

## **Sport Club: Interview Guide (Members)**

Arezoo Shafayani

November 10, 2019

### **Introduction**

Hello! My name is Arezoo, and I am a user experience designer. I am currently doing research on people who like doing exercises at gym or home under the supervision of a fitness trainer, and looking to understand member's experiences, like the ways to find new fitness trainer, their exercises habits, and their needs. Your participation in the research study would be very valuable to help us to gain our goals. Details of the study are shared below.

### **Screening question:**

Do you do exercise regularly? (Expecting Yes)

May I take you 10-15 minutes to ask some questions? (Expecting Yes)

Would you also like to give me the consent to record this conversation? I will only use it for my own reference (Expecting Yes)

Thanks! Please let me know at any time if you feel unclear with any questions I asked.

### **Questions**

1. Tell me about your exercise experience with your gym or a fitness trainer.
2. Tell me about how you manage your time for doing exercises.
3. Tell me about some of the frustrating moments you had when going to gym.
4. Tell me about how you typically find a new fitness trainer.
5. Tell me about Do you prefer exercise at home or gym? Why?
6. Tell me about how important is the fitness trainer's work experience?
7. If you want to exercise at home, would you prefer working with a fitness trainer or just watch some sport videos?
8. Tell me about a pleasurable exercise experience you had (in the gym or at home).
9. Tell me about a frustrating exercise experience you had (in the gym or at home).
10. Do you like to have a diet program under the supervision of a fitness trainer besides exercises?
11. (Demographics) May I know your age and occupation just for a reference? (age group is also fine if you would prefer)

### **Concluding Notes**

Thank you so much for participating! Really appreciate your time.

## **Sport Club: Interview Guide (Fitness trainers)**

Arezoo Shafayani

November 10, 2019

### **Introduction**

Hello! My name is Arezoo, and I am a user experience designer. I am currently doing research on people who like doing exercises at gym or home under the supervision of a fitness trainer, and looking to understand experiences of fitness trainers and members, like how they communicate with their fitness trainers, their exercises habits, and their needs. Your participation in the research study would be very valuable to help us to gain our goals. Details of the study are shared below.

### **Screening question:**

May I take you 10-15 minutes to ask some questions? (Expecting Yes)

Would you also like to give me the consent to record this conversation? I will only use it for my own reference (Expecting Yes)

Thanks! Please let me know at any time if you feel unclear with any questions I asked.

### **Questions**

1. Tell me about your experience with your fitness memberships at gym.
2. Tell me about how you manage your fitness memberships if they want to do exercises at home.
3. Tell me about some of the frustrating moments you had when teaching some exercises to members.
4. Tell me about how you typically find a new fitness member.
5. Tell me about Do you prefer working with members who like to exercise at home or gym? Why?
6. Tell me about how important is the member's health or medical record?
7. If you able to record some videos to show how to do sports correctly, would you record it? Why?
8. Tell me about a pleasurable exercise experience you had with members (in the gym or at home).
9. Tell me about a frustrating exercise experience you had with members (in the gym or at home).
10. Do you give a diet program to members besides exercises?
11. (Demographics) May I know your age and occupation just for a reference? (age group is also fine if you would prefer)

### **Concluding Notes**

Thank you so much for participating! Really appreciate your time.