

Human Computer Interaction

Eye-Pointer - Empathy Map

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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
What are the influences of the environment on what the customer explicitly says? <ul style="list-style-type: none"> • "I use mouse a lot for doing assignments and browsing Internet for research" • "I need a lot of breaks in between as my hands pain a lot" 	What matters to the customer? <ul style="list-style-type: none"> • Helpless as he has to spend major amount of his day in front of computer • Frustration as there is no other effective way of using a computer other than standard mouse and keyboard
Thinks	Does
What occupies the customer's thoughts? <ul style="list-style-type: none"> • How will I finish all the assignments within a given time while having this wrist pain • Pain gets more worse as time goes by 	What does the customer do in public? <ul style="list-style-type: none"> • He does take a lot of breaks in between to do assignments • He tries to search for alternate ways to use the computer without his wrists hurting • Complains to Authority about his condition, which many students also collectively face

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 style="list-style-type: none"> • I get wrist pains when I am using mouse for a long time • Sometimes I forget to bring mouse to the office • Working with touchpad makes me uncomfortable and unproductive 	<ul style="list-style-type: none"> • A lot of pain in wrist when using computer for long • Uncomfortable when using touchpads
Thinks	Does
What occupies the customer's thoughts?	What does the customer do in public?
<ul style="list-style-type: none"> • I wish there was an alternative to handheld mouse and touchpad • I wish there is way to stop using mouse or touchpad altogether • I wish there is way to reduce stress in my wrist 	<ul style="list-style-type: none"> • Keeps in his primary remainder to bring mouse to office everyday • He delegates some of his work to other colleagues when he doesnt get mouse to office • Request for spare mouse from colleagues

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

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?
<ul style="list-style-type: none">• Its difficult to operate the mouse with my condition• Using a touchpad makes it more difficult to scroll	<ul style="list-style-type: none">• Irritable as he is not able to use both of his hands• Helpless as he is not able to complete some of his task within the deadline• Insecure because his other peers are able to complete job more faster
Thinks	Does
What occupies the customer's thoughts?	What does the customer do in public?
<ul style="list-style-type: none">• 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 not designed to suit his needs	<ul style="list-style-type: none">• Tries to contact people who face the same issue to get more promising solutions for his struggle• Browses Internet for more ways to control the computer other than mouse