**Project Iteration 1**

**Activity 3**

**User-Centric Computing II**

**COMP4600**

**Spring 2025**

**Project Name: EasyTech**

**Team Name:Falcons**

**Trello board URL: https://trello.com/b/Dmg9RKmi/team-falcon-user-centric-project**

**Github repo URL: https://github.com/nginn1/COMP4600\_TeamProject**

**Member information**

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| **#** | **Name** |
| 1 | Zachary Mills |
| 2 | Nathan Ginn |
| 3 | Bernard Bawak |
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| **Zachary Mills** | |
| **Survey Monkey Survey** | |
| Create a survey to help understand the needs, preferences, and concerns of  individuals aged 50-65 regarding a website that provides tutorials on everyday  technology use. The goal is to design a user-friendly site that offers clear, concise  guides on topics such as smartphone functions, basic computer skills, internet safety,  and common tech tools. | |
| [*https://www.surveymonkey.com/r/PZP8CXD*](https://www.surveymonkey.com/r/PZP8CXD) | |
| **Interview users** | |
| **Age of the individual** | *62* |
| **Gender of the individual** | *Female* |
| **Interview questions and answers** | |
| What are some of the biggest  challenges that you face when  using technology? | Constant updates, remembering passwords,  and fear of clicking the wrong thing |
| What is the easiest way for you  to learn difficult technical skills? | Clear, step-by-step instructions with  pictures or videos I can pause. |
| Have you felt overwhelmed by a  website or app because of the  complexity? | Yes, especially banking sites because of too  many options and unclear navigation. |
| Have you used any sites that  offer any kind of tech tutorials? | I’ve tried YouTube and Google, but they  assume I know more than I do. |
| Have you used any sites that  offer any kind of tech tutorials?  technological issue that you  have encountered? | Getting locked out of accounts and not  knowing which notifications to trust. |
| **User Need Statements (list 5 statements)** | |
| As a technology learner in my 60s, I need step-by-step tutorials with clear  explanations and visuals so that I can follow along without feeling  overwhelmed. | |
| As someone who isn’t tech-savvy, I need instructions that use plain language  instead of technical terms so that I can easily understand the information. | |
| As a user who gets stuck easily, I need simple troubleshooting steps and  common issue explanations so that I can solve problems without relying on  others. | |
| As someone with aging eyesight, I need clear fonts, large text, and a high-  contrast design so that I can read and navigate the site easily. | |
| As someone who finds technology intimidating, I need a judgment-free space  with patient guidance so that I can learn without feeling embarrassed. | |

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| **Nathan Ginn** | |
| **Survey Monkey Survey** | |
| *Create a survey I can use to understand the needs and concerns someone might have for a website that hosts a variety of tutorials on how to use technology, such as; using different camera functions on your phone or using something like airdrop on an IPhone. The site is geared towards people in the 50-60 age range* | |
| *https://trello.com/invite/b/678c2971529c2e7cd5a8741d/ATTIfa0e81a15d676bdd1c363 39ac7f1565865DBC044/team-falcon-user-centric-project* | |
| **Interview users** | |
| **Age of the individual** | *51* |
| **Gender of the individual** | *Male* |
| **Interview questions and answers** | |
| *Have you used any sites that offer any kind of tech tutorials?* | *No* |
| *If you wanted to learn how something on your phone works, who would you typically ask?* | *My daughter* |
| *What are some of the biggest challenges that*  *you face when using technology?* | *Finding apps on my phone and remembering passwords* |
| *What is the easiest way for you to learn difficult technical skills?* | *Watch someone else do it and then do it myself* |
| *What is the most frustrating technological issue that you have encountered?* | *Yes, I can’t stand when websites have too many ads and popups on the screen.* |
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| **User Need Statements (list 5 statements)** | |
| *Mary, a 60 y/o retired teacher, needs step-by-step guidance on how to use her email, so that she can beat the frustration she normally feels when trying to figure these things out on her own.* | |
| *John, a 63 y/o retired accountant, needs easy tutorials that show him how to use his phone camera, so that he can use his phone more for photography.* | |
| *Linda, a 58 y/o small business owner, needs video tutorials on how to set up and organize her email so that she can be more efficient and organized.* | |
| *Greg, a 65 y/o retiree, needs a straightforward interface with large text and clear sections so that it’s easier for him to find and read tutorials.* | |
| *Susan, a 62 y/o grandmother, needs tutorials that teach tech concepts in simple terms and with clear examples so that she can enjoy using her phone without frustration or embarrassment.* | |

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| **Bernar Bawak** | |
| **Survey Monkey Survey** | |
| *Create a survey I can use to understand the needs and concerns someone might have for a website that hosts a variety of tutorials on how to use technology, such as; using different camera functions on your phone or using something like airdrop on an IPhone. The site is geared towards people in the 50-60 age range* | |
| *https://trello.com/invite/b/678c2971529c2e7cd5a8741d/ATTIfa0e81a15d676bdd1c36339ac7f1565865DBC044/team-falcon-user-centric-project* | |
| **Interview users** | |
| **Age of the individual** | *55* |
| **Gender of the individual** | *Male* |
| **Interview questions and answers** | |
| *How comfortable are you with using everyday technology tasks?* | *Somewhat uncomfortable* |
| *Which of the following technology tasks do you find challenging? Select all that apply* | *Sharing files via AirDrop on iPhones* |
| *What are some of the biggest challenges that you face when using technology?* | *Setting up emails* |
| *What challenges do you face when sharing files via AirDrop on iPhones?* | *I often have trouble connecting with other devices, and sometimes AirDrop doesn't show up on my phone* |
| *Is there any specific technology task you would like us to cover in future tutorials?* | *Connecting to wifi* |
| **User Need Statements (list 5 statements)** | |
| *Linda,58y, needs clear, step-by-step tutorials on everyday technology tasks in order to feel more confident using her devices.* | |
| *Susan 55y, needs a simple, guided tutorial on email setup in order to access and manage her emails without confusion.* | |
| *Karen 61, needs a solution that ensures stable and reliable AirDrop connections in order to successfully send and receive files without technical issues.* | |
| *Robert 52y,needs a straightforward guide to help him connect to Wi-Fi networks in order to access the internet without complications* | |
| *Michael 59y,needs engaging, visual learning resources like video tutorials in order to better underst and how to use technology and perform tasks on his devices.* | |

**Final List of User Need Statements**

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| **User Need Statements – final list** |
| *Mary, a 60 y/o retired teacher, needs step-by-step guidance on how to use her email, so that she can beat the frustration she normally feels when trying to figure these things out on her own.* |
| *John, a 63 y/o retired accountant, needs easy tutorials that show him how to use his phone camera, so that he can use his phone more for photography.* |
| *Linda, a 58 y/o small business owner, needs video tutorials on how to set up and organize her email so that she can be more efficient and organized.* |
| *Greg, a 65 y/o retiree, needs a straightforward interface with large text and clear sections so that it’s easier for him to find and read tutorials.* |
| *Susan, a 62 y/o grandmother, needs tutorials that teach tech concepts in simple terms and with clear examples so that she can enjoy using her phone without frustration or embarrassment.* |
| As someone with aging eyesight, I need clear fonts, large text, and a high-  contrast design so that I can read and navigate the site easily. |
| As someone who finds technology intimidating, I need a judgment-free space  with patient guidance so that I can learn without feeling embarrassed. |

**Summary of discussion on the effectiveness of the survey and interview questions**

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| *Insert the summary here* |

**User Personas**

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| **Zachary Mills User Persona** |
| *Name: Edwolyn Dooley*  Age:62  Occupation: Retired Outdoor recreation planner  Location: Marietta, Georgia  Tech Proficiency: low  *Interests & Hobbies:*   * *Reading ,Writing, Traveling, Watching Movies/Shows* * *Keeping up to date with local and global news* * *Nature* * *Scrolling through X(Twitter)/facebook*   *Goals & Needs:*   * *Wants to know more about how to find books and create a library of books to read digitally* * *Wants to be able to navigate intuitively through all phone pages/apps to gain confidence in technology use* * *Being able to Use camera as well as all camera features with ease*   *Pain Points:*   * *Small fonts/not being able to see things on screen* * *Advertisements on application* * *Finding features, intuitively figuring out how to use certain features without research*   *Usage Patterns:*   * Spend a few minutes a day on the site to really learn how to use some features digitally so that she is not having issues that persist when it comes to phone usage. |
| **Member 2 User Persona (Nathan Ginn)** |
| *Name: Roger Perkins*  *Age: 62*  *Occupation: Retired Mechanic*  *Location: Atlanta, Georgia*  *Tech Proficiency: low*  *Interests & Hobbies:*   * *Reading about, working on, and talking about cars* * *Enjoys scrolling through Facebook groups about cars* * *Enjoys building model car kits*   *Goals & Needs:*   * *Wants to know more about how to use Facebook to find car related groups* * *Wants to know how to use his phone camera more effectively so he can take pictures of cars* * *Wants to know how to edit and manipulate photos using his phone*   *Pain Points:*   * *Excessive ads on webpages* * *Excessive popups on webpages* * *The clunkiness of some mobile websites*   *Usage Patterns:*   * *Accesses the site when he needs help with a particular problem* * *Goes back and accesses tutorials when he forgets steps* |
| **Member 3 User Persona (Bernard Bawak)** |
| *Name: Michael Johnson*  *Age: 55*  *Occupation: Retired Chef*  *Location: Atlanta, Georgia*  *Tech Proficiency: low*  *Interests & Hobbies:*   * *Enjoys cultivating plants and flowers, often sharing tips with friends and family.* * *Loves trying new recipes and often shares her cooking experiences on social media.* * *Likes to visit national parks and explore new places with her family, documenting her travels through photos.*   *Goals & Needs:*   * *Improve his confidence in using technology, especially smartphones and laptops.* * *Access clear, step-by-step tutorials to help with tasks like email setup and file sharing.* * *Maintain strong relationships with family and friends through technology, such as video calls and social media* * *Find easy access to online resources for her hobbies, such as cooking videos and gardening forums.*   *Pain Points:*   * *Struggles with understanding technical terms and jargon, which often leads to confusion.* * *Difficulty with AirDrop* * *Setting up emails AND connecting to Wi-Fi.* * *Frustrated by inconsistent support from family members, who may not always be available to help when she encounters issues* * *Feels overwhelmed by complicated app interfaces and often gives up when faced with too many options.*   *Usage Patterns:*   * *Easy and readily access to the website from homescreen (bookmarking it)* |

**User Flows**

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| **Member 1 User Flow** |
| *User attempting to alter the size of text on their iphone* |
| *A screenshot of a computer  AI-generated content may be incorrect.* |
| **Member 2 User Flow** |
| *John, a 63 y/o retired accountant, needs easy tutorials that show him how to use his phone camera, so that he can use his phone more for photography.* |
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| **Member 3 User Flow** |
| *User attempting to access tutorial on the use of Airdrop* |
| *A diagram of a block diagram  AI-generated content may be incorrect.* |
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