Phase I: Requirements Gathering
Ping Me Usability Team
Adrian Arredondo and Cole Hopkins

Methods

Questionnaire (N = 7) - We only used this method because it was the easiest way to get responses, and other methods such as focus groups and interviews would have been hard to get people who would be willing to participate.

Findings

Questionnaire - Using google forms to create a survey, we collected input from Chico State students, giving 9 questions to understand what users would want to accomplish from our tracking app. From the questions, we received some interesting finds. Our responses told us that most people would want to use it in a traveling or city environment, and not for use in the wilderness which is what we first designed our app to be used for. The results also told us that they did not want to use this app for a business setting, and all responses preferred using the app with friends and family. The last response we received that was helpful was that the responses wanted to add others in the app via phone number, rather than connecting through a friend system.

Conclusions

We found that every person that we questioned wanted to use PingMe in urban environments as opposed to rural areas. We also found that it is more important to most people to track someone else's location rather than have their own location tracked by someone else. Everyone that responded to the questionnaire said that they wanted to follow other people via phone number and only three people responded that they wanted additional ways to track people. Over half of the respondents said they wanted to be tracked as frequently as possible, but others preferred to be tracked less frequently as well, indicating that we should have a setting to change the frequency of how often the user's location is updated.

Caveats

Questionnaire - Because we used Questionnaire, we were able to collect a lot of data from other users, but with a few limitations that it brought. We were not able to ask people directly and understand their beliefs and experiences with using other apps in an in-depth way, leading us to not collect crucial information. Another limitation was the responses that we got not being representative of our entire user-base, since we believe that everyone who took it was a college student.

Personas

Julia Fernando

Bio

Julia enjoys being with friends and surrounding herself with like-minded people. She works about 8 hours on the weekdays with school and walks about 20 minutes to and from school from her apartment with a couple of her girlfriends. She is passionate about helping others and making a positive impact on her community. Originally from Sacramento, she enjoys traveling and both big and small cities.

Recently, Julia got into photography and has made it a hobby of hers to take photos of both nature and her friends in her freetime from school. Recently, Julia has been stressed with the school work-load and has been at school most of the weekdays, especially the libaray where she studies for upcoming exams. She has supportive parents and a younger brother with who she has a strong bond.

Age: 20
Work: Full-time College Student at the University of California, Chico State.
Location: Chico, California

Goals

- Become a nurse and work with people with disabilities
- Meet new people in her classes and gain meaningful relationships
- Be able to do photography part-time while at school

Phillip Strauss

Bio

Phillip is Financial Analyst who travels around the world and gives advice to companies on how to improve their profit. Phillip is a comedian at heart, and loves being the center of attention. He has tried to get into stand-up, but has had a hard time with it. Phillip usually travels to places in Europe and Asia, and is rarely home, but loves to be in new surroundings all the time, and is not ready to settle down just yet. In his spare time, he likes to cook a lot and make unique dishes local to the area.

The company that Phillip works for pays him well, and he feels financially stable enough to enjoy eating out all the time. He is currently single, but has been looking for that special somebody, but it is quite hard for him since he is in a new country almost every month. He enjoys going to the bars and striking up conversations with the locals, and going to concerts when they come up.

Age: 28
Work: Financial Analyst
Location: Chicago, Illinois

Goals

- Get a promotion at work
- Meet new people and explore new places
- Be able to become a successful stand-up comedian

Ben Smith

Bio

Ben is a avid Skier and enjoys participating in events of all sorts in his hometown of Aspen. He goes up to the mountains to ski every weekend when there is snow and goes up with a couple of his co-workers and sometimes just by himself. Ben is also very passionate about literature and history, and spends every night before bed reading his new books that he gets from his local library, which he is a premium member of. He has also been trying to publish his first book, which he is still working on.

Ben has two children with his wife of 15 years, and his oldest just started high school. He works for a manufacturing company that makes windows, and runs the HR department where he enforces company polices and hiring new employees. He really likes his job, but wishes to make one of his hobbies his full time career.

Age: 42
Work: Human Resources Generalist
Family: Married with 2 kids
Location: Aspen, Colorado

Goals

- Win a local ski tournament
- Be able to read 50 books in a year for his new year goal
- Or an experience to be felt.

Scenarios

-Someone who is doing outdoor activities in the wilderness and needs to be able to let others know where they are in case of an emergency (Ben Smith)

- Someone who is in an unfamiliar place and needs to know where their friend or family member is to be able to get to them (Phillip Strauss)

- Someone who feels unsafe walking home from school alone and wants their friends and family to know where they are in case of an emergency (Julia Fernando)

Supplementary Materials

https://forms.gle/ZagvXCbYegLkirmR9