**Project Iteration 1**

**Activity 3**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Project Name: Health Benefits and Resources**

**Team Name: Computing Tigers.**

**Trello board URL: https://trello.com/b/L670bGdr/group-project**

**Github repo URL: https://github.com/Harrison-Benton/semester-project.git**

**Member information**

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| **#** | **Name** |
| 1 | Patrick |
| 2 | Heather |
| 3 | Harrison |
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**All the project iteration 1, activity 2 items from all members**

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| **Member 1 Patrick** | |
| **Survey Monkey Survey** | |
| *Create a survey for me to understand users of a website that I have to build to provide health and wellness information and services to people of age 50 to 65 so that I can create user persona and user need statements* | |
| *https://www.surveymonkey.com/r/6QJBB5Z* | |
| **Interview users** | |
| **Age of the individual** | *57* |
| **Gender of the individual** | *Male* |
| **Interview questions and answers** | |
| *What features do you expect from a website focused on health and wellness?* | *The main two are easy access to local health services, and simple articles that are easy to read and understand. The most important feature for me is the ability to find local health services quickly.* |
| *What are the challenges you face when attempting to access health information online?* | *Sometimes the information is too complex, and it's hard to know what to trust. There is a lack of simpler explanations on topics and verified sources to back up information.* |
| *How comfortable are you with using technology and navigating websites?* | *I'm fairly comfortable, but I prefer websites that are straightforward. It would be very helpful if websites provided step-by-step guides and video tutorials on how to navigate the site to find information.* |
| *How do you prefer to receive health information. Do you like articles, videos, podcasts or any other forms not stated?* | *I prefer reading articles and watching short videos because articles are easy to refer back to, while videos can be engaging.* |
| *How important is a form of community support in a health website for you? Such as forums discussion boards.* | *Very important! I think forums where people can share their experiences would be helpful. Q&A sections can be really helpful too.* |
| **User Need Statements (list 5 statements)** | |
| *A user needs a way to quickly find local health services in order to access medical care and wellness resources in their area.* | |
| *A user needs a way to access simplified and verified health information in order to trust the content make informed health decisions.* | |
| *A user needs a way to use step-by-step guides and video tutorials in order to navigate the website easily and find the information they need.* | |
| *A user needs a way to receive health information through articles and short videos in order to engage with the content and refer back to it when needed.* | |
| *A user needs a way to participate in community forums in order to share experiences with other people.* | |

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| **Member 2 Heather** | |
| **Survey Monkey Survey** | |
| *Insert the prompt you used to generate the survey at SurveyMonkey website:*  Create a survey for the purpose of understanding user needs for a website that I will build. This website is for users aged 50-60. The website will provide information about health benefits for individuals of retirement age, it will include a forum. It will include information about government health benefits. The survey will help me create user persona and user need statements | |
| *Insert the link to the survey here:*  <https://www.surveymonkey.com/r/YHHJLNX> | |
| **Interview users** | |
| **Age of the individual** | *60* |
| **Gender of the individual** | *Female* |
| **Interview questions and answers** | |
| 1. How do you plan on receiving health care post-retirement? | I plan to receive post-retirement healthcare through Medicare rather than private insurance. |
| 1. When searching for this information online have you come across any frustrations? If so, what did you find frustrating? | Yes. It is frustrating because I want to find the information I am looking for quicker. Some websites have too much information about unrelated topics. |
| 1. What would make the process of finding information about health benefits easier? | I want to use a website that clearly breaks down the process for obtaining Medicare into simple steps. |
| 1. How important is it to you to connect with others who are experiencing the same issues you are? | It is very important to me. I like being able to ask questions online and know that the responses I’m getting are from other humans rather than a robot. It gives a sense of connection. |
| 1. What do you want from a website on health benefits? | To quickly access the information I need. I want it to be easy to understand and broken into steps. I don’t have a lot of extra time as I am a small business owner. |
| **User Need Statements (list 5 statements)** | |
| 1. User, a 60 year old female, needs to receive information about Medicare, in order to plan for post-retirement health care. | |
| 1. User, a 60 year old female, needs to find information quicker, in order to spend less time searching for healthcare information. | |
| 1. User, a 60 year old female, needs to find clearly defined steps to Medicare process, in order to quickly apply for Medicare benefits. | |
| 1. User, a 60 year old female, needs to interact with others online, in order to feel a sense of community. | |
| 1. User, a 60 year old female, needs to access healthcare information quickly, in order to spend more time on her small business. | |

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| **Member 3 Harrison** | |
| **Survey Monkey Survey** | |
| Create a survey to gather insights into the health and wellness needs of adults aged 50-65. Include questions about demographics, health goals, current sources of health information, preferred website features, user experience preferences, and feedback on challenges and suggestions. Use a mix of multiple-choice, scale-based, and open-ended questions. Keep the survey concise (5-7 minutes) and allow respondents to skip questions. End with a thank-you message and an option to receive updates about the project | |
| https://www.surveymonkey.com/r/RLRWNZ2 | |
| **Interview users** | |
| **Age of the individual** | 62 |
| **Gender of the individual** | Female |
| **Interview questions and answers** | |
| What are your primary health and wellness goals at this stage of your life? (e.g., managing chronic conditions, improving fitness, mental health, nutrition, etc.) | manage arthritis pain, improve her mobility, and reduce her dependency on vaping after quitting smoking. |
| What features or content would you expect to find on a health and wellness website that would make it useful for you? | Step-by-step exercise routines for arthritis relief, diet advice, smoking support |
| How important is it for you to connect with others who share similar health concerns or goals? Would you use a community forum on the website? | Very important. A forum with discussions about arthritis management and quitting nicotine would be beneficial. |
| What do you look for in a website to make it easy to use? (e.g., simple navigation, larger fonts, mobile compatibility, etc.) | Simple navigation, large text, voice-assisted options, and minimal clutter to accommodate limited tech knowledge. |
| What challenges do you face when trying to access reliable health information or services online? | Overwhelming medical jargon, confusing website layouts, and difficulty differentiating credible sources from misinformation. |
| **User Need Statements (list 5 statements)** | |
| Mary needs a website with clear, simple language and trustworthy health information to help her manage arthritis and general well-being. | |
| Mary wants an intuitive, clutter-free website with large text and voice-assist options to accommodate her limited technological skills | |
| Mary desires targeted fitness and dietary recommendations to help her manage arthritis and improve mobility. | |
| Mary seeks a supportive online community with discussions on arthritis, quitting nicotine, and healthy aging. | |
| Mary requires mobile compatibility with straightforward navigation so she can easily access resources without technical frustration. | |

**Final List of User Need Statements**

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| **User Need Statements – final list** |
| User needs a website with clear, simple language and trustworthy health information, in order to manage her health and well-being. |
| User desires targeted fitness and dietary recommendations, in order to manage her health. |
| User, a 60-year-old female, needs to interact with others online, in order to feel a sense of community. |
| *A user needs a way to use step-by-step guides and video tutorials, in order to navigate the website easily and find the information they need.* |
| *A user needs a way to receive health information through articles and short videos, in order to engage with the content and refer back to it when needed.* |

**Summary of discussion on the effectiveness of the survey and interview questions**

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| The user interviews and surveys were effective in learning more about our target audience’s needs and struggles. From the interviews, we learned that most of our target audience make use of mobile devices and struggle with complex website layouts as they want to navigate the website quickly and smoothly. Users also have a strong desire for community. Sharing their healthcare experiences online is a high priority. Furthermore, we also learned that users value concise, accurate and well cited information. Conducting and comparing our user interviews and surveys has also helped us narrow down the priorities for our website. It has also helped us brainstorm the best features to meet these user needs. |

**User Personas**

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| **Member 1 Patrick User Persona** |
| *Insert user persona here* |
| **Member 2 Heather User Persona** |
| *Insert user persona here* |
| **Member 3 Harrison User Persona** |
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| *Insert the final user persona here* |

**User Flows**

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| **Member 1 Patrick User Flow** |
| *A user needs a way to receive health information through articles and short videos, in order to engage with the content and refer back to it when needed.* |
| *Insert the User flow diagram here* |
| **Member 2 Heather User Flow** |
| A user needs a way to use step-by-step guides and video tutorials, in order to navigate the website easily and find the information they need." |
| **Member 3 Harrison User Flow** |
| User, a 60 year old female, needs to interact with others online, in order to feel a sense of community. |
| *A diagram of a flowchart  AI-generated content may be incorrect.* |