

Questions for interviews

Middle interview

Keep it short

- [MAC] Did you get a notification to do a tour on what's new in the system? Did you go through it? Why yes or no?
- Did experience any other changes other than the ones you wrote about in the diary?
- Did you receive notifications for or did any new updates, even minor updates of applications? How many? How did they go? etc.
- Ask about estimate of the upgrade/update frequency if it makes sense + strategies for dealing with costs/impacts of what they wrote in the diary
- (if not asked in observation) according to your experiences, what is the difference between an upgrade and an update?
- others based on the diary

Final interview

- Did you do any other updates, also on your phone? If yes, how did they go?
- What do you think it's the most useful new feature that you discovered, if any? Why? How did you discover it? How did they impact your way of using the system?
- What is the biggest frustration you have had over the last four weeks?
- In summary, do you think you have gained anything? Lost anything? Was it worth it to change system?
- Now that one month has passed, thinking back to the day of the upgrade, what do you remember? Can you briefly recall the process, what happened? What is the most vivid memory you have, on top of your mind?

- How did you feel during and at the end of the process?
- How do you feel now?
- How will you approach upgrades and updates in the future?

Meta

- How did you feel about the diary? What was it like having to do it every day?