# Human Computer Interaction

**Eye-Pointer - Empathy Map** 

**Team Members:** 

**Sneha Jain A** - **PES2201800030** 

Anirudh S - PES2201800644 Shloka Lakka - PES2201800150

Rithvik Rangan - PES2201800150

# Methodology

Needfinding can be done in the following way:

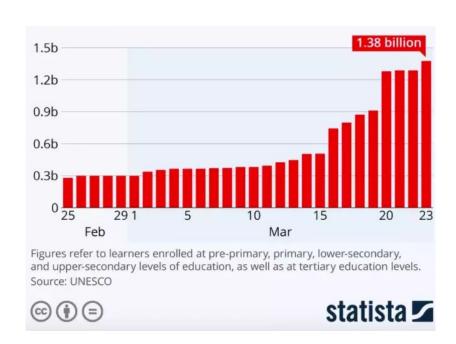
- 1) Decide on people who need to be interviewed (here people who find it difficult to use the mouse)
- 2) Decide on the interview question
- 3) Conduct the interview with each interviewee
- 4) Record the statements so it can be analyzed later

### IMPACT OF LEARNING DURING COVID CRISIS

- 1) The COVID-19 has resulted in schools shut all across the world. Globally, over 1.2 billion children are out of the classroom.
- 2) As a result, education has changed dramatically, with the distinctive rise of e-learning, whereby teaching is undertaken remotely and on digital platforms.
- 3) Research suggests that online learning has been shown to increase retention of information, and take less time, meaning the changes coronavirus have caused might be here to stay.

## IMPACT OF LEARNING DURING COVID CRISIS

The figure shows the number of learners who shifted to online learning during the covid crisis



# Interview 1

- 1) Name of the Interviewee : **Pratab Tiwary**
- 2) Occupation : **Student**
- 3) Age : **19 years old**

#### Questions asked:

- 1. How many hours do you work per day?
- 2. Do you experience any pain in your hands or wrist?
- 3. Do you think you are too dependent on mouse?
- 4. Do you like to work with touch pad in laptops?

# Interview 1 - Empathy Map

	Says	Feels
٧	What are the influences of the environment on what the customer explicitly says?	What matters to the customer?
•	"I use mouse a lot for doing assignments and browsing Internet for research"	<ul> <li>Helpless as he has to spend major amount of his day in front of computer</li> </ul>
•	"I need a lot of breaks in between as my hands pain a lot"	<ul> <li>Frustration as there is no other effective way of using a computer other than standard mouse and keyboard</li> </ul>
_		
	Thinks	Does
6	Thinks What occupies the customer's thoughts?	Does What does the customer do in public?
		What does the customer do in public?
	What occupies the customer's thoughts?  How will I finish all the assignments within a given	What does the customer do in public?  • He does take a lot of breaks in between to do
	What occupies the customer's thoughts?  How will I finish all the assignments within a given time while having this wrist pain	What does the customer do in public?  He does take a lot of breaks in between to do assignments  He tries to search for alternate ways to use the

# Interview 2

- Name of the Interviewee : Mr. Ravindra Sinha
- Occupation : **System tester**
- Age : **43 years old**

#### **Questions asked:**

- 1) How many hours do you work per day?
- 2) Do you experience any pain in your hands or wrist?
- 3) Do you think you are too dependent on mouse?
- 4) Do you like to work with touch pad in laptops?

# Interview 2 - Empathy Map

Says	Feels
What are the influences of the environment on what the customer explicitly says?	What matters to the customer?
<ul> <li>I get wrist pains when I am using mouse for a long time</li> </ul>	<ul> <li>A lot of pain in wrist when using computer for long</li> </ul>
Sometimes I forget to bring mouse to the office	Unconfortable when using touchpads
<ul> <li>Working with touchpad makes me unconfortable and unproductive</li> </ul>	
Thinks	Does
Thinks What occupies the customer's thoughts?	Does What does the customer do in public?
What occupies the customer's thoughts?  I wish there was an alternative to handheld	What does the customer do in public?  • Keeps in his primary remainder to bring mouse to
What occupies the customer's thoughts?  I wish there was an alternative to handheld mouse and touchpad  I wish there is way to stop using mouse or	What does the customer do in public?  Keeps in his primary remainder to bring mous office everyday  He delegates some of his work to other colleans.

# **Physically Challenged**

- WHO has identified over 2 billion disabled people, 20% of whom live with great functional difficulties in their day to day lives.
- Roughly 75 million or 1% of the population suffers from one kind of hand disability
- These people won't be able to use a computer as efficiently as the other people

Source: https://www.inclusivecitymaker.com/disabled-people-in-the-world-in-2019-facts-and-figure

# Empathy Map for a physically challenged person

Says	Feels
What are the influences of the environment on what the customer explicitly says?	What matters to the customer?
Its difficult to operate the mouse with my condition	Irritable as he is not able to use both of his hands
Using a touchpad makes it more difficult to scroll	<ul> <li>Helpless as he is not able to complete some of his task within the deadline</li> </ul>
	<ul> <li>Insecure because his other peers are able to complete job more faster</li> </ul>
Thinks	Does
What occupies the customer's thoughts?	What does the customer do in public?
What occupies the customer's thoughts?  I wish I could make use of this computer more effectively without the support of my hands	
I wish I could make use of this computer more	Tries to contact people who face the same issue to
I wish I could make use of this computer more effectively without the support of my hands  He regrets having to use the computer which is	<ul> <li>Tries to contact people who face the same issue to get more promising solutions for his struggle</li> <li>Browses Internet for more ways to control the</li> </ul>