

Human Computer Interaction (CIS-305)

Assignment 1: Identifying Design Goals

Submitted by:

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Submitted to:

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Names of the observees:

- A - Osama Waqar
- B - Hamza Rafaqat Siddhu
- C - Tallat Hussain

Q1. Which of the design briefs does your observation fall under: Change, Glance, or Time? Explain what activity you observed and how it relates to the brief.

I chose the “Glance” design brief.

Having an engaged, supportive alumni network is crucial to an institution's success. Most of the universities don't have a proper Alumni network or any channel through which they could stay in touch with the alumni. The Alumni Network will play an important role in helping to shape the future of our Institute by representing the views of its members and contributing to building an engaged and supportive alumni community. Its influence and activities shall be pivotal in the development of the experience of new and existing students of Beaconhouse National University.

I would like to experiment with creating a "platform" that could help connect students with their Alumni, knowing what they are up to, gaining inside out of the industry in terms of help.

In order to get an idea of how a typical student connects to their alumni, each student was asked to contact their alumni for inside out in their professional fields using their preferred method of communication. Using this activity I was able to get a better idea of how and why students contact their alumni and what problems they had and to just see the whole process through their eyes.

Q2. Describe how three people performed an activity related to the brief you chose. In particular, you should focus on a particularly interesting moment/breakdown/workaround from the observation. Insert a photograph or sketch of each person performing the described activity, with a short caption.

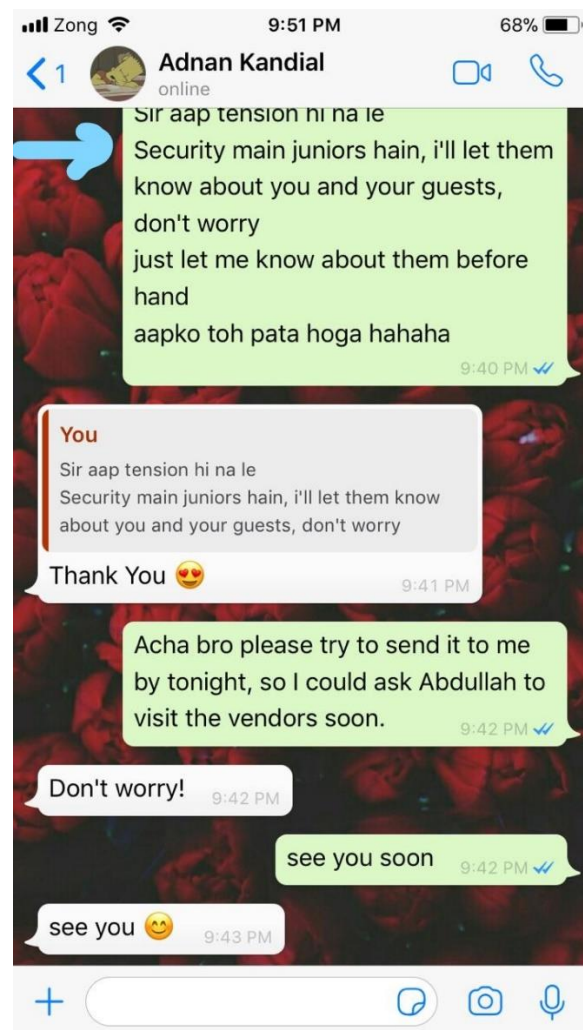
I observed three people's conversation and the process of contacting their seniors.

Observee A – Osama Waqar

Osama Waqar wanted to contact his senior who is a recent graduate, for some guidance to manage an upcoming event named “Air Nexus”, which he heads this year in his university. His senior named “Adnan Kandial” was the sponsorship head of the society before graduation.

Following are the observations from their conversation:

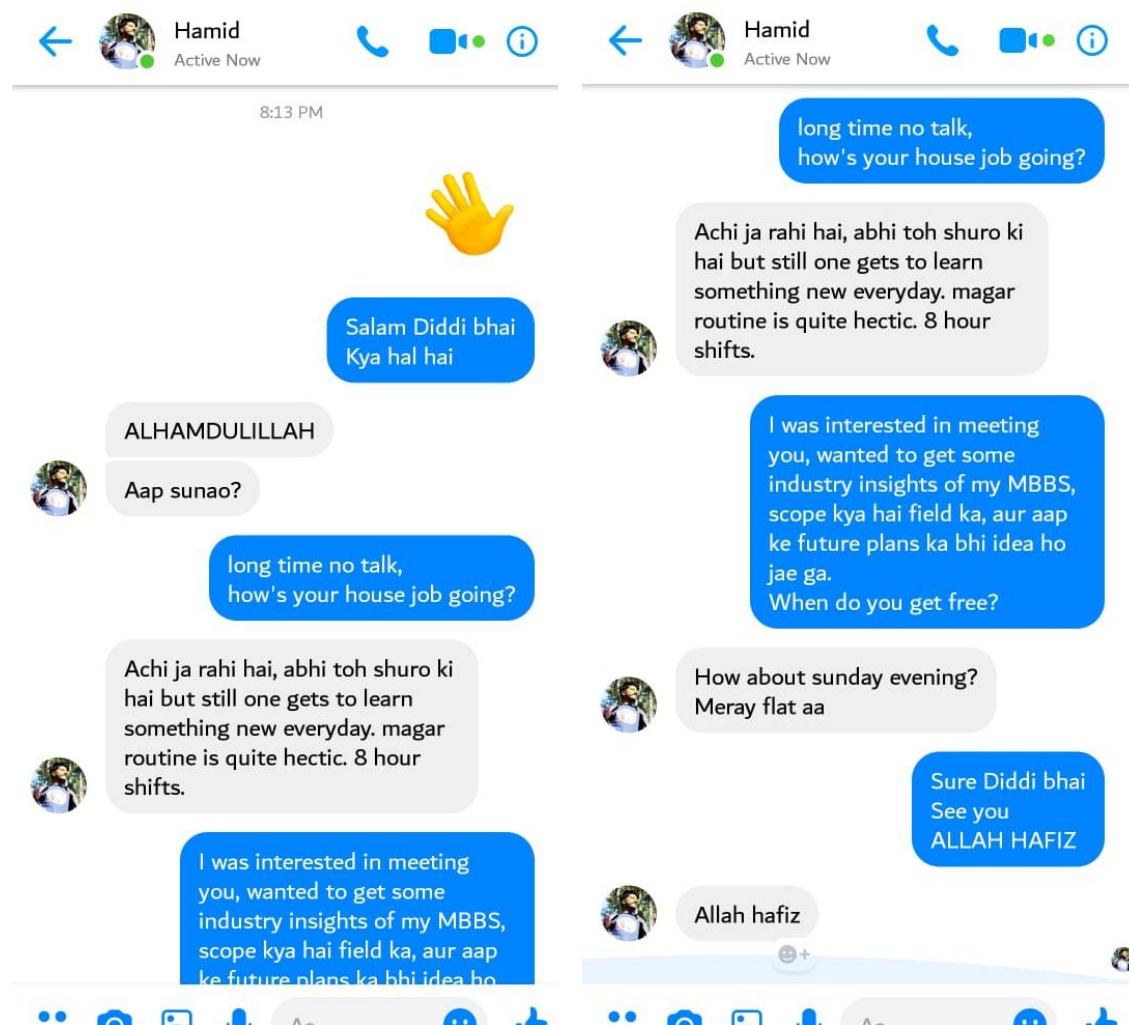
1. Observee before contacting “Adnan” did not really remember who was sponsorship head last year and had to contact 2 friends for the information, though he had Adnan’s number already.
2. The chat was quite very mainstream and casual and the observee mentioned whatabouts.
3. Adnan, the senior had to ask for observee’s email address because he didn’t have it already.
4. The senior requested to accommodate guests upon which observee mentioned juniors in the security team though welcomed the guests, which clearly represents that the juniors are unfamiliar of their alumni.
5. The tone of the chat was quite casual because both of them had been friends in the past.



Observee B – Hamza Siddhu:

Hamza wanted to contact his college senior “Hamid aka Diddi”, who just graduated from his medical school. Being a 2nd year MBBS student himself, Hamza was feeling hopeless for future and was curious to know how is life as a doctor these days and for that he contacted Hamid via Facebook and we observed him in the process. The observation is as follow:

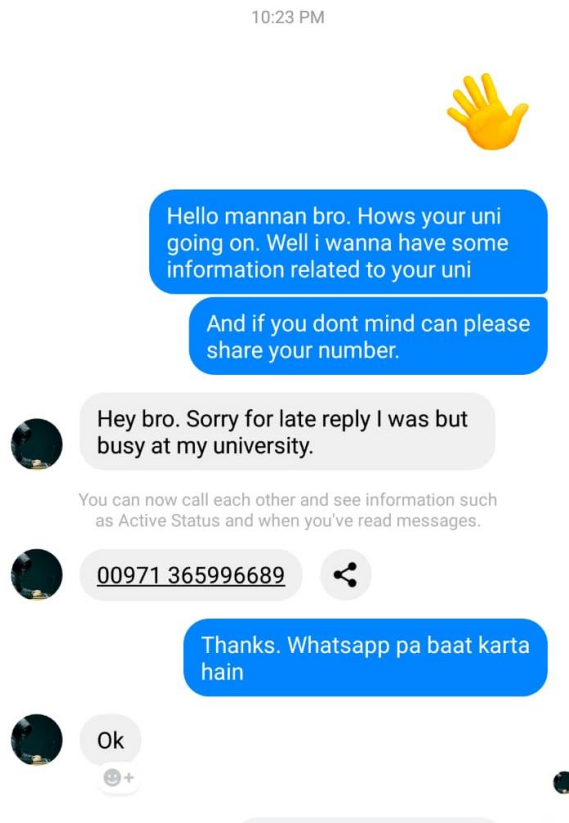
1. He found it easy to search his name on social media even though he had his personal contact number, which he got when they were part of the same volunteering society.
2. His initially greeted his senior friend and soon got an immediate response.
3. Their conversation was a mix of English and Urdu words.
4. Hamza mostly remained straight to the point.
5. Seniors’s response seemed very casual and insisted on meeting in person.



Observee C – Tallat Hussain:

Tallat Hussain has passed his A levels and is on a break from studies but is looking forward to abroad for future education. For the purpose of information gathering he contacted his senior from School who is now studying in an International University. As he did not have his friend's personal contact number, he preferred connecting with him on Facebook. Our observation is as follow:

1. Tallat sent a series of messages without waiting for the greeting reply.
2. Due to a major time zone difference, either of them was offline during the chat.
3. His friend replied him after 3 days of his first message.
4. Because of the late reply, Tallat had to recall the true purpose because he is quite a social person talking to a lot of people at the same time.
5. Tallat is not very comfortable chatting over messages and prefers calls over text.
6. Observee asked for his personal number.
7. Friend along with his number shared the time of his availability in Pakistani time zone.
8. Most of the conversation took place in Urdu.



Got reply after 2 and half days.

Q3. Write a list of needs/goals/tasks inspired by what you observed (at least 15). If you brainstormed with others, please include their names.

Inspired by the observations we were supposed to extract a list of needs, goals, or tasks.

So here is a list of needs and goals when connecting to an Alumni, extracted from the observations:

- Having a directory of alumni with their contact details can be very useful.
- The directory should have updated achievements of alumni during and after their university period.
- Exclusive online career help with counseling or job for their university, giving graduates first dibs without publishing it elsewhere.
- Alumni network would enable all the freshmen, sophomore and juniors to know about their graduates, as a key factor in college and university rankings is the amount of alumni participation universities have and attending a school with an active alumni also often encourages current students to remain involved and active after graduation.
- Network would help students get inside out of the industry.
- More people are comfortable with conversation over messages than phone calls.
- The network may also have an in-house chat for people who are not comfortable giving out their contact details.
- There needs to be a way of sorting alumni based upon their skill sets or the past roles in the societies.
- Features in apps like “Truecaller” could also just help figure out incoming caller ID easily.
- Feature such as “Post a request” on the network could also help students get immediate response from the alumni, if a particular person is unavailable. As in observee C case, he got a reply after 3 days.
- Alumni network could also integrate time availability feature for alumni’s ease.
- Network should also offer lifelong emails, which could be used for professionally and getting in touch on email may prevent spam or simple redundant messages.
- A forum on the network can also be used as medium for help and ideas exchange.
- Forum would also help students search similar questions that have been answer previously hence saving time and effort.
- As all of the observees were searching for career opportunities, career services like talks hosted by graduating seniors or grads can help motivate juniors.