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IED HW 3

User Statement:

a. The biographical sketch of your ideal User(s) and details of the interviewee(s) (do these match?):

A biographical sketch/outline of our Ideal Users would be Nigerian families, specifically families in the lower/middle class. The families would consist of working parents, and children being invested in their education. Our interviewee (Alyssa Okosun) has consistently lived in Nigeria for 11 years out of her 20 years of life. She is a part of the upper middle class and lives in a household of 6. She is currently a sophomore at RPI, pursuing an education in Computer & Systems Engineering. Our biographical sketch and the details of our interviewee are a close match and provide a better understanding of our problem.

b. A summary of the User Research approaches taken and the specific questions asked:

Some approaches that we took to aid our research were the internet (articles, news reports, websites, etc.) and someone from our team. Our team member, Kamsi Dozie, has also lived in Nigeria for most of his life and experienced the struggles of the lack of electricity and power in the country first-hand. With his experience and the research conducted with the resources we have, we have generated a good understanding of our Users and their needs. The specific questions we asked were focused on the current state of Nigeria’s power, how people are affected by the lack of electricity, how they cope and deal with the outages, and what the interviewee would like to see in the future to make Nigeria a more productive place for the families.

c. The User Needs table including raw statements and interpreted Needs.

1. Customer Address: RPI Intervewer: Team 7 Curretly uses: Generator & Inverter

Willing to do follow up? Yes Date: 2-1-2024 Type of user: Everyday user (Family)

| **Question/Prompt** | **Customer Statement** | **Interpreted Need** |
| --- | --- | --- |
| Typical uses | 1. I have to run the generator everyday and use a lot of fuel to power my house 2. I use an inverter once it’s charged to power the house | 1. The generator consumes a lot of fuel to run the house 2. An inverter is used as an alternative energy source to the generator when there is no power |
| Likes | 1. It powers the house 2. It helps me save fuel when I use the generator too much | 1. The generator is a nice, consistent alternative to regular fuel 2. Nice alternative to generator |
| Dislikes | 1. It is loud and consumes too much fuel which is expensive 2. Needs to be charged regularly | 1. Needs to be quiet and cost effective 2. Doesn’t need constant charging |
| Suggested improvements | 1. It to be quiet and consume less fuel 2. Charges regularly and easily | 1. Quiet and cost effective 2. Can charge itself |

d. A summary of any User Needs your team previously generated that can be modified based on the interview:

After interviewing Alyssa about their experience living in Nigeria with recurring power outages, our group was able to further understand the user needs of those living in Nigera without access to consistent sources of power. Our group has generated several user needs throughout our brainstorming process. Some of the more important needs are ensuring that the product for energy consistency is cheap and effective, easy to install, environmentally friendly in the materials it uses, and aids in making it easier to have a consistent energy source in the home for appliances. With this interview, we are able to further modify and change these user needs to meet the target users of families in Nigeria.