**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://www.surveymonkey.com/r/BBSXRVV* | |
| **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 understand 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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| *Our surveys and interview questions represent what kinds of things our users would look for in this type of website. They would help us gain insight on what needs our users have and provide a better product.* |

**User Personas**

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| **Bernard Bawak User Persona** |
| 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) |

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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* |
| **Combined User Persona** |
| *Name: Ed Perkins*  *Age: 62*  *Occupation:* Retired Outdoor recreation planner w/ an interest in cars  *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* * *Reading ,Writing, Traveling, Watching Movies/Shows* * *Keeping up to date with local and global news* * *Nature* * *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.* * *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.*   *Goals & Needs:*   * *Wants to know more about how to use Facebook to find groups for related interests* * *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:*   * *Excessive ads on webpages* * *Excessive popups on webpages* * *The clunkiness of some mobile websites* * *Small fonts/not being able to see things on screen* * *Finding features, intuitively figuring out how to use certain features without research*   *Usage Patterns:*   * *Accesses the site when he needs help with a particular problem* * *Goes back and accesses tutorials when he forgets steps* |

**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 -BB** |
| *User attempting to use tutorials for AirDrop* |
| *A diagram of a block diagram  AI-generated content may be incorrect.* |
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