

# APPENDIX 4 –DOCUMENTED INTERVIEWS

## Contents

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Introduction.....	2
Interview 1 .....	3
Interview 2 .....	4
Interview 3 .....	5
Interview 4 .....	6
Interview 5 .....	7
Interview 6 .....	8
Interview 7 .....	9
Interview 8 .....	10
Interview 9 .....	11
Interview 10 .....	12
Interview 11 .....	13
Interview 12 .....	14

## Introduction

The interviews I conducted as a part of my research was to generate an overall opinion of the requirements for my design of a pervasive leisure centre/gym against the requirements I have already produced. I made sure that I selected the relevant participants for my research. For example, every participant has a detailed knowledge of specific aspects of fitness centres in order to give insight on what could be improved upon. I have undertaken my research on a wide age range of the public, and have also interviewed employees and managers of this sector.

The documentation of the interviews are a reflection of the discussion that took place, and highlight the key points that were made in relation to this project and the initial requirements list produced. Each interviewee was provided with the same list of requirements prior to the interview to take a look at.

I interviewed various different stakeholders of the project. This included a Manager, a fitness trainer, a receptionist and a equipment supplier, to get views on how the requirements would improve the experience for the members of the centre.

## **Interview 1**

**Oliver Conroy - Member**

**Interview held 5<sup>th</sup> March 2015**

Oliver is a 21 year old student who has been a member of 3 Gyms and has undertaken activities as a non-member at various other leisure centres. Ollie understands the importance of technology but was unaware of the term 'Pervasive environment'. Upon explaining this in context to my project, he full understood the concept.

Ollie agreed with various requirements that had been addressed, in particular the importance of security for personal belongings during his stay. During Ollie's previous experiences attending gyms he has had to leave his bag along the back wall of the fitness suite, in the hope that it is not stolen. Ollie commented on the essential improvements that must be made to the security of regular members, as has previously been expected to bring his own padlock to secure his bag.

Ollie felt confident that the requirements that had been stated would improve any of his previous memberships on a huge scale, and is excited to see the final design.

## Interview 2

### **Cai Richards - Member**

**Interview held 5<sup>th</sup> March 2015**

Cai is a 21 year old student who has been a member of 4 different gym companies and attended many of their fitness sites across the UK. He attends the gym at least 4 times a week regardless of his location, and is keen to maintain high strength and fitness levels.

As an engineering student at university, Cai understood the idea of pervasive computing as some of his modules have briefly covered this. He has a personal interest in technology himself and so understood the requirements fully.

Being a full time student at university, currently working hard on his dissertation and hoping to be accepted on the masters for his course, Cai has very little time to attend the Gym than ever before. As a paying member, Cai feels that the incentives that he is given is not beneficial to him, as he is only ever able to attend at peak times, when he has finished with his studies for the day.

Cai has stressed that him and many other students with a similar working pattern, find it frustrating to arrive at the gym and have no access to equipment as it is too busy. Cai has suggested that there should be a way in which the use of the equipment is monitored, in the same way in which the computer usage is monitored in the study buildings at his university.

Cai has also suggested, that he would be willing to pay more into his membership if he had the option to password protect one piece of machinery for say, 15 minutes a day for him to use, but is unsure whether this would be feasible for companies to implement.

### Interview 3

#### **Robyn Leach-Member**

**Interview held 5<sup>th</sup> March 2015**

Robyn is a 21 year old student who has been a valued member of the same gym company for over 3 years. She uses the gym for classes to tone and to monitor her weight. She attends at least 3 classes a week and has regular sessions with personal trainers.

The idea of pervasive computing was explained to Robyn. She is extremely technically minded and was able to discuss in depth the embedded systems involved. She fully understood the definition and the requirements presented.

Robyn read through the requirements list and was satisfied that the balance monitors would help her to monitor her performance during the classes. She identified a large quantity of the requirements as potential improvements that she would consider useful in her gym, especially issues regarding temperature and air conditioning regulation, which she has addressed multiple times to members of staff.

Robyn pays extra money towards her membership to have support classes with her fitness trainer; however he is not always present during her exercise. She has suggested that a potential requirement would be for her personal performance to be stored and sent to her fitness instructor, and hopes that this can then be used in her private classes as means for improvement, to enable a steady growth in progress.

Robyn finally mentioned that the use of interfaces could be difficult to read due to the lighting in rooms within the fitness site. From this, she said that room lighting sensors should be able to indicate when the brightness needs adjusting

## Interview 4

**Alex Conroy -Member**

**Interview held 5<sup>th</sup> March 2015**

Alex is a full time speech therapist, having just completed his degree. He has access to a leisure centre / gym which is located just down the road from his workplace, and uses the facilities as much as possible. Alex is hoping to compete in the next weightlifting championship.

Alex was unsure what the term 'Pervasive Computing' involved. Through the use of examples and discussion about the use of embedded systems, he gained a vague understanding of the use of technology to improve his membership experience.

Alex was sceptical about the idea of auto adjusting air conditioning as the environment that he works in is the perfect climate for him, however he could see this as a useful tool in other aspects of the gym suites.

Alex read through the list of requirements and felt that all would be an improvement if they were to be implemented, most would however not be needed within his area of exercise. He then went on to discuss the potential performance monitoring that could be involved in weight lifting, as he recently gained an arm injury for lifting a heavyweight incorrectly. Alex expressed that there were not enough processes in place to detect whether the way he is holding and lifting equipment is incorrect, and through discussion we developed the a requirement for this.

He also raised concerns about the time spend adjusting his machinery, and recommended a way in which this could be done automatically, as he does not have much time to spend making changes himself.

## Interview 5

### **Briony Seaford- Member**

#### **Interview held 5<sup>th</sup> March 2015**

Briony has just finished her degree at university and so has been using the gym and leisure centres as much as possible to make the most of her membership.

Briony has spent the majority of her time using the treadmill to lose weight, using a machine for at least 20 minutes at a time. She finds this an extremely boring way to exercise as there is nothing to entertain her during her stay. Briony showed an interest in the potential use of wireless earphones for her to tune into the music provided by the gym without wires being a safety hazard. She is interested in the prospect of having built in screens (interfaces) in the machinery so she can choose other forms of entertainment, however showed concerns that this may cause her membership prices to increase.

Briony also showed interest in the air conditioning requirement, as she feels that in her gym the air conditioning is on at an unnecessary level which is damaging to the environment, and this would help to save electricity.

Finally, Briony stated that she would like to have a voice recognition capability so that she can command machinery by voice instead of having to stop what she is doing to adjust any settings.

She showed great enthusiasm for the project as a whole and is excited to see the final design.

## Interview 6

### **Jayne Boylan- Member**

#### **Interview held 6<sup>th</sup> March 2015**

Jayne is 30 years old and attends her gym on a weekly basis and also a separate leisure centre multiple times throughout the month. Jayne uses the fitness classes to lose weight.

Jayne was explained the concept of pervasive computing, and was able to understand the embedded systems involved and its connection with the intended project. She read through the requirements and was very pleased with the list .

Jayne was particularly impressed with the idea of membership detection. She has found that the current system her gym has (code entering system) is flawed and other individuals have managed to access her code and use her membership, and thinks these requirements may help fix this.

Jayne did however raise a valid point that this may not be useful in severe cases where a fingerprint is not retrievable. In this instance, she recommended that a code alternative to be used in case of an emergency.



## Interview 7

**Janet Jackson- Member**

**Interview held 6<sup>th</sup> March 2015**

Janet is 50 years old. She she uses the gym on a regular basis. Her goals are to maintain good fitness levels and to lose weight. .

Janet was explained the definition of pervasive computing, however had never learnt this before and struggled to understand the concept, and so her views may not be deemed unuseful in this instance.

Janet showed an interest in the requirements for troubleshooting, as she always seems to have technical difficulties with the machines.

We discussed the ways in which she monitors her performance during her stay, and she explained how she can never remember her weight change from week to week. Janet and I discussed the prospect of having this stored for her to view on a weekly basis

Janet expressed concern that, if all information needed for each machine was embedded into the interface, she would have to use the new technology. Janet explained that sometimes she would just want to use the basic equipment, and would not want to bother with the interface, and so suggested a way in which she could use the machinery without all of the interfaces or additional features. I discussed the possibility of a voice control feature, and she also requested that this is an optional feature that could be deactivated if required.

By the end of the discussion, Janet began to develop an understanding of the information I was looking for and was glad to help with the research into this.

## Interview 8

**Nora Haggart- Member**

**Interview held 6<sup>th</sup> March 2015**

Nora is a fitness fanatic. She uses the gym 2 times a day and is set on maintaining her high levels of strength and fitness.

Nora has had experience working with technology before and so had a good understanding of pervasive computing and showed full interest in the project I am undertaking.

Having read through the requirements, Nora expressed her delight that the idea of heart rate monitoring had been mentioned, as she likes to push herself when exercising, it is a good way to make sure she is not overstretching herself. Nora is aware that as she is getting older she may not be maintaining the same performance, and her workout may be too much for her. She has full understanding of this and thinks the requirements that allow fitness instructors to evaluate and help will be beneficial for her.

Nora didn't really see the need in any entertainment systems herself, as she feels that this would make her lose concentration, however she could appreciate why others may deem this as useful.

Nora explained, that having ready available tap water, may be unhygienic as it would be sitting out in the air. She did however explain her frustration when the water machine is empty and does not get refilled. She suggested a way in which the reception desk could be aware of when the water tank needs refilling. She also recommended a hands free sanitizer, to improve the cleanliness of the site.

Nora felt that the requirements provided fulfilled all of what she would need from her membership.

## Interview 9

### **Ben Windebank- Member**

#### **Interview held 6<sup>th</sup> March 2015**

Ben is 21 years old. He is a full time student and attends the gym/leisure centre at peak times in the day. He particularly enjoys using the swimming facilities available.

As an engineering student at university, Ben understood the idea of pervasive computing as some of his modules have briefly covered this. He has a personal interest in technology himself and so understood the requirements fully.

Ben read through the list of requirements and was impressed with the ideas generated. He identified that improving the way in which he swims. Ben still likes to be aware of his speed whilst swimming leisurely and has suggested for a way in which this can be monitored. Upon a detailed discussion about this, ben also went on to explain how it is a shame she cannot listen to music whilst she swims, but he had always just ruled this out and presumed that there is no technology available for this. I explained to Ben the possibility of new advanced systems being out there and he was excited at the prospects of this.

Ben highlighted the requirement about data being displayed on the interface. He expressed a concern about the amount of data that was being displayed, and that it should be placed across a few pages so it is not confusing to some members. This was later added as a very relevant requirement.

Having read through all of the requirements, ben was pleased that he could have an input and from this was satisfied with the final list.

## Interview 10

### **Nigel Williams- Member**

#### **Interview held 6<sup>th</sup> March 2015**

Nigel is 50 years old. He likes to use the centres to get involved in sports teams including tennis and badminton. He attends a session at least once a week.

Nigel did not see many of the requirements addressed useful for him, as they were mainly aimed at the gym users rather than the activities and expressed his concern about this.

During discussion with Nigel, he mentioned the requirement to be able to monitor the power of his performance when playing tennis and so would hope for a smart tennis racket to become a part of the pervasive computing environment. After thorough discussion and a bit of extra research this became an appropriate requirement.

Nigel commented on the use of the interfaces to display information. He expressed interest in particular aspects of the system only, and required this to be the most accessible information within the interface, and so a requirement was generated from this for the most recently used information to be displayed when the next login occurs.

## Interview 11

### **Matthew - Fitness Trainer**

#### **Interview held 7<sup>th</sup> March 2015 (Telephone Interview)**

Matthew is a 24 year old qualified fitness instructor for the company PureGym. He enjoys applying his knowledge of training and nutrition to help members reach their goals and maintain high fitness levels.

Matthew has a strong interest in technology and so understood pervasive computing very well, and I didn't need to explain it to him in much detail.

Matthew read through the list of requirements (sent by email) and feedback given by members of the gym. I informed him that the requirements provided were designed specifically for members, but it would be nice to see the views from an employee's point of view.

Matthew commented on the usefulness of being able to monitor the performance of the members who he trains, so he can suggest the best methods possible for improvement. He commented on the importance of health and safety in an exercise environment and to ensure that all these requirements meet the standards needed.

Matthew was sceptical about the "Alerts sent to their smart device to highlight the members that may be pushing themselves too much" as it would not be fair if he was being alerted during a private lesson with a member, and suggested If there was an option to mute the alerts during lessons then this is definitely something that he would deem useful for members.

## **Interview 12**

### **Annette - Receptionist**

#### **Interview held 7<sup>th</sup> March 2015**

Annette agreed to speak with me briefly regarding the project and the requirements produced, but wished for her surname to remain anonymous due to employment reasons.

I had to briefly explain to Annette the outline of my project and the idea of pervasive computing. She had a general understanding of the concept.

As a receptionist of EasyGym, Annette has received many member complaints during her employment. She mentioned in particular members saying that the environment is too hot for them to exercise in and that the machinery is very temperamental. From reading the requirements, Annette addressed that the methods included to push alerts to staff would help the staff to provide better customer service, as otherwise they are unaware of when machinery is not working until it is reported.

Annette was impressed with the requirements suggested, and said that not only would this improve the members experience, it would also ease added pressure for herself in terms of customer complaints.