

User Study

Triple Wave

Karim

Maksym

Nedas

Justification of topic of choice:

Our group's topic is an informational website for international students who want to study abroad. International students coming to Eindhoven may face challenges such as finding housing, public transportation, student financing, and finding out about local events. Our team is looking to create an informative and well-designed website containing crucial information. This website solves the most frequent issues students may face before living in Eindhoven.

Target user description:

This website is aimed at students coming to study in Eindhoven. International students from TU/e and Fontys will find it helpful before coming to Eindhoven.

Field study results (surveys, interviews)

We will use the DOT framework to find out what this website's users want. For requirements, we will conduct surveys and interviews. This way, we will learn specific features to implement to increase user satisfaction.

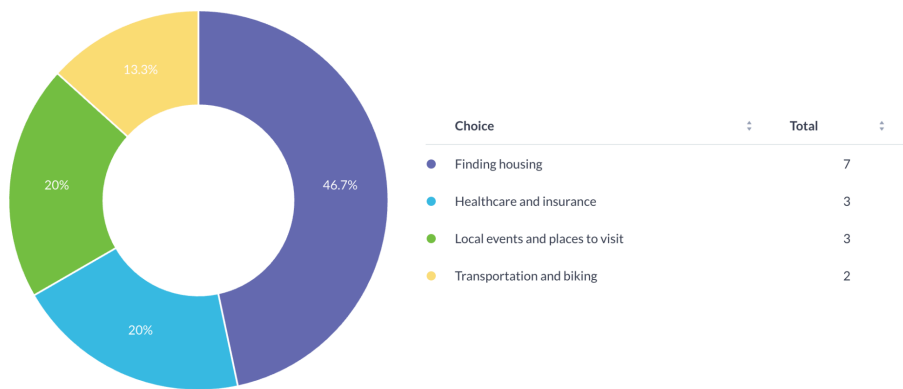
Surveys:

To gather basic information, we will create an online survey to find what challenges international students face the most. The survey will include topics such as challenges in finding housing, student financing, transportation, and local events.

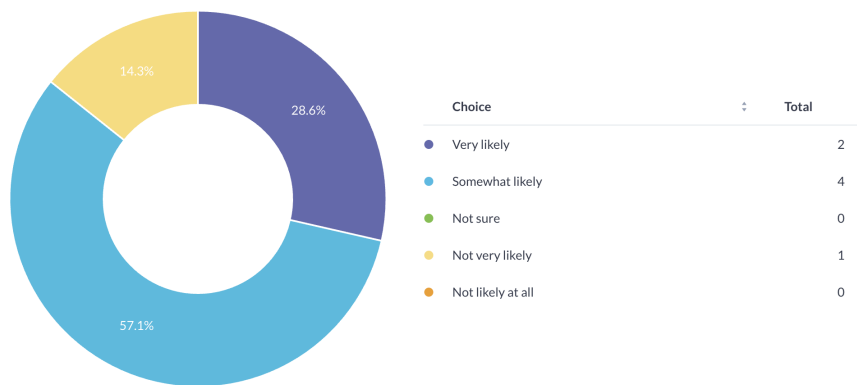
Analysis of data(surveys):

Our survey data showed us that the majority of students find it difficult to adapt to life in Eindhoven.

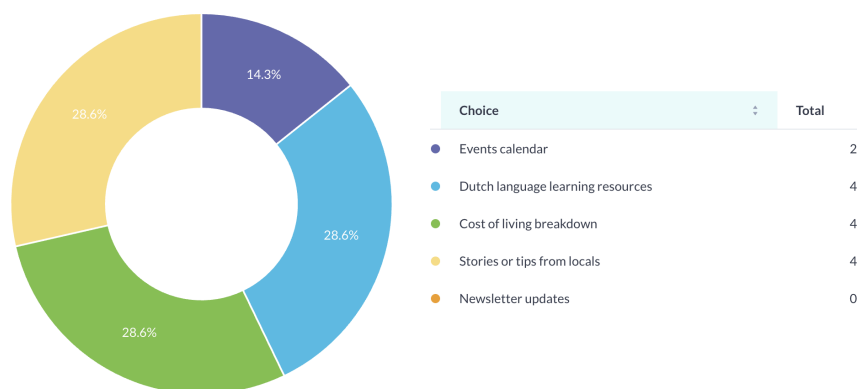
Q1 What type of information would be most helpful for you in settling in Eindhoven?
Multiple Choice



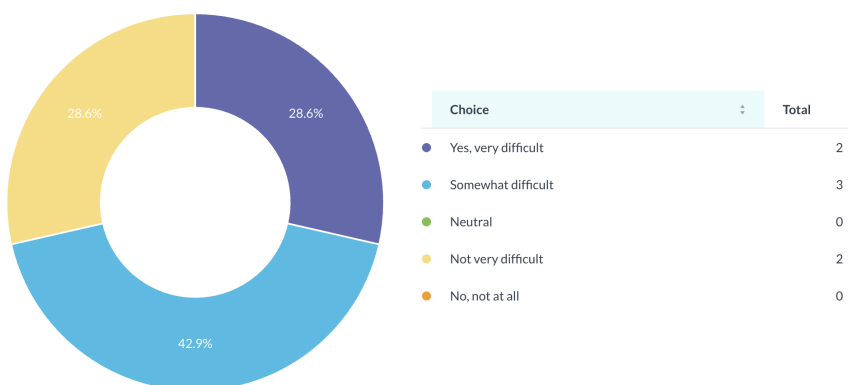
Q2 How likely are you to use a website with this kind of information?
Multiple Choice



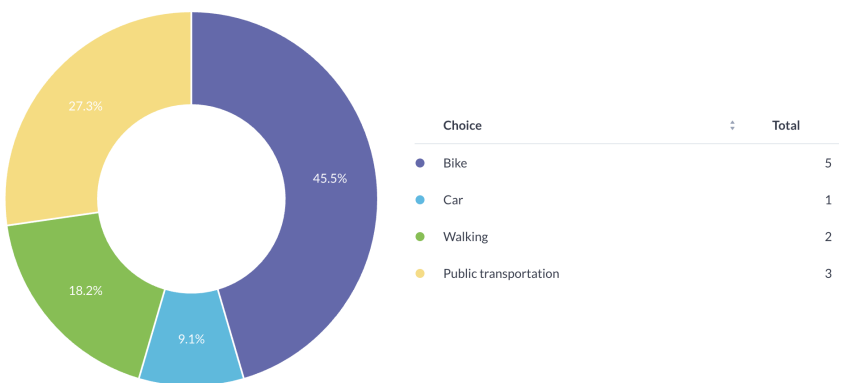
Q3 Out of these features, which one would you be most interested in?
Multiple Choice



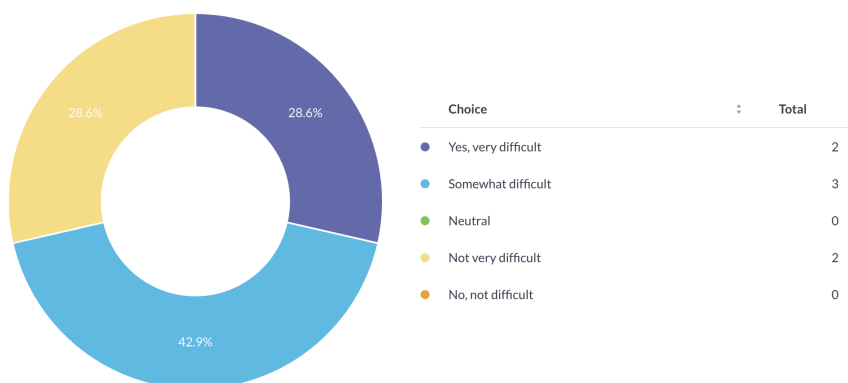
Q4 Before coming here, did you find it difficult to find information about housing in Eindhoven?
Multiple Choice



Q5 How do you usually get around Eindhoven?
Multiple Choice

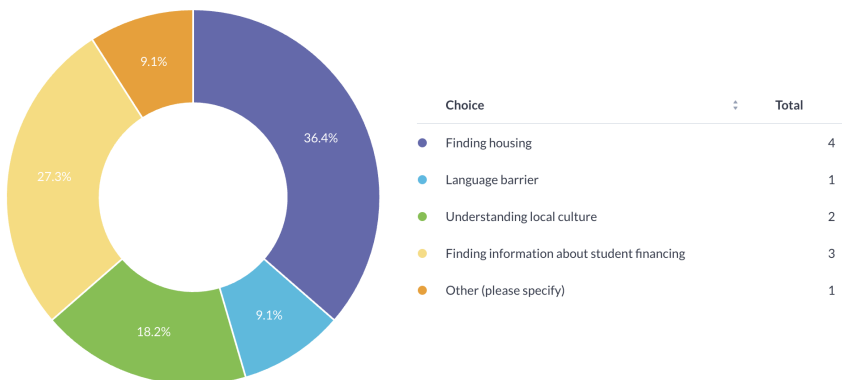


Q6 When arriving here, did you find it difficult to find information about public transportation(buses, trains, ect.)
Multiple Choice



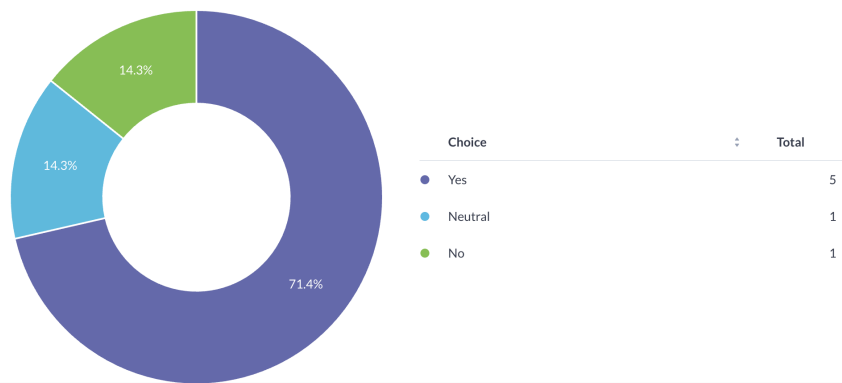
Q7

What was the most challenging part of settling in Eindhoven?
Multiple Choice



Q8

Do you feel like there should be an informative website containing all important information for students coming to study in Eindhoven?
Multiple Choice



Survey results:

Conducting this survey made us realize what the users want and what functionalities we should implement in our website. This survey revealed that our users find it difficult to **find housing sources in Eindhoven**. Also, the majority of international students who took the survey found it difficult to **find information about transportation in Eindhoven**. Students also struggled to **find information about student financing and understanding local culture**. Large number of students feel like there should be an **informative website containing all the important information** for international students to help them adapt to life in Eindhoven.

Interviews:

To get more specific information, we will conduct interviews with a group of students to find specific requirements. During these interviews, we will dive deeper into the challenges international students face and we are going to try to solve these problems with specific functionalities.

Interview results:

Conducting these interviews we found out what content our website should focus on and what functionalities we should include in it. Firstly, the majority of interviewees said that they found it **difficult to find housing** in eindhoven and encountered **a lot of scammers** while trying to find housing. Also some students don't have a dutch bank card or the process to get it was **inconvenient**. Student financing like **Mijn DUO** was also a thing some students didn't know about before coming to eindhoven. Some students would like to know how **transport** works in Eindhoven and find out more about the **OV-chip card**. Also the majority of students **didn't know any local events** in Eindhoven and would like to find out more about them.

Interview Questions

1. Did you face any challenges while trying to find housing in Eindhoven? If so, what do you think was the biggest problem?
2. If you had access to a website for international students, what kind of information would you want it to include?
3. Do you have a Dutch bank account? Did you find it easy to open a Dutch bank account or register at the municipality?
4. Before coming to the Netherlands, did you have any knowledge about student financing like Mijn DUO? If so, how did you find out about it?
5. Did you know about the OV-chipkaart or bike-sharing systems before coming?

6. Before coming to Eindhoven, did you know any local events or tips from locals to help students settle in the city? If so, where did you find out about it?

Person 1

Interviewer Nedas: Hi, Omar! Thanks for agreeing to this interview. This is our team, me, Nedas, the interviewer, Karim who's going to record and Maxim's here observing. Is it okay if we record our conversation?

Omar: Sure, no problem.

Nedas: Great! So, the first question is: Did you face any challenges while trying to find housing in Eindhoven?

Omar: Not really. Where I'm from, there's an institution that helps students coming to the Netherlands find housing.

Nedas: Oh, that's nice! So, no problems for you then?

Omar: No, not really.

Nedas: Did you use any websites when searching for housing?

Omar: Yes, I used Kamernet and a couple more.

Nedas: Was it helpful?

Omar: Yes, it was.

Nedas: Good to know! Did you encounter any scams while looking for housing?

Omar: No, I didn't, but someone I know did.

Nedas: That's important to note. Before coming to Eindhoven, did you know about student financing or programs like DUO?

Omar: Yes, I did.

Nedas: How did you find out about it? Through a website?

Omar: No, our school introduced it to us to help with studying abroad.

Nedas: Ah, that's great! Before arriving, did you know about any local events or tips for settling into Eindhoven?

Omar: No, not really.

Nedas: Would you find a website with this information helpful?

Omar: Definitely.

Nedas: And where do you find crucial information about being an international student in Eindhoven—like housing or financing? Through websites, friends, or social media?

Omar: Mainly specific websites.

Nedas: Got it. That's all the questions. Thanks for your time, Omar! Have a great day.

Omar: You too! Thanks.

Person 2

Interviewer (Karim): So today we're going to interview you. This is Nedas and Maxim and they are going to observe and I'm the one who is going to ask the questions. I want a lot of big responses, real opinions, and be very confident.

Karim: First question: Did you face any challenges while traveling or finding housing in Eindhoven? If so, what do you think was the biggest problem?

Gabriel: Yeah, I did face challenges. I was looking for six months, I think, for housing. First of all, I couldn't find reliable sites that provide these services, and I also heard about a lot of scammers, which made me quite scared.

The good thing was that the university provided us with accommodation. Without that, I wouldn't have been able to find anything.

Karim: That sounds good! If you had access to our website for international students, what kind of information would you want to include?

Gabriel: That's a good question. Maybe details about the contract I'm going to sign. For example, I don't know the end date or when my contract will be terminated.

It would also be helpful to know if I need to pay in advance. I knew I had to pay in advance when I arrived, but I didn't know how much until the moment I needed to pay. That kind of information would be really helpful.

Karim: Very good, very good. Do you have a Dutch bank account, or did you find it easy to open one?

Gabriel: No, not right now.

Karim: So, you're using something else in the meantime?

Gabriel: Yeah.

Karim: Is it working fine?

Gabriel: Yes.

Karim: Did you find any work until now? Or are you looking for work?

Gabriel: Not right now. I'm not looking for work at the moment.

Karim: Okay, next question. Before coming to the Netherlands, did you have any knowledge about student financing? If so, how did you find out about it?

Gabriel: No, I didn't know most of the things I know now. Before coming here, I had a lot of questions—not just about the university but other things too. Most of what I know now, I found out after coming here through friends or people who had already experienced it.

Karim: So, basically, no one told you anything before you came here?

Gabriel: Not exactly. I was prepared for most things, but there were tips and tricks I didn't know.

Karim: Do you find life here better than in your home country? Which one do you prefer for living, friends, and enjoyment?

Gabriel: It's really different, so I can't compare them. Everyone I know is back home, but for now, I'm having a good experience here. The only thing I hate is the weather, but that's another topic!

Karim: That's my same opinion as well! Next question: Did you know about the OV chip card or the bike-sharing system before coming to Holland?

Gabriel: I knew people bike a lot here, and I knew you could rent bikes. But my friends told me it's better to find a used bike, so that's what I did. I didn't rent or use any bike-sharing systems.

Karim: Did you use an OV chip card for buses, trains, or other public transport?

Gabriel: I mean, it would be good to have one. From what I know, if you work 30 hours or more, you can get free transport for weekdays—Monday to Friday. But I wouldn't really benefit from it because I live so close to the university.

Karim: Of course, that makes sense. Before coming to Eindhoven, did you know about any local events or tips to help students settle into the city?

Gabriel: Not really. The university provides some information, but I found out about most things through a friend. They texted me about Intro Week and sent me a link to join. That's how I found out about it.

Karim: That sounds very good. Thank you for that!

Person 3

Interviewer (Karim): We're doing the user study right now. The analysis will summarize all of our interviews, and after that, we'll make conclusions. Best of luck! Let's start our interview.

Karim: I'm Karim, and I'm going to interview you. This is Nedas, and he's going to record the transcript. Is that OK?

Julian: Sounds good!

Karim: So, let's start with the first question. Did you face any challenges while trying to find housing? If so, what do you think was the biggest problem? Take your time.

Julian: I'd say I didn't necessarily face many issues because I had read about the school itself providing accommodation and help to students. I applied as soon as I could and was looking at backups just in case. That part was a little hard to manage because a lot of the websites for accommodation were kind of confusing—like figuring out the sign-up process or where to sign up and pay.

Luckily, the university got back to me and said they could help. They were like, "Oh yeah, it'll work out; we'll get you placed."

Karim: Very nice, very nice! If you had access to our website for international students, what kind of information would you want to include?

Julian: Let's see. Probably most things about the registration process. Maybe a step-by-step guide for students, detailing how everything would go.

I think there are difficulties figuring out things like, "Oh, why do I need this document?" or "What's the purpose of this step?" It would be nice if everything were explained more smoothly.

Karim: That's a very good response! Third question: Do you have a bank account? And did you find it easy to open a Dutch bank account or register in the country?

Julian: I do have a Dutch bank account now. I kind of ran into an issue at first because I wasn't aware I needed to make an appointment. The process itself was smooth once I knew that, but the initial confusion was a bit annoying. I needed the bank account to pay rent and everything.

Karim: Did it take a long time to get the debit card?

Julian: Oh no, not at all. Once I went to the bank, they told me, “Sorry, you needed an appointment,” but they were helpful and found me a spot quickly. The debit card arrived on schedule.

Karim: Did you have any prior knowledge about student financing, like DUO? If so, how did you find out about it?

Julian: I come from the Caribbean, where there’s some cooperation with the Netherlands. The schools provide specific documentation for students, including a step-by-step process, because it differs for European students and international students. That’s where I found the information.

Karim: Did you find it difficult?

Julian: There was a bit of confusion at times. I’d get stuck on a step, search around a lot, and eventually find the piece I needed. It was like, “Oh, thank God!” Then I’d keep going and hit another issue—but I managed.

Karim: Very nice! I hope everything is going smoothly now. Did you know about the OV chip card or bike-sharing system before coming to Holland?

Julian: I knew about the OV chip card because I had visited before.

Karim: Are you using it? Do you find it better than biking, or which do you prefer for traveling?

Julian: I prefer biking for short distances.

Karim: Do you live far away?

Julian: No, I live close by.

Karim: Before coming to Eindhoven, did you know about any local events or tips to help students settle in the city?

Julian: There were some things offered by the university, like meetings for Caribbean students to help us feel at home. Outside of school, I didn’t really know much about events or things to do.

Karim: That’s it! Very nice. Thank you for your time.

Julian: You’re welcome!

Person 4

Interviewer Nedas: Hi, Yichiao! Thanks for agreeing to this interview. This is our team - Karim, Maksym and me, Nedas, who is going to interview you. Is it okay if we record our conversation?

Yichiao: Sure, that's okay with me!

Nedas: Okay let's start, first question. What challenges did you face while searching for housing in Eindhoven?

Yichiao: Finding housing that is not overpriced and there are many scams so lots of time has been wasted.

Nedas: How did you find your current accommodation (e.g., agencies, online platforms, social media, friends)?

Yichiao: From my family's friend.

Nedas: Did you experience any scams or unreliable listings during your search?

Yichiao: Yes a lot.

Nedas: Before coming to Eindhoven, did you know what the weather was like in the Netherlands?

Yichiao: Yes.

Nedas: Before coming to Eindhoven, did you have any knowledge about student financing like Mijn DUO?

Yichiao: Yes but it is only for EU students.

Nedas: What has been the biggest cultural difference you've encountered so far?

Yichiao: People in the Netherlands don't call professors by Mr or Professor or Sir.

Nedas: What resources have been most helpful for you as a new student in Eindhoven?

Yichiao: The internet news sites.

Nedas: Very nice, that conducts our interview. Thank you for agreeing to this interview and providing useful information. Have a nice day!

Yichiao: Thanks! You're welcome!

Person 5

Interviewer Nedas: Hi, Ioannis! Thanks for agreeing to this interview. This is our team - me Nedas who is going to interview you, also Karim and Maksym. Can I ask if it is okay if we record our interview?

Ioannis: Sure! You can record.

Nedas: Okay let's begin. First question. Did you face any challenges while trying to find housing in Eindhoven? If so, what do you think was the biggest problem?

Ioannis: Yes, all the websites for housing are mostly in dutch.

Nedas: If you had access to a website for international students, what kind of information would you want it to include?

Ioannis: Average pricing compared to the EU at least, municipality contact & location information as well as the process of obtaining a BSN, cultural norms and the fact that there are no real "supermarkets" and that you need to go to 5 shops to get quality stuff.

Nedas: Did you find it easy to open a Dutch bank account or register at the municipality?

Ioannis: Yes, the major banks don't open accounts on site and want you to do it via their "apps" which are in dutch. Registering was easy as long as you knew the process.

Nedas: Before coming to Eindhoven, did you have any knowledge about student financing like Mijn DUO? If so, how did you find out about it?

Ioannis: I did not.

Nedas: Did you know about the OV-chipkaart or bike-sharing systems before coming?

Ioannis: Uh no, it caught me by surprise the way transport works here... also bike sharing? what is that?

Nedas: Before coming to Eindhoven, did you know any local events or tips from locals to help students settle in Eindhoven? If so, where did you find out about it?

Ioannis: No, I did not know about it.