Design Sprint Day 1

**Project Idea:** A website for answering questions about services that are affected by the current pandemic. Even without an epidemic happening, it is easy to get overwhelmed searching for information due to factors such as multiple websites offering the same answer or poorly designed websites, making it difficult to find what you are looking for. We hope to alleviate some of the stress brought on by current events by helping users find the information they are looking for in a clean and timely manner.

**Personas:**

# Emma Walker

**Age**
25

**Highest Level of Education**
Bachelor's Degree

**Industry**
Nurse

### Bio

Emma Walker is a nurse at Novant Health Presbyterian Medical Center. A typical day for Emma includes working a 10 hour shift at the hospital then ending her day by cooking a nice dinner. Emma likes to go hiking on her free days and visit new places in town. Due to Covid-19, Emma's work schedule has increased to 16 hours each day. Now a typical day for Emma includes finding delivery service delivering to her area and looking up less crowded places to exercise.

### Skills

Cardiology
Pulmonary
Patient transport

### Media

Reddit
Twitter
Pinterest

# John Doe

**Age**
Under 18 years

**Highest Level of Education**
High School

**Industry**
Student

### Bio

John Doe is a Marketing student at the University of North Carolina at Charlotte. He is currently unemployed after being laid off by his employer at Sprint. He's currently looking for job opportunities and different ways of making an income. His current routine includes searching for jobs that are hiring, searching for inexpensive places to dine in, and finding different ways to keep himself entertained

### Skills

Spreadsheets
Video Editing
Digital Advertsing

### Media

Instagram
Twitter
Twitch

*Userbase:* The mass public or anyone looking for information on any wide range of topics such as, "who will deliver groceries in my area?", "Is my favorite coffee shop open for business?", "What bus lines are running on campus?", to "What are the DMV's hours?" These are but just a few examples of the type of questions the average user might use this website to answer.

*Stakeholders:* For example, business owners, campus directors, and grocery stores/ food delivery services can use the questions being asked to improve how they function during this time. Like everyone else, business owners are unsure how they will be able to open each day and how they will keep themselves and their employees safe. With this website, owners, for example, will be able to ask how other owners are safely opening and going by the CDC guidelines. Some other stakeholders might be customers, suppliers, investors, creditors, the media, and government agencies.

*Ask the expert section:* Each team member will have knowledge of each topic section being asked by the user bases and stakeholders.

### Question #1: What are you offering that isn't already being offered by another website/service? I.e Google etc.

*James* - Many websites have been slow to update. For instance, Google displays pre-quarantine hours for many businesses, only saying, "Hours or services may differ"; this leaves many people unsure whether or not their favorite company is still operating. We hope to clear up some of that uncertainty by delivering to users the information they want without any of the noise or districting found on other sites.

### Question #2: How will I know the information that is returned to me is from a credible source?

*Taylor* - All data presented to the user will be researched beforehand and produced in a timely manner that checks the credibility before presenting it to the user. All questions will be answered with full honesty and dedication. When making our website we strive to be the best there is and give our users exactly what they are asking for. At the bottom of the page, there is contact information for a user to be able to get into contact with a team member if needed.

### Question #3: What do I do if my question isn't answered?

*Meselech* - Our goal is to provide quality work for all our users and accuracy is a huge part of it. For clarity, we ask the user to narrow down their search and to be specific to provide accurate information. After searching through our site using different algorithms and still the question is unanswered, we will provide supporting materials and resources that will assist the user in finding what they're looking for.

### Question #4: How will the information for the questions be organized  ?

*Saim* - After all the research for the information is done and the questions are answered, we will have a bank where all the questions that have been answered are stored. So if by chance there

are users that ask repeat questions, instead of posting the same question, a suggestion will pop up telling the user that the question has been answered and give them the option to view the answer. Hopefully, we can remove questions that are repetitive and gives the users a chance to receive a swift answer instead of waiting to receive the answer.

**Question #5: How do I set restrictions on searches or filter content on this website?**
*Yawo* - The website contains features that allow users to restrict searches. Options are given to users to define the scope of content which must be displayed. Meaning, users may filter their searches in their convenience by setting up search restriction options such as safe search, parental control, etc.