

CSC 642 HCI Summer 2019

Focus Group Report

School Knights

“A mobile, on-demand security escort request app that ensures your safety and bright future.”

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Prototypes

Login/Registration

Login

Email

Password

Login

Need an Account? [Register](#)

Want to be a Knight? [Learn more!](#)

Sign Up

Name: Last First

Email:

Password:

ReEnter Password:


Phone Number: **no spaces**

☐ I read and agree with Terms of Service

Sign Up

Already got an account? [Login](#)

Knight Application/ FAQ



FAQ


How Do I Request To Be Picked Up?
-This is where the answer will go.

How To Apply For A Job As A Security Knight?
-This is where the answer will go.

Question 3?
-This is where the answer will go.

Question 4?
-This is where the answer will go.

Question 5?
-This is where the answer will go.



Apply Here


Full Name


Date of Birth


Email

Phone Number

Social Security Number

Upload valid photo ID




 User's Name
Upload Image


Account Information >

List of all Knights >

FAQ >

Apply as Security Knight >


Logout >



Success!

Thank you! Your application has been recieved. We will contact you soon.

Disclaimer - all applicants must undergo a background check to be considered for hire.



Login

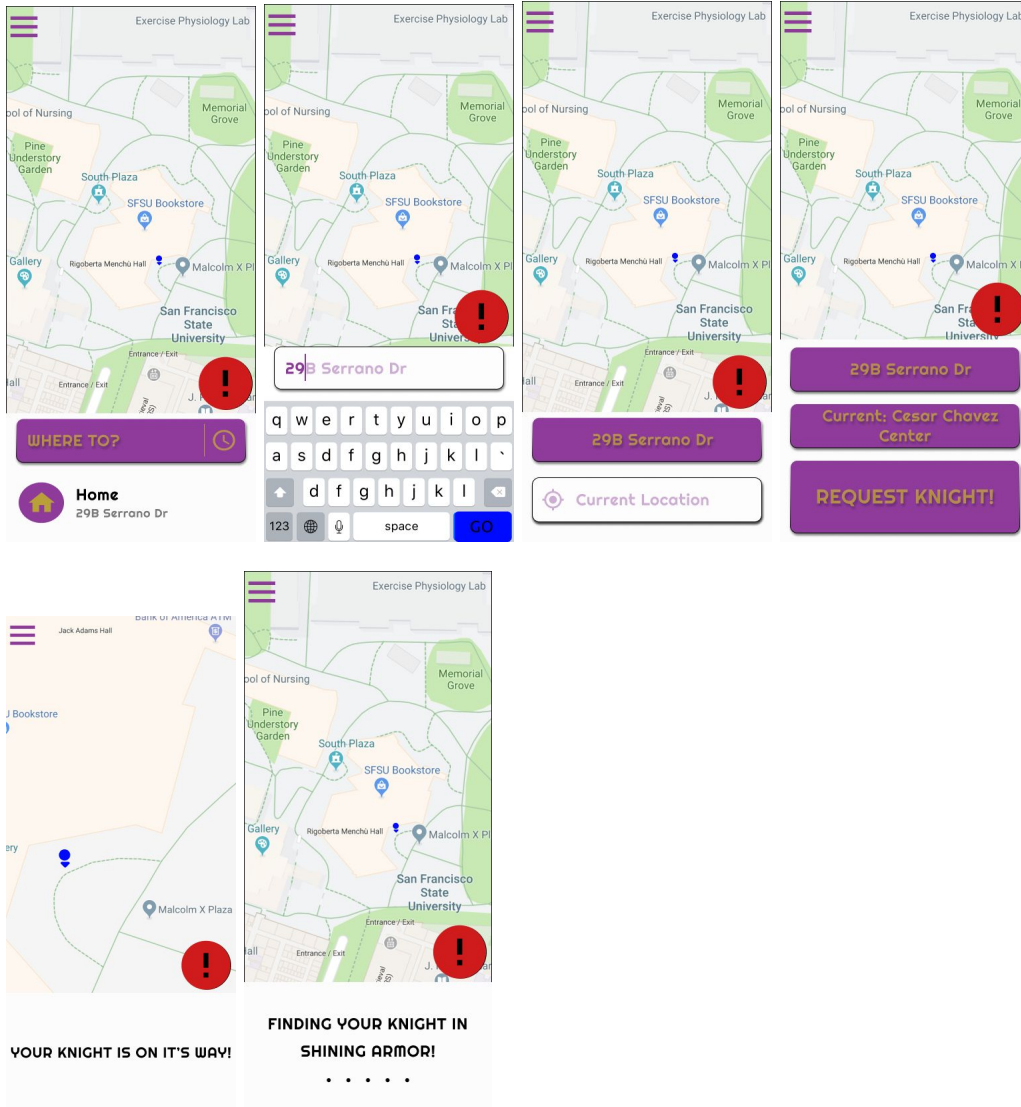
Email

Password

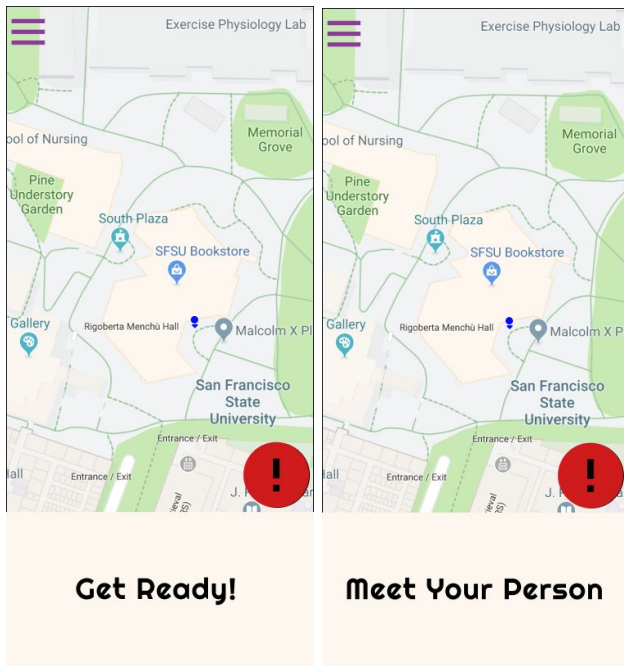
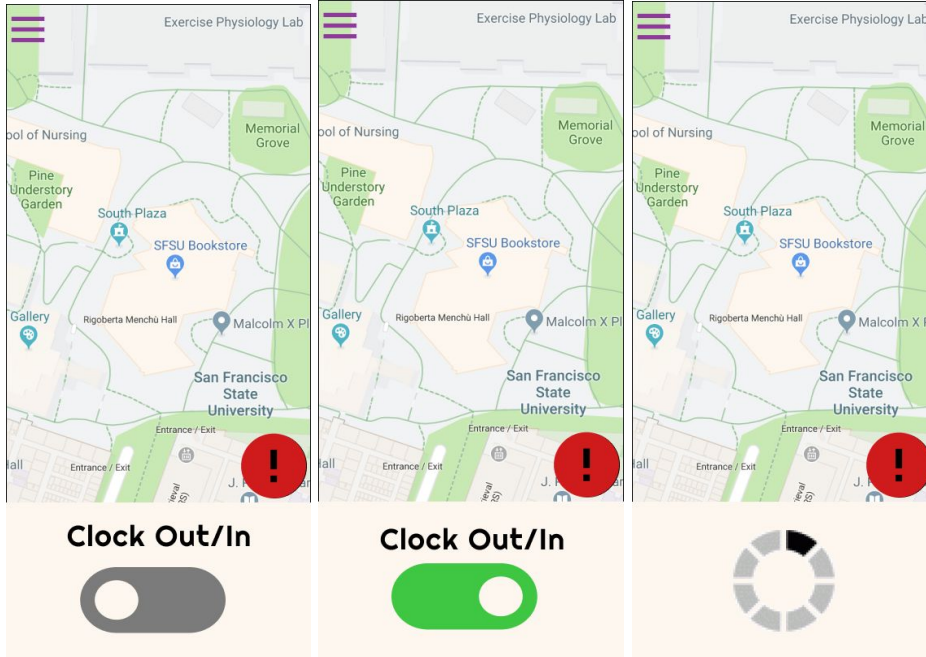
Need an Account?

Want to be a Knight?

Home Screen/Request Knight



Knight transitions



REPORT

I. The Reviewers

For focus groups, we had the pleasure of having team 10 review our product. They served as a great “second set” of eyes and provided us with some really good feedback.

II. The Setting

We decided to hold our meeting in the library within a relatively secluded area. We all sat in a “circle”, talked about the problem we are hoping to remediate, and lead our reviewers through the transitions for each use, while briefly taking them behind the design, or explaining our mindset/main focus while brainstorming our designs.

III. Use Cases/Tasks/Questions to Reviewers

The main use cases that we presented to our reviewers consisted of:

- a) Registering new user account
- b) Registering new knight account
- c) Logging into account
- d) Viewing profile
- e) Request knight service
- f) Knight clock in/out
- g) Logging out of account

IV. Reviewer Feedback

It came as a surprise for us to find that there were very little issues that our reviewers had while attempting to figure out the flow and functionality of our application.

Here are the few modifications our reviewers suggested:

- 1) Provide eta for users when requesting service and while waiting for arrivals.
- 2) Increase line-spacing in forms.
- 3) Make the disclaimer a link to view the document in order to save space.
- 4) Move the disclaimer (link) from registration confirmation page to the registration form. This will ensure the user was given the opportunity to read over our terms of service before submitting form.
- 5) Show profile photo after uploading.
- 6) Insert logo at top-right corner of main view.

Analysis of Feedback

At this point in the process, we're very satisfied with our overall design and believe that we can finalize what we have with the exception of a few changes that we agreed on after conducting our focus group. Because the modifications were minor, we have concluded our design and entered our sprints. We already have all of the implementations ordered by priority and broken down into small enough pieces so that we can work as cohesively as possible.

Once we have completed our user-interface, we will move into planning and structuring our backend. After our api structure has been finalized, we will break implementation down, list tasks ordered by priority, rain dance, then enter our sprints for our api. Our goal is to have a fully-functioning product by beginning to mid-September so we can start rehearsing our pitch.