**Explanation of app:**

Our app aims to convert audio messages from public announcements into a text-based notification. Similar to how hearing aids can connect to hearing loop infrastructure and isolate sounds, our app aims to receive these alerts and translate them into a text-format so it can be sent as a notification. The app will also categorise these notifications based off their type and severity. For example, it should be able to distinguish between a bus delay and an emergency lockdown. Lastly, the other main feature this app aims to include is a log feature. This feature just keeps a record of what announcements were heard and the time it was received. This ensures users will not miss any notifications.

**Interview questions:**

1. What are some current help systems (apps) or devices that you use on a daily basis?

Hearing aids is Bluetooth connected to my phone to ensure I can hear phone calls etc. with more clarity. When watching videos, I would connect it to my iPad and turn on subtitles. Subtitles and visuals are especially important in my daily life to assist with understanding stuff.

I also have an app called “Signia” downloaded on my phone. I can adjust the stuff like the volume, bass etc. of my hearing aids, the direction where sounds especially need emphasis etc. in the app.

In in-person lectures etc, I have a microphone that can be connected to my hearing aids. It allows the speaker’s voice to transmit directly into my hearing aids without disrupting what others would hear.

I can’t hear phone alarms at all, so I have a small bed shaker. I Bluetooth connect my bed shaker to its corresponding app on my phone and set the alarm there. I wake up because my bed shaker would vibrate my pillow. Tactile stuff are great assistive tools to alert myself in a timely manner.

1. What are the most difficult parts of daily life (ie. in different aspects: home, workplace/school, public transport, public entertainment or consumer sites?)

I cannot hear fire alarms when asleep or during shower (as I take out my hearing aids then), which can be especially dangerous. My hearing aids are rechargeable (there are battery operated ones too), so when they run out of battery (eg. after a long flight), it can get dangerous pretty quickly as well.

I often need to read the stops on buses etc, but sometimes there are no visual or textual cues indicating the bus stops, which made it difficult for me to know which stop I should get off at.

In noisy environments such as while driving, in classes with lots of class discussion etc., I can’t hear very well, making it difficult for me to comprehend things & communicate with others, especially when having to focus on the road etc.

I need subtitles for all audio and audiovisual content. YouTube doesn’t have those all the times, so I would choose to not watch that video as a whole because it’s simply too difficult for me to understand things. I also dislike podcasts for that matter.

1. what is the most currently needed type of alert?

* Tactile (vibrations etc)
* Text-based (though can be dangerous to look at phones on the road etc)
* Visual signifier (lowest priority but can be good to have as a functional, accessible & aesthetic thing)

1. The main feature of this app is to deliver audio alerts in the form of text-based notifications, do you think that there are any features we should implement that could improve your overall quality of life and user experience when using this app?

* Implement vibrations etc. to draw people to read the text-based notif maybe? Consider the safety of reading text-based notif on the road to begin with? Applications on things like the Apple watch etc might be better suited?
  + AR is likely a safer and more easily viewable/noticed implementation of text-based stuff on the road compared to mobile phone notifs. Do factor the economic cost and accessibility (to users) for this.
* Consider battery life and privacy. For it to constantly “listen” to audio public announcements 24/7 almost (bc you can’t expect when they will appear), it can drain the battery of users’ phones pretty fast on extended time. Users might also feel unsafe. Do note that if you have a function that allows users to turn off the “listening to public announcement” thing whenever they want, they might also forget to turn it back on as they can’t hear public announcement well anyway, thus missing out imp info.
* Look into existing competitors/other transcription software. I personally was recommended and have used “Ava”. It works but it’s not very accurate especially in noisier environments and when I m further sway from the speaker.
* Consider language barrier – your app should ideally provide transcription, but also translation of announcements with a high degree of accuracy.