

Assignment 1 - Needfinding

—

!HAARP

The Intro



Group Name

!HAARP

Team Members

Fatemeh Maddahzadeh - s312288

Neda Saadat - s313357

Federico Bussolino - s317641

Qin Mingze - s310112

Domain of Interest

University Students Planning their Daily Routine

Why?

It addresses the health challenges and opportunities unique to university students, offering the potential to make a positive impact on their well-being

User Categories:

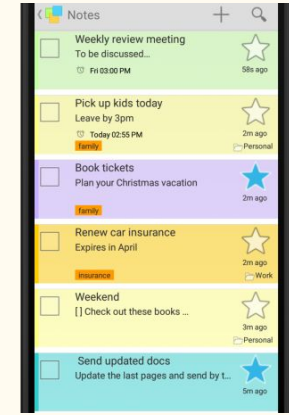
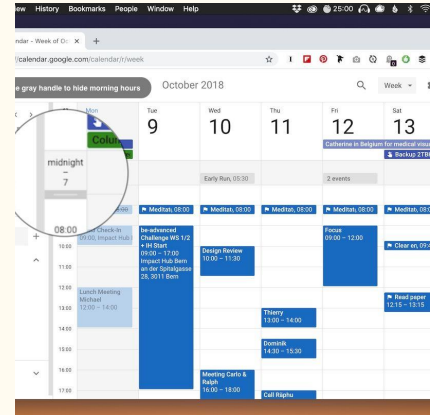
- **Immediate Users:** students from different universities
- **Domain Expert:** healthcare profession / cognitive behavioral therapist
- **Lead Users:** students who also work at the same time
- **Extreme Users:** athlete students, parents of students, room mate of students who are not students themselves

Methodology



Interview 1

1. **Participant:** Kimia Boroudati, female, 26
2. **User Category:** lead user
 - a. Fatemeh's highschool friend who studies at master degree and works at the same time, so we can consider her as the lead user of the domain
3. **Team member roles:**
 - a. Fatemeh maddahzadeh: interviewer
 - b. Neda Saadat: taking notes
4. **Material:** google meet (online), audio recorder, paper



Interview 2

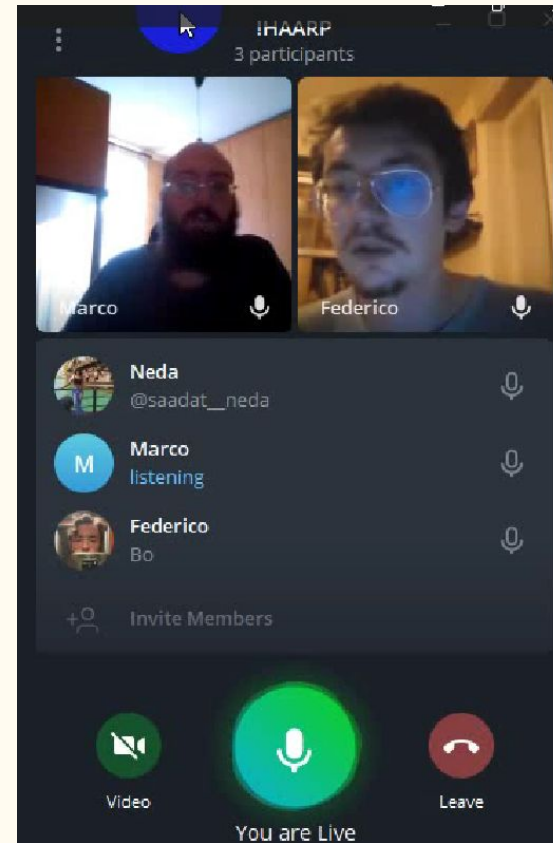
1. **Participant:** Fatemeh Ahmadi, Female, 29 years old
2. **User Category:** Extreme user
Neda's highschool friend who is a PHD international student and studies Data Science at Germany and can be considered as a Extreme user
3. **Team member roles:**
 - a. -Neda Saadat: interviewer
 - b. -Fatemeh Maddahzadeh: taking notes
4. **Material:** google meet (online), video recorder, paper

The image shows a Google Calendar event titled "HCI Interview with Fatemeh" from Google Calendar. The event is scheduled for Monday, October 23, 2023, from 10:30pm to 11pm (Central European Time). It indicates that Fatemeh Ahmadi has accepted the invitation. Below the event details, there is a "Join with Google Meet" button and a meeting link: meet.google.com/hjw-gwmg-vrs.

The bottom part of the image shows a Google Meet video call interface. Three participants are visible in a grid view: Fatemeh Maddahzadeh (left), Fatemeh Ahmadi (middle), and Neda Saadat (right). The bottom bar of the Meet interface shows the time as 10:35 PM and the title "HCI Interview with Fatemeh". Various icons for call controls (mute, video, chat, etc.) are visible at the bottom.

Interview 3

1. **Participant:** Marco, 23, male, study mathematics for engineering since 4 years
2. **User Category:** Immediate User,
3. **Team member roles:**
 - a. Federico: interviewer
 - b. Neda: taking notes
4. **Material:** telegram video chat, Laptop, papers



Interview 4

1. **Participant:** Wang Grace, female, 19
2. **User Category:** immediate user (first year as a Bachelor in University of Florence)
3. **Team member roles:**
 - a. Qin Mingze: interviewer
 - b. Federico: taking notes
4. **Material:** telegram meet (online), audio recorder, paper



Interview 5

1. **Participant:** Xu Kai, male, 20
2. **User Category:** immediate user
3. **Team member roles:**
 - a. Qin Mingze: interviewer
 - b. Federico: taking notes
4. **Material:** telegram meet (online), audio recorder, paper



Interview 6

1. **Participant:** Stefano, 23, male
2. **User Category:** Immediate User
3. **Team member roles:**
 - a. Federico: interviewer
 - b. Neda: taking notes
4. **Material:** telegram video chat, Laptop, papers



Interview Questions:

- Are you a graduate or a student? At what stage do/did you study? Bachelor or master? And what field do/did you study? How do you describe the workload of your major?
- Are you an international or local student?
 - (if international) How difficult is it? How do you deal with the feeling of discomfort and being away from your family?
- Do you think about your future? What are your concerns when thinking about the future?
- What are the things that you like/dislike about your major? How does your major impact your daily routine?
- Have you also worked during the university?
 - (if yes) What was your goal?
- How do you spend your free time? What are your main hobbies/sports? Does it enhance your physical/mental health?
- Do you have some positive habits? If not, what are the ones that you have difficulty starting?
- Do you think that some habits can impact the life of a student in a negative way? How do you manage to avoid that?
- Have you ever experienced difficulties to continue studying?
 - (if yes) What do you do when it's hard for you to continue studying?
- How much time do you spend hanging out with your friends or staying at home? (Why do you prefer it?)
- In times of high stress or change, how do you adapt your routine to maintain a sense of balance and well-being?
- What advice would you give to freshmen students about balancing academics and maintaining good mental health?
- Have you heard about any tools or resources for planning and organizing the daily activities? Are you using any of them? Why?
 - (if yes) What do you like the most about the tool you are using and what do you wish to change in it?

Domain Expert Interview Questions:

- Can you explain about your job and different kinds of patients that come to you?
- What are the things that you like/dislike about your work? How does your work impact your daily routine?
- How often do you have a university student as a patient whose problem is related to the pressure and workload of the university?
- In times of high stress or change, what is your advice to university student to maintain a sense of balance and well-being in their daily routine?
- If you go back to your university days, what do you wish you could change in your daily routine/lifestyle to feel better?
- How do you spend your free time? What are your main hobbies/sports? Does it enhance your physical/mental health?
- Do you have some positive habits? If not, what are the ones that you have difficulty starting?
- Do you think that some habits can impact the life of a student in a negative way? How do you manage to avoid that?
- Have you heard about any tools or resources for planning and organizing the daily activities? Are you using any of them? Why?
 - (If yes) What do you like the most about the tool you are using and what do you wish to change in it?

User Needs



Interview 1 - Needs:

- Interacting with international students to get familiar with challenges of immigration and studying the major abroad → 1.
- Better time management and stress management strategies → 2.
- Support and guidance in developing a nutritious eating plan despite the medication → 3.
- Need for emotional well-being and self-reflection for mental and emotional balance → 3.
- Strategies to manage the potential side effects of using pills for improving focus → 4.
- Strategies or assistance in cutting down on smoking → 5.
- Guidance on establishing a healthier sleep routine → 6.
- Focused study environment → 6.
- Task management to break down large tasks into smaller ones → 7.
- More phone-independent solution to reduce screen time and distractions →

Answers:

1. She is trying to apply for foreign universities to study for a second master's degree. This aspect of her future worries her because there are a lot of unexpected situations that might happen.

2. The combination of university, work, and migration puts pressure on her.

3. She writes a 5 min journal every day about how her day was and she says this makes her feel so good. She would like to have a healthy diet but she has difficulty starting it due to the pills that her doctor gave to focus better while studying.

4. She would like to reduce smoking and also manage her sleep hours.

5. She prefers to also study with her friends but it makes her concentrate better.

6. She tries to write down all the process she has to do and then divide it into smaller parts so it would be easier for her to finish the smaller parts and feel better.

7. She uses google calendar to manage her time and the notes in her phone. But nowadays she is trying to avoid them not because of some disadvantages in those apps but because of trying to use phone less frequently.

Interview 2 - Needs:

Answers:

- career planning and goal-setting resources
- improved time management skills
- Social Interaction and Leisure Time
- physical health maintenance
- language learning resources and support
- resources or strategies to promote social engagement and develop healthy habits
- motivation and self-care techniques
- commitments and personal life
- Tools for Planning and Organizing
- Focus and Habit Tracking
- Self-Care
- Mindfulness and Stress Management
- Language Skills and Cultural Adaptation

1. She is phd student and after phd there are a lot of opportunity and she has to make best choice.
2. Studying as a PhD student is a combination of studying and working and because of the a hard workload that we have it is not easy to have a balance between the work and the study.
3. I go walking. I like walking a lot.3-2 days a week. Learning German language
4. I addicted to my home and not going out very much. and just talk to family over lunch time
5. I promised myself, if I do my task I will buy something as gift for myself.
6. I use application like Nation and Google Calendar
7. I set a timer to focus more when I am studying and then I will have a break.
8. My solution when I come across a difficulty is to give it time and listen to my thoughts.
9. I am an international student and I need learn country's language to have communication

Interview 3 - Needs:






Answers:

- Have more balanced workload
- Better organization
- Have more practical lessons, than theoretical (simpler learning)
- Have time to relax
- Improve some ability related to strategic thinking/cognitive abilities
- Do exercise/sport
- Keep track of time passed gaming
- Study with someone else
- Have conversation, share with people
- Listening to music





- 1) Student, bachelor, mathematics applied to engineering, heavy workload not well balanced but bearable.
- 4) I like more the engineering more practical part, less the theoretical one. I always keep free time to relax, especially when not in exam period
- 6) I like to play videogames, walk, watch TV series. Playing video games improve thinking ability and strategical games, thinking outside of box
- 7) Going to the gym but I don't have time to do this
- 8) Gaming can be little decremental for me
- 9) It happens especially on more theoretical courses. To improve my focus I need to be with someone else.
- 10) We basically always hang out in evening
- 11) It doesn't change much, I relax mostly with music

Interview 4 - Needs:

Answers:

- Stress and pressure management  1. She doesn't think her study is difficult but the various documents she just came here to handle almost drove her crazy .
- Need to be less stressed about the money  2. She likes living the present, what she worry about is the money.
- Need to find more beautiful things in foreign countries with the study  3. Her subject can be more interesting. Her major can help her find more beautiful thing in the world.
- Need hang out and make more friends but a little shy  4. She likes staying at home though she wants to make some friends but she is a little shy.
- Need food and shopping to balance the nervous  5. When she feel nervous she would like to eat and go shopping.

Interview 5 - Needs:

- Need to manage the pressure for transitioning from middle school to university 
- Need to have an aim about the future and prepare for job 
- Need to sleep to balance the nervous because when he think that is a way to stop focusing on the problem 

- Need to socialize more and talk with people to feel more comfortable

Answers:

1. He studies as a Bachelor in University of Turin 2nd year of, he is a Chinese but also the local student and live with his family, so he doesn't worry about the money, making friends or missing his family. The major is not so hard but obviously more difficult than middle school.
2. For my future, I haven't so much idea, but I want to be a teacher maybe.
3. He doesn't smoke but sometimes he sleeps late.
4. In general I stay at home. I don't like to go out so much. I have friends on internet.

Interview 6 - Needs:

Study Resources

Project Management Support

Stimulate creativity by drawing

Balancing Work and Study

Answers:

1) Bachelor, graduate, product design. A lot of project to do plus theoretical and practical content.

3) Not so constantly, I was think how to have a good career in my field, I realized my dream

4) Nothing that I dislike particularly maybe theory course, I like to be creative and design new product.

5) Yes, in the period I finished exam and had to bring thesis, this was a slightly stressing period.

Interview 6 - Needs:

Stress Relief

Healthy Lifestyle

Keep track of information/things to remember

Schedule your work

Share and talk with friends

Answers:

6) I make a lot of practical design-related activities like drawings, doing sport gives me a relaxing mood.

7) eat healthy and do gymh

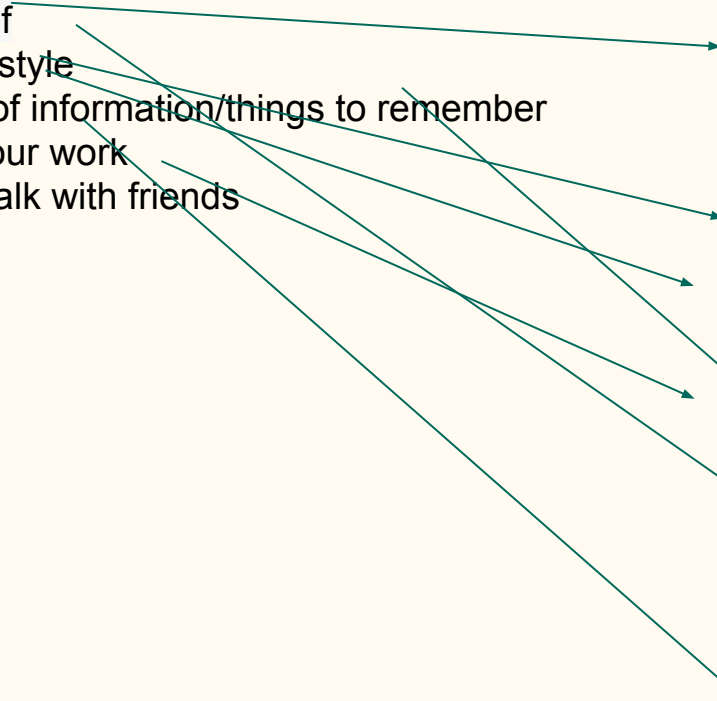
8) I don't smoke

10) I usually hang out with my friends

11) I draw more often because it relaxes me

12) don't smoke, don't drink too much and study

13) Sometimes i use note of iPhone, at work we use Gantt



Deep User Needs:

- Effective Time Management and Stress Management (Interview 1, 2, 3, 5, 6)
- Healthy Lifestyle and Habits (Interview 1, 2, 3, 6)
- Social Interaction and Engagement (Interview 1, 2, 3, 4, 5, 6)
- Effective Study Strategies (Interview 1, 2, 3, 6)

Solutions

Fatemeh - Solutions Brainstorming:

Time Use Analysis Tool:

- An application that helps users analyze how they spend their time, identifying areas for improvement. It can provide visualizations and insights into time usage, highlighting opportunities for better time management and work-life balance.

Wellness Tracker and Planner:

- A wellness application that helps users plan their daily routines, including exercise, nutrition, and stress-reduction activities. Users can track their progress and receive positive reinforcement.

Social Connection Platform:

- A social platform that encourages university students to connect with peers who share similar interests and challenges. This platform could include discussion forums, virtual events, and group activities. It can also offer features that allow shy individuals to initiate conversations in a low-pressure environment.

Mindfulness and Meditation Guide:

- A meditation and mindfulness app that offers guided sessions for stress management and mental wellness. The app can include various meditation techniques, deep breathing exercises, and sleep aids. Users can schedule these sessions to fit their daily routines.

Virtual Study Groups and Collaborative Learning Platform:

- A virtual platform that matches students with similar courses or subjects, facilitating collaborative study groups. This can help students interact, share resources, and collectively tackle challenging coursework, enhancing both social connections and effective study strategies.

Neda - Solutions Brainstorming:

- **Holistic Well-being and Adaptation**

Student Support Network: Create a peer support network for international students to interact and share their experiences, fostering social interaction and cultural adaptation.

Wellness App: Develop a mobile app that offers resources for emotional well-being, stress management, fitness, and language learning, providing a one-stop solution for holistic well-being and adaptation.

- **Academic Success and Personal Growth**

Study Enhancement Platform: Design an online platform with study tips, time management tools, and career planning resources to help students excel academically and grow personally.

Personalized Language Learning: Offer personalized language learning courses and resources to help students improve language skills, a critical aspect of academic success.

- **Stress Reduction and Mental Wellness**

Mental Wellness Workshops: Organize workshops and seminars on stress reduction, mindfulness, and mental wellness, helping students manage stress and maintain a balanced mindset.

Mental Health App: Develop a mobile app that provides stress management techniques, self-care strategies, and mindfulness exercises, making it easier for students to access resources for mental wellness.

- **Social Engagement and Interaction**

Social Meetup Events: Host regular social meetup events to facilitate student interaction, making it easier for them to make friends and share experiences.

Social Anxiety Support Groups: Establish support groups for students dealing with social anxiety, providing a safe space for them to connect and build relationships gradually.

Federico - Solutions Brainstorming:

study with friends: you can find a platform to share your knowledge about a subject with all the people interested, like an Omeagle but for study → Need 3,4

meditation can have a good result in decreasing your stress, so we elaborated a solution on which you can share your favourite tracks to do meditation → Need 1

keep track of diet can be helpful to reach your goal both if you are trying to lose weight, have a balanced diet, eat more fruit or gain muscle. The app can also put you in contact with dietician and automatically update diet and share your progress with them → Need 2

study assistant: fly mode smartphone when studying, app that helps you to conserve your study material in organized way, set alarm to remember it is time to study → Need 4 (can include study with friend)

Qin - Solutions Brainstorming:

Solutions for Xu Kai

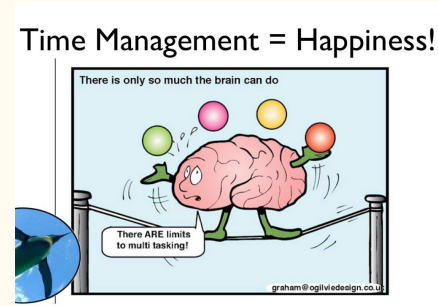
- **Carry out some offline activities:** while you can do anything on internet, also remember to develop some real-life, face-to-face social connections, which are important for personal growth and development.
- **Get used to making plans instead of just using the alarm clock:** The alarm clock will like a mission but make a plan will make you know what you do the hole day.
- **Try to do some easy sport:** Though it is difficult in the beginning but it is useful to have a healthy body.

Solutions for Wang Grace

- **Try to get help from others, not only deal them by self:** It's normal to have difficulties during your first year studying abroad, and it may help you make friends.
- **Keeping records on the economy, and try to stop some useless cost:** You will know where the money go and save some if you have a good habit.
- **Try to participate in some social activities:** Stay at home and do nothing is a good way to have a rest but join an activities will help you to join the culture.

Final Solution

1. A wellness application that users can create categories related to enhancing their physical and mental health (diet, exercise, stress-reduction, ...). Users can create multiple tasks related to each category and track their progress and receive positive reinforcement. This solution helps users plan their daily routines and enhance it.
2. We voted for the brainstormed solutions. This solution covers a wide range of activities to help students manage their daily routine and well-being according to deep user needs



Project Name and Value Proposition

—

WellnessNavigator

Empower Your Health Journey
with WellnessNavigator

