

User Interview Questions

OSM Ecosystem Discovery - Development Seed

People Who Map Often

- Could you tell me a little bit about yourself. Describe your job and the things you do each day.
- Outside of mapping what are other things you contribute to online? (reviews, waze, etc...)
- Do you volunteer or are you involved in humanitarian work? If so, what?
- What got you into mapping?
- How long have you been mapping?
- How often do you map?
 - How much time do you spend per week?
- What motivates you to keep coming back?
- When do you usually map? Is there a pattern for when you come back to it? (day, night, weekends, etc...)
- Could you tell me about the process in how you learned to map?
 - From when you started to where you are now, what concepts did you learn and in which order?
 - How did you figure out the errors you may have been making when you first started?
 - What helped you better understand the OSM ecosystem?
- What are the errors you see most often from people?
- When you have time to map -
 - where do you look for tasks?
 - what kind of tasks do you pick and why?
 - do you seek out a specific type of work: mapping vs validation vs modifying work?
- What are the tools you use in the OSM ecosystem? (editing tools, analytics, etc...)
- What do you like and/or dislike about each?
- What kind of tasking system do you use, if any?
 - what are the aspects you like and/or dislike about it?
 - Do you have suggestions around features in the tasking system that would make mapping easier for you?
 - What would your ideal tasking system consist of? What information would it give you?
- Do you have any tricks or things you like to do to make mapping more efficient?

- What are the ways you engage with the mapping community?
- What are the positive and/or negatives about the community?
- Is there anything you wish you could get out of the community or features you'd like to see to better engage with them?
- What could be better about the ecosystem of mapping tools?
 - What information is valuable to you?
 - When and where do you want to be able to see that information?
 - Do you have any suggestions for what could make the whole process of mapping easier?
- Anything else you'd like to share or add?

People who don't map very often

- Could you tell me a little bit about yourself. Describe your job and the things you do each day.
- Outside of mapping what are other things you contribute to online? (reviews, waze, etc...)
- Do you volunteer or are you involved in humanitarian work? If so, what?
- What got you into mapping?
- How many times have you mapped?
- How long has it been since you last mapped?
- Can you tell me about one of the last experiences you had? What was the process you followed from beginning to end?
 - what kind of task did you do?
 - How did you find the experience?
 - What could have been better?
- What were the tools you used to map?
- What were the aspects you liked and disliked about each of them?
- How did you learn to do it?
- What were the common mistakes you made early on? Or what are the things you didn't initially know how to do that you know how to do now (things you wished you knew)?
 - How did you learn those things?
- What are the types of mapping tasks you've done? (modifying vs. creating vs. validating)
 - Have you done any validating as well? Why or why not?
 - If you have validated, how did you learn how to validate?
- What kind of tasking system do you use, if any?
 - what are the aspects you like and/or dislike about it?



- Do you have suggestions around features in the tasking system that would make mapping easier for you?
- What are the ways you engage with the mapping community?
- What are the positive and/or negatives about the community?
- Is there anything you wish you could get out of the community or features you'd like to see to better engage with them.
- What could be better about the ecosystem of mapping tools?
 - How could we change the ecosystem of mapping tools or a specific tool to make mapping easier for you?
 - Do you have any suggestions for what could make the mapping process easier?
- Anything else you'd like to share or add?

People who want map data

- Could you tell me a little bit about yourself. Describe your job and the things you do each day.
- Outside of mapping what are other things you contribute to online? (reviews, waze, etc...)
- Do you volunteer or are you involved in humanitarian work? If so, what?
- What got you into mapping and/or the mapping community?
- What are the ways you acquire map data now? (marathons, etc...)
 - If multiple ways, which is most effective? (when do you get the best data, in a specific time period?)
 - If multiple ways, what are the positives and negatives to each type?
 - When you acquire data in this way what are the issues you often see with the data if any?
 - Per engagement, what is the average amount of work/data you get out of each person?
 - is it good work?
- Out of the mappers that help complete your campaigns, what is the percentage of mappers who are experienced vs. people who aren't?
- What are the mistakes new mappers make most often?
- On average, how long does it usually take to complete a mapping campaign?
 - is there any rhythm or pattern to this?
- What tasking system do you use
 - Why do you use that tool?
 - Are you usually writing the task, and if so what do you usually consider? Who are the people you're speaking to?
- How do you recruit new people to help complete tasks?



- What has worked best?
- Do you ever recruit a specific group of mappers for a specific task?
 - Can you tell me about that instance?
- Are there products/features etc... that you'd like to have in order to make your job easier (the work of acquiring data).
- What are the ways you engage with the mapping community?
- What are the positive and/or negatives about the community?
- Is there anything you wish you could get out of the community or features you'd like to see to better engage with them.
- What could be better about the ecosystem of mapping tools?
 - What information is valuable to you?
 - When and where do you want to be able to see that information?
 - Do you have any suggestions for what could make the whole process of mapping easier?
- Anything else you'd like to share or add?

