

## HCI Assignment 2 - Needfinding

### 1. Who are the end users of the app you designed the prototype for?

The end users of the app that I have designed would be anyone in Canada, especially those who live alone or those who need help with their day to day tasks. Also people who wish to help those in their community could also be considered as an and user for the application.

### 2. What should you consider for each group of audience for your app?

For the end users of my app, I should consider using a larger font for some of the more important details, as many of the users will be older, which means that they may have a hard time reading smaller prints. For those who live alone, the app should give them easy access to those that they are the closest to, so that they do not feel as lonely. For volunteers, it is important that they are given enough information without being directed onto a website, in order to maintain their interest.

### 3. Find similar successful apps to your application, and investigate what users liked or disliked about the application. Mention top five apps almost similar to yours

While my app focuses mainly on helping people during the COVID-19 pandemic, a similar app called ICareCoops helps health care professionals find elderly people that need help with their medications and other healthcare problems they may have. The app makes it easier for elderly people to find help and it makes it very easy for their volunteers to start volunteering. Phone Pals is another app, that allows volunteers to talk to and support elderly people who do not have any close family. This service is available to many people in the Toronto area, which is why it is very useful. Volunteer Match is a similar app, except it caters to a wider range of audiences, in a wide variety of different fields. VoGro matches volunteers to seniors that may be in need of someone to complete basic tasks for them. ElderDog Canada helps older people connect with volunteers who will walk their pets for them.

### 4. What examples of latent needs can you think of?

- Automatic dishwashers (forget to turn on the dishwasher at night)
- Microwave (had stoves, but microwave is faster)
- Shopping through social media (see a product and can buy it without having to leave the app)

### 5. What are good ways of finding latent needs?

- Watching people to understand how they make their lives more convenient, or how they can make their lives more convenient
- How happy they get when they find a more efficient way of doing something
- Collect different kinds of data

### 6. List three combinations of user group + activities. Keep the scope appropriate.

- a. Volunteers + Finding information about how to volunteer
- b. Elderly + Contacting family members
- c. Elderly + Finding a Volunteer

7. Gather data, through desk and field research, about the chosen activity.
  - a. How to sign up, what their responsibilities are, how they can go about certain tasks
  - b. Calling, texting their existing contacts, and adding in new contacts
  - c. How to ask for help, what types of things they can ask their volunteer for help with
8. Identify needs/product opportunities
  - a. Making an information log on the different roles and responsibilities of the volunteer
  - b. Automatically importing the contacts they call/text the most
  - c. Information log for users on the type of things that they can ask their volunteers for help with