**PROJECT POSTMORTEM SUBMISSION FRIDAY 10TH MAY 2019**

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| **STUDENT NAME** | George Heath-Collins |
| **PROJECT NAME** | Design Master Class “Hidden Crimes” for Suffolk Refugee Services |
| What do you think went well on the project? | I think that the data collection portion of the application has worked brilliantly. It was something that I have never attempted and I was happy to be able to achieve it thoroughly. The application makes use of Googles Form services which is used to collect data given by users of the application, and it is GDPR compliant.  This was important for the project, as without being able to allow users to provide data anonymously, they would likely feel under pressure to lie about their experience with the application, therefore limiting the usefulness of the data collected by SRS and preventing them from spreading awareness of issues via a digital campaign.  The project was very well scoped, with the client having a very solid idea of what it was she wanted, and she was quick to inform Dan and Myself if she felt that we strayed too far from what it is that she wanted.  We met with the client every two weeks (approximately) as she works for SRS part time and the nature of her role meant that she wasn’t always available. That said however, we were able to remain in contact with the client via texting and email, as well as the occasional phone call. I feel that as a team, Dan and I collaborated very well together, and we were able to deliver a functional product that the client is eager to share.  I’m happy with how the presentations have gone too. I was given the opportunity to demonstrate the application at Endeavour House for the Local Council, and the application is being put up for an award, since they recognized it as a ‘practical educational tool’ with a lot of potential to raise awareness of the sensitive topics that it handles.  I’m pleased with the overall aesthetic of the project tool, as it was based on a successful leaflet campaign engineered by SRS but we were given the freedom to translate the visuals into a 3D environment. While some of the models could be improved, the outcome is far better than I had originally anticipated.  Localization of the application into different languages is arguably the biggest success of the project. While we had to use specific fonts in order to create the text and utilize Unity Plugins to ensure the text was written correctly, the outcome was an application that could be used by a much wider demographic and in an application about spreading awareness, this was essential to the project.  The client wasn’t familiar with the development process, and so we explained the changes made to the application through demonstrations and non-technical language, so that the client could understand exactly what was happening during each stage of development. |
| What do you think needed improvement on the project? | The User Interface could be improved, as a recent meeting with Steve showed Dan and I that it doesn’t quite match the diegesis of the environment. Having reached complete functionality of the product, I met with the client and we reassessed the visual design of the UI. I suggested that maybe we could have used icons resembling colourful hang-tabs on children’s toy packaging, and as such, the UI will be overhauled as the project continues beyond the module.  The managerial side could have been better too. For a portion of the project, we forgot to keep the trello updated, and had to sort it out after a series of updates had been done. We were still able to catch up, but we should have paid closer attention to this aspect initially. |
| What do you think of your own contribution to the project? | I think that I completed the challenging design decisions effectively, in translating a leaflet to an interactive quiz. After planning the entirety of the application and pitching it to the client using a User-Journey flowchart, I spent some time relearning Unity and I figured out a way to send data to a Google Forms Sheet.  Using WWWForm in C# meant that I could store data, and I was able to build a prototype that demonstrated the collection of data to the client. From this point onward, Daniel was brought onto the project where he refined my code and built the UI.  I handled the generation of assets, both 3D and 2D. It took some convincing to get the client to agree to using 3D assets but I think that I was able to craft a more interesting visual style due to them.  I was also the one who primarily interacted with the client, having been to every single meeting. I demonstrated the product to member of the council, and have aided the client in producing step-by-step guides explaining how the application works so that she would be able to share the progression of the application and its uses in SRS and external meetings.  I planned out the systems for the Quiz, and designed the overall structure of the application, and I’ve been successful in creating assets and code in order to create the application, as well as implementing changes based on the client’s feedback. |
| **OVERVIEW** |  |
| **Thinking about the project you have worked on this year, what are the important lessons that you will take away from the experience for your next group project?** | I’ve learned a lot about pitching products to different people, and having been given the opportunity to share the development with potential investors, I feel more confident in my ability to deliver scope-controlled applications.  I’ve learned about being GDPR compliant, and I understand the risks involved in recording and storing potentially private data. Using disclaimers and following regulations to deliver a safe product has been vital, and I’ll be using this information in the future when crafting similar products.  Unity updating led my previous WWWForm to become outdated, and by reviewing the code regularly with Daniel, I’ve learned how to use the Unity Documentation to update code and keep the core functionality obtainable and working.  Using additional software has been beneficial for me too, such as Trello, exploring Unity plugins and 3DS Max 2018.  Localization was a key feature of this application and I’ve discovered the importance of providing accessible text and symbols in order to reach a wider demographic. Since the application was meant for users who may not have good tech skills, the localization had to be effective and the interactions within the application had to remain intuitive. This means that we spent a lot of time testing the application with various users, ensuring that they understood how to use it with as few issues as possible. A key way of keeping the app intuitive was to only use one method of input. When using a tablet, the majority of users would instinctively tap, and so the apps UI was designed to accommodate this control method. Some languages included in the application must be written from right to left, so ensuring that the text is written correctly (in this case a Unity Right-to-Left text plugin was used) is essential, especially for an educational application supplying facts.  In future projects, if I’m working with a client who isn’t familiar with the technology we’re using, I’ll remember to explain it as simply as possible in order to prevent misunderstandings and to keep expectations realistic. |