

# ALX Foundations: Milestone 9 Worksheet

## SECTION A: User Journey Map

### Step 1: User Needs & Pain Points

What are your users' needs and pain points that your solution can address? State at least 6 pain points.

A good example of a pain point statement: "My user needs a way to stop their knees from bleeding." A bad example of a pain point statement: "My user needs a bandaid."

#### Step 1: Pain Points

1. Users often struggle to find doctors accepting new patients, especially specialists in their area.
2. Traditional methods, like phone calls or in-person visits, are inconvenient and time-consuming for booking appointments.
3. Users lack access to information about doctors' qualifications, experience, and patient reviews before making an appointment.
4. Communication with doctors often involves multiple channels and can be slow and cumbersome.
5. Scheduling appointments often requires fitting into the doctor's availability, making it difficult for users with busy schedules.
6. Users experience frustration due to extended waiting times at clinics and hospitals, impacting their overall healthcare experience and adding stress to their conditions.

### Step 2: KPIs

Please list at least 3 KPIs for your solution to achieve in the next 3 months (if you were to get funding).

#### Step 2: KPIs

1. Increase in appointment bookings by 25% within 3 months.

2. Reduce appointment booking time by 50%.
3. Increase user satisfaction with appointment booking experience by 15%

### Step 3: Constraints

Consider the following for your solution, and write 1 - 2 sentences for each question.

#### Step 3: Constraints

**A. Name at least 1 potential ethical concern for your solution. (That is, in what way might your solution cause harm?)**

Collecting and storing sensitive medical data raises concerns about privacy breaches and potential misuse.

**B. What is 1 strategy you could use to mitigate this ethical concern?**

Implement robust data security measures and transparent data privacy policies.

**C. What is one constraint or dependency (a condition or situation that your solution will rely on) that your solution has?**

The platform requires a critical mass of doctors to offer appointments and ensure user value.

**D. What is one strategy you could use to make this less of a concern?**

Develop partnerships with medical associations and healthcare institutions to encourage doctor participation.

**E. What is 1 assumption you've made about your solution or your target users?**

I assumed that Users are comfortable using mobile apps and navigating digital interfaces.



**Please go back to Canvas and continue with your learning content.  
You will be prompted on when to return to complete Section B.**

## SECTION B: Your Pitch

### Step 4: Slide Deck

Please share the URL of your team's slide deck here. IMPORTANT: Please make sure the URL works and is visible to anyone with the link.

**Make sure your slide deck meets all requirements** in the *Team Online Activity: Create Your Pitch Slide Deck* on Canvas.

#### Step 4: Slide Deck URL

[https://docs.google.com/presentation/d/1p82CxxZ\\_MCZN3RdkPqGUtpY5w3Rs3C0C/edit?usp=sharing&ouid=100998846795619539080&rtpof=true&sd=true](https://docs.google.com/presentation/d/1p82CxxZ_MCZN3RdkPqGUtpY5w3Rs3C0C/edit?usp=sharing&ouid=100998846795619539080&rtpof=true&sd=true)

### Step 5: Video

Please upload your video to YouTube (you can choose to make it unlisted, but make sure it's not private.) Share the URL of your video here. **Make sure your video meets all requirements in Team Online Activity: Create Your Video** on Canvas.

#### Step 5: Video URL

[https://youtu.be/Eg2XCm-n4WY?si=vpvIQaTt-\\_lcYBY1](https://youtu.be/Eg2XCm-n4WY?si=vpvIQaTt-_lcYBY1)

### Step 6: Reflection

Please share a reflection on your team experience this past month.

#### Step 6: Reflection on Team Projects

##### **A. What was the best thing about working in a team during Month 2?**

One of the best aspects of working with my team during Month 2 was the collaborative synergy that emerged. Our team members brought diverse skills and perspectives to the table, creating a dynamic environment where ideas flowed freely.

**B. What was the worst thing about working in a team during Month 2?**

The main challenge we faced during Month 2 was effective communication. There were instances where misunderstandings arose due to unclear communication channels.

**C. Please share 1 thing you learned about yourself or about teamwork as a result of participating in your team project.**

Throughout this team project, I discovered that my strengths lie in effective communication and strategic planning. My ability to articulate ideas clearly and facilitate discussions greatly contributed to the team's success.

**D. At ALX we know that learning to work as part of a team is a highly valued skill. How could we at ALX make Team Projects an even better experience for learners?**

To enhance the team project experience, ALX could implement more structured feedback sessions. Regular check-ins with mentors or facilitators could provide valuable insights into team dynamics and individual contributions.

**E. Please rate the following statement on a scale of 1 to 4: I have more confidence in my ability to work as part of a professional team as a result of my experience with this team project. (1= Strongly disagree, 4=Strongly Agree)**

I would rate my confidence in my ability to work as part of a professional team as a **4**

**F. Is there anything else you'd like to share about how things went this month with your team?**

Overall, the team experience this month was enriching and provided valuable insights into the dynamics of collaborative work. While we encountered challenges, the learning opportunities were abundant. I appreciate the support from ALX and look forward to applying the skills and knowledge gained in future team endeavors.