



GENCON SG

**WEB DEVELOPMENT
PROJECT AY2025**

GENCON SG

BY RAI, HONG YOU, ASHER & TIAN AN



OUR TEAM

Team Leader
Hong You

Members
Rai, Asher & Tian An

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PROBLEM STATEMENT



Intergenerational connections in Singapore are **weakening** due to short-term programmes and **lack of sustained interaction between youth and seniors**.



- Youth don't stay in touch after one-off VIA events
- Seniors feel lonely
- Youth lose exposure to culture, stories, heritage
- No platform for sustained, meaningful interaction



BRIDGING INTERGENERATIONAL INTERACTION IN SINGAPORE

What is Gencon SG?:

GenCon SG is a Web platform that helps **youth** and **seniors** in Singapore stay **connected** through digital storytelling, shared activities, and simple messaging designed to be **accessible, friendly, and sustainable.**



SENIOR - PERSONA



Mdm Tan Mei Ling

Age: 67

Status: Retired

Quote:

I feel lonely and I have stories to share, but I don't know where or how to share them."

Goals

- Share life stories and experiences
- Stay socially and mentally active
- Learn basic digital tools comfortably
- Feel valued in the community

Needs

- Simple, large-text interface
- Voice-based options
- Safe, moderated communication
- Guided conversation starters

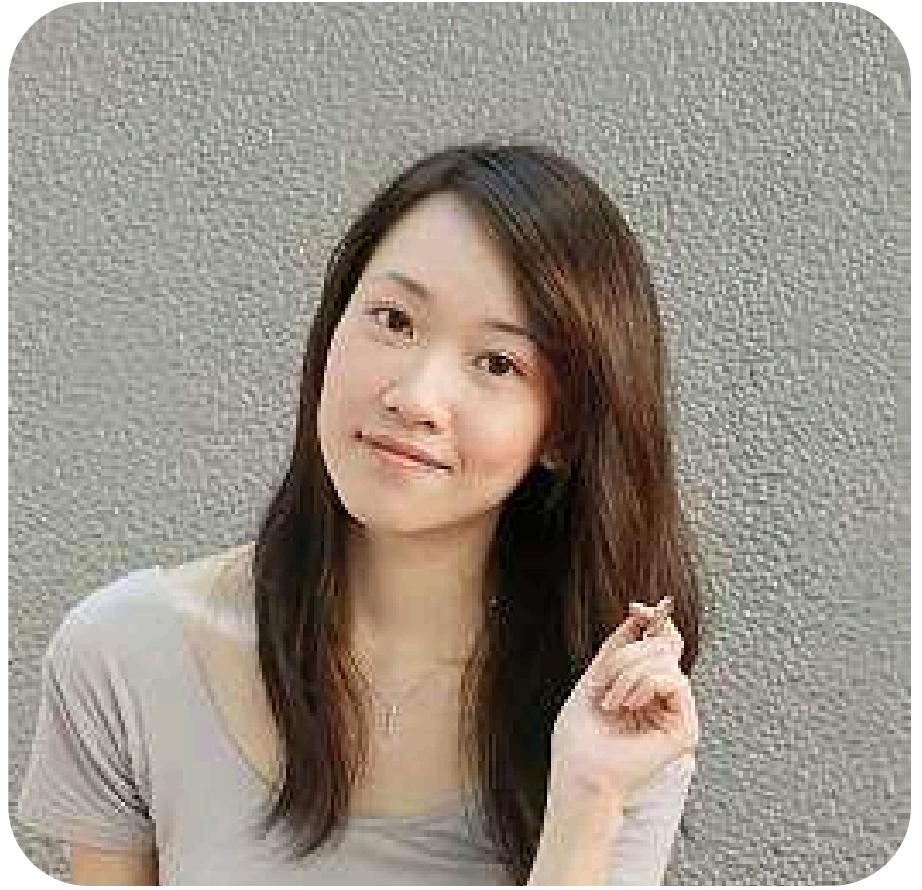
Pain Points

- Fewer social interactions after retiring
- Finds modern apps overwhelming
- Fear of online toxicity
- Struggles with small text, complex UI

Background

Retired teacher. Uses WhatsApp but finds apps confusing. Wants to share stories safely.

YOUTH - PERSONA



Sarah Lim

Age: 20

Education: Cybersecurity

Student

Quote:

"I don't mind helping seniors — I just don't know how to keep the connection going after the event ends."

Goals

- Complete VIA requirements meaningfully
- Build a digital portfolio for university/scholarships
- Connect with seniors naturally, not awkwardly

Needs

- Gamified platform (streaks, badges, points)
- Achievement to showcase volunteering
- Safe conversation and activity suggestions

Pain Points

- Conversations fade after one-off events
- No rewards or recognition for ongoing engagement
- Awkward interactions with no guided topics

Background

Tech-savvy student active on social media. Joins VIA for school but finds it hard to stay connected.



Mr. Chen Wei

Age: 42

Role: VIA Programme

Coordinator

Quote:

"I need a system that tracks engagement while keeping everyone safe."

ADMIN - PERSONA

Goals

- Ensure safe, meaningful youth-senior interactions
- Track and report engagement easily
- Reduce administrative workload
- Demonstrate program impact to stakeholders

Needs

- Centralized dashboard for oversight
- Easy pair management
- Real-time engagement monitoring
- Exportable reports for audits

Pain Points

- Manual pair matching and follow-up
- No visibility into ongoing interactions
- Difficulty measuring program success
- Ensuring safety in digital communications

Background

VIA coordinator. Uses emails and sheets to manage pairs—time-consuming and messy.

FEATURES



Rai

Features:

- Story Sharing
- Messaging



Tian An

Features:

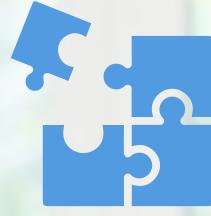
- Engagement
- Pair Management



Hong You

Features:

- Profile Management
- Community Building



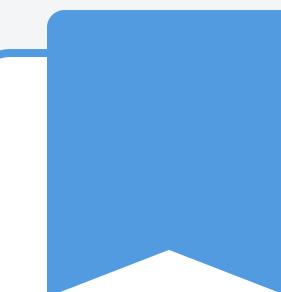
Asher

Features:

- Activity/Event Management
- Platform Overview

BUSINESS NEEDS

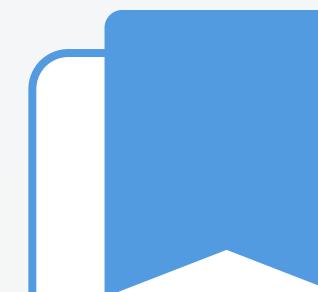
What our application needs



Need for Meaningful Story Sharing



Seniors' stories and memories are being lost. Youth lack accessible, engaging ways to learn from real-life history. Current platforms are too complex for seniors to share easily.



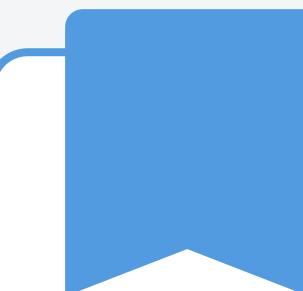
Need for Continuous, Safe Communication



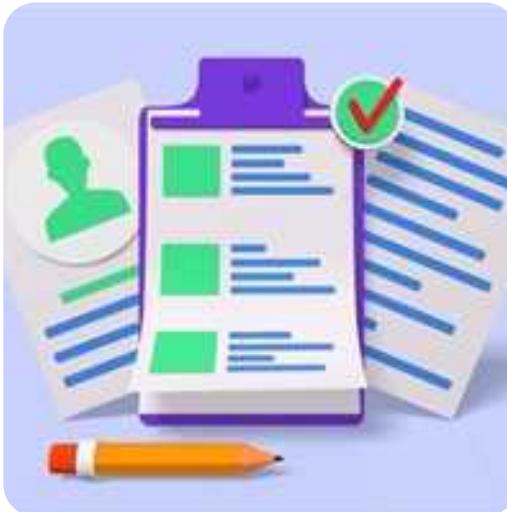
Communication between youth and seniors often drops off after events. Seniors fear online toxicity, scams, or harassment. Youth struggle to maintain respectful, ongoing conversations.

BUSINESS NEEDS

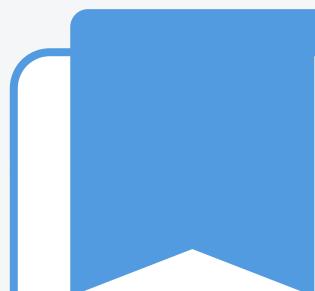
What our application needs



Need for Clear User Identity & Personalization



Users feel like anonymous profiles. Seniors struggle with small text and confusing layouts. Matching is random, not based on real interests leading to awkward, impersonal interactions.



Need for Community Building



One-on-one pairing can feel isolating. No space for group interaction or interest-based communities. Digital platforms lack "kampong spirit" and wider social networks.

BUSINESS NEEDS

What our application needs

Pair Management



Events are one-off with no follow-up. Seniors and youth lack structured ways to continue engaging. No central platform for activity discovery and participation.

Sustaining Engagement



Youth lose interest after initial events due to lack of incentives. No gamification or recognition for ongoing participation. Volunteer efforts often go unrecognized.

BUSINESS NEEDS

What our application needs

Need for Organized Ongoing Activities



Events are one-off with no follow-up. Seniors and youth lack structured ways to continue engaging. No central platform for activity discovery and participation.

Efficient Platform Oversight



Admins need tools to manage users, monitor content, and maintain platform safety to ensure a smooth and trustworthy experience for all.

RAI

Needs

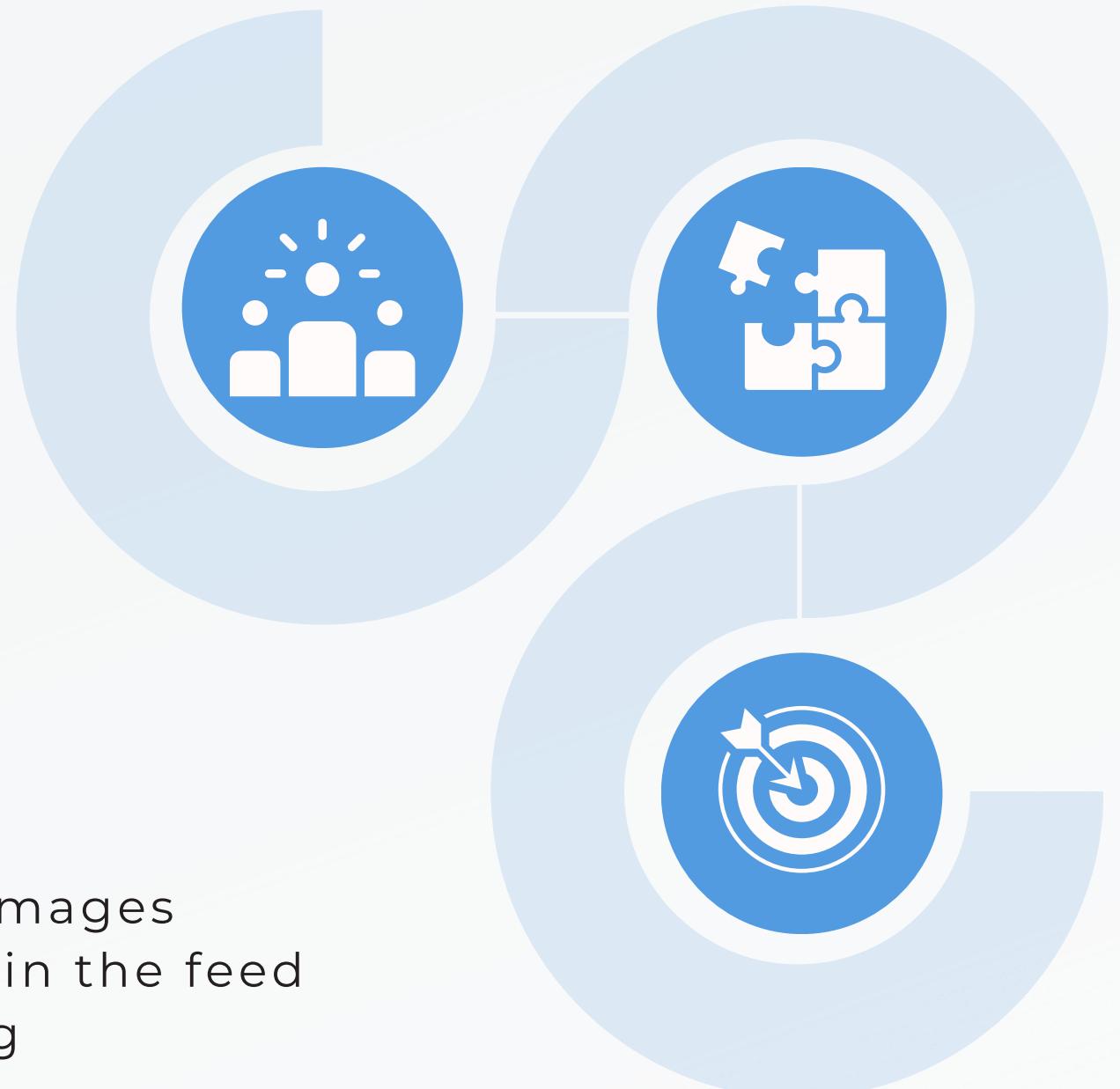
Meaningful Story Sharing

Solution

- Allows seniors to share stories easily with text, voice, or photos
- Organizes stories into a personalized feed for youth to explore
- Encourages interaction through likes, comments, and questions

CRUD

- Create – Seniors post a new story with text/voice/images
- Read – Youth and seniors browse and read stories in the feed
- Update – Edit story content or details after posting
- Delete – Remove a story from the platform



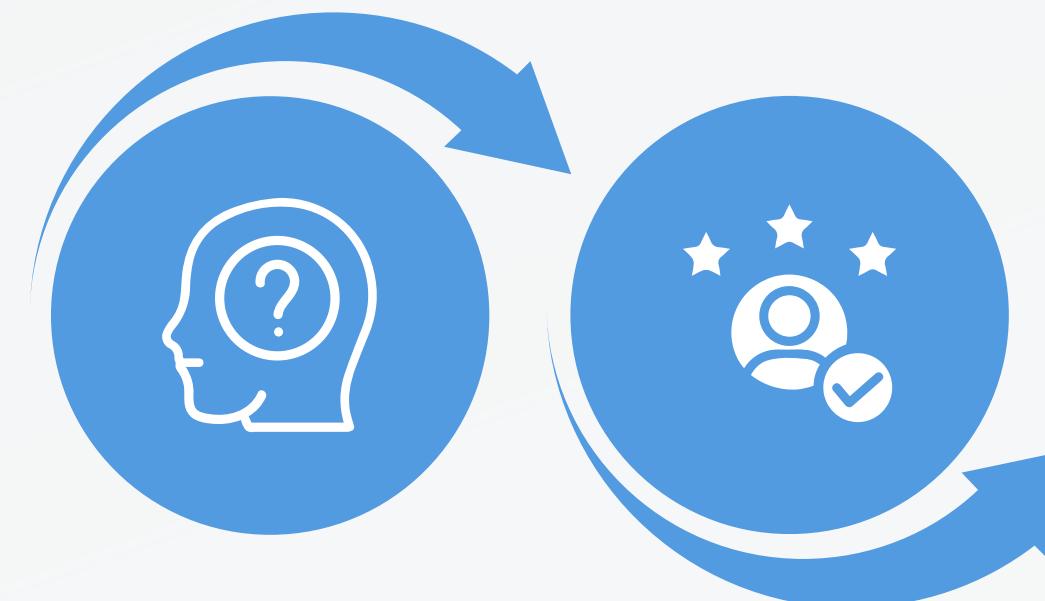
USER FLOW (YOUTH & SENIOR)

Need for Meaningful Story Sharing
(Story Sharing)

Select Senior/Youth

User **Selects** the role they want to access.

Senior/Youth

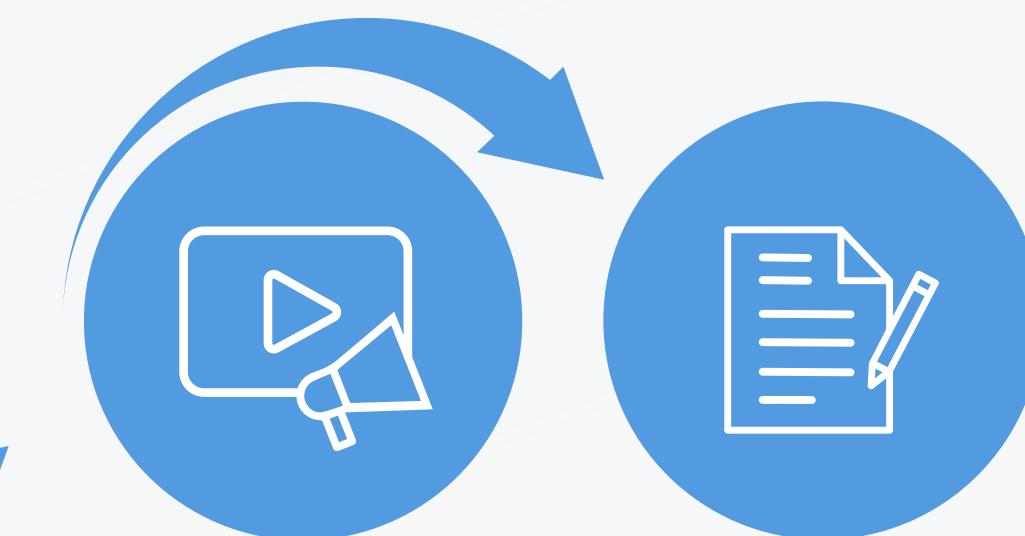


Login

User enters credentials to **login** into their account.

Stories/Feeds

User clicks on **Stories/Feed**.



Create/Interact

Seniors is able to **Post Stories**.
Youth/Seniors is able to **comments/Like** the posts.

RAI

Needs

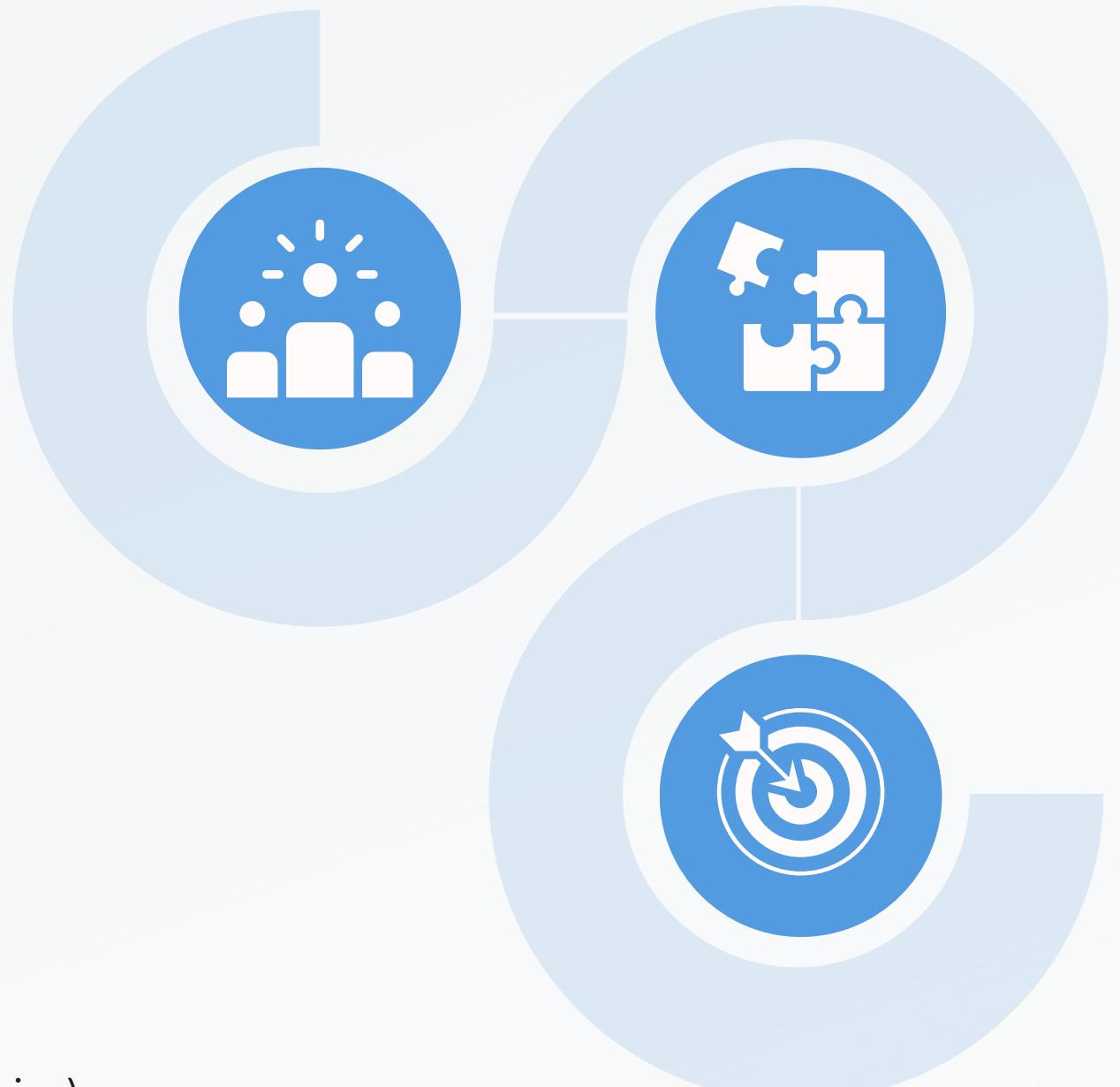
Continuous, Safe Communication

Solution

- Pairs youth and seniors in a safe, monitored chat environment
- Uses AI-powered message guardrails to flag inappropriate content
- Report Function for both sides

CRUD

- Create – Send a new message or voice note
- Read – View chat history and received messages
- Update – Edit sent messages (within time limit)
- Delete – Remove messages from chat (user or admin)



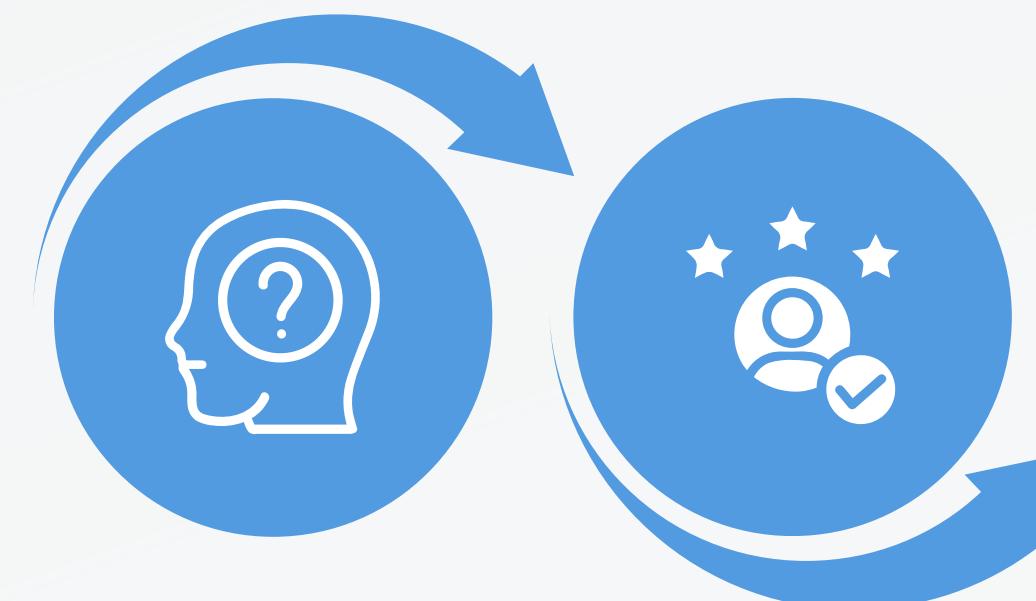
USER FLOW (YOUTH & SENIOR)

Need for Continuous, Safe Communication
(Messaging)

Select Senior/Youth

User **Selects** the role they want to access.

Senior/Youth

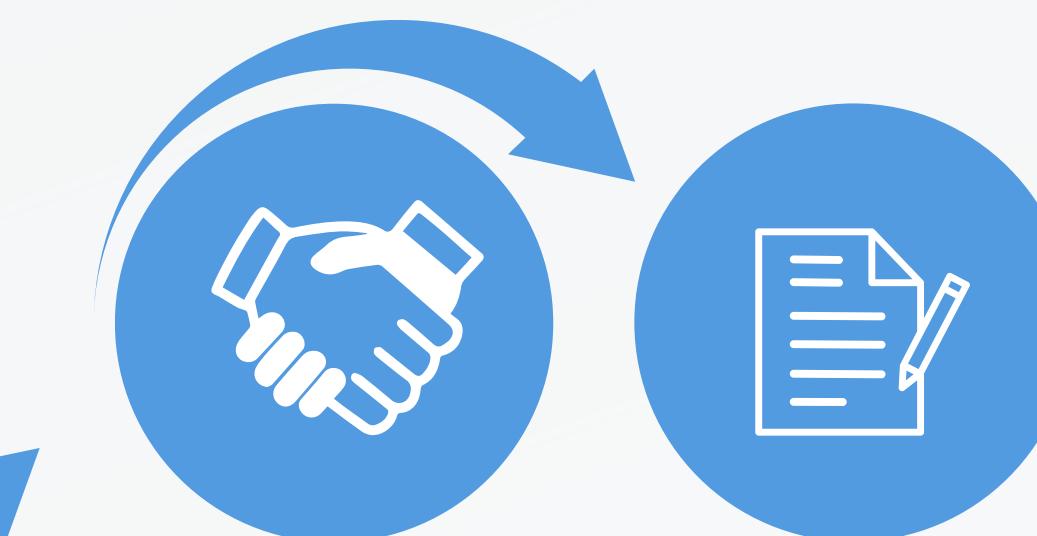


Login

User enters credentials to **login** into their account.

Message

User clicks on **Message**.



Messaging

Youth can engage in monitored **one-on-one chats** with seniors, with **safeguards against toxic behavior**. Report function for disrespectful behavior.

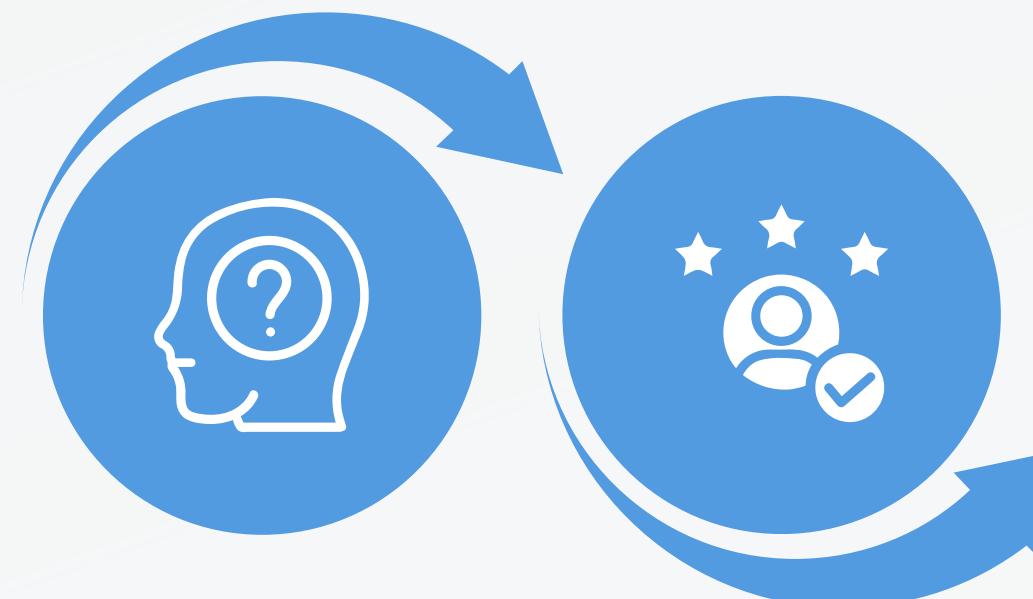
USER FLOW (ADMIN)

Need for Continuous, Safe Communication
(Messaging)

Select Admin

User **Selects** the role they want to access.

Admin

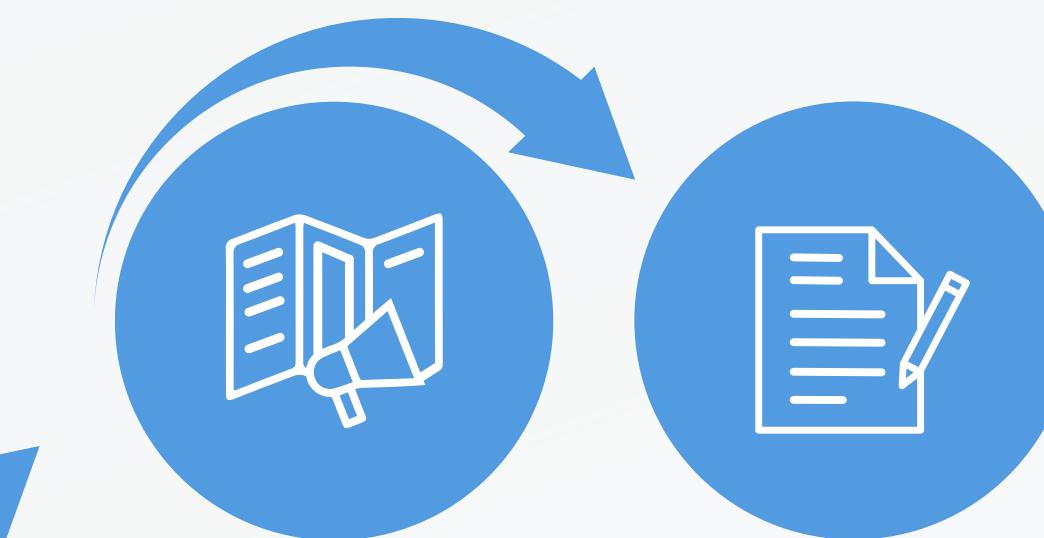


Login

User enters credentials to **login** into their account.

Report

User clicks on **Report Tab.**



Interacts

User is able to **Manage Reports by Disabling chat/Enabling**

HONG YOU

Needs

User Identity & Personalization

Solution

- Displays User Info
- Personalized profiles with Profile picture, Name, interests & languages
- Accessibility settings (text size, contrast, themes)

CRUD

- Create – Create New account/profile
- Read – View own and buddy's profile
- Update – Edit interests, languages, accessibility settings
- Delete – Remove Interest/Languages



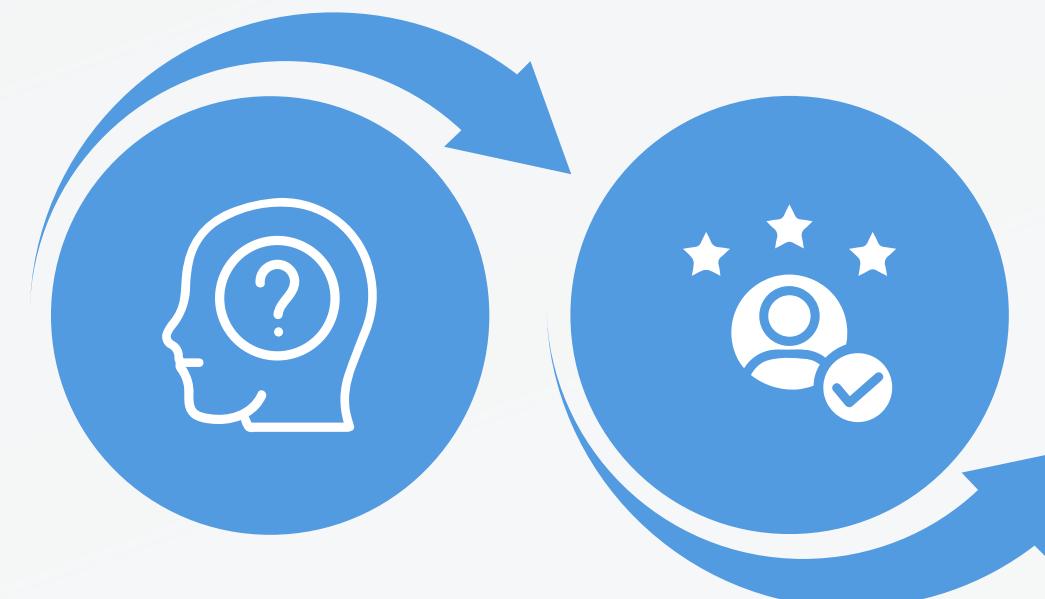
USER FLOW (YOUTH & SENIOR)

Need for User Identity & Personalization
(Profile management)

Select Senior/Youth

User **Selects** the role they want to access.

Senior/Youth

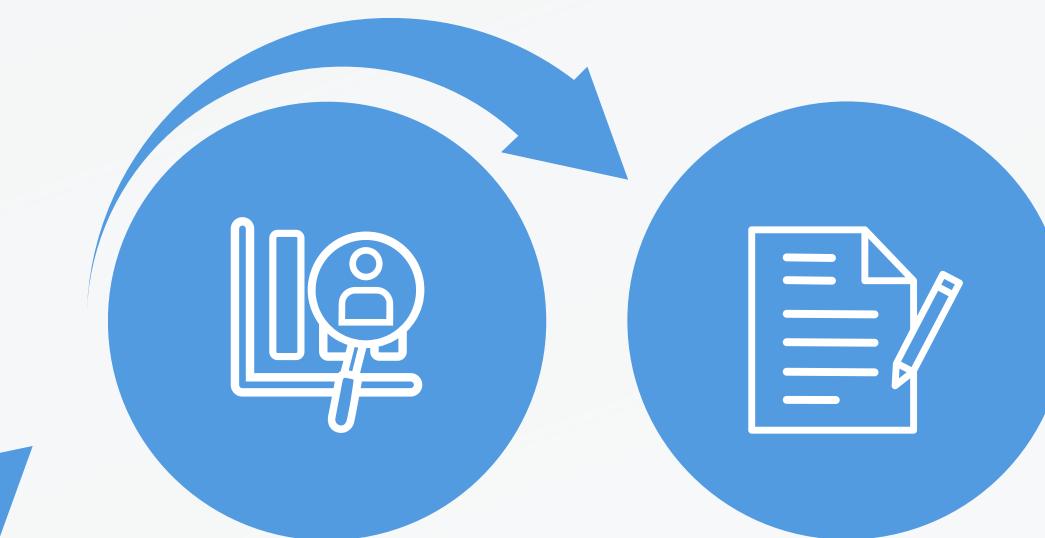


Login

User enters credentials to **login** into their account.

Profile

User clicks on **Profile Tab**.



Personalize

Users can check **user identity** and **personalize** their profile by editing their **interests** and choosing **custom themes or color contrast**.

HONG YOU

Needs

Community Building

- Admins create and manage communities
- Youth & seniors can browse, join, or leave communities freely
- Each community has a group chat for real-time discussions

Solution

- Create – Admins create new communities
- Read – Users browse and view communities & chats
- Update – Join/leave communities, edit community info (admin)
- Delete – Leave community, or admin deletes community

CRUD



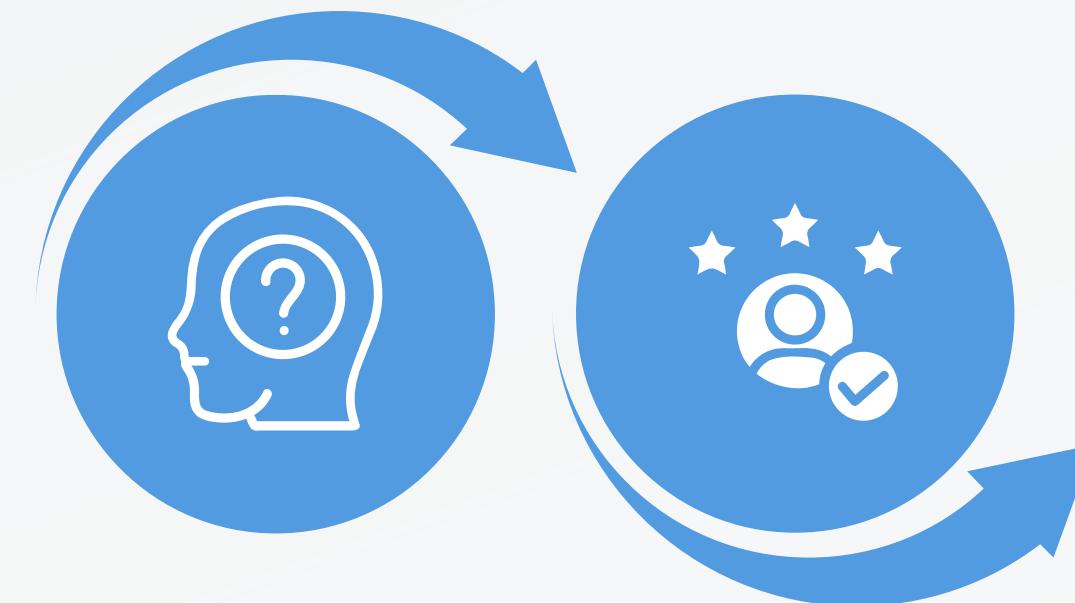
USER FLOW (YOUTH & SENIOR)

Need for Community Building
(Community Building)

Select Senior/Youth

User **Selects** the role they want to access.

Senior/Youth

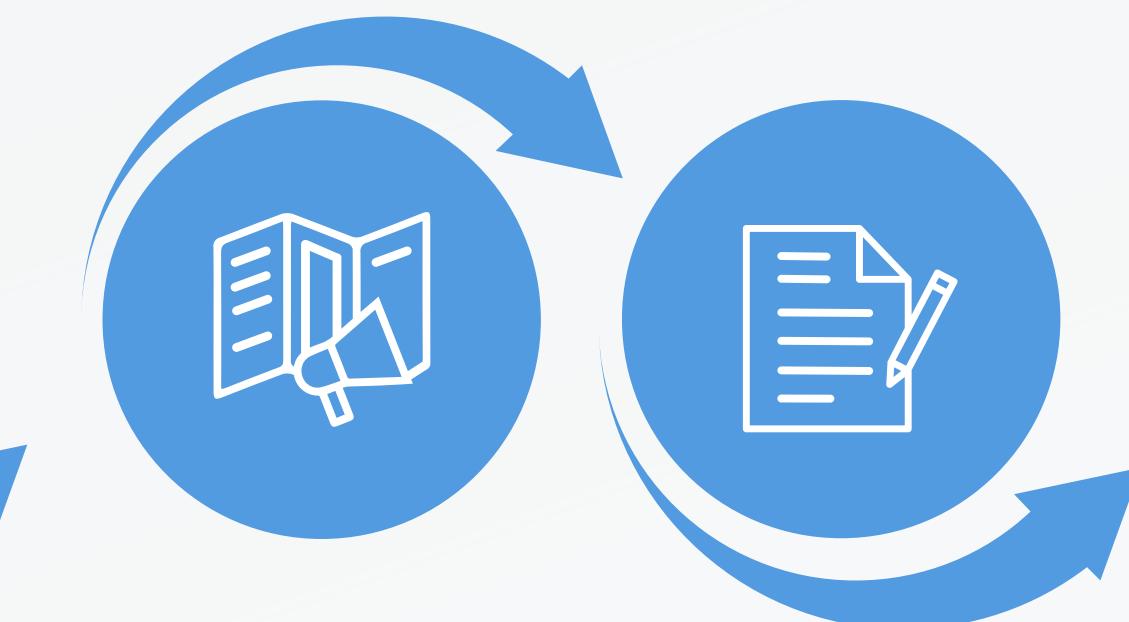


Login

User enters credentials to **login** into their account.

Communities/Group

User clicks on **Communities/Group Tab.**

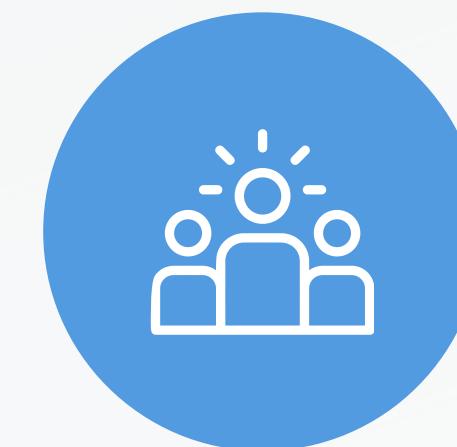


Select

User **Select** the **community** they wants to interact with.

Interect

User is able to **Join/Leave Communities** and interact with other members.



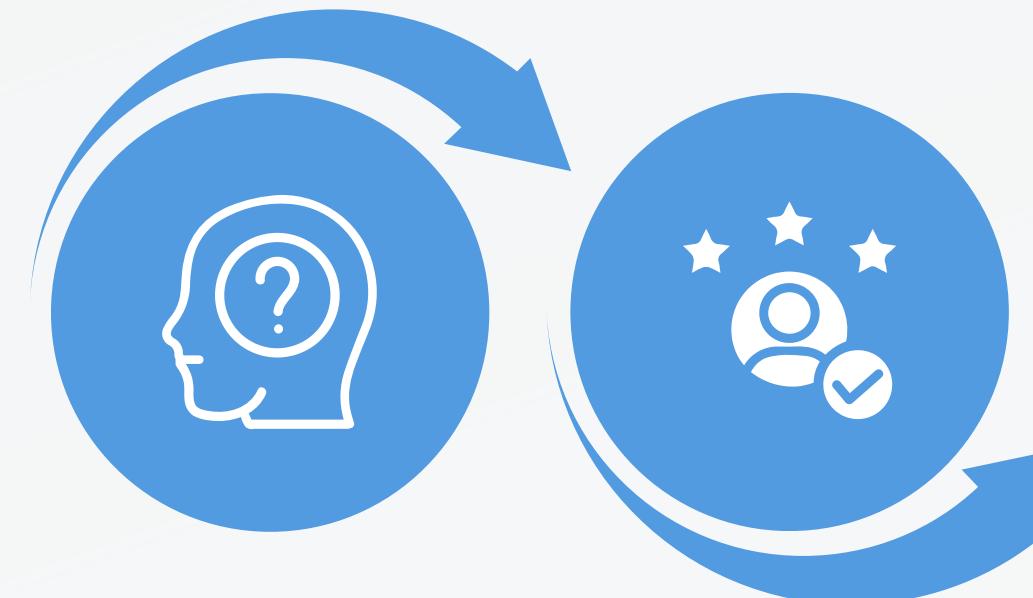
USER FLOW (ADMIN)

Need for Community Building
(Community Building)

Select Admin

User **Selects** the role they want to access.

Admin

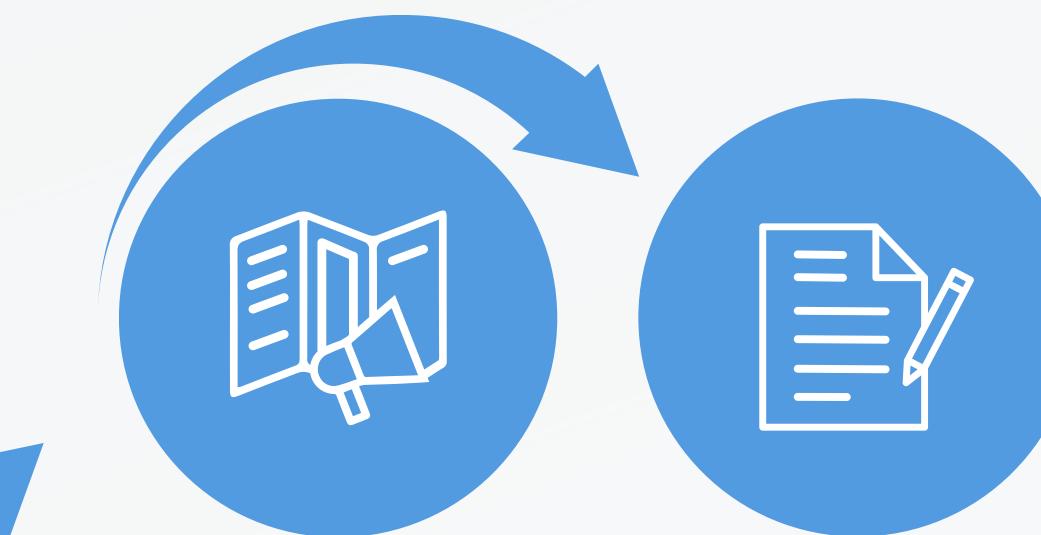


Login

User enters credentials to **login** into their account.

Communities

User clicks on **Communities Tab**.



Interacts

User is able to **Create/Manage Communities**.

TIAN AN

Needs

Pair Management

Solution

- Allows admins to create, view, and modify pairs with one click
- Tracks pair health and engagement over time

CRUD

- Create – Admin creates new youth-senior pairs
- Read – View all pairs, filter by program or status
- Update – Reassign or modify pair details
- Delete – Unpair users or archive inactive pairs



USER FLOW (ADMIN)

Need For Pair Management
(Pair Management)

Select Admin

User **Selects** the role they want to access.

Admin.

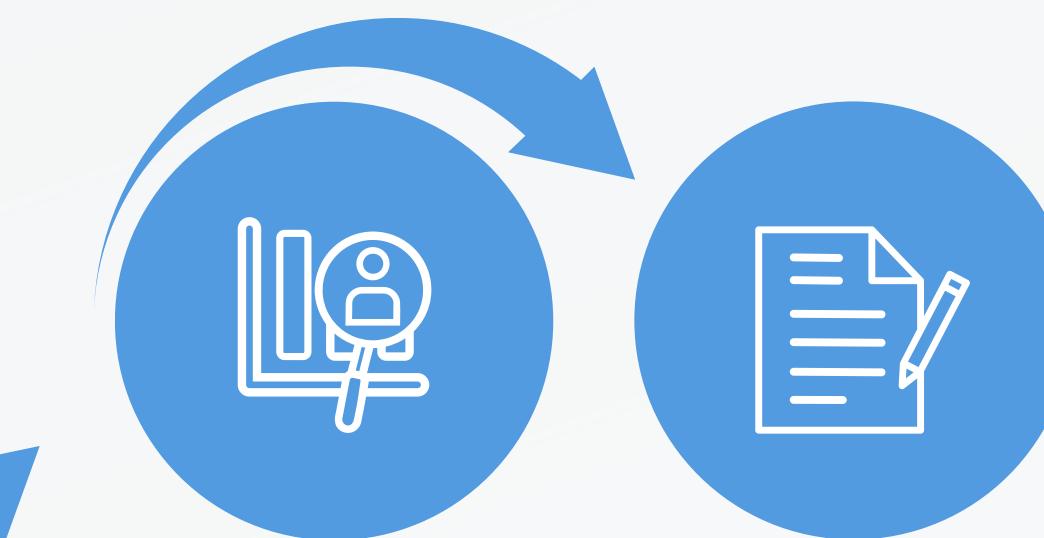


Login

User enters credentials to **login** into their account.

Pair

User clicks on **Pair Tab.**



Manage Pair

User is able to **Create/Manage Pairs** through this interface.

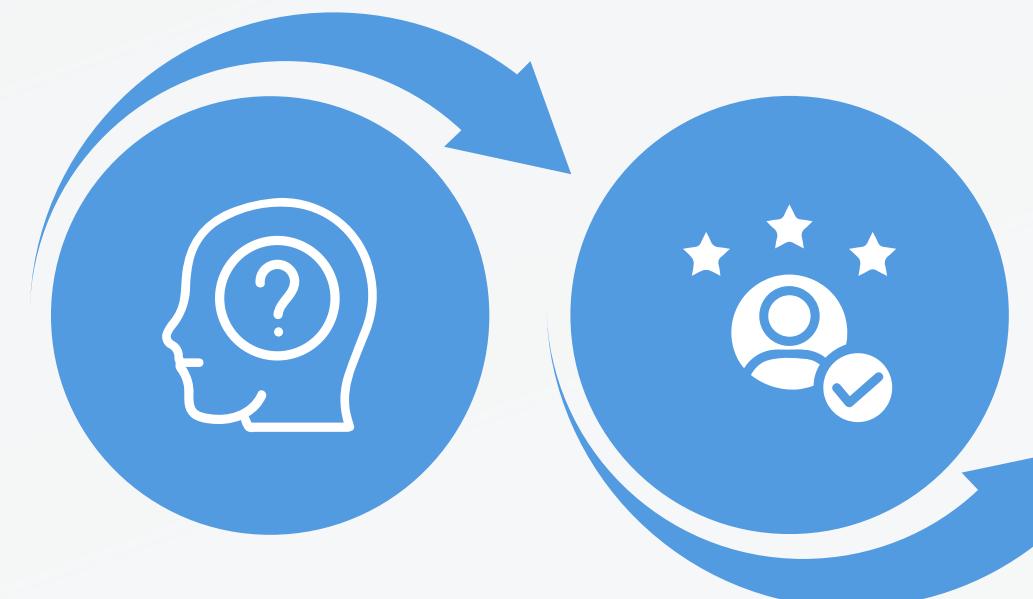
USER FLOW (ADMIN)

Need For Pair Management
(Pair Management)

Select Admin

User **Selects** the role they want to access.

Admin.

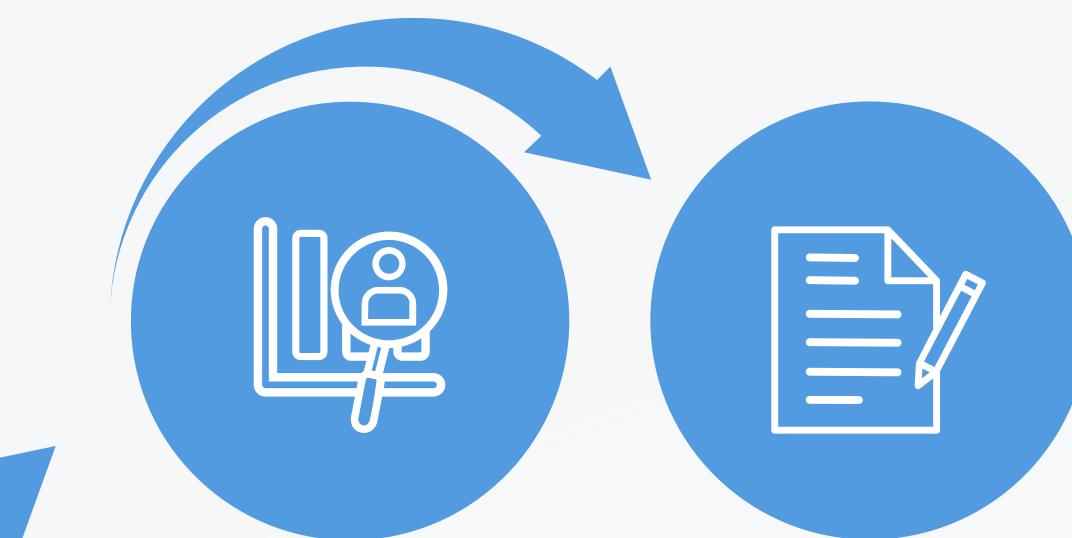


Login

User enters credentials to **login** into their account.

Connection Health

User Clicks on **Connection Health Tab.**



Tracking

Users able to **Track engagement** and **identify pairs that need support.**

TIAN AN

Needs

Sustaining Engagement

Solution

- Gamification system (points, badges, streaks)
- Achievement tracking
- Progress dashboard
- CCA points integration

CRUD

- Create achievements
- Read progress
- Update streaks
- Delete (reset)



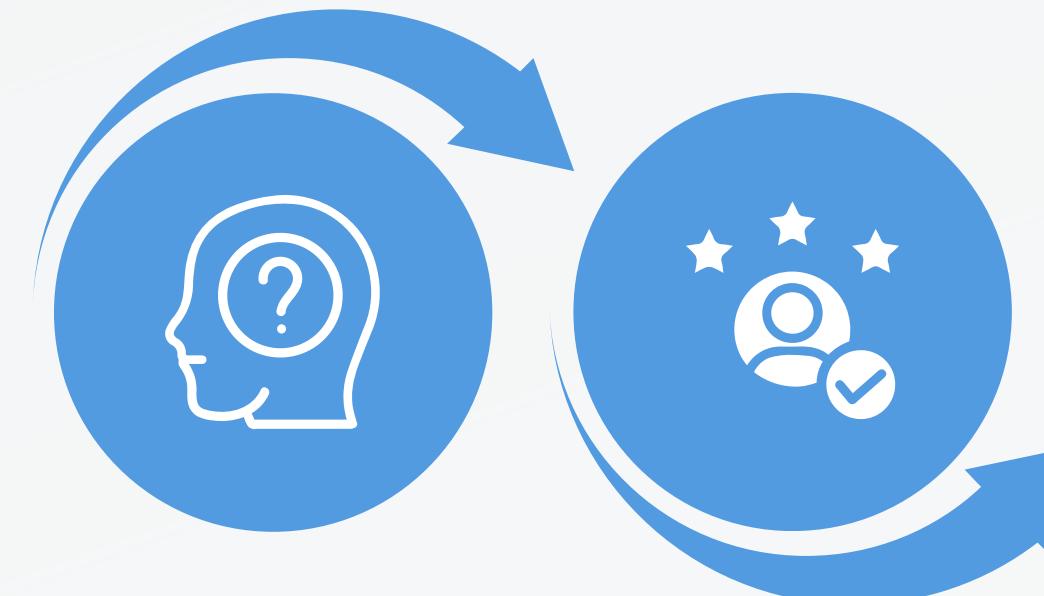
USER FLOW (YOUTH & SENIOR)

Need for Sustaining Youth Engagement
(Youth Engagement)

Select Senior/Youth

User **Selects** the role they want to access.

Senior/Youth

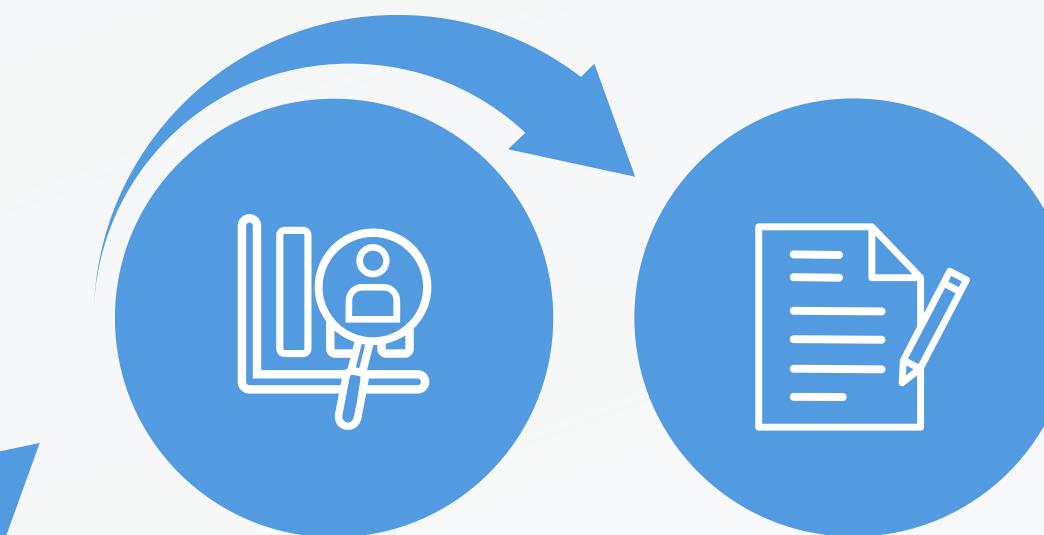


Login

User enters credentials to **login** into their account.

Need for

User clicks on **Game Tab**.



Play

Users able to **game** with another **Youth/Senior**.

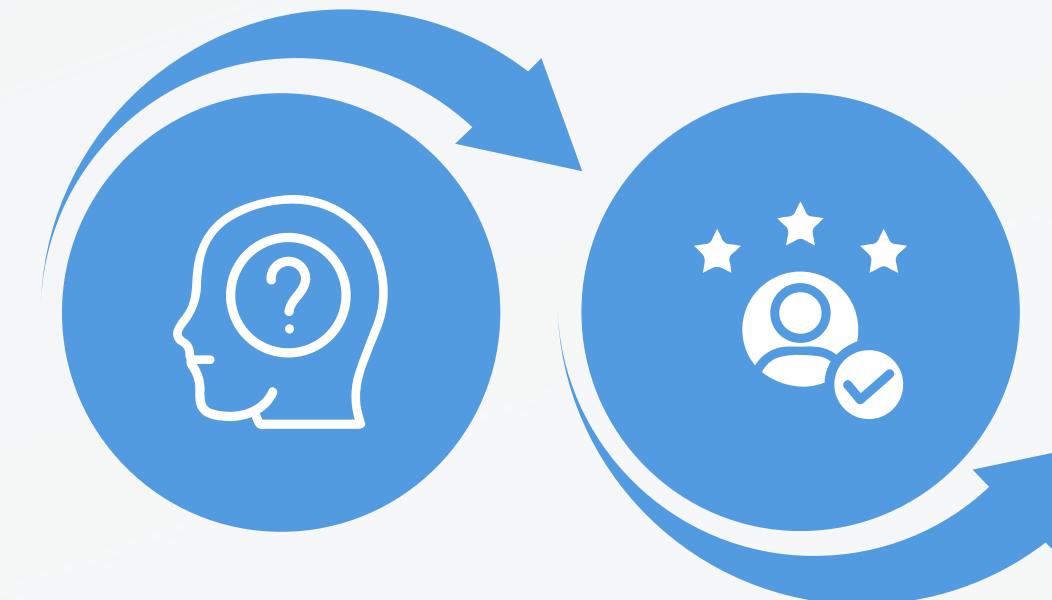
USER FLOW (YOUTH & SENIOR)

Need for Sustaining Youth Engagement
(Youth Engagement)

S S Y

User **S** the role they want to access.

S Y



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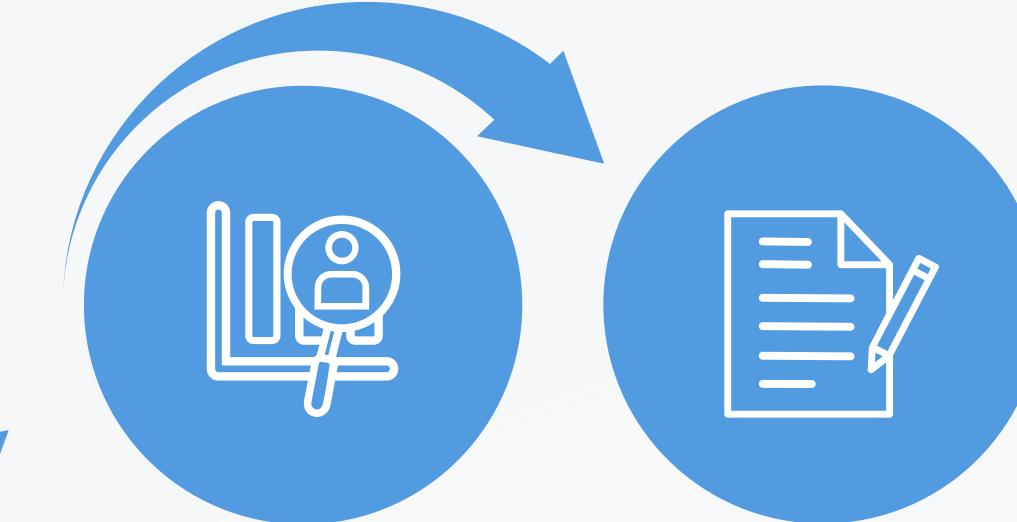
User enters credentials to into their account.

A —

User clicks on **A** Tab.

A

Tab.



T a —

Users able to **a** their **a** **a**

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ASHER

Needs

Need for Organised Ongoing Activities

Solution

- Admins can create and manage ongoing events
- Lets users browse, join, and leave events
- Tracks participation and sends reminders to keep engagement alive

CRUD

- Create – Admins create new events; users suggest events
- Read – Browse events, view details and participants
- Update – Edit event details, join/leave events
- Delete – Cancel events, remove participants



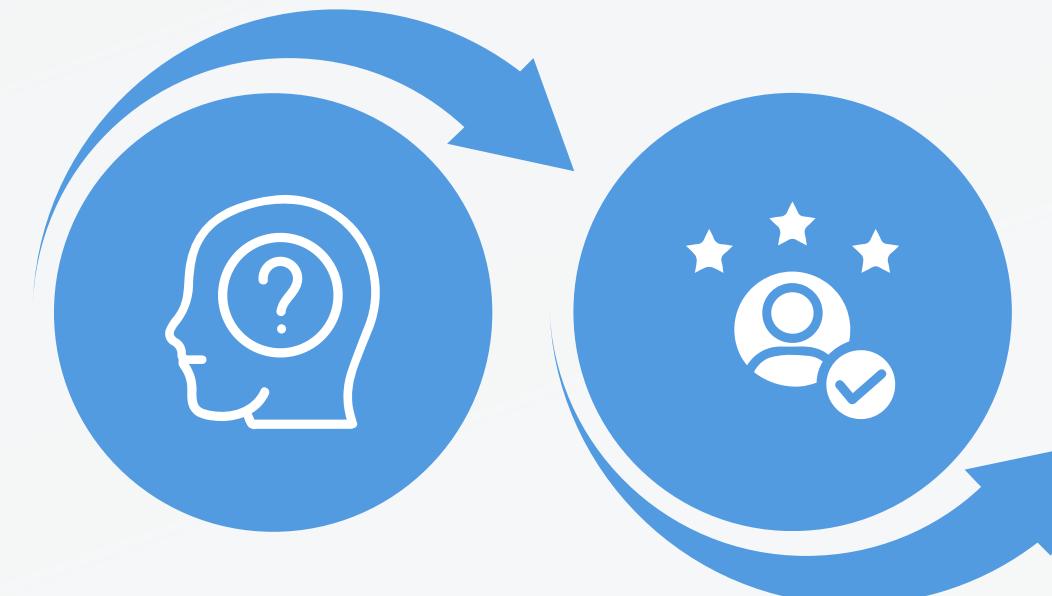
USER FLOW (YOUTH & SENIOR)

Need for Organized Ongoing Activities
(Activity/Event Management)

Select Senior/Youth

User **Selects** the role they want to access.

Senior/Youth

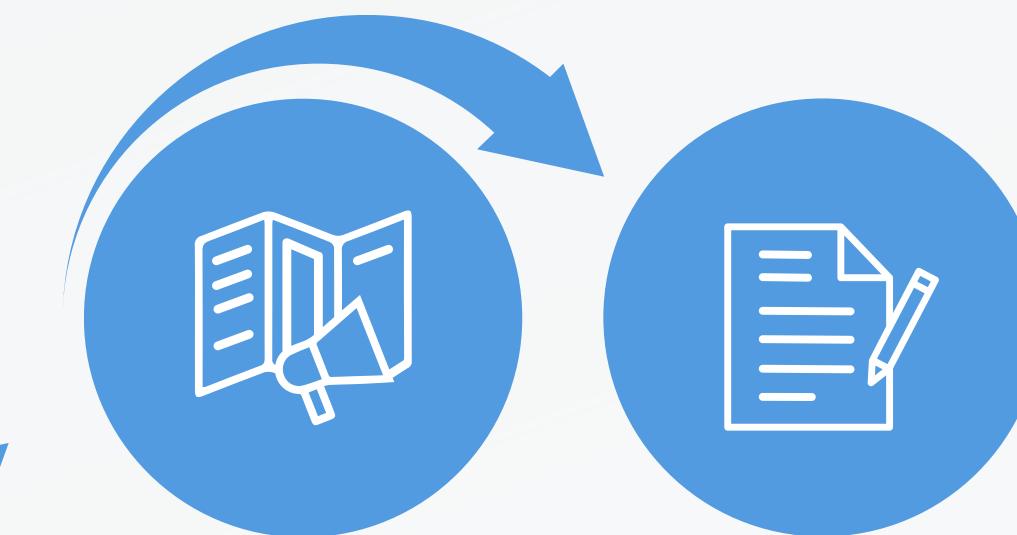


Login

User enters credentials to **login** into their account.

Events

User clicks on **Events Tab.**



Interacts

User is able to **Join/Leave events** through here.

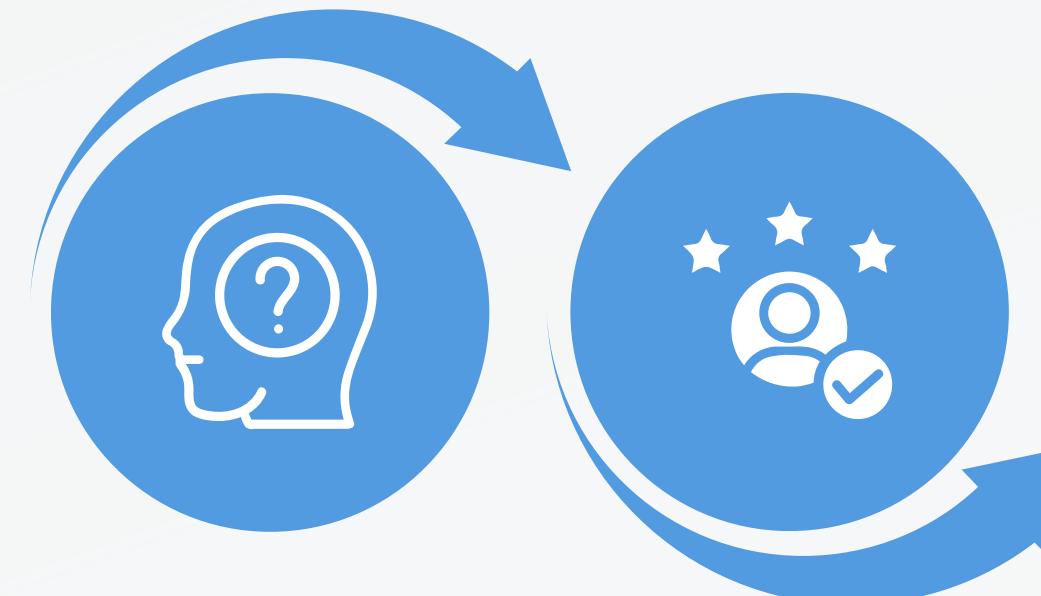
USER FLOW (ADMIN)

Need for Organized Ongoing Activities
(Activity/Event Management)

Select Admin

User **Selects** the role they want to access.

Admin

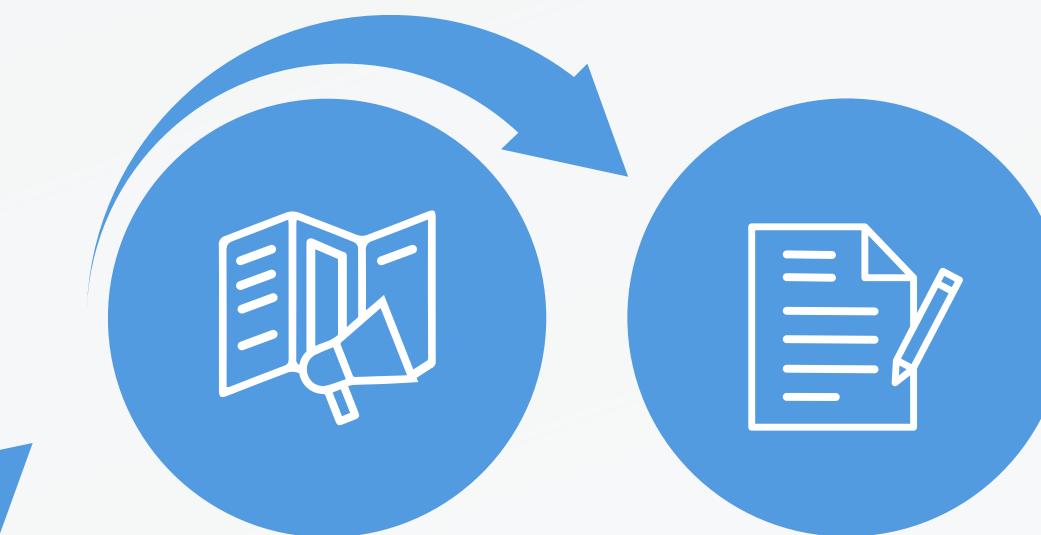


Login

User enters credentials to **login** into their account.

Events

User clicks on **Events Tab.**



Interacts

User is able to **Create/Manage Events.**

ASHER

Needs

Efficient Platform Oversight

Solution

- Provides real-time analytics on platform usage
- Tracks engagement metrics across stories, messages, and events
- Generates automated reports for program evaluation

CRUD

- Create – Generate custom reports
- Read – View dashboard analytics and alerts
- Update – Adjust monitoring thresholds
- Delete – Clear resolved alerts or archive old reports



USER FLOW (ADMIN)

Need for Organized Ongoing Activities
(Activity/Event Management)

Select Admin

User **Selects** the role they want to access.

Admin

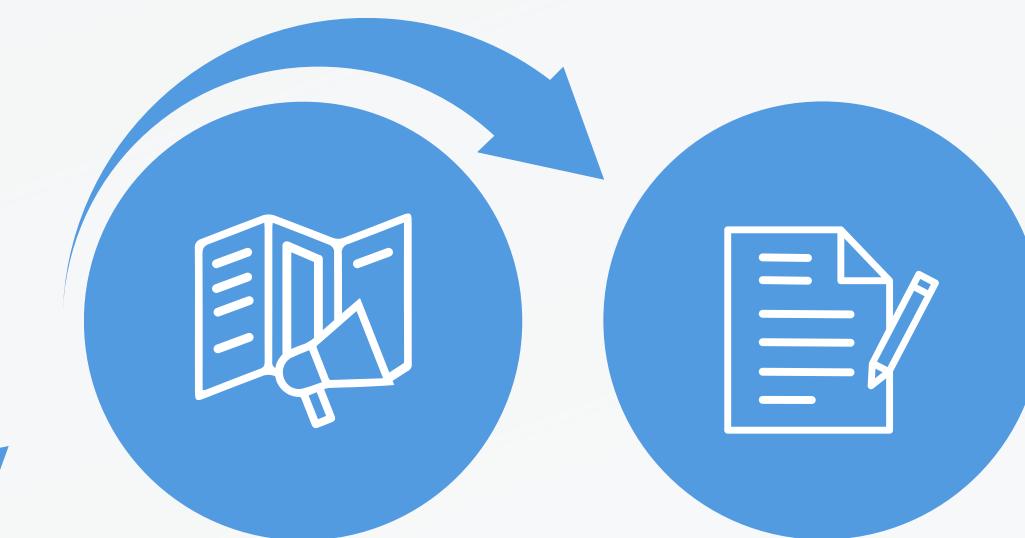


Login

User enters credentials to **login** into their account.

Overview

User **immediately sees** the overview



Interacts

User is able to **See the details** on platform activity

Benefits

Seniors

- 🧑 Reduced Loneliness
- 📖 Preserved Legacy
- 🛡 Safe Digital Space
- 🎮 Mental Engagement

Youth

- 🎓 Cultural & Historical Learning
- 📈 Structured Volunteering – CCA/VIA points with digital recognition
- 🏆 Gamified Motivation – Badges, streaks, and points maintain engagement
- 🤝 Empathy Development – Meaningful connections

Admin

- 📊 Real-Time Monitoring
- 🤖 Streamlined Management
- 📈 Sustainable Programs – Moves beyond one-off events to lasting impact
- 📋 Digital Reporting – Track participation, stories shared, messages exchanged



**THANKS FOR
LISTENING**

