* Phase 3 summary:
* For Phase 3 of this project, the group consolidated its user research to generalize the results and finalize the direction of the project. A spectrum of users were recruited for interviews and completion of questionnaires, from people who had fairly recently been diagnosed with diabetes to some that had been managing the disease for most of their lives. All were seniors. They also demonstrated a spectrum of needs and abilities with manipulating technology; age was not a correlate with technical aptitude or interest.
* We found that our study participants were all able to manage their condition, but that this aptitude was the result of a lot of learning and experience. We also learned what it means to manage diabetes on a daily basis. It involves balancing three factors: food intake, exercise, and insulin boost. The only concrete information that is available to them is their blood-glucose (BG) levels at a point in time: when they obtain a reading from their BG measuring devices. They rely on periodic check-ups with their physician, who performs more extensive blood work, to learn of the long-term trends for BG and get advice on how to adjust their daily regimen.
* Based on our research, the identified user needs of our targeted user population related to helping - up the learning curve- then maintain an established daily regimen - advice on meal choices - reminders -
* Briefly, people who have been newly diagnosed with diabetes need help with learning how to manage their condition; those who have become familiar with the methods must maintain the routine. We have identified specific needs: enhanced information and reminders.
* Given that the group identified that a user’s needs are most acute when they are learning how to manage the disease, we chose to model our key persona on a new user: Jill, newly diagnosed with type 2 diabetes, comfortable with browsing the web with a PC, but relying on others to resolve any technical issues.