

CPSC 481: P1

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a.)

The project idea in our group is to design a system which is a mobile application that helps people organize their trips. This application will primarily be used for discussion amongst group members, and will assist them in planning out various aspects of their trips such as living areas, attractions to visit, budgeting, etc.

We expect our system will have various features which include :

- 1). A chatting “channel” for users to discuss things.
- 2). The system will let the users select their destination.
- 3). The system will allow users to access calendar and mark down anything of significance at certain dates.
- 4). There will be a lot of details regarding living areas. For example this includes things like pictures of rooms, pictures of facilities, and comments made by people who have previously stayed at these places. Additionally, we plan to list prices for these living areas.
- 5). There will be a lot of details regarding restaurants. The system will show available restaurants after the users set the destination of their trip. Menus will be displayed, along with pictures of the atmosphere of the restaurant and pictures of food from the menus.
- 6). The system would be able to get the current price of a living area, and the current price of flight ticket.
- 7). There will be a list which allows users to add current spending and calculate total costs (budgeting).
- 8). The system will allow users to multitask, which means that one user can have more than one trip being planned at a time.

For our project, we expect that everyone who wishes to travel could be a potential end user. We expect that the end user will create his/her own account for logging into the system and create a channel which they can invite people with other accounts to join. After that, the end users who are a part of a trip can edit the trip and the details of the trip.

We expect that the system will mostly be used when there are multiple people planning to go on the same trip, the system then will provide them a chat place section and additional sections to plan their trip in more detail.

b.)

An app which revolves around travel leads to a lot of potential stakeholders, since many people travel.

Our travel app will therefore have many similar stakeholders. While all end users using our application will be a stakeholder, other groups impacted by it will also fall under the category of stakeholders.

The stakeholders might vary from:

1. Travel agents: - Have a lot of prior knowledge regarding the area as some agents have been working for years. They have the training to help and guide people to make their travel

arrangements. The application might have a negative impact on this group of stakeholders as some end users who are more than comfortable with using an app to do all of this rather than relying on another person.

2. Tourist hotels: - the application allows users to potentially select hotels based as their living area based on their requirements. Providing information about hotels gives the user a more informed idea about the services. This might lead to an increase or a decrease in tourists at hotels based on the information available on our app. The staff at most tourist hotels are usually experienced and trained in handling clients who use various travel apps. As the app potentially expands it could communicate with tourist hotels and possibly offer various travel packages through the app.
3. Other travel apps: - There are many travel apps and websites on the internet that provide competition and some similar functionality. A new travel app gives travelers more options, which negatively affects the existing options. This group of stakeholders are likely to have background information by being in the market for longer. They should also have more than adequate amount of training and experience considering the amount of knowledge and skill required to make a travel app.
4. End users: - This is the group that is going to make use of the application and form travel plans. This group ranges from users who have experience using smartphones and making use of the application to groups of elderly people who might have little experience using smartphones.

C.)

For our project, we decided to use two research methods: a survey/questionnaire and fly on the wall. The reason why we decided to utilize these two methods is because these two research methods complement each other well. Additionally, using them combination seemed like they would provide us with a large amount of information coming from both potential users themselves and our own observations.

Fly on the wall:

The reason why we chose to use fly on the wall as a research method is because it complements the survey/questionnaire research method well. We used our survey to essentially ask our potential users to see what they want and what sounded good for them, so observing potential users and gathering our own information makes sense since this information complements what we could learn from our survey. Gathering information from asking the users in combination with getting our own through our observations gives us a good variety of information.



February 6 at 12:42 PM

HELLO HELLO - I have money from everyone! ty!

PLEASE MAKE SURE YOUR PASSPORT EXPIRES IN 2020 AT THE EARLIEST (they can refuse you entry if your passport expires within 6 months of departure)



Facebook, Instagram, Messenger, and others

Seen by 9



Like



Comment



is 🤩 feeling excited.

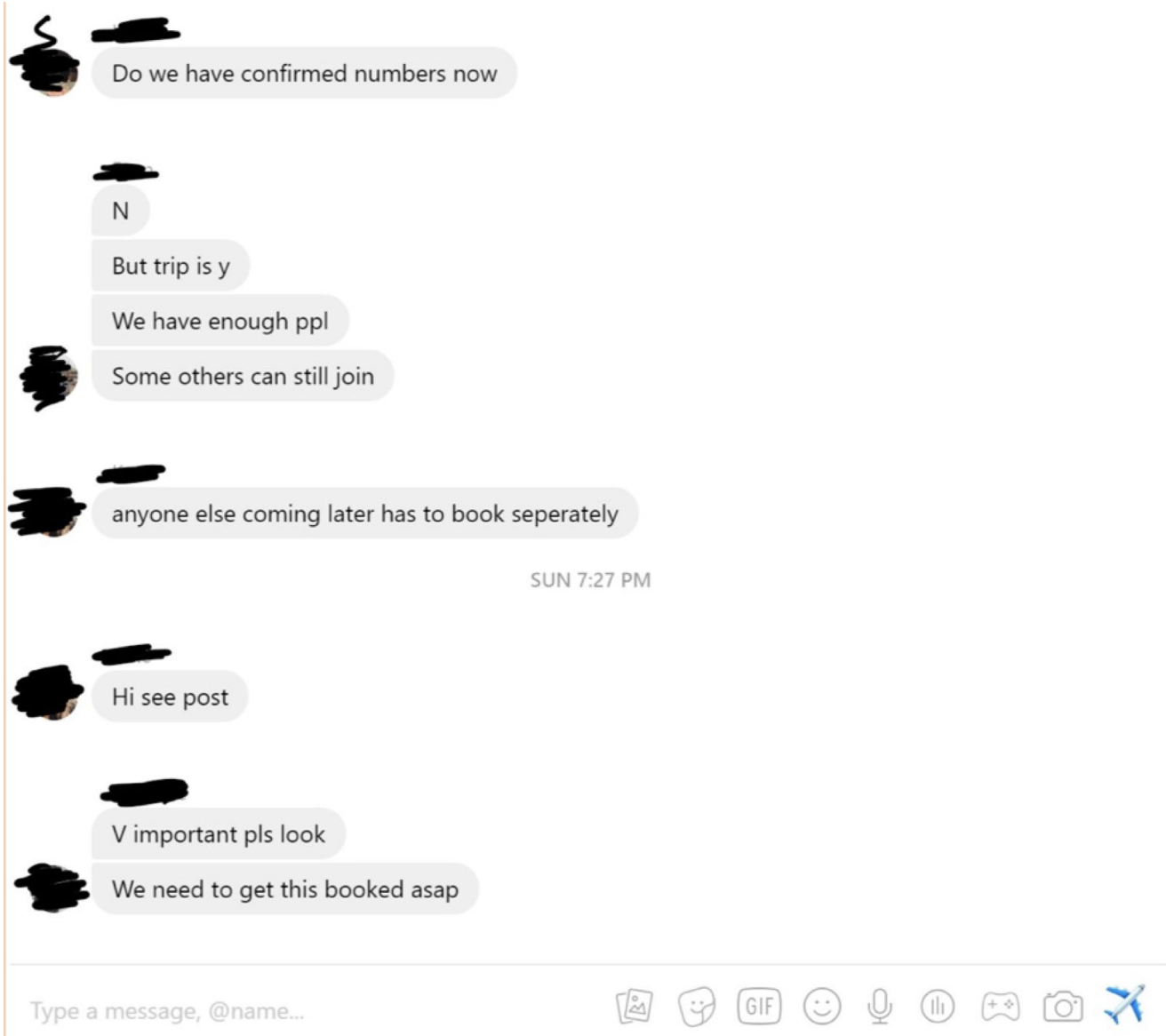
February 4 at 8:11 PM

hello hello hello 🍌🍌🍌 - a couple of things to clarify for y'all

~ within 45 days of departure means the full price is due JUNE 4, 2019 at the latest- i know some are waiting for that sweet sweet stampede cash so please organize a way to get someone to loan you or pay w credit card 🇺🇸

~ if you dont have a credit card, you can etransfer me the money and I will charge it through my credit card 🇺🇸... [See More](#)

Group A	Group B	Group C		Room		
Michael	Michael	Michael				1188.2
						1188.2
				Room 2		1188.2
						1188.2
						1188.2
				Room 3		1238.2
						1238.2
Responsibilities of Group Leads:						
Make sure all members arrive and leave with everything they need			- know whereabouts of all group members throughout trip (just make sure they are not dead)			



We decided to observe how one of our group members is currently planning a trip they will go on later this year. They utilized Facebook and Facebook Messenger as their main tools for planning the trip. They were able to post some details about the trip in a group they had created, and used messenger to communicate and discuss decisions. From what we can see, they do not have a clear way of organizing all of their planning together properly. This is likely because Facebook/Facebook Messenger is not made specifically for planning out things like this, so it is up to whoever is planning to include whatever they think is important to keep track of. By using the fly on the wall research method, here we have discovered that our project would indeed be useful for these potential users, as planning their trips would be a lot easier if they utilized it. In the first picture, we also can see that the person writing the post mentions a payment being due at a certain date. Facebook has no way to plan deadlines like that on a calendar, so this is an example of a problem we have observed and can fix when we begin designing our app and adding features.

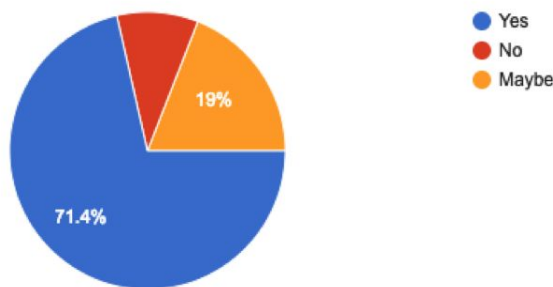
Survey/Questionnaire

The reason why we chose to use a survey as one of our research methods was to gain more insight and information from people who may potentially be users of our project. For the most part we wanted to get feedback regarding the need for what our project aims to provide, and we also wanted to learn more about potential problems users face and how we could help to provide solutions to those problems. We believe that asking potential users for their input would provide us with a solid foundation and understanding for what users may need, and guide our future design decisions.

We used Google forms to create a survey which asked users various questions to learn about their struggles with planning our vacations and to see if our project catered to their needs.

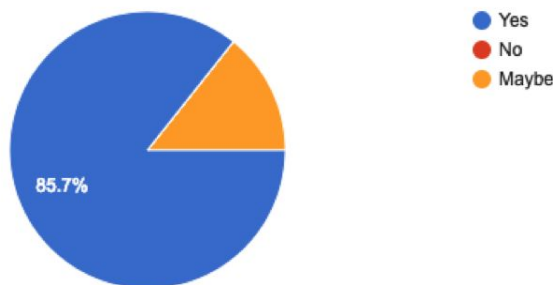
1. Do you usually struggle to create organized travel plans?

21 responses



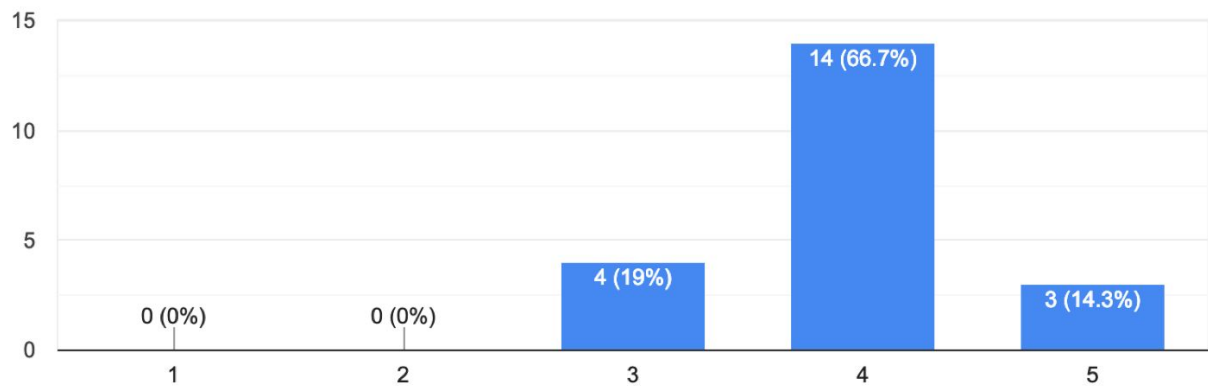
2. Do you think an app that helps you organize your trips would be useful?

21 responses



6. How satisfied are you with trips when you plan them out carefully beforehand?

21 responses



The three charts above show the results to a few questions from our survey. We designed these questions to give us feedback regarding our idea to see if what we plan to build matches our users needs. The results were generally positive, and confirm that we are on the right track.

7. What part of planning out trips is the hardest for you?

21 responses

The schedule for activities
Finding the best deals
Finding place to stay
Getting everyone to agree on something
With friends, getting everyone organized
Having everyone join in on the planning at the same time.
Keeping it organized and getting everyones info
budget for trips
Getting people to commit
Keeping up to date with other's schedule and continuously changing the plan to make the best outcome.

We also implemented an open answer question with hopes to potentially find out more specific problems users face while planning trips. As you can see, one of the responses stated that they struggled with settings budgets for trips. We can now keep this piece on information in mind when we are actually designing our app to solve this problem.

d.)

Based on the agreement among our group members, we decide to choose two research methods during our investigation:

- 1: fly on the wall (LOOK)
- 2: survey (ASK)

For the LOOK IDEO method, we are using fly on the wall to complete our investigation. Since one of our group member Jason is going on a trip during reading week, we decide to use fly on the wall method to observe what they are doing while they are planning their trip, and we recorded their steps for further use.

For the ASK IDEO method, we used a survey to complete our investigation. First, we created a page of questions for our survey, which were designed to be simple but efficient in getting the information we need. People would be expected to be able to complete it within 5 minutes. Secondly, we sent out our survey invitation link. Third, we collected the survey answers and began to analyze them to see what feedback we had received.

There are always good things that come with the research methods like these and also disadvantages as well. For fly on the wall, an advantage for using that investigation method included that we were able to get to understand the potential users without interfering them. In that way, we could understand the users in a clear and natural way. Since we are observing them without telling them, we got to look at the decisions they made more closely. The information observed will help us to design and decide what features should be implemented in later phases. In addition, we got more first-hand information and details about the users while observing them.

Although this LOOK method is a good approach to investigate our users, there are some disadvantages that comes along with it. By using fly on the wall method, since we made observations from the outside we were unable to know exactly why people made certain decisions or why they had certain thoughts. If instead we used the rapid ethnography method to observe them, we would be able to know what they are thinking, and how their feeling when they complete their tasks. However, this would only work if we gained enough trust from the users being observed. By using the survey method we were able to get a good amount of information in a short period of time which helped support us to develop our basic investigation. However, there were still some flaws with this method. We were able to get a lot of feedback, but not all of this feedback was not necessarily detailed enough to be considered good feedback. Instead of using a survey, we could have used interviews. With interviews, we could have gotten more detailed information from the end users, and what their expectations or suggestions for the app could be.

e.)

Task 1, Starting a new group vacation: A user is planning to go on a vacation with multiple friends sometime soon. He wants an organized place to do all the planning and show all information that relates to his vacation. He needs an application that allows everyone included to make changes and comments. The user installs our app on his/her phone or desktop and signs up for an account. After creating his/her account, they create a new vacation using the “new vacation” feature in the app, putting in the basic description of their vacation such as when they are going, where they plan to go, etc. The user then invites their friends/whoever else is going on the vacation to the app for editing and viewing the vacation plans. This user has the properties of a typical first-time user who has knowledge on how to use a smartphone and is on a vacation with a group. Many users who want to plan a vacation with a group will tend to start a vacation in this manner with the app. This task is important as most users will use the app this way.

Task 2, Adding in a new hotel: The user(s) has found a hotel that may meet their requirements, and wants to suggest it to the group.

The user navigates through the side menu to the hotel section.

He will then press the “+” button to suggest a new hotel. He then adds the information for the hotel such as its name, price, place, dates of stay, description, features, etc.

He then posts it for everyone to see.

This user is a typical user, with knowledge on how to browse through phone/desktop applications and knowledge on how to enter text. This task is important as it is going to be used by many users, as staying at a hotel is a big part of vacation.

Task 3, adding an area of interest: The user wants to add an area of interest where they want to go to, for example a restaurant, a tourist spot, a local spot of interest, etc.

The user will navigate to the “areas of interest” section in the side menu.

They will then press the “+” button to add a new area of interest suggestion. The user then inputs the information such as the location, the price, the time, the type of attraction (national park, shopping mall, restaurant, etc.). He can then post it for everyone to see. The user in this situation is also a typical user, just like in the hotel situation. This task is important as most users will want to suggest areas of interest to know where they are going during their vacation. This is separated from the hotel to create clarity.

Task 4, Disagreeing/Liking with suggestions: A user sees a suggestion that they want to voice their opinions on a suggestion that has been added. The user will either scroll through the home screen, which is a timeline of the whole vacation, and press the suggestion, or navigate through the side menu to the suggestion’s menu and scroll through that suggestion’s timeline and press on the suggestion. The user will press on whether they like or dislike the suggestion. They will then scroll down and start a new comment thread on the suggestion voicing their concerns and thoughts. It is fair to assume that many users will want to debate on suggestions on hotels or areas of interest. So this task is still important because many users would want to voice their concerns, and without a way to show disinterest, conflict may occur during the vacation, which is not a favorable outcome.

Task 5, viewing new events added: A user has recently added a new suggestion in their vacation. Every user will then be notified about this new suggestion, letting them view the suggestion if they need to. A user who has been notified will want to look at the new notification, so they will press the notification on their phones interface, or they can navigate through the apps, and open up the notifications. The notification will take the user to the vacation timeline, the home screen, and show them where the suggestion fits.

The user in this case should be most of the typical users as most users will want notifications and will use them to view what has been recently added.

Task 6, notifying users to check app: A user has been busy and had not checked the application in a while. They forgot to check the vacation app due to their schedule and did not check previous notifications but the other members need them to decide on something.

Another user goes to the side menu and personally messages them, sending a notification to the person not responding frequently until they have checked the personal message.

The busy user responds and resolves the problem. The user in this case is the type of user that may be very busy, or doesn't respond often to group events and we can assume that there are quite a few people who have this personality trait. Thus this case is also important to consider for a less stressful vacation.

Task 7, Sharing a view of the vacation with someone (who may not know how to use computers): The user has a friend or family member who is also going on the vacation and wants to see a summary of the vacation, but they are not knowledgeable with computers.

The user will go in the app and grab a summary (a link or a pdf) of the vacation from their vacation timeline. The user will send this to the user who is not knowledgeable.

It is safe to assume that there are quite a few people who are not that knowledgeable on using phone apps or desktop apps, the elderly for example. Thus this task is important as we want to keep them up to date on the vacation, but also have a simple way for them to view the vacation without getting lost.