

CS352 Group 14

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Status Report 2

Team meeting minutes (if any)

13 October. Created interview questions and research goals.

16 October. Finalized interview questions, began interviews

17 October. Interviews conducted

18 October. Interviews compiled onto assignment page. began work on answering predispositions.

19 October. Formatted Project 4, finished answering predispositions.

20 October. Analysis of similar products, finalizing Project 4, submitted Project 4.

Interviews with potential users (if any).

We conducted 6 interviews: 3 with persons as travellers and 3 with persons as concierges.

Problems encountered.

This week presented few problems to the group. Members participated in finalizing the questions, carrying out interviews, and editing our final draft for the project.

Problems solved.

We have greater clarity on the needs and risks associated with making this site, and the kinds of issues our users will be aware of when using it.

Action items.

- Created interview questions based on predispositions
- Conducted multiple interviews to gather research
- Studied 'competitor' sites
- Reviewed the research to gain insight and answer not known predispositions

Observations, lessons learned, etc.

From studying our 'competition' we found that there was no specific overlap. Of the three closest cases, two placed their focus on the concierge. The one which did place its focus on the tourist, seems to have been designed on 10+ year old web practices. Of those two that placed their focus on the concierge, they seemed to overlap in many areas; they were very similar products.

We also all practiced our interview skills. Through those interviews, we gained much insight into what potential users would be most concerned with. For example, prior to the research, liability wasn't directly addressed.

Typing answers proved “the silent treatment” was actually really easy to adhere to. By having the researcher dedicate their time to typing every word spoken and nonverbal cues, it allowed the subject to talk at length to fill the silence.