

## Observation Plan

### 1. Introduction:

Hi, I'm \_\_\_\_\_, thank you for participating in our research project. As a group, we're studying how tenants share their bills when living together. I would like to observe you performing the bill sharing action using Venmo. There will be some preliminary questions regarding your demographics before we begin and some follow-up questions after the observation is over. Your information is totally confidential, no one will get access to it except for the group members and the professor.

I'll be watching you performing the actions and will be taking some notes. I'll also ask you some questions if I find something interesting. Do you have any questions before we begin?

### 2. Have Them Sign the Informed Consent Form

Now I would like you to read the informed consent and sign your name. [present the informed consent]

### 3. Preliminary Questions Regarding Their Demographics

Before we begin, I have some preliminary questions for you:

- How old are you?
- How many roommates do you have?
- How do you know your roommates?
- How long have you lived with them?
- How do you communicate with your roommates about bill sharing (due dates, costs, etc.)?
- What bills do you share?
- How do you handle multiple shared bills?
- How long have you been using Venmo?
- What other means do you use to split any shared bills?

Google Survey <https://goo.gl/forms/qj1o4wEAx7d0De4j1>  
<https://goo.gl/forms/qj1o4wEAx7d0De4j1>

### 4. Reminders to User Before Observations

I will be the apprentice and I will watch you as the master, by watching what you do. Occasionally, I'll ask a question or you can explain to me a key point about something; but ultimately, your role as the master will be to do what you normally do. Also, just narrate what you're doing without having to think about it or having to explain why you're doing it. Does this make sense

### 5. Observation

Ask questions, clarifications, and walk-throughs of an action occasionally, but don't let a discussion take over.

Try not to interrupt at all, but definitely jot down questions and clarifications you couldn't ask during the observation.

### 6. Follow Up Questions

[ask any questions that came up during the observation]

- What are the challenges you face when sharing bill payment between roommates?
  - Communication
  - Tool
- During the observation, was there anything that made you frustrated or anxious?
- Do you have any other comments about this observation?
- Do you have any suggestions on how I could perform the observation better?

Thanks you again for participation.