

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. Lack of Collaboration Opportunities.
2. Inadequate Assessment Methods.
3. Inadequate Support Resources.
4. Technological Barriers.
5. Insufficient Feedback Mechanisms.
6. Lack of Personalization.

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. User Engagement and Retention Rate:
 - KPI: 70 Percent increase in user engagement and retention over a three-month period.
2. Accessibility and Inclusivity Index:
 - KPI: 80 percent improvement in the accessibility and inclusivity index,

measured by user feedback and assessments of the platform's accessibility features.

3. Data Privacy Compliance Metrics:

- KPI: 90 Percent reduction in privacy-related complaints or concerns reported by users within the three-month period.

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?)

Answer: Privacy and Data Security.

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

Answer: To be transparent about what data is being collected, how it will be used, and ensure that learners have control over their personal information.

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

Answer: The needs to follow regulatory and legal frameworks to support and enforce ethical practices

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

Answer: Engage with Regulatory Bodies: Actively engage with regulatory bodies, education authorities, and policymakers to provide input on proposed regulations and advocate for ethical standards.

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

Answer: Users have a reasonable level of digital literacy and awareness about privacy and data security. The effectiveness of strategies such as user education, transparency, and informed consent relies on the assumption that users can understand and engage with the information provided by the platform regarding ethical practices and data handling.



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/19dplUdVDVrUxiKC0aEapd8AvbRQKCnywFVgDHJdKSEc/edit?usp=sharing>

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/CjaUG1FCy7o>

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?

Delegation of responsibility and task

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

Inactive members

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

I saw the manifestation of the cliché 'Teamwork makes the dream work'

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?

Probably assigning mentors to each team

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)

3

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

Not really

