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Needfinding (A0)

I observed three different people's study habits from note-taking in class to reviewing material after class. I also asked them to rate how well they retained the information that they learn. This is related to the **learning** brief because I was able to observe the pros and cons of technology when it comes to note-taking and studying.

Grace

Grace is a 2nd year Public Health major here at UCSD. Her primary form of note-taking is old fashion notebook and pencil. While observing her take notes in class, I saw the first breakdown. Often, the prof would talk too fast, making it near impossible to keep up in note-taking on a paper notebook. Grace would leave gaps to fill in later when she has time. After class, Grace pulls out her laptop to find the lecture slides and fill in the 'blanks' from earlier. She also pulls up the podcast for the class in order to see if the prof made important comments that she missed as well. This is another crucial breakdown, doing all of this in order to get notes after class is very time consuming. And doing this for every single class is very discouraging. Plus, if a class does not have podcast, then important comments (and possible test questions) the prof makes will never be found. This brings about the opportunity for an app that will make note-taking more efficient and less time consuming.

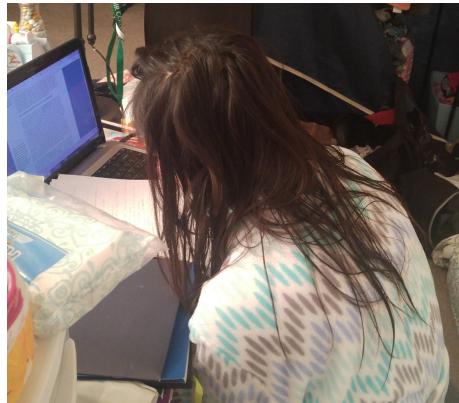
Jeffrey

Jeffrey is a 3rd year Math & Computer Science major here at UCSD. Unlike Grace, Jeffrey uses his tablet (iPad) to take notes in class. At the beginning of lecture, Jeffrey downloads the lecture slides and uses the iPad's built in apps to edit the slides. He then uses a stylus to take notes directly on the lecture slides that he downloaded. Because of this, Jeffrey is able to keep up with note-taking and class and all of the professor's comments. However, after class when Jeffrey is trying to review his notes, he gets confused on some of the comments he made because he can't decipher his handwriting on the tablet for some of the greek symbols used in class. As a result, he gives up on trying to study and ends up playing video games instead. The breakdown here is that, although he is able to get all the notes, having his notes on his tablet do not promote his studying. And after his tablet dies, Jeffrey makes an excuse that he cannot study because his tablet needs to be charged.

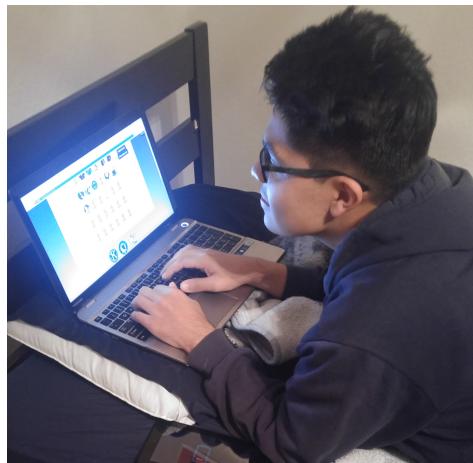
Adrian

Adrian is a 4th year Psychology major here at UCSD. Adrian reads and takes notes on his readings before lecture (on paper), and he goes to lecture in order to add onto his notes. Because of this, Adrian has all his notes on time. The breakdown here is that it takes time to take these notes, and sometimes he won't have the time to do so. While he is studying for classes, he has to shuffle through his papers and notebooks to find the notes he is looking for. The opportunity here is that somehow having these notes electronically would keep everything organized and in one spot. What adds on to his misplacement of notes is that he often lends his notes to his peers. But after doing so, he would have no access to his notes until he gets them back. Adrian also explains how "sometimes [he] would get the notes back and part of it is ruined or stained, making it hard to read". But there are other times when he "get[s] notes back and my peer actually added something insightful". In this case, he often has to rewrite his notes to keep everything looking "clean and organized, which is a lot easier to read".

Grace is taking time to take notes off lecture slides because she could not keep up in note-taking during class.



Jeffrey decided to go do other things besides reviewing his notes because his tablet ran out of battery.



Adrian has to rewrite his notes because his notes got ruined by the rain.



A list of insightful user needs inspired by what you observed (at least 15). If you brainstormed with others, please include their names in your submission to recognize their contribution.
(Ideation Quantity, Ideation Quality)

1. The user needs to be able to take notes quickly
2. The user needs to be able to reference books and slides while taking notes
3. The user needs to be able to review their notes without being distracted
4. The user needs to be able to review their notes wherever they are
5. The user needs a way to write notes as well as type notes
6. The user needs a way to view notes from different devices
7. The user needs to be able to find specific notes quickly without confusion
8. The user needs to be able to share their notes with others
9. The user needs to be able to view their original notes even if the peers ruin the notes
10. The user needs to be able to collaborate with others on notes
11. The user needs to be able to see reviewing notes as fun
12. The user needs to be able to edit their notes freely
13. The user needs a way to look up definitions efficiently
14. The user needs a way to highlight key terms
15. The user needs a way to make study tools (flashcards/study guides) using their notes