

For this last reflection, I'm going to talk a bit about how things went for me during the "Diseña tu ciudad" event. For me, it was pretty calm because I was assigned to a quiet area. However, I was still able to see how people interact with technology. For example, there were some people who had trouble with something that might seem simple to us, like scanning a QR code. Some didn't know where to place their phone or even held the QR code in a way that they were the ones looking at it instead of letting the camera scan it.

Also, not everyone found it intuitive that they could scroll down when voting to see more options. Some got confused and didn't know how to continue until I helped them. There were also people who wanted to skip one of the two votes but couldn't because the system forced them to vote in both.

Something no one told me but I did notice was that after the confirmation screen (where they saw that their vote had been registered), many people looked confused. They didn't seem to know what to do next, because before that they had to confirm their vote and then confirm again that it was saved correctly. This second confirmation seemed to confuse several people.

Most of the people who had some kind of issue were elderly, while younger people usually voted quickly, easily, and without problems. This shows, like we've seen in the class, that even when something seems "clear" or "intuitive," there will always be some kind of issue.

Also, right now I'm helping my mom make an Excel sheet to take attendance for a group. When I started working on it, I thought of different possible situations and asked her what the system should do in each case. Most of the time, she told me those were cases she hadn't thought about (but they could really happen). So in general, I've realized that even though this is a "small and quick" project, if we imagine it on a larger scale, communication is key to cover all possible situations. It's also important to make sure that in the end, the system is easy for the final user to understand and use correctly in the shortest time possible.