**Interview 1**

Nang Ohn Shew Kyi, 20 years old

* Hello Kyi, thanks for taking the time to talk to us today. How do you like being a student at JCU? How has your experience been so far?
  + I like JCU because everything is well organized and convenient. LearnJCU is very good too, you always have easy access to subjects and your classes. But I keep forgetting my assignments because I don’t get any notifications and since there are many assignments at the same time, it is often stressful to remember everything at once. I missed two quizzes already and got a zero!
* What does a normal day at JCU look like for you?
  + Oh, it is quite simple! I didn’t join any clubs so I just come for classes and go back home.
* How was starting this semester? Did you have any difficulties in the beginning?
  + In the beginning, I was unfamiliar with the technology used here (LearnJCU and StudentFirst) and I had to get used to it. That took me like two days and even after, I had to ask my friends and even lecturers for help.

Did you have to seek a lot of help during the first week?

* + Not really, but even to this day I still don’t know many things when it comes to the various student services that the school offers. For example, I don’t know how to book rooms or check my attendance. I still need to figure that out. Even yesterday, I had to scan a few pages related to my assignment, but I didn’t know that I have to be a registered user to access the scanner. These things may sound simple, but there is no way of knowing them until you actually use them. And I believe this lack of information can be a bit of a hindrance when we are running on tight deadlines in our academic schedules.
* If you could change anything you’d like, what would it be?
  + The assessment feature at LearnJCU, since there are no notifications or anything I already missed two deadlines and had no chance of making it up. I always like to organize my things in a proper manner and it will be really helpful if they can provide me with reminders regarding my assignments.
* What other technologies do you use connected to your life as a JCU student?
  + Yes, my tablet of course for scripts and lectures and my phone. For document exchanges with my group we mostly use Dropbox and Google Drive. So far I’m happy with how things are working out.
* Alright, very good. Is there anything else you would like to add or comment?
  + No, I don’t think so.
* Thank you very much for your time Kyi!

**Interview Date**: 10/3/2016

**Interview Time**: 11.00 am

**Personal Details:**

Interviewed a girl. She is doing her bachelor’s in Information Technology, she is 20 years old. Conducted this interview during the Sprint for Design thinking.

**Interesting Stories:**

One of the interesting stories she told me was about the difficulties she faced during her first week at school because of her unfamiliarity with the use of applications like LearnJCU and StudentFirst.

**Motivations:**

She always wants to organize her work in a proper manner and wishes to finish her assignments on time.

**Frustrations:**

She keeps forgetting about her assignments because she has to complete multiple assignments at the same time. And she often feels stressful about remembering their dates of submission.

**Interactions:**

As she is an IT student herself, she is familiar with the latest technologies available. She uses Google Drive and Dropbox to share information with her group. She uses her tablet for her lectures and scripts along with her mobile phone. She is quite convenient when it comes to the usability of these various devices.

**Remaining questions:**

I would like to ask her about any regrets she had during her experience at school and any further tips to help other freshman students avoid that.

**Interview 2**

Ian, 18 years old

* Hello Ian, thanks for taking the time today to talk to us.
* How do you like being a student at JCU?
  + Better than I expected. The quality of school is better than I thought, for example the lecturers and the classes too.
* Tell me about your normal day?

Nothing special, just the same as any other student.

* Is there anything that bothers you?
  + Sometimes I miss classes because the lectures are too boring. Assignments are a problem, sometimes the lecturer didn’t teach us and I need the help of my friends when doing it or use google to teach myself because we didn’t learn about it in class.
* Is there anything besides classes which bothers you?
  + Student Hub is too crowded and we cannot find a seat, so we have to sit in the canteen which is not a good environment. The only place where I can find some space available

for my studies is the library, but even it is mostly full all the time. It is a bit hard for me to concentrate on my studies after I finish the lectures.

* Do you use LearnJCU?
  + Always! And Student First to check attendance.
* Have you experienced any difficulties with these two programs?
  + Australian time at LearnJCU so it sometimes is hard to know at what time we will have to submit the assignments and it is easy to forget. Infact, I made a late submission for one of my assignments and lost a few points because of this mistake.
* Can you elaborate on that please?

Oh yes, actually it was a minor error I made while checking the due date for our programming assignment. The assignment was due at 12 pm late in the night but when I checked it, the time was showing as 2 am. I didn’t know at that time that the LearnJCU uses Australian time for its updates. I forgot to check the time standard they were using. I was running late on my work and I had to make a few minor adjustments to my assignment before submission. So I submitted it an hour later at around 1 am. And I lost points for late submission.

* Oh, that’s unfortunate. Are there any other applications that you use? Have you faced any similar difficulties using them?
  + I use Blackboard on my phone, which is more convenient because I don’t have to log in to see all my information about classes etc.
* Is there anything you would like to change?
  + LearnJCU and Blackboard have basically everything I need. They could have learning support though! Learning support for my group and the class, something like a chat feature. If the LearnJCU had a communication chat, we could have the communication with our groups and classmates within the learning environment, so we don’t have to do it over Facebook or WeChat where you can easily get distracted.
* Alright Ian, is there anything else you’d like to add or comment on?
  + No.
* Thank you very much for your time. Good luck with the rest of the challenge!

**Interview Date**: 10/3/2016

**Interview Time**: 10.45am

**Personal Details:**

Interviewed a student named Ian, he is 18 years old. He is doing his bachelor’s in Business. Conducted this interview during the Sprint.

**Interesting Stories:**

One of the interesting things he talked about was his experience while submitting an assignment. He forgot to check the Time Standard when he made his submission, because the LearnJCU uses the Australian time, and made a late submission that cost him some marks.

**Motivations:**

He wants to spend some quality time at school for studying after the lectures.

**Frustrations:**

He cannot find a proper place to concentrate on studies after the lectures. He also feels that the lecturer’s way of teaching is a bit boring for him to follow. Needs constant guidance from his fellow students to complete his assignments.

**Interactions:**

He is excited about using the applications like LearnJCU and Blackboard. He is interested in more features being added to them that provides instant communication channels with his group and class mates. He likes to work in an academic environment rather than use other means of communication like Facebook or Wechat.

**Remaining questions:**

I would like to know more about his interactivity with the lecturers, and how he would consider to improve the overall learning experience.

**Interview 3**

Larry, 20 years old

Course: BIT

* Hello, how are you? Thank you for giving me the time to interview you.
  + You are welcome.
* May I know your name and your course of study here at JCU Singapore.
  + My name is Larry. I am 20 years old. I am studying my bachelor’s in IT. I am from Myanmar.
* How do like being a student at JCU?
  + It’s really good. Our country doesn’t have learning materials like projectors, labs, and other technology they use here in their teaching process.
* So, the technology they use here, do you think it is better?
  + Yes, it is really helps with my studies. I am able to understand things much more clearly when I use these devices.
* What are the technological devices you use for your studies?
  + I use computers to find information. I prefer to access all my information in one device. I also use the IPAD provided by the school. I use my smart phones as well.
* How helpful are they with your studies?
  + I use the computers for my long assignments, long projects like programming and networking. I use my IPAD to read ebooks and the blackboard access to the learnJCU, and my smart phones to check the bus timings and whatsapp. I am not really comfortable to carry my laptop to the school daily.
* Why do you say so?
  + I want something easy to carry and that provides all the information on one single device. But I cannot do away with my computers!
* What do you mean by that?
  + I play a lot of computer games, which I cannot do on my IPAD. I play a lot of graphic intensive games which require more processing power. And since I am an IT student I have to use my laptop for most of my programming. I can use an alternative to it.
* Alternatives, like what?
  + May be something like “Windows Surface” that will help me use my tablet as a computer.
* Are there any problems you are facing in your school life?
  + No problems as such, but I am unable to keep up to the tough time schedules here. Especially during the later weeks, I have to submit multiple assignments at the same time and I am unable to keep track of all the submissions I have to make. Sometimes I forget which one is due at what time, and I become stressed in the end. It will be really helpful if there is an easier way to organize my work schedule.
* Is there anything else that bothers you?
  + Nothing much, but the library has fewer number of books than required. And the books are quite expensive here to buy, so I find it very hard to search for the right one. And they allow me to borrow the books for only a week, which in my opinion is not enough time.
* Do you use learn JCU?
  + Yes I do, and it is really helpful. But the only problem I find with it is the assessment submission and the blackboard are used well when I access them from my computer. I just want a better Blackboard app. And I also don’t want the completed subjects to show on the menu, it makes the menu look more cluttered.
* Are there any other things you would like to add?
  + Yes, during my first weeks at school I was unable to understand some of the lecturer’s accents. But with time I got adjusted to that. I usually prefer to have direct communication with the lecturer rather than emails, but the lectures are also unavailable during a few days of the week. If there was any communication channel with the lecturers apart from mailing them, it would have helped me a lot.
* Would you like to add anything else?
  + No, nothing else comes to my mind right now. That is all for now.
* That’s fine. Thanks a lot for your time. Good luck with your Sprint.
  + Good luck to you as well.

**Interview Date**: 10/3/2016

**Interview Time**: 11.30am

**Personal Details:**

Student doing his Bachelor’s in Information Technology.He is 20 years old. Interviewed him during the Sprint.

**Interesting Stories:**

One of the interesting things he talked about was the use of learning materials like projectors, labs and other technology which they do not use in his own home country, Myanmar. The use of such technology makes him understand the lectures better.

**Motivations:**

He wants to have a proper time table to organize his daily routine at school. He wants to have a direct communication with the lecturer’s instead of using emails for better guidance.

**Frustrations:**

Unavailability of books at the library. No proper communication channel available to contact the lecturer’s except through emails. No proper way to keep track of all the work due. Unable to understand the lectures because of the language barrier.

**Interactions:**

Uses the learnJCU and Blackboard applications. Desires to have some changes in those apps. He was eager to take the interview. His answers were easy and straight forward.

**Remaining Questions:**

I would like to know more about his daily working schedule, and how his planning is affecting his study routine.

**Point of View – Madlib:**

1. The user needs to communicate with the lecturers for guidance, but cannot do that because the lecturers are not always available at school and the only communication possible is through emails.
2. The user needs to keep track of the due dates because they have to submit the assignments on time, but they find it hard to do that because they have to work on multiple assignments at the same time, and there are no notifications available from the school website.
3. The user needs a study space at school after the classes but cannot have that because the student hub is always noisy, and the library is mostly full all the time.
4. The user needs to communicate with his classmates but cannot do that because there is no proper communication channel available in the school website and the user doesn’t want to use other social media for academic purposes.
5. The user needs to use technology at their disposal in order to keep track of their time schedules.
6. The user needs access to books at the library but cannot do that because of the lack of availability of books.zx\\

**List of possible topics:**

|  |  |  |
| --- | --- | --- |
|  | **Topic** | **Suggested by** |
| 1 | How might we help the students solve the language barrier problems they face at school? | Robert |
| **2** | How might we provide the students a proper study space after the school hours? | Robert |
| **3** | How might we help the students communicate with the lecturers after the classes? | Udaya |
| **4** | How might we help the students improve their communication options with their fellow classmates for academic purposes? | Udaya |
| **5** | How might we help the students have more clarity when using the applications like LearnJCU, Blackboard? | Cecelie |
| **6** | How might we help the students meet their deadlines on the assignments in an effective manner? | Cecelie |
| **7** | How might we help the students have access to more books at the library? | Frederike |
| **8** | How might we help the students plan their work schedules in an efficient manner? | Frederike |
| **9** | How might we make a device that addresses the multiple problems faced by the students at the same time? | Frederike |

**Project Topic:**

After brainstorming through the available suggestions, we finally picked some of the topics mentioned above. We chose the points 3, 4, 6 and 8 as our selected topics.

**Selected Topics:**

How might we help the students communicate with the lecturers after the classes?

How might we help the students meet their deadlines on the assignments in an effective manner?

How might we help the students meet their deadlines on the assignments in an effective manner?

How might we help the students plan their work schedules in an efficient manner?

As the topics mentioned some of the issues the students face in their academic life, we tried to implement all these features on a single device so that it is easy and accessible to them. We had multiple discussions after that and came to the conclusion that we will make a smart watch that includes all the features mentioned above.

Our idea was to make this device more user friendly with an easy interface. We intend to make a smart watch that includes multiple features for the user to have access to. These features will include a planner, Time-table, Communication options and they notify the user, in our case the student, about the various academic deadlines on their time schedule.

**Composite Character Profile:**

Name – Theresa

Age – 20

Occupation – Student, Business Minor

She is from China. She moved to Singapore for her studies.

Messy lifestyle.

First year at School/Unable to keep up with the existing technologies.

She wants to organize her time properly at School.

She is missing Important deadlines because of the lack of a proper schedule.

**POV want AD:**

“Ambitious young student seeks for proper time management solutions to enhance her learning experience at school which she finds hard at the moment since there are many assignments to be submitted at the same time and she does not have a proper overview and time management. “

**Prototype and Test (Iteration 1):**

**Testing:**

Conducted a user test on the first iteration by showing the user the prototype and asking them to use it.

**What did the participant value the most?**

The participant was impressed with so many features included in the prototype. Especially the feature where it allows them to have direct communication with the lecturers.

**What got them excited?**

Including the feature for Assignment Deadlines got them excited.

**What would convince them about the idea?**

The idea to have a smart watch that links