

TE 250: Week 7 Documenting Interview Results

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Technology Entrepreneur Center

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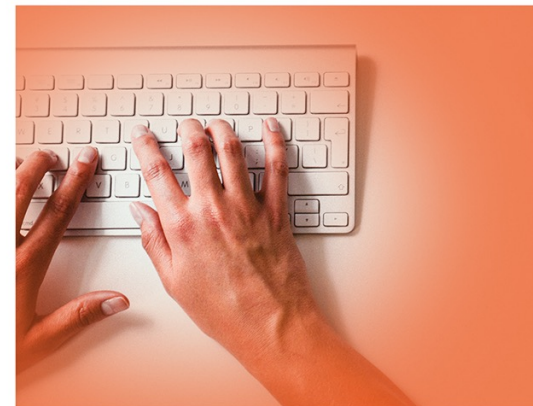
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Agenda



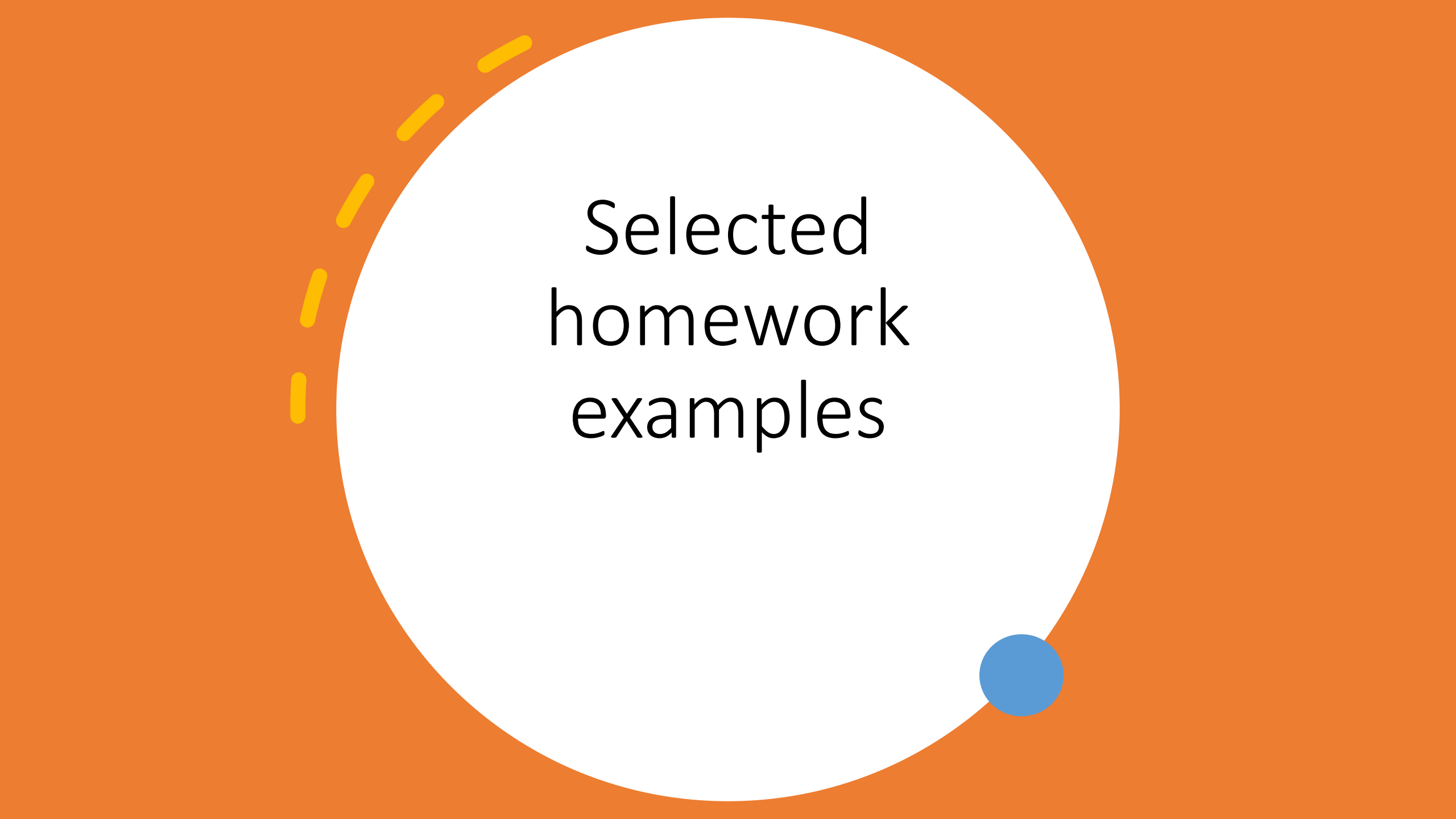
SELECTED HOMEWORK
SUBMISSIONS



ADDITIONAL CUSTOMER
INTERVIEW PLAN EXAMPLES



CUSTOMER INTERVIEW
TRACKING



Selected homework examples

Homework Example

a. CURRENT ECOSYSTEM/MARKET UNDERSTANDING

- Process (Information, \$'s, Product/Materials or Service): typical day, steps, dependencies, flows, timing, bottlenecks, things that go smoothly, interruptions/pauses. Place in overall system/ecosystem, key equipment, important system resources.
- Question 1: Tell me about your typical internship application process
- Question 2: What happens when you hear back from a company?
- Question 3: What happens when you don't hear back from a company?
- People: roles, titles, interactions, key players
- Question 1: Who recommends internships to you?
- Question 2: Where do you find internships?
- Question 3: Who do you talk to throughout the internship application process

Homework Example

a. CURRENT HYPOTHESIS/ASSUMPTIONS TO TEST

- **Problem/Needs:** You are trying to uncover problems that are big enough that they MUST HAVE your solution. Think about: satisfaction, dissatisfaction, problems, needs, quality, delays, excessive costs, what best performance looks like, what upsets the system?
- Pains (with detail about magnitude and who else is affected)
 - Question 1: Tell me about the time it takes to get through all these applications
 - Question 2: What do you need to have prepared for this process?
 - Question 3: Is the time involved a problem for you and/or your peers?
 - Question 4: Who are the best people to talk to during this process? Why?
- Potential Gains (with detail about what a better system might look like)
 - Question 1: Why is it important to get a good internship?
 - Question 2: What happens when you land an internship?
 - Question 3: In what ways is talking to certain people in this process beneficial

Homework Example

- Process (Information, \$'s, Product/Materials or Service): typical day, steps, dependencies, flows, timing, bottlenecks, things that go smoothly, interruptions/pauses. Place in overall system/ecosystem, key equipment, important system resources.
- Question 1: How do you usually connect with your peers in courses enrolled on or off campus?
- Question 2: How much time do you spend reaching out to your fellow students and attempting to develop an intellectual connection with them?
- People: roles, titles, interactions, key players
- Question 1: In general, how supportive, or resourceful are your professors towards collaborative learning for students?
- Question 2: How accessible or reachable are your professors, CAs or Tas in different courses?

Homework Example

- Pains (with detail about magnitude and who else is affected)
- Question 1: How effectively do you think you understand things when your peers explain it on comparison to an explanation by your CAs or TAs or professors?
- Question 2: How do you deal with possible failure to understand the lecture content by yourself?
- Potential Gains (with detail about what a better system might look like)
- Question 1: How would an ideal collaborative study group would look like for you in any course?
- Question 2: What problems or concerns do you think increases the importance or need for having a study group in a course ?

Homework Example

- Process (Information, \$'s, Product/Materials or Service): typical day, steps, dependencies, flows, timing, bottlenecks, things that go smoothly, interruptions/pauses. Place in overall system/ecosystem, key equipment, important system resources.
 - Question 1: In the initial stage of your business how you figured out how to create the most accurate data base while also moderating any unsolicited information
 - Question 2: How did you create a worldwide base of service providers and how did you adequately monetize it
 - Question 3: How did you encourage more and more students to get on the network
- People: roles, titles, interactions, key players
 - Question 1: How many departments did you set up in order to adequately look after each sector, can you explain each one of them.
 - Question 2: Seeing the success of chegg, it only makes me wonder whether the questioner and solvers play a bigger role on the website or technical team
 - Question 3: How has the relations with the users of chegg changed over time (is the interface more responsive now or before, when the network was much smaller)

Homework Example

People: Isolated elderly individuals living alone, aged 65+

- Question 1: Can you tell me about a time when you felt lonely? How did you cope with these feelings?
- Question 2: How do you think living alone has impacted your experiences with loneliness and isolation? Can you share any examples?
- Question 3: Can you describe some of the ways in which you try to stay connected with others while living alone? What seems to work best for you?
- How do you think technology has impacted your experiences with loneliness and isolation while living alone? Are there any specific technologies that you think have been particularly helpful or challenging to use?
- Can you describe your typical day while living alone? How do your daily routines and activities contribute to your overall well-being?

Homework Example

People: Caretakers or family members to seniors

- Question 1: Can you describe your experience with caring for an elderly family member who is living alone? What are some of the challenges you have faced?
- How do you think living alone impacts an elderly person's experiences with social connection and community engagement? Can you share any examples?
- Can you describe some of the ways in which you try to support and stay connected with your elderly family member who is living alone? What seems to work best for you?
- In your opinion, what kinds of support and resources are most helpful for family members who are taking care of an elderly loved one who is living alone and may be experiencing feelings of loneliness or isolation?
- Can you describe how your typical day looks while caring for your elderly family member who is living alone? How do your daily routines and activities contribute to your overall well-being, and how do they relate to your role as a caregiver and your elderly family member's experiences with social isolation or loneliness?

Homework Example

People: Healthcare workers

- How do you typically approach providing care to elderly individuals who are living alone, particularly those who may have limited social support or access to resources?
- What are some of the most common health concerns or conditions that you see in elderly patients who are often alone? Can you share any specific examples?
- In your experience, what are some of the biggest challenges that elderly individuals face when it comes to maintaining their independence and quality of life as they age?
- Can you talk about any programs or resources that you have seen available to support elderly individuals who are living alone? What seems to be working well, and what challenges have you observed?
- How do you communicate with elderly patients who may have difficulty understanding or remembering their medical care instructions, particularly if they are living alone?
- Have you noticed any trends or changes in the health needs of elderly patients who are living alone over the past several years? How do you anticipate these needs evolving in the future?



Dotlens example

Interview plan example

- **INTERVIEW TOPICS** (you won't cover all of these in any given interview)
- **CURRENT ECOSYSTEM/MARKET UNDERSTANDING**
- Process (Information, \$'s, Product/Materials or Service): typical day, steps, dependencies, flows, timing, bottlenecks, things that go smoothly, interruptions/pauses. Place in overall system/ecosystem, key equipment, important system resources.
- Question 1: Tell me about your school.
- Question 2: Tell me about a typical day in your classroom.
- Question 3: Tell me about a typical lesson or lab that utilizes microscopes in the lesson.
- People: roles, titles, interactions, key players
- Question 1: Tell me about how your microscopes are purchased and maintained.
- Question 2: Who decides how much can be spent on microscopes? When is that decision made?
- Question 3: Who decides where to purchase microscopes?

Interview plan example

- **CURRENT HYPOTHESIS/ASSUMPTIONS TO TEST**
- **Problem/Needs:** You are trying to uncover problems that are big enough that they **MUST HAVE** your solution.
- Pains (with detail about magnitude and who else is affected)
- Question 1: What is the hardest part of teaching a lesson that uses microscopes?
- Question 2: How often do microscopes get damaged during class?
- Question 3: What is the hardest part of maintaining and storing microscopes in your school?
- Question 4: What happens if the students can't finish their work during class because of limited supply of microscopes?
- Potential Gains (with detail about what a better system might look like)
- Question 1: If you could make one change to teaching lessons or labs utilizing microscopes that would have the biggest positive impact on student learning, what would it be?

Interview plan example

- **Value Proposition** Test/validate hypotheses on the value your product or service provides. When you can connect pains and gains with your value proposition statements, ONLY THEN have you figured out how to communicate the value of your product/service.
- **Value Prop A: unlimited microscope availability** Question 1: We have been talking to teachers like you about having enough microscopes in classroom so that each student has their own device. How do you think this might change learning outcomes?
- **Value Prop A: unlimited microscope availability** Question 2: How would having the ability to have microscopes for your classroom for only the time you need them impact your classroom space or layout?
- **Value Prop A: unlimited microscope availability** Question 3: How would eliminating microscope repair costs and hassles free up time in your schedule?
- **Value Prop B: utilize smart phone for microscopy** Question 1: Tell me about your students smart phone use.
- **Value Prop B: utilize smart phone for microscopy** Question 2: How do you incorporate technology like smart phones, tablets and the internet in your teaching plans?
- **Value Prop B: utilize smart phone for microscopy** Question 3: How might your teaching plans change if student had access to microscopes at home when doing their homework?



Breakout 1 – The Bad Interview

Keep track of the mistakes you see





In random breakouts

Review what mistakes the
interviewer made





Tracking
interview results

Customer interview tracker

- Date
- Interviewee name
- Title (mostly for B2B but not always)
- Company (mostly for B2B but not always)
- Hypothesis tested
 - Why are you interviewing this person?



Customer interview tracker

- Questions
 - Which of the questions from the interview plan did you use?
- Interview notes
 - Can be listed out or use a link to another document
- Team insights
 - What did you learn?
- Next steps?
 - New contacts to interview? New questions to ask future interviewees? Talk to this person again to clarify insights?

Customer interview tracker

#	Date	Interviewee Name	Title	Company	Hypothesis Tested	Questions	Interview Notes	Team Insights
1		Anthony	End User	student studying security	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	<p>Question 1: Think of a place where you have to provide information about yourself or your family. Which place comes to mind, and why?</p> <p>Question 2: What sort of information are you asked to share? How do you go about sharing information with an organization, business or individual?</p> <p>Question 3: What do you like about that process? What do you dislike about it?</p> <p>Question 4: How do you typically file your information/records? Do you feel it's accessible? Why or why not?</p> <p>Question 5: Do you feel like your information is readily accessible to you?</p> <p>Question 6: Do you feel your personal information is safe on the internet?</p> <p>Question 7: Do you know all the ways in which your data is utilized during/ after you make a purchase? What would you change about that or keep the same?</p> <p>Question 8: Do you feel that this is a secure process? Why or why not?</p> <p>Question 9: Who is in charge of keeping vital information and documents in your house? How comfortable do you feel with that system? Why or why not?</p>	Logical about his information storage practice, informative about what he would want out of a security system. Studies encryption and knows all about data insecurity. Would like something that was easier and more secure. Knows that everything he "puts out there" is vulnerable. Has had bank account information stolen.	He understands technology and is worried about encryption and upkeep. Thinks he wouldn't have to program and keep it. Understands risk vs reward, wants convenience.
2	6/14/2021	Demetrius	End User		Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,17,18	Has a child and his baby's mother keeps most things, but in	An average use case scenario that has
3	6/14/2021	Gwen	End User	Day care owner	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,3,4,5,6,7,8,9,10,11,12,14,15,16,17,18,20,21,22,23,	Gwen has a larger estate and has had to sort through the	Not super tech savvy but would pay for it.
4	6/16/2021	Heather	End User	Sanitation specialist	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,23,24,	Seemed to not understand the value of having information	Although she doesn't explicitly fit our customer segment.
6	6/13/2021	Kedesha	End User	Studying to be a nurse	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19,20,21,	She showed a great interest in a convenient solution for dealing	As a individual in our target customer segment.
7	6/12/2021	Latrelle	End User	Factory worker	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,4,5,6,7,8,9,10,11,12,13,14,15,17,18,19,20,22,23,2	His is own records now but his mom kept them for a long	His baby's mother doesn't trust him with the information.
5	6/11/2021	Quentin	End User	Firefighter and car dealer	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,4,5,9,10,11,12,13,14,15,17,18,19,20,22,23,24,25	Organized, meticulous, uses a filing cabinet and keeps all	Would be a high probability of use based on his needs.
8	6/4/2021	Autumn	End User	Stay at Home Mom	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,4,5,6,7,8,9,10,11,12,13,15,17,18,19,22,23,24	Showed us an app where she has to download all her child's information for school. Also keeps medical records in their portals, etc. Would like it to be centralized in one place but can't figure out how to do that. Keeps the records for herself but her husband is more naturally organized and he made her pick up all her original vital docs.	Would like to be able to secure her family's information. Emotional response because it seemed like she had lost a lot of her documents. Wants everything to be accessible for her.
9	6/4/2021	Will	End User	Ford Motor Company	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,3,4,5,6,7,8,9,10,11,13,14,15,16,18,19,20,22,2	Is very organized and makes sure he has all the necessary	He would absolutely pay for a service that would help him.
10	6/16/2021	Kela	End User	Accountant	Individuals want increased access to vital information, Convenience of single point data exchange, Ownership/Control data	Q1,2,3,4,5,6,7,8,9,10,11,13,14,15,16,18,19,20,21,2	Organized, meticulous, uses a filing cabinet and keeps all	As someone who works within the financial industry.
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Customer interview tracker

#	Date	Interviewee Name	Title	Company	Hypothesis Tested	Questions	Interview Notes	Team Insights	Next Steps
1	4/4/2021	Mark Johnson	Director of Operations	University of North Dakota	Flow of decisions in Organization especially for renovation	Renovation decision flow based queries as well as what is that makes you want renovations	Decision influenced by needs of students, deans and number of maintenance requests	The decision flow is convoluted and too many influencers; It is bureaucratic	Figure out the flow of decisions and its impactors
2	4/4/2021	Brian Larson	Director of Construction Management	University of North Dakota	Department has trouble justifying Renovations & importance of energy audits	Questions regarding his choice for ordering renovations and motivations and pains	He orders renovations based on operations and dispatch numbers as well as annual checks on buildings. What he wants to achieve is idealistic and yet also realistic in some degree (lower emissions and make stuff safer). Pains is the whole process is intrusive and long with too many vendors.	Rather than actual energy savings, he really would like a solution that remove obstacles in project execution	How to remove these obstacles and better help him do his job
3	4/4/2021	Russell Johnson	CEO	Energy Solutions	Energy audit system	Like for a veteran like him and what the customers want	Images for numbers and most operations are internal. Hard to do roofs	More than anything and often time just showing people leaks are enough	What they need to offer for
4	4/4/2021	Michael Ellingson	Director Facilities Management	North Dakota State University	Need for energy audits and justification system	What is the process of enabling refurbishments and renovations	Emphasized that a study to say what is the solution to energy leaks, especially replacements to parts is important. System same as University of North Dakota for decisions	From a director's perspective, he wants to show justify renovations more than anyone due to university pressure. However state legislations need approvals for major changes. Justifications is hard to come by	Energy audits into the
5	4/14/2021	Micael Bergeron	CFO	Ralph Engelstead Arena	Role of energy and importance of decision making to cut OPEX for large venues	Questions regarding energy usage in large venues? Decision-making for renovation	Interested in always cutting costs	The process for large stadiums more streamlined than institutions despite being affiliated to institutions. They are more interested in energy saving visuals than budget justifications	They need
6	4/11/2021	Michael Ellingson	Director Facilities Management	North Dakota State University	Need for energy audits and justification system	What is the process of enabling refurbishments and renovations	Emphasized that a study to say what is the solution to energy leaks, especially replacements to parts is important. System same as University of North Dakota for decisions	From a director's perspective, he wants to show justify renovations more than anyone due to university pressure. However state legislations need approvals for major changes. Justifications is hard to come by	Verify these results with non-university institutions
7	4/14/2021	Micael Bergeron	CFO	Ralph Engelstead Arena	Role of energy and importance of decision making to cut OPEX for large venues	Questions regarding energy usage in large venues? Decision-making for renovation	Interested in always cutting costs	The process for large stadiums more streamlined than institutions despite being affiliated to institutions. They are more interested in energy saving visuals than budget justifications	Hierarchy of decisions in large venues
8	4/14/2021	Brian Tande	Dean of Engineering	University of North Dakota	Scope of schools in improvement of buildings and overall atmosphere of state towards it	Questions about the need of technical progress in energy audits and its real-time reception. Few questions of how he uses his influence to make renovations for his in-charge buildings	Federally interested, lots of grants available now from many levels. Thus is important to go in a reap rewards is basic response	Deans play a role of influencer on Facilities Management. However not significant. Application for state and federal grants is now because of recent budgetary allocations	Research grants applicable

Very concise and clean way of capturing insights - to the point!
Note that answers to specific questions allow an inference of whether the hypothesis is true or false, new insights, inferences and hypotheses.

Customer interview tracker

Interview Notes	Team Insights	
Her success is defined by better communication with other departments. There is not a lot of praise for her work, despite her defining her job as "the face of the museum."	If we can find a way for museum staff to be celebrated for their unique contributions this could be a possible added benefit.	New hypothesis?
Development departments are too siloed and not everyone within the department knows what's actually going on. There is not enough communication internally in the museum for her to feel capable of success. There is also not a lot of praise for her work.	If we can integrate our system into their on donor management software, they may be more likely to appreciate the data.	New hypothesis?
Uses the Argus database	They find their donors randomly or through referalls which they acknowledge leads towards less diversity in donors	Great inference!

Breakout 2 – Creating a customer interview plan

Snackpass

Snackpass is a mobile platform for Takeout ordering that has won the hearts (and stomachs) of college students around the country with its Gen Z resonating, viral social features. At its core, Snackpass offers users a mobile platform to pre-order Takeout at local restaurants—with no menu markups or added fees. Orders on the platform allow the original user to earn reward points (i.e. towards free or discounted food) on their digital punch card, but ALSO gift points to another friend in their network for use at that same restaurant. The result is a strong viral effect where users are incentivized to be ordering takeout on the same platform to help each other earn rewards quicker. On top of this gifting feature, Snackpass has layered a Venmo-like social feed where users can see gifting activity in their network, which has been incredibly well embedded into the social fabric of college campuses. This social transparency and social currency has made Snackpass instantly viral on campuses both online and in-stores as you can see in their Careers page.

Value Proposition Statement

For:	College students living in college towns
Who:	Enjoy connecting with friends through food
We provide:	Social networking + ordering app
That:	Share what you're eating, see what friends are eating, get rewards, send food to friends
Unlike:	UberEats, Grubhub and DoorDash
Who:	Connect restaurants, consumers and delivery people
Our company:	Provides social features
That:	Lets our users connect with friends and allows restaurants to benefit from virality

Customer Interview Plan Breakout

- Who would you interview?
- What questions would you ask to understand how they view their current options for ordering food?
- What questions would you ask to understand if they think eating is a social activity.
- What questions would you ask to understand if they are satisfied with current solution for connecting with friends through food?



Breakout 3 – Creating a common team interview plan





Getting ready for Week 8

Attendance is mandatory

Missing Week 8 or 9 will negatively impact
participation score

Team Assignment: Midterm presentation

Each team will give a 5 – 7 minute (max) presentation in Week 8.

- The presentation should cover:
 - 1. Problem Statement Canvas
 - 2. Value Proposition Canvas (right side)
 - 3. Target Customer Segment(s) hypothesis
 - 4. Stakeholder map
 - 5. Interview Plan and Tracker.
- The team can break up the material or you can elect one or two individuals to deliver everything.
- You may include any additional information that you feel is relevant.
- There is no rubric. I'm not concerned with you completing a checklist, but instead making a case for what you feel is important to your analysis.
- You **MUST** be concise since timing is limited and you will be cut off if you run over. Failure to complete your presentation within the time limit may impact your grade.

Individual Assignment: Peer Assessment

- Individually, think about the contribution of each team member to the project so far
 - Attendance at team meetings
 - Contributions to meeting discussions and work products
 - Collaboration and cooperation
 - Adherence to the ground rules the team set up at the start of the semester
- You have 100 points to distribute to the team including yourself based on contribution. Total points must equal 100.
- If everyone contributed equally and followed the ground rules, then you would award 25 pts to each.

Team Presentation
Order is on Canvas

