



6.3 CORE

Group Work Reflection

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In this unit – COS20001: User-Centred Design, I get to work in a small group to accomplish weekly tasks, and this reflection will describe what I have contributed to group submissions, from CORE to EXTENSION tasks.

In the role of the group's editor, my main responsibilities will be to apply my presentation and documentation skills to edit and reformat each submission, some of the requirements that can be listed are indentation, font, font size, the correct structure and format for the document, visual aids including images, charts, diagrams and work models.

To be more specific, in the phase of preparation, I normally exchange text messages with the group members via Discord, a social platform that is widely used for private server chatting and voice calls. After a meeting schedule for the week (3 meetings per week) has been confirmed by all team members, then I come to my preparation by reading the task requirements beforehand, highlighting anything that I find uncertain about, and outlining the key information to each task so that I can be prepared once the meeting started. By doing this I find it useful in either helping my friends or getting clarifications from the tutor.

For group management, as a member, I always give my best to be responsible for the roles that I am given, as well as assisting the team members and leader whenever possible. Given all that, our leader, **Le Nho Bach**, has provided excellent leadership, in terms of integrity, influence, respect, and encouragement to other group members. For preparation, Bach always plans in detail what we should do for each task and outline the key details and mistakes that can be avoided once we start doing the task. For management, Bach created the discord server that we are currently using to exchange messages, as well as arrange meetings to work on tasks that require communication between team members. He is also responsive to communication, as he usually takes initiative when it comes to contacting other team members. When it comes to deadlines, Bach is either on time or early, which gives us more opportunities to improve the group work and timely fix any errors that may occur. Lastly, Bach contributed well to meetings, as he has good logical thinking and academic writing.

The two researchers, **Le Quang Minh** and **Nguyen Anh Tuan**, have done their part professionally as their research is detailed, in-depth, and credible as they utilised qualified research tools like ResearchGate, Google Scholar and Springer as we have discussed at the beginning of the semester.

For **Le Quang Minh**, he prepared well for each task, as his research skills are sharp, with analytical thinking and a keen eye for key details. For management, Minh has always found a way to organize different resources that came from the school materials with various tools, such as Notion and Google Drive. Minh is a good communicator, as he is responsive to both face-to-face meetings and online text messages. When it comes to meeting deadlines, Minh often does the tasks on time, with little delay and error upon submission. Minh has attended every meeting and provided good insights, ideas and content during each session.

Nguyen Anh Tuan prepared thoroughly for each work since he has strong research abilities, critical thinking, and an acute eye for important details. For management, Tuan has always done well in his assigned role of researching. Tuan is an effective communicator since he responds to both in-person meetings and online text messages. When it comes to sticking to deadlines, Tuan frequently completes the assignments without much delay or error after submission. Throughout each meeting, Tuan has participated and contributed valuable information, suggestions, and substance.

As to being responsive to communication, I believe there is room for personal improvement as my notifications can sometimes be numerous, therefore I could miss out on important group messages. However, this can easily be fixed by making some adjustments to my notification settings. In terms of meeting deadlines, our team have agreed to submit every task at least one day before the deadline, therefore having time to handle any unexpected error or having time to re-adjust our submission if necessary.

For meetings, we decided to host all meetings online to reduce the hassle of commuting. As for my part, I have attended all meetings on time, with an effort to make contributions, as well as learn from my peers and be open to constructive feedback. However, I believe a revision of course material before the meetings occur could be better for time management as eliminate the redundancy of leaving time for all members to catch up on a certain topic.

For quality control, as the editor, I am the one responsible for validating and readjusting so that our work can be fully qualified in terms of content and presentation for submission. On rare occasions, small errors can still occur, but submitting the work early for feedback has given me the time for fixing and I find my overall work qualified for the university guidelines and requirements.

Discussion

Group strategy

The group strategy that we have implemented is to do every task in advance of the due date for early submission and feedback from the tutor. This is an instrumental element as there is always room for improvement and receiving pieces of advice from experienced staff will not only increase our performance in the unit but also give us the knowledge and experience for our future careers, whether it is working in a group or individually.

Recommendations

Finally, for future improvement, I believe that we can do a better job of dividing the workload and arranging meetings for each task, as well as working independently on our assigned work. As of now, the group is doing most of the assignments together in online meeting calls. This can sometimes be hard to arrange as the schedule of each member varies. Therefore, doing the assigned part of the assignment independently and responsibly can be beneficial for all team

members, as we can do the work in our own time. After that, we can review our work, make necessary changes and submit the task on time as we have always done throughout this course.