**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 |
| 4 |  |

**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 to access medical care and wellness resources in their area.* | |
| *A user needs a way to access simplified and verified health information to trust the content and make informed health decisions.* | |
| *A user needs a way to use step-by-step guides and video tutorials 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 to engage with the content and refer back to it when needed.* | |
| *A user needs a way to participate in community forums 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** | |
| *Insert the prompt you used to generate the survey at SurveyMonkey website* | |
| *Insert the link to the survey here* | |
| **Interview users** | |
| **Age of the individual** | *Insert the age here* |
| **Gender of the individual** | *Insert the age of the individual* |
| **Interview questions and answers** | |
| *Insert question 1 here* | *Insert answer to question 1 here* |
| *Insert question 2 here* | *Insert answer to question 2 here* |
| *Insert question 3 here* | *Insert answer to question 3 here* |
| *Insert question 4 here* | *Insert answer to question 4 here* |
| *Insert question 5 here* | *Insert answer to question 5 here* |
| **User Need Statements (list 5 statements)** | |
| *Insert statement 1 here* | |
| *Insert statement 2 here* | |
| *Insert statement 3 here* | |
| *Insert statement 4 here* | |
| *Insert statement 5 here* | |

**Final List of User Need Statements**

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| **User Need Statements – final list** |
| *Insert statement 1 here* |
| *Insert statement 2 here* |
| *Insert statement 3 here* |
| *Insert statement 4 here* |
| *Insert statement 5 here (add more rows if needed)* |

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

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| *Insert the summary here* |

**User Personas**

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

**User Flows**

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| **Member 1 Patrick User Flow** |
| *Mention the User Need statement the flow is for here* |
| *Insert the User flow diagram here* |
| **Member 2 Heather User Flow** |
| *Mention the User Need statement the flow is for here* |
| *Insert the User flow diagram here* |
| **Member 3 Harrison User Flow** |
| *Mention the User Need statement the flow is for here* |
| *Insert the User flow diagram here* |