

## **Interview Protocol**

### **INTERVIEW PROTOCOL: OBJECTIVE**

**Goal:** To gain unbiased user data about bill sharing among roommates. This data will shed light on the complications and experience of sharing bills with multiple individuals. It will allow us to extract the issues in bill sharing and understand the needs and goals of the users. We must remember that we are not the user, which means we must not influence the interviewee as this would compromise the value of the data. Lastly, we will try and remain neutral during the duration of this interview [CP1] because positive/negative responses both physical and verbal may influence the interviewees responses.

**Roles:** Interviewer/Facilitator:

- Conduct interview and build a rapport with the interviewee

### **INTERVIEW PROTOCOL: INTERVIEW GUIDE**

We are trying to understand how people in roommate situations bill share. We are interested in understanding more about your experiences in sharing and paying bills with your roommates.

Our interest is in learning from your experience. The collected comments, experience and suggestions from all of the interviews will be summarized; your information will be kept confidential.

This interview will take about 30 minutes. [CP1] There are no right or wrong answers to my questions; I want to hear what you have to say. Now we would like for you to view and sign the consent form, allowing us to record this conversation. You can ask to stop the recording at any time.

**Research Question:**

- How can we facilitate shared bill paying by roommates through a technology-based solution?

**Screener questions**

- Do you have roommates?
- Do you rent or own?

**Intro Questions/Build Rapport:**

- In the screener, you said that you had roommates. How many?
- How did you meet your roommates?
- How long have you lived with these roommates?
- How do you feel about your roommates?
- How do you feel about your current living situation?
- What is your preferred method of communication among your roommates?

**General issues: Bill splitting**

- How do you split the bills among your roommates?
  - Probe: Who is the primary bill payer in the household?
  - Probe - What bills do you split?
    - How do you split your bills (Venmo, PayPal, checks, etc.)?
    - How do you all manage the utility accounts?
    - How do you all manage the rent?
    - How do you all manage ad hoc shared costs (food, household items, etc.)
  - How long does your shared bill paying process typically take?
- What improvements can be made with your current bill sharing methods?

### **Deep focus: Conflicts**

- Has there ever been a time where your roommates didn't pay their share of the rent/utilities?
  - (If yes) Tell me about how you dealt with the situation.
- Has there ever been a time when splitting bills among your roommates caused confusion?
  - (if yes) What do you believe led to that confusion?

### **Retrospective:**

- How would you improve bill splitting among your roommates?
  - Follow-up if not mentioned → what kinds of technology-based solutions do you think would improve bill splitting among roommates.

### **Wrap Up:**

Do you have any suggestions on how I could better conduct this interview?

This concludes the interview. Thank you for your time, your insights are truly valuable to us. Are there any questions, comments, or concern that you have before we wrap up?