

Final Report

Software Atelier 2 Project



M & L

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Contents

1 Preamble	2
2 Brainstorming	3
3 PACT	4
3.1 People	4
3.2 Activity	4
3.3 Context	4
3.4 Technologies	5
4 Interview	6
4.1 Process and motivation	6
4.2 Welcome and preamble	6
4.3 Data usage and consent	6
4.4 Demographics questions	6
4.5 Questions	6
4.6 Testing specific assumptions	7
4.7 Closing question	7
4.8 Farewell	7
5 Content Analysis	8
6 Personas	9
7 Storyboard and Presentation	11
8 Sketching	12
9 Wireframes and Navigation Map	13
10 Animated App	15
11 Usability Tests	19
11.1 Scope	19
11.2 Purpose	19
11.3 Schedule Location	19
11.4 Sessions	19
11.5 Equipment	19
11.6 Participants	19
11.7 Scenarios	19
11.8 Metrics	20
11.8.1 Subjective metrics	20
11.8.2 Quantitative metrics	20
11.9 Roles	20
12 Usability Testing Data Analysis	21
12.1 Subjective metrics	21
12.2 Quantitative metrics	21
12.3 System Usability Scale Result	21
12.4 Data Analysis	22
12.5 Feedback	22
13 Conclusion	24
Appendices	26

1 Preamble

The idea of our project is to create an app to facilitate users to find and offer study support. Our platform will include two profiles : those who offer study support and those who look for/receive it. The former will be able to introduce herself/himself to users through a brief presentation of her/his methods and competences, also providing photos of notes that can document it. The second, based on her/his needs and preferences, will be able to choose a tutor. After a first exchange/contact, the two will be able to get in touch through a chat to align their goals, settle tutoring and/or sharing material according to specific needs over time.

2 Brainstorming

Extra University Activities



Study



Help Students



Possible Changes In Uni



Brainstorming Analysis

Our brainstorming process began with everyone agreeing to the name "Blinky" for our group and identifying the group reference that would interact with the professor and TAs for any questions or clarifications. Furthermore, according to the task assigned by the professor, an app that could solve a common problem for USI students, we began to generate ideas with these questions in mind:

1. Which are relevant topics/problems for USI students?
2. Which practical issues are typically faced by students?
3. Which specific study issues concerns students more often?

The collaboration of the whole group was essential. We wanted to generate as many ideas as possible, with the goal to exploit the collective intelligence of the group. All suggestions were considered, each having the potential to inspire someone in our group to come up with a new one.

These ideas were all written on post-its and all stucked to one sheet. Once no more ideas were generated, the card sorting phase started. We grouped our post-its into similar categories. The card sorting turned out to be more complex than expected, because we had to change the categories multiple times until everyone was satisfied with the choice made. The final result is shown in the photo above.

As next step, after, we discussed about which theme would be the most useful for the students and distinct from the other groups. We came up to create an app to sustain study help (and offer).

3 PACT

Project Description

Students of informatics want to develop a system to help students with their courses

3.1 People

- Students are the category of people our idea is addressed to
- Our choice on the language is determined by the faculty's primary language, TA availability, and student request
- Students will get familiar with this app because it will be intuitive and inspired by other USI websites/apps.
- Only USI people with SWITCH-EDU credentials will be able to access it.
- People with disabilities, such as colorblindness, and the visually impaired will benefit from the built-in text-to-speech and colorblind features.

3.2 Activity

- Students have to look out in this system to find "teaching assistant" or tutoring when needed.
- The activity aim is to find a way to help students in need of assistance on courses for which they have difficulties.
- The quality of the TA can be checked by previews of notes taken by them, their released marks and published projects.
- The regularity of the collective or singular meetings can be decided by the cooperation between the TA and the students.

3.3 Context

Which

- Notes
- Profiles
- Info related to the TA skills on the course
- Optional marks
- Alone/group tutoring
- Availability from both the students and the TA
- Regularity required

Where

USI buildings (east/west) will be used for the activities due to security concerns and to make the meeting more convenient for both parties.

How

Via Website of a dedicated app

Why

For the interest of both the students that need assistance and TAs that want to practice. You can both form groups or be totally independent.

3.4 Technologies

Will be USI log-in information.

Multi-platform/ both Website and APP.

The structure of the website has already been plotted on notes.

PACT Analysis

Our group started the PACT Analysis by reading the slides on Icorsi and asking the TA to make some other examples, in order to better understand the needs to complete the analysis.

In particular, the book, "Designing User Experience: A guide to HCI, UX and interaction design Pearson, 4th edition, January 2019" of David Benyon, has been of help. In chapter 2, it explains very clearly how to perform a PACT analysis. Thanks to the information obtained, the group has created a good and exhaustive PACT Analysis, which explains in detail the following issues: People, Activities, Contexts, and Technologies.

4 Interview

4.1 Process and motivation

Before starting to write the script, we had to clarify to ourselves two questions:

- Who are we going to address the questions?
- Which information we derive from the interviews?

After subdividing the script according to the structure suggested from the slides, we pointed out our main goals.

The goal of the interview was to determine what average students requires in terms of academic assistance: whether and how they require it.

4.2 Welcome and preamble

Preamble: introducing ourselves

”, my name is ”, this is my group-mate ” we belong to group 3.

Today we’re just having a friendly conversation purely on the studying environment in USI.

4.3 Data usage and consent

The data that we’re going to collect will be kept anonymous and won’t be shared to any Third-parties as it will only be used for our research project.

Would you be comfortable if we record while you answer some questions?

- If the consent is denied, the session should stop here!

If the interviewee refuses to be recorded, you can explain that during the interview you will take notes of what he or she will say but the recording can be used to listen to the pieces in case there are any doubts during the transcription phase. However, if the interviewee does not want to be recorded, the session should stop.

Start-Recording

4.4 Demographics questions

Just for having this as information, are you okay with recording?

Okay so lets get into it then;

”, my name is ”, and this is my group mate ” and we are from group 3.

How old are you? (answer is within a range of X years - how many? 2, 3, ?)

Would you be comfortable specifying your gender? (Male, female, non-binary, prefer not to say)

Are you a full-time student or do you fill your schedule with outside activities, like job or sport?

4.5 Questions

1. How’s your uni life going? Like how would you describe the last semester?

IF THE REPLY HAS INCLUDED THE COURSES RESULTS ASK QUESTION 3 OTHERWISE ASK QUESTION 2

2. Did you find the studying and the exams difficult ?

Good -Have you found any difficulties? In which courses did you found 'em?

Did you need any help? What kind of help did you prefer?

Would you be in favour of sharing your knowledge and/or helping other students? And how would you prefer to help?

Bad - In which courses did you found more difficulties?

Did you feel some benefits from receiving? What kind of help did you have prefer?

Would you need help right now? In which way would you like some sustain? Like with tutoring, or by using other people notes, any other?

3. In general, would you prefer to have more made material? If yes, what kind of material did you find useful to you? If not, do you know the reason?

Yes - Would you have liked more material in all the courses or only in some of them?

4.6 Testing specific assumptions

Who answers “well” we assume that he/she/them could help or share hers/his notes.

Who answers “bad” we assume that he/she/them could be helped.

Everybody we assume that the roles could be swapped depending on the needs (in the future courses who did well in the previous semester could struggle and might need help and vice versa).

4.7 Closing question

Is there anything you would like to add?

Do you have any questions for us?

What do you think about this project?

Would you like to talk about a specific topic before we finish?

4.8 Farewell

Ok then, this session is over; Thank you so much for taking the time to talk to us today.

Interview Analysis

We gathered all of the answers at the end of the sessions in order to have a group discussion about it.

During the interviews, no major design issues were raised; however, some suggestions for modifying the sketches presented were made because one person did not find them clear enough.

The main goal of the interviews was to find out if the students needed assistance with their studies and how they preferred to be supported.

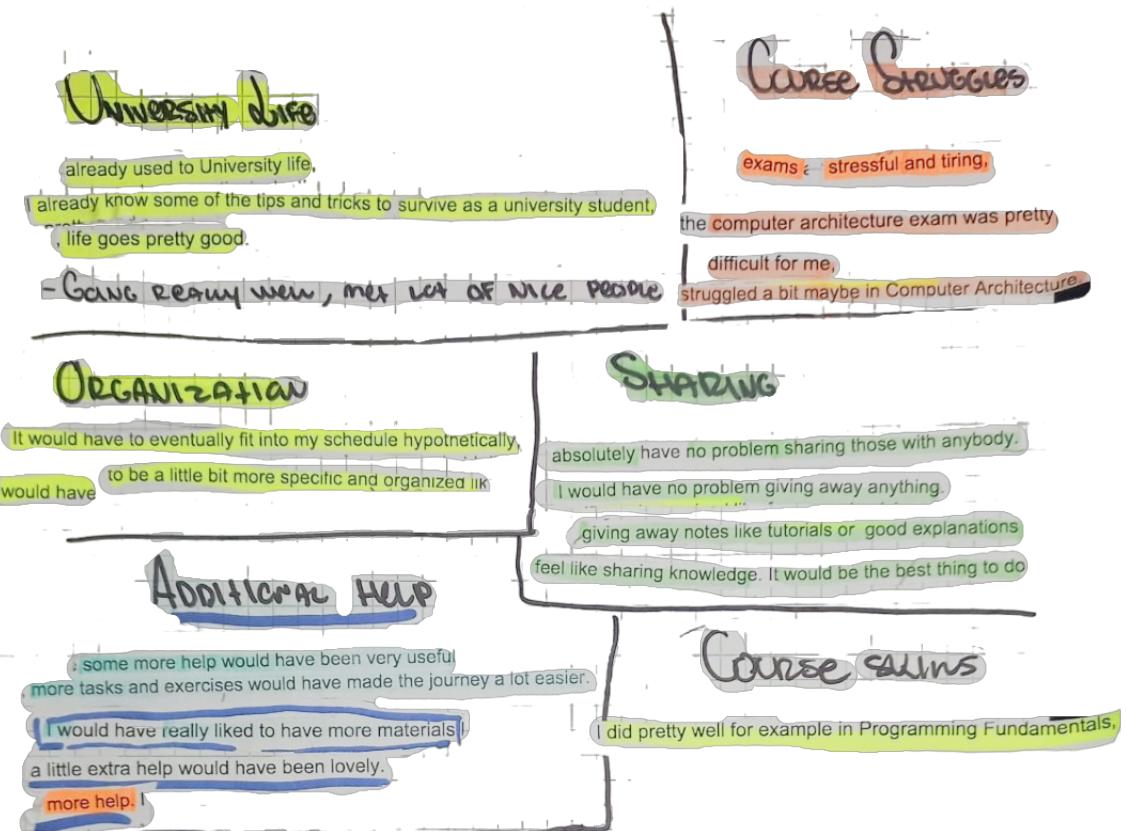
The concept of the ”giver” was also discussed. In other words, we looked into whether students were willing to provide free notes and lessons.

A minor issue that arose during the interviews was the absence of the established interviewees, forcing us to gather new participants.

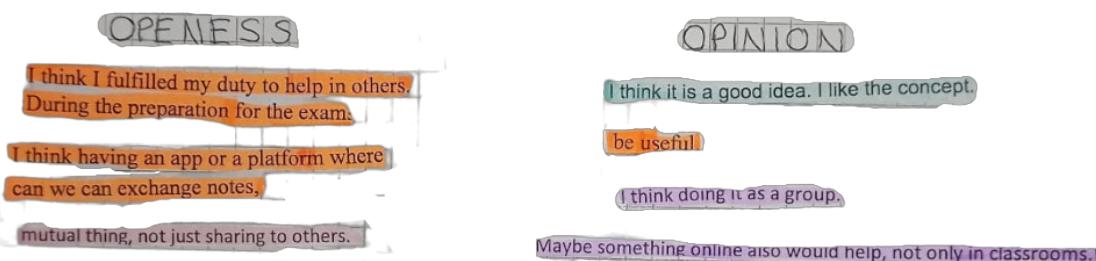
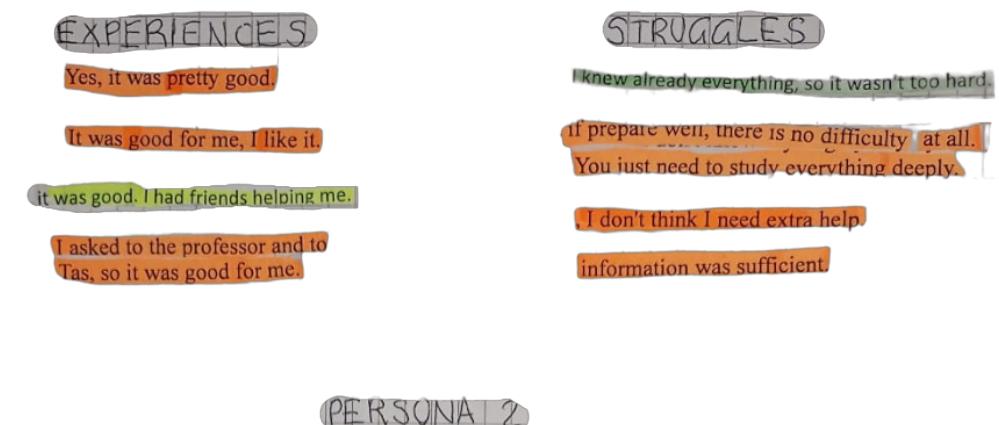
Overall, it was a fun (being the first time for the entire group) and effective experience that helped us focus on understanding the users’ needs.

5 Content Analysis

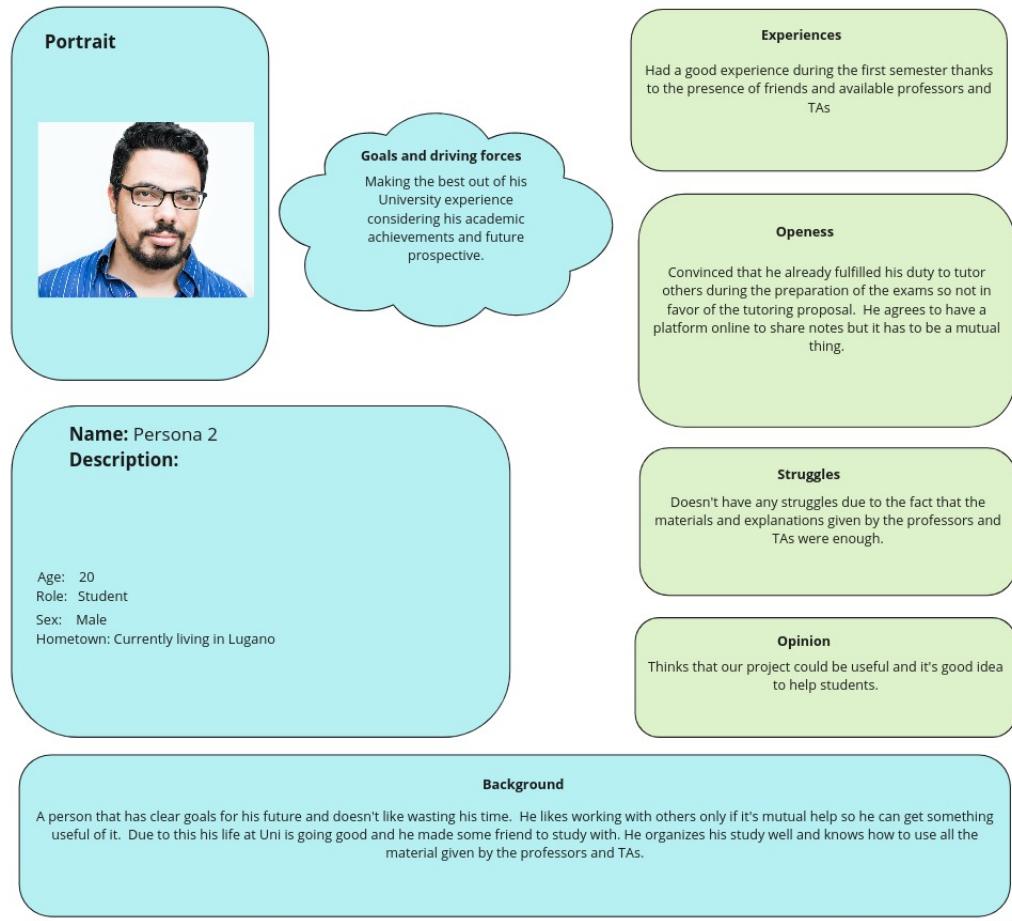
Persona 1



Persona 2



6 Personas



Content & Personas profiles

After reviewing and redefining the transcripts, we carefully examined them in order to extract the most important information for the Content and Personas profiles. We had to code them in order to be able to analyze them in detail. The result of the coding is the one reported in section 5. We worked really hard to identify and summarize all the important information needed.

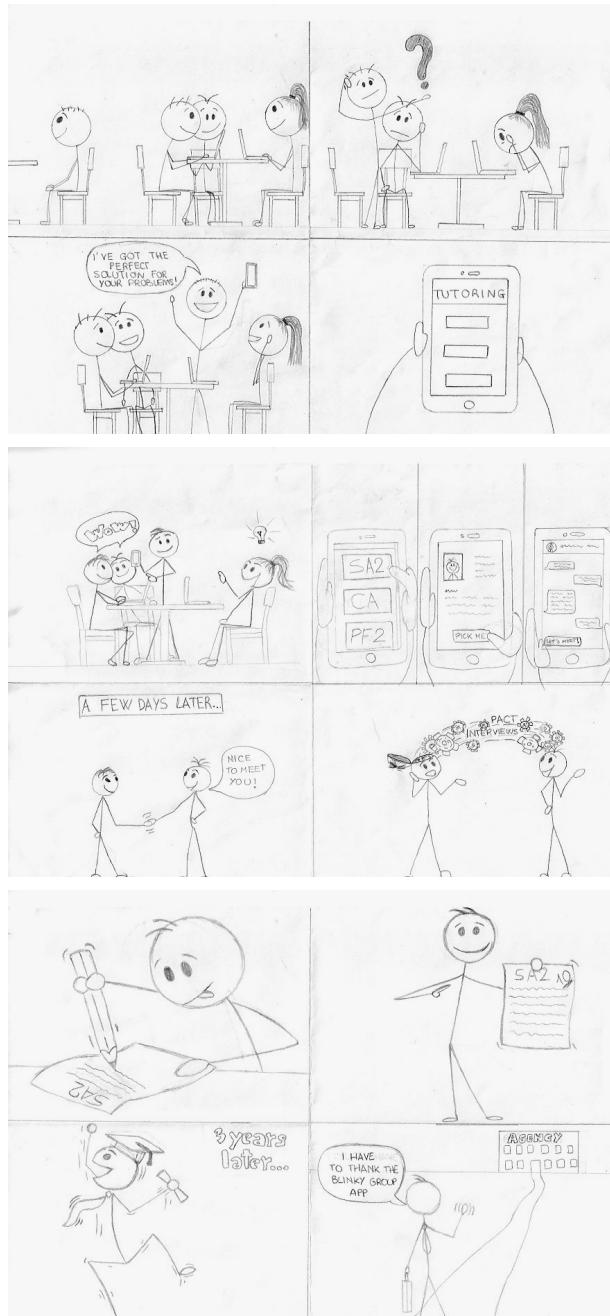
Initially, we divided the transcripts in two main categories - that's also why we present 2 personas. We divided the transcripts into 1) users that actually said they would have need and still need help and 2) the ones that said they were fully independent and didn't manage to ask for help.

After that, we coded the transcripts by looking first at the keywords, then grouping phrases and keywords into subcategories and finally creating the main categories.

This information was essential to construct the personas. We decided to do all the work by hand by cutting and pasting concrete paper into a white empty paper in order to collect, in case crate/change categories, and have a clear view of all the information recruited up.

Defining the personas hasn't been very easy because we actually needed to create an abstract person that fitted perfectly our descriptions, life styles and habits. In the end, we were happy with our work also because we were able to create two opposite profiles, both having the possibility to efficiently use the application.

7 Storyboard and Presentation



In the first 4 scenes we see students like us normally studying all together, but there is a problem, they have no idea what they are reading and studying!! Here is when a joyful guy sees them and gives them an amazing solution to their problems, the M&L application.

In the next 4 scenes we can see how the students, after talking and reflecting, thinks it is an excellent idea and they start using the app. A few days after their first meeting with the tutor they applied for, they are able to comprehend and learn everything the tutor has to explain.

In the last 4 scenes we can see the student after having acquired all the knowledge from the tutor, applies for the exam and gets a majestic 10/10. Thanks to M&L app he will be able to graduate and find a very good job.

Storyboard Analysis

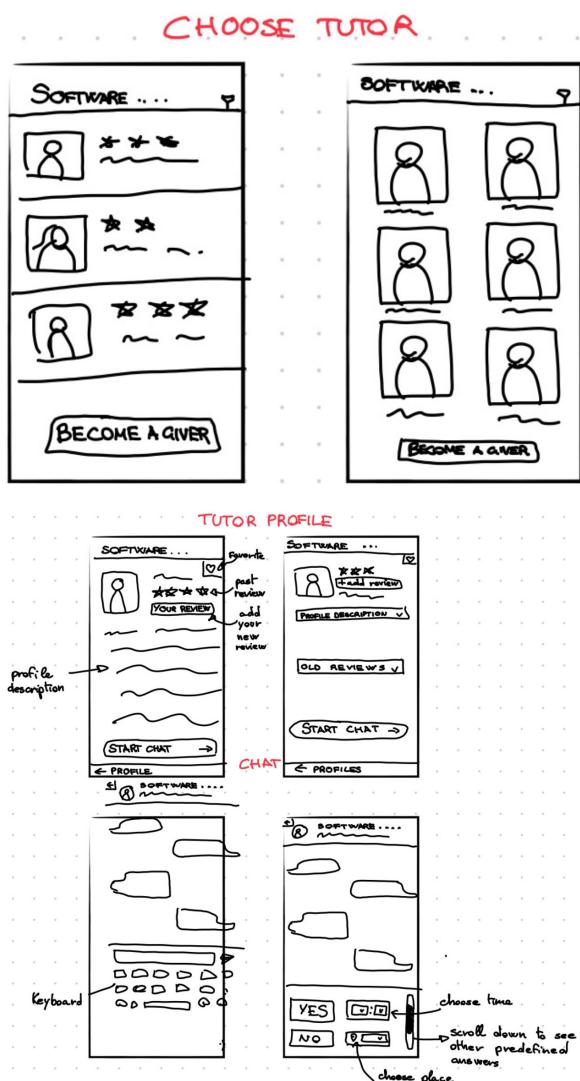
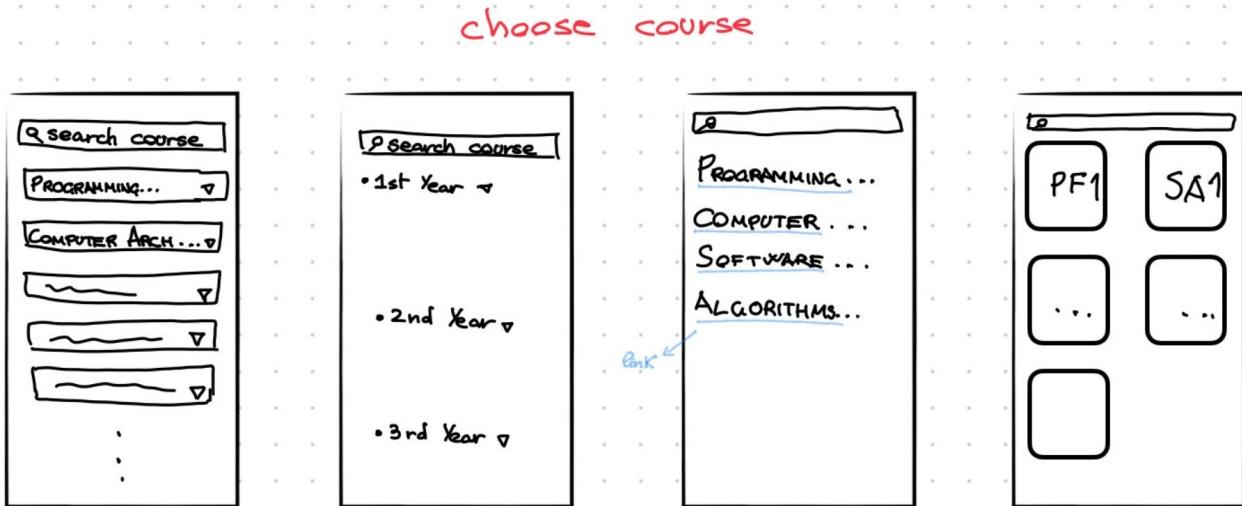
To create the storyboard, we first wrote down all our ideas that everyone had, and then we chose the best ones. We first defined the main scenarios in which our storyboard was set, in our case, USI, and then we decided on the main goals and tasks that we wanted to explain.

Once these steps were completed, we decided who would actually draw the storyboard because we wanted to create a paper prototype. While our drawers were working on concrete design, the entire group was present, and new ideas and improvements were made on an ongoing basis. As requested, we did not pay attention to the details, instead focusing on drawing an easy-to-interpret story to help potential users understanding the dynamics, problems, solutions, and, of course, the main goal of our application.

Our storyboard follows a linear structure that emphasizes the main problem and the reasons why someone should use our application. Furthermore, our design is key to solve specific problems and provides a brief but instant explanation of its main features and functionalities. It then explains the application's main purpose and how it will solve problems.

In conclusion, we will openly highlight the user's happiness after we have solved their issues with our application.

8 Sketching



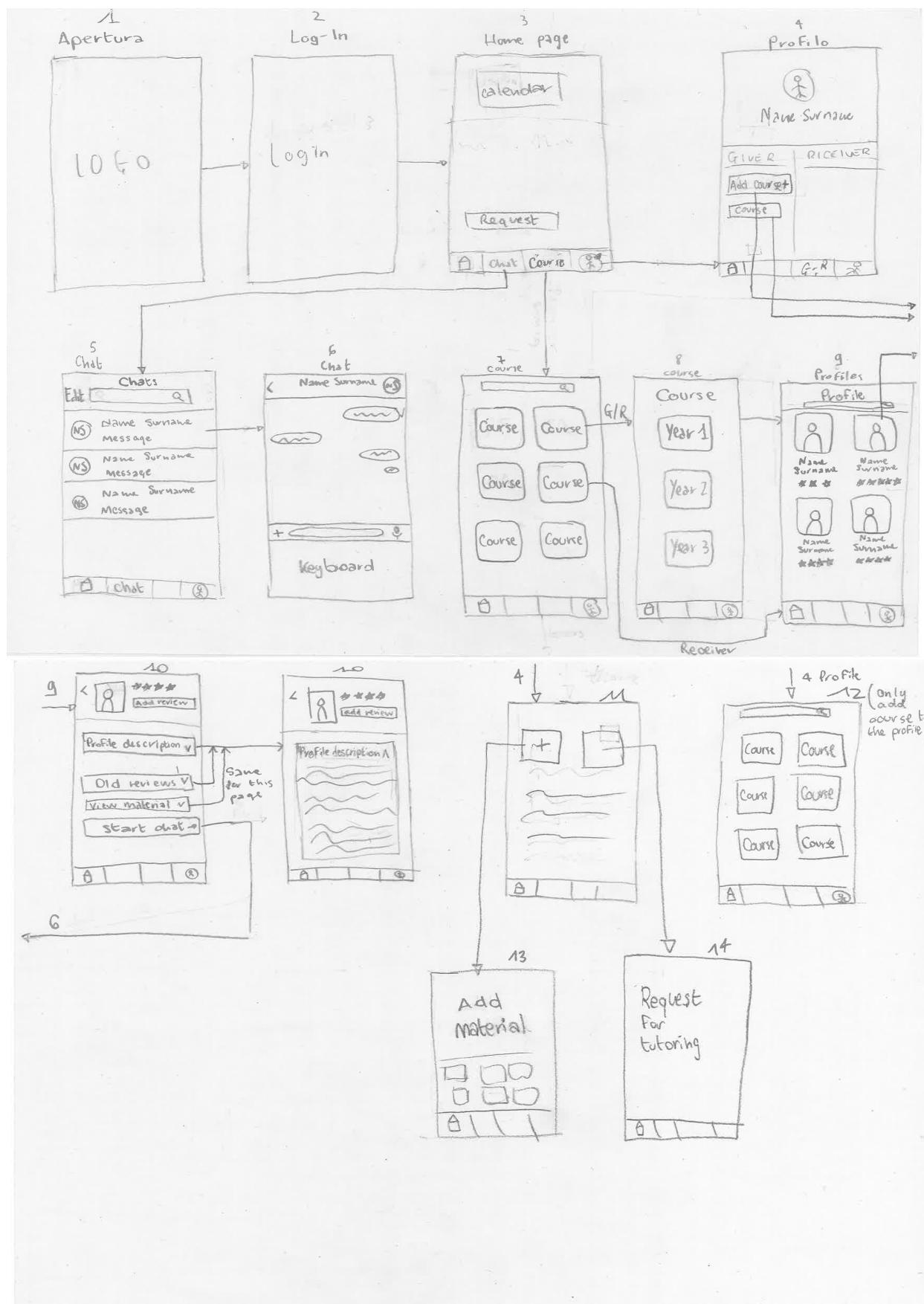
Sketching Analysis

Unlike the storyboard, the sketching focus is primarily on the UI - user interface. We don't want to show which scenarios our application could be useful in or what problem it solves; instead, we want to provide a more detailed explanation of the concrete issues that the user will face. Being still a prototype, we prefer to avoid giving too many details, but highlighting the key functionalities, main interfaces, and tasks is crucial.

As usual, we began by gathering all our ideas to share before creating the first sketches. We started by drawing a lot of them, then we chose the best ones, and we made different versions of the same idea to provide options of more efficient visual messages and get a better frame of what we were doing.

When each sketch was completed, we had to decide the order, which was not an easy task. After much deliberation and debate, we finally agreed on the ideal order and completed the sketching phase.

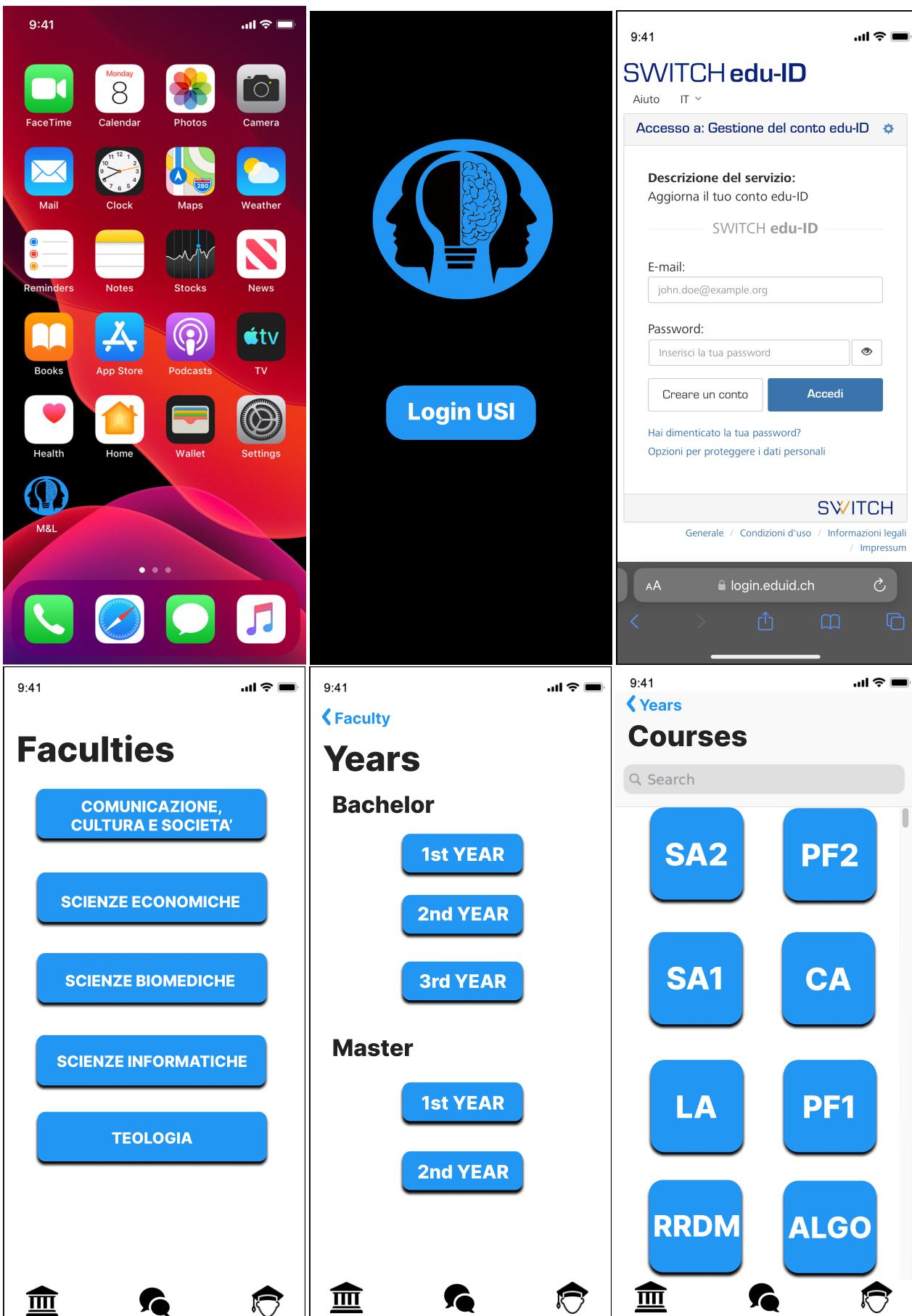
9 Wireframes and Navigation Map

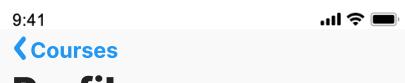
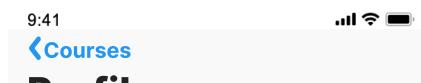


Wireframes Analysis

After we finished sketching, we needed to connect the different interfaces with wireframes in the order we specified. We improved some functionalities and translated the sketching from a technological sketch to a paper prototype. Wireframes are a very useful tool for us to understand exactly what was connected to what, so that we could simulate how a user could proceed with our app. We were able to cover all of the key passages and functionalities. We spent the majority of our time on the navigation map because we wanted to make it as simple and intuitive as possible. In our opinion, we finally succeeded in providing a magnificent navigation map. However, these were our thoughts and choices; Always taking in mind that users are the key of the design system, we now need to verify whether other users agree with us, or identify unclear steps and further options. This was not a difficult task because we already knew the order of the interfaces and the various options of our application, but we discovered errors and new interesting ideas that we implemented.

10 Animated App





Profiles

Search

Giorgia Lillo	Antonio Cassano	Checco Zalone
★★★★★	★★★☆☆	★★★★☆
Alberto Angela	Aldo Baglio	Sergio Boffi
★★★★★	★★★★☆	★★★★★
Giulia De Marco	Luciana Littizzetto	Will Smith
★★★★★	★★★★☆	★★★★★
Lamberto Ragnolini	Silvia Davini	Morteza Rezaalipour
🏛️	💬	🎓

Profiles

Search

Giorgia Lillo	Antonio Cassano	Checco Zalone
★★★★★	★★★☆☆	★★★★☆
Alberto Angela	Aldo Baglio	Sergio Boffi
★★★★★	★★★★☆	★★★★★

Giorgia Lillo
SA2, SA1, PF1
★★★★★

Profile description >

Old reviews >

View Material >

Start Chat

Giorgia Lillo
tap here for contact info

Hi, everything fine😊

When would you like to meet up? 14:42 ✅

It would be nice to meet on Wednesday at 14:30. Is it ok? 15:00

Perfect 15:02 ✅

When would you like to meet up? 14:42 ✅

It would be nice to meet on Wednesday at 14:30. Is it ok? 15:00

Perfect 15:02 ✅

Profiles

Giorgia Lillo
SA2, SA1, PF1
★★★★★

Profile description ▾

I am a 3rd year bachelor's student in Informatics.
I've been a TA in Computer Architecture during fall semester in 2022, and in Reason and Responsibility during fall semester 2021.

Old reviews >

Start Chat

🏛️

💬

🎓

9:41 9:41 9:41

Chats **Profile** **Profile Requests**

Giver

SA2 **SA1**
PF1 + Add course

Receiver

LA **ALGO**
PF2

Manuel Franco Rocati SA2	✓	✗
Lillo Petrolo SA1	✓	✗
Enrico Papi SA1	✓	✗
Francesco Totti SA2	✓	✗
Bruno Barbieri PF1	✓	✗
Mara Maionchi SA2	✓	✗
Mattia Barbieri PF1	✓	✗

9:41 9:41 9:41

Profile SA2 **Profile SA2** **Profile Add course**

Students

Corrado Guzzanti

Upload material

Notes Choose File

Slides Choose File

Tasks Choose File

Students

Corrado Guzzanti

Upload material

Notes Choose File

Slides Photo Library Take Photo or Video Choose File

Tasks Choose File

SA2	PF1
SA1	CA
LA	PF2
CALC	ALGO
RRDM	DISC

9:41

Profile

Add course

Done

9:41

Edit

Done

Profile**Eros Cecconi**

ceccone@usi.ch

**Giver**

SA2 SA1

PF1 CA

+ Add course

Receivers requests

Approve or ignore the requests

Receiver

LA ALGO

PF2

**Animated App Description**

Thanks to the wireframes created and the main connections, we started applying our design and further connections on our program.

Even if we were suggested to use the Balsamic tool due to its intuitiveness and simplicity we opted to use Figma and its plug-ins to convert it to a universal clickable PDF, as required.

The structure of it is very simple. The log in, in order to make it only for and from USI students, is managed with the SWITHC edu-id for USI. After that you'll get redirected to the Faculty where you can choose yours or another. This one with the chat and the profile sections is what composes respectively the navbar and also how we decide to divide the app in.

After selecting it, you will have access to the faculty courses as well as the specific receivers. You can also view single user profiles, such as Giorgia Lillo's example, to see their description, reviews, and material. You can also start chatting with them to set up a meet up, for example.

Whenever you want you can also access all the chat from the navbar icon. Another very important option is, of course, the user's profile, where you can visualise both giver and receiver profile requests and information, such as the people you are teaching to, the material given, and the courses you have both taken and taught.

11 Usability Tests

11.1 Scope

Will be testing our Web application, focusing on the application's intuitivity and flow. Will be covering also the user's errors.

11.2 Purpose

The purpose of the test is to see whether our app is efficient and easy interpret

11.3 Schedule Location

The sessions will be taken in the university Wednesday 14:30.

11.4 Sessions

The length of the sessions will be 20 min for task, with a total max length of 90 min.

11.5 Equipment

As for the equipment we will be using the laptop, while recording the screen and the audio both for feedback. The Web Application will be displayed as an animated PDF as the user might be used to the format.

11.6 Participants

The required number for testing is eight, maximum 10 USI informatics students. Will be using the Microsoft Teams Calls in order to facilitating making it online

11.7 Scenarios

Task 1

- To login in our app
- Choose the faculty
- You are in the first year and you need help for SA2
- You find the profile of Giorgia Lillo and you want to check her out, and then start a chat
- But first you want to read the profile description

Task 2

- Login in the app
- You are presented with the faculty but you want to check out your profile
- You see that you have a few request as a giver and you want to check them out only

Task 3

- You are in your profile an you want to check out the giver profile of SA2
- You select it to check the students you have and want to upload a task

Task 4

- At the same time in the profile you want to add a giver course
- You want to add CA as a course and then when done go back

11.8 Metrics

11.8.1 Subjective metrics

The background questions we are going to make are:

- How old are you?
- Would you be comfortable with specifying your gender?
- On a scale from 1 to 5, where 5 means you are perfectly able to use every application, and 1 means you are not skilled in using them, how would you rate yourself?
- How much time do you spend on average each day using applications?

Ease and satisfaction questions:

On a scale from 1 to 5:

1. How easy was to complete the task?
2. How well integrated was the application environment?
3. How confident you were navigating the application?

Overall satisfaction, likelihood to use/recommend the app:

On a scale from 1 to 5:

1. How was your overall experience with our app
2. Did you need to learn a lot of things before you could get going with the app
3. Do you think that you would use this app frequently
4. Would you recommend this app to other people

Do you have other feedbacks?

11.8.2 Quantitative metrics

Data we are going to measure during the tests:

1. Number of users struggling on a particular task
2. Number of users completing easily a task
3. Time needed to complete a task
4. Number of errors for each task
5. Time needed to overcome a struggle

11.9 Roles

Ambiveri	Giulia	Observer
Boffi	Sergio	Note-taker
De Marco	Giulia	Observer
Lillo	Giorgia	Observer
Lucchesi	Alessandro	Observer
Ragnolini	Lamberto	Observer
Sacco	Francesc Jordi	Facilitator

12 Usability Testing Data Analysis

12.1 Subjective metrics

Background questions:

Interviewee	1	2	3	4	5	6	7	8	9	10	11	12	13	14
How old are you?	25	24	20	22	22	21	20	20	20	20	30	25	20	23
Would you be comfortable with specifying your gender?	Male	Female												
On a scale from 1 to 5 *, how skilled are you in using application?	4	5	3	5	5	5	4	5	5	5	5	5	5	5
How much time do you spend on average each day using applications?	3h	4h	3h	2h	5h	5h	4.5h	6h	4h	5h	5h	3h	4	5

Ease and satisfaction questions on a scale from 1 to 5*:

Interviewee	1	2	3	4	5	6	7	8	9	10	11	12	13	14
How easy was to complete the task?	5	5	4	4	4	5	5	4	4	5	5	4	4.5	4
How well integrated was the application environment?	4	3	3	5	5	4	4	5	5	4	5	5	4	4.5
How confident you were navigating the application?	4	5	4	4	5	5	4	4	5	5	5	5	4	4

Overall satisfaction, likelihood to use/recommend the app on a scale from 1 to 5*:

Interviewee	1	2	3	4	5	6	7	8	9	10	11	12	13	14
How was your overall experience with our app	4	4	4	4	4	5	5	5	5	4	4	5	5	5
Did you need to learn a lot of things before you could get going with the app	1	1	1	1	1	1	1	2	1	2	1	1	4	1
Do you think that you would use this app frequently	4	3	4	4	4	3	4	3	5	5	4	5	3	4
Would you recommend this app to other people	5	5	4	4	5	5	5	5	5	5	5	5	5	5

* where 1 is bad and 5 very good result possibly given

12.2 Quantitative metrics

Average of data we measured during the tests:

Number of users struggling on a particular task	2
Number of users completing easily a task	10
Time needed to complete a task	7s
Number of errors for each task	1
Time needed to overcome a struggle	3s

12.3 System Usability Scale Result

Interviewee	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Odd	15	20	18	15	18	18	17	19	19	20	19	18	16	18
Even	17	20	14	16	20	19	20	19	17	17	18	19	18	20
SUS Scores	80	100	80	77.5	95	92.5	92.5	95	90	92.5	92.5	92.5	85	95
SUS Average	90													

12.4 Data Analysis

After careful analysis of the collected data, the results obtained seemed to us very satisfactory. We expected a good feedback from the test phase, but we've especially pleased to know that the concepts and the presentation have been appreciated by people we did not know.

As can be seen from the Subjective metrics, participants had an average age around 24. meaning still a young generation perspective, although with only one female in it. However we would like to be evaluated from a teacher in order to have the point of view and suggestions of an experienced adult in the field would think project. Unfortunately, there was no chance to do so, but it would be very useful for further improvement.

We can be fulfilled because the quantitative metrics results remained within the average. We had only two users out of twelve struggling, but they responded quickly.

12.5 Feedback

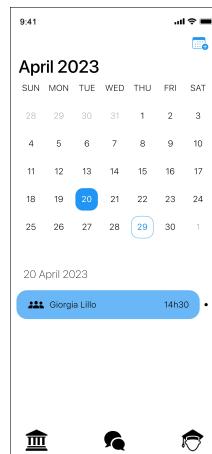
During the interviews, people gave us some feedback, and we also noticed a few improvements that could be included:

- The main problem which came up through the interviews was the bad construction of tasks; the users had a lot of difficulties understanding them. We rewrote them before the interviews and they became less easy to comprehend.
- Another issue we noticed was the non fluent English speaking of the interviewees, who were struggling to get to the tasks but still had fun and enjoyed them.
- We noticed also the importance of the graphical aspect. In particular, the colour contrast between the courses you are a giver of, and those you can choose in the "Add course section", was not high enough, leading to possible confusion, especially for people slightly colorblind. We changed it to a darker color.

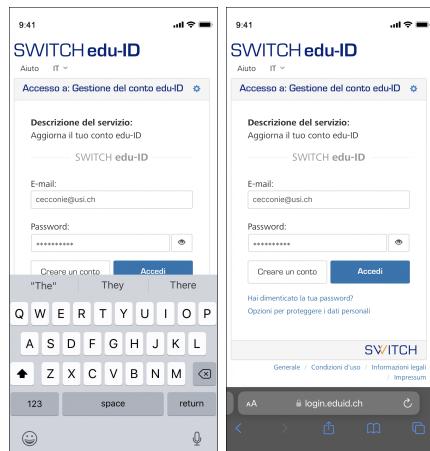


- One of the most important issue, was the absence of a real Home section. We didn't really knew what to do, so after the log in you already where directed to the faculty page, as a sort of home, but of course wasn't very intuitive.

We removed it as it was useless thanks to the USI credentials, and we introduced a Home with the Calendar showing the user's schedule with reminders.



- Another problem we noticed is that a lot of interviewees were expecting a sort of keyboard to write the credentials in the "Log-in section". We introduced it like in the "searching for a giver" page, with credentials in the inputs



- We had no problems with the connections, as all the buttons were directing where they were supposed to go. We reconnected all of them after the changes made.

The interviewees also told us that our app is very intuitive and the design is very nice. They also complimented us about the idea, and many would use it in real life, both for giving and receiving information and help to other students.

Usability Testing Data Analysis Conclusion

In conclusion, considering the results achieved, we are very satisfied as a group. We also feel that the opportunity to be able to carry out these tests to possible users, was a great help for us to go into more detail and improve our app.

13 Conclusion

Thanks to the activities carried out up until now, we were able to achieve important milestones and earn lots of very important feedback that will help us to develop a better application.

Initially thanks to the brainstorming we were able to collect as many ideas as possible in order to have a clear view of all the problems, improvements that could have been implemented and other struggles.

We then took our final decision and we moved on to the next steps. Taking a final decision hasn't been one of the easiest things because, as we studied, everyone thinks and acts differently but in the end we agreed and find a comprise to make everyone happy. After the brainstorming we moved to the pact analyses where we focused a lot in order to write down all the different fields as detailed as possible.

To have a well structured pact analyses we worked several hours in order to cover all the possible cases from the extreme ones to the overrated. We've spent a massive amount of time in order to get to cover everything as detailed as possible in order to develop in future all the possible features that can be used by everyone without any additional help, or at least with as less help as possible.

We divided the group to try to shorten the project time and allow everyone to work concurrently. Throughout the work, everyone was assisting others by providing ideas and hints or simply clarifying something.

When pact analysis was over we focused on interviews. We learned lot of stuff that we didn't know regarding the structure and different types of an interview. After acquiring a good knowledge of that, we started planning. We followed the main points of the interviews e.g. Preamble and consent, demographic questions... that are listed above and our focus was mainly to create a final question set that was tending more on a semi-structure interview type.

After recruiting users, thanks to the help of our fantastic Teaching Assistants and Miss Santini, we were able to interview around 8-10 different people that answered all of our questions and gave us many important feedback and details about their social, physical, psychological and attitudinal life. Thanks to this we were able to watch at different behaviours of people with different characteristics.

We also asked aimed questions in order to see whether our assumptions were correct or not. After this we coded in the best way possible the interviews scripts that we kindly wrote during the interviews and after finding main themes and main repetitions, we were finally able to create the Personas. We've created two different types of personas who would be both perfect users of our system/application even though they have different characteristics.

What is written in the paragraph above was all our work done up until we submitted the intermediate report, after this lots of majestic and very important improvements were made. We left up on the personas and after that it was time to actually create the first prototypes, both paper and not, and gather some more feedback. Immediately after the personas we paper drew the storyboard.

In order to manage our storyboard, we adopted a mixture of techniques already used to compute some other tasks and also the help of the hints that the Miss Santini and TA gave us. We settled down and everyone told all the ideas they had, we didn't trash them immediately but we analyzed carefully all of them and we chose the best ones. We had to choose many things such as the scenario, how to draw the characters and other important features. After having a clear idea of what we wanted to create, we started drawing and at the end the result was in our opinion amazing and very clear. This was our opinion and we know it is not so good to let our thoughts on beauty and clarity flow into our design.

By the way from the presentation we did in class and from some feedback we asked around the class, we were able to prove that it the result was a positive result. Still there were few problems and struggles while making the storyboard but as said before, this just helped us to create a better storyboard. Soon later we moved on to the sketching and as it may seem that there are no differences between the storyboard and the sketching part, this assumption is absolutely wrong.

There are many differences in the techniques of drawing a storyboard and the sketches. Briefly we can say that the storyboard as the word says, is more about telling a story about a scenario where we find a problem and we solve it, instead in the sketching part we draw details about our system and its interface. We adopted the same techniques as we did for the storyboard in order to create good sketching and we designed more "models" of the best sketching we chose to further on choose the perfect ones. After the sketching part, we had to connect our work with wireframes.

Wireframes are very useful because they let the user have clear view of the movements in the app. Wireframes are not only important for the user but also for us team in fact while drawing them, we found out lacks and missing spots that our sketching part was presenting and we were able to immediately correct or add them. During both the sketching and the connection of the wireframes we actually made lots of improvements also on the navigation map which is one of the fundamental parts of our system.

Creating the sketches and connecting wireframes was not an easy task, We modified our project many and many more times our project to make it better and better but it is exactly what we expected since we know prototypes are made exactly for that. Group was solid and always joyful to improve and help others.

After this we moved our prototypes onto Figma where we created a touchable pdf that reflected our sketching and wireframe part.

Our result was full of refinements and new features that made our project more easy, clear and better to use than it was before. We were very happy of our pdf result because we spent several hours to improve it, add new features and make it intuitive.

For us it covered all the characteristic before said but was it the same also for the users? We needed feedback, we needed to know if our result was as good as we thought so we created a usability test in order to propose it to different users so that we could get very useful feedback and advises to reach perfection. Our usability test followed perfectly the one provided by our TA and Miss Santini.

We carefully wrote down the 9 important parts of the usability test and we were ready to test our result.

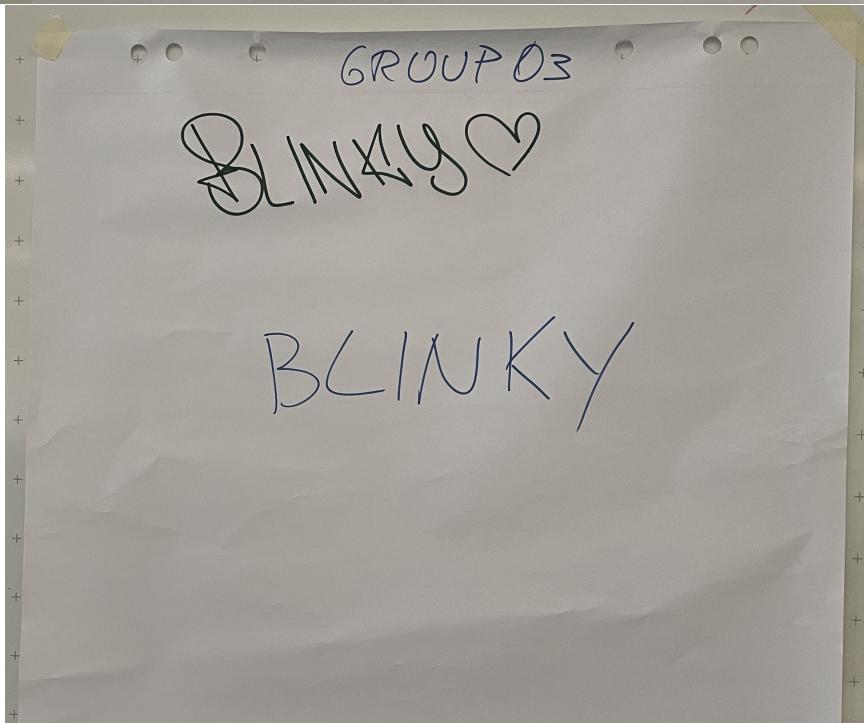
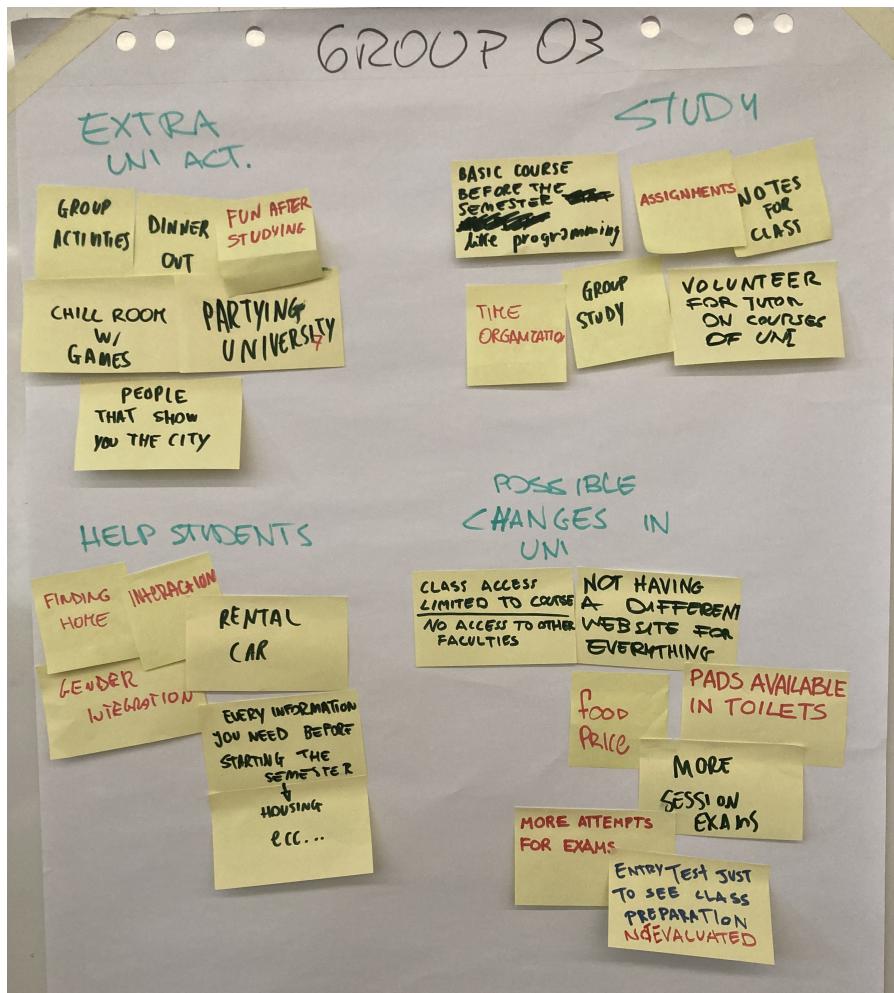
The result were super positive and mostly everyone said that they didn't have problems to complete the task of the test and that system was very intuitive which as we know means familiar, we were able to create something familiar to mostly everyone of our recruited users and this us gave us lots of joy. We state this positive results mainly thank to what the participants directly told us but we were also able to understand this positiveness thanks to the result of SUS file we delivered them after the test.

They had 10 questions regarding the clarity, usability, easiness and other important stuff that helped us compute an average result to see whether it was a positive or negative "feedback". We analyzed everything they told us after the test and we paid a massive amount of attention on negative feedbacks. We were able to make an important use of those bad feedbacks to improve and refine our system so that it was not presenting those lacks again. After all of this we can say that our project is done.

When it comes to teamwork, we can say that nothing was easy, that there were many different ideas and thoughts, but that's also one of the great features of teamwork; many contradictions and struggles in the team lead to the creation of lots of ideas that could be perfect cues and could lead to numerous improvements, but it's always important at the end to find a great deal between all the members of the group and work together to make the project the best we could as already said in the intermediate report.

Appendices

Brainstorming



Interview transcripts

Ambiveri Giulia

Interview 1

Ambiveri Giulia

The data that I'm going to collect will be kept anonymous and won't be shared to anyone as it will only be used for our project.

Would you be comfortable to be recorded while being interviewed?

Interviewee

Yes

Ambiveri Giulia

Okay, so we should start.

How old are you?

Interviewee

I'm 19.

Ambiveri Giulia

Would you be comfortable specifying your gender?

Interviewee

Yeah, I'm a male.

Ambiveri Giulia

Are you a full-time student or do you fill your schedule with outside activities, like a job or a sport?

Interviewee

Yes, I'm a full-time student.

Ambiveri Giulia

How's the uni life going?

Like how would you describe the last semester?

Interviewee

In part it was difficult, but all in all it was doable.

Ambiveri Giulia

How did the courses go?

Interviewee

Some have been interesting, others less so, but in the end, however, in hindsight, we understand that everything is needed.

Ambiveri Giulia

How did the exams go?

Were they difficult?

Interviewee

Not difficult, mostly long, especially that of computer architecture For the rest yes, I would say they were long but not difficult.

Ambiveri Giulia

Have you found some sort of difficulties?

Interviewee

No, they were all doable and I passed all the courses, so overall all good.

Ambiveri Giulia

Would you have needed help?

What kind of help would you have preferred?

Interviewee

No, in general no, but if I had a way to connect yes.

For example in Computer Architecture, perhaps if there had been someone a year older or in any case someone who knew how to solve the rest of the exercises, I would have asked for help.

Ambiveri Giulia

And you did it?

Interviewee

No

Ambiveri Giulia

Would you share your notes or your knowledge with other students?

Interviewee

If I can help of course.

Ambiveri Giulia

How would you do it?

Interviewee

It depends what is cheaper for both, maybe if one is busy we can meet online

Ambiveri Giulia

You would have preferred to have more material in the courses?

Interviewee

It depends on the course.

The only one I would say is Atelier software, which told us to look for things online.

For the rest I would say that all the other courses have provided us with all the material.

Ambiveri Giulia

Maybe I should describe our project.

The main idea is that the students can share the notes, taken during a lecture, to other students, or maybe the students can do some tutoring in some specific area.

When you ideally download the app, you log in with the USI credentials, so it creates a profile, and the users can see your profile, where you upload your cv or your notes.

Interviewee

Okay, got it.

Ambiveri Giulia

Okay, thanks you.

Is there anything else that you would like to ask?

Interviewee

No, all good.

Ambiveri Giulia

Okay, thank you.

Interviewee

Thank you.

Interview 2

Ambiveri Giulia

The data that I'm gonna collect will be kept anonymous and won't be shared to anyone as it will only be used for our project.

Would you be comfortable to be recorded while being interviewed?

Interviewee**Yes Ambiveri Giulia**

Hi, so maybe i should start describing our project first.

The main idea is that the students can share the notes, taken during a lecture, to other students, or maybe the studnets can do some tutoring in some specific area.

Whn you ideally download the app, you log in with the USI credentials, so it creates a profile, and the users can see your profile, where you upload your cv or your notes.

Interviewee

Okay, all clear, got it.

Ambiveri Giulia

Okay, so maybe we should start doing the questions.

The first one is, how old are you?

Interviewee

I'm 19.

Ambiveri Giulia

What is your gender?

If you're comfortable sharing it.

Interviewee

Yeah, I'm a male.

Ambiveri Giulia

Okay.

Are you a full time students or do you do some other activities?

Like a sport or jobs?

Interviewee

First year, bachelor of Informatics.

Ambiveri Giulia

Okay, so you are a full-time student.

You are not doing other things like sports or jobs.

Interviewee

No, no, no, I'm a full-time student.

Ambiveri Giulia

How's the uni life going?

Like how would you describe the last semester?

Interviewee

How would I describe it?

Like it was nice I would say.

I got not high grades, but it's not about grades.

The experience was definitely something new.

Ambiveri Giulia

Okay **Interviewee**

Yeah, new experience, new opportunities, etc.

Etc.

Ambiveri Giulia

Okay, something new.

The course that you have taken, have you liked them?

Have you passed all courses?

Interviewee

Yeah, I liked all them, and I passed all the courses with no problem.

Ambiveri Giulia

Did you find the studying or the exams difficult ?

Interviewee

Yeah, I didn't actually find any difficulties.

Like if you study, it is not difficult.

Ambiveri Giulia

Yeah, of course.

Interviewee

Starting on time it's even easier.

So yeah.

Ambiveri Giulia

Yeah, okay.

So you didn't find any difficulties.

If you study all the time.

Interviewee

Yeah, exactly.

Ambiveri Giulia

But would you have needed some sort of help in any of the courses that you have taken?

Interviewee

Any help?

Ambiveri Giulia

Yes.

From anyone, like professors or students.

Interviewee

I have asked for help during the courses, it happens.

Like, inevitably, of course, you will have some questions.

Ambiveri Giulia

Would you like to be more specific?

What help would you have preferred to have?

Interviewee

Like, just questions.

It's better to ask things.

Yeah just like that.

Maye to TAs or to someone around you basically.

Ambiveri Giulia

Regarding our project, Would you be in favor of sharing your knowledge to help other students?

Interviewee

For helping other students?

Ambiveri Giulia

Maybe tutoring or some notes.

Interviewee

Yeah.

For example, if I know something more in programming, I might to someone and ask, can I help you for example in Racket programming?

Ambiveri Giulia

Would you be more comfortable in something you know better?

Interviewee

Y, but I can also get help from those students who are more comfortable with math for exams.

An exchange of knowledge and help.

Ambiveri Giulia

Would you have preferred tutoring, so that you could explain yourself directly to students, or just sharing?

Interviewee

Tutoring I think it's a mix because if you're tutoring, you're also sharing your notes.

Your notes I think are a comprehensive approach if you're tutoring, you're showing notes, you're sharing your notes when you're tutoring.

So yes.

Ambiveri Giulia

Yeah, because they main idea of our project is that you can choose to do tutoring or sharing notes or both.

Because maybe you would like just to read the notes, but someone else not.

Interviewee

Yeah, I think there should be an option, There should be an option to like to tutor.

Ambiveri Giulia

Okay **Interviewee**

Oh in sharing the notes, don't talk to anyone, but share them as they are.

Ambiveri Giulia

OK, I'm just writing down that.

So in general, would you have liked more material in all the courses?

Interviewee

Material **Ambiveri Giulia**

Or maybe in some of them.

Interviewee

More material.

Ambiveri Giulia

More material like other than the books, I don't know, maybe not.

Interviewee

Ohh, lecture notes for some courses will be useful because I don't wanna, you know, write it during the lecture because I get distracted.

I wanna listen to the professor, I don't wanna, you know, distract myself focusing on writing everything down.

Like writing on the board, just listening and just, you know, fully being focused on what he's saying.

Ambiveri Giulia

OK.

So maybe you're thinking it's useful to have notes that are already taken, so you can just listen.

Interviewee

Of course, maybe having notes from last year's students.

Ambiveri Giulia

Okay, thanks you.

Is there anything else that you would like to ask?

Interviewee

No, no, I think this service, this app, whatever you call it will be really useful.

Really helpful.

Ambiveri Giulia

Okay, all clear.

Interviewee

Yeah all clear.

Ambiveri Giulia

What do you think about the project?

Interviewee

Yeah, I said it.

I said it all.

If you implement this or if you just design this project, that will be really helpful and beneficial for all of us.

Ambiveri Giulia

Last question, would you like to talk about other specific topic other than this before we finish?

Interviewee

No, no **Ambiveri Giulia**

Okay, we are good.

Thank you.

Interviewee

Thank you.

Boffi Sergio

Interview 1

Boffi Sergio

The recording's started.

Let's start.

So how old are you?

Interviewee

I'm 20.

Boffi Sergio

OK, perfect.

Would you be comfortable at specifying your gender?

Interviewee

Yes, male.

Boffi Sergio

OK, perfect.

Are you a full time student or do you fill your schedule with some outside activities like job or sports?

Interviewee

No, I'm full time.

Boffi Sergio

OK.

Boffi Sergio

How is the Uni life going?

Like how would you describe the last semester?

Interviewee

Yeah, it was good.

Boffi Sergio

OK.

Interviewee

I knew already everything, so it wasn't too hard.

Boffi Sergio

Mm-hmm.

OK.

Did you find the studies and the exams difficult?

Interviewee

No.

Boffi Sergio

OK.

Have you found some sort of difficulties and in case in which courses did you find them?

Interviewee

No, I don't think so.

Boffi Sergio

OK, perfect.

Would you have needed help?

And what kind of help would you have preferred?

If you needed it.

Interviewee

I'm not sure I don't think I needed any help.

I had friends helping me.

Boffi Sergio

OK, perfect.

Uh, would you be in favour of sharing your knowledge and helping other students and in what ways would you prefer to help?

Interviewee

Umm, I would prefer it to be like a mutual thing, not just sharing to others.

Something like a group activity or something like that.

Boffi Sergio

OK.

It's just an idea, because we thought about making a sort of application in which people can share their notes, or maybe can make some lessons to other people.

Maybe somebody can take our classroom and, I don't know, explain to some people some concepts about the course.

It was an idea.

Interviewee

Not kind of needed for me right now.

Boffi Sergio

OK.

Is there anything you would like to add to this kind of idea?

Interviewee

Hmm.

Boffi Sergio

As I told you, it's an application or a website where you can add your notes and you can maybe schedule meetings or some classes about, I don't know, some courses.

Interviewee

I think doing it as a group.

Boffi Sergio

OK.

Interviewee

I don't know, it could include campus navigation and it should contain schedules or all the rooms when they're occupied and everything.

Boffi Sergio

OK, of course.

Interviewee

So maybe something like that should be incorporated in some form.

Boffi Sergio

Umm do you have any question about our project?

Interviewee

No.

Boffi Sergio

OK, perfect.

And what do you think about this project?

Some opinion.

Interviewee

I know it's not part of the course, but I think before the interview it might could have been helpful to show like some kind of presentation about what you're doing.

Boffi Sergio

OK.

OK.

Interesting.

Yeah, of course.

Interviewee

I know nothing about this project and the idea seems good.

Boffi Sergio

OK.

Thank you.

Interviewee

Thank you.

Boffi Sergio

Would you like to maybe talk about a specific topic or experience you had before this that may help our project?

Interviewee

I'm doing it like a side course on Pytorch.

Boffi Sergio

Umm.

Interviewee

And I really need some help because it's kind of difficult because sometimes you get an error which is just new and you don't know what to do about it.

And people already know what to do in this situation so.

Boffi Sergio

OK.

Interviewee

Maybe something online also would help, not only in classrooms.

Just this.

Boffi Sergio

OK.

OK.

Perfect.

OK, then this session is over.

Thank you so much for taking some time apart for us and I hope you enjoyed it.

And thank you so much again from our group.

Thank you so much, Eduard.

Interviewee

Yeah, good evening.

Boffi Sergio

Thank you.

You too.

De Marco Giulia

Interview 1

De Marco Giulia

The data that I'm gonna collect will be kept anonymous and won't be shared to anyone as it will only be used for our project.

Would you be comfortable to be recorded while being interviewed?

Interviewee

Yes, It's ok.

De Marco Giulia

Ok so my name is Giulia and I'm from group 3.

Nice to meet you.

Interviewee

Nice to meet you.

De Marco Giulia

Would you be comfortable specifying your gender?

Interviewee

yes, I'm a female **De Marco Giulia**

Are you a full-time student or do you fill your schedule with outside activities, like a job?

Interviewee

No, I'm a full-time student.

I don't have any job.

De Marco Giulia

Now I'm going to ask you some questions about last semester and your university life.

So first of all how's uni life going?

Interviewee

It's going really well and I met a lot of nice people here.

De Marco Giulia

Good! About the exams, Did you find the studying and the exams difficult ?

Interviewee

Yes studying for the exams and doing them was really stressful and tiring, but it went well.

De Marco Giulia

I'm happy to hear that they went well.

In which courses have you found some sort of difficulties?

Interviewee

Computer Architecture was the most challenging course and exam.

It was really hard.

De Marco Giulia

Would you have needed help?

What kind of help would you have preferred?

Interviewee

Yes I would have really appreciated more help.

I would have really liked more notes, slides and more exercises available.

De Marco Giulia

Because your exams, as you said before, went well even if you had some difficulties, would you be in favor of sharing your knowledge and helping other students?

Interviewee

Yes, I would be available to help others.

De Marco Giulia

How would you like to help others?

Would you be available to share some notes or tutor or even both?

Interviewee

I wouldn't mind sharing my work with other students because I like the idea of helping others with their study.

However, I don't know if I would be available to tutor much due to the time schedule.

De Marco Giulia

Thank you for your responses and your disponibility.

The aim of this interview was to understand if our idea of app can be really useful to students.

As a matter of fact our project consists of creating a platform to share notes and give lessons to other students by tutoring.

This would create a solid connection between students and an easy way help and get help.

What do you think about this project?

Interviewee

I think It would be really useful and nice.

De Marco Giulia

Is there anything you would like to add?

or Do you have any questions for us?

Interviewee

No, I guess everything is clear.

De Marco Giulia

Ok then, this session is over.

Thank you so much for taking the time to talk to me today.

Have a nice day! **Interviewee**

Bye!

Lillo Giorgia

Interview 1

Lillo Giorgia

So just for having it recorded.

Are you okay with us recording you?

Interviewee

Yes, no problem.

Lillo Giorgia

Okay so lets get into it then.

So my name is Giorgia Lillo and I'm from group three.

So how old are you?

Interviewee

I'm 21.

Lillo Giorgia

Okay.

Would you be comfortable specifying your gender?

Interviewee

Yes, I am a male.

Lillo Giorgia

Okay, and are you a full time student or do you fill your schedule with outside activities, like a job or a sport?

Interviewee

I'm a full time student.

Lillo Giorgia

So how's the university life going?

How would you describe the last semester?

Interviewee

What do you mean by it?

Lillo Giorgia

You think that the last semester was good or bad?

Overall?

Interviewee

Yes, it was pretty good.

You're talking about life, or you're talking about studying?

Lillo Giorgia

Yeah, about life.

More in general about university life and in particular study because our project is about the study organization.

Interviewee

It was good for me, I like it.

Lillo Giorgia

Okay, and did you find difficult in studying for the exams?

Interviewee

I don't know if you go yes, they were pretty hard, but if prepare well, there is no difficulty at all.

You just need to study everything deeply.

Lillo Giorgia

And in which courses did you find more difficult?

Interviewee

Computer architecture, but it was also the most useful, I think.

Lillo Giorgia

And would you have needed help?

What kind of help would you have preferred if yes?

Interviewee

What do you mean?

Help with studying?

Lillo Giorgia

Yeah.

Interviewee

No, I don't think I need extra help.

All the questions I had, I asked to the professor and to Tas, so it was good for me.

Lillo Giorgia

Okay, and would you be in favor of sharing your knowledge and helping other students?

And in what ways would you prefer to help other students?

Interviewee

During the preparation for the exams, we had like a study group where we exchanged knowledge and challenged each other, so I think I fulfilled my duty to help in others.

Lillo Giorgia

Okay, and in general, would you have preferred to have more material or it's good like this?

And if you wanted to have more material, what kind of material would you have been useful to use?

Interviewee

Okay, you mean what additional materials would I prefer to have?

Lillo Giorgia

Yeah, like more slides from the professors or would you have wanted some kind of help from older students?

Interviewee

That's a good question.

I think that information was sufficient.

Lillo Giorgia

Okay.

Yeah, it's enough.

So is there anything you would like to add or do you have any questions for me about the project?

Interviewee

What exactly are you working on?

Lillo Giorgia

We are working on an app that would share knowledge from a student which is more capable to other students which needs help for some courses.

So a way to contact guys who are more capable in the subjects you need.

Interviewee

Okay.

I think having an app or a platform where we can exchange notes, for example, can be useful.

Sometimes somebody can make very good notes with good explanations, and it's a shame that not a lot of people can see it.

But from the other hand, I think yes, that's a good idea.

Lillo Giorgia

So this session is over.

Thank you so much for taking the time to talk to me today.

Thank you.

Bye.

Ragnolini Lamberto

Interview 1

Ragnolini Lamberto

Perfect.

So I would just like you to, I would just like to ask you again, if you're OK with me recording.

Interviewee

Yes, I am OK with your recording.

Ragnolini Lamberto

Perfect.

My name is Lamberto Ragnolini, and as I said today, I would like to have a friendly chat with you based only and purely on the studying environment in USI.

Since our project is actually based on it.

So the first question will be.

How's the University life going?

Like how would you describe last semester?

Interviewee

It was good.

I was already used to University life, I did another university before Usi.

And so I kind of already got the basis.

I can say I'm lucky then, because I already know some of the tips and tricks to survive as a university student, but I'll say it was a pretty good semester.

I enjoy the courses.

I struggled a bit maybe in Computer Architecture.

Ragnolini Lamberto

From what I've understood, you struggled a bit in some courses and in others you did pretty well.

So would you have needed more help, for example as you said in Computer Architecture?

, if yes, what kind of help would you have preferred?

Interviewee

I think that maybe some more help would have been very useful in order to get a better grade.

In my opinion, more tasks and exercises would have made the journey a lot easier.

Ragnolini Lamberto

Regarding the courses on which you did pretty well, would you be in favor of sharing your knowledge and helping other students?

and always, if yes, in what ways would you prefer to help?

Interviewee

I would, I would feel like sharing knowledge.

It would be the best thing to do in these cases because I know how it is to be on both sides of the spectrum.

So being in a position to be able to explain to your friends how things are done and how they are, would be a big opportunity.

I know it is not really that great when you're in class, everybody understands and you don't really know how.

So my answer is yes, I would have no problem giving away anything.

Of course you would have to be a little bit more specific and organized like for example giving one hour a week of helping others.

Might change.

It would have to eventually fit into my schedule hypothetically, but even like just giving away notes like tutorials or good explanations of passages that I did while I was planning them, I would absolutely have no problem sharing those with anybody.

That would be no problem.

The time commitment to maybe like the present physically or even virtually instead might be.

Ragnolini Lamberto

Perfect.

I agree with everything you said, I think you have a strong point on that, I appreciate you for being so open.

I see it is very difficult to organize also with all the course you are following.

Our project is actually based on the fact that you can decide time, when and where or maybe just set up a meeting and decide with the other person just by interacting with him.

If you're not down, maybe for this week, then you can do it the week after and stuff like that.

You're absolutely free to schedule with the guy or with the other people.

Well, then, thank you so much for the answers you gave.

Is there anything else you would like to add?

Do you have any questions for us?

Interviewee

Not really.

Ragnolini Lamberto

I don't know if you wanna maybe spend some time, you wanna tell me just what you think about this project?

Interviewee

Sure, so the project would be almost like a way to share knowledge.

I don't know what would be the best way to solve exercises and just share the knowledge about the courses and organize everything but I think it is a very good Idea.

Ragnolini Lamberto

Well.

Yeah, we would like basically to create an easy app where you have obviously mandatory fields, for example a grade is not one of them because you know, as you said before, in computer architecture, you could know all the books but anyway don't pass the course.

In this case we will be regarding yourself to have passed the course before putting yourself up to that.

But you're totally free to put whatever you want on the app.

For example, you could give a preview of your notes.

Interviewee

Ohh yeah, of course.

Of course, of course.

Ragnolini Lamberto

And everyone can do that.

Everyone could maybe apply for teaching computer architecture and you choose the best one.

Maybe someone doesn't like how you take notes and just want other types of notes.

He could find everything there.

Then a chat will open up and you can just schedule your appointment and just meet up.

Interviewee

Alright.

I think it is a good idea.

I like the concept.

I don't really have any other questions.

Ragnolini Lamberto

Perfect.

OK then this session is over.

Thank you so much for taking time to talk to us today.

Thank you.

Interviewee

Ohh thanks to you.

Interview 2

Ragnolini Lamberto

Perfect.

So I would just ask you again if you're OK with me recording you.

Interviewee

Yes.

Ragnolini Lamberto

So as I said, my name is Lamberto.

I'm a participant of Group 3 and today, we will just have a friendly conversation regarding purely the studying environment in USI.

Since our project is actually based on it.

So how's the University life, and how would you describe last semester?

Interviewee

So, you know, life goes pretty good.

And the last two semester were really nice.

I met lots of new friends and learned a lot, had many much new experiences since it is the first year of university.

Ragnolini Lamberto

Perfect, And did you find this studying and exam actually difficult?

Interviewee

Well, the computer architecture exam was pretty difficult for me, I struggled a bit but the others weren't really difficult.

Ragnolini Lamberto

Ok, so as you talked about computer Architecture and you said you struggled about that, I would like to ask you some questions regarding that course for the moment.

So, you said that you found a lot of difficulties in order to pass computer architecture and so would you have actually needed more help?

Maybe from a third party or just maybe from the teacher?

How would you describe for example, the material that they gave you?

Interviewee

I would have really liked to have more materials like maybe some video tutorials about selected topics or maybe some more practical exercises.

THey gave us all the material that could have been on the exam.

So we were given lectures recordings, book references and stuff like that but a little extra help would have been lovely.

Ragnolini Lamberto

Ok, so as I understood you would have preferred having some help.

And you said that that help would have been maybe some material from the teacher and stuff like that, but actually would you have appreciated more if somebody else, like someone older that already did the course and maybe pass it with a very good grade, could have helped more, for example, one hour per week, or maybe just scheduling some time with a hypothetical someone together just to understand more ? or you prefer for example studying alone and not having third parties helping you?

Interviewee

Yes, for sure it would have been really a great opportunity and I will definitely use this opportunity if will be possible one day.

Ragnolini Lamberto

I'm happy to hear that, because our project is actually talking about that.

Our project is actually an easy app that will provide some tutoring and anyone could actually be down to do that.

For example, as I understood, you had problems during Computer Architecture.

Maybe you could have just went on the app and somebody that maybe got a very good and very high grade on computer architecture, would have been down to help.

So you could have just schedule an appointment with them in order to get some notes and some extra informations in order for you to understand better the materials and maybe applying some different methods for taking notes in a different way or having maybe some advice from people that already did the project.

Stuff like that.

What do you think about that?

Would you like to tell me something about this idea?

You are completely free to bypass it.

Interviewee

Yeah, I really like the idea.

It is quite good and it would be great if it would really be implemented in USI life, I would use it.

Ragnolini Lamberto

Perfect, I'm glad to hear that.

And since I heard from you that only in computer architecture you didn't do very well, I would like to talk now about some different courses, Did you achieve your goals in the other courses?

Interviewee

Yes, I did pretty well for example in Programming Fundamentals, maybe because material was really good, we had some examples of the exams like previous ones, it helped a lot and we also had some good exercises.

I was also really happy to see some mock ups, for example in Calculus, we could really what we were gonna have on the final.

So calculus here was also good.

Ragnolini Lamberto

I perfectly agree with what you said.

And so from what I've understood you did pretty well both on calculus and programming fundamentals.

So talking about what I was saying before, would you be actually be down to share your knowledge, maybe putting yourself in front and for example applying for giving maybe some tutoring on our app or maybe stuff like that just to help or would you prefer not to share your knowledge and just keep it for yourself?

Interviewee

No, I would definitely help anyone who really needs it because you know if you help somebody then somebody will help you sometime.

Ragnolini Lamberto

Totally riight, perfect, Thank you so much.

I don't know if there is anything else you would like to add.

If you have any question for us, if you want me to explain maybe in detail what our app is or talk about it, but I think I've explained most of it; otherwise that's it for me.

Interviewee

Yeah, that's fine.

That's it.

Thank you.

Ragnolini Lamberto

Perfect.

Then this session is over.

Thank you so much for taking the time to talk with us today.

Bye.

Interviewee

Bye.

Sacco Francesc Jordi

Interview 1

Sacco Francesc Jordi

Just forever gets recorded.

Are you OK with us recording you?

Interviewee

Yes, I am.

Sacco Francesc Jordi

OK, then let's get into it.

Sacco Francesc Jordi

My name is George Jordi Sacco and my.

Sacco Francesc Jordi

And where my my group is good for you?

Sacco Francesc Jordi

How old are you?

Interviewee

I AM 22 years old.

Sacco Francesc Jordi

What do you would you be comfortable specifying your gender?

Interviewee

Yeah.

Yes, I am amazed I.

Sacco Francesc Jordi

Full time student.

Or do you feel your schedule other with outside activities like a job or sport?

Interviewee

So I am not a full time student because I feel my day with the more activity, more activities because I work that as a designer in my spare time.

Interviewee

Yes.

Interviewee

So sometimes I cannot be present at school because I have other things to do other activities.

Sacco Francesc Jordi

Fair enough.

Sacco Francesc Jordi

So how how's your life so far going like?

How would you just?

Sacco Francesc Jordi

Credit the last semester.

Interviewee

Uh, there are semester it's uh.

Interviewee

It was hard because it was new for me.

I was.

I never I've.

Interviewee

I've never been to a university before.

This is my first time so everything was hard because.

Interviewee

I was.

I was prepared mentally, but still 2 the a bunch in the face.

But now it's a little bit better.

So we hope for the best.

Sacco Francesc Jordi

Did you find your study and get an exams difficult?

Interviewee

It's not, but the tedious because as I said earlier, we have to know what we are doing, we have to organize ourselves.

And of course we have to study well because the exams are harder so.

Interviewee

Uh.

Interviewee

I don't know how to specify it, but uh, it's not.

Interviewee

It's, uh, easy to understand, but harder to master.

Interviewee

So.

Sacco Francesc Jordi

Umm.

Interviewee

This is it.

Interviewee

More or less this is it.

Sacco Francesc Jordi

So.

Sacco Francesc Jordi

In which courses did you find the most like in the last semester?

Interviewee

Uh in which course I found myself the most.

Sacco Francesc Jordi

Yeah.

Interviewee

So basically PF programming fundamentals too, because I learn Java for almost five or six years.

Sacco Francesc Jordi

No, I mean the last semester.

Sacco Francesc Jordi

Yep.

Interviewee

Are the last semesters hey?

Interviewee

Uh.

Interviewee

Reasonable fundamental?

You know I'm joking.

I'm joking.

Of course, in.

Interviewee

And computer architecture, even not even if I haven't.

Uh done an amazing job at it.

But it was by far the most fun one to attend.

Sacco Francesc Jordi

Hmm.

Sacco Francesc Jordi

But like in a curse like computer architecture.

Interviewee

Hmm.

Sacco Francesc Jordi

Would you have?

Sacco Francesc Jordi

Looking at like to give.

Sacco Francesc Jordi

Other people help or also being helped in some sort like.

Sacco Francesc Jordi

What kind?

If you would have been helped?

Sacco Francesc Jordi

OK.

Sacco Francesc Jordi

Mm-hmm.

Interviewee

So I uh, I did both.

If to be to be sincere with you.

I did both because I helped a lot of my friends because I already did a lot of the harder things that we did in the computer architecture a long time ago in, in my, in, in my previous school.

Interviewee

So some things like, uh, they hardware something that I already knew, but for other things I had to get help from my friends because I didn't know and I didn't understand.

Sacco Francesc Jordi

OK and.

Sacco Francesc Jordi

Would you be also so you wouldn't be in favor of sharing your knowledge and helping other students?

Interviewee

Yes, of course.

I love to help the others and the.

Interviewee

Of course I love to.

I love and.

Interviewee

To help me, I love to help my friends because they're my friends so.

Sacco Francesc Jordi

And would you be, could you suggest us away maybe you could have helped other people in those situations?

Interviewee

So.

Interviewee

Umm.

Sacco Francesc Jordi

Like the first, it comes in your mind.

Maybe.

Interviewee

So of course by to help other people, you have to understand of course the matter yourself, the subject.

You have to explain the others.

So it sounds lame about the I have to study a lot because to explain something to someone you have to understand that something so.

Interviewee

Study, understand and then try to explain to yourself and if you can understand yourself what you are explaining you can.

Interviewee

Partake and explain to your friends.

Sacco Francesc Jordi

OK.

And in general, would you have preferred to have more, more made material?

Sacco Francesc Jordi

It's.

Interviewee

The material was in for me my opinion.

The material was enough.

Interviewee

It wasn't the best and the to understand, but still it was enough for me in my.

Interviewee

So I'm not.

Sacco Francesc Jordi

About the courses in the university life, is there anything else you would like to add?

Sacco Francesc Jordi

Or.

Interviewee

So.

Interviewee

There are.

Interviewee

I would not add anymore courses, but maybe.

Interviewee

May be Arthur Engineering or something like that.

There where we have our hands on the the matter we are studying so.

Interviewee

More uh.

Interviewee

Practical courses?

Maybe more labs or something like that.

Sacco Francesc Jordi

OK.

Sacco Francesc Jordi

In our project we want to like realize or some sort of.

Sacco Francesc Jordi

Location in order to help out students in with maybe some notes in like just create some sort of community which in all the university.

Interviewee

Umm.

Sacco Francesc Jordi

In order to help each other.

Sacco Francesc Jordi

And.

Sacco Francesc Jordi

What do you think about the project like this?

Interviewee

it could be useful, useful, but uh.

Interviewee

Are the at the same time? Because we know we all know.

Helping each other is not, uh, something that everyone can do. And uh.

Interviewee

As the intention to do so.

Interviewee

It's a good project with a good mentality, but harder to.

Interviewee

Introduced to others. So this is it.

Sacco Francesc Jordi

Yeah.

Interviewee

This is the search is over.

Sacco Francesc Jordi

OK then this session is over. Gonna stop the recording right now.

Interviewee

OK.

Interview 2**Sacco Francesc Jordi**

OK then.

Sacco Francesc Jordi

Just for having it recorded. Are you OK with us recording this interview?

Interviewee

Yes.

Sacco Francesc Jordi

OK, let's then let's get into it.

Sacco Francesc Jordi

My name is Francesc Jordi and I'm a part of a Group 3.

Sacco Francesc Jordi

And the first question I wanted to ask you is how old are you?

Interviewee

I'm 17.

Sacco Francesc Jordi

Ohh wow 17 then, and would you be comfortable specifying your gender.

Interviewee

Yes, I male.

Sacco Francesc Jordi

OK.

Sacco Francesc Jordi

Are you a full-time student or do you feel your schedule with outside activities like a job or sport?

Interviewee

No, I'm only student.

Sacco Francesc Jordi

OK. Well, actually our project it's based on having the possibility about creating a community where people can help.

Other ones in the USI university environment, I'm gonna talk to about it later also, but just a quick question, how is it Unilife going so far like how's the last semester, how would you describe it?

Interviewee

Hmm, I guess it was fine. So I didn't have any problems. And yes, I enjoyed it.

Sacco Francesc Jordi

Oh then.

Yeah, you find like.

Sacco Francesc Jordi

Uh, some difficulties in in any course or in a specific course we had.

Interviewee

No, I don't know. We generally everything was fine.

Sacco Francesc Jordi

You think you would have needed some sort of help or?

I don't know like some assistance.

Interviewee

Yes, maybe some help with some exercises from calculus, for example. So maybe people who are good at maths maybe can help other people.

Sacco Francesc Jordi

OK.

And.

Would you be like, as a student, would you be in favour of sharing your knowledge and helping other students?

Interviewee

Yes, of course. I would really like it.

Sacco Francesc Jordi

And just for helping us through the process of creating this project, which way would you?

Sacco Francesc Jordi

Help other students like in a natural way maybe.

Interviewee

I can share some of my notes or maybe they can post some questions then I can ask them or just maybe have a studying session together, maybe solve some exercises and so on.

Sacco Francesc Jordi

I say that should very nice.

Sacco Francesc Jordi

But and in general, about our courses, that's the thing that I've been thinking a lot about it. Do you think we would have needed more material?

Interviewee

I guess yes. So for example for some courses like programming fundamentals or even software atelier to the and some other courses, I guess some books or maybe notes or something like this would be really useful.

Sacco Francesc Jordi

But I mean like would you have wanted even more than what they gave us? **Interviewee**
No, I guess not always. But if I'm stuck with some question, maybe something that I don't understand. I would like to look it in some different material.

Sacco Francesc Jordi

Totally agree with you.

Sacco Francesc Jordi

Well basically our project is to make some sort of introduce some sort of application based on the USI, user, university so that we have a restricted area in which students can help each other by maybe I don't know with some teaching assistants by sharing notes.

Sacco Francesc Jordi

But not just.

Sacco Francesc Jordi

In a way in which not only people that were asking will get something, but also people that were giving. So you can't always ask and or you can't always get. What do you think about our project like something like this? Would you be interested in using it?

Interviewee

Yes, I guess I'm pretty interested in this idea because it's really nice that the students can meet together, share some knowledge, and generally it's I guess, very important to know other people and to help each other. So I guess it's really a great idea.

Sacco Francesc Jordi

Thank you. Do you have any question for us or is there something that you like to add?

Interviewee

I don't know. Yeah, everything is fine.

Sacco Francesc Jordi

OK. Then just the session is over and thank you so much for the time. Thank you very much.

Interviewee

Sent you too. Yeah. Bye.

Sacco Francesc Jordi

Yeah. Bye, bye.

Presentation

Blinky app

Group: 3

Boffi, Lucchesi, Sacco, Lillo, Ambiveri, De Marco e Ragnolini

Blinky app

- The goal is to develop an app to ease the studies

- Givers & receivers

Givers have space to expose
themselves &
their study method

To the receiver belongs the
freedom of choice



- Possibilities to chat in order to further on meet in person
- Being helped is absolutely different from being incapable



System Usability Scale Results

Participant ID: _____ Site: M&L App

Date: 29/03/23

System Usability Scale

Instructions: For each of the following statements, mark one box that best describes your reactions to the website *today*.

	Strongly Disagree				Strongly Agree
1. I think that I would like to use this website frequently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. I found this website unnecessarily complex.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I thought this website was easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. I think that I would need assistance to be able to use this website.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I found the various functions in this website were well integrated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. I thought there was too much inconsistency in this website.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I would imagine that most people would learn to use this website very quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. I found this website very cumbersome/awkward to use.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I felt very confident using this website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. I needed to learn a lot of things before I could get going with this website.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments about this website:

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Please provide any comments about this website:

The app is easy to use, the UI design makes it pretty much instant to understand. I would gladly use this application on my daily drives

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System Usability Scale

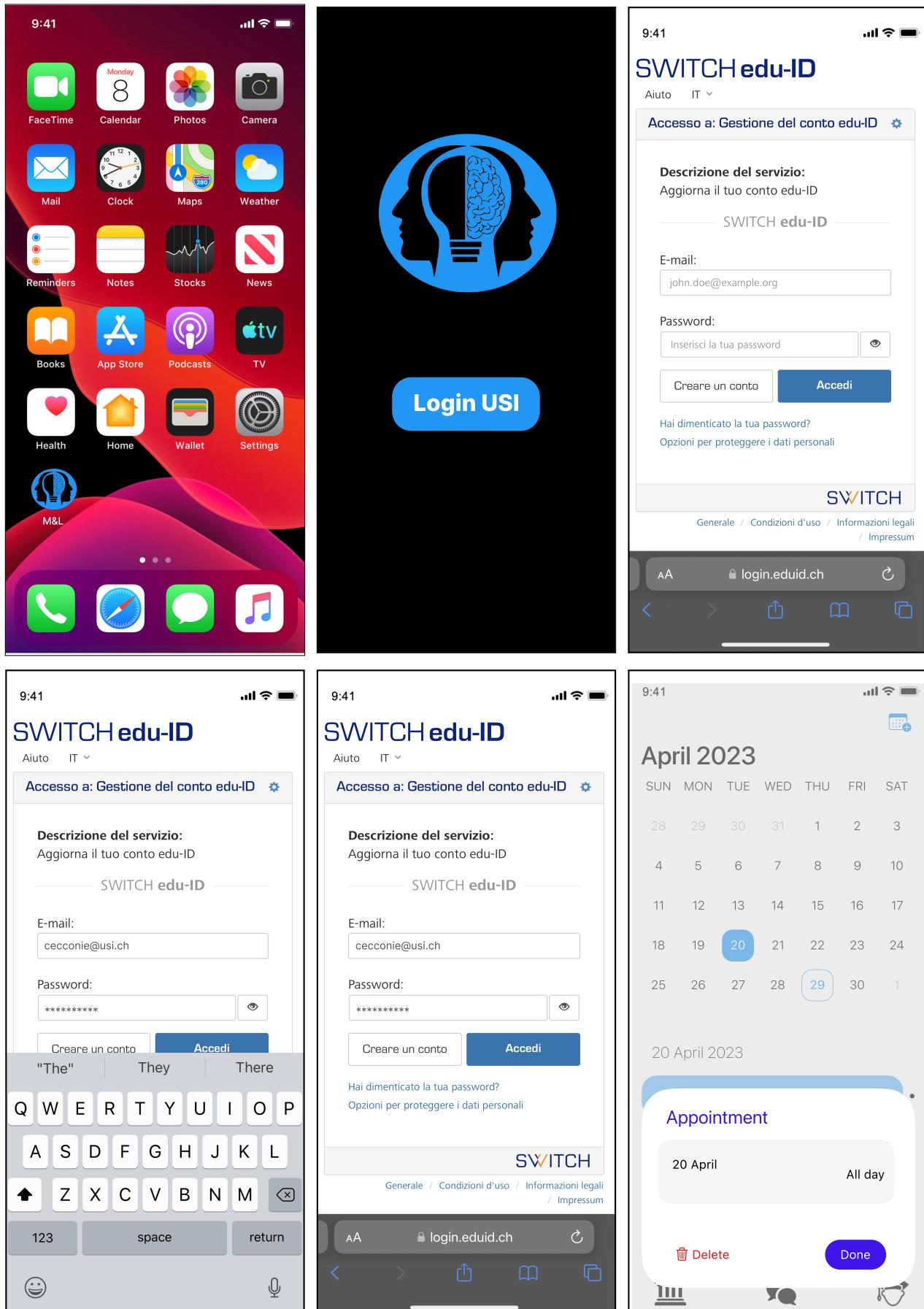
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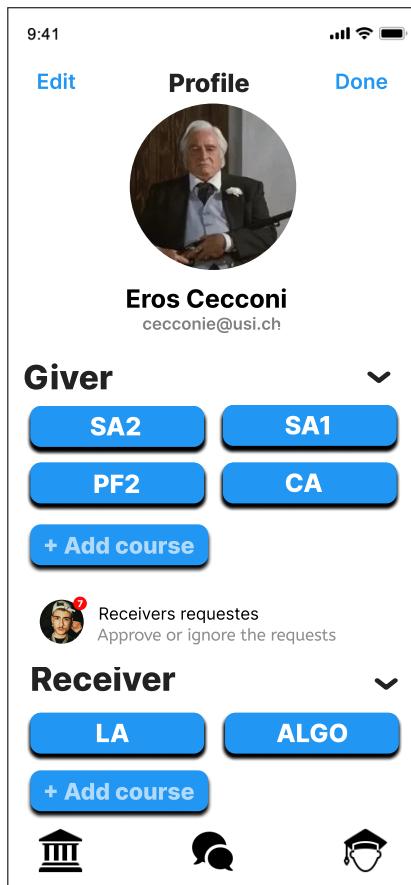
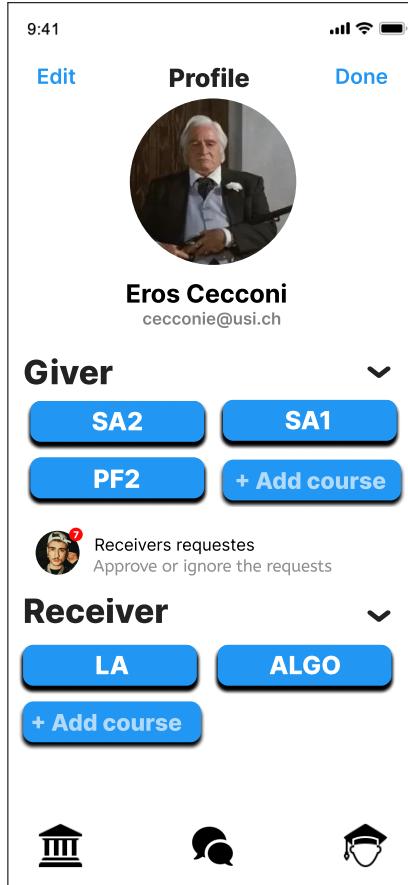
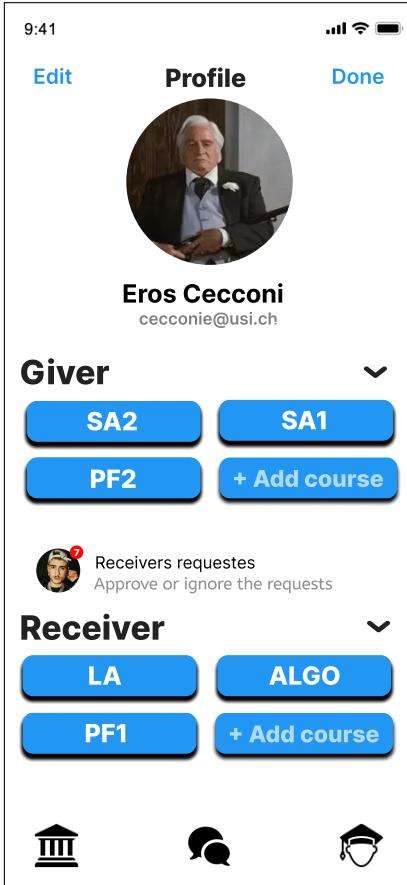
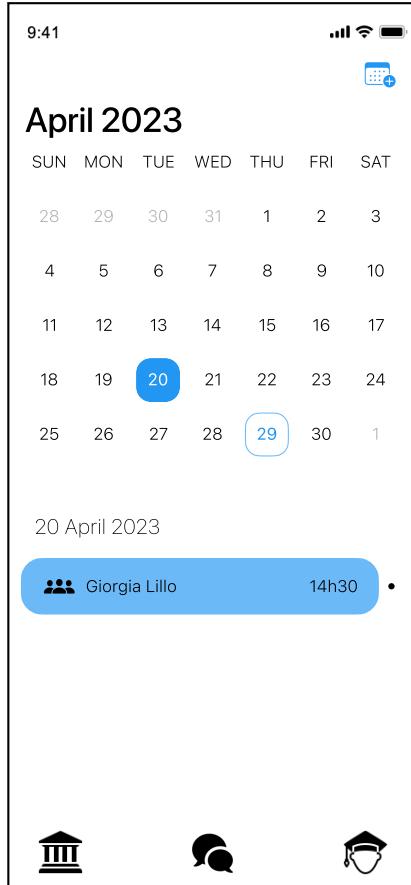
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Final App



Final App



Final App

The image displays six screenshots of a mobile application interface, likely for a university or educational institution, showing various features:

- Add course (Top Left):** A screen titled "Add course" showing a grid of course icons. The icons are arranged in two columns: SA2, PF1, SA1, CA, LA, PF2, CALC, ALGO, RRDM, and DISC.
- Courses (Top Middle):** A screen titled "Courses" showing a grid of course icons. The icons are arranged in two columns: PF1, PF2, SA1, CA, LA, SA2, RRDM, and ALGO. Below the grid are three icons: a building, a speech bubble, and a graduation cap.
- Profiles (Top Right):** A screen titled "Profiles" showing a grid of user profiles. Each profile includes a circular icon, the name, and a star rating. The profiles shown are Giorgia Lillo (5 stars), Antonio Cassano (4 stars), Checco Zalone (3 stars), Alberto Angela (5 stars), Aldo Baglio (5 stars), and Sergio Boffi (5 stars). Below the profiles is a keyboard input field with suggestions: "The", "They", and "There".
- Courses (Bottom Left):** A screen titled "Courses" showing a grid of user profiles. The profiles are the same as in the top right screenshot: Giorgia Lillo, Antonio Cassano, Checco Zalone, Alberto Angela, Aldo Baglio, and Sergio Boffi. Below the grid are three icons: a building, a speech bubble, and a graduation cap.
- Profile Requests (Bottom Middle):** A screen titled "Profile Requests" showing a list of users with checkboxes next to their names. The users listed are Manuel Franco Rocati (SA2), Lillo Petrolo (SA1), Enrico Papi (SA1), Francesco Totti (SA2), Bruno Barbieri (PF1), Mara Maionchi (SA2), and Mattia Barbieri (PF1).
- Profile Details (Bottom Right):** A screen titled "Giorgia Lillo" showing detailed information about the user. It includes a profile picture, the name "Giorgia Lillo", the courses "SA2, SA1, PF1", and a 5-star rating. Below this are links for "Profile description", "Old reviews", and "View Material". At the bottom is a large blue button labeled "Start Chat".

Final App

The image displays three screenshots of a mobile application interface, likely for a student profile and communication system.

Profile Screen:

- Top Bar:** Shows the time (9:41), signal strength, and battery level.
- Header:** 'Profiles' with a back arrow.
- User Card:** 'Giorgia Lillo' (blue profile icon), 'SA2, SA1, PF1' (with a star rating of 4.5 stars).
- Profile Description:** A text area containing a bio: "I am a 3rd year bachelor's student in Informatics. I've been a TA in Computer Architecture during fall semester in 2022, and in Reason and Responsibility during fall semester 2021." Below this is a 'Old reviews' section with a right-pointing arrow.
- Start Chat Button:** A large blue button labeled 'Start Chat'.
- Bottom Icons:** Three icons: a building, a speech bubble, and a graduation cap.

Chat List Screen:

- Header:** 'Edit' (blue), 'Chats' (white), 'Done' (blue).
- List:** A list of recent chats with other users, each showing the user's name, a profile icon, the last message, and a timestamp.
- Bottom Icons:** Three icons: a building, a speech bubble, and a graduation cap.

Chat Detail Screen:

- Header:** 'Profile' with a back arrow, 'SA2'.
- Section Headers:** 'Students' (with a dropdown arrow), 'Upload material' (with a dropdown arrow).
- Upload Material Section:** Sub-sections for 'Notes', 'Slides', and 'Tasks', each with a 'Choose File' button.
- Photo Library Overlay:** A modal overlay titled 'Photo Library' with options: 'Photo Library' (with camera icon), 'Take Photo or Video' (with camera icon), and 'Choose File' (with folder icon).
- Bottom Icons:** Three icons: a building, a speech bubble, and a graduation cap.

Message Screen:

- Header:** '9:41'.
- Recipient:** 'Giorgia Lillo' (blue profile icon), 'tap here for contact info'.
- Message List:**
 - Giorgia Lillo: 'Hi, everything fine😊' (timestamp: 15:02)
 - Giorgia Lillo: 'When would you like to meet up?' (timestamp: 14:42)
 - Giorgia Lillo: 'It would be nice to meet on Wednesday at 14:30. Is it ok?' (timestamp: 15:00)
 - Giorgia Lillo: 'Perfect' (timestamp: 15:02)
- Keyboard:** A standard iOS-style keyboard at the bottom.