**Project Iteration 1**

**Activity 3**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Project Name: Horizon Living**

**Team Name: JMD**

**Trello board URL:** [***Trello Board Link***](https://trello.com/b/qL2m22HL/uccii-project-board-unnamed)

**Github repo URL:** [**Github Link**](https://github.com/dh00158/UCCII-Project)

**Member information**

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| **#** | **Name** |
| 1 | Michelle Munguia |
| 2 | Joe Bruce |
| 3 | Donovan Harris |
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**All the project iteration 1, activity 2 items from all members**

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| **Michelle Munguia Garcia** | |
| **Survey Monkey Survey** | |
| *Create a survey for me to understand users of a website that I have to build to provide information about a senior living facility/ nursing home to people of age 50 to 60 so that I can create user persona and user need statements.* | |
| [*Senior Living Survey Link*](https://www.surveymonkey.com/r/8ZMGPY8) | |
| **Interview users** | |
| **Age of the individual** | *57* |
| **Gender of the individual** | *Male* |
| **Interview questions and answers** | |
| Would you prefer a senior living facility with a more intimate, smaller community or a larger, more expansive facility? | *I I’d definitely prefer a smaller, more intimate community. I think it’s important to be in a place where I can form real connections with people. Big, expansive facilities can sometimes feel too impersonal* |
| What type of ambiance do you think would help you feel most comfortable in a senior living facility? | *II want a balance between having a peaceful space to unwind but also areas where I can engage with others if I feel like it.* |
| Which type of environment would you prefer in a senior living facility: a hotel-like setting with luxury amenities or a more private, residential community feel? | *d go with the residential community feel. I’m not really into the luxury hotel-type experience—it can feel a bit too much. I’d prefer a more laid-back, homey vibe where I can feel relaxed and at ease, with enough privacy but also a sense of community around me. That feels like a place I’d enjoy more in the long run.* |
| What would make you feel confident about the decision to move into a senior living facility? | *What would really help me feel confident is clear, transparent information. I want to know exactly what I’m getting into such as services offered, costs, and reviews from people who’ve lived there. Also, knowing that the place is staffed by genuinely caring people who respect my independence but are there when I need them would go a long way.* |
| How important is the availability of healthcare services in a senior living facility? | *It’s high on the list for me. I’m in good health now, but I know that can change. I’d want to be in a place where healthcare services are available and easily accessible, just in case. I don’t need anything overly invasive, but it’s good to know there’s support if I ever need it down the line.* |
| **User Need Statements (list 5 statements)** | |
| *As a user, I need clear and understandable information about the services and amenities offered at the senior living facility so that I can make an informed decision about whether it meets my needs.* | |
| *As a user, I need the option to access detailed information about the facility’s atmosphere, including its community vibe and available activities, so that I can determine if it aligns with my lifestyle and preferences.* | |
| *As a user, I need access to testimonials and reviews from current or past residents and their families so that I can get a real sense of the facility’s quality of care and community.* | |
| *As a user, I need a website with a user-friendly design and tools like virtual tours or contact options so I can explore the facility remotely before making an in-person visit.* | |
| *As a user, I need to be able to easily find healthcare service options and support available at the facility, including emergency care, to ensure my future healthcare needs will be met.* | |

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| **Donovan Harris** | |
| **Survey Monkey Survey** | |
| *Create a survey for users to find information on a website for a retirement home for them or their loved ones.* | |
| *https://www.surveymonkey.com/r/BLKHCMH* | |
| **Interview users** | |
| **Age of the individual** | *61* |
| **Gender of the individual** | *Female* |
| **Interview questions and answers** | |
| *What is your primary reason for visiting our website?* | *Researching retirement home options* |
| *What information are you most interested in? (Select all that apply)* | *Amenities and services, Cost of retirement homes, Healthcare services, Availability* |
| *How would you prefer to receive information about retirement homes?* | *In-person visit* |
| *How important are user reviews and ratings in your decision-making process?* | *Very important* |
| *What challenges have you faced when looking for retirement home information online?* | *Quality of the retirement home and the space for both relaxation and visit for families.* |
| **User Need Statements (list 5 statements)** | |
| *John needs to find a retirement home near him for his terminally sick mother.* | |
| *Lily needs information on a retirement home she has been researching for herself because she is close to retiring but has no one to take care of her.* | |
| *Mason needs a retirement home that provides good hospitality so that his grandmother does not die alone.* | |
| *Violet needs to know how the staff treats other people in the retirement home to know if the home is a good place for her father.* | |
| *Richard needs to find a good retirement home to go to because he has lost contact with his family and is becoming unable to take care of himself.* | |
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| **Joe Bruce** | |
| **Trello tasks (20 points)** | |
| *https://trello.com/b/qL2m22HL/uccii-project-board-unnamed* | |
| **Creating Survey (15 points)** | |
| *Prompt: Create a survey for me to understand users of a website I am building that will serve potential and current residents of a senior living facility called “Horizon Living” so that I can create user persona and user needs statements. The target age range is 50-60 years old.* | |
| [*https://www.surveymonkey.com/r/VRK5KP3*](https://www.surveymonkey.com/r/VRK5KP3) | |
| **Interview users** | |
| **Age of the individual** | *65* |
| **Gender of the individual** | *Male* |
| **Interview questions and answers (insert more rows below if you have more than 5 questions) (30)** | |
| -Could you tell me a little about yourself? Living situation? Occupation, daily routine? Etc. | Adult male in 60’s. Not retired, salesman working for the same company for 30+ years. Owns home. Wife is semi-retired. Not planning on retiring anytime soon. Daily routine: phone calls, emails, makes own lunch, tries to exercise in the morning. Leaves for work. Technology literate |
| -What are some of your biggest priorities at this stage of life? | Planning for the future. Making sure finances are in order. Looking to downsize possessions. |
| What do you like most about where you live currently? | The house is paid for. Likes the size of house. Likes the independence of living in own home. |
| -What challenges, if any, do you experience in your current home?  -What amenities would make a senior living facility right for you? | Does not like the number of stairs in house. Maintaining the house long term is a concern.  Exercise facility. Commons area. Clubs. Organized activities. Office/library space. Classes on different topics. |
| -What kind of social activities/hobbies are important to you? | Would like to become more physically active so an on-site gym or something similar would be a benefit. He likes to work with his hands and fears that a senior living facility would not be able to offer that. |
| -When looking for senior living options online, what kinds of information are you hoping to find? | Cost is a big factor. What kind of amenities are available. Information on site management team. Contact information. Maintenance. Getting a sense of what life is like at the center. Having customer reviews of the facility/ facility staff would be extremely helpful. |
| -What might be the biggest factors influencing your decision to move into a senior living center? | His overall health. Would like to remain independent and live in his own house as long as possible. Biggest obstacle is the cost currently. |
| **User Need Statements (list 5 statements) (20)** | |
| *Ethan, an independent and active professional, needs a way to see floor plans, room descriptions, and amenities because he wants to ensure the living space meets his lifestyle and preferences before making a decision.* | |
| *Ethan, a detail-oriented researcher, needs access to resident reviews and staff bios because he wants to feel confident in the quality of care and community experience before considering a move.* | |
| *Ethan, a technology-literate user in his 60s, needs a website with large text options, image enlargement, and text-to-speech because he wants an accessible and easy-to-navigate experience.* | |
| *Ethan, a future planner, needs clear information about maintenance services and house rules because he wants to ensure the facility aligns with his expectations for long-term comfort and independence.* | |
| *Ethan, a financially conscious adult in his 60s, needs a way to easily compare the costs of senior living facilities because he wants to ensure affordability and understand what is included in the pricing.* | |
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**Final List of User Need Statements**

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| **User Need Statements – final list** |
| *As a user, I need clear and understandable information about the services and amenities offered at the senior living facility so that I can make an informed decision about whether it meets my needs.* |
| *Ethan, a detail-oriented researcher, needs access to resident reviews and staff bios because he wants to feel confident in the quality of care and community experience before considering a move.* |
| *As a user, I need to be able to easily find healthcare service options and support available at the facility, including emergency care, to ensure my future healthcare needs will be met.* |
| *Ethan, a technology-literate user in his 60s, needs a website with large text options, image enlargement, and text-to-speech because he wants an accessible and easy-to-navigate experience.* |
| *Lily needs information on a retirement home she has been researching for herself because she is close to retiring but has no one to take care of her.* |
| *As a user, I need the option to access detailed information about the facility’s atmosphere, including its community vibe and available activities, so that I can determine if it aligns with my lifestyle and preferences.* |

**Summary of discussion on the effectiveness of the survey and interview questions**

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| *This discussion changed our way of thinking when it comes to getting older as well as from a developer standpoint about how to make the best website for our target users.*  *We felt these interview questions and their responses gave us a better idea of what users are looking for in a senior living facility website. It helped us narrow our focus and highlight what our users think are the most important things to have on the website.* |

**User Personas**

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| **Joe BruceUser Persona** |
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| **Michelle User Persona** |
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| **Donovan User Persona** | |
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| **Combined User Persona** |
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**User Flows**

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| **Joe Bruce User Flow** |
| *Ethan, a detail-oriented researcher, needs access to resident reviews and staff bios because he wants to feel confident in the quality of care and community experience before considering a move.* |
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| **Michelle User Flow** |
| *As a user, I need clear and understandable information about the services and amenities offered at the senior living facility so that I can make an informed decision about whether it meets my needs.* |
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| **Donovan User Flow** |
| *Lily needs information on a retirement home she has been researching for herself because she is close to retiring but has no one to take care of her.* |
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