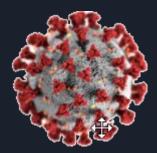
HCI Task 1



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?

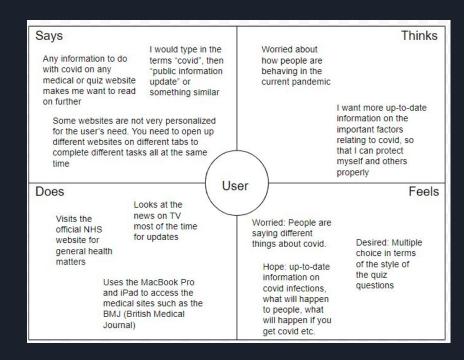
 STAY ALERT

Overall Empathy Maps

End User Empathy Table

Says Thinks This is really Personally, I would say that smooth something I do not graphics are additional benefits that want to talk about help with remembering the information, since it's always but aren't necessary to make an on the news effective website everyday I would type the I busy keywords, then preparing for scroll through the medical There isn't anything results until I find exams, I really missing or hard to find as quiz websites don't have time the information I want to for this find is generally there when I need it User Does Feels Annoved: Too much Visits WebMD for information to read Visits the more specific. would like to just see official NHS journal related. the key information website for health matters in a concise manner general health Uses mainly matters Desired: Multiple the actual Uses the Worried: I'm choice in terms of auizzes in PC and concerned with how the style of the the quiz mobile to this pandemic is quiz questions websites access the going to turn out sites

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)



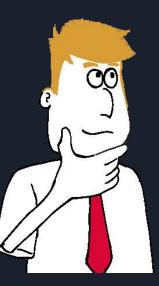
- Glossary table listing keywords that people may not understand and can further educate themselves. The second method could be little information icons (displaying as i?)
- 'happy figures'. These figures would implement a positive approach of our website.

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.