



Summary

A description of the Human Centered Design activities undertaken for the CHHS Prototype

Secondary research

Upon reading the RFO, we sought for further context regarding the topic. This included secondary research through the internet. This allowed us to gain a better understanding and develop more effective questions.

Interview

We interviewed Yuri Kimura, an individual working in the field, to gain further insight and understanding of the requirements necessary to develop an efficient System. This included a preparation of both broad and specific questions, recording Yuri's responses exactly as spoken, and communicating our interpretations upon completion of the interview for validation.

Determine what to prototype

Upon completion of our interview with Yuri and our team brainstorm, we decided which variables were the most critical to include in our prototype. Through our decision making process, we were able to test the System's key elements.

Role playing

Once our prototype was tangible enough to produce a response, we implemented role play. This included testing the System within our team in order to gain realistic and effective feedback for improvements.

Integrate feedback and iterate

After receiving prototype feedback, we were able to integrate the feedback into our work. This allowed us to refine our product and built the next iteration of our prototype.

Descriptions

Secondary research

We began by forming a multidisciplinary and collaborative team. After reading through the Project's RFI, we sought for additional information regarding the industry. For this, we looked to the internet. After gaining a better understanding of the industry, we were able to form more efficient questions to be later used in development.

Interview

During our development and design process we included an individual currently working in the field to gain a better understanding of what people need. This included an interview with Yuri Kimura who is a current employee of Stanford Youth Solutions. Prior to our meeting with Yuri, we prepared a series of questions seeking clarification on our secondary research and appropriate terminology. During our interview, Yuri provided us with a great amount of clarity and insight. We were sure to write down exactly what Yuri said to prevent any misinterpretations. To conclude our interview, we expressed our understandings with Yuri and asked for her feedback to ensure our understandings were accurate. This process allowed our team to brainstorm elements for our System that would allow it to become proficient and advantageous.

Determine what to prototype

After gaining a deeper understanding from our secondary research, interview with Yuri, and our team brainstorm we determined what to prototype. As a team, we gathered our ideas and prioritized them by importance. We concluded that the development of our prototype should begin with the basic abilities to establish a profile, manage a profile, send and receive messages privately, and lastly hold the ability to perform a facility search by ZIP code. The additional ideas were then placed into our backlog.

Role playing

Once our prototype was tangible enough to produce a response we were able to test it. This included role play performed by members of our team. Our teammates acted as an individual who we are designing the System for and took note on how the system behaved. Role play allowed us to test the prototype's crucial elements and receive realistic and effective feedback necessary for our System's improvement.

Integrate feedback and iterate

Upon completion of testing our initial prototype and receiving essential feedback, we allowed it to guide the next iteration of our prototype. This included using our test case results and tester's feedback to guide us to the areas that need improvement. After registering for an account one of our teammates had suggested that we reword our menu tabs and page headings to read more consistently. After hearing their input we looked back into our wording and agreed with their suggestion. In the process of creating consistency we brainstormed a few alternatives that could resolve this problem. After careful thought and consideration we selected and implemented the changes that we believed to be the most user friendly. Continuous integration of feedback and iterating are important actions in our prototype's developmental process.