COS20001: User-Centered Design

10.2) Project Reflection

Group 4
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Introduction and personal contribution

My name is Dang Vi Luan, I am a member of **Group 4** in **COS20001**: User-centered Design. I was entrusted by my team members to be the leader of Group 4, as a leader, my main responsibility is to have a detailed understanding of the course, the assignments, the deadlines, and most important, the ability of my teammates. I also need to establish solid communication with other teams and the lecturer in case our team needs to connect with them. Aside from external affairs, an effective leader also needs to schedule the team's work so that nothing goes out of hand as well as solving internal problems and arrange meeting for team members if needed. Apart from managing my team, I am also the main writer of Group 4, therefore, I mostly contribute to my team's work via text-based assignments. Before we dive into the contribution and performance of each team member, let's first discuss about the strategy and overall workflow of **Group 4**.

Group management strategy and workflow

a) Role management and communication

Prior to this course, me and my teammates had had experience in teamworking and group project in ICT10001 Problem Solving with ICT, as we had gotten used to the ability and characteristic of each member, we decided to regroup for this course. Therefore, our flow of work and roles were kept the same in COS20001. However, there has been a few changes to the communication methods, we decided that we will use Discord for group meeting and Slack for communication in this course rather than Messenger in ICT10001. Due to this enhancement, our communication and task management had improved greatly, and these experiences will be kept in future group project.

b) External and internal matters

Due to the friendliness and self-consciousness of each team member, there has been little to no internal conflicts in our team; however, when Tung Lam, a new member that was recruited into our team during the course, joined there has been some miscommunication and it had taken us a few weeks before we can catch on with the old workflow. As a team leader I will learn from this flaw and make better preparation in the future for unexpected event so that the performance of our team will not be affected.

During the course, there was time that we needed to ask the lecturer for some confirmation, I was often the one who reached to our lecturer for such information. However, due to the nature of this course, we often exchanged information online via Zalo. Although this had not affected the performance of our team and the lecturer was extremely enthusiastic in explaining to us, we still think that it is quite unprofessional and bothersome to our lecturer. In future group project, we will communicate with lecturer via work email rather than personal contacts.

c) Team strategy

Talking about the strategy that our group use, I would say that it is quite traditional. I usually observe the ability of my teammates and assign them appropriate tasks, and whenever problems arise, we will organize an online meeting to resolve those matters. However, after realizing that this is not effective and flexible in the long run, we had decided to divide our team into different sections and the leader will observe the overall operation of the team. This has worked like a charm; my teammates can now specialize in their strength and have other members covered their weaknesses. The general performance of our team has increased greatly after this change, other members can also cover my work in case of my absence and push our team forward.

The contribution of my teammates is crucial to the success of our team. Therefore, their contribution and reflection are as follows:

+) Nguyen Nhat Huy (Nani): Nhat Huy is our team's main **designer** and **drafter**, most of our designing assignments were done by him, the Word template that I am currently using for this assignment was also his design. It is not an exaggeration if I say that without his preparation, our team would not have been able to do anything. Apart from having good tastes and outstanding skills in designing, he is also a responsible and active member of our team, he always finishes his work on time if not way before the deadlines and his work is always of the best quality. Because of our different schedules, we often organize the meeting late at night, when everyone was tired and distracted; however, Nhat Huy is always active, and his contributions and ideas play a crucial part in our success. Despite all the advantages, Nhat Huy still has room for improvement. After careful consideration and observation, we agreed to have Nhat Huy as our design manager. He will oversee every design task, and he will assign appropriate members to complete those tasks. As artistic as a designer he may be, he is also a perfectionist, Nhat Huy often demands a high quality of work from other members, and this had caused some problems as not all the members of our team are experienced in graphic design.

+) Nguyen Dinh Nhat Minh (Brett): Nhat Minh is the **innovator** and **researcher** on our team. His view and general knowledge of every subject have been vital to our team's work. As the role suggests, his main responsibility is to provide other members with a different point of view and review our work after it was done. Although he is not as good as Nhat Huy when it comes to designing, Brett fills his lack with his writing skills and researching skills, without his support I would not have been able to write our assignments with such high quality. Despite all of his advantages and the fact that he is a perfectionist, he usually

submitted his work in time, this had not affected our work, but he would be truly a perfection if this flaw is fixed. Although Nhat Minh is great as an innovator and researcher, when he was assigned to different task, he had had a hard time catching up with other members. If he is more willing to step out of his comfort zone, he will surely be a key member in our team.

+) Tran Bao Huy (Brian): Bao Huy is the second **designer** and **researcher** in our team, his main tasks usually were to support Brett and Nani in completing our assignments, apart from that, he is also a very good writer and often helps me in our team writing tasks. His contribution to the team is respectable and he has proven himself to be an integral part of our team, I must admit that he had not had a chance to prove himself more because I did not assign enough work for him; however, this will be changed later in our course. In terms of task submission, he always submits his work on time and although the tasks themselves usually need some modifications, generally speaking, his work was good. Although he used not to be very active in team meeting and submission checking, after some self-evaluation and conversation, Bao Huy's communication had improved greatly, he participated in almost all the team meeting and gave us a lot of valuable recommendations.

+) Tran Nguyen Tung Lam (Liam): Unlike other members of our team, who has had prior experience in working with each other, Liam is a new member of Group 4, but it did not take long for him to break the ice and worked in harmony with our team. Because he was fairly new to our team working technique, his contribution might seem small compared to other members, but we are looking forward to seeing his potential and showing that he is also a vital cog in our team. Liam volunteered to be the **designer** and **researcher** of our team, although we have not had the chance to see his design works, his writing skills are decently good. When it comes to communication and time management, he might still

have room for improvement, he had a tendency to be late for the meeting and his task submission was usually right in time.

Project Reflection

The most important things I learnt doing this Project:

During this course, I have had chance to enhance my team working and task management in a small group. As a leader, I had encountered various problems and obstacles; however, with the help of my teammates and the lecturer, I have managed to overcome all of it. That is also the most important thing that I learnt doing the project, the way and technique to connect with both external and internal relationships. The ethical treatment of human research participants and the guidelines for professional practice are also crucial knowledge that will support me in my future career.

The things that helped me most were:

Despite the geographical issue, the enthusiasm and knowledge of the lecturer have helped me greatly in this course. It is not an exaggeration to say that this course is extremely abstract and confusing, especially when we have to study it online. However, the lecturer was immensely patient in explaining everything to us, she flew all the way from Hanoi to Ho Chi Minh city to provide us with an offline class. When it comes to communication, although we were extremely rude and inconsiderate to asking her question via personal contacts, she still answered us nevertheless.

I found the following topics and/or activities particularly challenging

During week 9, we had to conduct a live evaluation with the participant, which was quite challenging as we had not had any experience in operating such an event. A lot of unexpected events and issues had happened on that evaluation; however, thanks to the help of the lecturer and the patience of the participants, we had managed to overcome all the issues and successfully conducted the evaluation.

I found the following topics and/or activities particularly interesting

Ironically, the most challenging aspect of this course is also the most interesting activity of COS20001. It was extremely helpful to be hearing all the compliments and constructive criticism from the participants, they had also provided us with some valuable suggestions and recommendations to fix our problem. It has been a great experience to conduct such evaluation.

I feel I learnt these topics, concepts, and/or tools really well:

Although I was entrusted to be the leader of this team, I also has learnt a lot about software context of use and software requirement elicitation and specification. This knowledge has helped me a lot when I need to specify task for my team members, and it will be beneficial to my future studying and career. Moreover, we were introduced to Slack, which is a professional communication tools, and it has helped to enhance our team communication.

I still need to work on the following areas:

Although we had managed to complete every task in this course, we still need to learn a lot in terms of UI/UX design and software context of use. For me, personally, the experience in this course will help me to enhance my leadership and group management.