

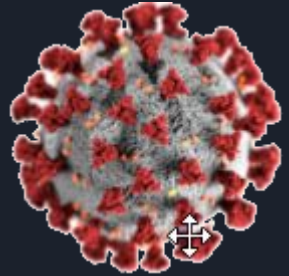
# HCI Task 1

Needfinding



# Introduction

- In this project, we had been tasked with creating an e-learning website for Coronavirus Knowledge Test.
- To achieve this, we had to start with the needfinding process.
- Needfinding is a process of asking people and observing people's actions to understand user needs.
- This is an important process as it will help the development team to understand why they're making the product in the first place and thus design the product accordingly to what the user needs



# Selected interview questions

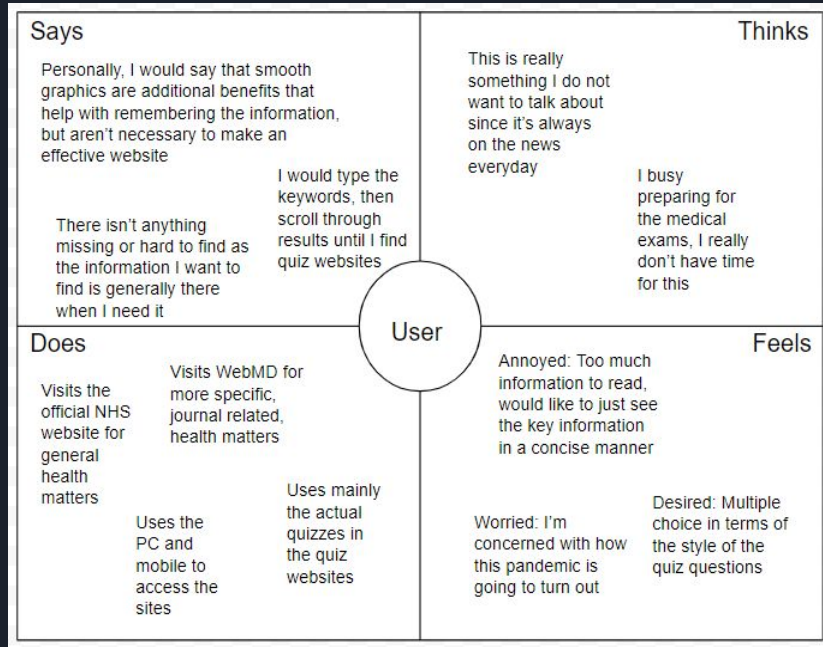
The interview questions we had selected:

- 1) Would you like coronavirus information as raw or analyzed data (line chart, bar chart, pie chart)?
- 2) Would you like our website to include the number of tests, total cases, new cases, total recovered patients, total deaths, new deaths per country per day?
- 3) Tell me a specific website that you go to relate to health matters (incl. covid)?
- 4) Would you like a glossary table (example i's) when coming across foreign words?
- 5) Would you like links to other websites that can confirm certain information such as statistics?
- 6) Would you prefer it to be a quiz website or an online video game that you learn through play?

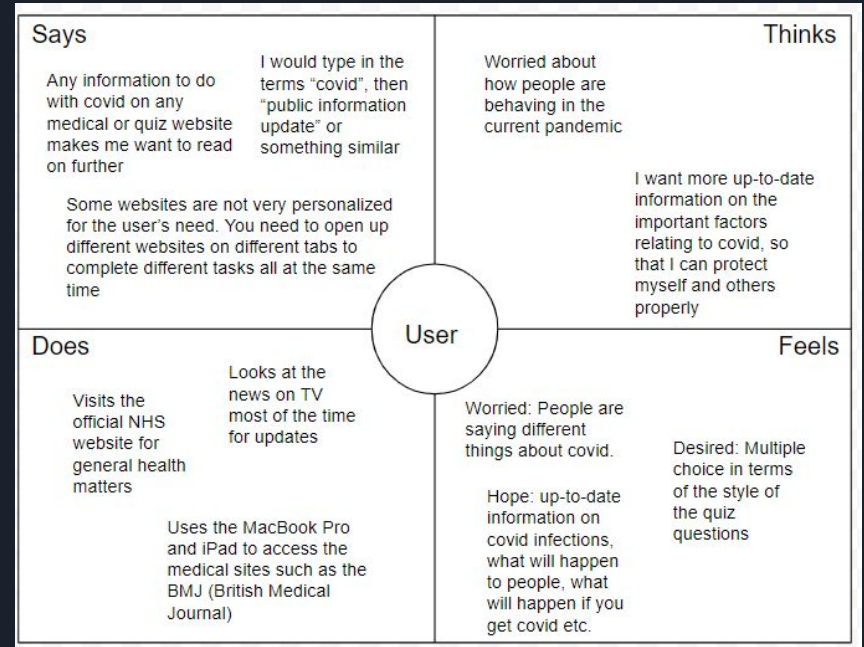


# Overall Empathy Maps

## End User Empathy Table



## Domain Expert Empathy Table





# Point of Views (POVs)

- When a user has to access other websites to find information related to what they wanted to find out on the original site they were looking at, it becomes tiresome for the user and they will eventually lose interest in trying to seek the information.
- When user may not understand certain words, they lose interest and end up not reading key information.
- The users may get tired and discouraged from our new lives based on the statistics (e.g. the number of cases and deaths recorded each week)



# “How Might We”s (HMWs)

HOW MIGHT WE?

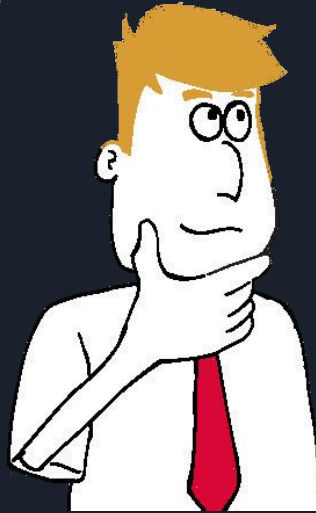
- Glossary table listing keywords that people may not understand and can further educate themselves. The second method could be little information icons (displaying as i?)
- ‘happy figures’. These figures would implement a positive approach of our website.
- Hyperlinking When listing certain figures or facts we want to reference it by hyperlinking it perhaps in brackets rather than ‘visit NHS for this’ etc.



# Conclusion

Our goals

Empathy maps  
and the purpose



Perceiving things from  
different viewpoints

Interviewing to collect  
qualitative data



Thank you for listening!

Any questions?

Improvements moving forward: Interview elderly to get a better view of how they're feeling about this.