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Equipo #5

Reflexion: Using Personas

The first reflection block considered a Personas reflection. This reflection (2nd block) aims to focus on the process for applying the knowledge obtained of Personas to the UI/prototype. It could be considered as a extended reflection of the previous one.

Provide an specific example of how the knowledge retrieved from Personas was used and implemented on the UI/prototype.

Personas Chapter frorm iXDF:
https://www.interaction-design.org/literature/book/the-encyclopedia-of-human-computer-interaction-2nd-ed/personas

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Based on the Personas we developed we identified some of our Users needs such as the need to connect Mentee Users to Mentor Users via scheduling mentorship appointments and facilitating Mentor Users tracking the hours spent mentoring so that they can be used for school credits. Additionally, based on our survey results we identified that our Users require a chat-like approach where only necessary information is provided. Our survey results showed that our Users would like a quick and easy way to get help with tutoring, they currently use WhatsApp and Discord to communicate and realize the mentorships.

Using these needs and current habits, we decided to opt for a chat bot solution, in which the features are Mentorship Registration, Mentorship Scheduling and Mentorship Hours Tracked. Mentorship Registration consists of a form to sign up as either a Mentor or a Mentee. In the case of Mentors these requests are sent to a Mentorship Admin that determines whether or not to accept a Mentor as a way to filter.

In the case of Mentorship Scheduling, the Mentee User must input a request for a Mentorship Appointment and the bot will display a form to submit a request.

Lastly, for Mentorship Hours Tracked, a Mentor tracks their hours by calculating the hours of accepted Mentorship Appointments. This serves as a proof of hours spent when exchanging for school credits. This can be easily accessed, while logged in as a

Mentor User, you can input a request for Hours Spent in Mentorships and the bot will respond with the number of hours calculated so far.