HCI: GROUP VI

E-LEARNING SYSTEM

STAGE ONE: NEEDFINDING

Jason Dookarun
Ryan Baldwin
Thomas Hayden
Thomas Knapman
Jamie Morris
Jada Osei-Wusu

PRESENTED & LED BY JASON DOOKARUN

"*Needfinding is the process of discovery prior to product development.* "

→

01 NEEDFINDING

Stakeholders

We believe that in order for our product to be successful, it would be appropriate to aim and design our product students, specifically those with underlying health conditions. These would include those with:

Asthma

Diabetes (Type 1 and 2)

Pulmonary or Cardiovascular-related illness

02 QUESTIONS

Our Questions

In order to collect adequate information to ensure our product met requirements, we formulated a survey, using Google Forms and provided our subjects with a series of questions. These were divided into 3 categories.

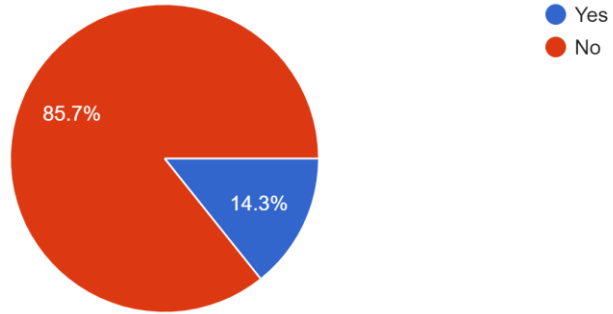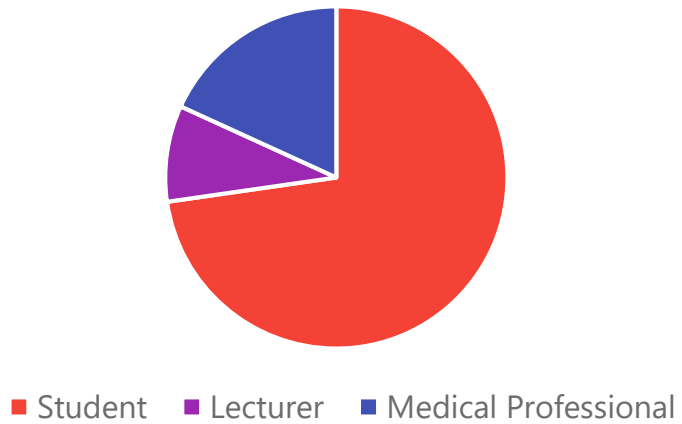| Personal Information	Current Knowledge	Desired Features
- Age - Location - Current Profession - Underlying Health Issues	- Scale rating of current knowledge of current pandemic - Current feelings on COVID - Viewpoints on NHS App	- Wanted features (via checklist) - Additional features (if any)

Personal Information

Have you (or anybody in your immediate family) had the coronavirus?
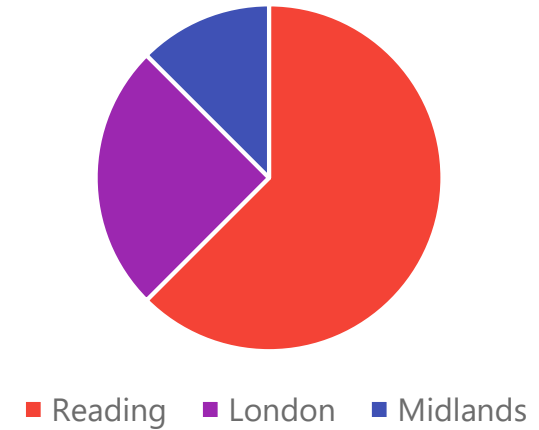7 responses

- Yes
- No

85.7%
14.3%

Do you have any underlying health conditions?

- Yes
- No
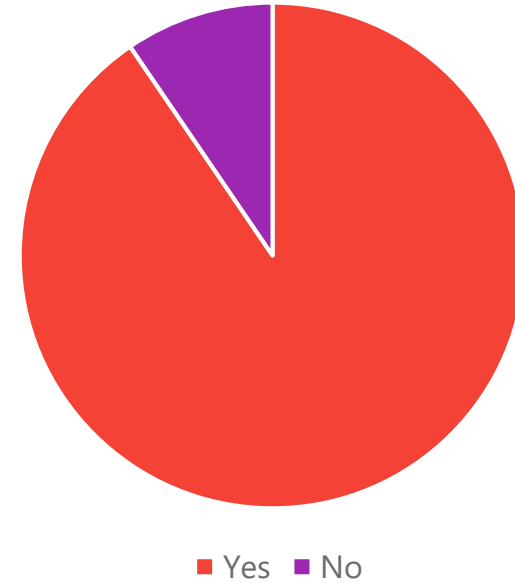
What is your occupation?

- Student
- Lecturer
- Medical Professional
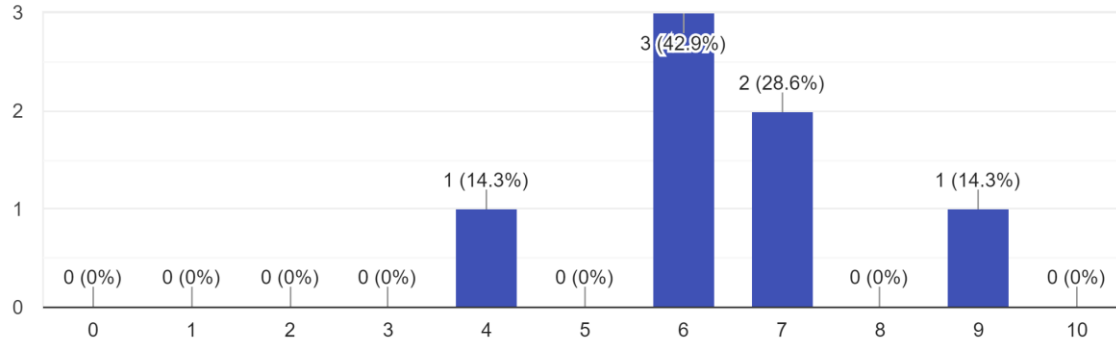
Where are you from?

- Reading
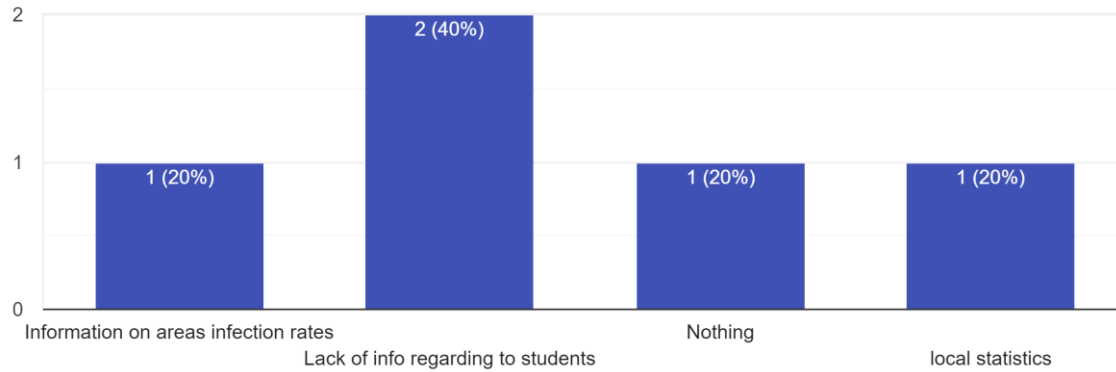- London
- Midlands

Current Knowledge

How much information do you know about Covid-19 already?
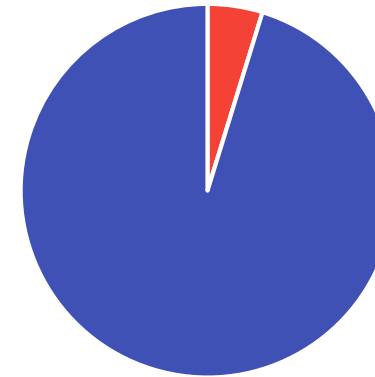7 responses

What type of information about the coronavirus is the general public lacking?
5 responses

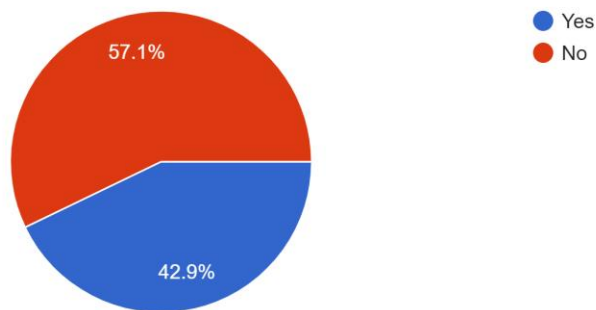## Do you feel that the current information about the Coronavirus is sufficient?

■ Yes ■ No

NHS & Desired Features
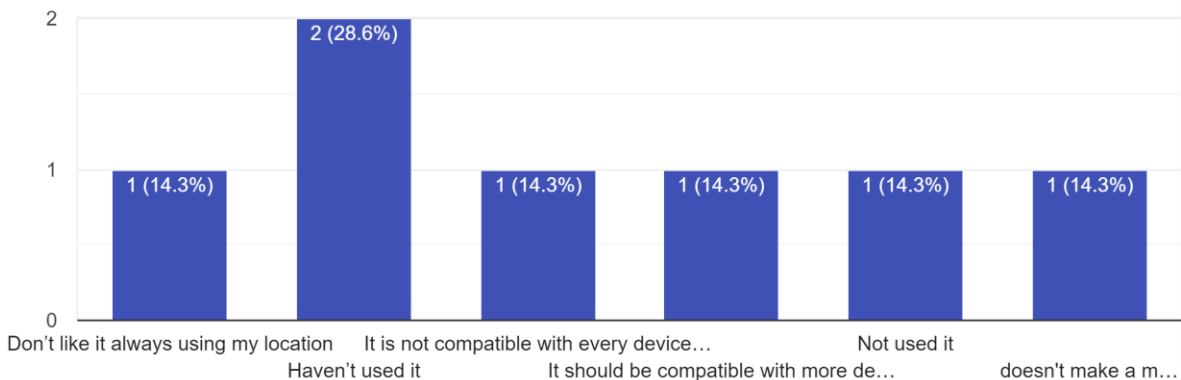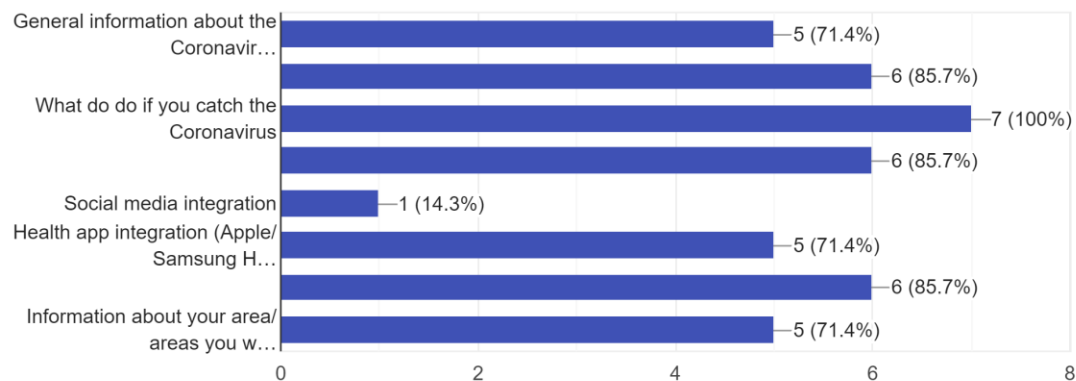
Do you already use the NHS app?
7 responses

- ● Yes
- ● No

57.1%

42.9%

Which of these following features would you like in a new app for information about coronavirus? (tick all that apply)
7 responses

Feature	Value
General information about the Coronavir…	5 (71.4%)
	6 (85.7%)
What do do if you catch the Coronavirus	7 (100%)
	6 (85.7%)
Social media integration	1 (14.3%)
Health app integration (Apple/ Samsung H…	5 (71.4%)
	6 (85.7%)
Information about your area/ areas you w…	5 (71.4%)

What are your opinions about the NHS app?
7 responses

- Don't like it always using my location — 1 (14.3%)
- Haven't used it — 2 (28.6%)
- It is not compatible with every device… — 1 (14.3%)
- It should be compatible with more de… — 1 (14.3%)
- Not used it — 1 (14.3%)
- doesn't make a m… — 1 (14.3%)

Are there any more features you have in mind that would make the software an even better experience?
7 responses

- Real-time updates about corona worldwide & a place on the app where it debunks all corona virus myths
- na
- implementing local statistics i.e. number of cases locally, and in highlighted areas i.e. university
- Updated Edith new government advice
- No
- Ability to see positive cases per 100,000 population, in every county. On an interactive map. (i.e. green, orange, red displaying severity of infection cases)

Point of Views

Once receiving our responses, we collated 3 POV (Point of Views), as we deemed these as crucial, as part of our progress during the product development cycle.

We met **Ryan**, a **medical student** at the University of Reading. He mentioned **struggling** to find **information** and **support** for those with **asthma**. We were in fact surprised by this, as we expected greater support for those with such needs.

We also met **Aneesa**, another **student** currently at University. She mentioned numerous times about wanting a way **to find more information** from a student's point of view, and the **lack of real time updates** as she travelled a lot.

We spoke to **Donald**, a **student** from **Devon**. He struggled **finding people** to talk to for advice. He mentioned that during periods where he was forced to self-isolate, he was unable to **find a support platform**.

Empathy Map

Says

- The Coronavirus information board needs further support.
- The NHS App lacks a form of support despite being designed as a guidance application
- There is a lack of support for those with health needs.

Thinks

- A platform could be given to those who struggle, specifically those with underlying health issues.
- Wants a feature to "check in" on people who test positive for COVID-19.
- Wants a more detailed and up to date country statistic surrounding the virus

Feels

- Feels anxious about not having enough information
- Secluded, often leading to anxiety/panic attacks
- Solemn

Does

- Talks to family and friends about the information on COVID-19.
- Read scientific papers over mainstream media.
- Asks friends for advice.
- Tries to find those with COVID

How Might We

Q: How might we ensure individuals are not left to feel secluded?

Answer: As developers, we want to introduce a daily wellbeing mechanic that allows and ensures the end users are being spoken to and being kept up to date, as well as a method whereby they can learn more about the virus on a regular basis.

Q: How might we show that we support people with the virus, specifically those with health issues?

Answer: We can show our support by having a feature that allows integration with communication platforms/chat rooms whereby individuals can chat to professionals or locals as a form of mental help. This can be further enhanced by having specified forums i.e. for those with specified underlying health issues such as asthma.

Q: How might we ensure that a large number of underlying health issues are identified?

Answer: To ensure that we provide the best support to all individuals, we will ensure that a toggle is implemented, to ensure that a custom health issues can be entered, such as asthma, diabetes type 1 or 2 etc.