**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**

|  |  |
| --- | --- |
| **#** | **Name** |
| 1 | Zachary Mills |
| 2 |  |
| 3 |  |
| 4 |  |

**All the project iteration 1, activity 2 items from all members**

|  |  |
| --- | --- |
| **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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| **Member 2 name here** | |
| **Survey Monkey Survey** | |
| *Insert the prompt you used to generate the survey at SurveyMonkey website* | |
| *Insert the link to the survey here* | |
| **Interview users** | |
| **Age of the individual** | *Insert the age here* |
| **Gender of the individual** | *Insert the age of the individual* |
| **Interview questions and answers** | |
| *Insert question 1 here* | *Insert answer to question 1 here* |
| *Insert question 2 here* | *Insert answer to question 2 here* |
| *Insert question 3 here* | *Insert answer to question 3 here* |
| *Insert question 4 here* | *Insert answer to question 4 here* |
| *Insert question 5 here* | *Insert answer to question 5 here* |
| **User Need Statements (list 5 statements)** | |
| *Insert statement 1 here* | |
| *Insert statement 2 here* | |
| *Insert statement 3 here* | |
| *Insert statement 4 here* | |
| *Insert statement 5 here* | |

**Final List of User Need Statements**

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| **User Need Statements – final list** |
| *Insert statement 1 here* |
| *Insert statement 2 here* |
| *Insert statement 3 here* |
| *Insert statement 4 here* |
| *Insert statement 5 here (add more rows if needed)* |

**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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| **Member 1 User Persona** |
| *Insert user persona here* |
| **Member 2 User Persona** |
| *Insert user persona here* |
| **Combined User Persona** |
| *Insert the final user persona here* |

**User Flows**

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| **Member 1 User Flow** |
| *Mention the User Need statement the flow is for here* |
| *Insert the User flow diagram here* |
| **Member 2 User Flow** |
| *Mention the User Need statement the flow is for here* |
| *Insert the User flow diagram here* |