



Boonguin

Shanil



Bamboo

Kristina



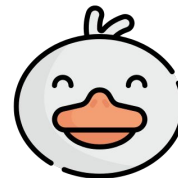
Reinboo

Shiv



Weeboo

Jess



Booultry

Kiet

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Overview

The Team Charter

During our first meeting we came together to form the team charter.

The pillars of our charter included fun, respect, trust and communication with the goal of being collaborative to formulate a high quality solution that we are all proud of putting our name too.

This initial meeting fell behind schedule due to the late start of the sprint and as a result, our entire process was accelerated. Adaptations to the process also had to be made. These decisions were together as a group and the facilitator was responsible for managing tools, timings and ensuring the group was efficient, but also, had fun through the process.

An in-depth look at our charter and initial meeting can be found on the following slides.

Charter

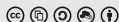
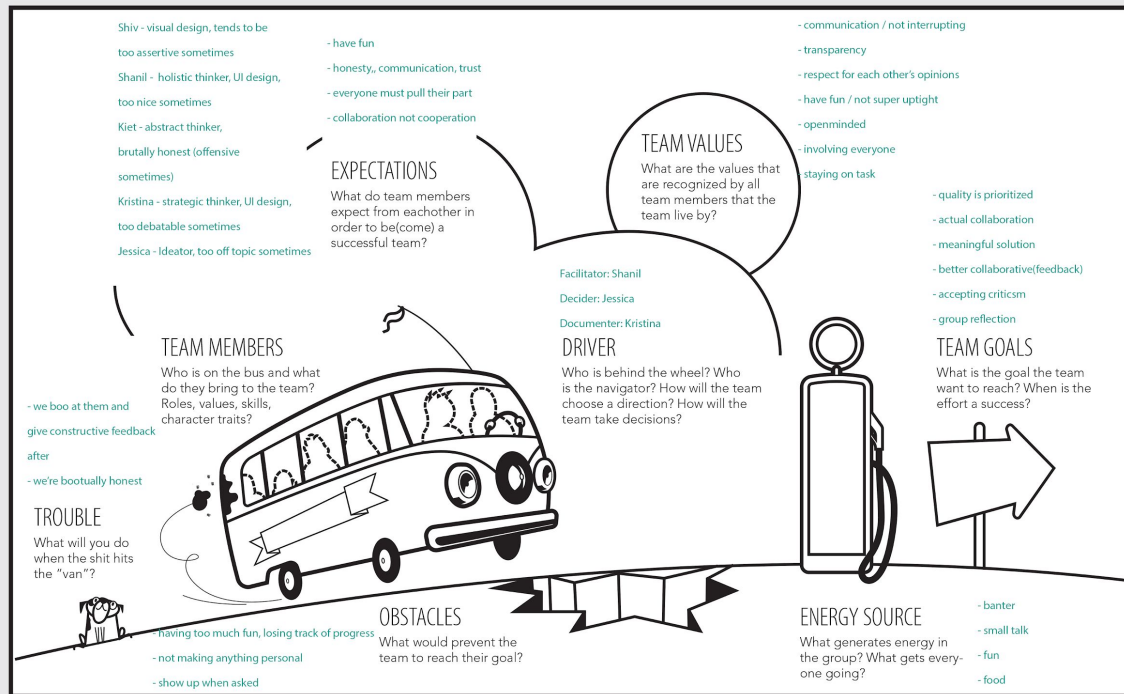


First meeting: in-class

- We took the time to discuss our expectations after we thought our vision.
- "Our vision is to create something that will help the process of collaboration by enhancing the energy level within the collaboration, while maintaining a fun and professional environment."
- Every member gave feedback on the charter, and it was made sure that everyone's opinions were heard and clarified.
- We chose a meeting day and a communication method that everyone agreed to check.
- Kristina was the documenter and she documented the work done in class in a Google folder.

Charter

TEAM CHARTER CANVAS



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171 Second Street, Suite 300, San Francisco, California, 94105, USA.

Phase I: Problem Identification

Overview

Finding the Problem

Our problem identification phase took place during our initial in-class meeting and an out-of-class meeting with the majority of the group present and one member calling in via Google Hangouts.

At the start of this meeting, we talked about what went well, where we were and clarified the confusion that was present. Through this process we took a look at the team charter and refined a points, such as communication goals.

The problem identification phase was a highly collaborative phase that saw everyone critically analysing the decisions we made and having respectful and productive conversations. By the end of this phase, we had clarified the confusion and were all on the same page so that we could move onto the divergent phase and progress efficiently and smoothly to come up with novel solutions while having fun.

Challenge



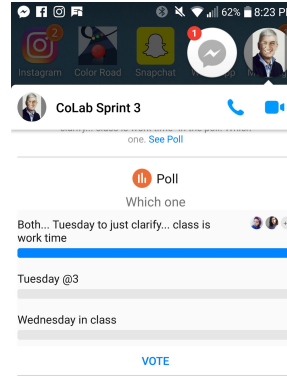
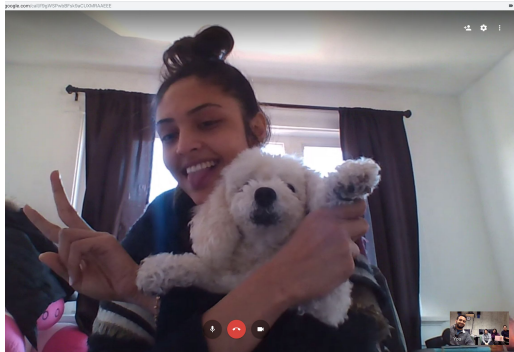
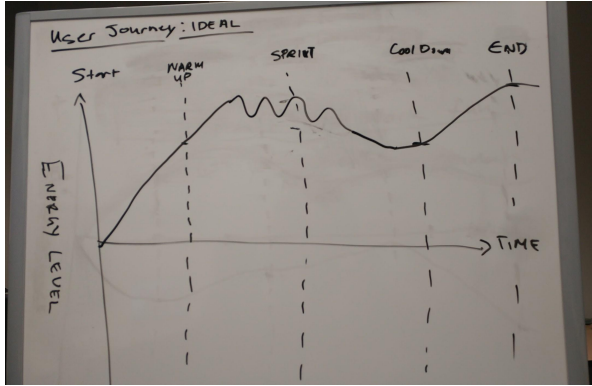
First meeting: in-class

- After we spoke about different ideas in a large group, we discussed which idea we would like to work on the most.
- From this, we chose Shanil's idea presented, and asked the larger group if we could use that idea. Once the idea was settled, we went to our dedicated space in the class to begin our work.
- The idea Shanil stated was to make group work fun. The idea helped us start our first phase of collaboration as we had the idea of having fun in our minds.
- We then started with our icebreakers to ease our minds into the problem space.

Chosen challenge:

Making group work fun.

Voice of User

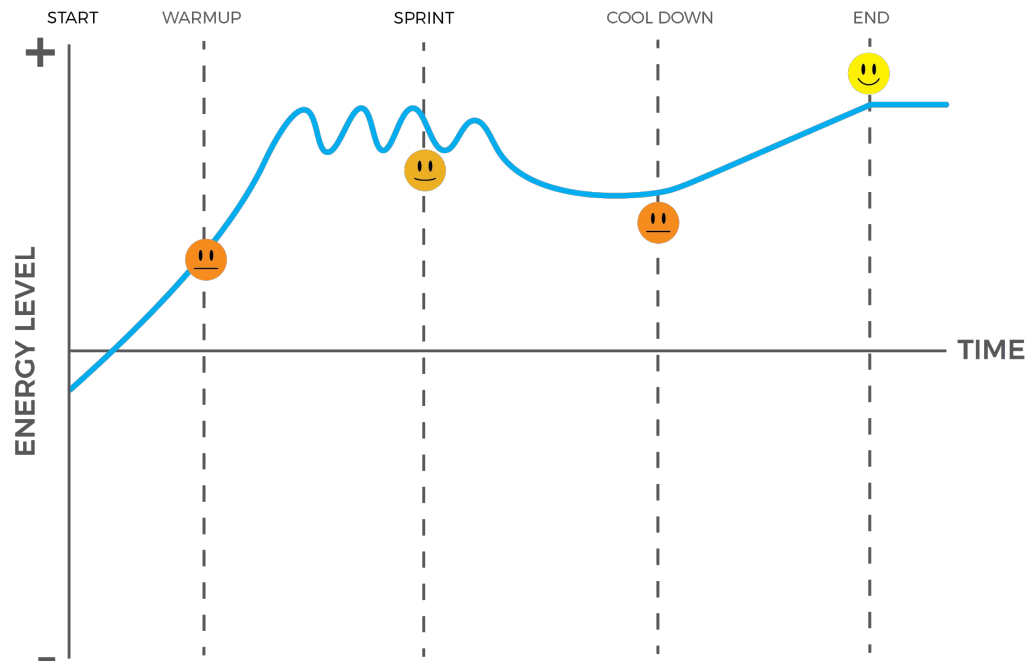


Second meeting: out-of-class

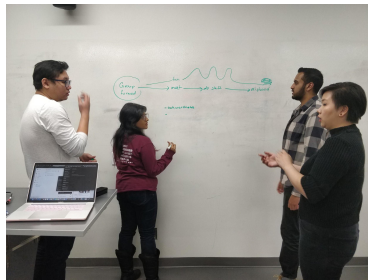
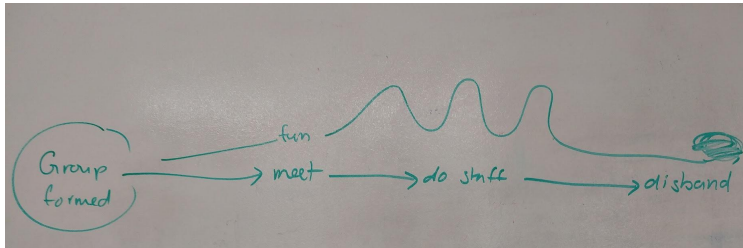
- For this step, we had a lot of difficulty deciding how we should draw the map, and what two aspects are we paying attention to (such as time, productivity, etc). Because we had difficulty with this step, we decided to arrange a meeting to just clarify our problem, our user and what type of scenarios we would like to see.
- Shiv wasn't able to make it to our meeting as she needed to take care of her dog (Camille), so we used one computer to video call her using Google Hangouts.
- We first began with talking about our personal experiences (why we didn't have fun in a group, and why we did have fun in a group).
- After this, as a group we decided to think about the ideal scenario and implement it into our user journey map.
- We measured this by put Energy Level on our X-Axis and Time on our Y-Axis.
- By figuring out the X and Y axis, we chose different parts of the process in which we would make a distinctive point on the graph. (Such as: Start, Warm-Up, Sprint, Cool Down, End)

Voice of User

USER JOURNEY MAP: **IDEAL** 😊



User Journey With Paint Points



- We discussed and wrote down the paint points of our problem and user journey. We came up with emotions/thoughts/other issues in a group which are:
 - Awkwardness
 - Not knowing Personalities & Skills
 - Willingness
 - Hard to Approach Others
 - Feeling of Isolation
 - Motivation
 - Feelings Against School
 - Inferiority/Superiority in a Group
 - Set of Expectations
 - Judgement
 - Confusion/Uncertainty
 - Feeling Secluded
 - Voicing Opinion/ People can be Sensitive
 - Only doing Work for Grades/not for Group
 - Group Think
 - Chaotic- if too much fun

Competitive Landscape



Third meeting: in-class

- As our problem space was about making group work fun, we realized we had more generalized competitors. Such as: teachers curriculum, group activity books, etc.
- We spoke about how in a class setting, there are different influences and these influences could be our competitors since our influence could be greater or lesser than the competing influence.
- All of us decided that we will be targeting the teachers curriculum as we wanted to implement our solution within the class as a teachers tool as well.

How Might We - HMW'S

User Journey: IDEAL

1. Debrief	10 min	
2. Success Metrics	10 min	H/W
3. Problem in = Space	15 min	H/W
4. Bootstrap	15 min	
5. Crazy 8	5 min	
6. Voting		
7. Solution	15 min	
8. Decision	15 min - 20 min	
9. Story Board	5 min	
10. Tasks	15 min	
	5 min	



- We took some time to write down HMW's separately.
- Our session was timed, and Shanil took the role of the facilitator and directed the meeting.
- Due to time constraints, we all agreed that affinity mapping wasn't a convenient task to help us solve the problem.
- So we generated a HMW after thorough discussion, and iterations of the HMW statement.





Decision

HMW: How might we create a fun experience for group work to be more efficient for 4th year Collab IxD students?

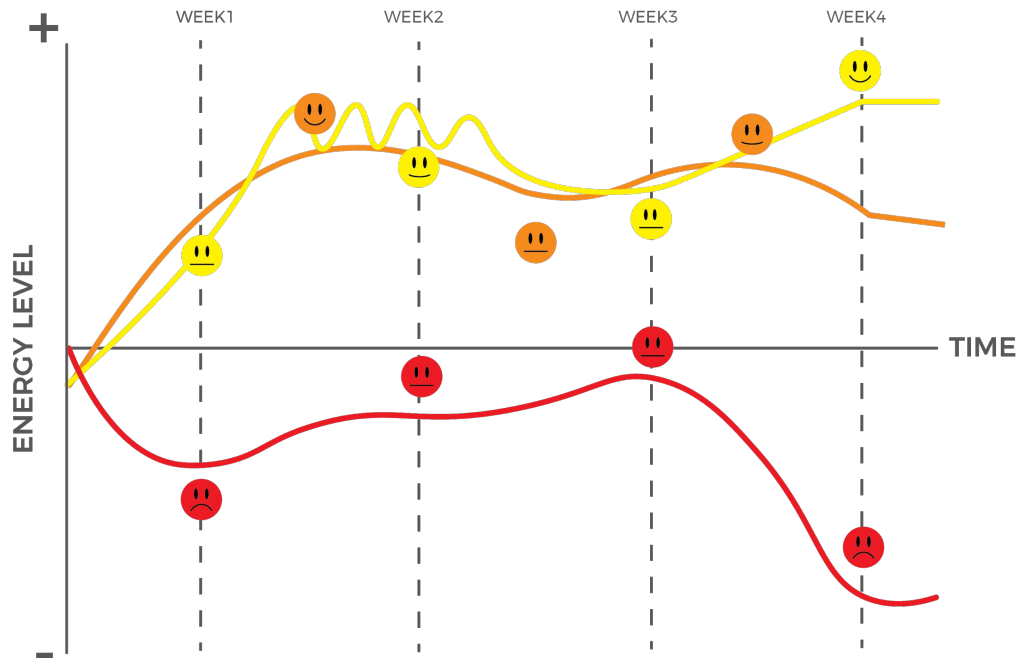
- After iterations of the statement were made, we finally chose one by group consensus, as we gave supporting thoughts to the statement that we wanted chosen.
- By clustering and combining ideas, Kiet helped produce a discussion about our HMW that we finally decided on.

Improved User Journey Map

GOOD: ●

BAD: ●

IDEAL: ●



- When improving our journey map, we took in the ideas of different scenarios other than the ideal scenario.
- We decided to think about different types of scenarios as we didn't want to only see the ideal scenario, so we also filled in a scenario which would be good, or bad.
- These three scenarios were compared and we decided to keep the same X and Y axis, because we discussed how these were the two aspects important, in order to make group work fun.
- Each scenario is possible and can be experienced by anyone.
 - All users participate in the sprint and go through each week of the sprint.

Success Metrics



- The way we created our success metrics was by thinking in the mindset of a group member, and relied its success on whether the user would have fun within the group.
 - The measurement would be by participation in class, on the app and in the group.
 - It would also be measured by less complaints and less emails to the teacher, higher authority, etc.
 - This would also be shown through figuring out if they are comfortable in their group. This would be by checking if they feel accepted in the group and have become more open and trusting as they speak.

Phase II: Solution Formulation

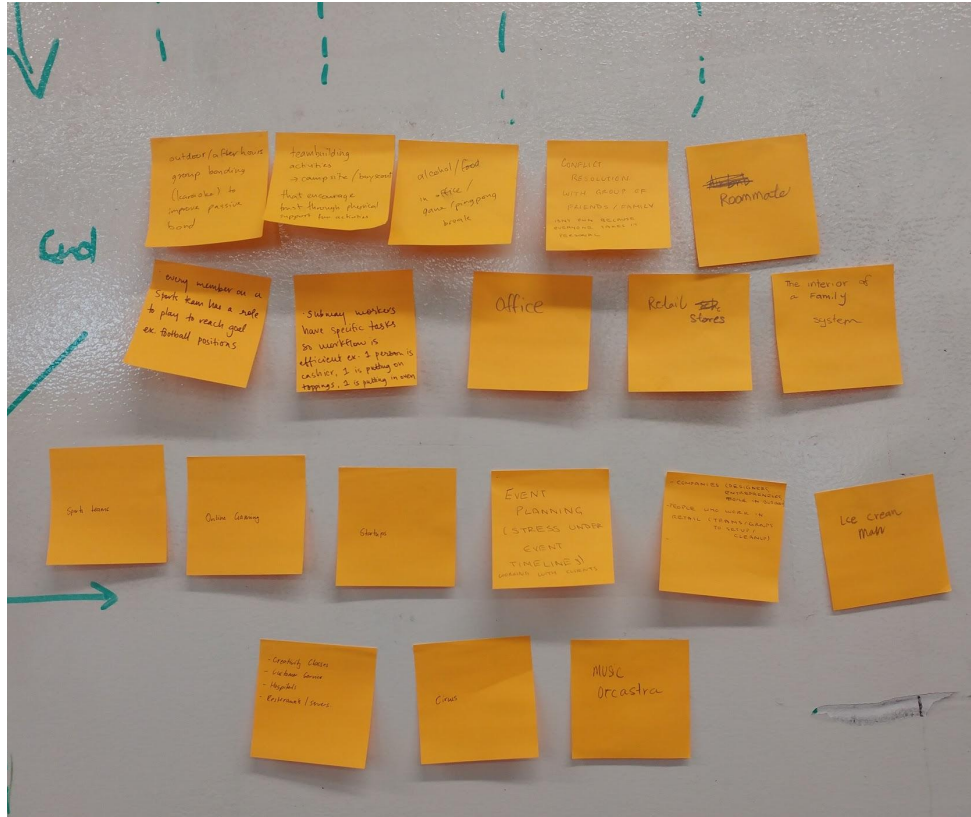
Overview

What's the Solution?

Our solution formation phase took place in our 2nd in-class meeting and was a meeting that had to see us be efficient in our process as by the end we had to have a prototype plan done. This process included steps that require time for thinking and as a result, the facilitator had to manage the group and ensure everyone stayed on task. With the support of all members, we were able to achieve all that we needed in the 3 hours we had together and were able to have fun throughout the process.

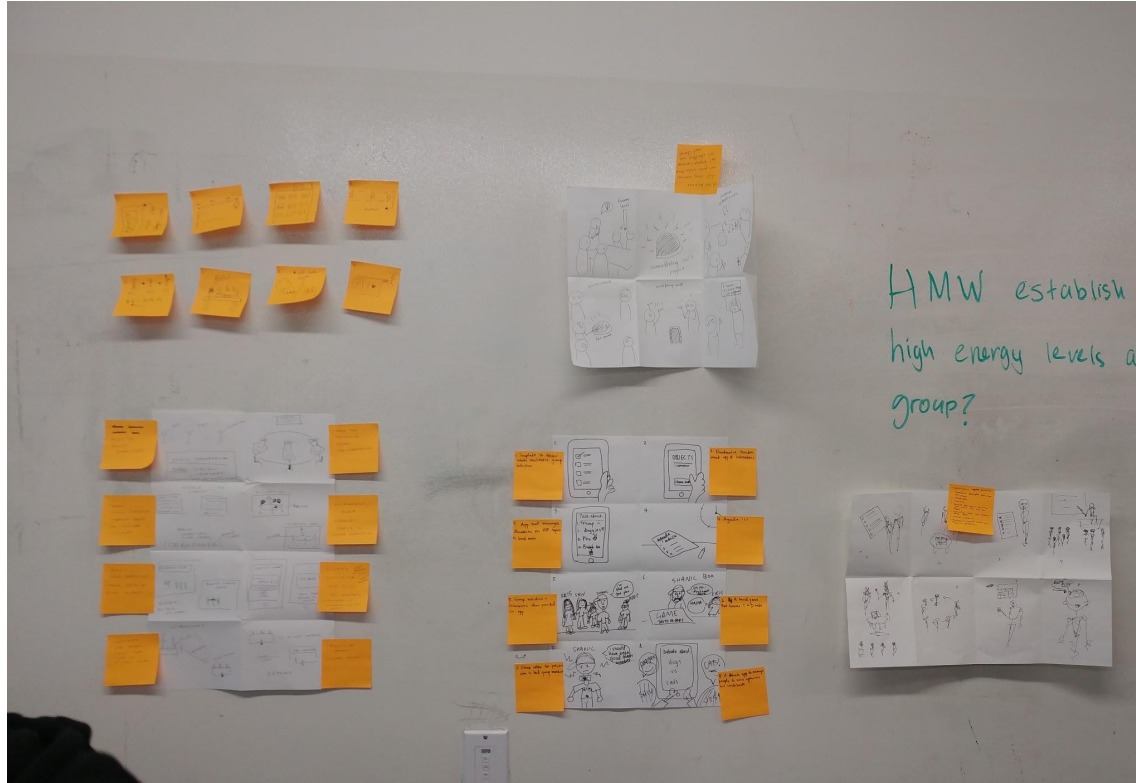
This process of efficiency and fun inspired our solution and the result was a gamification of the sprint process to be highly collaborative, fun and efficient. The final product was an app called Hatchify, which aimed to enhance group culture so that other Collab groups can produce novel, feasible solutions in a fun, highly collaborative and efficient environment.

Problems in Parallel Space



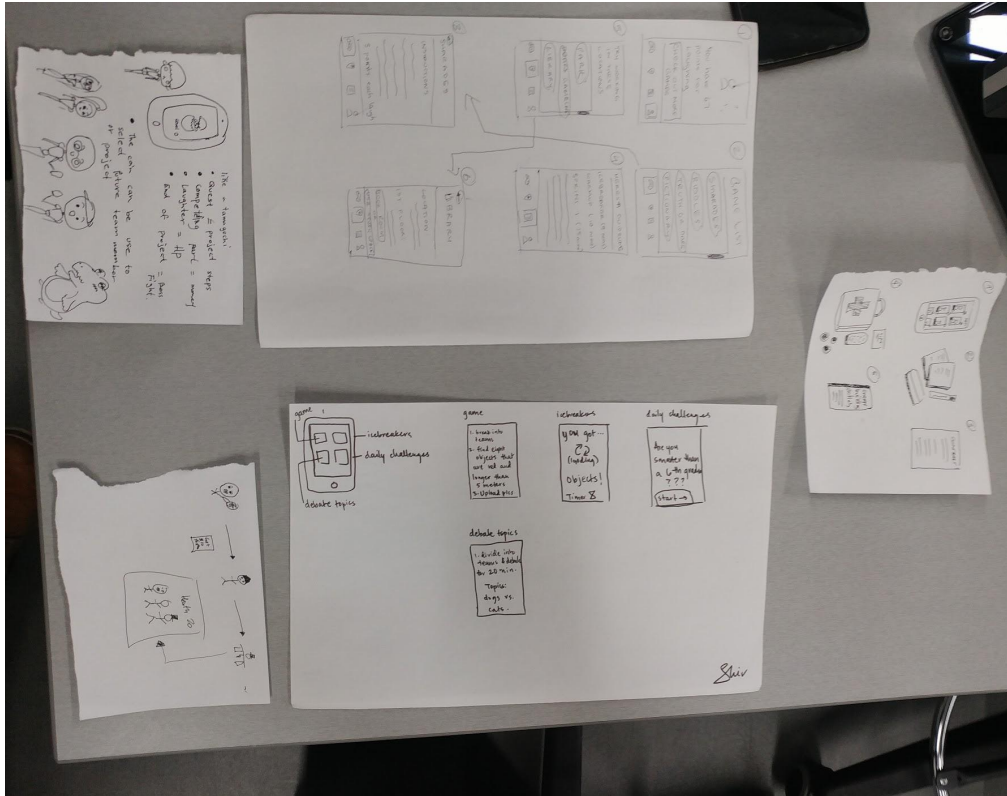
- We dedicated some time to just writing down ideas for problems in a parallel space.
- Shanil took a couple of minutes to clarify the step before we started our time to individually write down thoughts.
- Many problems are located within the work/office space, and in retail/work team spaces. This was to target the work done in the teams within this space.
- We also had unique ideas, such as, subway workers, family/friend groups, event planning, music orchestra and more.
- From this task, we all had similar ideas but also had unique ones which brought on a conversation of why it would be different or the same as other problem spaces.

Boot Up & Crazy 8's



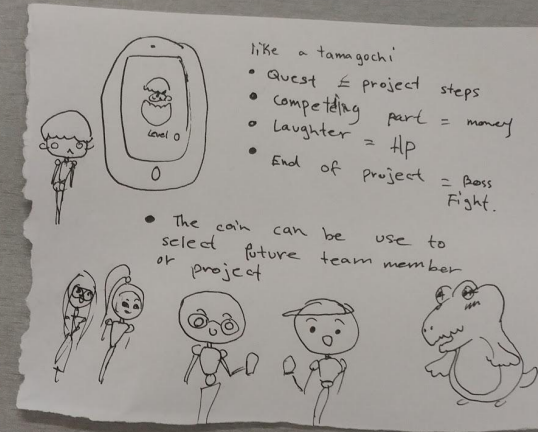
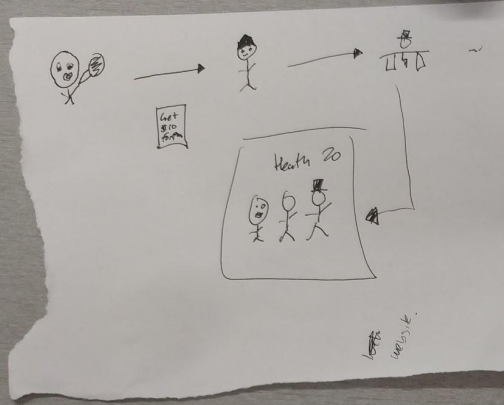
- Shanil setup a timing session that timed set 1 minute per drawing. Kristina used her laptop to time and everyone committed the time allotted, and finished their sketches.
- Once we finished all of our drawings, we took some time to explain each of our crazy 8 ideas.
- We clustered ideas into groups such as apps, group adventures, physical interactive pieces, etc.
- Lastly, we had a dot voting process where each group member got to choose 3 of their favourite ideas.
- We then resulted with an overall vote to one of the app ideas within the app cluster.

Solution Sketch & Decision



- Everyone understood the idea we voted for after Crazy 8's
- We used some more allotted time to form solution sketches individually.
- We then came together and presented our ideas to each other.
- As a group we decided on one idea and combined parts that we liked from other ideas to be implemented into the app.
- While we discussed more ideas, notes were taken so that we were able to add this in our solution formation phase.

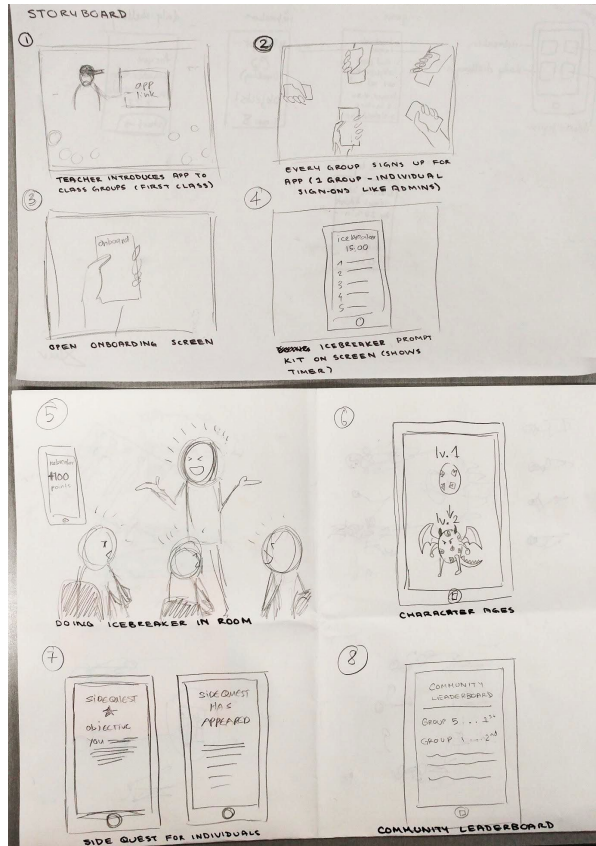
Solution Decision: Shanil & Jessica's



- character development
- HP
- Teacher can see all results.
- Diverge / Converge tasks
- Templates to keep on track.
- Side Games / Quests ^{Individual bonus points}
- ↳ Extra (not mandatory)

- All ^{side} ~~bonus~~ tasks are individual points (daily task)
- Each project new baby - new character
- Extra points if everyone finishes task before time
- Point deduction if overtime
- Kit (Outline)
- Timer for tasks
- Points - community leaderboard
- ↳ affects marks

Storyboarding



Fourth meeting: out-of-class

- Before we started drawing the Storyboard, we wrote down the parts of the storyboard.
- By talking about a scenario we would be placed in with the use of the app, we began jotting notes in order.
- Once all the steps were written, Kiet took the role of drawing out the storyboard as we all agreed he had the best drawing skills.
- We talked about all the features we would like and not like to have by speaking about the risks, challenges and benefits of them.
- We chose to draw the storyboard based on the group using the app once they are put into a group.

Assigned Tasks

	Shiv	Tanil	Kris	Kiet	Jess
1. Prototype	I	RA	I	C	R
2. Documentation	C	C	R, A	C	C
3. Testing	R, A	C	R	C	C
4. Presentation	C	C	C	R, A	C

- All of the group members volunteered and were willing to do the tasks they asked for and were assigned.
- Some of the members who already did certain roles said they can do the same roles again as they are experienced.
- All members roles were secured and when help was needed the group was able to assist each other.

Prototype: Shanil & Jessica

Usability Testing

Scenario Script: Shiv

Pre/Post-Questionnaire: Kristina

Presentation

Content: Kiet

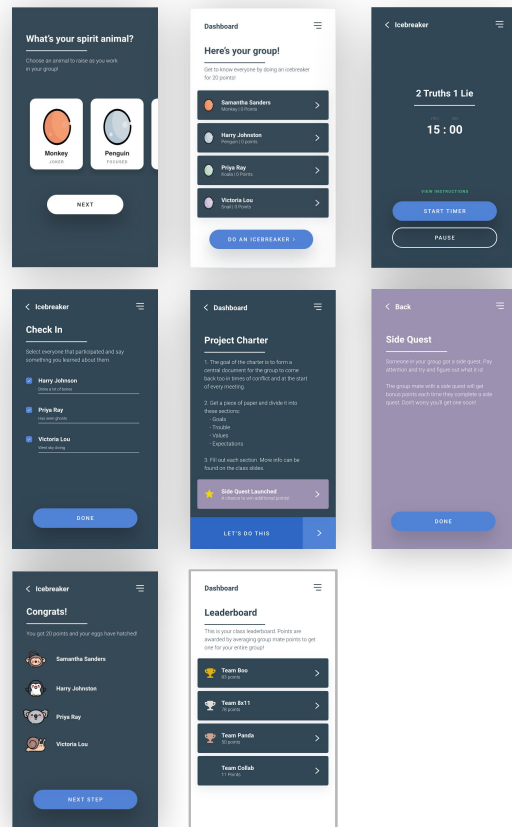
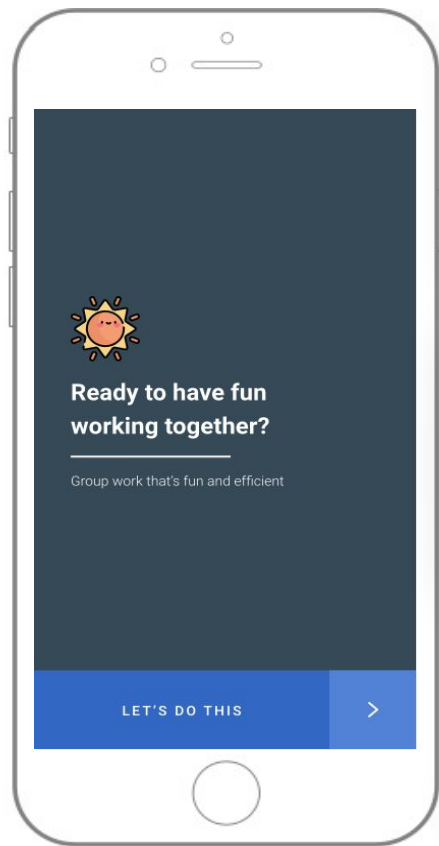
Design: Kiet

Documentation

Content: Everyone

Design: Kristina

Prototype



- After tasks were assigned we all had busy schedules but we still dedicated some time after a class to meetup to make sure we were all on the same page.
- Jessica and Shanil worked productively on the prototype using Adobe XD, and displayed it to the rest of the group to show us what was completed.
- After Kristina, Shivangi, and Kiet viewed the prototype, they began their user testing process.
- Shivangi took the time to write up scenarios and a script to facilitate the usability tests.
- Kristina wrote up a pre-questionnaire and post-questionnaire.
- The group met up early on the day of the usability testing to set up the prototype, and discuss if there were any issues.

PROTOTYPE LINK

<https://xd.adobe.com/view/8003c68d-bc67-4b5b-7621-a3612d4d2a40-f632/?fullscreen>

Phase III: Evaluate & Test

Overview

Did It Work?

For the testing phases (in-class), we came together as a group and tested our prototype. This phase was slightly challenging because of unforeseen concepts being voiced by the user testers and confusion regarding some of the wording in the pre and post-questionnaires. However, this was identified and we solved for it through on-the-spot thinking and providing intellectual responses to the users.

In the end, we conducted effective usability tests of our entire app and pinpointed the pros and cons of our prototype solution.

Usability Testing



*Ready to smash
these usability
tests*

Fifth meeting: In-class

- Shivangi was the moderator (and recorder at some times) in the usability testing sessions.
- Kristina was the notetaker. She asked the pre-test questions and post-test questions. She also wrote down all observations from the user testers during the scenario/task completion.
- Kiet helped with some recording since Shivangi was busy facilitating the scenario/task completion.
- We used Shivangi's phone to test the app prototype (made in Adobe XD).
- Overall, we worked well as a group during the usability testing. Kristina and Shivangi were a great team because they knew when and how they had to play their parts as facilitator and recorder.
- Shivangi asked additional questions on top of the pre and post test questionnaires Kristina had prepared as new comments were made by the user testers.

Usability Testing



- During the first user testing session, we had some role exchange with the team members who were carrying out the test
 - Shivangi had to step out of being in a neutral position and provide some insights for the user regarding certain app functionality to help user understand the idea more
 - This may have altered the user's actions, but it also helped him understand the concept better
- Kristina was able to effectively ask all necessary questions and record all information
- Shivangi asked some back up questions in-between tasks and post-session to add onto what Kristina was asking

Usability Testing



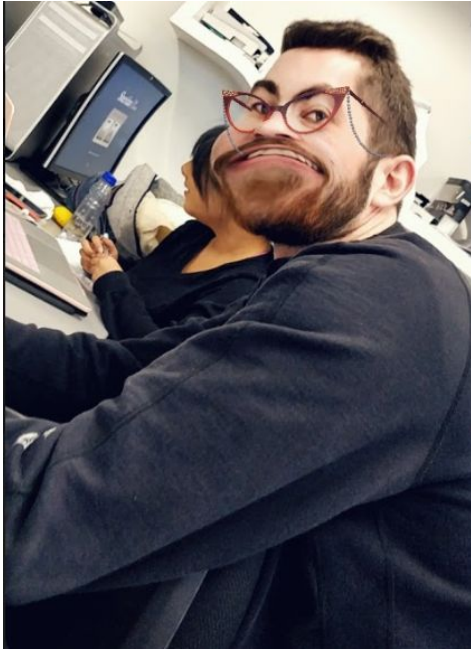
- During the second user testing session, we were faced with many unforeseen challenges of the app
 - The user basically said that he would not use the app if it were an optional choice to use in-class because it's more work for students
 - As a group, we had foreseen these occurrences but overlooked them because we chose to focus on users wanting to use it
 - This ended up being bad decision making on our part because we couldn't create enough value for uninterested/hesitant users

Usability Testing



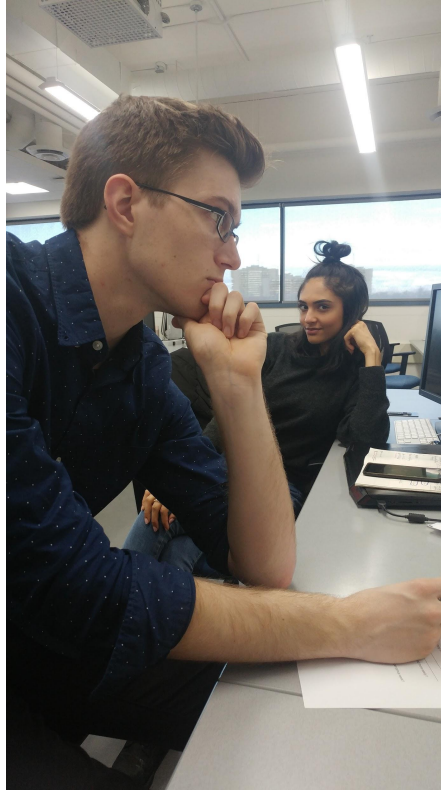
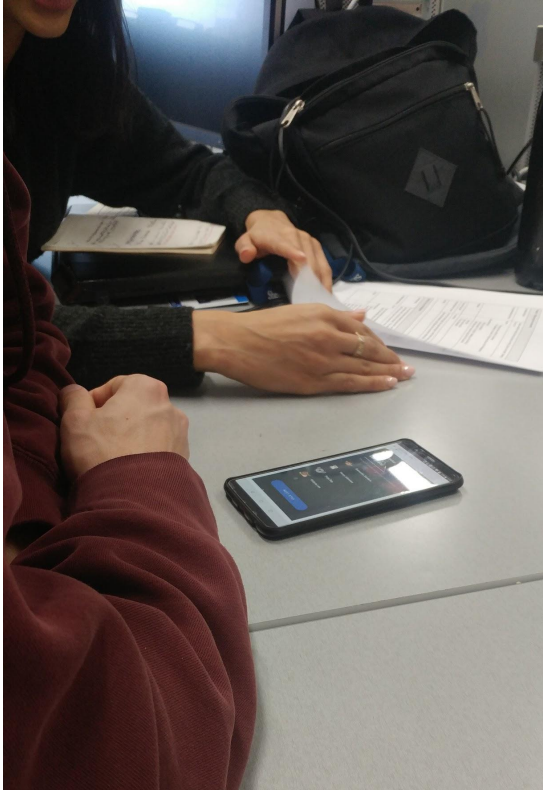
- During the third user testing session, we experienced minimal detailed insights being voiced
 - We found that some of the questions being asked were close-ended questions, so there wasn't much room for explanations from the user tester.
 - We found it a little difficult to gain insights with this user because he seemed very confident in his personal ability to understand the basic functionality of the app.

Usability Testing



- During the final user testing session, we experienced a similar situation as the third user testing session.
 - The user was on-board with our solution, and didn't have many criticisms to offer.
 - The feedback being given was not very insightful because the user was mainly enjoying the overall experience of using the app.
 - Next steps would be adding more screens and details regarding the quests.

Testing Debrief



- Based on the responses Kristina and Shivangi gathered from the testing sessions, there were some changes that users wanted to see:
 - Rework some info because it's not easily understandable
 - Add the quest screens/details
 - Option to skip certain tasks
 - Points seem unnecessary
- Users liked:
 - Having the characters
 - Having the icebreakers
 - Organized way to stay on-task during group work
- To conclude, all the users were satisfied with the basic purpose of the app, but recommended some changes to improve upon it.
- Thanks to Dan's ability to listen well and record all vital information, we were able to highlight the positives and negatives of our app prototype.
- Thanks to Shivangi's ability to think fast and ask additional questions to the users, we were able to gain more insights into the users' impressions of our prototype.

BOO

Through this process outlined above we learned a lot about collaboration and group dynamics. Our group is made up of friends, and we came to the realization that a group of friends creates a high degree of comfort. This comfort was great when it came to having fun, engagement and generating ideas but was in-efficient when it came to converging and setting up meetings. As a result our process was rather haphazard but at the end we trusted and we communicated to pull of an effective, fun and high quality product that we are all happy about.