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HCI 510 – Contextual Analysis Report

In this deliverable, you are going to report on your findings from your contextual inquiry, aggregating the data you collected in a meaningful and parsimonious fashion. After you have interviewed and observed users, you need to organize and represent the data you have gathered. This is an important step in the user-centered design process since a clear, detailed and rich description of your users is needed during the design stage to anchor the design decisions in the realities of your users. You should refer back to this task, user, and usage descriptions often in your design meetings as you weigh the value and utility of various design ideas and suggestions. If your design idea does not address a clearly articulated need of the user, you may want to consider if that feature or approach is needed.

Your contextual analysis report should include at least the following:

Contextual Inquiry and Analysis Process

How did your contextual inquiry plan from the previous deliverable go? Any insights?

For the most part it went well. Some questions had to be adjusted and the app itself crashed during testing. One insight gained was the feedback defied some expectations (ie. feedback was negative when we expected positive). Another insight is that users will tell you how they feel about a product and many answers provided similar feedback. One very common complaint from the users was that the UI was not good. We now know this is an area we can improve when we design our app and that a beautiful UI is important to users when they are judging a product.

Describe the *actual* process you used to collect, consolidate, and analyze your data.

The process used to collect data was to reach out to participants via email, schedule a time and place to conduct the inquiry. After reading a disclaimer and explaining the process we observed participant using the app and recorded via phone their answers to the questions we developed. After the data gathering, we collaborated via real-time board to bring all of our data together and organize by category.

Affinity Diagram

Develop a Work Activity Affinity Diagram (WAAD) to summarize your contextual data. Attach your WAAD here either as a legible picture or hierarchical chart. Selfies in front of your WAAD are always welcome (not required though)! ☐

attached as PDF

Personas

Based on your contextual data, develop a persona for each of your users. You will be asked to designate one of these personas as your primary persona that will drive the design process. Please use pseudonyms for your users. Both paper-based or digital personas are acceptable.

USER PERSONA LINKS:

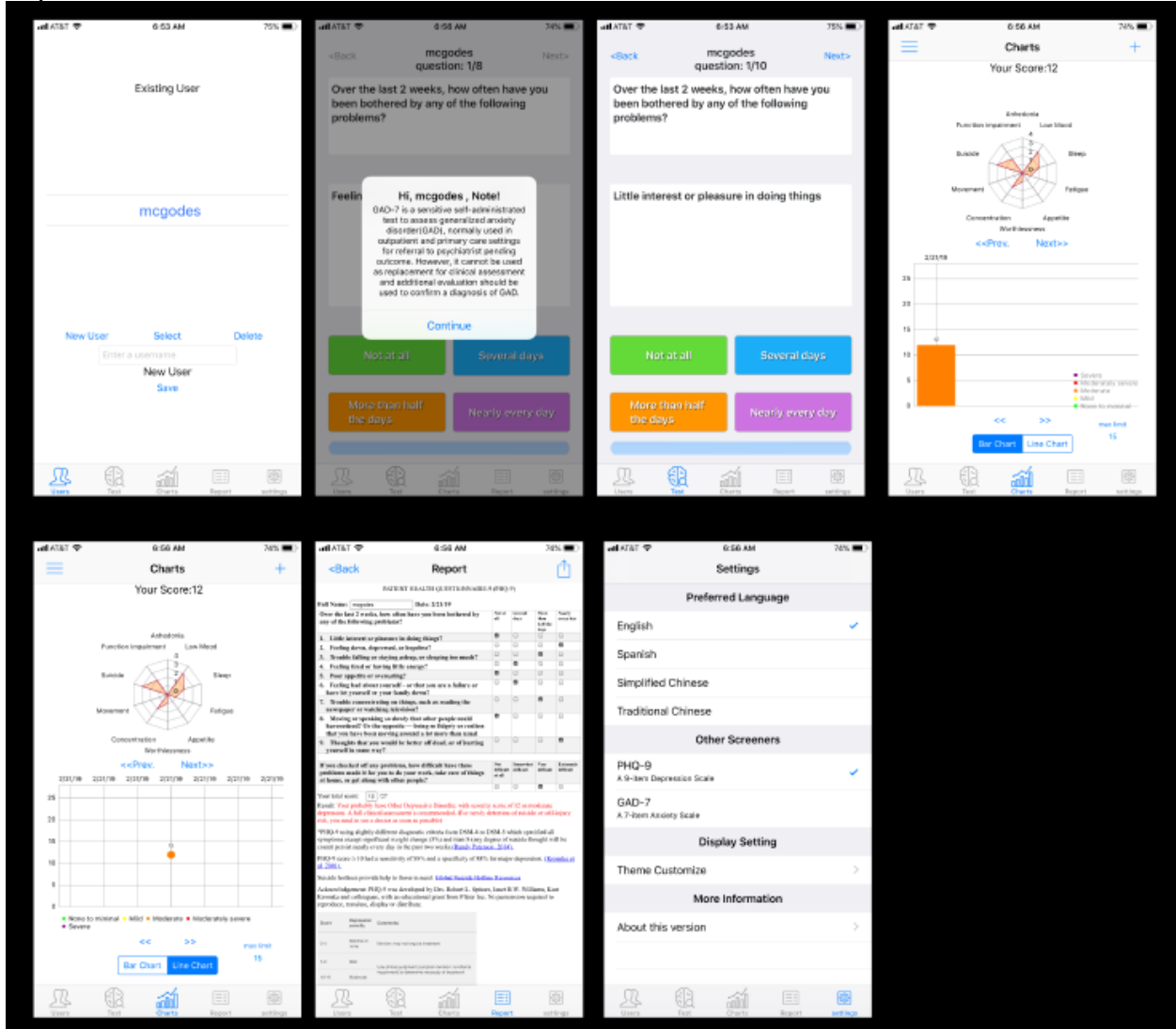
- [Jim Jones](#)
- [Hershey](#)
- [George T. Johnson](#)
- [Ellen Kim](#)
- [Ty Anthony](#)

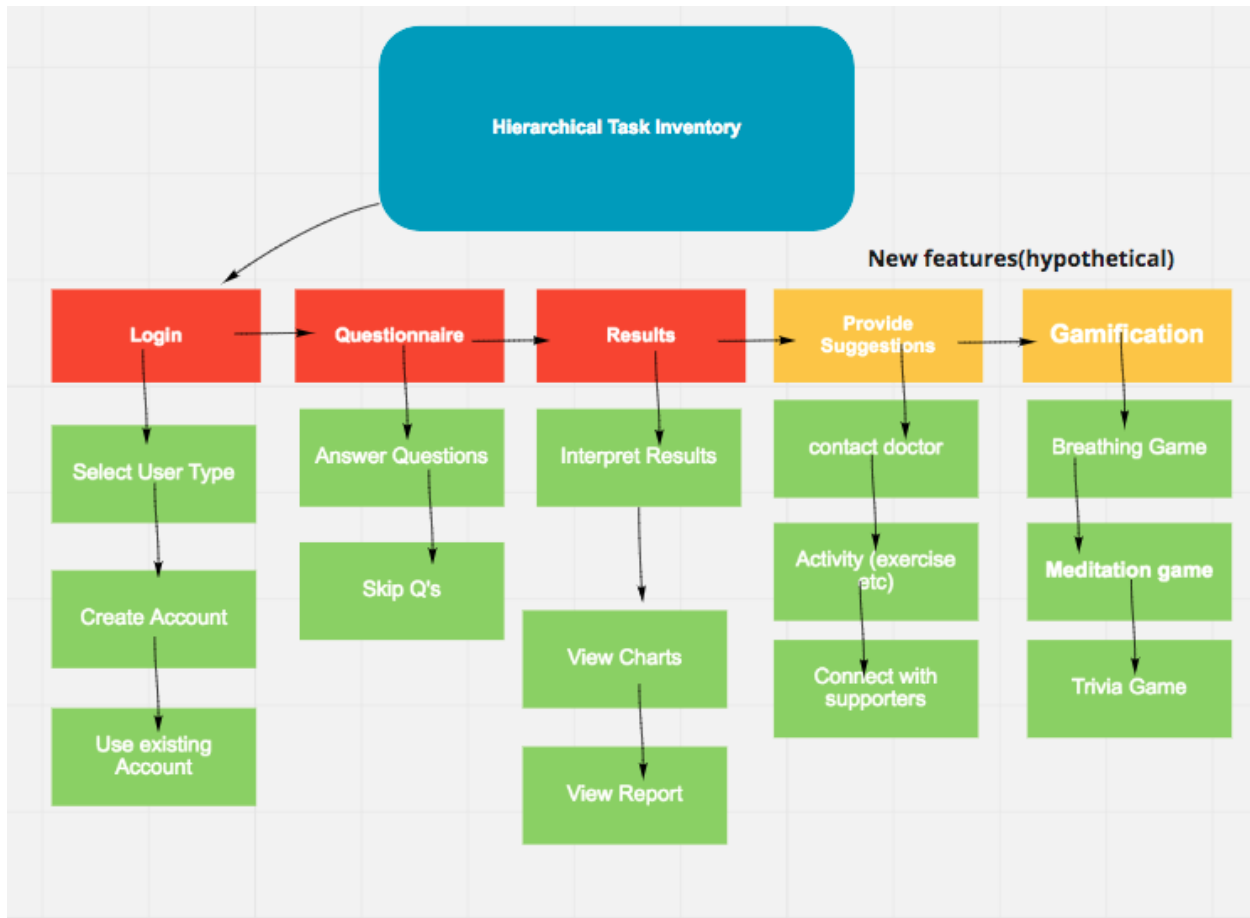
Tasks

Describe the main task users should be able to perform using your product. Refer to the description of the design challenge for these main tasks. Generate a Hierarchical Task Inventory (HTI) to summarize the major tasks and subtasks associated with these major tasks. You can present your HTI either as a hierarchical chart or as a bulleted outline. Refer to the examples provided in lecture slides.

In addition to the main tasks proposed in the challenge description, describe **at least two** new (hypothetical) tasks that users will be able to perform using your product. These two new tasks should be derived from what your users indicated they would like to see, or what you came up with as a team. Since you have not yet designed your interface, task descriptions should not be tied to a particular design or

implementation.





Two tasks that we came up to add to the app are (1) provide suggestions where users receive actionable insights such as contacting to an doctor for further diagnosis, activity: work-out, exercise etc., and connecting with supporters (friends or family members) based on their answers to questionnaire and (2) gamifications where results section include game elements to encourage users to keep using the app by doing breathing, mediation, and trivia game.

Requirements Statements

For your tasks, write some requirements statements. Organize your requirements statements by the tasks. Two or three requirements statements per task should be sufficient. In addition to these task-based requirements statements, you can include other requirement statement related to the overall interaction design. Please refer to your lecture notes for information about the purpose, scope, and elements of requirements statements. You can present your requirements statements as a list or in a table – whatever works best for your team.

In your product, you will want to make sure that you have met all of these requirements for these tasks. Therefore, understanding your users' tasks and needs is

of utmost importance. The more, the better. That said, you do not want to kill yourself over it either. Hey, this is just a class project! □

Requirement 1: The important aspect of the application is to provide the solution to the users by providing them some feedback on the bases of their anxiety level. The user wants to know what they can do to be calm and come out of the anxiety instead of knowing that they are anxious. The app should suggest for a walk, yoga, cardio, connect with friends or family, find the nearest therapist etc options instead of sharing the result.

Requirement 2: The UI needs to be more intuitive and aesthetically pleasing. Numerous users were put off by the poor design. This needs to be improved to streamline the user flow. UI shall be simplified and beautified to encourage user retention and satisfaction.

Requirement 3: The application has a lack of trust for the user with limited privacy settings. Multiple users are allowed to use the application without a challenging any users. Multiple users can also view other users' information stored in the app. The application would be better if passwords are used for each person, or simply just have the application reserved for one person.

Insights

Describe any insights you gained from interacting with your users. Did anything they say or do surprise you? Did you learn anything that might help guide future steps in the project? What was easier or harder to do or learn from users? If you could do it over again, is there anything you would change in the approach you took? The goal is capture insights into not only what you learned from the user, but in the process itself. You can use these insights to guide you in subsequent interactions with users.

There was a vote to determine the main focus of the interview. Discussing depression could be a deep subject for some people. Many in the group felt that an interview revolving "anxiety" would be best; interviews about "stress" in general was an option.

An application used for the study (by Yu Zhang) was only available for Apple products with fairly recent operating systems. Users with an older Apple product or a Samsung could not use the application unless he or she borrowed a device from a friend.

When users were asked about the apps used the most, the answers were general and simple. The application most used in their "answers" included YouTube, Email applications, Google Maps, Amazon, Netflix, Discord, Instagram, Adobe Suite, and links to News pages. Application for communication was also used (i.e. Phone).

Some users claimed to spend between 7-14 hours on the internet or using their phones. One user felt that her use time depended on the location or whether she was allowed to use her phone.

Users were asked whether or not they each have used applications in the past to manage mental health. At least one user tried a mental health for the sake of research. Some users said that they have used YouTube to help with mental health; some videos had music. One user had "Superbetter" and another had a calming sound app. At least one user avoids social media as a way to manage mental health.

... During the interviews, some users were concerned or intimidated by the limited privacy when using the application. The application seemed to allow the use by multiple users without requiring a password.

There were different opinions concerning the design. Some thought it was simple. Others thought it was too boring and not exactly user friendly. Some did not like the homescreen. Some of the questions could have been framed differently. One user felt that the conflicts of stress and anxiety was not resolved. One felt that the information was not fruitful and informative enough.

One user like the application the way it already is. Others wished for more color or cleaner graphics.