

## **Interview One** (46 years old)

### Ordering Food to Meet Diet Restrictions

This person is on the paleo diet and finds it overly complicated to order food from a restaurant. Very few menus are accommodating for this type of diet since it is grain free, gluten free, dairy free, and as sugar free as possible. The process of ordering food begins with looking at the menu and trying to determine if there are ingredients in the available food options that can be eaten. It involves asking the waiter lots of questions, which is followed by them going to the kitchen to ask the cook about how specific menu items are prepared. This person then discovers that they can't eat that item. Then the process starts over again. Once a food item is finally decided upon, it is ordered with specific requests to leave certain ingredients out. However, once the food is delivered to the table, it often contains one or more ingredients that cannot be eaten due to diet restrictions. The food has to be reordered and prepared correctly. Once the correct food finally arrives, everyone else has finished eating. This process is more complicated than it should be since it takes so many steps to receive food that can be eaten by someone with specific diet restrictions. This is often due to miscommunication.



## **Interview Two** (72 years old)

### Assembling Pre-packaged Kits

It can be unnecessarily complicated to assemble kits with instructions, such as shelving, furniture, and equipment. A lot of these boxes are advertised as having “some assembly required,” but in reality it is more difficult than it should be to assemble these things. This process begins with unpacking the box and sorting all of the pieces that will be used to assemble the item. Reading the instructions included is the next step. However, a lot of times, the instructions aren't very clear. This causes a lot of backtracking when the instructions are misinterpreted and things have to be re-assembled. This means that there is a lot of trial and error involved in order to understand the instructions and which pieces are actually being used. The instructions sometimes include pictures, but not for all of the steps. This can make it more complicated to go back and forth between pictures and words. Once the instructions have been followed correctly, the assembly is complete.

<https://www.youtube.com/watch?v=ovu0OziflY0>

<https://www.youtube.com/watch?v=CwMIPV0vULw>



### Interview Three (20 years old)

#### Obtaining a Passport for the First Time

- Go to Travel.State.Gov
- Download and print application for U.S. Passport
- Read the application document
- Fill out the application
- Don't sign the document until asked by an authorized agent
- Make an appointment at an "acceptance facility" (post office)
- Pay the execution fee
- Give a form of photo identification (driver's license)
- Have a parent or guardian if under 18 (this person was at the time)
- Get photo taken (can't wear glasses), no "selfies"
- Provide the actual copy of birth certificate
- Pay the application fee
- Wait 10-13 weeks for passport to be mailed
- Birth certificate is mailed back separately, usually before passport arrives
- If you want your birth certificate to arrive sooner, there is an additional fee
- Sign passport when received

They feel this process is complicated because it is a lot of money (fees), it takes a long time to receive the passport, and more of it could be done online to speed up the process.

<https://travel.state.gov/content/travel/en/passports/how-apply/forms.html>

<https://www.youtube.com/watch?v=yAQdMNqvrxE>

