

CMPE 272 FALL 2018 – Team Project

AIRPORT ASSISTANT FOR ELDERS

Design Mockup

**Project Team 7**

**Members:**

Avinav Tyagi

Shubham Shrivastava

Mrinalini Gopalakrishnan

Caroline Chandraguptharajah

# Empathy Map

### **Say**

- I have never travelled by flight before.
- How to know where to go to board the flight?
- What are the procedures?
- Where do I eat if I feel hungry?
- How long should I wait for the flight?
- How will I know when the flight has arrived?
- Whom should I ask if I have doubts?
- What if I do something wrong?
- Who will help me?
- I am not skilled at using technology.
- Will I get someone to assist me?

### **Think**

- Will I face any problem taking the luggage?
- How to find my flight number?
- How will I know what to do next?

### **Do**

- Find a companion to travel with
- Ask for wheelchair assistance from airlines even if healthy
- Ask family member to give instructions on phone constantly.
- Avoid traveling alone.

### **Feel**

- Scared about the journey
- Worried of getting lost or doing the wrong thing
- Embarrassed due to lack of knowledge

# User Personas

# John

age: 72  
residence: Canada  
education: Graduate  
occupation: Retired banker  
marital status: Widowed



*"retirement is not an end, but rather a new beginning"*

John has recently retired after working as a bank clerk for over 15 years. He is looking forward to enjoying life after retirement.

## Comfort With Technology

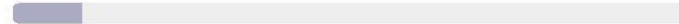
### INTERNET



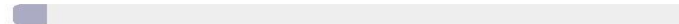
### SOFTWARE



### MOBILE APPS



### SOCIAL NETWORK



## Needs

- He wishes to explore the world.
- Wants to see new places and new cultures.

## Values

- Meticulousness
- Self-reliance

## Criteria For Success:

Fulfillment in every task undertaken.

## Wants

- To enjoy his life to the fullest.

## Fears

- Has never traveled by flight.
- Fear of handling the rigors of air travel alone.

# Elizabeth

age: 61  
residence: Kentucky  
education: High school  
occupation: Housewife  
marital status: Married. Has 1 son.

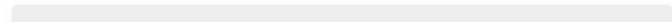


*"Love unconditionally"*

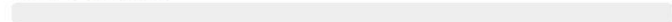
Elizabeth is a stay-at-home wife. She lives with her husband, who works as a police officer. Her son has settled down in Paris, France. Her son works as a corporate executive with extremely demanding schedules.

## Comfort With Technology

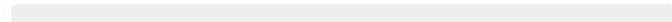
INTERNET



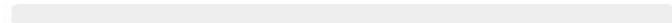
SOFTWARE



MOBILE APPS



SOCIAL NETWORK



## Needs

- A companion to travel with her.

## Values

- Relationships and family come first.

## Criteria For Success:

To see her family well taken care of.

## Wants

- To visit her son in France.
- Has been waiting for her husband to get a vacation to travel with her.

## Fears

- Does not want to take a flight journey alone.
- Is not tech-savvy.

# Hill

"Elderly people should be able to undertake air travel alone with ease and confidence"

# Scenario Map



John – Retired banker.

Decides to take his first solo air travel. He gets his flight tickets booked through an agent and arrives at the airport on the day of his travel.

He arrives at the airport and has no idea what to do next.

He enters the flight number

He begins navigation to the airport gate for his flight.

He completes check-in and now wants to proceed to the gate.

How will he open our AirportNavigator App?

Does he need to give any other information?

We must first guide him to the check-in counter.

Inform about upcoming security checks and display tips on documents to be carried.

We need to display the flight timings and gate details on receiving the flight number.

Show important information regarding baggage check-in (based on the airport) and guide to the airline's check-in counter.

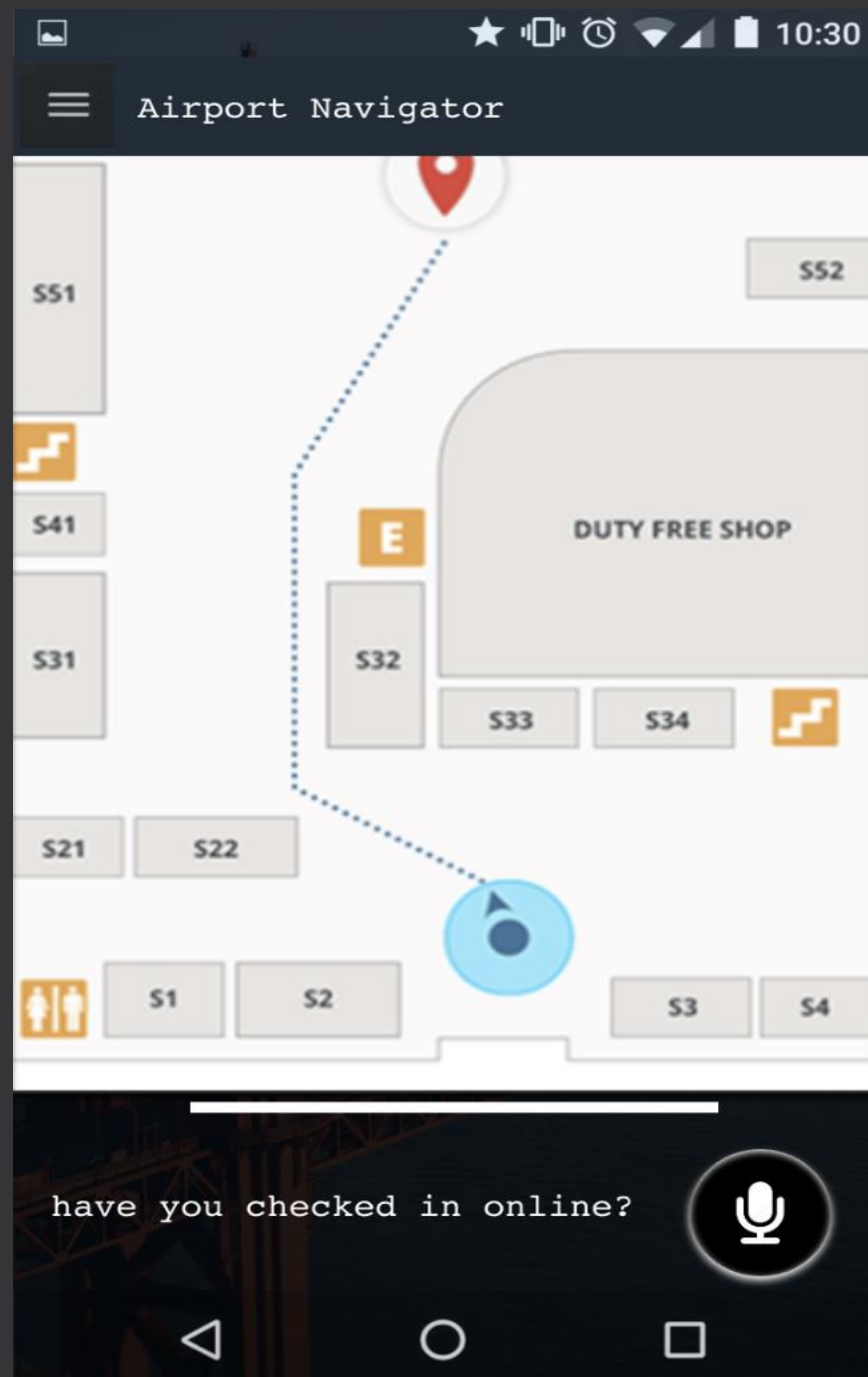
After crossing the security check, continue navigation towards flight gate.



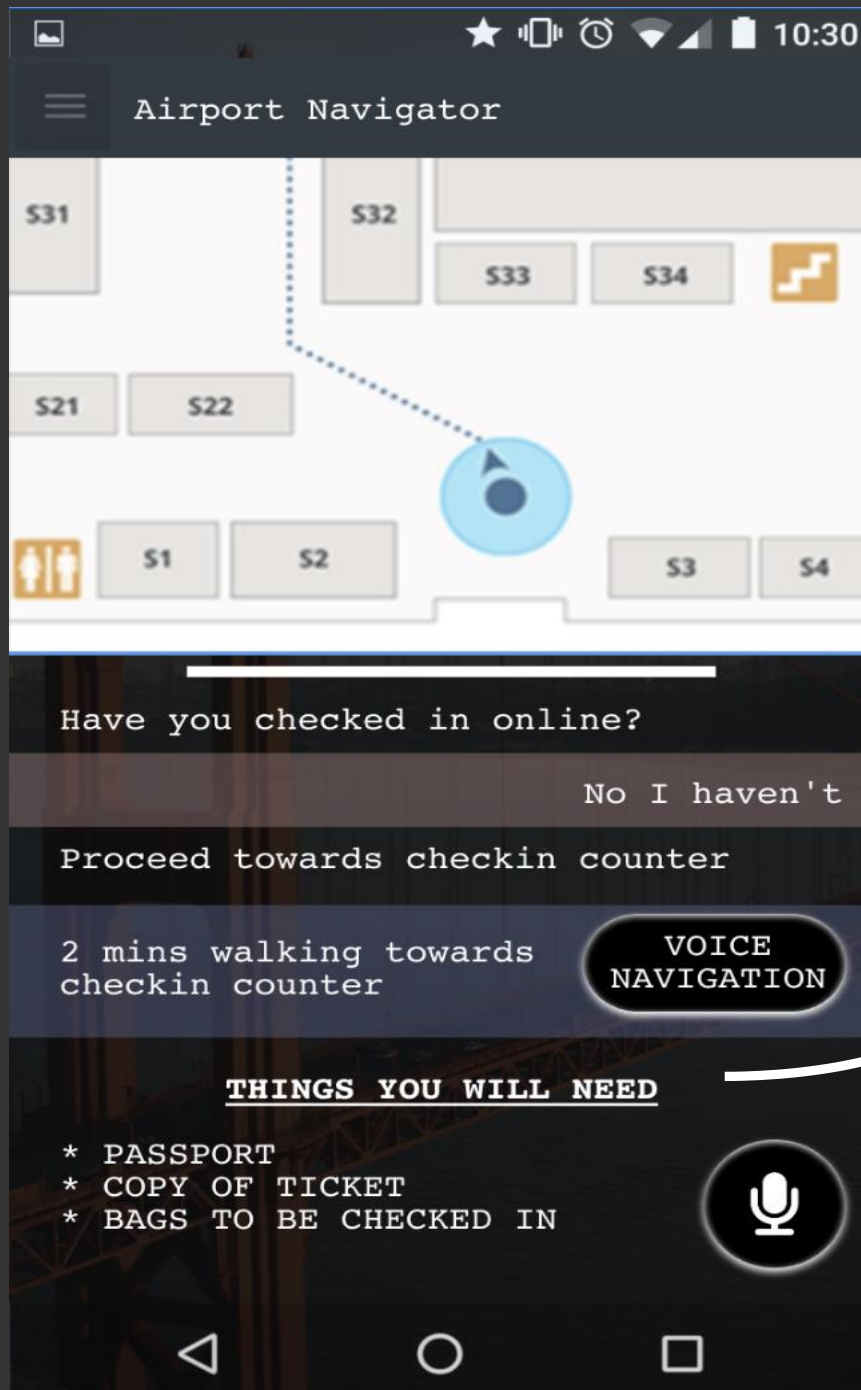
Open app on receiving voice input.  
User provides the flight number.



Display the flight details.

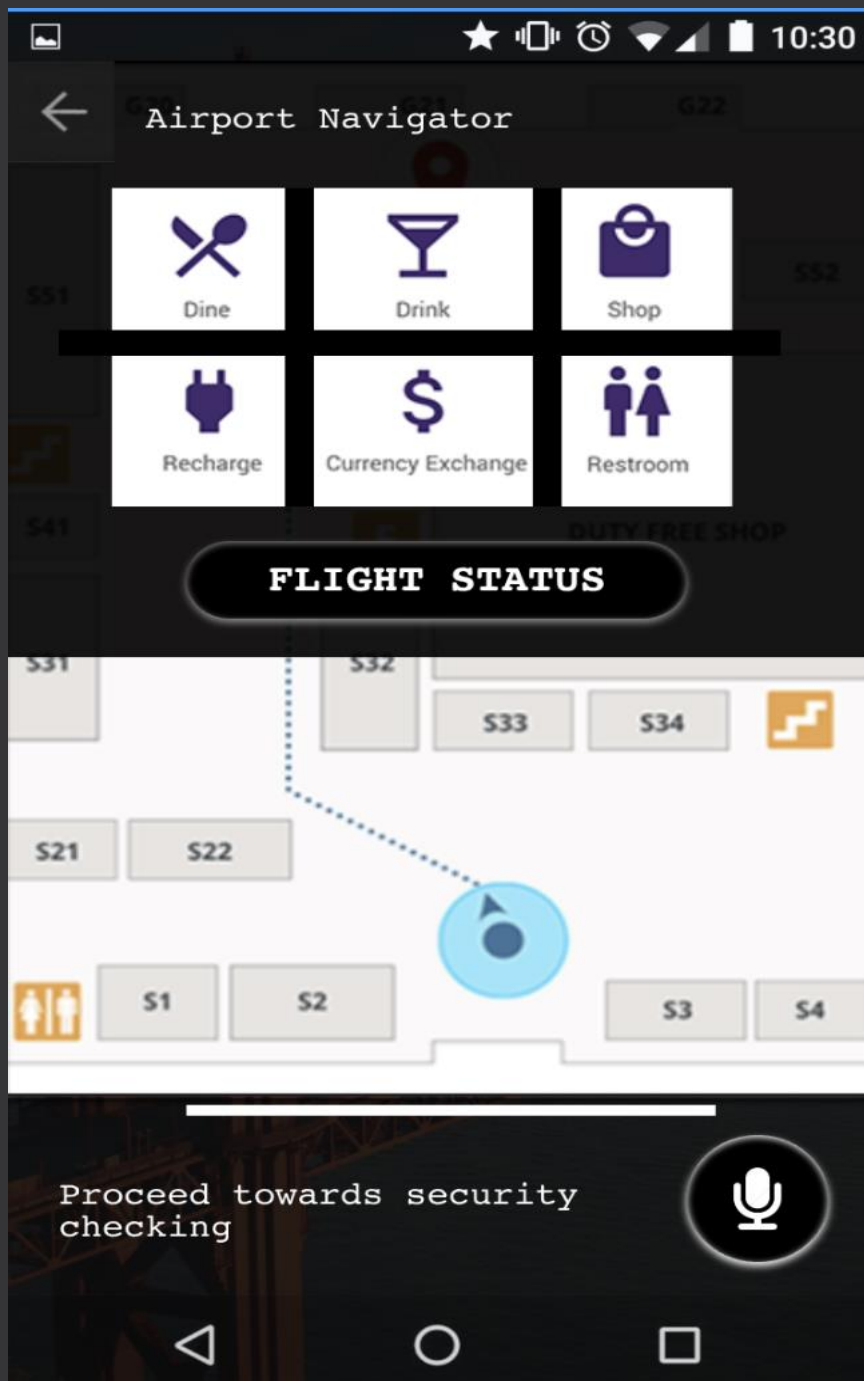


Voice based navigation to the check-in counter and departure terminal.



Based on voice inputs, direct user to the next steps in the boarding process.

Show reminders to prepare for upcoming security checks.



Tools used:

Empathy Map template:

[https://dloft.stanford.edu/sites/g/files/.../college\\_access\\_design\\_challenge\\_slides.pptx](https://dloft.stanford.edu/sites/g/files/.../college_access_design_challenge_slides.pptx)

Persona Creation:

<https://personagenerator.com/>