***IMPress!* Assessment 2**

**Hack-the-Hood, Change-For-Good**

***Empathise, Define, Ideate***

**Part 1(a) - User Empathy (Individual, 15%) Team member 1**

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| **Name and Student number**  Shanthal Palaniappan  s10222337A |  | **Area of Focus**  **Education** | **Date(s), Time** |

**Brief profile of type of person observed and investigated**

For my interview, I interviewed my friend, Annabelle who is a poly student studying in Ngee Ann Polytechnic under the early childhood sector. She loves teaching people and is good at playing the piano.

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| **Pain Points**   1. Assignment descriptor stresses where some assignment is not fully detailed which it harder to do the assignment. 2. Confusion of the classmates and mentor which leads to changes in the assignment at the last minute 3. Assignment deadline 4. Mentor is strict 5. Mentor stress 6. Trust issues between classmates and groupmates 7. Feels the communication is not good with the teacher. 8. Classmates   1) Picking up the right teammates was difficult due to covid therefore were not able to choose their own teammates.  2) Stuck with the same teammates for project work. Good thing and a bad thing at the same time   1. Project work 2. Not those interesting points 3. Did not have coordinating groupmates 4. No peer evaluation for some project works. Therefore, she cannot feel unfair towards her. 5. GPA Stress 6. Passion or Money. Deeply thinks about what her future will be also 7. Family and expectation from me 8. Exams. | **Smile Points**   1. She tries to do my best in all my modules 2. She tries to motivate herself when she is down and tries again to do better the next time 3. Having a good balance in life is important to her and she makes sure she does it properly. 4. Knows and make sure when to take break 5. Eat, sleep, rant to her friends about the problems she faces to release my stress 6. Have a positive mindset 7. Have a good sleep to relax herself out 8. Motivation from family members 9. Do something that she likes to forget all the stress she faces for a brief period of time 10. Stress is like motivation to do better next time 11. It helps in developing brain power   Resources:  https://www.health.com/condition/stress/5-weird-ways-stress-can-actually-be-good-for-you |

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| **Pain Points**  **13)Overload of Homework**  **14) Results in demotivation due to the stress faced in school**  **Resources:**  <https://www.straitstimes.com/singapore/education/singapore-ranks-third-globally-in-time-spent-on-homework/>  <https://www.theearthawards.org/young-singaporeans-are-stressed-and-anxious-singapores-strategies-to-protect-the-mental-health-of-students/>  <https://assignmenthelp.com.sg/blog/students-mental-health-statistics/>  <https://www.quora.com/What-are-the-pros-and-cons-of-attending-junior-college-in-Singapore> | **Smile Points** |

**IMPORTANT: You must back up your observations with strong evidence of research (e.g. images, interview notes, audio recordings). Place these files in MS Teams under your Groups Channel. Please add more pages if required.**

**Part 1(a) - User Empathy (Individual, 15%) Team Member 2**

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| **Name and Student number**  Dominic Lee S10222894 |  | **Area of Focus**  **Education** | **Date(s), Time** |

**Brief profile of type of person observed and investigated**

(For example: Male polytechnic student aged 17, pursuing a Diploma in Engineering. He loves sports, online games and is passionate about football.)

* Male JC student from CJC aged 17 who enjoys playing video games and basketball.

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| **Pain Points**   * **Lack of time to develop interests and hobbies. Because of the sheer amount of content, students are unable to work on what really interests them and all their energy is put into studying for exams.** * **Too much content squeezed into 2 years of studying (too rush). Student finds it unrealistic to learn so much content in a span of 2 years.** * **Very individualistic (solo). As all subjects do not have any projects except for project work (PW). He finds that JC is likened to ‘every man for himself.’** * **Lack of time to rest and sleep due to the amount of revision required.** * **Hard to form close friendships due to the amount of studying required. He mentioned further that everyone is focused on studying and is difficult to from close bonds with them.** * **Stressful because it is difficult to juggle between studies, social life, and sleep. He finds it challenging to juggle between doing well academically, having sufficient sleep, and having friends to confide in.** * **Difficult to focus during online classes. Now with the pandemic, some of his classes were online and with the difficult content, it was hard to keep up with the pace.** * **Long school hours. Must wake up extremely early around and school lasts till late afternoon.**   **Secondary Research:**   * **Singaporean students spend among the most time in Singapore studying in the entire world. Ranking 3rd in total time spent studying per week at 9.4 hours.** * **Majority (86%) of students experience stress as they aspire to do well in school** * **3% of students claim to be mocked several times a month** * **76% of Singapore students feel anxious to take exams even if they are well prepared.**   **Sources for secondary research:**  <https://www.straitstimes.com/singapore/education/singapore-ranks-third-globally-in-time-spent-on-homework/>  <https://www.theearthawards.org/young-singaporeans-are-stressed-and-anxious-singapores-strategies-to-protect-the-mental-health-of-students/>  <https://assignmenthelp.com.sg/blog/students-mental-health-statistics/>  <https://www.quora.com/What-are-the-pros-and-cons-of-attending-junior-college-in-Singapore> | **Smile Points**   * **There is a clear goal to work towards (A level). He finds motivation in the fact that there is only one sole event to focus on being A levels.** * **Teaches you to be responsible and disciplined. He mentions that if you start being complacent or slack, it is extremely easy to fall extremely far behind.** * **JC is very guided (handheld). Like secondary school, JC is guided and he enjoys the fact that the teachers provide clear instructions and guides the students along every step of the way.** * **There is healthy competition amongst peers there. He enjoys to compete with his peers as it is once again another way, he finds motivation to study and revise his work.**   **Secondary Research:**   * **The uniform in JC is a blessing as students do not have to stress over what to wear and gives them a sense of belonging to their school.** * **JC route is accelerated (faster) to university.** * **Safer / higher chance to enter a local university.**   [**https://www.straitstimes.com/singapore/education/jc-v-poly-the-pros-and-cons**](https://www.straitstimes.com/singapore/education/jc-v-poly-the-pros-and-cons)  [**https://www.quora.com/What-are-the-pros-and-cons-of-attending-junior-college-in-Singapore**](https://www.quora.com/What-are-the-pros-and-cons-of-attending-junior-college-in-Singapore) |

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**Part 1(a) - User Empathy (Individual, 15%) Team Member 3**

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| **Name and Student number**  Lee Yang Jun S10203987 |  | **Theme/Area of Focus**  Education | **Date(s), Time** |

**Brief profile of type of person observed and investigated**

(For example: Male polytechnic student aged 17, pursuing a Diploma in Engineering. He loves sports, online games and is passionate about football.)

Secondary school students aged 16, preparing for national exam. He loves sports and games.

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| **Pain Points**   * Doing badly for exams limits the number of courses available to choose from. * Too much homework to submit in a short period of time. * Some teachers do not care about whether the students are doing well for the exams * CCA is compulsory for students to attend even after a tiring day. * Must carry a lot of books, files and worksheets to school. * Standardized clothing * Inefficient learning during online classes   **Secondary Research:**   * Singaporean students spend among the most time in Singapore studying in the entire world. Ranking 3rd in total time spent studying per week at 9.4 hours. * Majority (86%) of students experience stress as they want to do well in school * 3% of students claim to be mocked several times a month * 76% of Singapore students feel anxious to take exams even if they are well prepared.   Sources:  <https://www.straitstimes.com/singapore/education/singapore-ranks-third-globally-in-time-spent-on-homework/>  <https://www.theearthawards.org/young-singaporeans-are-stressed-and-anxious-singapores-strategies-to-protect-the-mental-health-of-students/>  <https://assignmenthelp.com.sg/blog/students-mental-health-statistics/>  <https://www.quora.com/What-are-the-pros-and-cons-of-attending-junior-college-in-Singapore> | **Smile Points**   * There are friends to motivate each other * Able to consult teacher * When not doing well academically, the teacher will give extra help to the student * Lots of class boding and fun activities that help relieve stress * Plenty of holiday * Celebration of events such as national day together as a school   **Secondary Research:**   * An after-school scheme where students are given close support and supervision helps improved students confidence and self-esteem level. * Removing mid-year exams gave students more opportunities to engage in self-discovery through lessons within and outside the classroom * There are a lot of post-secondary pathways such as Polytechnic Foundation Program, Secondary 5, Joint admission exercise, early admission exercise to Polytechnic.   Sources:  <https://www.straitstimes.com/singapore/parenting-education/after-school-support-in-secondary-schools-has-helped-boost-student>  <https://www.channelnewsasia.com/singapore/mid-year-exams-scrapped-students-rediscover-love-learning-school-880016> |

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| **Pain Points** | **Smile Points**  [**https://www.straitstimes.com/singapore/parenting-education/multiple-pathways-to-poly-education-have-led-to-increase-in-student-0**](https://www.straitstimes.com/singapore/parenting-education/multiple-pathways-to-poly-education-have-led-to-increase-in-student-0) |

**IMPORTANT: You must back up your observations with strong evidence of research (e.g. images, interview notes, audio recordings). Place these files in MS Teams under your Groups Channel. Please add more pages if required.**

**Part 1(a) - User Empathy (Individual, 15%) Team Member 4**

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| **Name and Student number**  Neu You Sheng  s10224441 |  | **Theme/Area of Focus**  **Education** | **Dates, Time** |

**Brief profile of type of person observed and investigated**

(For example: Male polytechnic student aged 17, pursuing a Diploma in Engineering. He loves sports, online games and is passionate about football.)

University student aged 21 who likes to work out and listen to music.

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| **Pain Points**  -Very stressful and competitive environment.  -School places great emphasis on students' grades and GPA.  -Very tight schedule.  -Online classes are harder for him to learn compared to normal classes. (Due to covid situation)  -Harder to meet new friends through online classes.  -Some of the assignment deadlines are too short.  Secondary Research:   * Singaporean students spend among the most time in Singapore studying in the entire world. Ranking 3rd in total time spent studying per week at 9.4 hours. * Majority (86%) of students experience stress as they want to do well in school * 3% of students claim to be mocked several times a month * 76% of Singapore students feel anxious to take exams even if they are well prepared.   Sources:  <https://www.straitstimes.com/singapore/education/singapore-ranks-third-globally-in-time-spent-on-homework/>  <https://www.theearthawards.org/young-singaporeans-are-stressed-and-anxious-singapores-strategies-to-protect-the-mental-health-of-students/>  <https://assignmenthelp.com.sg/blog/students-mental-health-statistics/>  <https://www.quora.com/What-are-the-pros-and-cons-of-attending-junior-college-in-Singapore> | **Smile Points**  -Everyone is available to choose whichever course they are interested in.  -Students can explore different kinds of stuff/concepts through the learning journey.  -The reputation of the university/education system is very good.  -Good study atmosphere in the university.  Secondary Research:   * English as the medium of Instruction. * Less expensive university fees compared to other countries. * Safe and comfortable environment (Singapore is known to be a country with strict laws).   Sources:  [The Pros and Cons of Studying in Singapore (eduopinions.com)](https://www.eduopinions.com/blog/where-to-study/pros-cons-studying-singapore/#:~:text=Pros%20of%20Studying%20in%20Singapore%201%20English%20is,an%20innovative%20and%20competitive%20country%20in%20the%20field.)  [Benefits of Studying in Singapore (siecindia.com)](https://siecindia.com/blogs/benefits-studying-singapore) |

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| **Pain Points** | **Smile Points** |

**IMPORTANT: You must back up your observations with strong evidence of research (e.g. images, interview notes, audio recordings). Place these files in MS Teams under your Groups Channel. Please add more pages if required**

**1b. Opportunity Spotting (Group Submission)**

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|  | **Unique Pain/Smile Points (that applies to one particular type of person observed - please identify, example cleaners)** |  | **Unique Opportunity Statements (that applies to one particular type of person observed - please identify, example cleaners)** |
| **Perspective -Poly Student (Example Primary School Student)** | | | |
| **1** | **Trust issues between groupmates** |  | **How might we build trust for group members to understand each other more to synergize better?** |
| **2** | **Getting incompetent teammates** |  | **How might we lead our teammates to do be more motivated to score better for projects?** |
| **3** | **Confusion in future career** |  | **How might we develop goals for students to have a clear plan of their future jobs?** |
| **Perspective - \_\_\_\_\_\_\_Junior College\_\_\_\_\_\_\_\_\_** | | | |
| **4** | **Lack of time to develop interests and hobbies** |  | **How might we aid in time management for students to help balance their work-hobby life?** |
| **5** | **Hard to form friendships due to amount of studying** |  | **How might we aid in social interaction between students to help them form close friendships to help with their social life?** |
| **6** | **Difficult to balance social and academic life** |  | **How might we aid in time management for students to balance the various aspects of their life?** |

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| **Perspective - \_\_\_\_Secondary Student\_\_\_\_\_\_\_\_\_\_\_\_** | | | |
| **7** | **CCA is compulsory and takes up a lot of time and energy** |  | **How might we shift the paradigm for students to view their CCA as a stress reliever to enjoy it rather than despise it.** |
| **8** | **Too much homework to submit in a brief period.** |  | **How might we help plan the homework schedule for students to organize their lives to not be too stressed by their workload.** |
| **9** | **Exam results determine the future path** |  | **How might we build student’s study habits to make them study consistently and be resilient to score better for their test and assignments** |
| **Perspective - \_\_\_\_\_University Student\_\_\_\_\_\_\_\_\_\_** | | | |
| **10** | **Some of the assignment deadlines are too short.** |  | **How might we aid in time management for students to help balance their work-life balance?** |
| **11** | **Extremely competitive and stressful environment.** |  | **How might we relieve stress for students to help them cope better with their environment so that they can perform better** |
| **12** | **Tight schedule** |  | **How might we help plan the schedule for students to organize their lives to not be too stressed by their commitments?** |

\*Add more pages if need be

**Opportunity Spotting**

**Please list according to what your group has observed and analyzed. You need not populate all 10 rows listed but do feel free to add additional rows.**

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|  | **Common Pain/Smile Points (that applies to more than one particular type of persons observed)** |  | **Common Opportunity Statement (that applies to more than one particular type of persons observed)** |
| **1** | **Lack of time** |  | **How might we aid in time management for students to help organize their lives to perform better?** |
| **2** | **Stress Management** |  | **How might we relieve stress for students to help them deal better with their stress so that they can perform better?** |
| **3** | **Improving Teamwork** |  | **How might we improve teamwork between groupmates to work better together to achieve better project results?** |
| **4** | **Studying for Exams/Assignments** |  | **How might we build student’s study habits to make them study consistently and be resilient to score better for their test and assignments** |
| **5** | **Focusing on online classes** |  | **How might we increase the concentration for students during online classes to focus better like in a classroom to achieve better?** |
| **6** | **Forging better bonds** |  | **How might we improve interaction for students to forge deeper friendships to make their student life more enjoyable?** |
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**Select Your Opportunity Statement**

From your group’s list of opportunity statements, select the “best” opportunity statement that your group would like to work on, i.e. a feasible opportunity that your group believes in and is excited to pursue.

The opportunity statement selected should address a real and significant problem for specific user(s). The statement should be phrased as a question, clearly spelling out the user(s) and potential benefits.

Check that your opportunity statement is well-defined and lends itself to a range of possible solutions.

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| **Our group’s chosen opportunity statement is…**  **How might we relieve stress for students to help them deal better with their stress so that they can perform better?** |

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| **Please give your rationale for your choice**  **We chose stress management because it is something that all of us face only differing in the varying amounts we face.**  **It is essential to manage our stress effectively as without effective management, it can lead to detrimental effects in various aspects of our life (e.g., social, academic, mental). But with effective management we can use stress to perform better and use it in a positive way.**  **Furthermore, we believe there is a wide variety of ways to help students manage their stress which gives us more opportunities to innovate.**  **Lastly, as we are all students who have experience academic and social stress, we believe that we will be able to think of better ideas since we ourselves have experienced the problem first-hand.** |

**Part 2 – Ideation (Group, 10%)**

**Brainstorming and Idea Generation**

Brainstorm and come up with different ideas that could solve the problem you had identified in Part 1b (i.e. your group’s chosen opportunity statement). Use the space below to briefly describe and sketch out 3 **varied** ideas that address your group’s chosen opportunity statement.

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| **Idea 1:**  **App: Productivity / Stress relief app**  Our team believes that 3 extremely useful ways to relieve stress is:  1) Gain knowledge  2) Be productive  3) Share your stress  By gaining knowledge through books relating to self-improvement, students learn how to better manage stress and manage time. They also learn how to live life to the fullest which also reduces stress as a byproduct.  By being productive, by doing activities that are stressing you, you are directly dealing with the stressor.  By sharing your stress and worries with others, you let a load of your chest and can gain valuable insight on the different paradigms you can see stress in.  **Idea 2:**  **A reward-based app**  Having a reward system will make doing the process for users a lot more enjoyable and they will be more likely to repeat the process/task.  This will incentivize the user to complete the task more willingly, with less friction as well as make it more satisfying.  The idea it to give rewards to the user after they accomplish a specific task that is productive.  **Idea 3:**  **Portable Punching Bag**  We feel that students do not exercise regularly enough and using exercise as a form to relieve their stress is a fantastic way. This is even harder to do so because of the pandemic.  A portable punching bag allows students to exercise anywhere. Which allows students to slowly cultivate the habit of exercising.  The portable punching bag is inflatable, making it portable, comes in varying sizes and most importantly is made from a very tough material that can withstand great strength. |

**Detailed Elaboration/ Sketch of Your Group’s Chosen Solution**

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| **Our chosen idea -** From your list of ideas, choose ONE solution that your group believes would be the best in improving the quality of life for your stakeholder(s).**:**  **App chosen: Productivity/Stress relief app**  **Explain why did you choose this idea?**  We chose to do this app which is a productivity, stress relief app for multiple reasons. Firstly, we feel that it of the 3 ideas proposed, it has the most potential.  With the many functions in it, it is multipurpose like a Swiss army knife and can serve a wide range of users.  Furthermore, we believe that the app can genuinely help the users if they use it effectively. If users are able to consistently read the summaries, share their problems with other and not keep it to themselves to fester, and start cultivating good habits, we are confident that our users will be closer to their potential compared to when they first started.  **Elaborate/ Sketch your idea.** Use the space below to sketch and elaborate on the features and functions of your chosen solution. Alternatively, you may insert digital images to help you illustrate your ideas (cite your source and provide credit where due).  Below is our app’s login page where users can use different social media account to log in or sign up. Next is the main menu where users can choose where they want to browse to the various functionalities of the app.    The discussion forum has different topics users can share their thoughts on or can also start discussion threads to discuss topics that have not yet been discussed. Users can also discuss the different books that they have read and share their findings.  The summaries contain many different books that mostly relate to personal growth. After reading the summaries they are able to give the books a rating upon 10. They can also discuss about the books on the forum with others.    Lastly, we have the pomodoro timer which is one of the many functionalities we plan to include. In this case, the pomodoro timer serve as a means for the students to easily access a pomodoro timer without having to go on the web.  A list of the different functionalities we plan to implement into our app includes:   1. Stress Relief Games 2. Workout Activities 3. Pomodoro Timer 4. Informative Videos on User’s Chosen Interest 5. Daily planner     Thank You |
|  |

**Your chosen solution** will be presented as a **pitch** (in the PAL format) for Impress! to your tutor and a guest lecturer in **Lesson 6. Use any supporting tools such as PPT slides, sketches, illustrations and/or initial prototypes** to help you pitch your idea clearly and convincingly. **All group members must present.**

**Submit this template and your group’s PPT slides to MeL under Assessment 2**

**Submit all evidences in Part 1(a) in MS Teams, under your Group Channel**