

ROOM RAIDER

User Analysis Report
Hop-Scotch Mafia

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1 User Overview

A total of 7 UVic students were interviewed, yielding a selection of some potential Room Raider users. Additionally, students were interviewed from a variety of faculties and programs in order to obtain the best possible representation of the features that should be implemented.

2 User Analysis

Based on the interviews conducted, a typical user of Room Raider has the following characteristics:

- Studies at the University of Victoria
- Finds it difficult to find a suitable study group location
- Has an above-average understanding of general technologies
- Smartphone user
- Actively participates in group study
- Desires additional methods of contacting classmates

3 Interview Results

Users interviewed were drawn from second, third, and fourth year students at the University of Victoria. From the interviews, it was found that all potential end-users own some kind of device which allows them to connect to the internet, either a smartphone or some form of computer (laptop or desktop). Many interviewees currently use Facebook to communicate with members of their study groups; these end-users would like to see some kind of group chat functionality, as well as functionality to match schedules in order to find appropriate meeting times and places. People who currently use Google Docs to create documentation for group projects want some way to share the URLs for those documents. All of the students interviewed agreed that group study was fundamental for academic success.

Questions asked included a mix of closed and open ended questions. Out of 10 questions, 3 were multiple choice, while the remaining 7 were open ended. This allowed respondents to give input on desired features and offer information about their prior experience with group study on campus and group management systems. One question had 7 parts, asking subjects about difficulties encountered in finding study areas on campus. From this it was gleaned that study locations are hardest to find from just before noon up to the early evening, and that the locations that are entirely occupied at those times are those in the libraries. Internet and power are the highest priorities for people looking for study areas, along with comfort and a lack of distractions.

4 System Tasks

Interviewing potential users yielded a good idea of what they want to accomplish with such an application. The system envisioned includes facilities to:

1. schedule meeting times and spaces -critical
2. chat with group members -somewhat important
3. share documents -low priority

In addition to finding study space, a chat system was found to be a priority. It needs to be easy to make groups and chat. Important functionality includes facilities to:

1. find good and available study locations -critical
2. send/receive messages -critical
3. see what users are online -critical
4. create groups for chat -somewhat important
5. chat privately -low priority
6. send documents over chat -low priority
7. link to a document editing service -low priority

4.1 Expectations vs. Outcome

Individuals interviewed expressed a need for file-sharing functionality within a group study coordination system. This was originally envisioned to be extraneous as Google Docs is a very usable, mature collaborative space platform. The convenience of a collaborative space within a group study tool is apparent.

5 Personas

5.1 Persona 1: Mark

Mark is a 19 year old business major in his 2nd year of study. He is a team leader for a group project, but he has limited time to meet with his group. He takes full-time classes and works part-time so he is available mostly on weekends and a couple weekday evenings. His group needs to meet at least once per week to coordinate tasks and discuss each other's work, but their varied schedules make finding a time and place difficult. Mark uses many scheduling and communication tools to organize his life but still struggles to find suitable study locations.



5.2 Persona 2: Celine

Celine is a 31 year old medical student who struggles to balance her active lifestyle with her class workload. Though she is not involved in any group projects, she still finds it useful to ask and discuss questions/thoughts with her classmates. She lives off-campus, and would like to find quiet places to study where she will not be disturbed. Celine uses a notebook to keep track of her appointments and schedule her days and has very little experience with any form of group communication tool or scheduling app.



6 Scenarios

6.1 Scenario One: Receiving/Sending Chat Messages

Mark's group is expected to do independent work on their project, but they want to keep in touch with each other. Mark informs his group of Room Raider and adds their account info to a group. Upon the creation of the Room Raider group, a chat associated with the group is automatically created, and the people in the group are able to chat amongst themselves. Because Mark created the group, he is the owner of the group and has the ability to change group settings.

Creating a private study group or team chat is one of the primary functionalities of Room Raider. Although users might not have to create groups very often, once in a group, the other services offered by Room Raider will be made available to them.

6.2 Scenario Two: Scheduling Meeting Time and Place

Mark is trying to coordinate a group meeting for his group to meet to discuss some research findings. Mark opens Room Raider and examines the schedule for his group. He notices that Wednesday evening at 5PM is available for all group members, so he schedules a meeting at that time, then chooses an empty classroom which is available at the time. Room Raider automatically sends a notification to his team members informing them of the date and time.

This scenario highlights the issue users face in finding study space for groups and how the proposed system will rectify that issue. It also illustrates how members of a group need not inquire as to when study will take place since they will be automatically informed of the time and place by Room Raider.

6.3 Scenario Three: URL Sharing and Chat History

Celine has been working with a group of her classmates on Friday evenings in preparation for her finals. She was planning to review old midterm examinations in preparation for the exams, which were sent to her via URL links in her group chat. She opens the URL history of the chat and finds the link which was sent by her classmates two months ago.

This scenario was chosen because it demonstrates the speed and efficiency of the history tool. Without this tool, Celine would have had to search through months of group messages to have a chance of finding the links she needed, instead she got them quick and was able to get more studying done.

7 Interview Questions

1. How often do you study with another student?
 - a. Daily
 - b. Multiple times per week
 - c. Once a week
 - d. A few times a month
 - e. For exams only
 - f. Never
2. If you are part of a study group, how do you communicate?
3. What communication-related features would you like to see in an academic group coordination app?
4. In your personal experience, how important is group study to the success of a student?
 - a. Very Important
 - b. Somewhat Important
 - c. Neutral
 - d. Not very important
 - e. Not at all important
5. Do you have trouble finding a good study location on campus?
 - a. If yes, how often?
 - b. If yes, where?
 - c. When is finding a good study location most challenging?
 - d. Where do you usually study?
 - e. How does your favourite study location's availability vary?
 - f. Do you book study locations ahead of time?
 - i. How far ahead?
6. What kinds of amenities do you look for when finding an appropriate study location?
7. What kind of group communication tools, if any, have you used before?
8. Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.
 - a. University study groups
 - b. Extracurricular clubs
 - c. Personal use
 - d. Other: _____
 - e. None
9. On what platform(s) do you regularly conduct communication with classmates (if any)?
10. If you use chat systems, which is your favorite?
 - a. What features do you like from this system?

Appendix A: Transcripts/Notes

Participant 1

Year: 3rd

Major: CSC

Info: Not really shy but does have trouble meeting people in class. A little awkward. Flouts social norms.

Name of Interviewer: Carl Masri

Date: 23rd Jan, 2015

How often do you study with another student?

Multiple times per week

If you are part of a study group, how do you communicate?

Texting, Face-to-Face

What communication-related features would you like to see in an academic group coordination app?

- Chat room: timestamps on messages, real names
- Group chat rooms: ability to invite users to group chats
- App maintains users individual group chats
- Clicking individual names opens a private messaging option
- Drag+Drop files into chat: adds minimized picture of the file (users click to enlarge)
- ‘Present users’ list
- Persistent messages (messages don’t clear when you log out)
- Offline invite to group chat rooms

In your personal experience, how important is group study to the success of a student?

Very important

Do you have trouble finding a good study location on campus?

Yes

If yes, how often?

Approx once/week. More often during finals.

If yes, where?

“Campus. Stupid question”

When is finding a good study location most challenging?

Exams

Where do you usually study?

Library

How does your favourite study location’s availability vary?

Favourite study locations are often based on availability. 3rd floor lib always has room.

Do you book study locations ahead of time?

No.

What kinds of amenities do you look for when finding an appropriate study location?

(In order of importance starting with most important first)

Power, tablespace, group work space, computers, comfy chairs, people watching

What kind of group communication tools, if any, have you used before?

Texting, Chat, Social Media, Google Docs

Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.

University study groups

Personal use

Group communication

Asking questions

On what platform(s) do you regularly conduct communication with classmates (if any)?

Mobile, Web

If you use chat systems, which is your favorite?

ConneX, really only one I've used.

What features do you like from this system?

Persistence, forces users to use real names, message timestamps, coloured names.

Participant 2

Year: 3

Major: Elementary Education

Info: Reserved but works well with groups

Name of Interviewer: Konrad Schultz

Date: 22nd Jan, 2015

How often do you study with another student?

Multiple times per week

If you are part of a study group, how do you communicate?

Google Docs, text messaging, Facebook, in person

What communication-related features would you like to see in an academic group coordination app?

Messaging, document sharing

In your personal experience, how important is group study to the success of a student?
Very Important

Do you have trouble finding a good study location on campus?

No

When is finding a good study location most challenging?

10-2

Where do you usually study?

Curriculum Library

How does your favourite study location's availability vary?

It is sometimes available

Do you book study locations ahead of time?

Yes

How far ahead?

1 week

What kinds of amenities do you look for when finding an appropriate study location?

Snacks, tables, comfy chairs, plugs

What kind of group communication tools, if any, have you used before?

Google Docs, Facebook

Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.

University study groups

Extracurricular clubs

Personal use

On what platform(s) do you regularly conduct communication with classmates (if any)?

Google Docs, Facebook

If you use chat systems, which is your favorite?

Facebook

What features do you like from this system?

Groups are easy

Participant 3

Year: 3

Major: Electrical Engineering

Info: Hates group work but understands the necessity

Name of Interviewer: Konrad Schultz

Date: 22nd Jan, 2015

How often do you study with another student?

Multiple times per week

If you are part of a study group, how do you communicate?

Verbally, text messages

What communication-related features would you like to see in an academic group coordination app?

Dropbox-esque features, chat

In your personal experience, how important is group study to the success of a student?

Very Important

Do you have trouble finding a good study location on campus?

Yes

If yes, how often?

Around finals

If yes, where?

Outdoors

When is finding a good study location most challenging?

Finals/midterms

Where do you usually study?

ECE room

How does your favourite study location's availability vary?

Free

Do you book study locations ahead of time?

No

What kinds of amenities do you look for when finding an appropriate study location?

Water, washroom, power, moderate noise level

What kind of group communication tools, if any, have you used before?

Facebook, Google Docs, Dropbox

Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.

University study groups

Extracurricular clubs

On what platform(s) do you regularly conduct communication with classmates (if any)?

n/a

If you use chat systems, which is your favorite?

Facebook

What features do you like from this system?

Everyone has it

Participant 4

Year: 3

Major: Physics

Info: Outgoing

Name of Interviewer: Konrad Schultz

Date: 22nd Jan, 2015

How often do you study with another student?

Daily

If you are part of a study group, how do you communicate?

Verbally, text messaging

What communication-related features would you like to see in an academic group coordination app?

Folder sharing and social networking

In your personal experience, how important is group study to the success of a student?

Very important

Do you have trouble finding a good study location on campus?

No

Where do you usually study?

ELW/ECS

How does your favourite study location's availability vary?

Always available

What kinds of amenities do you look for when finding an appropriate study location?

Internet, power, good lighting, comfy chairs

What kind of group communication tools, if any, have you used before?

Dropbox, Facebook

Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.

University study groups

On what platform(s) do you regularly conduct communication with classmates (if any)?

Text, email, Facebook

If you use chat systems, which is your favorite?

Facebook

What features do you like from this system?

Has all contacts

Participant 5

Year: 4

Major: Electrical Engineering

Info: Quiet

Name of Interviewer: Konrad Schultz

Date: 22nd Jan, 2015

How often do you study with another student?

Daily

If you are part of a study group, how do you communicate?

In person

What communication-related features would you like to see in an academic group coordination app?

Set meeting time, chat related to the meeting

In your personal experience, how important is group study to the success of a student?

Very important

Do you have trouble finding a good study location on campus?

No

Where do you usually study?

Empty lab

How does your favourite study location's availability vary?

Always available

Do you book study locations ahead of time?

No

What kinds of amenities do you look for when finding an appropriate study location?

Computers, plugs, space

What kind of group communication tools, if any, have you used before?

Google Hangouts, Facebook

Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.

University study groups, extracurricular clubs

On what platform(s) do you regularly conduct communication with classmates (if any)?

Facebook

If you use chat systems, which is your favorite?

Facebook

What features do you like from this system?

Everyone is on it, no signup necessary

Participant 6

Year: 2nd

Major: Computer Science

Info: Quiet, but always willing to speak up to help others or to ask questions

Name of Interviewer: Nathan Burrell

Date: January 20th, 2015

How often do you study with another student?

Several times per week

If you are part of a study group, how do you communicate?

Generally Facebook, or else in-person or via text

What communication-related features would you like to see in an academic group coordination app?

Private group chat, and a contact list with the ability to make groups

In your personal experience, how important is group study to the success of a student?

Very important

Do you have trouble finding a good study location on campus?

Yes

If yes, how often?

Rarely

If yes, where?

Empty Classrooms

When is finding a good study location most challenging?

Weekday afternoons

Where do you usually study?

Library or empty classrooms

How does your favourite study location's availability vary?

More available in the evenings

Do you book study locations ahead of time?

No

What kinds of amenities do you look for when finding an appropriate study location?

Quiet, private, blackboard/whiteboard, seating

What kind of group communication tools, if any, have you used before?

Facebook, text, email, Doodle, Google Drive

Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.

University study groups

Personal use
Extracurricular Activities

On what platform(s) do you regularly conduct communication with classmates (if any)?

Facebook, text, email

If you use chat systems, which is your favorite?

Facebook

What features do you like from this system?

Can easily create groups

Participant 7

Year: 2nd

Major: Civil Engineering

Info: Outgoing

Name of Interviewer: Jakob Roberts

Date: January 25th, 2015

How often do you study with another student?

Multiple times per week

If you are part of a study group, how do you communicate?

Words/hand gestures

What communication-related features would you like to see in an academic group coordination app?

Cross Platform & Simple to Use

In your personal experience, how important is group study to the success of a student?

Important

Do you have trouble finding a good study location on campus?

Yes

If yes, how often?

All time time

If yes, where?

Everywhere, too many students and not enough space

When is finding a good study location most challenging?

Around midterms and final exams

Where do you usually study?

Home - Alone

How does your favourite study location's availability vary?

Greatly

Do you book study locations ahead of time?

No

What kinds of amenities do you look for when finding an appropriate study location?

Room to spread out, closed from outside influences

What kind of group communication tools, if any, have you used before?

Tello, Hipchat, Flowdock, Facebook, Skype, Google Docs

Choose all ways you would use a group communication tool. Indicate whether you find the method used to be effective.

University study groups

Personal use

Extracurricular Activities

On what platform(s) do you regularly conduct communication with classmates (if any)?

Facebook, Flowdock

If you use chat systems, which is your favorite?

ICQ

What features do you like from this system?

-

