

Got It
By Imagine Dictations
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- 1) *Describe and justify the **choice of user research methods** that you will use to gather requirements for your project, i.e., whether you will use interviews, observations, surveys, log data, and /or a technology/literature review. Most projects will benefit from multiple methods (to triangulate your findings).*

Our team chose to use an online survey to gather data. With its quick turnaround time and ease of creation, an online survey was the clear choice for gathering preliminary data to help us build personas. Additionally, our target users is primarily university students. Typically, university students are busy and as a result are more likely to fill out a five-minute survey.

The information from the survey will help us refine our methods for further phases of requirements gathering. It will allow us to be more efficient and specific while conducting other methods of research to triangulate our findings.

In the future, our team will utilize more in-depth questionnaires (refined from the results of our initial questionnaire), and interviews as these will provide more information about our potential user base. Once we have medium and high fidelity mockups, we will also utilize demos where we ask users to complete a task and evaluate how they use the software. Using multiple gathering methods will allow us to triangulate our data and overall build a more user friendly interface.

- 2) *Design a preliminary version of the "instrument(s)" you will use for your chosen user research methods (e.g., interview questions, user survey questions, interview guide).*

Our team created a question bank to learn more about our potential user base and their level of knowledge. These questions are intentionally worded loosely, as they are meant to be applied to surveys and interviews. In other words, these questions will be worded differently depending on the context in which they are asked. This bank will grow as our team needs to learn more about our user base to inform design decisions later in development.

- How often do you meet with your friends to plan things?
- Does your planning go smoothly or are there lots of conflicts?
- When was the last time you had a group project?
- What was the most difficult barrier to overcome with this project?
- How do you organize your thoughts during brainstorming?
- How much do you retain from brainstorm sessions?
- Do you find brainstorm sessions helpful?
- How well do you get along with other group members during group projects?
- What is your current discipline/what are you studying etc.
- How much do you contribute in group projects?
- Do you consider yourself a team leader or team member?
- How old are you?
- What's your gender?

- What year are you in?
- How confident are you with technology?
- Do you find it easy to use Facebook Messenger?
- How often do you use a voice powered service (Kinect, Siri, Google Now, Amazon Echo, etc)
- Do you have a smartphone?
- Do you find you get distracted during meetings?
- Where do you usually hold your meetings?
- How many people are at your meetings (on average)
- How do you typically record meeting details?

3) ***Conduct your first phase of requirements gathering.*** Describe your preliminary findings and experiences from this step, and describe any changes you wish to make to your instruments for further phases of requirements gathering. You may also wish to make revisions on the problem you defined for your team from milestone 1.

For our preliminary research, we chose to build a survey, which is viewable at <https://www.surveymonkey.com/r/MNZ83JE>. The ethics statement was included with every posted link, and is attached to this document as an appendix.

Key Findings:

- Just under half of all the study responses as of June 5th 2017 claimed to never use voice powered services. This must be kept in mind when making design assumptions as people may not be familiar with that form of software and lack an understanding of the standard signifiers for recording software.
- No one claimed to use a voice recorder for meetings and more than a third claimed that no one took notes at all during meetings. This points to a possible market or need for our product.
- The average number of members in meetings for our study responses was 5. In terms of designing our product we must think of a design that supports at least 5 users at one time. There were a couple of study responses that had the maximum member count of 20+. This must be kept in consideration when thinking about the maximum loading of the connected meeting service.
- Only a fifth of users said they never go to meetings so this product still works as a meeting centric product.

- 4) *Using the user and task data captured so far, as well as your literature/technology review and your own insights, design and submit at least **two Personas and two Scenarios** for your project. We expect the design of the Personas and Scenarios to be an iterative process, with all team members involved. Your personas and scenarios are likely to evolve as your project evolves (your final report will contain the final version of the Personas and Scenarios).*

Persona A: Connor

Connor is a 19 year old male at the University of Alberta working for a degree in Software Engineering. Many of his classes have group projects. As such, he has become accustomed to brainstorm sessions and developing ideas in his teams. However, Connor has a learning disability and struggles to focus, making it especially hard for him to focus on his teammates ideas and build his own. He typically tries to write down what others are saying, and get copies of all the notes that were taken during meetings, but often not all key ideas are written down, they are only spoken, and so he struggles to stay in tune with his colleagues. This leads to both him being frustrated with both himself and his group members, as he feels left out and that he is not contributing as much as he should be.



Scenario:

Connor meets with his team to start brainstorming an app for his human computer interaction class. Before they begin, Connor opens his iPad and opens the app. He sets it to record and the group discusses the app and what should be in it and what shouldn't. They talk for about an hour and forget the iPad is there, as it was covered with a piece of paper. As they are cleaning up, they find it and turn off the recording. Later in the evening, Connor opens the app and reviews what was talked about. Certain ideas are grouped together and separated as per their topic. Connor reads through the topics and adjusts some of the individual ideas as they were categorized incorrectly. Afterwards, Connor sends a copy of the idea sheet to his other group members.

Persona B: Frank

36 year old Frank works as the manager of an agile development small startup company in downtown Vancouver. The company is too small to afford a large enough staff to effectively control meetings. He makes \$95,000 annually but is stressed due to the amount of extra time that must be spent reviewing and re-discussing issues at the company. Due to the fast pace agile development Frank does not have large amounts of time to invest in learning new complicated systems or working on maintenance heavy systems. Frank hosts official weekly 2 hour meetings with his entire team. The team consists of 5 people not including Frank and the meetings tend to cover many different issues. With no-one skilled in note taking it normally ends up with a patchwork set of notes taken by everyone in the office.

**Scenario:**

This week Frank and his team start the application, begin recording, and start the meeting. They go through the meeting as normal without anyone minding the application. Afterwards George wants to go over one of the issues raised at the beginning of the meeting. Frank and George use the application to access the recorded notes for that issue and George is then able to review the discussed ideas and solutions raised.