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(Group 1)

FP2 – Contextual Analysis

Contextual Inquiry and Analysis Process

How did your contextual inquiry plan from the previous deliverable go? Any insights? **Each member of your team should reflect on their process whenever applicable.**

- Group agreed that the interviews went well. We revised our interview questions based on feedback from FP1 which gave us a chance to collect more comprehensive data. Found using Zoom to be very beneficial as they have a built in recording feature.

Describe the *actual* process you used to collect your data. Did you interview users via a virtual meeting tool? Did you observe them while completing some task?

- Conducted interviews using either Teams or Zoom.
- Did not observe the user completing any tasks.

Describe how you consolidated your data.

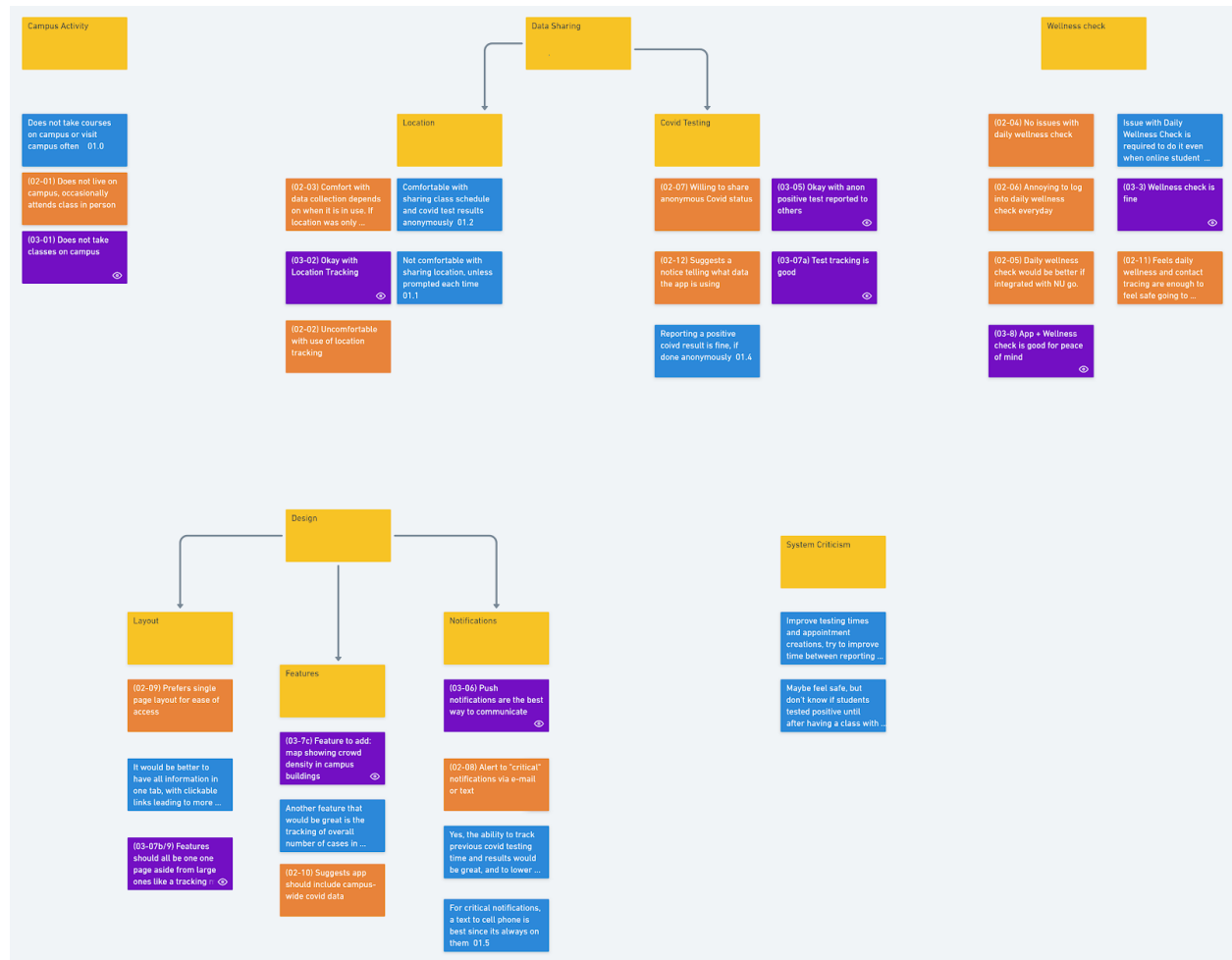
- We consolidated the data by creating individual cards before consolidating into different categories and subcategories based on card subjects.

Have you done some research about contact tracing apps before starting to collect data? What did you find out?

- No, we did not do any research on a contact tracing app beforehand.

Affinity Diagram

<https://whimsical.com/Mc53PvNn9dU9bMdpVJUdFe>



Personas

Based on your contextual data, develop a persona for each of your users. You will be asked to designate one of these personas as your primary persona that will drive the design process. Please use pseudonyms for your users. Both paper-based and digital personas are acceptable. Make sure your paper-based personas are legible when you scan them or take a picture of them.

John

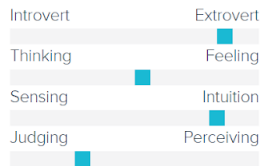


alamy stock photo

"Education leads to enlightenment.
Enlightenment open the way to
empathy. Empathy foreshadows
reform" ~Derrick Bell

Age: 21
Work: Student
Family: Single
Location: Boston, MA
Character: Caregiver

Personality



Outgoing

Caring

Bright

Driven

Goals

- Complete semester with good grades
- Graduate on time
- Avoid contracting Covid-19



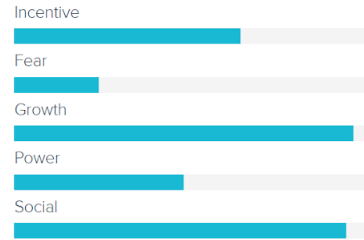
Frustrations

- Restrictions make social life aspects more challenging
- Attending class has an aspect of anxiety.
- Prefers in-person education.

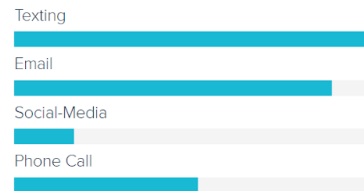
Bio

Political Science Student in their final year of undergrad at Northeastern. Was in their third year when the Covid pandemic struck and had to adjust quickly. Now, with school back in session, is trying to determine how to get the most out of their final year of college while staying safe and healthy.

Motivation



Preferred Communication



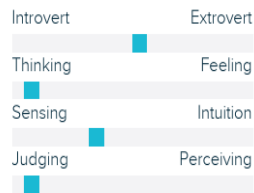
Mary Sue



"Work hard and achieve your goals while striving to help others"

Age: 28
Work: Software Engineer
Family: Married, 2 kids.
Location: Boston, MA
Character: Citizen

Personality



Charismatic

Nervous

Strong Thinker

Good Judgment

Goals

- Senior Level Engineering
- Own a House that is paid off
- Travel to Asian Countries

Frustrations

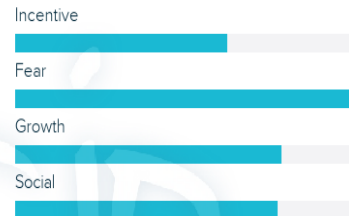
- Direct Conflict
- Dealing with the effects of online only communications
- Making hard decisions with unknown consequences

Bio

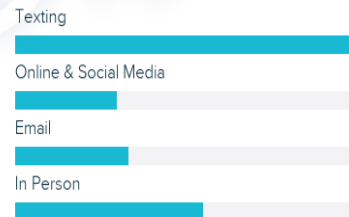
After having completed University for a Master's Degree in Computer Networking. Mary Sue has worked hard since her family moved from Asia to the States and has achieved the "American Dream". Now deciding to continue her life, she remembers her struggles, even as an American born citizen, struggling to learn English as a primary language and work with other children with different family traditions, Mary stayed true to her goal to impress her parents. Now having completed this goal. Mary seeks to stabilize her life, and one day visit the homeland her family came from.

Remember - you may modify this template, remove any of the modules or add new ones for your own purpose.

Motivation



Preferred Contact Channels



Tracy Rei



"Everything is so uncertain, how should I navigate my life now?"

Age: 20

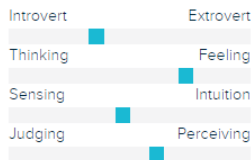
Work: Student

Family: Single.

Location: Boston, MA

Character: Innocent

Personality



Hardworking

Honest

Worried

Goals

- Stay on top of studies even through a global pandemic
- Become a world class researcher
- Become a foster mom for animals

Frustrations

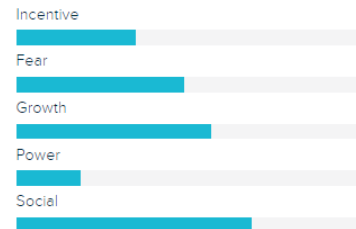
- Covid is making studying much more difficult than usual
- Classes are not engaging enough
- Having issues with time management

Bio

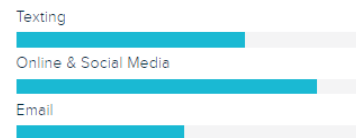
Tracy is a 3rd year at Northeastern University, and she is having troubles staying focused now that most of her classes have been moved online. She still goes to campus once every week for a lab, but she is constantly worried about the pandemic.

She would prefer to go to classes in person most of the time, but she needs a system in place to ensure that she can track the spread of the pandemic through the university. We talked to Tracy about what she would want from a Covid Tracing App.

Motivation



Preferred Channels



Tasks

- Check Covid Tests Results
 - Check previous test results
 - Enter test results from previous tests
 - If negative, then simply report
 - If positive, report
 - Display immediate help screen
- Check Overall Covid Data (hypothetical new task)
 - Check side banner
 - will tell overall State cases
 - will tell overall Boston cases
 - will tell overall NorthEastern cases
- Daily Wellness Check
 - Answer question 1
 - Answer question 2
- Log In
 - Type northeastern email into username field

- Type northeastern password into password field
- Have login button actually use credentials to log in

Requirements Statements

- **Log In**
 - Give the user the option to save their credentials based on existing 2A factors to prevent having to log in everytime.
 - Allow users to log in to specifically track their data and environment.
- **Daily Wellness Check**
 - If this is the first time a user is logging in after set time (5 AM), prompt the user to immediately complete a daily wellness check.
 - Allow the user to complete a daily wellness check and prevent them from entering the campus.
- **Check Covid Tests Results**
 - The user can view all previous test results.
 - The user can enter and report their most recent test result.
 - The application presents users with a help and advisement screen if tested positive.
 - The application would take a positive test result, and report to the user's classmates and professors of an anonymous positive test result.
- **Check Overall Covid Data**
 - The user can view the State's overall Covid influence.
 - The user can view the City's overall Covid influence.
 - The user can view the campus's overall Covid influence.

Insights

Describe any insights you gained from interacting with your users.

- One insight noted was the dislike of the wellness tracing app, especially towards online users
- The campus already has a graphical data set of the current number of students with positive covid cases to negative ones, and is updated daily.

Did anything they say or do surprise you?

- Not okay with sharing location, unless prompted every time (seems like a hassle)
- I was surprised by the idea of having everything on one page for the app (I would have preferred having separate pages for the most part)
- People can still attend class and enter buildings before Covid Test Results are finished and reported

Did you learn anything that might help guide future steps in the project?

- Realized that we all chose to interview fellow graduate level students who are mostly attending courses entirely online. The application may be more relevant to undergrads who are more likely attending classes in person and, as many of them are early in their college career, they may have more anxiety about the situation.

What was easier or harder to do or learn from users?

- It was harder to prompt any additional features that could be added past what we presented

If you could do it over again, is there anything you would change in the approach you took?

- If we could redo it, under different circumstances, creating and utilizing a questionnaire would have been more useful in the collection of data and the question types that could be used.
- Would also ask if they would be alright if professors knew, non-anonymously, who had a positive covid case to ensure these students stay off campus.