

INFO310: Human-Centered Design Process & Methods

GDP2: User Needs Analysis & Design Requirements

By: Brandin Bulicki and Harsh Sharma

Due Date: May 10th, 2020

Team 6

INFO 310-901

Professor: Adam Johs

Drexel University

Section 1: Individual Contribution Breakdown

Brandin Bulicki:

- Section 1: User Needs Analysis
 - o Amount of Contribution: 50%
 - o List of Contributions:
 - Collaboration to create plan to ensure completion on time
 - Creation of consent form
 - Collaborated on questions for interviews and questionnaire
 - Collaborated on procedures taken to ensure participant privacy and minimize bias
 - Identified potential participants for interviews and questionnaire
 - Conducted interviews and distributed questionnaires
 - Responded to participant questions that resulted from the questionnaire
- Section 2: Design Requirements
 - o Amount of Contribution: 65%
 - o List of Contributions:
 - Analyzed the data creating virtual notes on themes
 - Constructed the majority an affinity diagram from questionnaire and interview responses
 - Determined patterns in the data
 - Identified the majority of design requirements for the application
- Section 3: User Needs Analysis Report
 - o Amount of Contribution: 60%
 - o List of Contributions:
 - Composed the majority of the approach section
 - Composed the majority of the participant section
 - Composed the majority of the results section
 - Composed the majority of the design requirements section
 - Compiled the consent forms into the document
 - Compiled the interview notes into the document
 - Compiled the interview question sets into the document
 - Compiled the questionnaire responses into the document
 - Compiled the questionnaire questions into the document
 - Added the affinity diagram into the document
 - Reformatted the entirety of the document

Harsh Sharma:

- Section 1: User Needs Analysis
 - o Amount of Contribution: 50%
 - o List of Contributions:
 - Brainstormed approaches to be applied using the data gathering techniques used
 - Devised protocols for carrying out interviews and questionnaires
 - Designed a plan to ensure that all tasks are carried out within a specific timeframe

- Came up with potential questions for promoting open-ended responses on the participant's part to understand needs and problems.
 - Abstracted to a common approach/protocol for evaluating user needs as there were two different user groups. Elaborated on how different question sets were formed to elicit requirements from various user groups through different types of questions.
- Section 2: Design Requirements
 - Amount of Contribution: 45%
 - List of Contributions:
 - Added ideas/themes to the existing categories of the affinity diagram.
 - Objectively evaluated the priority of all of the user's needs through the statistical analysis of the responses from the questionnaire.
 - Formulated requirements appropriately that need to be addressed in the system based on the affinity diagram themes.
 - Targeted both user groups while coming up with formulated design requirements.
- Section 3: User Needs Analysis Report
 - Amount of Contribution: 40%
 - List of Contributions:
 - Explained how questionnaires and interviews were both used together to get a holistic picture of the user's needs.
 - Described the conclusions that were made through the responses obtained by questionnaires and interviews.
 - Added to the results section by describing important takeaways from the questionnaire responses and their accompanying data to the derived inferences.
 - Documented user responses to interviews in a transcript.

Section 2: Approach

To obtain understanding of user needs, the research team conducted virtual interviews and obtained questionnaire results. Prospective participants were contacted and were given an overview of what would be required of them. An online consent form was then emailed to each willing participant. Upon completion of the consent form, participants were assigned a unique id and split into interview subjects (I0##) and questionnaire subjects (Q0##) ensuring that there was a variety in backgrounds in each grouping.

Interviews were conducted via phone calls and video meetings and meetings were scheduled based on participant availability. To ensure that interviews were conducted in a standardized manner amongst researchers, questions were developed and agreed upon by the team. As the DIVOC application is planned to have functionality for both the general public and essential workers user groups, use cases and question sets were composed to ensure both situations were addressed. Firstly, to gain perspective on a subject's background a demographic question set was devised to collect defining trait of the subject (i.e. age, sex, location, occupation). Next, participants were questioned about challenges faced on a daily basis, be that both work-related and social-related tasks. Participants were asked to expand upon their answers by stating any existing applications they are relying on and the limitations of these solutions. Lastly, the participants were questioned on design aspects to the ideal user interface. Participants were asked to rank various aspects in order of importance.

Questionnaires were distributed to participants through use of Google Forms. Similar to the interviews, questions for the questionnaire were developed and agreed upon by the research team. Questions ranged in similar topics of participant demographics, occupation experience, social experience, solutions used, and user interface importance. Subjects were instructed to answer each question to their best ability; however, they were informed that they may omit any question they were not comfortable answering. By allowing for such flexibility, we were better able to ensure that the collected data was well thought out and not just a mere overlook on the participant's part. Background information was collected and tied to a unique identifier inputted prior to completing the form.

Section 3: Participants

Participants were of various backgrounds, including age, sex, location of residence, and occupation. In total, fifteen participants partook in the study.

Participants for this study were chosen to meet the planned use case of persons aged 18 to 50. Of the total participants included in this study, 60% were between the ages of 18-25, 13% were between the ages of 26-35, and 27% were between the ages of 36-50. As the DIVOC application is intended for use by both genders, all sexes were involved in the data collection. Of the total participants, one-third of the participants were female, the remaining were male.

The intended environment for use of this application is within the United States, the participants were of those residing within the United States. A majority of participants, 60%, were from the

tri-state area, while the remaining 40% were from other areas of the country or the participant chose not to disclose the information.

While the uses of the general public are the primary function of DIVOC application, in order to account for both the general public and essential worker uses, representation for each party was selected accordingly. For that reason, two-thirds of the participant pool were comprised of the general public while only one-third of the participant pool were essential workers. Of the general public subjects, 70% were students. Of the subjects classified as essential workers, 7% were involved in the healthcare field.

Participants were divided up into two groups to determine the method of data collection which would be used; five participants were to be interviewed, while the remaining ten participants were to take the questionnaire. Each data collection type received a mixture of participant of various backgrounds.

Section 4: Results

An affinity diagram was able to be composed from the responses to interview and questionnaire data collects. From this diagram several themes emerged that were able to be used to determine the requirements the end users would primarily focus. The research team noted that a majority of the participants over 35 years of age would not be inclined to use the DIVOC application due to reasons of lack of time and difficulty to integrate an additional application into their current life. Therefore, the research team has pivoted to focus primarily on users aged 18-35.

After completion of the diagram, the team was able to highlight the uses which were of most interest to the participants. At the most basic level, participants believed that the app should allow for the user to create a sense of normalcy during these unprecedented times. A majority of the participants noted that the most frustrating challenges currently faced include difficulty of communicating with others, finding accurate and trustworthy information, and maintaining a healthy lifestyle. For these reasons, the primary objectives of the DIVOC application will be to meet these requirements. Resources aiding the communication of users and non-users will be prioritized. To allow for trustworthy information, sources of all data included within the system will be cited and users will be able to validate or disavow dishonest or biased sources.

Additionally, fitness instruction and interactions with healthcare professionals will be of increased importance when developing the system. Unknown to the team's initial thought, there was an increased importance in being the users being able to gain positive news. To account for this, the team has decided to include this element as a design requirement. The system will include information on places where things have been successfully controlled as well as places that have past worst phases of the virus.

Upon review, 70% of the subjects indicated that they interact with coronavirus related information on a daily basis in order to stay updated on the disease's spread. Therefore, the research team concluded that information and statistics regarding the spread of the virus must be amongst the highest-level priorities of the DIVOC application. Users noted that they would like the app to provide use cases not currently provided by other systems. For this reason, the

DIVOC system must be able to allow users to interact with healthcare experts and pursue a wider variety of interests and hobbies currently unable to.

The results in terms of the user experience, many participants noted that they would be more likely to use an application if it was easily integrated into their current lifestyle and was not frustrating to use. Therefore, the research team has decided, as guided from the data results, that it is best to have a minimalistic design with few calm colors. The application will be able to be downloaded to the device to ensure compatibility and design.

Section 5: Design Requirements

High Level Requirements

- The system shall provide information regarding preventative measures and social distancing guidelines.
- The system shall provide detailed and accurate information on the spread of the pandemic.
- The system shall provide visual representation of statistical data regarding the number of cases, hospitalizations, and deaths.
- The system shall provide fitness instruction and aide.
- The system shall provide resources to communicate and maintain social interactions with others they may not be able to currently reach.
- The system shall provide accurate and up-to-date information regarding testing procedures and information.
- The system shall provide emergency notifications in regard to COVID-19.
- The system shall provide users with social resources to maintain engagement while isolated.

Second Level Requirements

- The system shall provide an environment devoted to success stories and uplifting news.
- The system shall provide news regarding national and state-level regulation of the virus.
- The system shall provide resources for maintaining your social life and well-being.
- The system shall provide helpful information and guidance regarding symptoms experienced by a user.
- The system shall provide information regarding local business operations and preventative measures.
- The system shall provide resources to maintain the user's mental and physical wellbeing.
- The system shall provide resources to allow users to engage in their hobbies and learning activities.

Third Level Requirements

- The system shall provide frequent updates to ensure the most accurate information.
- The system shall provide sources to the information shown to allow for trustworthiness of information.
- The system shall provide customizable user profiles to be created to allow for interactions between users.
- The system shall provide simplistic flow of design to ensure maximum capabilities with minimum difficulties.

- The system shall provide a clutter free design with few calm colors and overwhelming menus.
- The system shall provide users an environment for the general public and healthcare workers to discuss current treatments and testing.

Section 6: References

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Appendix A: Consent Forms

Introduction:

In this appendix, we include the signed consent forms for all participants included in our research. All consent forms were obtained using a virtual signature. Participants were instructed to print a copy of their signed consent form for their records.

Online Consent Form

You are being invited to participate in a research study titled DIVOC App. This study is being done by Brandin Bulicki and Harsh Sharma from the Drexel University. You were selected to participate in this study to gain insights on how the Coronavirus pandemic has affected your lifestyle.

Why are we doing this research study?

The purpose of this research study is obtain understanding about those effected by the COVID-19 pandemic. In participating in this study you will aid in the development of an application to minimize the negative effects to life. Your insight will allow for the development of an application that hopes to create normalcy in this unprecedented time.

Who can participate in this study?

The DIVOC application will target people between the ages of 18-50.

What will I be asked to do and how much time will it take?

If you agree to take part in this study, you will be asked to complete either an online survey/questionnaire or an interview with a researcher. These method of data collecting will include questions about your current life conditions including, but not limited to: income, occupation, coronavirus status, effects to your life made in response to COVID-19, and other questions about your current lifestyle. Participation in this study will not exceed more than 90 mins, however, it is expected that an individual session will not exceed 45 mins to complete.

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What are my risks of being in this research study?

We believe there are minimal risks associated with this research study; however, a risk of breach of confidentiality always exists and we have taken the steps to minimize this risk as outlined in a section below.

How will my personal information be protected?

To the best of our ability your answers as well as any other data collected will remain confidential. We will minimize any risks by using unique identifiers to refer to subjects participating in this study. Any distinguishing factors (such as name, phone number, etc.) will not be tied to the data collected in any way.

Will I be given any money or other compensation for this research study?

This study is being conducted on a strictly volunteer basis. As participation in this study is optional, you will not be compensated for any time spent participating in this study.

What happens if I say yes, but change my mind later?

You do not have to be in this study if you do not want to. If you agree to be in the study, but later change your mind, you may drop out at any time. There are no penalties or consequences of any kind if you decide that you do not want to participate. Should you choose to drop out of the study your participant files will be listed as incomplete and any data collected will be omitted from any future publications.

Who can I talk to if I have questions?

If you have questions about this project, if you have a research-related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Brandin Bulicki - bib366@drexel.edu

Harsh Sharma - hs627@drexel.edu

Online Signature *

By signing your name below you are indicating that you are at least 18 years old, have read the consent form, and agree to participate in this research study. You are free to skip any question that you chose. Please print a copy of this page for your records.

Jacinth Chikkala

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Zachary Rhine

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Shaikh Saad

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Janelle Moore

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Appendix B: Interview Results

Introduction:

In this appendix, we include the results the notes and answers obtained by the interviews. For the sake of privacy, participants were assigned a unique identifier to any notes taken during the interview process.

Interview Notes
Participant ID: I001

Background Information Set

Age? 22

Sex? F

Current Location? Philadelphia, PA

Occupation? Student

General Public Set:

What sort of problems do you face on a daily basis with regards to the coronavirus? How has it limited your interactions with others or specific activities in your daily routine? What are some examples?

Motivation / shopping (food) / Getting HW done (especially groups)

Unable to go out with friend / boyfriend

What are your sources of information regarding the COVID-19 pandemic? How often do you view these sources?

Social media (mostly)

News (TV) every now and then

Purposefully once a week / whenever its on my feed

Why would you use a COVID-19 app?

If the app allowed for greater user experience than currently out there

If the application had features not already existing

Prior to the restrictions were you employed?

No → Student

- Are you currently employed? No → Student

Is your current work classified as essential?

How has the pandemic affected your work experience?

Remote learning, changes in expectations from professors

Hard time looking for jobs out of college

↳ Virtual interviews

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Afford a more structured class

↳ A lot of profs are doing asynchronous work

↳ Hard to communicate or feel like actually in a class

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

I don't really see a need to interact w/ Health workers

↳ Isolating at home isn't a reason or need for participation

Is there anything else you would like to mention or point out that we haven't given you a chance to cover?

Not right now

Interview Notes
Participant ID: I002

Background Information Set

Age? 36

Sex? F

Current Location? Merchantville, NJ

Occupation? Insurance Auditor/Instacart Employees

General Public Set:

What sort of problems do you face on a daily basis with regards to the coronavirus? How has it limited your interactions with others or specific activities in your daily routine? What are some examples?

As an Instacart worker there have been extreme precautions

It has cancelled activities for kids

There is no more getting kids to afterschool activities

Work from home for day jobs 2x a week

What are your sources of information regarding the COVID-19 pandemic? How often do you view these sources?

TV news, social media

Usually check TV 1-2 times a day

Social Media → As things pop up on feeds or sent to participant

Why would you use a COVID-19 app?

Probably not. Time is the issue. Still working. Hard to add something like an app to routine

Prior to the restrictions were you employed?

Yes

Are you currently employed? Yes

Is your current work classified as essential? Yes

How has the pandemic affected your work experience?

There have been layoffs. Moved to work from home
2 days a week. Work on site was already fairly isolated
so there isn't too much change there.

Shopping is a lot different. People actively avoiding people
masks by

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Know current state of local business

Allows for sharing of what businesses are open and which are
or have changes

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

Sharing of how the general public can help essential workers

Is there anything else you would like to mention or point out that we haven't given you a chance to cover?

No

Interview Notes
Participant ID: 1003

Background Information Set

Age? 26

Sex? M

Current Location? Philadelphia, PA

Occupation? Software developer

General Public Set:

What sort of problems do you face on a daily basis with regards to the coronavirus? How has it limited your interactions with others or specific activities in your daily routine? What are some examples?

Getting work done / feeling motivated

Communicating w/ people

Sleep more / Easier to procrastinate / Harder to work with coworkers

What are your sources of information regarding the COVID-19 pandemic? How often do you view these sources?

News channels / websites

Social media

Check a few times a week.

Why would you use a COVID-19 app?

If the application combined features of apps currently in society (i.e. News, chat, etc)

Prior to the restrictions were you employed?

Yes

Are you currently employed? Yes

Is your current work classified as essential? No

How has the pandemic affected your work experience?

All work is done remotely

Harder to get in contact with co-workers

↳ used to be able to walk over to them

↳ need to schedule a meeting or communicate through email/IM

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Meet with coworkers more easily

Gain clear understanding of current precautions/guidelines

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

Obtain guidance on current trends

Virtual Help rather than needing to go into Hospital

Is there anything else you would like to mention or point out that we haven't given you a chance to cover?

Not at this time

DIVOC User Research Study Interview – Healthcare Workers Version

- In your opinion, what are some of the most frustrating aspects from your daily work with coronavirus research or treatment? Is there anything for which an interactive user interface or system can be used to better serve the processes or make your job easier?

This is a changing theme. Fortunately, I am at a great work facility where we have adequate access to PPE and phenomenal physicians who take great care of patients. COVID is truly a new pathology and we are learning something new about it every day. At times, it can be frustrating to not know everything about the disease process but that is a lot of learning that goes on so we can provide the most up to date care to our patients. I am not sure if AI could help in regards to that.

- As a medical professional, what do you expect out of this system? What would be the most useful to you?

Not sure. We do have access to resources where new studies are available and organizes the information.

- Would it be desirable to provide doctors with the features to upload approved patient information data onto the system to better spread the knowledge of the virus amongst other doctors to support medical research?

Social media is already leading the charge on this from FOAMED educators. Maybe an app where physicians can chat about this among themselves?

- Do you think that the current COVID-19 systems in place support interactions between doctors or medical professionals? If not, how can the ability to interact between medical professionals affect the medical community in the pandemic?

More interaction would help lead the discussion further. Instagram pages/blogs are being used for discussion that I know of. May help to have a centralized app where everyone can discuss.

- It has been pointed out that the inclusion of training modules which describe handling of several medical equipment and their usage would be helpful for new healthcare workers joining in. This would reduce the amount of time on training itself which would allow healthcare workers to immediately start directing their work towards patients and providing them with appropriate treatment. Would something like this be of interest to the medical community at this point of time? Why or why not?

Training modules are important. We have been using youtube/google drive to upload videos for training. Again a centralized app may help.

- What sort of features can be incorporated from a doctor's point of view to better support interactions within the medical community?

- Conversations, polls, uploading images/labs, pearls/take aways.
- Do you think there's a possibility of increasing the direct interaction between doctors and the general public (this can consist of informing the public about latest discoveries on the virus or other important information)? Would this be something that is desired to be implemented in the system to connect the doctors and the general public in some ways?

I think getting information from doctors directly will be helpful for patients.

- Is there anything that you would like to mention that hasn't been brought up thus far?
Check out doximity app. They've been doing similar stuff and some physicians have been using it.

DIVOC User Research Study Interview

- What sort of problems do you face on a daily basis with regards to the coronavirus? How has it limited your interactions with others or specific activities in your daily routine? What are some examples?

On a daily basis I am limited due to a lack of intellectual stimulation, physical activity, and face-to-face communication. I should have started my co-op on March 31, but as a result of the coronavirus my start date has been pushed back to May 18. I am normally a very physically active person and participate in various sports at college. Ever since the stay-at-home order went into effect, I have been confined to my home mostly aside from an occasional run. I think that meeting people other than my family members would help add some excitement.

- What are your sources of information regarding the COVID-19 pandemic? How often do you view these sources?

I look at stats on google and watch the news regularly. I view these sources once in the morning and once at night. I try to keep this to a minimum to eliminate unnecessary stress and anxiety.

- Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

**To identify danger spots and trace those who have or have had the virus
To connect with other users and support each other**

- Prior to the restrictions were you employed?

No

- Are you currently employed?
 - Is your current work classified as essential?

No

- How has the pandemic affected your work experience?

I should have started my co-op on March 31, but as a result of the coronavirus my start date has been pushed back to May 18. It will probably be a remote experience.

- What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Have a music concert with clear audio. Zoom is great for meetings, but terrible at processing musical sounds coming from various users.

- In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

I think the public would benefit from hearing about healthcare workers' experience and supporting them in any way they can.

- Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Encouraging users to keep up social distancing policies and refrain from nonessential activities

Appendix C: Interview Questions

Introduction

In this appendix, we include the question sets used in the interview data collect.

Background Information Set:

- Age?
- Sex?
- Current Location?
- Occupation?

General Public Set:

- What sort of problems do you face on a daily basis with regards to the coronavirus? How has it limited your interactions with others or specific activities in your daily routine? What are some examples?
- What are your sources of information regarding the COVID-19 pandemic? How often do you view these sources?
- Why would you use a COVID-19 app?
- Prior to the restrictions were you employed?
- Are you currently employed?
 - Is your current work classified as essential?
 - How has the pandemic affected your work experience?
- What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?
- In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?
- Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Doctors and Healthcare Workers Set:

- In your opinion, what are some of the most frustrating aspects from your daily work with coronavirus research or treatment? Is there anything for which an interactive user interface or system can be used to better serve the processes or make your job easier?
- As a medical professional, what do you expect out of this system? What would be the most useful to you?
- Would it be desirable to provide doctors with the features to upload approved patient information data onto the system to better spread the knowledge of the virus amongst other doctors to support medical research?
- Do you think that the current COVID-19 systems in place support interactions between doctors or medical professionals? If not, how can the ability to interact between medical professionals affect the medical community in the pandemic?
- It has been pointed out that the inclusion of training modules which describe handling of several medical equipment and their usage would be helpful for new healthcare workers joining in. This would reduce the amount of time on training itself which would allow healthcare workers to immediately start directing their work towards patients and

providing them with appropriate treatment. Would something like this be of interest to the medical community at this point of time? Why or why not?

- What sort of features can be incorporated from a doctor's point of view to better support interactions within the medical community?
- Do you think there's a possibility of increasing the direct interaction between doctors and the general public (this can consist of informing the public about latest discoveries on the virus or other important information)? Would this be something that is desired to be implemented in the system to connect the doctors and the general public in some ways?
- Is there anything that you would like to mention that hasn't been brought up thus far?

Appendix D: Questionnaire Results

Introduction:

In this appendix, we include the results the notes and answers obtained by the questionnaire. For the sake of privacy, participants were assigned a unique identifier to any notes taken during the interview process.

DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled on your part, but would definitely help us in sorting different factors into account while analyzing the effect of the pandemic.

Age

49

Sex

- Female
 Male
 Prefer not to say
 Other: _____

Current Location

Pennsauken, New Jersey

Occupation

LKQ Automotive Distributor

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
 Once daily
 Once every 2-3 days
 Once weekly
 Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous filtered data
 Prevention and Social Distancing Tips
 News on national/state-level regulations and policies passed by the government
 Resources for keeping your social life and well-being in check during quarantine
 Other: _____

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
 No

Are you currently employed?

- Yes
 No

If yes, is your current work classified as essential?

- Yes
 No

How has this pandemic affected your current work experience?

There have been layoffs every few weeks. A lot of the shops I distribute to are also closing and laying off. There are much fewer people working and on the road.

Lifestyle Experience

How has this pandemic affected your current way of life?

What is the most frustrating part about the coronavirus?

The effects taken on society and the inability to do simple task.

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
 A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 (being the MOST IMPORTANT) and 5 (being the LEAST IMPORTANT)

	1	2	3	4	5
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionality	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

The ability to determine what stores/businesses are still open and their hours. Also, as things are beginning to open back up what procedures are being put in place to insure the safety of the public.

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that come to your mind.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
 State/Municipality Information regarding COVID-19
 Fitness Instruction
 Wellness Aid
 Entertainment Resources
 Social/Communication Resources
 Emergency Notifications
 Local Business Information
 Testing Information
 Other: _____

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Achieve tasks that once were simple (ie. get a hair cut, purchase something, etc).

Give guidance to how to do things that we normally would pay someone to do.

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

Explanation of what the best guidelines are for reimmersing into society

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Thank you for completing this questionnaire

Again, if you have questions about this project, if you have a research-related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Brandin Bulicki - bb366@dukes.drexel.edu
Harsh Sharma - hs272@dukes.drexel.edu

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DIVOC App User Survey

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Participant ID *

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled on your part, but would definitely help us in sorting different factors into account while analyzing the effect of the pandemic.

Age

30

Sex

- Female
 Male
 Prefer not to say
 Other: _____

Current Location

Merchantville, NJ

Occupation

Construction Management

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
 Once daily
 Once every 2-3 days
 Once weekly
 Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous filtered data
 Prevention and Social Distancing Tips
 News on national/state-level regulations and policies passed by the government
 Resources for keeping your social life and well-being in check during quarantine
 Other: _____

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
 No

Are you currently employed?

- Yes
 No

If yes, is your current work classified as essential?

- Yes
 No

How has this pandemic affected your current work experience?

Most construction efforts are still taking place, however there is more precautions put into place to meet social distancing guidelines and safety procedures.

Lifestyle Experience

How has this pandemic affected your current way of life?

What is the most frustrating part about the coronavirus?

Missing out of the things I love doing.....

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

I have been communicating more through social media to ensure that I still stay connected to those that I normally would see often but now rarely do.

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
- A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 (being the MOST IMPORTANT) and 5 (being the LEAST IMPORTANT)

	1	2	3	4	5
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionality	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

The app should be able to allow users to connect with people they may have a harder time reaching or have a place for users to talk about their experiences that people might be able to learn from.

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that come to your mind.

Easy flow from one screen to the next. If it allows for blog like features make sure that it isn't cluttered on a smaller screen

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
- State/Municipality Information regarding COVID-19
- Fitness Instruction
- Wellness Aid
- Entertainment Resources
- Social/Communication Resources
- Emergency Notifications
- Local Business Information
- Testing Information
- Other:

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Meet with friends, work out together, teach color guard

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

A place to thank them, to make sure that they are also doing ok. A place to donate lunch or towards the efforts of the healthcare workers

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Thank you for completing this questionnaire

Again, if you have questions about this project, if you have a research-related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Brandin Bullock - bj306@duke.edu
Harsh Sharma - hs227@duke.edu

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DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled on your part, but would definitely help us in sorting different factors into account while analyzing the effect of the pandemic.

Age

22

Sex

- Female
 Male
 Prefer not to say
 Other: _____

Current Location

Philadelphia

Occupation

Student

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
 Once daily
 Once every 2-3 days
 Once weekly
 Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous filtered data
 Prevention and Social Distancing Tips
 News on national/state-level regulations and policies passed by the government
 Resources for keeping your social life and well-being in check during quarantine
 Other: _____

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
 No

Are you currently employed?

- Yes
 No

If yes, is your current work classified as essential?

- Yes
 No

How has this pandemic affected your current work experience?

Lifestyle Experience

How has this pandemic affected your current way of life?

What is the most frustrating part about the coronavirus?

Quarantine.....

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

Social media apps.....

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
- A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 (being the MOST IMPORTANT) and 5 (being the LEAST IMPORTANT)

	1	2	3	4	5
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionality	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

The capability of being able to change the location and see updates about the corona virus cases in a particular city/town.....

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that come to your mind.

N/A.....

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
- State/Municipality Information regarding COVID-19
- Fitness Instruction
- Wellness Aid
- Entertainment Resources
- Social/Communication Resources
- Emergency Notifications
- Local Business Information
- Testing Information
- Other:

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Being able to hug people, going out with friends and family.....

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

Consultation from health care providers.....

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

N/A.....

Thank you for completing this questionnaire

Again, if you have questions about this project, if you have a research-related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Brendin Bullock - bj036@duke.edu
Harsh Sharma - ha627@duke.edu

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DIVOC App User Survey

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Participant ID *

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled on your part, but would definitely help us in sorting different factors into account while analyzing the effect of the pandemic.

Age

22

Sex

- Female
 Male
 Prefer not to say
 Other: _____

Current Location

Pennsylvania

Occupation

Student

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
 Once daily
 Once every 2-3 days
 Once weekly
 Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous filtered data
 Prevention and Social Distancing Tips
 News on national/state-level regulations and policies passed by the government
 Resources for keeping your social life and well-being in check during quarantine
 Other: _____

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
 No

Are you currently employed?

- Yes
 No

If yes, is your current work classified as essential?

- Yes
 No

How has this pandemic affected your current work experience?

I lost my co-op and I was laid off from my RA position where I had free housing

Lifestyle Experience

How has this pandemic effected your current way of life?

What is the most frustrating part about the coronavirus?

Loss of everyday routine

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

Unsure

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
- A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 being the MOST IMPORTANT and 6 being the LEAST IMPORTANT

	1	2	3	4	5	6
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Application is more efficient	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

Ease of use/install is very important. People won't deal with a frustrating/boring app. So no long sign-up menus. Rapid information right from the start. So any urgent news at the top

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that came to your mind.

Color and layout are important. Dark colors people will already be stressed out. And not too wordy. Allow people to click for more info if they want.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
- State/Municipality Information regarding COVID-19
- Fitness Instruction
- Wellness Aid
- Entertainment Resources
- Social/Communication Resources
- Emergency Readiness
- Local Business Information
- Testing Information
- Other

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Not much

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

A chatroom feature for people to ask questions

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Thank you for completing this questionnaire!

Again, if you have questions about this project, if you have a research related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Brenda Balotek - balotek@vt.edu

Frank Barnes - fbarnes@vt.edu

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DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled on your part, but would definitely help us in sorting different factors into account while analyzing the effect of the pandemic.

Age

22

Sex

- Female
 Male
 Prefer not to say
 Other: _____

Current Location

Philadelphia

Occupation

Full time student

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
 Once daily
 Once every 2-3 days
 Once weekly
 Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous filtered data
 Prevention and Social Distancing Tips
 News on national/state-level regulations and policies passed by the government
 Resources for keeping your social life and well-being in check during quarantine
 Other: _____

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
 No

Are you currently employed?

- Yes
 No

If yes, is your current work classified as essential?

- Yes
 No

How has this pandemic affected your current work experience?

As a graduating senior, this pandemic has negatively affected my job search. Acquiring work experience right now is very difficult due to the closing of prospective jobs and competing with the high unemployment rate.

Lifestyle Experience

How has this pandemic effected your current way of life?

What is the most frustrating part about the coronavirus?

The most frustrating part is the conflicting information on the current number of those infected and the projected growth/virus of the spread. It seems as though policy makers are eager to open up the country and not understanding how severe the virus is.

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

I am using some extra time I have to pick up lost hobbies and to spend more time with my partner. I inform my loved ones on the news and keep in contact with them to maintain our connection. Instead of viewing the virus as a setback, I am using the time to study for the GRE and an awake-up call to re-prioritize the important things in my life.

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
- A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 (being the MOST IMPORTANT) and 6 (being the LEAST IMPORTANT)

	1	2	3	4	5	6
Application is easier to use	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Application has additional functionality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

I expect to receive reliable information with its source stated. I would also like to see information from different platforms so I can note the similarities/differences of news outlets. Lastly, I would like the information to be continuously updated.

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that come to your mind.

A simple design with a few colors is good. Clutter, bold colors, excess pictures are weaknesses.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
- Local/Municipality Information regarding COVID-19
- Fitness Instructions
- Wellness App
- Entertainment Resources
- Social/Communication Resources
- Emergency Notifications
- Local Business Information
- Testing Information
- Other

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Find and interview for jobs.

In this system, we are planning to include two user groups (the public and healthcare worker). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

To be able to ask the healthcare workers about their opinion of the state of the virus spread [their empirical evidence].

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Accessibility options such as voice.

Thank you for completing this questionnaire.

Again, if you have questions about this survey, if you have research-related problems, or if you have any questions concerning your rights as a research subject, you may contact the researcher(s).

Brandi Bullock - bullockb@dekalb.k12.ga.us

Karen Phillips - kphillips@dekalb.k12.ga.us

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Google Forms

DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

0001

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled in your part, but would definitely help us in noting different factors into account while analyzing the effect of the pandemic.

Age

48

Sex

- Female
- Male
- Prefer not to say
- Other

Current Location

Occupation

Government Service

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
- Once daily
- Once-every 2-3 days
- Once weekly
- Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous related data
- Prevention and Social Distancing Tips
- News on nationwide regulations and policies passed by the government
- Resources for keeping your social life and well-being in check during quarantine
- Other

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
- No

Are you currently employed?

- Yes
- No

If yes, is your current work classified as essential?

- Yes
- No

How has this pandemic affected your current work experience?

Now we are giving more time to our work.

Lifestyle Experience

How has this pandemic effected your current way of life?

What is the most frustrating part about the coronavirus?

Lockdowns

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

We are maintaining social distancing and Personal hygiene

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
- A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 being the MOST IMPORTANT and 6 being the LEAST IMPORTANT

	1	2	3	4	5	6
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionality	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that came to your mind.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
- State/Municipality Information regarding COVID-19
- Fitness Instruction
- Wellness Aid
- Entertainment Resources
- Social/Communication Resources
- Emergency Readiness
- Local Business Information
- Testing Information
- Other

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in? may be a de-escalation officers like police etc

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Thank you for completing this questionnaire!

Again, if you have questions about this project, if you have a research related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Bruno Balotki balotki@vt.edu

Frank Barnes fbarnes@vt.edu

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DIVOC App User Survey

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Participant ID *

0001

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled in your part, but would definitely help us in noting different factors into account while analyzing the effect of the pandemic.

Age

19

Sex

- Female
- Male
- Prefer not to say
- Other

Current Location

Occupation

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
- Once daily
- Once-every 2-3 days
- Once weekly
- Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous related data
- Prevention and Social Distancing Tips
- News on nationwide regulations and policies passed by the government
- Resources for keeping your social life and well-being in check during quarantine
- Other

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
- No

Are you currently employed?

- Yes
- No

If yes, is your current work classified as essential?

- Yes
- No

How has this pandemic affected your current work experience?

As an engineering student, this pandemic has affected me a lot in my curriculum-of-first year. This pandemic led my university to cancel the first and second year exams, which is probably not a good idea for an engineering student because this can later affect me in my job interviews.

Lifestyle Experience

How has this pandemic effected your current way of life?

What is the most frustrating part about the coronavirus?

The most frustrating part is to stay home for a long period of time.

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

The best solution right now is to stay home even if it's getting frustrating because this will really help a lot in decreasing the corona virus cases.

I have started learning online coding to make myself productive during this pandemic.

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
 A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 (being the MOST IMPORTANT) and 5 (being the LEAST IMPORTANT)

	1	2	3	4	5
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice/functional design	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionality	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that come to your mind.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
 State/Municipality Information regarding COVID-19
 Fitness Instructions
 Wellness Ad
 Other Government Resources
 Social/Communication Resources
 Emergency Alert System
 Local Business Information
 Testing Information
 Other:

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

You can track the people who are tested positive for corona viruses so that other are well aware of the area.

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

If a person thinks he or she might have coronavirus then they can communicate with the doctors and the healthcare workers on what should be done. After communicating the health care workers and doctors can visit his or her house to take a test rather than he or she visiting the hospital because this can lead to spread of the virus.

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Thank you for completing this questionnaire!

Again, if you have questions about this project, if you have a research related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Dr. Sudha - 10344@iitk.ac.in
Parvathi - 16342@iitk.ac.in

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DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

0008

Participant Information

In this section we will gather information to better understand how specific demographic are effected and their current feelings towards the current events. None of these fields mentioned below are required to be filled in your part, but would definitely help us in noting different factors into account while analyzing the effect of the pandemic.

Age

21

Sex

- Female
- Male
- Prefer not to say
- Other

Current Location

Daytona Beach, FL

Occupation

Student

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
- Once daily
- Once-every 2-3 days
- Once weekly
- Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous related data
- Prevention and Social Distancing Tips
- News on nationwide regulations and policies passed by the government
- Resources for keeping your social life and well-being in check during quarantine
- Other

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
- No

Are you currently employed?

- Yes
- No

If yes, is your current work classified as essential?

- Yes
- No

How has this pandemic affected your current work experience?

Lifestyle Experience

How has this pandemic effected your current way of life?

What is the most frustrating part about the coronavirus?

The fact that I had to social distance myself and staying at home without going out. I think that having an app that will help to identify people who are Corona positive will help to minimize out in public. This can detect people who have the virus and I can maintain space from that person when moving out.

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

Reading news about virus everyday and statistics regarding the number of cases. Washing hands frequently, maybe having a software that reminds of sorts to wash my hands once in every two hours.

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
 A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 (being the MOST IMPORTANT) and 6 (being the LEAST IMPORTANT)

	1	2	3	4	5	6
Application is easier to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionalities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

It should be able to work well with 3G. It should be able to work well with Bluetooth.

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that came to your mind.

Having graphs that show the number of recovered cases per day and number of positive cases per each day. Positive cases doesn't include deaths and recovered cases.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
 State/Municipality Information regarding COVID-19
 Fitness Instruction
 Wellness Aid
 Entertainment Resources
 Social/Communication Resources
 Emergency Workflow
 Local Business Information
 Testing Information
 Other

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Having to interact with other users of this app. This can be done in a similar manner to Facebook, where one can send friend requests and communicate with each other and also video chat and chat with others. Coronavirus app should have some of these Facebook features.

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

Interactions relating to practicing better hygiene habits.

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

N/A

Thank you for completing this questionnaire!

Again, if you have questions about this project, if you have a research related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Bruno Balloki balloki@deust.edu
Sarah Sharmin sarah.sharmin@uab.edu

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DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

0009

Participant Information

In this section we will gather information to better understand how specific demographic are effected and their current feelings towards the current events. None of these fields mentioned below are required to be filled in your part, but would definitely help us in noting different factors into account while analyzing the effect of the pandemic.

Age

21

Sex

- Female
- Male
- Prefer not to say
- Other

Current Location

Occupation

Student

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
- Once daily
- Once-every 2-3 days
- Once weekly
- Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous related data
- Prevention and Social Distancing Tips
- News on national/state-level regulations and policies passed by the government
- Resources for keeping our social life and well-being in check during quarantine
- Other: I would suggest to input COVID-19 isolation ward or medical centre near to your location.

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
- No

Are you currently employed?

- Yes
- No

If yes, is your current work classified as essential?

- Yes
- No

How has this pandemic affected your current work experience?

Lifestyle Experience

How has this pandemic effected your current way of life?

What is the most frustrating part about the coronavirus?

You can't order food from outside. It's taught to food delivery people.

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

Learn to cook your food from YouTube.

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
 A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 being the MOST IMPORTANT and 6 being the LEAST IMPORTANT

	1	2	3	4	5	6
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has additional functionality	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

You can have an option of ordering food from a full hygiene-safe or restaurant. With selected delivery people who changes every 15 days and can have medical norms who are treating COVID-19 nearest to your location.

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that came to your mind.

Statistics on COVID-19 on a daily basis which updates on SAT

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
 State/Municipality Information regarding COVID-19
 Fitness Instruction
 Wellness Aid
 Entertainment Resources
 Social/Communication Resources
 Emergency Readiness
 Local Business Information
 Testing Information
 Other - Entertainment resources can have list of various digital subscriptions app where they can have a list of all the upcoming shows on various digital platforms.

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Streaming online videos or watching at a lower quality level should be enhanced to HD.

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

They can ask the healthcare workers to treat them if they are suffering from fever or headaches as they can't visit the hospitals. The public can run kind of a small market in the app with the government guidelines.

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

A psychiatrist to help out student suffering from depression is this tough time. A fitness option to help you work out moderately at home with certified trainer.

Thank you for completing this questionnaire.

Again, if you have questions about this survey, if you have a research-related problem, or if you have any questions concerning your rights as a research subject, you may contact the Researcher(s):

Brandi Bullock: BBULLOCK@ASU.EDU
Sarah Shama: SASHAMA@ASU.EDU

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DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

0010

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled in your part, but would definitely help us in noting different factors into account while analyzing the effect of the pandemic.

Age

31

Sex

- Female
- Male
- Prefer not to say
- Other

Current Location

KSA

Occupation

Engineer

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
- Once daily
- Once-every 2-3 days
- Once weekly
- Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on it's spread and presentation of cases, deaths, and numerous related data
- Prevention and Social Distancing Tips
- News on national/state-level regulations and policies passed by the government
- Resources for keeping your social life and well-being in check during quarantine
- Other: To have data presented related to patients cured so far, success stories of survived patients & the treatments used for saving life

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
- No

Are you currently employed?

- Yes
- No

If yes, is your current work classified as essential?

- Yes
- No

How has this pandemic affected your current work experience?

New mainly working from home in place of office

Lifestyle Experience

How has this pandemic effected your current way of life?

What is the most frustrating part about the coronavirus?

Seeing people dying daily

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

Social distancing with wearing face masks, washing hands frequently with soap/WaterAidant, Avoiding touching face, drinking lot water, Sanitizing with lot water, Taking steam of water having eucalyptus oil/hicks vapour.

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
 A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 being the MOST IMPORTANT and 6 being the LEAST IMPORTANT

	1	2	3	4	5	6
Application is easier to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application has a nice front-end design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Application has additional functionality	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application is more efficient	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application provides better interaction or communication between users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

Application should highlight factors which help people to find solutions rather than only postvention strategies. It should highlight critical factors like patient recovered/total population, by-highlight positive aspect & motivate people, tests conducted/total population (to alert country governments to do enough testing & isolating/treating patients), give soundbites if person comes closer than 6 feet distance so being hard onto the face (to prevent infection from Asymptomatic & Symptomatic persons), should automatically pop-up message on entering house/other precautions whenever a person goes outside his house & taking bath immediately after coming home without touching any object, display list of doctors with phone numbers in near area, make people to have positive thoughts & information/jokes/laughter material to reduce stress etc.

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that come to your mind.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
 State/Municipality Information regarding COVID-19
 Fitness Instructions
 Wellness App
 Other Government Resources
 Social/Communication Resources
 Emergency Hotline
 Local Business Information
 Testing Information
 Other - Mental Health is important & same can be achieved by training mind to have positive thoughts so some video's on how to have positive thoughts & power of positive thinking etc

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

Show more physical exercise

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

The success stories of recovered patients from Doctors/Nurses mentioning the type of treatment provided which helped patients recovered

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Make effort to highlight the positive aspects of the data, bring positive hope in people minds with highlighting the actions required to be taken to prevent the further spread of Covid-19

Thank you for completing this questionnaire

Again, if you have questions about this research, if you have a research-related problem, or if you have any questions concerning your rights as a research subject, you may contact the researcher(s) at:
Brandi Bullock - bullockb@utk.edu
Sarah Shireen - sashireen@utk.edu

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Appendix E: Questionnaire Questions

Introduction

In this appendix, we include the question sets used in the questionnaire data collect.

DIVOC App User Survey

Thank you for taking part in the data gathering phase of the DIVOC Application. Please select the participant ID associated with your entry in your email/message and then appropriately proceed to answer the questions. Thank you!

Participant ID *

Q001 ▾

Participant Information

In this section we will gather information to better understand how specific demographic are affected and their current feelings towards the current events. None of these fields mentioned below are required to be filled on your part, but would definitely help us in sorting different factors into account while analyzing the effect of the pandemic.

Age

Sex

- Female
- Male
- Prefer not to say
- Other: _____

Current Location

Occupation

Understanding Effects from COVID-19

How often do you check coronavirus related information or tracking websites online?

- More than 2 times daily
- Once daily
- Once every 2-3 days
- Once weekly
- Rarely

Why would you use a COVID-19 app? Select all or any that apply. If others come to mind, feel free to list those in the text box provided.

- Information on its spread and presentation of cases, deaths, and numerous filtered data
- Prevention and Social Distancing Tips
- News on national/state-level regulations and policies passed by the government
- Resources for keeping your social life and well-being in check during quarantine
- Other: _____

Occupation Experience

Prior to the restrictions, were you employed?

- Yes
- No

Are you currently employed?

- Yes
- No

If yes, is your current work classified as essential?

- Yes
- No

How has this pandemic affected your current work experience?

Lifestyle Experience

How has this pandemic affected your current way of life?

What is the most frustrating part about the coronavirus?

Have you tried tackling these problems caused by the coronavirus in your life? What sorts of solutions are currently in place to resolve your problems?

Existing Systems and Participant Needs

Would you prefer for the end product to be a downloadable app on your device or a website-based platform?

- An app which I can download to my device
- A website which I can access from any platform or device

Based on the existing systems mentioned above or those that you have come across, rank the following choices of design features in their order from 1 (being the MOST IMPORTANT) and 5 (being the LEAST IMPORTANT)

	1	2	3	4	5
Application is easier to use	<input type="radio"/>				
Application has a nice front-end design	<input type="radio"/>				
Application has additional functionality	<input type="radio"/>				
Application is more efficient	<input type="radio"/>				
Application provides better interaction or communication between users	<input type="radio"/>				

Considering your response to the previous question, are there specific features that you desire to be incorporated in the system to better meet the needs that you have prioritized above? What expectations do you have in mind for this DIVOC app?

From a design point of view, are there any visual features that you like particularly about existing systems that provide information on COVID-19? If not, what can be improved to make the interface visually appealing? Consider pointing out any weaknesses such as cluttered information or others that come to your mind.

What sections would be most helpful to your current situation? (Select all that apply)

- General Info Regarding COVID-19
- State/Municipality Information regarding COVID-19
- Fitness Instruction
- Wellness Aid
- Entertainment Resources
- Social/Communication Resources
- Emergency Notifications
- Local Business Information
- Testing Information
- Other:

What do you wish you could do while still quarantined that you currently are not able to do with current technology? How can the system be enhanced enough to provide better user interactions than those that currently exist?

In this system, we are planning to include two user groups (the public and healthcare workers). In your view, what sort of features or interactions with healthcare workers would be beneficial for the public to engage in?

Is there anything else you would like to mention or point out that we haven't given you a chance to cover? If so, please mention that below.

Thank you for completing this questionnaire

Again, if you have questions about this project, if you have a research-related problem, or if you have any questions concerning your rights as a research subject, you may contact the researchers at:

Brandin Bulicki - bjb366@drexel.edu
Harsh Sharma - hs627@drexel.edu

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Appendix F: Affinity Diagram

Introduction:

In this appendix, we include the affinity diagram created from the results of the data collecting process.

