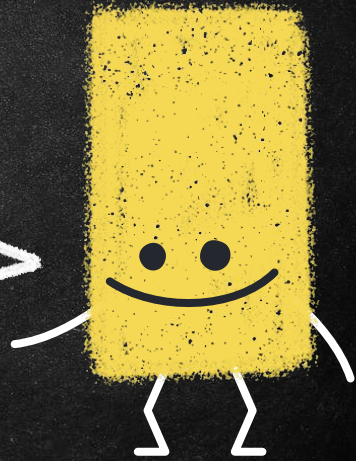
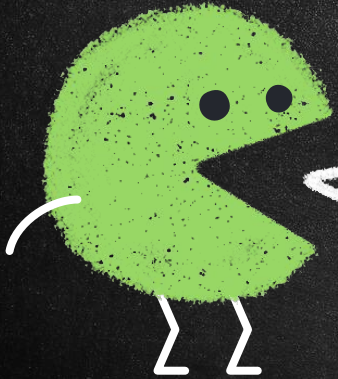


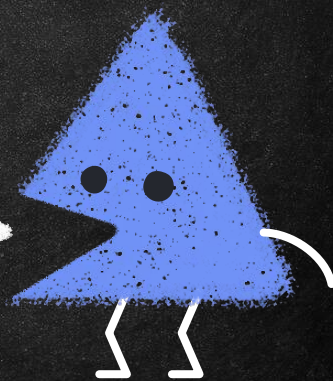
ASSIGNMENT #1: NEEDFINDING

TEAM 4



OUTLINE

- Introduction
- Needfinding Methodology
- Interview Result
- Analysis
- Summary



INTRODUCTION



Fashing Chen



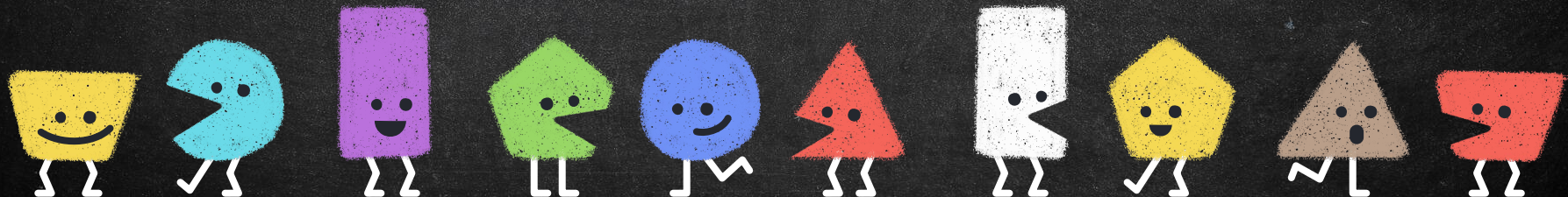
Che Wei Wang



Yu-Wei Chang

Project domain: Social Interaction/ Collaboration

Project theme: Co-working/Scheduling toolkit



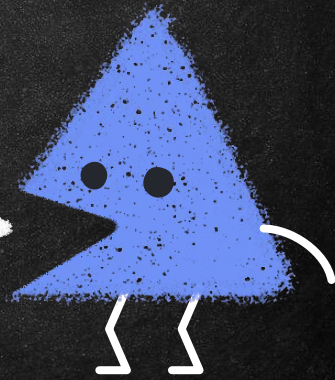
NEEDFINDING METHODOLOGY

→ Interviewee

→ Environment

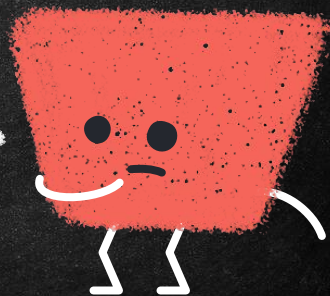
→ Interview

- Introduce Ourselves
- Background
- Experience
- Expectations

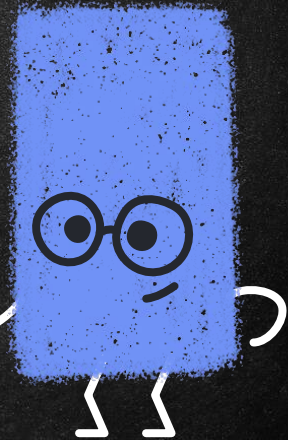


INTERVIEWEE

- Graduate Student (Dept. of History, NTU)
 - No habit of using tools for task managements
- Process Engineer (Micron)
 - Having needs for task managements
- Research Assistant (College of Law, NTU)
 - Already a heavy user for this kind of tool
- College Student (Dept. of Medicine, TMU)
 - Possible heavy user (Event coordinator experience)
- Graduate Student (Data Analysis, Waseda Univ.)
 - Possible user (Using Google calendar for job application)



ENVIRONMENT



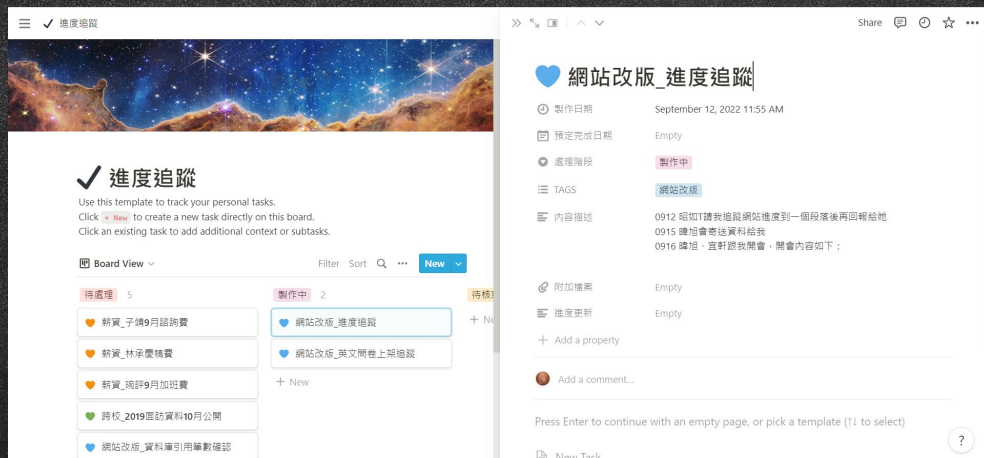
INTERVIEW – BACKGROUND

- Job and identity
- Time distribution and daily routines
- Job description



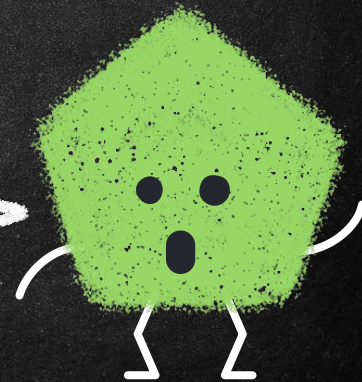
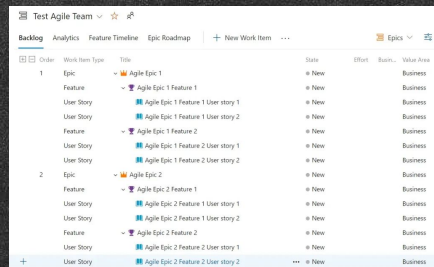
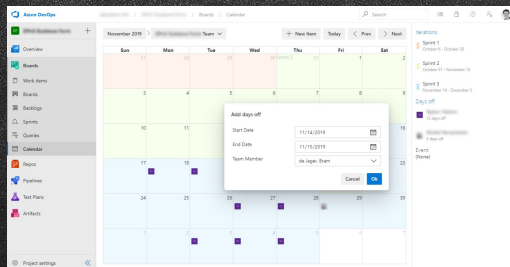
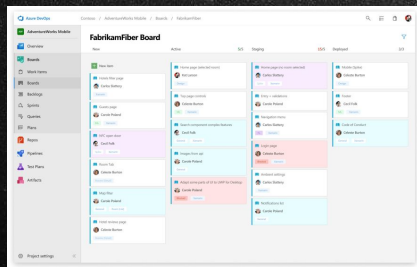
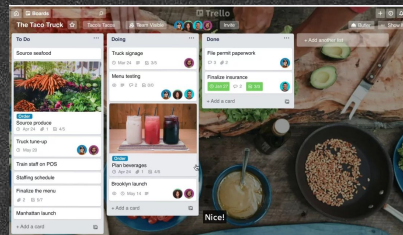
INTERVIEW – EXPERIENCE

- How to organize and keep track on tasks?
- How about co-working scene?



INTERVIEW – EXPECTATIONS

- What about current toolkits?
 - ↴ Azure DevOps, Trello ↵
- What information is important in a todo?
- What functions are needed in such a tool?



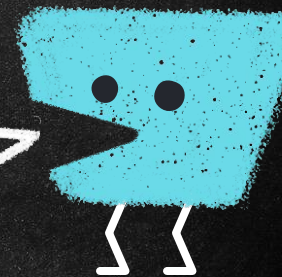
INTERVIEW RESULTS

How to organize and keep track on tasks?

- Sticky notes
- DM to self
- Text/Document
- Calendar/Alarm
- Notion (note software)
- Recording cost matters!

Co-working scenes

- Group Message
- Online Document
- Notion (note software)



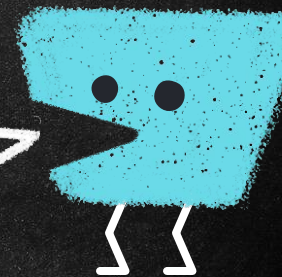
INTERVIEW RESULTS

Thoughts on current toolkits

- Tools for big teams
- Good if all members follow the tool
- Like the board function, pretty visualized
- Tree structure is too complicated to use

Important information in one todo

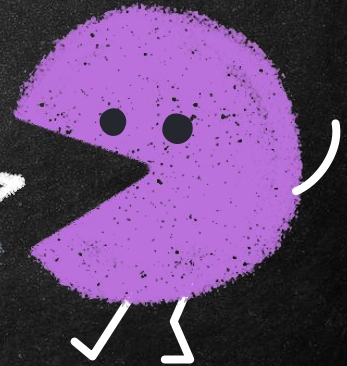
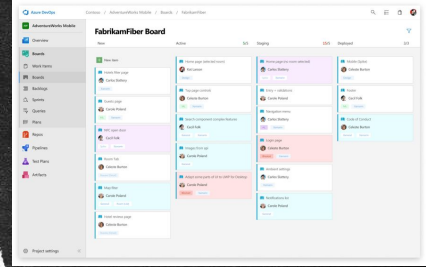
- Priority
- Read status
- Progress bar
- Estimated time
- Deadline
- Nested structure
- Special requests
- Prerequisite



INTERVIEW RESULTS

Functions needed for tools

- Visualized todo list (Board)
- Columns with customized labels
- Checklist
- Reminder/Alarm (position based)
- Reminder/Alarm (time based)
- Label Filter
- Pinging others when they're off the schedule
- Bulletin board



ANALYSIS: EMPATHY MAP

SAY

What are some quotes and defining words your user said?

FEEL

What emotions might your subject be feeling?

What actions and behaviors did you notice?

DO

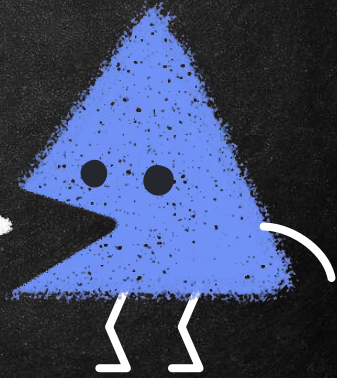
What might your user be thinking?

THINK



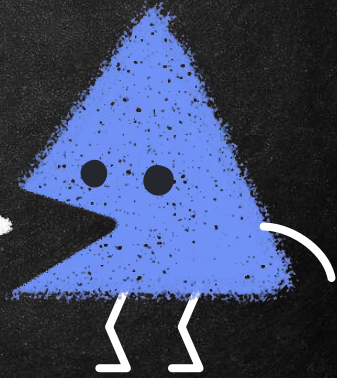
SAY

- *“Even with a useful toolkit, I may be too lazy to record all the tasks.”*
- *“If others did not follow the tools, then the management might become meaningless.”*
- *“I only record the important tasks, minor tasks are saved in my memory.”*
- *“Priority might not be necessary, I can easily tell from titles.”*



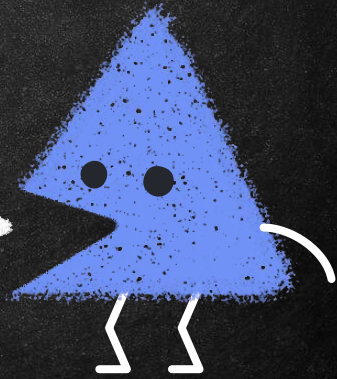
Do

- Use pure text to record items
- Use mature tools to manage tasks
- Record tasks and deadlines via group chats or meeting minutes
- Sometimes forget minor tasks



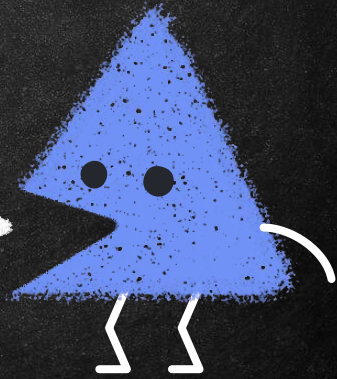
THINK

- Co-working tools need to be easy to use for everyone in the team
- Recording with tools costs too much effort, rather choose convenient way
- Tools might help me with scheduling, but need to be more rewarding and efficient
- It's okay to forget some minor tasks, so there's no need to record them



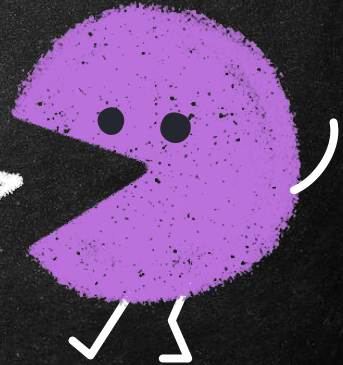
FEEL

- Features in tools are too complicated to learn.
- I'm too lazy to use tools when I can remember things in my brain.
- It maybe troublesome to require everyone to use the tool.
- Features might be helpful for my usage.
- A good tool may change my usage habit.



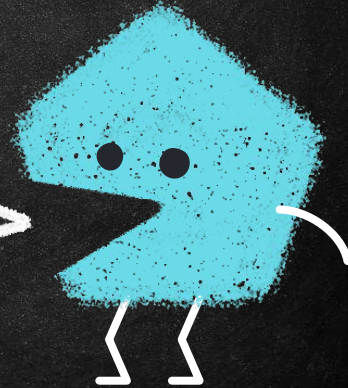
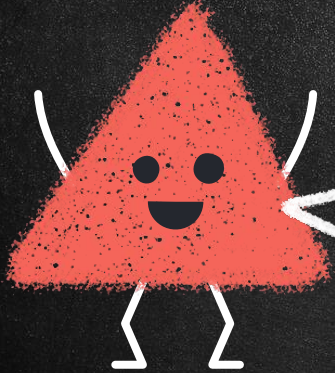
ANALYSIS: INSPIRATION

- Simplicity > Functionality
- Location oriented task layout
- Progress bar based on nested checklist



SUMMARY

- Recording cost matters a lot
- Tools need to be easy and convenient for all users
- Some useful features are needed and still not involved in current tools



THANK YOU
FOR LISTENING

