Project Task 2

## **Problem Domain**

Measure and validate the mental capabilities of an individual. In context and culture of Pakistan, we want to explore the ways to identify the cognitive abilities of a person that match the requirements of a specific role. There are some of the international standard test like GRE but they are culture biased. We want to develop a methodology or test that can evaluate and measure the capabilities and skills of an individual in the context of Pakistan. Using this methodology we want to help those people that are looking to select a professional field or they want to measure their capabilities for a job.

## **Additional Needfinding results (who you interviewed & what you found out - pictures)**

**Meet Ali Jibran**

Ali is a student and a software developer. He is doing bachelors from UCP.

He thinks that current tests are good only for small number of fields. He says that the current tests only helps us to measure capabilities with respect to a few fields. He is not satisfied with the NTS and thinks that there should be an authority to evaluate and monitor the testing service of bodies such as NTS. Even though he performed well in the NTS as well as LUMS’ LSAT test but he was not satisfied with the current testing system.

**Meet Bilal Hanif**

He is a project manager and says that he always performs bad in the evaluation tests. Although he scored bad in the test but he was able to find a good job. He says that there is no methodology adopted in Pakistan to identify the skill set of a person. He was unable to select the right field in first place and had to switch its field. He wants to have tests that can find the capabilities of a person in larger number of fields.

**Babar Sarfraz** is CTO Human Resources at ICI Pakistan with an optimistic personality. He thinks that international aptitude tests can be used as a basis for new evaluation system in Pakistan. He believes that nothing is wrong with the current testing system(in LUMS) and they just need to be adopted throughout Pakistan.

## **Revised POV(s) (Three (reduced from 5) Revised POV(s))**

**POV # 1**

**We met:** Bilal Hanif who is a programmer by hobby and he believes that there should be specific

tests to measure the capabilities of an individual

**We were amazed:** that he did well in a field that according to the test he was not eligible for

**It would be game changing to:** provide a service that can help them to:

* Evaluate their skills
* Choose a field

**POV # 2**

**We met:** Ali Jibran is a student and a part-time software who wants to have strict regulations for current evaluation platforms

**We were amazed:** Even though he performed well in the test but he was not satisfied with the system

**It would be game changing to:** somehow oversee all the testing bodies across Pakistan

**POV # 3**

**We met:** Babar Sarfraz, a recent graduate from LUMS. He told us that international aptitude tests can be used as a basis for new evaluation system in Pakistan

**We were amazed:** That he thought nothing was wrong with the system

**It would be game changing to:**

* Evaluate new systems quickly
* Make alterations if necessary

## **HMW statements (10-15 HMW statements generated for each of the POVs)**

**POV # 1**

* **HMW:** Provide a platform that rates the testing bodies across Pakistan?
* **HMW:** Compare the testing bodies with each other?
* **HMW:** Identify and distinguish good platforms and bad ones?
* **HMW:** Provide proofs and different mechanism that can verify the objective of the current test in Pakistan?
* **HMW:** Provide an online portal where the users can rate different test and can review which was most helpful for them and which was not?
* **HMW:** Create a baseline for the benchmark/evaluation of existing testing systems

**POV # 2**

* **HMW:** Assess the skills of person accurately?
* **HMW:** Help a person in choosing the right field?
* **HMW:** Provide the service that caters to his needs?
* **HMW:** Facilitate with a testing service that can identify the role that matches best with the person
* **HMW:** Provide a test that can judge the interest of person?
* **HMW:** Create a test that can help an individual identify areas in which he is lacking?
* **HMW:** Connect A person’s skill/aptitude to a relevant job effectively

**POV # 3**

* **HMW:** Evaluate new systems quickly
* **HMW:** Find appropriate systems that can be used to as a replacement
* **HMW:** Allow making changes quickly to the system
* **HMW:** Introduce new tests that can be proved to be better than existing test?
* **HMW:** Provide tests that can be given remotely from any area with an internet connection?

## **3 best HMW statements with the POVs they stem from**

**POV # 1)**

**HMW:** Provide a platform that rates the testing bodies across Pakistan?

**POV # 2)**

**HMW:** Assess the skills of person accurately?

**POV # 3)**

**HMW:** Evaluate new systems quickly

## **Three Experience Prototypes**

**Prototype 1: Crowdsourced Platform Testing**

**Assumptions:**

* User has access to internet
* The user will feel that he has made some kind of contribution
* Designers will get feedback quickly

**How we tested the prototype?**

* Give a brief intro to user
* Give a very rough draft of the site
* We let them explore, what they can explore, unaided
* Let them question design choices and features

**What worked?**

User were able to extract information about the test by navigating through the website.

User wanted to get the information about the different tests so they can judge and measure their skills. User was also able to judge tests and create new ones and submit it for review by community **What didn’t worked?**

User was hindered by the option for soo many features hence creating a lack of focus.The user thought that we will also connect them with employers/universties

**What we learned?**Maybe we can make segments for the site for better focus.Create an end to end model OR just focus on creating a platform for proposing and reviewing exams.Rather than being too broad we should pivot and focus on one thing

**Prototype 2: App for aptitude testing**

**Assumptions:**

* The user will find appropriate field after giving the exams
* Users have smartphone
* Test taking experience will be friendly

**How we tested the prototype?**

We give a brief intro to user about the mobile application. We gave a very rough draft of the application. We let them question design choices and features. We asked them what they have learned or what they can do from this app.

**What worked?**

Users were able to explore the features of the application.

User were able to extract information about the test by navigating through the app.

User wanted to get the information about the different tests so they can judge and measure their skills.  **What didn’t worked?**

A mobile phone is not a good medium to conduct critical tests.

User were getting different notification, call and messages which were major source of distraction for them.

User was overwhelmed by the features provided the app. At start they were not able to identify that the app can be used to take test. They thought it is just a informative app that gives you information.

**What we learned?**

It can be used to prepare the user for the test but not a good medium for conducting test.

We can design an informative app for the mobile phone that can give real time notification about other test because users use the phone to stay connected and to remain updated.

**Prototype 3: An online portal for test taking**

**Assumptions:**

* The users have access to material for test
* The users can afford the test
* The users will get result instantly

**How we tested the prototype?**

We give a brief introduction to user about the prototype. We give a very rough draft of the site and then we let the user question design choices and features. We did not guided the user during testing and let the user explore and learn by just using the prototype.

**What worked?**

The user was able to judge that the test was related to measure the skills of an personal and user was able to give the test without any hesitation.

The UI was easy and user was able to carry out the procedure by itself. **What didn’t worked?**

There are many distractions when you try to give a test online by sitting at home or at workplace.   
Specific test center or place was required where the user can come and can give the test.

Not all users were able to prepare for the test because of expensive SAT preparation materials.

**What we learned?**

If we want the user to explore his/her skills we should not rely on conventional tests. Additional materials and questions are required to fit into the test to measure the cognitive abilities of a user. Conventional tests can be expensive to prepare and require extensive preparations. Not all users were comfortable to give an important test from home.