

CS352 Group 14

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Team meeting minutes (if any)

9/5: Shared possible project ideas via email, decided on social concierge idea.

9/6: Discussed potential high-level overview of the service. Shared screenshots of Airbnb and Upwork.com. Discussed self-priced compensation and services offered by guides. Clarified scope for visitors and guides.

9/8: Spoke more about target users.

9/9: Discovered similar competitors. Spoke more about specific usability goals related to our proposed solution. Discussed the difference between the "travel problem" and the "interface problem" faced by our target users.

Interviews with potential users (if any).

No interviews occurred.

Problems encountered.

One problem we encountered was getting everyone together onto a shared platform. With the initial report due ~48 hours after the creation of the group, this was tricky.

We had to clarify some terms for the purpose of completing the assignment. Specifically, there was some confusion as to what constituted the "usability problem", and how broad/descriptive our focus should be when defining target users.

Problems solved.

Regarding the shared platform, we first began via email, with the intention of using Google-based software. However, several group members expressed interest in using Slack. Since our group is at the mercy of several different international government's censorship laws, it worked out the best.

There was some uncertainty as to how to define the "usability problem" in the context of the first assignment. Group members were unsure if the usability problem defined the current problems faced by the user, or potential problems the user might face when using our proposed solutions. In the end we decided these two points of view were interrelated and overlapping, so we addressed both of them in our final documents.

There was also some uncertainty as to how to define the target user. Our options included: focusing broadly on demographic data like age and income level, or more niche descriptions such as "busy travellers" or "experienced travellers". The group decided to maintain a broad focus to start off with, to be narrowed down as we learn more through interviews and research.

Action items.

- Begin preliminary research to hone user base.
- Find similar sites to our service and discuss their usability.
- Observe user base using a similar service in the field
- Establish research questions for interviews and interview user base.

Observations, lessons learned, etc.

When we began the project, we were unaware that the service already existed. 'How can we make our product stand out?' became a talking point. We realize that as the project progresses, this will be a major issue for us.

Also, based on our work methods, minutes in a traditional sense may be very difficult to keep. Our group continuously worked on the project throughout the week using slack and google docs to their fullest extent. There was never a moment where we came together and performed a single group conference call.