phone.

Results and Recommendations

Prioritization

Free Sustenance

Students appreciate access to complementary snacks, coffee, and water. These features were mentioned by all participants. Snacks were mentioned 16 times, coffee was mentioned 5 times, and water was mentioned 5 times. Students also appreciated free means by which to enjoy their sustenance; the microwaves were mentioned 5 times.

Lack of-

Students noticed a lack of items that are normally offered by the lounge, including a lack of snacks and utensils. Students also noticed a lack of cleanliness and attention to design.

Students noted a lack of energy within themselves that they tend to resolve with coffee. These issues were mentioned less frequently than free sustenance.

Media brings joy

To alleviate their stress, students tend to lean on media devices such as their phones and laptops. The power cables inside of the lounge are a resource that they appreciate, as they use them for charging their laptops. Students also noted the whiteboard as a medium for communication. There were fewer of these comments than there were comments pertaining to a lack of something.

Free Sustenance

Description

A big draw of the HCDE lounge is that it's a place where students can enjoy food and drink. This includes food that students bring in themselves, which they enjoy reheating in the HCDE lounge microwaves, or complementary food and drink provided by the lounge. When the snack basket is empty, students will go to the HUB and get snacks there, but they have a strong preference for getting snacks from the snack basket. Students enjoy having coffee on campus, but the coffee in the HCDE lounge is either gone, not noticeable enough, or not inviting enough for students. Students appreciate the water cooler, but find it inconvenient to have to leave the lounge to access it.

Evidence

“...sometimes there just aren't snacks because other people eat them or they're refilling or they just don't have the basket that day or whatever. And that's always—you know—that's a little disappointing. So I'm not always satisfied because there aren't always snacks, but for the snack options when it does have snacks, I think they're usually pretty good. I like that they have, like, cup of noodles or whatever it is so it's like a little bit more sustenance, but then they also have, like, on the other end—they'll have like a granola bar, which is a quick, easy thing. Or I think they've had, like, gummies or something, which—I don't eat those. I think if I would suggest a snack, I would suggest, like, maybe more granola bar options or more quick and easy but still, like, they give you protein or energy of some kind. So maybe more options.” (AV1)

“...if they offered, like, hot chocolate or there's like hot cider packets I know I would really appreciate that.” (AV1)

“The water tank option, I—I really like it..It is interesting to me that it's outside the lounge, not in the lounge...it's odd because they do have stuff in the lounge. Like when they provide cup of noodles, you have to get water from somewhere. And unless you want to use the hot water, you got to go outside to get water. So I don't know, that's an interesting choice to me.” (AV1)

“I appreciate the snack basket they have so if I'm getting hungry, I know where to head to which is super helpful.” (AV2)

“No, I've never tried the free coffee in the lounge. It's not very inviting...”(AV2)

“[emphatically] Oh, I love free food...I like, I will do like medical studies for free food, like on campus. Like I'll give away, like my saliva. Anything for free food.” (AV3)

Recommendation

Based on the evidence gathered, I have a number of recommendations. I recommend that the snack basket be stocked more regularly, and that it include more substantive, high-protein snacks. I recommend that the current coffee setup be replaced by a more welcoming alternative that's easy to refill, like a Keurig or drip-style coffee maker. Alongside a more welcoming coffee option, I recommend offering students cider or hot chocolate packets. A second water cooler should be acquired and placed inside of the lounge, so that students don't have to leave the room to get water.

Lack of-

Description

Whether it's internal or external, students experience privation. When they are in the lounge, they experience it because they look for items they expect to be there (napkins, cutlery, snacks) and find them missing. They also find themselves lacking energy, as they acknowledge feeling tired. In addition, they feel the design of the lounge itself lacks proper attention.

Evidence

"...sometimes there just aren't snacks because other people eat them or they're refilling or they just don't have the basket that day or whatever. And that's always—you know—that's a little disappointing..." (AV1)

“There isn’t like, napkins and spoons, knives, and even the snacks are not very consistent. They usually are out or they’ll have like one item like knives.” (AV2)

“Yeah, I don’t even think I’ve grabbed a napkin, I’ve just made due with what I had.” (AV2)

“Depends. If I’m tired, maybe sometimes I’ll grab a coffee and then push through. I’ll go sit on the couch, but you know, it doesn’t make me less tired. I usually just go, if I’m being honest with you. I go home because I need a nap.” (AV2)

“I guess one thing I’ve noticed about the lounge that if I could change, I would change, is it’s, uh, Cleanliness. It’s not overly—it’s not overly a problem at all, but there are certain spots where it’s a little dusty, or it’s—it just needs a wipe down. Or I guess I don’t know, it’s just not a super like soothing lay-like design, like the walls are super—it feels like a classroom, which—it is in a classroom building. But if it had more decorations or something to make it feel more different than a classroom. That might be nice.” (AV1)

“...I wish it was a little bit, maybe more up to date. ‘Cause it’s kinda stale in there.” (AV3)

Recommendation

I recommend ensuring that snacks, utensils, and napkins stay stocked. I recommend that there be a consistent and welcoming supply of coffee. I recommend that the space be kept clean and that the department consider a redesign of the lounge.

Media brings joy

Description

Both digital media and physical media provide students with a sense of relief from their stress and fatigue. These forms of media include their laptops and physical books. Another form of media, the whiteboard, is notable for students.

Evidence

[in response to, “And are there any physical tools you use to alleviate stress? And are there any physical tools you use to alleviate stress?”] Yeah, I guess I—I sometimes, I read. Like, I like physical books. I do watch TV and movies with friends a lot. Almost every night, I would say. And then I guess I use my computer technically for the homework. Sometimes I’ll play video games. I’m playing Papas freezeria right now, which is—I don’t know if you’ve ever played, but it’s just like a mindless game and it’s... So that’s nice. But I don’t know if I use any other tools. (AV1)

There is the whiteboard. People will, like, write things. And I do read that. I think that’s a fun way to, like, communicate with people without doing it face to face. (AV1)

The whiteboards. The material that’s been on the whiteboard has been there since I was a freshman. Like, they haven’t changed. So—which is pretty crazy. So, that’s—that was like, surprising when I—I didn’t go at all last year. But I went to like once freshman year and now I go there regularly. Not regularly, maybe like, once every other week, and I was kind of just shocked that there was the same. I was shocked that there was the same stuff on the whiteboard. (AV3)

Recommendation (should be reasonable and actionable.)

I recommend ensuring there are sufficient outlets so students can keep their laptops charged. It also might be nice to supply a handful of books for students to enjoy. I strongly recommend reconsidering wiping the HCDE lounge whiteboard between quarters. It appears to be something that students appreciate as a medium for communication, but are negatively affected by when it's revealed to not be a living document. If the information currently on the whiteboard is valuable, it can be committed to a poster that lives alongside the whiteboards.

Discussion

While this study was conducted solely with participants who were: female, juniors, and daytime lounge users, there are useful conclusions that can be drawn from the results. These are that students value consistent snacks, consistent supplies, and—in general—a space that is *maintained*. This seems to be the connecting thread between the various points of interest that surfaced over the course of interviews. The strengths of this work is that it was done in low-pressure, private settings where the benefit of an interview (honest and candid answers) were welcome. This made it significantly more insightful than the prior fact-finding inquiries, which were observation sessions that offered limited insight into the priorities and motivations of students.

Based on results and recommendations, my survey project will inquire about the prioritization of points of interest. Based on my interview responses and my general life experience, it's clear that free food is likely to be universally important. However, during my interviews there seemed to be different levels of attention paid to: cutlery and napkins; cleanliness; the whiteboard. I'm curious about what the priorities of the HCDE lounge-user population are in general. I'm also curious about how students feel specifically about the idea of having different coffee machines in the lounge, what kinds of snacks they like, and what other forms of media they might like to see in

the lounge. I will be asking about what time of day the students use the lounge, so I can parse whether usage type varies with usage time. This research should benefit everyone.

In my next interview study, I will conduct a practice interview with a friend after I have compiled my initial set of questions. This should help determine whether questions that seem useful in theory are useful in practice. I will modify and re-interview until my questions are conducive to uncovering essential information about my area of study, and prompt responses that create opportunities for probing questions. What I found fun about the study was specifically hearing from one student that they really appreciated the whiteboard for its utility in communicating with other students without having to see them face-to-face, and hearing from another student that the content on the whiteboard was stale. This highlighted to me that someone's perspective on an object can be completely reversed with a little knowledge. I completely understand where participant 3 was coming from. As a third-party observer to those two experiences, I can't help but imagine how many students may have transitioned from a warm feeling of connection to the whiteboard (as with Participant 1), to a sense of shock in realizing that the content is incalculably old, and that the students who wrote on that board may be long gone from UW. This scenario makes me feel all the more enthusiastic about changing the status of the HCDE lounge from "stale" to comforting.

Appendix 1 - Planning Materials

Interview Questions

1. What items in the HCDE lounge do you currently use?

Justification: This will provide an idea of what types of items they benefit from—food prep tools like the microwave or toaster, cutlery, free snacks. This will inform what types of items they might benefit from an increase of.

- a. Why do you use them?
- b. What happens when they aren't there?
- c. How do you feel when you use them?

2. What are some items you bring to the HCDE lounge from home?

Justification: This will provide an idea of what is lacking in the HCDE lounge, and what could be added.

- a. Why do you bring them?
 - b. Do you ever forget them? If so, what do you do?
3. What are some items you leave the HCDE lounge to get?

Justification: This will provide an idea of what is lacking in the HCDE lounge, and what could be added. It may also illuminate whether or not students might like the act of leaving the lounge to have a change of environment, rather than really needing an additional item.

- a. Why do you go get them?
 - b. Is it inconvenient to have to go somewhere else to get these items?
4. What are some services you must leave the HCDE lounge to use?

Justification: This will provide an idea of what services are lacking in the lounge, that could be added. It may illuminate whether students might like the act of leaving the lounge, rather than really needing the service.

- a. Why do you use them?
 - b. Is it inconvenient to go somewhere else to use them?
5. Are social interactions a factor in your decision to go to the lounge?

Justification: This may illuminate whether students come to the lounge to experience positive social interactions.

- a. How so?
 - b. What element of this space would optimize the types of social interactions you'd like to experience in the lounge?
6. Do you find yourself stressed on campus?

Justification: This may illuminate pain points students experience in their built environment that the hub can avoid. This will also confirm whether indications of stress observed during field observations were accurately understood.

- a. What do you do to alleviate your stress?
 - b. Are there any physical tools you use to accomplish that goal?
 - c. Where do you go to find them?
7. Do you find yourself tired on campus?

Justification: This will help confirm whether indications of fatigue observed during field observations were accurately understood.

- a. What do you do to alleviate your fatigue?
 - b. Are there any physical tools you use to accomplish that goal?
 - c. Where do you go to find them?
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Appendix 2 - Transcripts

Interview 1

Interviewer

We are in business. Excellent. Awesome. So I'll put on a little video recording now. Thank you for your patience.

Participant 1

No worries.

Interviewer

Uh, OK. So the first question that I have is what items in the Hcde lounge do you currently use?

Participant 1

Items. Well, the snack basket, I don't know if that counts as an item, but I use the snack basket and...

Interviewer

Everything counts.

Participant 1

It's probably my favorite. It's not always there, but when it is, it's nice to grab like a granola bar or whatever they have. And then the couch. I—I don't think I've used one of the tables or anything; I always sit at the couch because there's, like, there's a power cord right next to it and plug in my laptop. So, I think that's what I use. Think I've used the microwave once.

Interviewer

I see. Do you generally like to sit on couches for studying? Or if there were a power cord next to the table, would you prefer to sit on a chair?

Participant 1

I think I've noticed I used couches a lot more. So I think—I haven't looked, but I'm sure one or two of those tables do have outlets next to them. But I've just, I always go for the couch. That's my go-to.

Interviewer

I like the couch too. Yeah. And then are you satisfied with the snack options that were presented? Or is there something else that you feel might be missing?

Participant 1

Well, I guess there's two aspects to it for me. One is sometimes there just aren't snacks because other people eat them up and or or they're refilling or they just don't have the basket that day or whatever. And that's always—you know—that's a little disappointing. So I'm not always satisfied because there aren't always snacks, but for the snack options when it does have snacks, I think

they're usually pretty good. I like that they have, like, a cup of noodles or whatever it is so it's like a little bit more sustenance, but then they also have like on the other end they'll have like a granola bar, which is a quick, easy thing. Or I think they've had, like, gummies or something, which—I don't eat those. I think if I would suggest a snack, I would suggest, like, maybe more granola bar options or more quick and easy but still, like, they give you protein or energy of some kind. So maybe more options.

Interviewer

Yeah. UM. Some of these might be kind of redundant because I just pulled some random follow up questions. But why did you use the couch and granola bars?

Participant 1

I guess the couch is in part because of the ease of access for like the power cord. But in part it's just comfort. I just like sitting on the couch and I'm not usually doing homework that's like a computer and an iPad and paper; It's usually just my computer, so I really only have one thing to work with and then the snacks is usually because either, well—I think in part it's because it's the time of day. I'm in the student lounge. It's usually like two or three in the afternoon. And so it's long enough after I've eaten lunch that I'm starting to get a little hungry, but I don't—I'm not at home, so I can't have dinner yet? So that's probably part of it. And then the other part is, is again ease of access like it's free food and I don't like carrying around food as much. So sometimes I have a granola bar with me and I'll eat that instead, but often I don't.

Interviewer

Yeah. So if you don't have a granola bar with you and then you get to the lounge and they're other granola bars. I have two questions. Two separate questions. Question one. How does that make you feel? Question two, what do you do in those kinds of scenarios?

Participant 1

You know if they have another snack, like if they're just out of granola bars but they have something else I might consider eating that. But sometimes I just won't and I'll. I think all the times that's happened, you know, I've been disappointed, but I've just kind of continued on with my work and what I do is that I then go because I'm only ever waiting in the lounge if I have something at some point later in the day. So if I have a class or if I have a meeting with someone so then, I'll just leave or either leave the lounge a little bit early and on my way out to my next thing. I'll go to the Hub or something and get more food. Or I'll just make the decision that you know, I can wait until after my class or whatever it is and then go home.

Interviewer

I see. Where in the hub do you like to get food then?

Participant 1

I've been a lot this year. I've been going to the salad/sandwich bar area. I can't remember what it's called.

Interviewer

I don't know.

Participant 1

There's a salad bar and I really like it. Last year, I ate a couple I ate like dub St. and. Pagliacci's and I think all I think I everywhere because I like the variation. But this year, I like how cheap the salad bar is. It's like, often I'll get a salad for like 5 bucks and I'm getting a full meal and so I really like it. They have some really good options, so that's usually my go to this year.

Interviewer

Yeah. Excellent. What are some items you bring to the lounge from home?

Participant 1

So I mentioned my laptop. So I'll have that always. I usually have my water bottle, so sometimes I'll fill it up right outside the lounge, there's the water tank. My backpack, sweater. My phone I of course have my Husky card because that's how you get in. And then again, sometimes I have a granola bar or something on me. But that's usually about it.

Interviewer

I ask because I didn't initially notice them, but are you aware that there is free coffee and hot water in the lounge?

Participant 1

I knew there was hot water. I was not aware of the coffee and I don't personally drink coffee.

Interviewer

Oh, I see.

Participant 1

But if they offered like hot chocolate or there's like hot cider packets I know I would really appreciate that.

Interviewer

Yeah, like we already have the hot water. Why not? These questions might seem a bit strange. But also, like, feel free to answer at whatever level of specificity you want. But maybe some of the less obvious items, like your laptop. Why do you bring them, like water from home, or anything that's not absolutely necessary for school?

Participant 1

Actually, the water is an interesting one for me. I didn't use water bottles until this year when I got a free water bottle, I was like, I should really use water bottles because I've had water bottles before but I don't like carrying around water because it's heavy. So and I like limiting how much stuff I have on me. So, it wasn't until this year that I started bringing my water bottle places and I bring it to the lounge. Mostly just because I have it in my backpack and I'm not going home in between things. So I'll come on campus with my water bottle. That's what I'll have with me. But I like that they have an option to fill their water because it means I don't have to keep my water bottle full at all times. So I'm actually carrying less, but I still have a drinking [implement?].

Interviewer

Yeah, same. How does it make you feel that you have the option?

Participant 1

The water tank option, I—I really like it. Yeah, I like it. It's nice that it's right next to the lounge and I don't have to go find another place to fill my water bottle because I know there's like, there is a water fountain on the floor, but it doesn't really work and there's no water bottle filling station. So I really like that they have that there. It is interesting to me that it's outside the lounge. Not in the lounge. And I assume—although it's only an assumption—that's because they don't want it to be behind key card access. But it's odd because they do have stuff in the lounge. Like when they provide cup of noodles, you have to get water from somewhere. And unless you want to use the hot water, you got to go outside to get water. So I don't know that's an interesting choice to me.

Interviewer

Same like we could have two waters. And then we've kind of answered this, but. What are some items you leave the lounge to go get. Like if you were studying or using [the lounge] and then, like, "Oh!"

Participant 1

So water, if that's the main one. I don't know if I've ever left the lounge to get something else. Because I'm usually only in the lounge for a maximum of two hours, I think, is the longest I've been there. And so, I usually go in with the intention of just doing the work I have on my laptop. So I've only left the lounge for water and then to go to the bathroom.

Interviewer

Yeah. Oh. Do you find it inconvenient to have to get up in the middle of doing your homework to step outside the lounge and fill your water bottle.

Participant 1

It's a little inconvenient. I think the part that gets me more is when I want to go to the bathroom, which is slightly further away. I know I have to bring my Husky card, but I'm never sure (because it is behind Husky card access) sometimes I'm like, OK. I can probably leave my backpack, but sometimes I'm uncomfortable leaving it with how many people are in there. So it just means either I've left my backpack but I'm carrying around my Husky card, which I just don't really want to carry around while I'm in the bathroom, or I have to bring my whole backpack with me. And so it's just, I don't know if that's something I would ever be fixed but that's the only time I ever find it inconvenient—when going back and forth.

Interviewer

Yeah, yeah, I've definitely felt that vibe from people where they're like, "Is she gonna take my stuff?" And then are there any services that you leave the Hcde lounge to use?

Participant 1

Just the two. I haven't utilized any other services in the building, I don't think—at least not in person.

Interviewer

So yeah, OK. And then are social interactions a factor in your decision to go to the lounge?

Participant 1

Uhm, I haven't gone to the lounge with- or to meet, anybody. It's always just been [that] I'm waiting for my next commitment and I'm going to study alone. I think it would be a negative factor if the lounge was constantly full. Like if I knew I was gonna—like, I enjoy spending time with people, but if I knew I was going to be distracted in the lounge... But, I wouldn't mind if there were people I knew in the lounge. Like, I do like that there's the opportunity to talk with others.

Interviewer

What element of the space do you think might optimize the types of social interactions you'd like to have in the lounge? Like, you mentioned you do like to talk with others. I don't know if there's any part of the built environment that you feel may benefit or may increase the likelihood of those kind of interactions happening.

Participant 1

I mean so it's already got, like, the main seating spaces. It's got the couch, there's a table face in the windows, and then there's that big table that, like, a bunch of people can sit around. And so I think that big table probably helps significantly with interaction. But I want to say a huge reason I'm not interacting with people there is just really because I don't have reason to. Like if I did bring them or if I had an assignment I was working on with someone else, I would with them, but no. There is the

whiteboard. People will, like, write things. And I do read that. I think that's a fun way to, like, communicate with people without doing it face to face.

Interviewer

So yeah, it's—it's cute. And then, in terms of whether or not it's like super busy or just how you're feeling on a given day, are social interactions a factor in your decision to go to the lounge?

Participant 1

Not—I mean I guess If I think one of the first times I went to the lounge was because I knew. Right after lunch, I would have a couple hours before my next class, and I knew that staying in the hub or going to one of these other places was going to be very busy. So it is nice that it's a space that only a few people are going to be in. So I guess that is a factor, yeah.

Interviewer

Have you ever left because it was too crowded?

Participant 1

No, no, I—I think at most I've been in there with, like, four other people. Yeah, it's not too crowded?

Interviewer

You could just tell them to leave.

Do you find yourself stressed on campus?

Participant 1

It depends what kind of stress. I think with homework sometimes—so, just like course load and whatnot, but I'm not usually stressed in a more like, situational, I don't—I don't have a lot of

situational stress on campus. I'm not stressed about getting places on time, usually. I'm not stressed about how many people there are. So I would just say just because my coursework, but otherwise no.

Interviewer

Understandable. Also very valid stress. What do you do to alleviate your stress on or off campus?

Participant 1

For me, I actually it's a mix of procrastinating and getting stuff done as soon as possible. So, for a lot of assignments I try and start them right away and do them right away. So for a couple of my classes, I do the assignment as soon as possible. But some of my classes it's the opposite. Where I go, "I really don't want to think about this." And so I put it off. So it's a mix of that, probably it's the biggest things and then I try to spend a lot of time just hanging out with with my roommates and hanging out at home. I do go home to visit my parents and that's helpful. So by procrastinating and doing stuff as soon as possible. I usually end up with windows of time where I'm not doing anything and I'm able to go just do something completely unrelated and that's it.

Interviewer

And are there any physical tools you use to alleviate stress? TV counts.

Participant 1

Yeah, I guess I—I sometimes, I read. Like, I like physical books. I do watch TV and movies with friends a lot. Almost every night, I would say. And then I guess I use my computer technically for the homework. Sometimes I'll play video games. I'm playing Papas freezeria right now, which is—I don't know if you've ever played, but it's just like a mindless game and it's... So that's nice. But I don't know if I use any other tools.

Interviewer

The next question is where do you go to find them? But I think, yeah. Do you utilize the library at all?

Participant 1

Uh, it depends which library. I don't go to libraries often, and because I do like to read physical books, I do sometimes go to, like, public libraries—Seattle Public Libraries, just to grab a book. So, I'm not there for long. I've used the study spaces in libraries sometimes because I can reserve a room and it's private. That's usually when I have like a zoom call or something where I have to be on campus.

Interviewer

Yeah, yeah.

Participant 1

I'll use that. But I don't tend to use the common spaces and libraries very often.

Interviewer

Yeah. OK. Valid me neither. Do you find yourself physically tired on campus?

Participant 1

I mean. That's a good question. I guess I probably do. Sometimes I often translate mentally tired to physically tired, so I don't know how often I'm actually physically tired or if I'm just trying to find an excuse for a nap.

Interviewer

You know, wherever the tiredness comes from, it's tiredness. And what do you do to alleviate your fatigue?

Participant 1

If I don't have anything else for the day, I'll go home. I like being in a more private space where I can watch TV or I can take a nap or whatever. Naps are really nice. If I have a class or something later in the day where I'm required to stay on campus, sometimes it's just playing like a dumb video game, so I'm not thinking too hard about something. Every once—I don't do a whole lot, but—every once in a while I'll just, like, on my way to my next commitment I'll just stand outside and so I'll look at the fountain or Rainier or just like enjoy the fresh air, which doesn't necessarily eliminate fatigue, but it just gives me a break.[STR] Uhm, yeah, that's probably what I do.

Interviewer

So I think you kind of answered the next question. Are there any physical tools you use to accomplish that goal? Sounds like video games.

Participant 1

Yeah, sometimes. TVDS, yeah.

Interviewer

Uh, then where do you go to find them? I think that's pretty pretty clear. OK. Is there anything you'd like to say about the lounge? Just in terms of general feelings, thoughts, this is open time; I'm out of questions.

Participant 1

I guess one thing I've noticed about the lounge that if I could change, I would change, is it's, uh, Cleanliness. It's not overly—it's not overly a problem at all, but there are certain spots where it's a

little dusty, or it's—it just needs a wipe down. Or I guess I don't know, it's just not a super like soothing lay-like design, like the walls are super—it feels like a classroom, which—it is in a classroom building. But if it had more decorations or something to make it feel more different than a classroom. That might be nice.

Interviewer

100%. Excellent. OK. That's all my questions. Mm-hmm. Thank you for your time.

Interview 2

Interviewer:

“Great, so, what kind of activities do you use the hcde lounge for?”

Participant 2

“Uh, so the hcde lounge, for me, is between classes having a place to go. I study there but not too often. Usually, I use the lounge to sit on the couch and just go on my phone or maybe get a little bit of work done. I've also used it for, you know, to have lunch a few times. I appreciate I mean I'm not I used the microwave once or twice but I appreciate the snack basket they have so if I'm getting hungry, I know where to head to which is super helpful.

Interviewer

“You mentioned that you've used the microwave. If they, on the occasions when you used it, if it hadn't been there, what would you have done instead?”

Participant 2

“Ate my food cold because all the other microwaves, especially in the hub, are not clean and a lot of people use them and I'm not comfortable with that.”

Interviewer

“I think you touched on this, but how do you feel about the fact that these items are available, like the microwave, the little snacks, and like hot water whatever?”

Participant 2

“It is very convenient, especially because as an hcde major all my classes (pretty much) are in the sieg building and having a place to sit or do your work and having all these things available to you is very convenient.”

Interviewer

“You mentioned that when you’re in the lounge you’ll do hw, so I’m assuming you bring your laptop and you said you like to be on your phone in between classes, too. Are there any other items that you bring to the lounge from home?”

Participant 2

“I bring my food. I bring, like, a lunch box.

Interviewer

“Do you ever forget your lunch?”

Participant 2

“Yeah, a couple times. Or I just don’t want to eat what I brought.

Interviewer

What do you do on those occasions? Do you just go hungry, or something else?

Participant 2

I usually just go to the convenience store on the first floor of the hub and grab a few snacks and that sort of sustains me until I get home.

Interviewer

What if the lounge had those items for you instead? How would you feel about that?

Participant 2

I would really like that because the snacks that the lounge has right now, it's kind of like, Oh if the professor or whoever refills it or they have their like tea time they'll refill it. Otherwise, it's not something that they consistently have. So that'd be very convenient, yeah.

Interviewer

Are there any items that, once you come to the lounge, you realize you need? Is there anything where you need to leave because you forgot it, other than food?

Participant 2

There isn't like, napkins and spoons, knives, and even the snacks are not very consistent. They usually are out or they'll have like one item like knives.

Interviewer

When you have to step out to grab a napkin, did you find it inconvenient?

Participant 2

Yeah, I don't even think I've grabbed a napkin, I've just made due with what I had.

Interviewer

Are there any services that you use on campus, whether that's printing or scanning, or something else?

Participant 2

Not that I can think of right now.

Interviewer

Are social interactions a factor in your decision to go to the lounge, whether that's [looking for] more people or fewer people, or something else?

Participant 2

Yeah, I'm a junior, it's my first year in hcde so I do appreciate you know finding other students in my program that I can talk to for networking and yeah, I use it for that.

Interviewer

What elements of the space would optimize the types of social interactions you'd like to have in the lounge? You don't have to have an answer for this.

Participant 2

I feel like the way that the tables are, the big table in the middle and then the couch. If I'm sitting on the couch and I wanna have a conversation with someone across me that's not how I think I really [indiscernible]....seated to my right, which usually doesn't happen. There's always [only] one person who sits on the couch and then the other person is kind of on the table, so you have to move around and [indiscernible] sit next to them.

Interviewer

Do you find yourself stressed or tired when you're on campus?

Participant 2

Tired, yeah. Often.

Interviewer

What do you do for that?

Participant 2

Depends. If I'm tired, maybe sometimes I'll grab a coffee and then push through. I'll go sit on the couch, but you know, it doesn't make me less tired I'd say. I usually just go, if I'm being honest with you. I go home because I need a nap.

Interviewer

Valid. Valid approach. Do you get coffee, do you have like the free coffee that's in the lounge, or coffee from somewhere else?

Participant 2

No, I've never tried the free coffee in the lounge. It's not very inviting. Like, there are just a couple teabags here and there.

Interviewer

I also have not tried it and I have the same impression.

So we got to the end and it has not been very long. An old question that I had was, "Have you ever found yourself in the lounge and then something happens and you're like, I'm gonna leave now?"

And if so, what was that thing?

Participant 2

Oh, let's see. Um. Not really. I mean, the only time when I was kind of like....I remember there was like this tea time and there was a bunch of like grad students who, there were like 5 or 6 of them and they were doing their work and those...they were kind of awkward, so I...(laughter)

Interviewer

Was it awkward because they're all like kind of like a clique and then...

Participant 2

"Yeah, probably. But it was just the day, I was like I think I'm ready to go home now."

Interview 3

Interviewer

What do you use the HCDE Lounge for?

Participant 3

Yeah, so I think the most often I use the lounge, is for when I'm in between classes in the HCDE building, so the Sieg building. I'm usually there either doing work for various classes, usually HCDE-related classes. Or I'm just there like chilling until my next class because a lot of my classes are, there's like an hour and 1/2 break in between, so I don't want to like go off campus and like [unintelligible] building something.

Interviewer

Yeah, it's too far. And then what items in the lounge do you use?

Participant 3

I've never used anything from the lounge. I've just used my laptop.

Interviewer

Yeah

Participant 3

I have opened the fridge before though because I was curious what was inside of it. But yeah, I usually just use my laptop to do work, my phone, earbuds.

Interviewer

Do you charge your laptop ever when you're in there?

Participant 3

I think they've charged it once. Yeah, yeah. Once. I think that was by the window area?

Interviewer

Are you aware that there is free coffee and free hot water?

Participant 3

No, I did not know there was free coffee.

Interviewer

It's not very clear, I didn't even notice it when I was doing—

Participant 3

Do you have to make it yourself?

Interviewer

No, it's just there to pot. What? It's just there.

Participant 3

That's pretty cool.

Interviewer

Have you noticed the free snack basket?

Participant 3

No. So, it might—maybe it's just because there is no snacks in it. But there was the microwave.

Right? And then next to it, there was like a basket full of things. But there wasn't anything in it, so maybe. I just came. At a wrong time or I don't know.

Interviewer

It's empty, like 30% of the time.

Participant3

Really?

Interviewer

Not the best. So it sounds like items that you bring to the lounge include mostly, like, tech items.

Participant 3

Mm-hmm

Interviewer

Do you have lunch in the lounge?

Participant 3

I—actually, yes. So one time I was coming because I have my classes are kind of like in between like lunch hours. So I brought a little muffin and I just had it in my backpack and I threw it in the microwave and I like heated up for like 10 seconds and then I ate it. But I've never like had like a full meal in there, just snacks.

Interviewer

Do you get food or snacks on campus?

Participant 3

Sometimes I'll go to the—I don't know what it's called, it's like—it's in the hub. And I'll go to the like little DM area and grab like a—like a RX bar or something. But then I—yeah, I'll eat it at either in my class or like, outside. Or in the lounge?

Interviewer

Yeah. Don't worry, we're safe. So it doesn't sound like you've really leave the lounge because it's like. Oh my God, I forgot to get my XY or Z.

Participant 3

Mm-hmm

Interviewer

How do you generally feel about free food?

Participant 3

[emphatically] Oh, I love free food.

Interviewer

[laughing] Most people do

Participant 3

I like, I will do like medical studies for free food like on campus. Like I'll give away, like my saliva. Anything for free food.

Interviewer

Some people I feel are suspicious about it, but I feel like most of us, we want that free food. Do you use any services on campus? Whether that's like printing or scanning or anything like that?

Participant 3

I did freshman year. I'm a junior now, so I don't. I have a printer at home, so I haven't used the printer since freshman year. But I think the only thing that I would use on campus would be like chargers, like outlets. Yeah, but other than that, not really any amenities. Yeah, bathrooms.

Interviewer

Same.

Do you regularly test for COVID, if I can ask?

Participant 3

Um, I do—

Yeah, I do when I'm symptomatic or if I have a positive exposure. But, I haven't had COVID since summer.

Interviewer

Nice.

Participant 3

So.

Interviewer

Where do you get your COVID tests?

Participant 3

I have at-home tests. I haven't taken a—I haven't taken like, a UW Husky test since—again, freshman year.

Interviewer

And the tests you have at home. Did you get them for free somewhere or did you pay for them?

Participant 3

I doubt them from my parents, so free?

Interviewer

Yeah, free, yeah.

Participant 3

Yeah, they probably bought it. [laughter]

Interviewer

If that were something that was available for free in the lounge, do you think you would be more likely to test more often?

Participant 3

I think that would be a really great resource because right now if I do need a test, I'm not really sure where to go. I know like, the hub might have them, but I'm not sure. It's so big and there's so many people there that I feel like one that would be like a high risk, but also it's just it's not accessible. It's confusing to get to. I think [if] I knew there would be if there was COVID tests at the lounge, I would be—even if my friend had COVID or something and they need a test, I would be—I would—it would like, be in my brain to go the HCDE lounge. That would be cool.

Interviewer

Are social interactions, whether that's the presence of- or the lack of-, a factor in your decision to go to the lounge?

Participant 3

I do like having the lounge be with different grade ranges because I've been there before and people were talking about like, an—an older girl was talking to like a sophomore about like getting internships and stuff like that, so that was pretty cool to see. Personally, I...just because I'm there for like, not that long and I probably want to cram in work it's nice to have, like, not super crowded, so I can like, have my space and like, be zoned in. But I—I definitely like the social aspect of it. I feel like I'm a pretty social person, so it's kind of nice to see like, people might major get to know each other.

Interviewer

Yeah. Do you feel like the way the tables are laid out right now, do you feel that that's conducive to the level of social activity that you'd like to have?

Participant 3

Yeah, I really need the big table. That's nice for the collaborative aspect. I wish there was more space. I just wish it was bigger. It gets crowded and the couch is cool, but it only fits like 2 people and I really like those window areas, but there's only like 4 chairs there. Um, so...yeah.

Interviewer

Do you find yourself stressed out or tired on campus?

Participant 3

Definitely tired. I used to be stressed when there was like, midterms. And tests. But now that I'm in my major, it's more project based. But definitely tired, yeah.

Interviewer

What do you do about being tired on campus?

Participant 3

Well, today I went to go get coffee in the middle of my class. We had like a break and so we just went to go get coffee. It's nice that this Sieg building and the HCDE lounge is right next to the hub. So I like to go get Starbucks there.

Interviewer

Nice. Is there anything else you do? Like, some people will leave campus and take a nap. But if you drink....

Participant 3

Yeah, I don't. I can't really nap. I don't know what it is. Also, I have to walk away back home. Not too far. I live like right off campus, so I'm like 45th and 18th. So it's not—it's not terrible, but I don't want to walk all the way there and walk all the way back, yeah. Be nice to nap though.

Interviewer

And then now that you know that there is free coffee in the HCDE lounge, do you think that you would be equally as likely to get that as you are to go to Starbucks?

Participant 3

Yeah, I would totally get free coffee just because at Starbucks I literally just get drip anyways because it's the cheapest. So that would be cool.

Interviewer

There's one more thing that I wanted to ask about the coffee. If you were to show up to get some drip coffee from the lounge and they were out, how would you imagine that you'd feel?

Participant 3

I'd be pretty bummed. I'm curious on who makes the coffee, though, because if it's students that's making it—because if it's just a pot, then that's not too hard. I'd probably just make another pot. But if it was like—there as a provided thing from faculty and staff as an amenity for students, then I would probably be like, “Ah, shoot.” But then I don't think it would be—I wouldn't like, throw a tantrum and I'd probably be like “Ah, man” and I probably just like Starbucks or something.

Interviewer

Yeah. OK. Is part of going to Starbucks—is part of the—the, like, regenerative or whatever—reenergizing aspect of that, is part of that like the social interaction, or is it more of just like, “I want my drip coffee.”

Participant 3

Yeah, it's more like I just want coffee or like I need to like, it's kind of nice to go somewhere after, like not in the building and have a little like excursion, you know, so that probably like makes me more energized as well. Standing in line is not energizing though, like, that makes me more tired. So I think like accessible coffee like here would be so easy and quick and efficient. Because I still want to do my work during that time.

Interviewer

Yeah. How do you feel about the general vibes of the lounge. Like the paint, the furniture.

Participant 3

The whiteboards. The material it's been on the whiteboard has been there since I was a freshman. Like, they haven't changed. So—which is pretty crazy. So, that's—that was like surprising when I I didn't go at all last year. But I went to like once freshman year and now I go there regularly. Not regularly, maybe like. Once every other week, and I was kind of just shocked that there was the same. I was shocked that there was the same stuff. On the whiteboard.

Interviewer

That's wild.

Participant 3

I—I wish that there is just a little more space. I feel like the last time I went it got really crowded. Maybe it's because all the HCDE students are on the same schedule, so we all have breaks at the same time. So yeah, I wish it was a little bit, maybe more up to date. 'Cause it's kinda stale in there.

Interviewer

The neon green and just like. (gestures around)

Participant 3

That's like this whole building, though, it's pretty stale.

Interviewer

Yeah, like, it's not when I was in high school. People were painting their bedrooms, neon colors and and I'm just like, it is not 2008. Like, it's not 2007.

Participant 3

Right.

Interviewer

Give us a neutral.

Participant 3

Oh yeah.

Appendix 3: Data Analysis

Interviewer:

“Great, so, what kind of activities do you use the hcde lounge for?”

Participant:

“Uh, so the hcde lounge, for me, is between classes having a place to go. I study there but not too often. Usually, I use the lounge to sit on the couch and just go on my phone or maybe get a little bit of work done.[MED] I’ve also used it for, you know, to have lunch a few times. I appreciate I mean I’m not I used the microwave once or twice [MWV] but I appreciate the snack basket they have so if I’m getting hungry, I know where to head to which is super helpful.[SNK]

Interviewer:

“You mentioned that you’ve used the microwave. If they, on the occasions when you used it, if it hadn’t been there, what would you have done instead?”

Participant:

“Ate my food cold because all the other microwaves, especially in the hub, are not clean and a lot of people use them and I’m not comfortable with that.”[MWV] [HUB] [CLN]

Interviewer:

“I think you touched on this, but how do you feel about the fact that these items are available, like the microwave, the little snacks, and like hot water whatever?”

Participant:

“It is very convenient, especially because as an hcde major all my classes (pretty much) are in the sieg building and having a place to sit or do your work and having all these things available to you is very convenient.” [MWV] [WAT] [SNK]

Interviewer:

“You mentioned that when you’re in the lounge you’ll do hw, so I’m assuming you bring your laptop and you said you like to be on your phone in between classes, too. Are there any other items that you bring to the lounge from home?”

Participant:

“I bring my food. I bring, like, a lunch box. [SNK]

Interviewer:


“Do you ever forget your lunch?”

Participant:

“Yeah, a couple times. Or I just don’t want to eat what I brought.

Interviewer:

What do you do on those occasions? Do you just go hungry, or something else?

KEY FOR CODES, FIRST PASS	THEMES AFTER SUPPORTING EVIDENCE ADDED 
[SNK] SNACK BASKET/SNACKS	
[CCH] COUCH	<u>FREE SUSTENANCE</u> SNK, COF, WAT
[PWR] POWER CORD	<u>LACK OF-</u>
[TBL] TABLES	(Lack of things that are normally in the lounge, lack of some feature in the hub, lack of energy)
[MWV] MICROWAVE	SNK, COF, WAT, PWR, MWV/CLN, HUB, CUT, DSN, STR/TRD.
[LPT] LAPTOP	<u>MEDIA BRINGS JOY</u> PWR, TBL, LAP, WHT, MED, SOC
[HUB] HUB	
[COF] COFFEE	
[WAT] WATER	
[CLN] CLEANLINESS	
[DSN] (INTERIOR) DESIGN	
[SEC] SECURITY	
[SOC] SOCIALIZING	
[WHT] WHITEBOARD	
[MED] MEDIA USE (BOOKS, PHONE, LAPTOP, TV)	
[STR] STRESS	
[CUT] CUTLERY	
[CVD] COVID TEST	
[TRD] TIRED	

[CVD] COVID TEST	
[TRD] TIRED	

SUPPORTING EVIDENCE

[SNK] SNACK BASKET/SNACKS

Well, the snack basket, I don't know if that counts as an item, but I use the snack basket and...it's probably my favorite. It's not always there, but when it is, it's nice to grab like a granola bar or whatever they have. (AV1)

Well, I guess there's two aspects to it for me. One is sometimes there just aren't snacks because other people eat them up and or or they're refilling or they just don't have the basket that day or whatever. And that's always—you know—that's a little disappointing. So I'm not always satisfied because there aren't always snacks, but for the snack options when it does have snacks, I think they're usually pretty good. I like that they have, like, cup of noodles or whatever it is so it's like a little bit more sustenance, but then they also have like on the other end they'll have like a granola bar, which is a quick, easy thing. Or I think they've had, like, gummies or something, which—I don't eat those. I think if I would suggest a snack, I would suggest, like, maybe more granola bar options or more quick and easy but still, like, they give you protein or energy of some kind. So maybe more options. (AV1)

I'm in the student lounge it's usually like two or three in the afternoon. And so it's long enough after I've eaten lunch that I'm starting to get a little hungry, but I don't—I'm not at home, so I can't have dinner yet? So that's probably part of it. And then the other part is, is again ease of access like it's free food and I don't like carrying around food as much. So sometimes I have a granola bar with me and I'll eat that instead, but often I don't. (AV1)

You know if they have another snack, like if they're just out of granola bars but they have something else I might consider eating that. But sometimes I just won't and I'll. I think all the times that's happened, you know, I've been disappointed, but I've just kind of continued on with