Project Overview

Organisation background

Berry Street is a Community Service Organisation in Australia with a history of over 100 years and is one of the largest independent family service organisations. Their mission is to provide programs and services for children with socioeconomic disadvantages.

The project is a part of Berry Street's Y-Change program, a platform that provides youth engagement opportunities for young people aged 18 - 30 who have experienced disadvantages such as violence, homelessness, mental illness. Y-Change believes that disadvantaged young people are experts of their own experiences. Even though their knowledge and insights are valuable to the society, they are often overlooked. Therefore, the aim of Y-Change is to advocate system and social changes, where young people with lived experience will have more opportunities in decision-making roles and will no longer be perceived as having limited capability. Not only will society's viewpoint towards disadvantaged young people change, but the young people themselves will have more confidence in what they can do.

Project background

Y-Change's strategy is to recruit, train and employ young Lived Experience Consultants for external consultation. Lived Experience Consultants provide professional advice and guidance and help build solutions for community systems that affect disadvantaged young people. As part of the process of training Lived Experience Consultants, Y-Change is looking to create a tool to help young people reflect on their lived experience and find their own strengths. Our project is to provide Y-Change with this tool in the form of an online quiz that users can take, interact with, and get the results after finishing the quiz.

The key stakeholders of the project are:

1. Peer workers, or Lived Experience Consultants, who will directly use the tool
2. Managers of the peer workers, who will determine the content of the tool and look at the analytics results of the peer workers after using the tool.

The terminologies below will be used throughout the project:

1. Sector: Community/social sector, provides public services that support people with disadvantages
2. Lived experience: Knowledge gained from past experiences
3. Lived Experience Consultant or Peer worker: A support provider who has lived experience of disadvantage, and uses this to help others facing the same issues

Problem

The project needs to solve the following problems:

1. Lived Experience Consultants don't have a specific tool for self-reflection.
2. Lived Experience Consultants have limited ways of identifying their strengths.
3. Lived Experience Consultants need easier access to the tools, so traditional approaches are ineffective.

There is an existing system for reference, the Y-Lab learning platform: https://learning.ylab.global/?sfwd-courses=the-archetypes-for-systems-change. However, this platform has some drawbacks. The UI of the platform is not user-friendly enough, while we are looking to create a fun and easy experience for young people. To access the quiz, the user must create an account, which makes entry to the platform harder and more technically demanding. Therefore, the platform has not been useful and the problems still remain unsolved.

Goal

Our goal is to create an online quiz that is simple to use, interactive and visually engaging for young people and provide them a positive user experience. Given that lived experienced young people tend not to prefer leaving their comfort zone and cross any barrier of entry, it is important to prioritize ease of access. As lived experienced young people often view themselves to have weaknesses and disadvantages, this quiz will be encouraging and motivational to provide reinforcements to their strengths and confidence, instead of pointing out their weaknesses.

Scope of the solution

In scope

We plan to design a web-based quiz that can be easily accessed online. The overall design and colour scheme should be comfortable and visually appealing. Upon starting the app, the user is prompted to answer if they are a Lived Experience Consultant or a Supervisor. Supervisors need to log in. The quiz displays one question at a time to avoid overwhelming the user. These questions can come from a preset generic list of questions, but supervisors also have the option to adjust the questions or create their own questions aimed to target different sectors or departments. Once the quiz is over, all answers provided are compiled to provide a positive result that encourages improvements for users. The outcome of the quiz can show users different categories of personalities and archetypes, and provide some open ended descriptions of archetype result. e.g. "It sounds like you are ..."

Following the results, the user has the option to:
1) Create an account/Log in to existing account to save result
2) Enter their email for result to be sent to, if they wish to not create an account
3) Share result with friends, family, or supervisors.

Additionally, the user has the ability to provide any feedback for future improvements.

Supervisors can access anonymised usage and analytics information from the quiz.

Out of scope

1. Analysis page: An analysis page that compares the user's results to others are not in the scope of the project. It can be demotivating to see one's strength compared to others in the case that it might be ranked lower, therefore the analysis page will not be developed.
2. Onboarding process: To provide instructions for using the quiz, there can be an on-boarding process to guide the users through the quiz. This process can either be built in the application or conducted via an in-person workshop. However, the onboarding process is out of scope of this project. We try to keep the quiz as intuitive and easy to use as possible to eliminate the need for an onboarding process.

Requirements Elicitation

Elicitation Techniques

1. **Interviews**: The main technique used for requirements elicitation for the project is by interviewing the client.
2. **Background research**: The team has also engaged in some light background research on Berry Street, the organisation of the project.
3. **Questionnaires**: As we gain a better understanding of the background and context of the project, we may also utilise questionnaires to elicit a larger amount of input for the requirements of the project.

First Interview

Preparation

For our first interview, we had prepared several high-level questions that were meant to provide some insight into the motivation of the project and the problems it was trying to solve. These included topics like the problems to be addressed, existing systems in place, the stakeholders of the project, and how the system-to-be would be used. We also sought to establish a proper communication channel between ourselves and the client. More details on the agenda for the first meeting can be found here: 2021-03-12 Client meeting.

Process

Prior to the first meeting we decided to appoint a representative of the team (the product owner) who would be mostly responsible for driving the meeting. We also planned for the first meeting to start with an introduction of our team as well as the client, followed by a rundown of the prepared list of questions and assumptions (the agenda). Throughout the Q&A session, the product owner would be the one asking the questions, with the team member responsible for that question chiming in when more clarifications were needed. At the end of the Q&A, we would set aside some time to summarise our discussion, and to go over any additional questions that popped up during the meeting. This first meeting established the interview structure that we are planning to follow for subsequent meetings. It is further elaborated in the "Guidelines" section below.

Resources

The following are some of the resources used by the team to compose questions for the project's first interview:

- project brief on Canvas LMS
- existing organisation website (https://www.berrystreet.org.au)

General Interview Guidelines

Interview Structure

The general structure for interviews that the team has agreed on is as follows:

- Short intro/catch-up
- Important/urgent matters (these could be questions or clarifications)
- Q&A session (going over and validating prepared list of questions and assumptions)
- Summary of discussion and addressing of additional emergent questions
- Planning for next meeting (scheduling and brief overview of what's going to be in the next meeting)

Interview Process

Guidelines for the interview process:

- The questions and assumptions for the Q&A session would generally be sorted by the most important ones first (those that tackle the core functionalities of the system-to-be), although related ones could be prioritised to stick together (to be discussed in sequence)
- In instances where there are a huge number of questions, the Q&A becomes more of a discussion, with the team member responsible for the question in focus being encouraged to drive the discussion more
- Avoid asking too many open-ended questions—we think it's better to start coming up with assumptions to be validated after getting some background and context of the project
- Any resources provided by the client from previous meetings should be considered when preparing questions and assumptions for a meeting

Interview Preparations

Strategies for interview preparations (when brainstorming questions and assumptions):

- Given that the client is still in the early stages of conceptualising the product, demonstrating similar existing products in the market has been quite useful in terms of envisioning the client’s proposal. Also these existing products are used as bench marks for establishing level of complexity, usage of colour vs text as well as understanding the mind-set of the user base.
- Running an exercise where the client put together 10 ‘feeling’ words that describe how users should feel when using the product helped understand the emotions we should tap into during the design phase.

- Tailoring the meeting agenda to represent a set of yes/no questions so that we are confident of the client's requirements and potential solutions that they would benefit most from. However, also include some open-ended questions so that it prompts the client to elaborate on their requirements and explore ideas.
- Paper-prototypes will be designed early on to validate our assumptions against what the client has in mind. Several iterations of paper-prototype refinement sessions will be required before establishing the final product design.

Extra Resources (for Understanding Requirements)

These are some resources that the client has provided to us for reference in understanding the requirements better:

- HIGH5 TEST (functionality) https://high5test.com/test/
- You Me & Money (design) https://www.youmemoney.org.au
- YLab Archetypes Model (functionality, design) https://learning.ylab.global/?sfwd-courses=the-archetypes-for-systems-change
- 16 Personalities Quiz (functionality, design) https://www.16personalities.com/free-personality-test