

# PRD – UNIPLAY

Student focused Sports Community App

## **Team - 7**

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# Vision

For university students and intramural organizers who struggle to find and coordinate with like-minded sports enthusiasts, our product is a dedicated sports community app that simplifies the process of finding teammates, forming teams, and scheduling games.

Unlike WhatsApp groups and social media channels, which offer fragmented and unorganized communication, UniPlay provides a tailored platform that facilitates game organization based on time, location, and skill level, ensuring a seamless connection and scheduling experience.

# Motivation

## Unmet Needs :

After doing extensive research and surveys in the university setting, particularly at institutions such as Northeastern University, students and faculty want a more integrated and engaging platform for sports and activities.

- **Centralized Activity Platform:** Students and staff frequently find it difficult to navigate different platforms or channels to engage in or organize sports and leisure events. UniPlay presents a single, user-friendly platform for accessing, organizing, and managing all university-related activities, saving time, and improving the overall user experience.
- **Finding Teammates:** Students expressed difficulty in finding genuinely interested and committed teammates for sports and group activities. The current process, heavily reliant on social media and personal networks, is inefficient and lacks specificity.
- **Coordinating Schedules:** A significant challenge is coordinating schedules to find a suitable time for all interested players. This issue is exacerbated for less popular games or when trying to incorporate new players into existing groups.
- **Aligning Skill Levels and Interests:** Finding players with similar skill levels and sports interests is challenging, leading to mismatches that can detract from the enjoyment and competitive balance of games.
- **Integrating New Players:** Integrating new players smoothly into established groups or teams poses challenges, including personality conflicts, communication gaps, and ensuring a welcoming environment.

- **Effective Communication and Organization of Games:** Lack of effective tools for communication and organization among organizers and team members leads to logistical challenges in organizing games and activities.

### Customer segments :

- **Students:** This segment includes undergraduate and graduate students who are active in sports and looking for teammates to play intramurals or casual games. They are likely tech-savvy, value convenience, and seek social interactions through sports.
- **University Intramural Organizers:** They are focused on efficiently managing team formations, and schedules, and ensuring wide participation. They seek streamlined, effective tools to facilitate sports event organization and enhance participant engagement.

### Existing solutions :

- **Social media platforms and messaging apps:** Used for informal coordination and communication but lack specificity and functionality for sports team formation.
- **Campus noticeboards and email lists:** Provide information but do not facilitate active engagement or team building.
- **Sports-specific apps and websites:** Focus on broader communities, missing the niche university-based ecosystem UniPlay targets.

Below is the list of existing solutions users mentioned they currently use.

- **Playo:** Event scheduling for local sports enthusiasts catering to the Indian markets.
- **Eventbrite:** Event scheduling, ticketing, and promotion for event organizers and attendees.
- **WhatsApp/Facebook Groups:** Free messaging platform for groups with some event organization features.
- **Athleto:** Free platform for managing sports teams and leagues.
- **IMLeagues:** Free and paid services for managing sports leagues and teams.

While competitors like Athleto and IMLeagues also offer sports team management features, they don't necessarily target university communities or have features like skill-based team formation.

## Differentiation:

UniPlay stands out by offering a tailored solution for the university community, integrating features like campus-specific locations, university-affiliated events, and a focus on inclusivity and accessibility for all levels of skill and interest. The app's design prioritizes ease of use, encouraging maximum participation and fostering a sense of community.

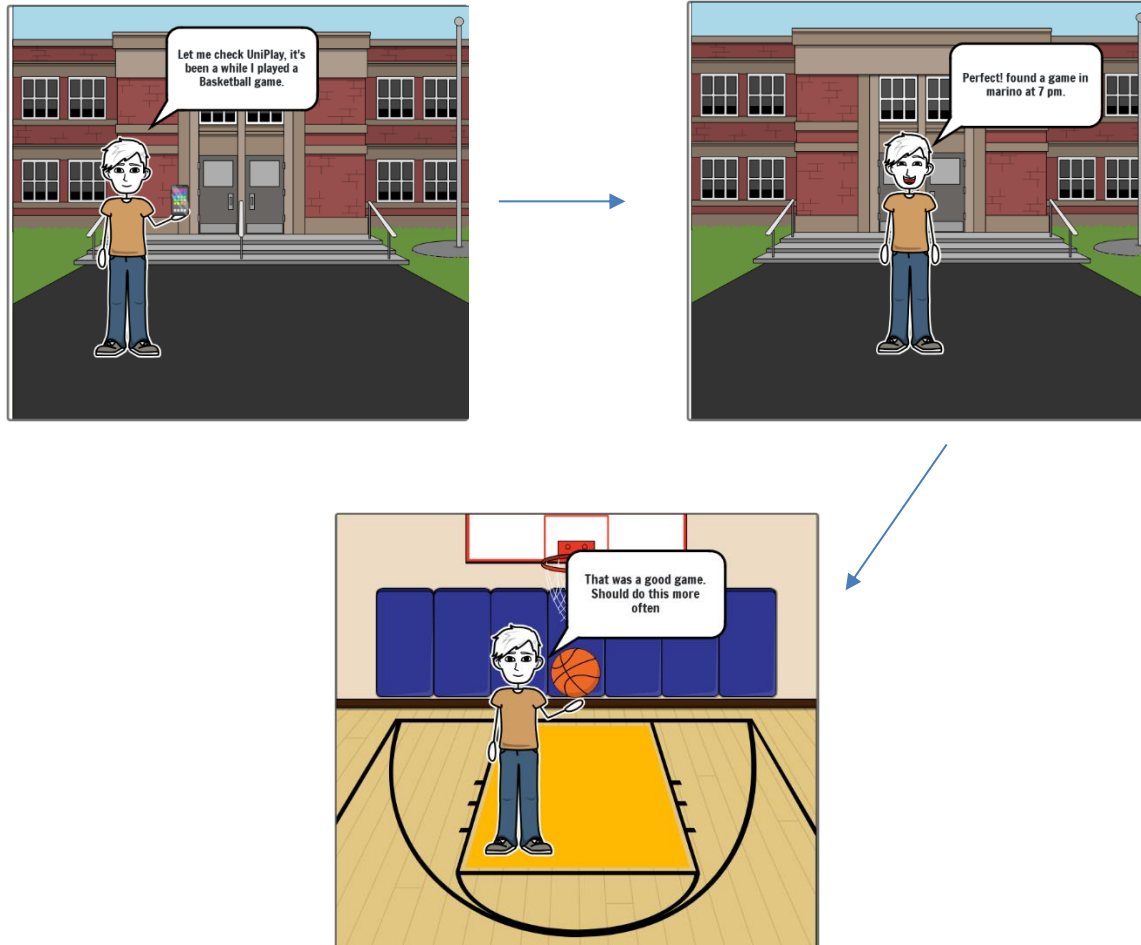
Below is the feature matrix of the competitors compared to UniPlay.

	Playo	Eventbrite	WhatsApp Facebook Groups	Athleto	IMLeagues	UniPlay
Sports Team Formation	✓	✗	✗	✓	✓	✓
Event Scheduling	✓	✓	✗	✓	✓	✓
User Base	Local sports enthusiasts	Event organizers/attendees	Local sports enthusiasts	College Community	University Community	Northeastern University Community
Peer Skill Reviews	✗	✗	✗	✗	✗	✓
Intramural Game Management	✗	✗	✗	✗	✓	✓
Reminders/Notifications for interested games	✗	✗	✗	✓	✓	✓
Messaging team members	✓	✗	✓	✓	✓	✓
Event Ticketing	✗	✓	✗	✗	✗	✗
Venue Booking	✓	✓	✗	✗	✗	✓
Game Statistics	✗	✗	✗	✗	✓	✓
Team Formation based on skill level	✗	✗	✗	✗	✗	✓
Trophy cabinet	✗	✗	✗	✗	✓	✓
Sports centric Community Page	✗	✗	✓	✗	✗	✓

# Verbal/Visual Walkthrough of Use Cases

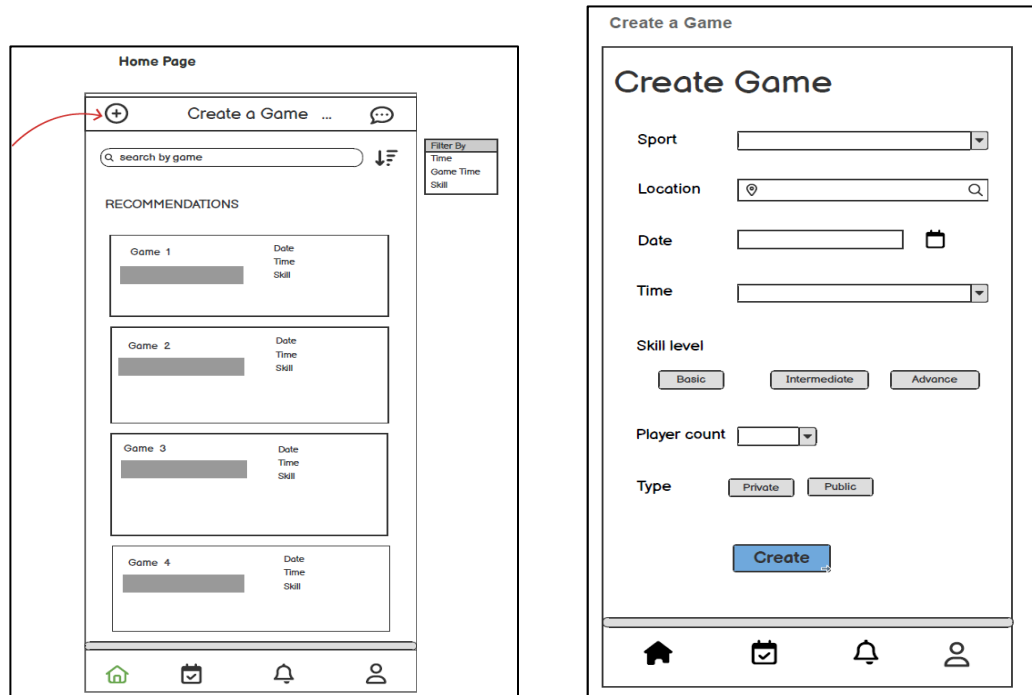
## Use Case 1: Spontaneous Pickup Game

**Scenario:** Jake, a university student, and basketball enthusiast is looking to play a pickup game after his classes.

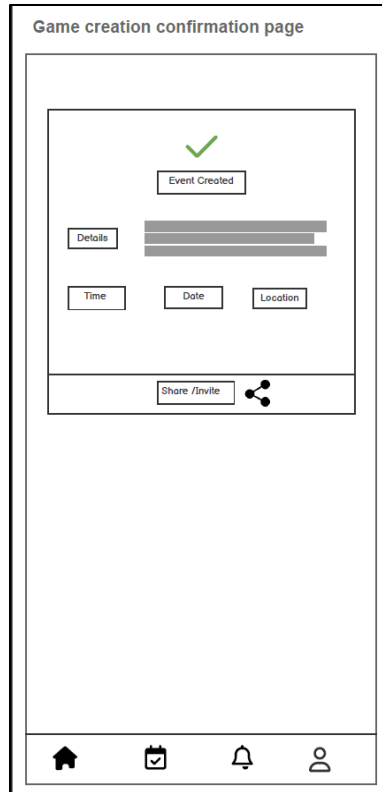


**Steps:**

1. Jake opens the app: Jake, a university student and basketball enthusiast, opens the UniPlay app on his smartphone after finishing his classes for the day.
2. Home Screen: Jake is greeted by the app's home screen, which displays a list of upcoming pickup basketball games in his area. He sees options to join a game or host his own.
3. Join a Game: Jake scrolls through the list of upcoming games and finds one that fits his schedule. He taps on the game to view more details, such as the location, time, and number of players needed.
4. Joining Process: Jake decides to join the game and taps the "Join" button. He receives a confirmation message and his name is added to the list of players attending the game.
5. Host a Game: Alternatively, Jake can choose to host his own pickup basketball game. He taps on the "Host Game" button and enters the details, including the location, time, and number of players needed.



6. Inviting Players: Jake can invite friends or other users from his contacts list to join his game. He sends out invitations via the app and waits for responses.
7. Game Confirmation: Once enough players have joined Jake's game or the scheduled time approaches, he receives a notification confirming the game. He can view the list of players attending and any additional details.



8. Playing the Game: Jake heads to the location of the pickup game at the scheduled time and enjoys playing basketball with other participants.



9. Rating and Feedback: After the game, Jake has the option to rate the experience and provide feedback about the other players' performance. This helps improve the app for future users.

### Rate Players from Past Events

Game 11

Back

Rate Players

Player	Rate	Absent
	☆☆☆☆☆	<input type="radio"/>
	☆☆☆☆☆	<input type="radio"/>
	☆☆☆☆☆	<input type="radio"/>
	☆☆☆☆☆	<input checked="" type="radio"/>
	☆☆☆☆☆	<input type="radio"/>
	☆☆☆☆☆	<input type="radio"/>

Time

Date

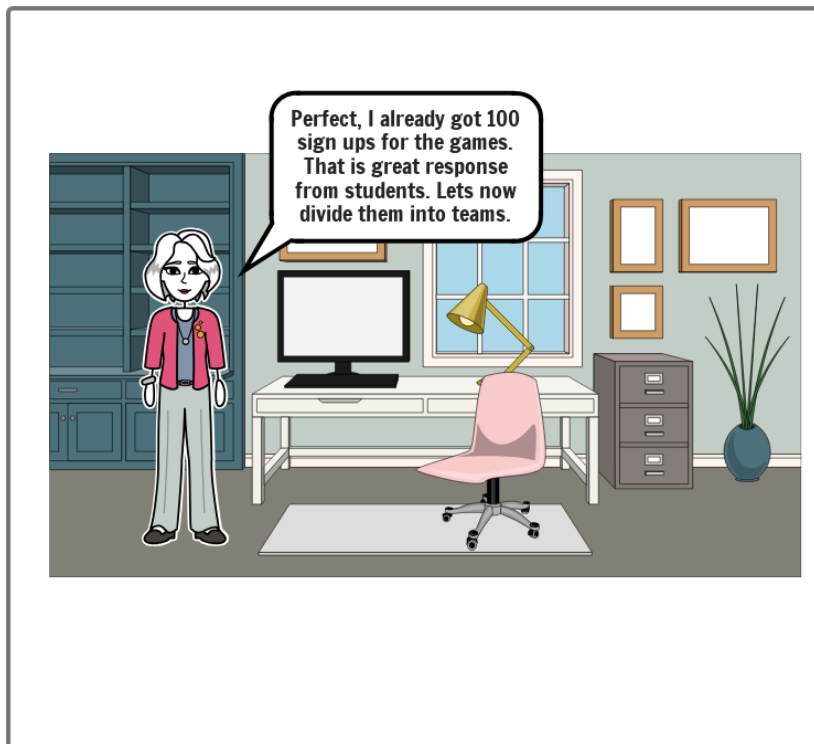
Location

No of Players



## Use Case 2: Intramural Game Organizer

**Scenario:** Laura, an intramural organizer, needs to form teams for the upcoming soccer tournament.





## Steps

1. Laura logs into UniPlay with her organizer credentials.
2. She creates a new event for the soccer tournament, specifying the date, time, and player skill level requirements.
3. The app notifies students who have expressed interest in soccer within the university.
4. Interested participants sign up, and the app suggests balanced teams based on skill levels and positions.
5. Laura reviews the teams, makes any necessary adjustments, and finalizes the *Spring 2024* rosters.
6. Participants receive notifications about their teams and the tournament schedule.
7. The app allows Laura to send updates or changes to the event and communicate with all the participants.

# Detailed Design & Features Description

## Design Principles :

- **User-Centric Design:** Prioritize the needs and experience of users in all design decisions, ensuring that the app interface is intuitive and easy to use.
- **Simplicity and Clarity:** Embrace a minimalist design approach that focuses on essential

features to reduce complexity and enhance usability.

- **Efficiency and Speed:** Optimize the app for quick responses and fast interactions to accommodate users looking for teammates and games without delays, reflecting Google's emphasis on speed and efficiency in user interactions.
- **Continual Improvement and Feedback Loop:** Incorporate user feedback continuously to refine and improve the app's features and functionalities. This iterative design process ensures the app remains relevant and user-friendly over time.
- **Transparency and Trust:** Be transparent about the use of data within the app and provide clear privacy settings. This builds trust and ensures users feel secure in their interactions within the app.
- **Accessibility and Inclusivity:** Design the app to be accessible to a diverse range of users, including those with disabilities, ensuring that everyone can participate in the community regardless of their physical abilities or technical proficiency.

### Features/information architecture :

Feature	Description	Functionality
<b>User Registration/Login</b>	Allows users to create a new account or log in to an existing account using email, university ID, or social media credentials.	Secure authentication system to ensure data integrity and user privacy. User profiles are created and managed here.
<b>Team Formation</b>	Users can create new sports teams or join existing ones within their university. Teams can be public or invite-only.	Provides tools to manage team members, send invitations, and set team preferences such as skill level, sport type, and availability.
<b>Find a Game</b>	A feature that enables users to find upcoming games or matches. Users can filter searches by sport type, skill level, and location.	Utilizes GPS to display nearby games on a map or list view. Users can join open games or request to join private games.
<b>Game Scheduling</b>	Allows team organizers to schedule games, including setting the time, date, and location. Integrates with calendar apps for reminders.	Includes a scheduling assistant that suggests optimal times based on team member availability and location preferences.
<b>Chat and</b>	A built-in messaging system that	Supports individual and group

<b>Communication</b>	facilitates communication between team members and game organizers.	messaging. Enables sending of notifications, game reminders, and updates directly within the app.
<b>Location Services</b>	This feature uses the device's GPS to help users find sports facilities and game locations within their campus or nearby areas.	Interactive maps show locations of games and available sports facilities. Users can get directions and estimated arrival times.
<b>Skill Level Assessment</b>	Users can input their skill level during profile setup or update it anytime. The app can also suggest a skill level based on game performance and peer reviews.	Helps in matching players with similar skill levels for games, ensuring balanced and competitive matches.
<b>Feedback and Ratings</b>	Post-game feedback mechanism where players can rate each other and the game experience.	Used for improving game setups and ensuring user satisfaction. Feedback can influence future game matches and team formations.
<b>Privacy Settings</b>	Allows users to manage who can see their profile and game activities, including location and availability status.	Users can control their visibility and the amount of information shared within the app, enhancing personal security and comfort.
<b>Push Notifications</b>	Sends alerts about upcoming games, team invites, and messages from team members or game organizers.	Ensures users stay informed about their upcoming activities and any changes or messages in real time.
<b>Analytics Dashboard</b>	For administrators and organizers, provides analytics on user engagement, popular sports, peak playing times, and more.	Helps in understanding user behavior, popular trends, and resource allocation for better management of sports activities within the app.

### Minimum Viable Product (MVP) :

	Feature	Description	Justification
<b>P0</b>	User Registration/Login	Secure system for users to create and access accounts using email or university ID.	Essential for user management and personalization. Must ensure privacy and security from the

			start.
<b>P0</b>	Create a Game	Allow users to create and manage sports teams, join existing teams.	Core functionality to facilitate creation of game
<b>P0</b>	Find a Game	Users can find available games nearby based on their preferences and join them.	Critical for engaging users immediately after registration and ensuring the app's usefulness.
<b>P0</b>	Chat and Communication	Basic messaging functionality to communicate within teams and with game organizers.	Essential for coordination and communication, fundamental to user engagement and retention.
<b>P1</b>	Game Scheduling	Tools for organizers to schedule games, including setting time, date, and location, with calendar integration.	Important for organization but can be simplified in the MVP phase.
<b>P1</b>	Location Services	GPS-based services to find game locations and facilities.	Enhances the user experience by integrating real-world locations, but not immediately critical for the MVP.
<b>P2</b>	Skill Level Assessment	Allows users to set and update their skill levels. The app suggests levels based on performance.	Useful for enhancing game matching but can be refined post-MVP based on initial user feedback.
<b>P2</b>	Feedback and Ratings	Mechanism for users to provide post-game feedback and rate participants.	Adds value to the community and user experience but is not essential for the initial launch.

### Next Development Plan for UniPlay :

Priority	Feature	Description	Justification
<b>C</b>	Privacy Settings	Advanced controls over profile visibility and data sharing.	Important for user trust and safety but can be enhanced after the MVP launch as part of privacy features enhancement.

<b>C</b>	Push Notifications	Alerts for game updates, invites, and messages.	Increases user engagement but can be introduced after initial user interface and interaction are stabilized.
<b>C</b>	Analytics Dashboard	Dashboard for administrators to view engagement metrics and activity trends.	Valuable for backend management and scaling but not required for initial user functionality.

### Long-term Development Plan for UniPlay :

Feature	Description	Justification
Global Expansion	Scale operations to include more universities and colleges globally, adapting the app to support multiple languages and regional sports preferences.	To increase the user base and tap into international markets, making UniPlay a global platform for university sports networking.
Advanced Analytics	Implement more sophisticated data analysis tools to provide deeper insights into user behavior, preferences, and engagement metrics.	To optimize user experience based on data-driven decisions and improve the overall effectiveness of the app.
Integration with Wearables	Develop compatibility with sports wearables to track performances and health data that can be used for enhancing game matching and personal fitness tracking.	To enhance the personal value of the app for users, integrating technology that supports health and fitness alongside sports team formation.
Augmented and Virtual Reality	Explore the use of AR and VR to provide users with immersive experiences such as virtual game planning, tours of sports facilities.	To leverage cutting-edge technology for a unique, engaging user experience that differentiates UniPlay from competitors.
Educational Partnerships and Outreach	Collaborate with educational institutions for official partnerships, integrating	To deepen the app's integration into student life and sports education, providing a seamless

	physical education programs with UniPlay's platform.	bridge between recreational and formal sports activities at universities.
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## Roadmap / Timing

Phase	Milestone	Goal	Timing	Reassessment Point
<b>Development</b>	Internal Prototype Development	Develop a basic prototype to demonstrate core functionality	2-3 months	Review internally for user and business requirements alignment
	Alpha Release (Internal Testing)	Test the app internally with a small user group	1 month	Collect feedback on usability, bugs, and initial impressions
<b>Pre-Launch</b>	Beta Launch (Closed User Group)	Real-world testing with a selected group of users	2 months	Gather user feedback, identify pain points, assess performance
<b>Launch</b>	Full Public Launch	Officially launch UniPlay to the public with full features	1 month after Beta	Post-launch performance review and initial public feedback
<b>Post-Launch Optimization</b>	Version 1.1 (Feature Enhancements)	Update the app based on user feedback from the public launch	3-6 months post-launch	Analyze user engagement and retention for further enhancements
<b>Expansion</b>	Additional Features and Market Expansion	Introduce advanced features and expand market reach	1-year post-launch	Review market performance, user demand, and scalability issues
<b>Long-Term Development</b>	Continuous Improvement and Innovation	Continuously update the app with the latest technology and user feedback	Ongoing	Regular evaluation every 6 months of technological and competitive changes

### Timing Sensitivities :

- **Competitive Landscape:** Need to launch before the major enrolment period in universities to capitalize on new students looking for sports activities.
- **Technological Changes:** Stay updated with new mobile OS releases and tech trends to keep the app compatible and innovative.

### Scenarios for Service Introduction :

Phase	Objective	Selected Strategy	Rationale for Strategy	Alternatives Considered	Reason for Not Choosing Alternative
<b>Alpha Launch</b>	Test basic functionality and identify critical bugs in a controlled environment.	Internal testing with developers, company employees, and selected stakeholders.	Allows for quick iterations and immediate feedback in a secure environment, essential for initial bug fixes and usability improvements.	Skip Alpha, Proceed Directly to Beta	Skipping could lead to unaddressed major bugs and poor user experiences, risking early negative impressions.
<b>Beta Launch</b>	Validate market fit and app usability with a diverse user feedback.	Closed user group testing involving tech-savvy individuals and representatives from the target demographic.	Controlled, diverse feedback from target users ensures the app is refined based on actual user needs and expectations before a broader release.	Open Beta for All Users	An open beta could overwhelm the feedback process and dilute actionable insights.



<b>Full Launch</b>	Broadly release the app to all potential users, maximizing reach and engagement.	Public release across all targeted university campuses after successful Alpha and Beta phases.	Ensures the app is robust and user-friendly at scale, allowing for widespread adoption and real-world scalability testing.	Staggered Launch by Regions	A phased regional launch might delay comprehensive feedback and impact the momentum necessary for success.
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## Metrics

Category	Metric Name	Computation Method	Required Data	Success Indication
<b>User Engagement</b>	Daily Active Users	Count of unique users per day	User login and activity logs	Measures daily engagement and app stickiness
	Monthly Active Users	Count of unique users per month	User login and activity logs	Measures monthly engagement and long-term retention
	Session Length	Average duration of user activity per session	Session start and end timestamps	Indicates user interest and satisfaction level
	Retention Rate	Percentage of users returning within a given time	User login timestamps	Assesses user loyalty and app stickiness
<b>System Performance</b>	Load Time	Average time from app launch to operational	Timestamps from app start to readiness	Evaluates app efficiency and technical robustness
	Error Rate	Percentage of sessions with errors	Error logs during sessions	Indicates app stability and quality
<b>User Satisfaction</b>	Net Promoter Score	Derived from user likelihood to recommend the	User survey responses	Measures overall user satisfaction and likelihood to

		app		recommend app
	Customer Satisfaction Score	Average scores from user feedback on features	User feedback and ratings	Gauges immediate user reactions to app interfaces and functionalities
<b>Business Outcomes</b>	Conversion Rate	Percentage of users taking desired actions	Logs of specific user actions	Shows effectiveness of app in promoting user interaction
	Churn Rate	Percentage of users discontinuing use over time	User activity logs over time	Assesses user dissatisfaction or lack of engagement
<b>Search and Discovery</b>	Search Effectiveness	Percentage of searches leading to action	Search query logs and subsequent user actions	Evaluates how well search functionality meets user needs
	Click-Through Rate	Ratio of clicks on game invitations to displays	Game invitation displays and clicks logs	Measures interest level and relevance of game invitations to users

## International Plan

**Phase 1:** First Launch - Within the first year, validate key features and market suitability at home university with the goal of an effective launch and operation.

**Phase 2:** USA Expansion - To evaluate scalability and develop a presence across several campuses, expand to other US institutions in the second year.

**Phase 3:** International Expansion - Begin with a trial program in a few international universities, then expand to universities worldwide starting in the third year.

**Tricky issues around internationalization :**

- **Problem:** Language and Cultural Variations  
**Description:** Adapting the app's language, content, and layout to conform to cultural conventions and preferences.
- **Problem:** Regulatory Compliance  
**Description:** Ensuring compliance with various international legislation concerning digital communications and data protection.
- **Problem:** Network and Data Services  
**Description:** Improving application performance to adapt to various network configurations and regional variations in data consumption trends.

## Projected Costs

Considering 3 major components (user interface, backend/server, database management), and assuming each component requires:

- 2 engineers for the frontend (UI/UX),
- 3 engineers for the backend (logic, server interactions),
- 2 engineers for database and infrastructure,
- Estimated duration: 6 months.
- Amazon EC2 for compute
- Amazon S3 for storage
- **Engineering Effort:**  $(2+3+2) \times 6 = 42$  person-months.
- **Storage S3:** 5 TB (5,120 GB)
- **EC2:** 1 machine for 6 months
- **Total Cost** =  $201,600 + (5120 \times 6 \times .03) + (6 \times 5040 \times .07) = 201,600 + 3038 = \$204,638$ .

\* Amazon EC2 costs \$0.07 per hour

\* Amazon S3 costs \$0.03 per GB

\* Hourly Rate for Engineers: \$30

## Operational Needs

Support Area	Role and	Commitment	Staffing and	Key Operational
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	<b>Objectives</b>		<b>Resource Strategy</b>	<b>Considerations</b>
<b>User Support</b>	Handle technical and non-technical queries, especially issues specific to university students' needs.	Ongoing	Employ part-time student workers from the university for relatable, cost-effective support.	Ensure supporters are familiar with university culture and student needs.
<b>Maintenance and Development</b>	Regular app updates, bug fixes, and feature enhancements based on user feedback.	Ongoing	Small team of developers (possibly interns); use freelance developers for specific tasks.	Agile development with quick adaptation to feedback and usage patterns.
<b>Quality Assurance</b>	Ensure new releases are free from bugs and maintain overall app quality.	Ongoing, peaks around releases	Utilize university beta testers and part-time QA personnel.	Focus on user experience consistency and stability across updates.
<b>Data Management and Security</b>	Manage data securely, ensure privacy compliance, and handle data backups.	Ongoing	Contract a part-time data security consultant initially, expand as needed.	Compliance with data privacy laws, especially with international students.
<b>Marketing and Community Engagement</b>	Promote the app within the university, manage social media, and run promotional events.	High initially, then periodic	Use marketing interns and student ambassadors; collaborate with university clubs and organizations.	Leverage university events and seasons for targeted promotions.
<b>Operational Issues</b>	Address specific on-the-ground challenges such as Wi-Fi	As needed	Partner with university IT services; consider	Plan for peak usage, ensure robust app performance at

	connectivity and integration with university systems.		temporary scaling of resources during peak times.	critical times.
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## Addressing Caveats/risks

<b>Risk</b>	<b>Description</b>	<b>Mitigants</b>
<b>User Adoption Challenges</b>	Especially during the initial stages, difficulty in convincing users to register and actively use the platform.	<ol style="list-style-type: none"> <li>1. Offer incentives such as discounts, rewards, or exclusive features to encourage user registration and engagement.</li> <li>2. Implement a user-friendly onboarding process with clear instructions and guidance.</li> <li>3. Collaborate with university student organizations or clubs to promote the platform among students</li> </ol>
<b>Competition from Existing Platforms</b>	Facing competition from established event management platforms or social networking sites that already offer similar functionalities.	<ol style="list-style-type: none"> <li>1. Continuously innovate and improve the platform based on user feedback to stay ahead of the competition.</li> </ol>

<b>Data Privacy and Security Concerns</b>	Ensuring data protection measures to safeguard user information and comply with privacy regulations like GDPR or CCPA.	<p>1.Implement strong encryption protocols to secure user data both in transit and at rest.</p> <p>2.Regularly conduct security audits and vulnerability assessments to identify and address potential security risks.</p> <p>3.Provide transparent privacy policies and settings that allow users to control their data preferences.</p>
<b>Dependency on University Partnerships</b>	Relying on partnerships with universities for user acquisition and expansion, which may be challenging to establish or maintain.	<p>1.Diversify user acquisition channels beyond university partnerships, such as social media marketing, influencer collaborations, and targeted advertising.</p> <p>2.Establish long-term strategic partnerships with universities, backed by formal agreements and mutual benefits.</p> <p>3. Offer value-added services or benefits to universities, such as event management tools, analytics dashboards, or promotional opportunities</p>

<b>Quality of User-Generated Content</b>	Risks associated with the quality and accuracy of user-generated event listings, ratings, and feedback, which may impact the credibility of the platform.	<p>1.Implement content moderation tools and guidelines to ensure that user-generated content meets quality standards and community guidelines.</p> <p>2.Encourage user participation and contributions through incentives, recognition, and gamification elements.</p> <p>3.Educate users about the importance of providing accurate and helpful information when creating event listings or leaving feedback.</p>
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## Appendix

## References

1. <https://facts.northeastern.edu/>
2. <https://facts.northeastern.edu/2021/assets/pdf/NU-Factsheet-2021.pdf>
3. <https://www.statista.com/statistics/235406/undergraduate-enrollment-in-us-universities/#:~:text=Undergraduate%20enrollment%20in%20U.S.%20universities%202011%2D2023&text=In%20the%20academic%20year%20of,students%20were%20enrolled%20as%20undergraduates>

## Research methodology and insights.

### Top Three customer interview questions

**Q1:** What is your current process of finding people, places, and time to play games?

**Q2:** What challenges do you face in finding genuinely interested people and forming

teams with them?

**Q3:** How is your experience playing games with random/new people?

**Goal** - Our goal from these interviews is to understand current customer behavior and pain points. They are.

1. What medium does the customer use to find teammates?
2. What challenges do they face during this process?
3. How willing are they to play with new people? If not, what are the issues they faced?

These insights will help us in designing better features and integrations to existing systems.

## Summary of User Responses

**Q1: What is your current process of finding people, places, and time to play games?**

Most interviewees utilize social media platforms, such as Facebook, and WhatsApp to find teammates and organize play sessions. A significant number rely on personal networks and direct invitations from friends. A smaller group mentioned using gaming-specific apps or services like Discord and gaming clubs on campus.

Most of them value the social aspect of gaming, indicating a preference for forming teams with acquaintances or through community events.



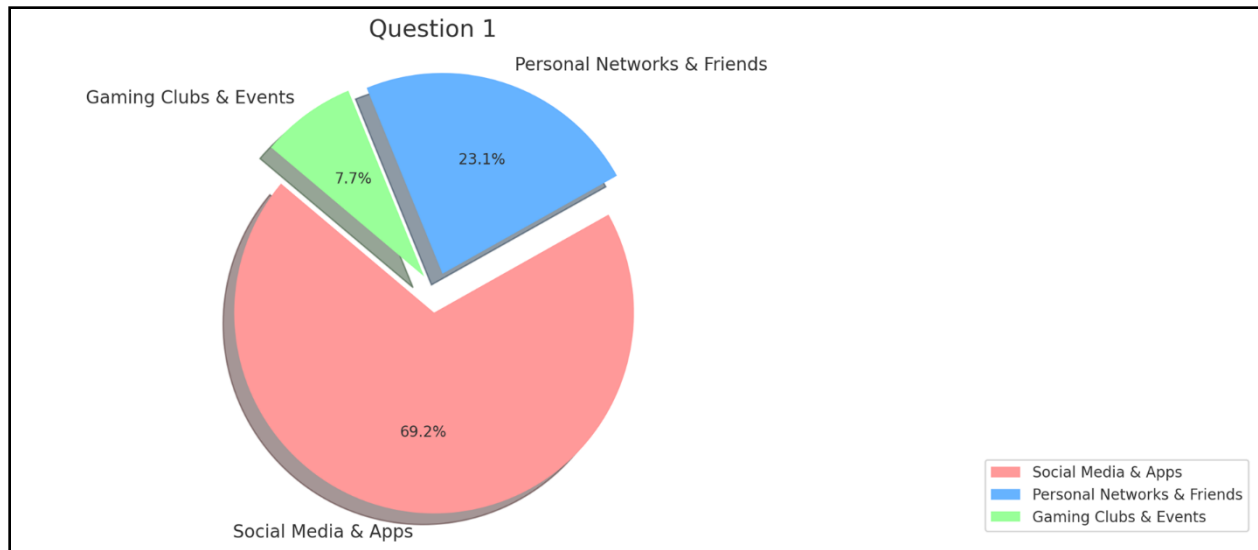


Figure-1: Shows the distribution of methods used by respondents to find people, places, and time to play games, highlighting a heavy reliance on social media platforms and apps, followed by personal networks and friends, and a smaller portion utilizing gaming clubs and events.

**Q2 : What challenges do you face in finding genuinely interested people and forming teams with them?**

The primary challenge highlighted is coordinating schedules and finding players of similar skill levels and interests. Issues like personality conflicts, communication gaps, and commitment levels were frequently mentioned. Some respondents find it hard to expand their usual friend groups or integrate new players smoothly. The difficulty in ensuring consistent participation and maintaining a friendly, competitive environment is a common concern.

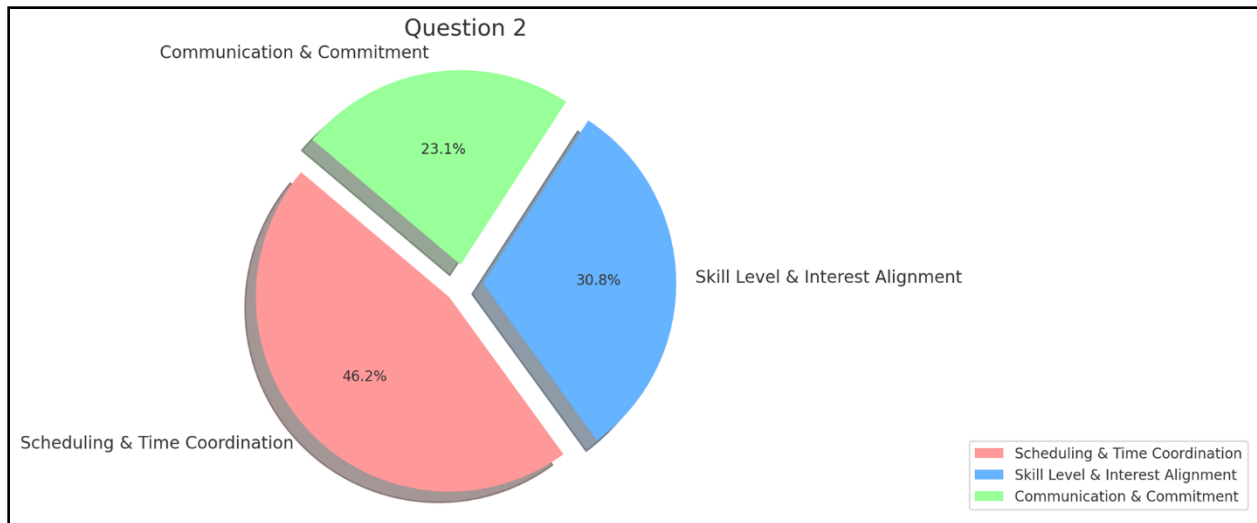


Figure -2 Illustrates the challenges faced in finding genuinely interested people and forming teams, with scheduling and time coordination being the most significant challenge, followed by aligning skill levels and interests, and issues related to communication and commitment.

### Q3: How is your experience playing games with random/new people?

Most of the sample viewed it as a positive experience. Positive aspects include meeting new people, learning strategies, and enjoying social interaction. Negative experiences often relate to issues of cooperation, communication, and occasional toxicity. Some enjoy the diversity and challenge of playing with strangers, while others prefer the familiarity and consistency of playing with known friends or teammates.

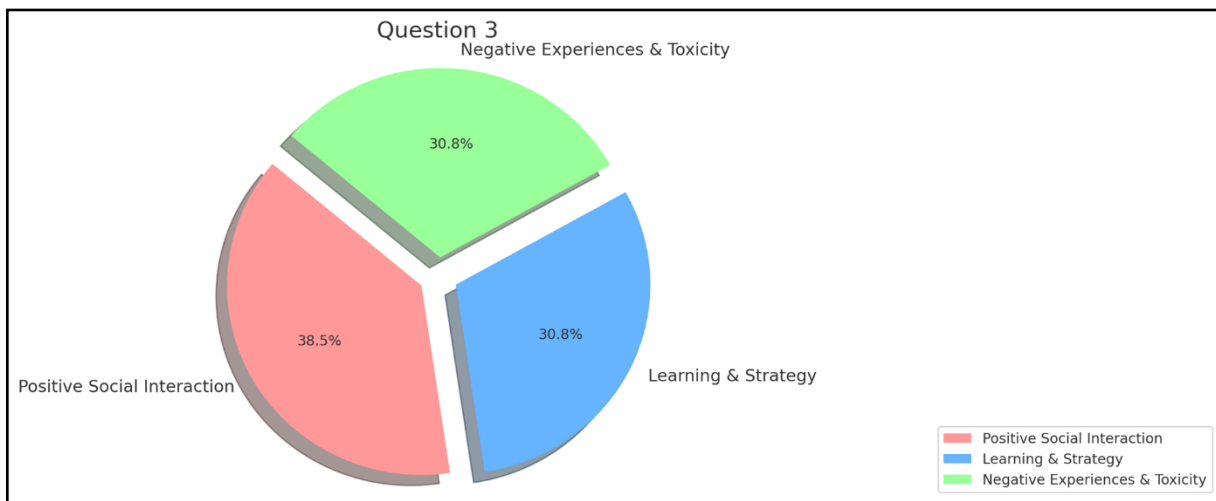


Figure 3 Depicts experiences playing games with random or new people, with an even split between positive social interactions, learning and strategy, and negative experiences or toxicity.