

Report Diseña tu ciudad casilla Zoológico Centenario. Víctor Rosado

On Sunday, May 11th, 2025, we participated in the city council's event called "Design Your City," where I was assigned to the booth at the Centenario Zoo. I had many experiences there, but I would like to focus on those related to the subject, especially on the fact that most of the people who visited our booth were elderly.

From early in the morning, older adults were already waiting to vote for their preferred parks. However, the booth leader arrived late and had trouble getting in, which caused frustration among the attendees, and many complained about the whole team.

Regarding the use of mobile devices for voting, many of the elderly needed help throughout the entire process to use the app and submit their vote. Many of them didn't fully understand how the application worked or what its purpose was. We managed to assist them, but they expressed a lot of dissatisfaction with the whole process, saying that digital voting was not suitable for them. While they were very interested in participating, they didn't feel supported in using the system.

In addition, some staff from the city council, including technical support, didn't seem very familiar with the app either. However, I was able to explain it to them quickly and clearly, so they did understand it in the end. These situations caused a lot of confusion, and I found it inconvenient because I ended up handling most of the registrations. This was not supposed to be my main responsibility according to the instructions from our professor. I was also asked to distribute flyers, but a supervisor who arrived on time explained to staff that my main role was to oversee the proper functioning of the app. Moreover, the other volunteers did not use the devices much for registration or for any part of the app process, which made everything slower and led to complaints from the attendees.

These are some of the events that relate to the subject of Human-Computer Interaction.