

SENG 310: Milestone 2

Team: git-rekt

1. We chose interviewing and surveying for our user research methods. By conducting interviews face-to-face, we would be able to gain more insight on how individuals plan and gather members for team sport events on a regular basis. The interviewees could describe the process in detail and talk about any challenges they may have had. It would not be reasonable for us to do observations while someone plans an event since it may take up to a few days to plan a successful team sport event. Also, it is not possible to ask someone to plan an event on the spot so we would have to wait until a person decides for themselves that they want to plan one. Next, we chose to do surveys to get some general responses to more specific questions from a larger population. By creating an online survey, we will be able to collect data from anyone who can access the link to our survey. We also wanted to gather some basic information about individuals who play team sports such as their age range and whether or not they play on an official team. This will help us get a general idea of the different types of users and their behaviour which will be necessary when designing our application and maximizing its usability.

2. "Instruments" for user research methods:

Interview Questions:

<introduce yourself and briefly explain purpose of interview>

1. What is your name?
 2. Are you currently a student?
 3. What kind of team sports do you play?
 4. Do you play on an official team? (intramurals, league)
 5. Who do you play with when you are playing recreationally?
 6. How many times do you participate in recreational team sports per week?
 7. What tools do you normally use to gather people for a team sport event? (texting, facebook)
 8. Can you describe the last time you had to organize a team sport event? Were there any challenges?
 9. How did you overcome these challenges? (if there were any challenges)
 10. Do you have anything else to add?
 11. Any questions?
- <thank the interviewee for their time>

Survey Questions:

1. What is your age?
 - > 18 - 24
 - > 24 - 34

- > 34 - 44
- > 45 - 55
- > 55 or older

2. Are you a student?

- > Yes
- > No

3. What types of team sports do you play currently?

(please list) _____

4. Do you play on an official team for any of the sports you've listed? (including rec teams and intramurals)

- > Yes
- > No

5. How many times per week do you play a team sport on your own time? (not team practice)

- > None
- > Once
- > 2 - 3 times
- > 3 - 5 times
- > 6 - 7 times

6. How do you usually gather people for a team sport event?

- > word of mouth
- > texting
- > phone calls
- > social media
- > other
- > I never organize team sport events

7. Do you ever find it difficult to find enough people to play a team sport?

- > yes
- > no
- > I never organize team sport events

8. How much time does it usually take in advance to organize a successful team sport event?

- > Less than an hour
- > 1 - 11 hours
- > 1 - 3 days
- > 3 - 6 days
- > More than a week
- > I never organize team sport events

9. Do you ever find it difficult to find a location for a team sport event?

- > yes
- > no
- > I never organize team sport events

3. Prior to conducting the user research methods, we got together and discussed how we could improve our app based on the feedback we received for Milestone 1. As a result, we decided that our app will focus on team sport event planning instead of any group activity event. The app will be geared towards individuals who want to play a team sport but aren't on a team, existing teams that are looking for more members, and complete teams that wish to look for an opposing team to play against. TeamUp will make it more easier for team sport players to join a new team, find members for their team, and find an opposing team to play against.

One thing to take note of is that the ages of the individuals we interviewed and surveyed mostly ranged around 18 to 24. This was probably the case because most of the people we reached out to were our peers or friends who were around the same age as us. The results may have been slightly different if we were able to conduct user research on individuals who were younger than 18 and older than 24.

Based on our interviews and survey submissions, we found that one of the most frequent challenges people face when organizing team sport events is attendance. Our interviewees explained that since people have different schedules, finding an ideal time to meet up is one of the biggest problems when organizing team sport events, especially if it is a big group of people. Attendance for team sport events is crucial since there needs to be enough players on each team to actually play the game and there also needs to be an equal number of players on each team so it is a fair game. Our solution will address this problem by allowing existing teams to look for extra players if needed and individuals that wish to play a certain team sport but don't have a team to play with can join a team as well. This works well for both the existing team and the individual since this resolves both of their problems at once.

Based on one of our survey questions, social media is by far the most popular tool for planning team sport events. This is not a surprise since most people use some type of social media website, such as Facebook, that conveniently allows its users to create events and invite people to join the event. One way we could make TeamUp more usable would be to allow users to sign in with their Facebook accounts so they don't need to make a separate account for TeamUp. Another feature that could be useful would be allowing event creators to sync their team sport event created on Facebook onto TeamUp.

4. PERSONAS:

1. Bobby, a 22-year-old male student that lives in Victoria, BC, who enjoys playing recreational sports with his friends during his free time. He loves to compete in sports such as basketball, volleyball, and floor hockey. Bobby also works part time as an intern at a company to pay for his tuition. Due to this factor he had no choice, but to stop competing in his intramurals leagues. Juggling between working and schooling, he finds it a challenge to make time to plan or play sports during his free time and often cannot find a common time for his friends. The tools he uses to find or organize events are facebook and through texting on phone. Bobby is always looking to compete in sports

around where he lives when he does have time and would love to join anyone's team, as long as he gets to play.

2. Rochelle is a 20-year-old student who attends Simon Fraser University in Burnaby and coaches an intramural soccer team at the university. Intramural practices are twice a week, one during the weekdays and one on the weekends. She notices that the attendance to her practices have been dropping a lot and has already had to cancel a few practices due to the lack of players. After a week, a few team members approached her and explained that their courses are very demanding this semester and will no longer be able to play for the team. Rochelle becomes frustrated because there is a game in two days and they are short three players. If she is unable to find three new players, they will not be able to compete and will automatically lose the game.

SCENARIOS:

1. On a sunny Saturday afternoon, Bobby has to work overtime until 4:00PM due to the heavy workload from both work and school. After finishing all his work, he desperate to have a basketball game with some friends to release the stress. Bobby doesn't have a car so he can't travel to basketball courts that are too far from him. So he takes his phone, opens the TeamUp App and looks at the nearby games that are happening tonight. There is a 4v4 basketball game at the Carsa basketball court at 7:00PM with 2 opening spots left. This is perfect for him since he only lives 2 blocks away from Carsa and will not need to bus. Thus, he doesn't need to waste his time texting or creating an event on Facebook to gather his friends for a game. And after that game, Bobby has made some new friends who he could play with in the future.
2. Two days before the game, Rochelle decide to find three more players to fill up the missing spots, in order to prepare for the coming competition. While she was warming up at the soccer field, she opened up the TeamUp App and posted an event. The event which indicate that there is a upcoming game in 2 days at location XXX and the team is missing 3 players. 10 minutes after she post this event, Rochelle received notifications on this event of players that are interested in joining the team. Rochelle have saved a huge time in finding students in comparison to other methods such as, Facebook or sending text message one by one. Rochelle is filling up the missing spots on her team by using TeamUp App! And after the game, Rochelle gained some players that would love to join the team permanently.

INTERVIEW ANSWERS:

INTERVIEW #1

1. Nicola Paterson
2. Yes
3. Softball

4. Not anymore
5. Friends and teammates
6. Once a week
7. Facebook
8. Other people having free time, matching schedules, equipment (organizing who is bringing what), not having enough people
9. Post on facebook and see what people can do, try to get enough people. Play with shorter teams if not enough people, switch to slow pitch instead of softball.
10. Nah
11. No

INTERVIEW #2

1. Stephen Scinocca
2. Yes
3. Hockey, basketball, and dodgeball
4. Intramural hockey
5. Singles with friends
6. Usually once per week
7. Texting
8. Made a facebook event for hockey, biggest challenge finding a time that works for everybody
9. Preparation, lots of heads up, leaving people behind, compromising
10. Finding a place to play is hard to do (have suggestions on where you can play a sport)
11. Do I get candy for doing this? (buy candy next time)

INTERVIEW #3

1. Sulgi Drysdale
2. Yes, UVIC
3. Volleyball, ball hockey, basketball
4. Yes, intramural volleyball
5. Friends and friends of friends
6. Four days a week
7. facebook, texting, imleagues.com (for intramurals)
8. No, the imleagues app showed everyone the playing times. Some couldn't make it to the game because it was during finals week.
9. Sometimes we would have extra players who were not on our team play some games
10. No
11. No

INTERVIEW #4

1. Phil Wei

2. Yes
3. Volleyball
4. intramurals
5. Friends
6. 1
7. facebook
8. To maintain interest and attendance
9. offer beer or organize team events after match
10. Bring spectators aka bring bitches
11. No

INTERVIEW #5

1. Sumer Hu
2. No
3. Badminton
4. No
5. Friends and roommates
6. Once a week
7. Wechat
8. I posted a message on the Moments on Wechat and tried to check if anyone available for badminton.
It is hard for me to gather enough people to start a casual competition with several teams.
9. Adding other social activities after game, like something related to matchmaking
10. A matchmaking App is more urgent in Vancouver
11. No

Survey Questions

Timestamp	Q.1	Q.2	Q.3	Q.4	Q.5	Q.6	Q.7	Q.8	Q.9
2017/05/31 7:59:21 pm GMT-6	18 - 24	Yes	Ultimate frisbee Soccer	Yes	2 - 3 times	Word of mouth;Social media;Other	No	3 - 6 days	No
2017/05/31 8:26:04 pm GMT-6	18 - 24	Yes	Dragonboat ulti	Yes	Once	Texting; Social media	Yes	3 - 6 days	No
2017/05/31 11:02:19 pm GMT-6	18 - 24	Yes	Soccer	Yes	2 - 3 times	Social media; Other	Yes	More than a week	I never organize team sport events

2017/05/31 11:05:04 pm GMT-6	18 - 24	Yes	Soccer	Yes	Once	Social media	I never organize team sport events	I never organize team sport events	I never organize team sport events
2017/05/31 11:07:40 pm GMT-6	18 - 24	No	Ultimate Frisbee	Yes	2 - 3 times	Texting; Social media	Yes	More than a week	No
2017/05/31 11:21:20 pm GMT-6	18 or younger	Yes	Dragon boat	Yes	None	Social media; I never organize team sport events	No	Less than an hour	No
2017/06/01 3:26:54 pm GMT-6	18 - 24	Yes	Basketball	No	Once	Social media	Yes	1 - 3 days	Yes
2017/06/02 1:28:16 pm GMT-6	18 - 24	Yes	swim	Yes	2 - 3 times	Word of mouth; Texting; Phone calls	Yes	1 - 11 hours	Yes
2017/06/02 1:29:44 pm GMT-6	18 - 24	Yes	Basketball	No	None	Texting; Phone calls; Social media	I never organize team sport events	Less than an hour	Yes
2017/06/02 1:30:52 pm GMT-6	18 - 24	Yes	Basketball	No	None	I never organize team sport events	Yes	I never organize team sport events	Yes
2017/06/02 1:35:18 pm GMT-6	18 - 24	Yes	Kendo	No	2 - 3 times	I never organize team sport events	No	Less than an hour	No
2017/06/02 2:51:33 pm GMT-6	18 - 24	Yes	Basketball	No	2 - 3 times	Word of mouth; Social media	Yes	1 - 11 hours	No
2017/06/02 4:29:13 pm GMT-6	18 - 24	Yes	Basketball	No	2 - 3 times	Word of mouth; Phone calls	No	Less than an hour	No
2017/06/02 4:51:28 pm GMT-6	18 - 24	Yes	baseball	No	Once	Phone calls	Yes	3 - 6 days	Yes

2017/06/02 9:41:23 pm GMT-6	18 - 24	Yes	PingPong	No	Once	Social media	Yes	Less than an hour	No
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