Candice, Firefighters , Teachers

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| Think & Feel  Children will most likely use cell phones  Our current model does not educate with cell phones  They want an app that can perform voip when a user calls 911. However, this means changing the number 911 calls or implementing a pseudo system  They think its important to stay up-to-date  They think children are not learning effectively or are learning the wrong things  They want to make the learning process digital. A hybrid between in-class learning and app-learning.  Children are too distracted and need to enjoy some degree of fun during the exercise | See  I have seen applications like skype, discord, fb messenger, and hope to apply similar systems for a cell phone experience  They have seen their current system struggle to maintain contemporary relevance  Their system is not producing reliable results at high enough quantities  The evolution of technology requires them to update their current education system  May have noticed they themselves do not have a home phone  Other organizations have developed accompanying phone apps  Children are not enjoying or engaging with the activity |
| Hear  That they will recieve an app that can make curated/moderated “fake” phone calls  Child: “How do I call 911?”  Child: “what does this button do?”  Child: “Its not ringing”  Child/Associate/Firefighter/Teacher: “I cant start the app”  Associate/Firefighter/Teacher: “The call is not coming through”  “No one uses home phones”  “Im bored”  “Children do not understand how to apply their learning to cell phones, when the example phone is not present”  “Children only know how to operate the example phone” | Say & Do  Currently teach without any computer hardware, and use a landline home phone as an example  They should move to somthing digital and embrace an application that can teach more than the phone segment. Thereby complementing the learning process.  They are asking for a tool that can replace the current hardline phone example. They want to teach children how to use a cellphone and interact with them to phone 911]  “We need to simulate a real call to ensure children understand how to talk with operators”  “Not tech savvy “  “No one uses home phones”  “Need simple user interface”  “Need to stay relevant”  “Need to easily set up the session"  (Children/Teachers should easily set up and talk over the simulated phone call. Hours of setup is not good)  The phone app needs to teach children and also perform interactive examples like phone calls  “The app must be interactive and fun, but also serious” |
| Pain  Children will not understand how to call 911  Children/teachers may be overwhelmed by the app interface  The app might introduce more overhead/setup before each education setup.  App may need to be restarted for each student, slowing the process  Will children know the difference between a phone and a tablet? How do we prevent children from calling 911 on a kindle  The app may be too lighthearted and fun, taking away from the seriousness of the matter  The app may be too distracting  Children will not know how to use a phone interface that is different from the app example | Gain  Children will be more likely to effectively apply what theyve learnt if needed  Teachers will be able to talk to the children over the call and simulate a 911 call.  Children will be more engaged with an interactive phone app  Hope the app will be plug-and-play. Will hopefully need little setup  App activities may reduce the amount of work applied by the teacher/firefighter. Children can learn from the phone app  The app |

Children

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| Think & Feel  Children will most likely use cell phones  Children do not recognize the landline phone  Children struggle to move their understanding from the example onto digital devices or other models  They are easily bored/distracted  May not understand the relevance of the education | See  They see a device they’ve never seen before  They do not understand why something so crucial is missing from their home  See a fun activity (maybe)  See a boring activity (maybe) |
| Hear  “Press talk, then 9,1,1 to call emergency services, from there...”  They hear this, but then find cellphones do not work the same  Children wait for dial tone, but their cellphone does not provide one until the call is already started  Being children, they are easily distracted and do not hear instructions. A phone app might draw their attention and improve learning | Say & Do  “I do not understand”  “We don't have these”  “Mine looks different”  “What about cell phones?”  “I wasnt listening”  “Im bored”  They call 911, but do not know how to do the same with other model phones or cellphones  Children follow the instructions explicitly and will not be able to change their thinking for other phones |
| Pain  May confuse the children with other devices like tablets  May distract the children or be boring  App may overwhelm them or be too complex  Children may not learn how to apply their exercise to other phones and devices  Children may miss out on how to use landline phones (which they may still need at some point) | Gain  Children will know how to operate digital devices for emergency calls  Children may be easily educated with the interactivity of the app, improving knowledge retention  Children will have more fun |