



#1: Needfinding

Introduction to Human-Computer
Interaction and Design

OUR TEAM



Peng-Hsuan

Computer Science
Taiwan



Lukas

Computer Science
Lithuania



Zhenyang

Computer Science
Singapore



Nicole

International Business
Germany



Mike

Computer Science
Netherlands

PROBLEM DOMAIN



**EDUCATION
& LEARNING**

General Theme



**FRUSTRATION IN
THE CLASSROOM**

Specific Problem Domain

INTERVIEW PARTICIPANTS

Participant	Nationality	Type of class	Where?
 Anon	Taiwanese	Offline	Skype
 Ling	Taiwanese	Offline	Skype
 John	Chinese	Offline/Online	Campus
 Luiz	Brazilian	Offline	Dorm
 Emilie	French	Offline	Starbucks
 Alicia	American/Taiwanese	Online	via Skype
 William	Brazilian	Online/Offline	Campus

INTERVIEW QUESTIONS



Name | Gender | Nationality | Study Program

BASIC QUESTIONS



FEELINGS

"What do you find frustrating in the classroom?"



EXPERIENCES

"What would you like to change if you think about previous classroom experiences?"



INTERACTION

"What do you like about the interaction between you and the teacher?"

INTERVIEW RESULTS

“

I think **the teacher's job is to teach**, it is important that the teacher explains something to the students

”

“

More **individual attention** would be nice in the online classroom

”

“

For online courses, I don't like that **it takes so long** to get an answer.

”

INTERVIEW RESULTS

“

I only answer the teacher's questions
when I feel like it.

”

“

The students need to interact with the professor
too. The **interaction has to go both ways.**

”

INTERVIEW ANALYSIS

- SURPRISES -

- **Different interaction preferences** among students
- Some students don't **trust** other students in answering questions

INTERVIEW ANALYSIS

- CONTRADICTIONS -

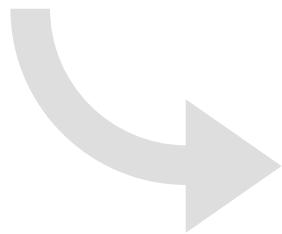
Prefer offline courses **vs.** Low concentration in class

Want to have a lecture **vs.** Being able to skip a lecture

Being prepared **vs.** Doing the preparation work

EMPATHY MAPS

- Creation Process -



EMPATHY MAPS

- Result -

SAY

- I like interaction with the teacher
- Getting answers in class is too slow

THINK

- I like good feedback
- I want good and fast answers

DO

- I browse the web to stay awake

FEEL

- I feel sleepy in class
- I don't trust other students

INSIGHTS



- Staying awake to concentrate is important



- Students like instant answers



- Teachers often don't interact as desired

- Asking questions during class is difficult

- Some students don't trust other students

NEEDS



- stay awake in class



- receive answers/
feedback instantly



- make it easy to answer
/ask questions in class



- have cooperative
problem/answer solving



- need reliable answers

SUMMARY



Easy, fast, more
interaction needed