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START AUDIO

Interviewer: How did you guys enjoy the day?

Respondent 1: I really enjoyed it.

Respondent 2: It was good, it was very warm.

Interviewer: Yes it was warm.

Respondent 2: I'm not a creature of heat.

Interviewer: No.

Respondent 1: It was a very warm atmosphere.

Interviewer: I'm not so happy that I have to work in the workshops, up here where it's really hot, and \_\_\_\_[00:00:22] but yes. I can't change it. We can't move the workshop right now. Cool. You already filled out something?

Respondent 1: Yes.

Interviewer: Cool. So do you want me to tell your observations?

Respondent 1: Would you like to start?

Respondent 2: It is probably ableist of me, but I was very pleasantly surprised how elegantly the mouse was manipulated on screen, and that is fantastic. I don't know what more to say than that, I don't know what I was expecting. I was expecting it to be maybe more of a long, drawn out problem, because obviously vector drawing is very cursor based. So very good.

I suffer from doing ethnomethodology, which means I was looking at the sequences in which you guys were doing things. So there was a lot of pointing and gesturing between the artefacts and the screen on your part, and then when you were gesturing at artefacts and stuff the participant was looking at them. When you were looking at the screen and telling the participant what to do he was just looking at the screen and following instructions very, very elegantly.

There was one point where you took over the mouse. You took over it once or twice actually. I just wrote that down in case it was part of what you were trying to study.

In terms of the sequential order of the mouse interaction, he physically has a very elegant manipulation clicking sequence. He knows his tool very, very well. I'm not sure what you're researching but I think that's important.

Interviewer: Absolutely, yes.

Respondent 2: Yes, so I got a few concurrent sequences going on, so you would point and explain something and then, if you were pointing at the screen, he would follow instructions, and then he would be looking at the screen. Whereas if you instantly picked something up to show him and demonstrate, he would look right back at you, and that's basically what I got.

In terms of the challenges, I thought it was largely a communication challenge, because obviously the guy has trouble enunciating. Which is fine, but actually very well spoken.

In terms of: 'How could the workshop be improved?' I think that will just come naturally once you've done it a few times.

'What worked well?' I think the breaks in between activities worked well. I quite liked the movement between here and workshops. I've made a vector drawing in the workshop before, and I find it a lot more satisfying making it at my desk and taking it there, because it feels like you're taking something to the workshop-

Interviewer: That's true, that's true.

Respondent 2: -to build it. I'm not sure how he felt because you didn't ask him, but that's what I thought worked well.

Challenges, just communication. Support, occasionally, obviously the workshop isn't kitted out for people with certain

mobility needs and certain physical, gestural needs. Yes I think you supported very well in that. I don't think you overstepped any things, but I'm probably not the best person to ask about that.

Interviewer: No, it's more general observations. I really felt bad first about forgetting the mouse the first time-

Respondent 2: Yes, but that's fine.

Interviewer: It really felt wrong.

Respondent 2: No, but we were forgetting the recorder as well. So I think they understood that it was just a general day of forgetfulness rather than-

Respondent 1: \_\_\_\_[00:04:09] have concentrated on how he was doing \_\_\_\_ mouse as well.

Interviewer: Perfect, perfect. No it was interesting for me to see also that control, key sequences are obviously an issue, if the keys are far away. So if it's like control-C.

Respondent 2: Yes, like command-C or-

Interviewer: Yes, so I had to help him having actually the Shift or something.

Respondent 2: Yes, I'm genuinely surprised that wasn't part of his device.

Interviewer: Yes, yes. He was using the Caps Lock quite a lot when it was about...

Respondent 2: When he was typing, instead of Shift and stuff.

Interviewer: Yes, when it was actually changing the size or selecting something he was always using...

Respondent 2: So was that deliberate or was it--?

Respondent 1: To better see probably, to see better, because it was-

Interviewer: No, it was about how to... How was it? Oh yes, when he was writing and then if he had a capital letter then he would use the Caps Lock and then turn it off again after using it. So he had a really natural thing about what you did. Since he's a student at business school in Northumbria I guess he has also to do a lot of writing, so a lot of the sequences he also \_\_\_\_ [00:05:27] when writing actual \_\_\_\_ or something like that.

Respondent 2: Okay, so you're interested to see if there's any difference with that when he's operating software versus writing?

Interviewer: That was just a general observation, because I was also quite surprised how well he managed, actually, to change and manipulate the shapes.

Respondent 2: The points, yes, I was very impressed. I feel like I should have just expected that anyway, that's what should have been right.

Interviewer: Yes probably it would be right yes, but on the other hand most of us don't have any contact with people that work with different tools.

Respondent 2: Mobility issues, yes.

Interviewer: The whole mouse looked like something out of the 80s.

Respondent 2: Yes, yes of course.

Interviewer: This was interesting because when I met him together with his mother last Friday and interviewed him about his expectations and how he works with the things. As an expectation or hope for the workshop is that he has more control over deciding how a think looks, because it's often when you just rely on what is given to you. So it's helping you but it often looks just awful.

Respondent 2: Right, okay, okay.

Interviewer: That was definitely a point that they were referring to, so I think that was quite nice also, for him to choose. But he was quite tame choosing.

Respondent 2: Yes, I think he felt quite reserved.

Interviewer: But I think it's probably also just his personality.

Respondent 2: Oh no yes. I don't think it was anything specific to the making. I think it was probably just being in a new setting. It's not the most comfortable of days because it's really warm and sticky.

Interviewer: Yes, and a long time.

Respondent 2: And three hours is a long time. You might have decision fatigue by the end of the day.

Interviewer: Yes, yes. I think so, yes. It was quite nice to see how he really always started to smile whenever there was... "Oh yes, this machine or that machine", or when he liked something he was doing, he was definitely starting to smile.

Respondent 1: Yes.

Interviewer: Cool, that's good observations. Do you have any on the lower questions as well?

Respondent 2: I feel that in the middle and the end he was a lot more comfortable. Once you explained the software. At the beginning I did notice an apprehension but I think that's just normal. He was the only one here, he's got three people that he doesn't particularly know, and the poor guy must be subject to observation just casually. So I imagine he was... And looking at him, I obviously don't know the guy and his mannerisms, but he looked quite reserved.

Then obviously, whenever you're being physically taught software, that's awkward. I can't remember click through menus, and I am a computer scientist.

Interviewer: But he remembers very well.

Respondent 2: He remembers very, very well. And in the middle he was just whizzing away. When he was creating especially the key rings, he was just done, like that. At the end I think he was just tired.

Interviewer: Yes, there was a lot of \_\_\_\_[00:08:47]. It was also the [INCA] points were very close together.



Respondent 2: Yes so it would go on the 20-point thing, yes of course, yes.  
But I think how he felt about it was how anyone feels about any workshop.

Interviewer: Yes, yes.

Respondent 2: You feel kind of productive. And especially, he seemed to quite like the little takeaways.

Interviewer: Yes, yes.

Respondent 2: Yes.

Interviewer: Cool, thank you.

Respondent 2: That's from me.

Interviewer: Great. Oh, you don't mind that it's recorded?

Respondent 2: I expected it would be.

Interviewer: Okay, good good. So you don't need to write down anything?

Respondent 2: I give my consent to be recorded.

Respondent 1: Well despite the fact the guest cannot properly control his body he managed to follow the instructions, first of all. But he had difficulties with doing, for example you were supposed to assess him for this, he manages to choose the fonts, the type, so he has his own opinion. \_\_\_\_[00:09:46] not just doing what you want him to do, he remembers the sequence and to pick up the colour he wants. He remembers what colour goes after what.

Interviewer: Yes, and also he was very independent on doing a couple of things, like with the selection and moving it around, so he didn't need a lot of guidance there at all.

Respondent 1: There was also a thing that he refuses assistance. It was a dialogue like, "Do you want me to do it?" and he was like, "I can do it". So that's all fine.

Yes, as you said, he required assistance with control Z and control v.

Interviewer: Want some more mints? Sorry.

Respondent 1: He was more comfortable doing slightly \_\_\_\_[00:10:40 - 00:10:51].

Interviewer: That's true.

Respondent 1: He was not looking at the mouse, he feels he knows all the buttons; he's just looking straight at the screen. He loves symmetry because \_\_\_\_ he did them on the opposite sides.

Explanations, they were nice. You went into detail, you explained everything.

'What do you think worked well?' You did understand what he said mostly.

Interviewer: But sometimes not.

Respondent 1: Sometimes not. But he really tried to speak clearly for the video, have you noticed that? His language definitely changed.

'How could the work be improved?' I would prefer you to more ask [P1] what he should do next, because he sometimes followed what you said without understanding, not understanding, it was in the end and he was probably tired, he just did what you said for him to do without... \_\_\_\_ [00:12:01].

Interviewer: Absolutely, he could have actually done it more independently, without me commenting on what's the next step.

Respondent 1: Yes. 'Challenges and support', probably [P1] faced the difficulties with controlling his body, but anyway, and probably a little bit with remembering the sequence. In the end he was just waiting for you to say what he had to do, but probably because everyone was tired.

Interviewer: Was tired, yes.

Respondent 1: 'Did the participant come up with any workarounds or ideas?'  
Yes, we did that a lot.

Interviewer: Yes, I think it was really good that he brought his mouse.

Respondent 2: Yes, I thought you had provided that originally and then I realised it was his.

Interviewer: Yes, that was also the reason why I did the preparation interviews. I asked him, "Are they using any assistive devices? Hardware, software?" And he was the only one saying, "I use a special mouse", and, "Okay, yes, please bring it along".

Respondent 1: Who was the young woman with him? Was it his sister?

Interviewer: No, his assistant.

Respondent 1: Assistant?

Interviewer: Yes, personal assistant.

Respondent 1: They were not communicating; they basically don't need each other. I was questioning, "Are they relatives or not?" because he wasn't needing her at all, she was just in her phone.

Interviewer: Yes [cross talk 00:13:22].

Respondent 2: That might be different in other settings, because obviously in this setting there was a lot of attention on him. So in other settings where he's part of the setting it might be different.

Respondent 1: Yes. 'How did the participant respond to the introduced technology?' Very well I think.

Interviewer: Yes I think he has not really heard about laser cutting before, and I think it was quite...

Respondent 1: He didn't say, "I don't know this, I don't want to do that, it's boring". He was very open to new situations and new technology.

'Did he come up with any ideas \_\_\_\_[00:14:00]?' I think he felt himself better in the middle. In the end he was tired.

Interviewer: Tired, yes.

Respondent 1: He felt himself better in the middle, just because he was getting more-

Interviewer: Used to the settings. I think also it was quite good that we had this little, more chatty kind of thing. When I asked you guys also more questions, on a, "What have you done \_\_\_\_[00:14:27] as a cutter?" I think that kind of broke the ice a little bit.

Respondent 2: Yes of course, yes.

Interviewer: So, not feeling too watched but you have a relationship already to the people and it's more casual.

Respondent 2: Yes, if you're in a situation like that you get sick of being asked questions all the time, so it was probably quite nice for him to be like, "Oh I get to listen now".

Interviewer: That's it, cool. Thank you very much.

Respondent 1: That was exciting.

Interviewer: Yes? It was also a little bit exhausting for me. All the talking and being attentive all the time and thinking of the things, but I think it worked quite well with having the tutorials prepared. I was so amazed that this actually worked out in the time. I was actually not expecting that we would do the final task.

Respondent 2: Really?

Interviewer: Yes.

Respondent 1: Why?

Interviewer: Because it could be if it was more fiddly to draw something. I think it could have taken us a far, far longer time.

Respondent 2: Okay.

Interviewer: But...

Respondent 1: I noticed he even managed to work with sizes. Make it smaller, squeeze together a little bit.

Interviewer: Absolutely, that was-

Respondent 1: \_\_\_\_ [00:15:37] he did understand.

Interviewer: And he had very high literacy on understanding the software, as long as it used the same visual cues. For example the resize button, or the resize arrows, they are just the same as, I think, in Word or something. And he recognised it, he used it.

Respondent 2: As I say, the common interface design there was really, really helpful.

Interviewer: It seemed also like really knowing the details and then he would just casually use these kinds of things. So also what kind of impressed me a lot, he seemed to be very detailed, attentive. And the details helped him also to get through these things.

Respondent 1: By the way I have quite a lot of photos and videos on my phone, how would you like me to send it to you?

END AUDIO

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