

# CSC425 Deliverable 2: User Research & Problem Definition Submission Template

**Student Name:** Rizwan Syed

**Branch Name:** d2-RizwanSyed

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## Target User Group

### Medical Students

Undergrad premed students that are having a hard time finding opportunities for shadowing, research, etc.

## Problem Description

Medical students that are looking for opportunities to shadow doctors are having trouble finding opportunities to shadow. This situation creates a danger of losing high-quality medical practitioners, as many shadowing opportunities come about via networking. Our product will maintain connections with willing medical practitioners and manage the contact and application processes for the students, so that the medical practitioners that are willing to offer shadowing hours to students with whom they do not already have a connection will be easy to find.

## Evidence of the Problem \*\*

- *"I've been looking for shadowing opportunities for the past year and have had no luck. I've cold called/emailed/gone to offices with a cover letter and resume, asked my PCP, and contacted Graduate Medical Education offices as well... I'm feeling really discouraged and honestly about to quit premed"* — Student Doctor Network Post <https://forums.studentdoctor.net/threads/struggling-with-finding-shadowing.1494556/>
- *"Is anyone else having a very hard time finding docs to shadow? I am taking a gap year and I currently work in a hospital. I have asked so many doctors to let me shadow them and I have been able to shadow [three]."* - Reddit User

## "How Might We" Statement

How might we reduce (social) barriers to finding shadowing opportunities for medical students so that education can be more streamlined?

## User Persona

**Name:** Doe, John

**Age:** 21

**Occupation:** Student

**Location:** New York City, New York.

**Goals:** Complete his premed degree and try to get some shadowing experience.

**Frustrations:** Hard to find willing medical practitioners for shadowing opportunities.

**Technology Comfort Level:** Moderate-High (young student)

## **Ethical Lens Applied**

### **Principle: Access to education**

- **Application:** This issue reduces the quality of education that students will receive by reducing the amount of hours that students are able to acquire.
- **Stakeholders Impacted:** Medical students, medical practitioners, people that use medical services.
- **Professional Standard:** The World Federation for Medical Education Standards for Basic Medical Education standard 4.2 “The medical school provides students with accessible and confidential academic, social, psychological, and financial support services, as well as career guidance.”
  - While these students are not yet actually in medical school, this standard does still indicate that access to career guidance and academic resources are expected for students that study medicine.