Project #2: User Research

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ISM 360

User-Centered Evaluation

Executive Summary

Ventra is a mobile application that allows both frequent and infrequent users to purchase and use tickets for Metra, CTA, and Pace. The primary goal of the application is to help users when traveling to and around Chicago when using public transportation. There are many features of the application that are very useful. If you would like to travel to Chicago via the Metra train, you can by using this app for buying your tickets and using them on the train. When you arrive in Chicago, the app is also useful for CTA transportation. You can track when the bus or train will arrive at any given stop. These are just a few things you will be able to do on this application.

This app is used by all types of different users and it caters to a wide variety of users that want to use the Chicago transportation system. We focused on interviewing users who use the mobile application more frequently, at least once per week. Our goals were to understand the usability problems that users were having. We wanted to find out what new features they wanted and what improvements we can make to the existing application.

Methods

1. Interview Process

Our team interviewed six (6) users of the Ventra application. The participants consisted of 2 students from varying colleges and 3 working professionals. In addition, there was only 1 participant that was considered both a student and a working professional. All students interviewed are seniors in their respective colleges. Before conducting the interviews, we determined our target audience, as well as generated some screener questions. (Please see enclosed **Planning for User Interviews for Evaluation** form in Appendix A.)

Surprisingly enough, recruiting people for the interviews was rather difficult. We originally expected to be able to find people easily, but realized that just wasn't the case. Our team attempted to interview a few people in Union Station, but immediately noticed that the majority of the people there didn't want to be bothered because they were mid-commute, and under a strict time crunch. However, in the end, we did manage to find six (6) interviewees.

2. Informed Consent

For each of our interview participants, we generated a consent form that they were asked to sign in order to participate. Unfortunately, there was only one (1) consent form that was signed face-to-face. However, the other five (5) participants were interviewed via Google Hangouts/Skype. We were able to have the participants verbally approve the consent form, upon reading it to them. (Please see enclosed **Informed Consent** form in Appendix B.)

3. Data Analysis

In order to better analyze the qualitative data our team received from interviewing, we decided to create an affinity diagram. For this process, our team used numerous Post-It notes to write our findings down, and stuck them onto a whiteboard. This allowed our team to cluster our observations and insights into major categories (or themes). After we did this, we decided to also add our ideas onto a Stormboard to make it easier to refer back to. Upon completion of the affinity diagram, our team decided upon five (5) categories, in no particular order: use, frequency, wants, positives, and concerns. (Please see enclosed **Affinity Diagram** in Appendix C.)

Findings

In this section, we have broken down our findings into three representative personas that emerged from our data. We use personas to portray our target audience. These types of people are differentiated by the user behavior, motivations, and expectations. Personas are useful to the design process because they sort out the kind of people the design is being created for. They are not actual people but the scenarios we develop along with it describe the events, goals, and pain points of existing Ventra app users. Furthermore, we also did a task analysis to represent and depict the type of activity most people do that involves the Ventra app. It is meant to be a visual breakdown of a user's activity when trying to purchase a ticket from the app. The scenarios and the task analysis were developed after we had conducted all of our user interviews. They aim to communicate how users utilize the Ventra app with the features and service the product provides.

Aaron Smith

"Frequent Professional User"

Key Characteristics

Age: 33

Gender: Male

Occupation: Civil Engineer

Interests: Enjoys watching sports, plays mobile games

Quote

"I feel there should be an easier way to access the Metra tickets so I can show my ticket easier to the train conductor."

Backstory

Aaron is a working professional in downtown Chicago. He has a family with two kids. He uses the Ventra app because he loses his ticket on a regular basis. He would like to have an easier way to purchase tickets.

Goals & Motivations

Aaron wants to use the Ventra app on a daily basis to travel from his house to downtown Chicago every day on the Metra. He wants to pay for his ticket on his mobile device and present the ticket quickly and efficiently. He wants to use the app when he is with his family.

Frustrations and Pain Points

He has trouble at times accessing the Metra mobile ticket he paid for because the app is running slow, or it takes a long time for the ticket to show up in the Metra tickets section. He feels the Metra ticket should be easier to access when he first launches the application.

Scenario

Aaron is getting ready to go to work in the morning. He is running late and decides to use the ventra app to purchase his ticket for the Metra train. He feels having the ticket on your phone is more convenient than keeping track of a physical metra ticket. The app helps him be more organized.

James Miller

"Frequent Student User"

Key Characteristics

Age: 25

Gender: Male

Occupation: Business Marketing

Interests: Likes to read, enjoys walks around the city

Quote

"I like to track where I go…I like transit tracking. I got no time to refill my Ventra card so I find the auto load feature heavenly; plus I don't have to wait in line!"

Backstory

James is a college student who commutes by train from the suburbs to downtown Chicago almost everyday to go to school. After taking the train, he takes the CTA bus to get him there whenever he doesn't feel like walking. He also uses the Ventra app to manage his account and to track his CTA bus transactions.

Goals & Motivations

With so many classes, projects, and homework James already have, the last thing he wants is to forget putting funds in his Ventra card for his CTA fare. Whenever he hops on the bus, James wants to have his funds ready. By using Ventra's auto load feature on the app, he doesn't need to worry about remembering to refill his Ventra card.

Frustrations and Pain Points

James wants the app to notify his phone whenever he taps his Ventra card without having to log into the app. He wants a good update and wants to know his remaining balance. James wants feedback and notification pop-ups without having to log in the Ventra app.

Scenario

It is Monday and James needs to commute so he can go and attend his classes. He takes the Metra train and once he arrives at the Union Station, he goes out and waits for the CTA bus that will take him to school. Once his bus arrives, he pulls out his Ventra card to pay for his fare. He is always cautious and wants to make sure his transactions are correct, so he checks his Ventra app to make sure the transactions are correct.

Sally Johnson

"The Occasional User"

Key Characteristics

Age: 22

Gender: Female

Occupation: Student

Interests: Enjoys going out with friends and going to sporting events

Quote

"I love spending nights out on the town with my friends!"

Backstory

Sally is currently a student at Elgin Community College which is located in a northwest suburb of Chicago. On weekends, when she doesn't have homework to do, she enjoys spending time with her friends.

Goals & Motivations

Sally has been going to Chicago occasionally over the past few years. When she goes, she likes to take the train because it's more convenient and cheaper than driving and finding a parking space. She wants to use the Ventra app so that she can quickly purchase a ticket to and from Chicago without having to purchase them directly at the train station.

Frustrations and Pain Points

Sally doesn't like that when she goes on the Ventra app that there seems to be a lot of screens that she must go through when purchasing a ticket. She wants the ticket purchasing process to be faster, and make it more worthwhile to use the app instead of purchasing the ticket within the station.

Scenario

Sally is meeting a couple friends in Chicago for the night. She looks on the Ventra app to see what time the Metra train will arrive in her town. She decides to purchase 2 one-way tickets before she gets to the train station so that she doesn't have to worry about purchasing them later. When the train arrives, she boards it and takes it to Union Station. The conductor comes along and asks her for her ticket, and she opens the Ventra app and shows the conductor her pre-purchased ticket. She is then asked to tap on the image to verify its validity. She finally makes it to Chicago and meets with her friends at Union Station.

Task Analysis

In this section, we have our task analysis diagram. For this, our team decided to show the *process* of when a user wants to purchase a ticket for the Metra under the Ventra app. Although this process looks like it may be tedious, it is actually fairly easy to learn. However, based on our interviews and research, we have come to the realization that some users experience ease, while some experience difficulty, when purchasing train tickets from the app. Also, our data tells us that users feel like there are too many 'clicks' when going through the process of purchasing their tickets.
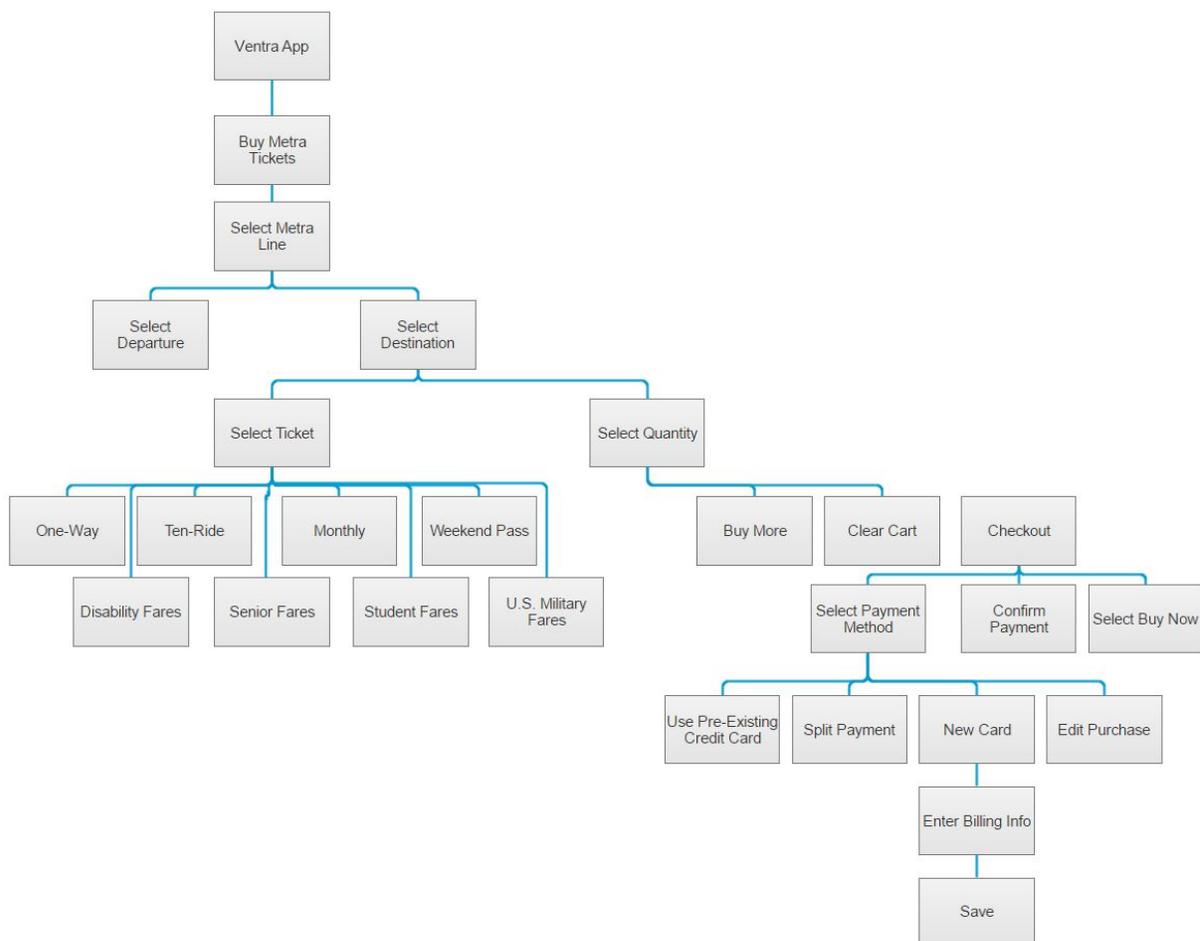
Appendices

A. Planning for User Interviews for Evaluation

Planning for User Interviews for Evaluation of _____**Ventra App**_____

1. Identify a target audience.

Behavioral criteria	Technological profile	Demographics
• has Ventra app on their phone • uses the Ventra app to pay bus/train fares • track transits	• Smartphone user • Tech savvy	• Gender: Male/Female • 18+ • College students • Professionals

2. **Find your audience.** Brainstorm some ways you might find participants to interview.

- Friends/Family
- Classmates
- Social media
- Colleagues
- Bus stops
- Metra stations (any)

3. **Create a screener.** What are some ways you might recruit participants to interview? Create a short survey to screen participants.

Question	Answers	Instructions
Example: How often do you use a computer to access the internet?	*Never, Seldom, Sometimes, Often, Always*	*If Never or Seldom, terminate survey*
Do you use public transportation?	Yes, No	If no, terminate survey
Are you 18+?	Yes, No	If no, terminate survey
Are you a college student or do you work?	College student, worker, both, neither	If neither, terminate survey
Do you use the Ventra application?	Yes, No	If no, terminate survey

B. Informed Consent

Statement of Informed Consent

The purpose of this study is to understand how people use the Ventra mobile app. Your participation in this study will help us understand usability concerns. Participation in this study is voluntary. All information will remain strictly confidential. Your name or any other identification will not be used or published. You can withdraw your consent to the experiment and stop participation at any time during the interview.
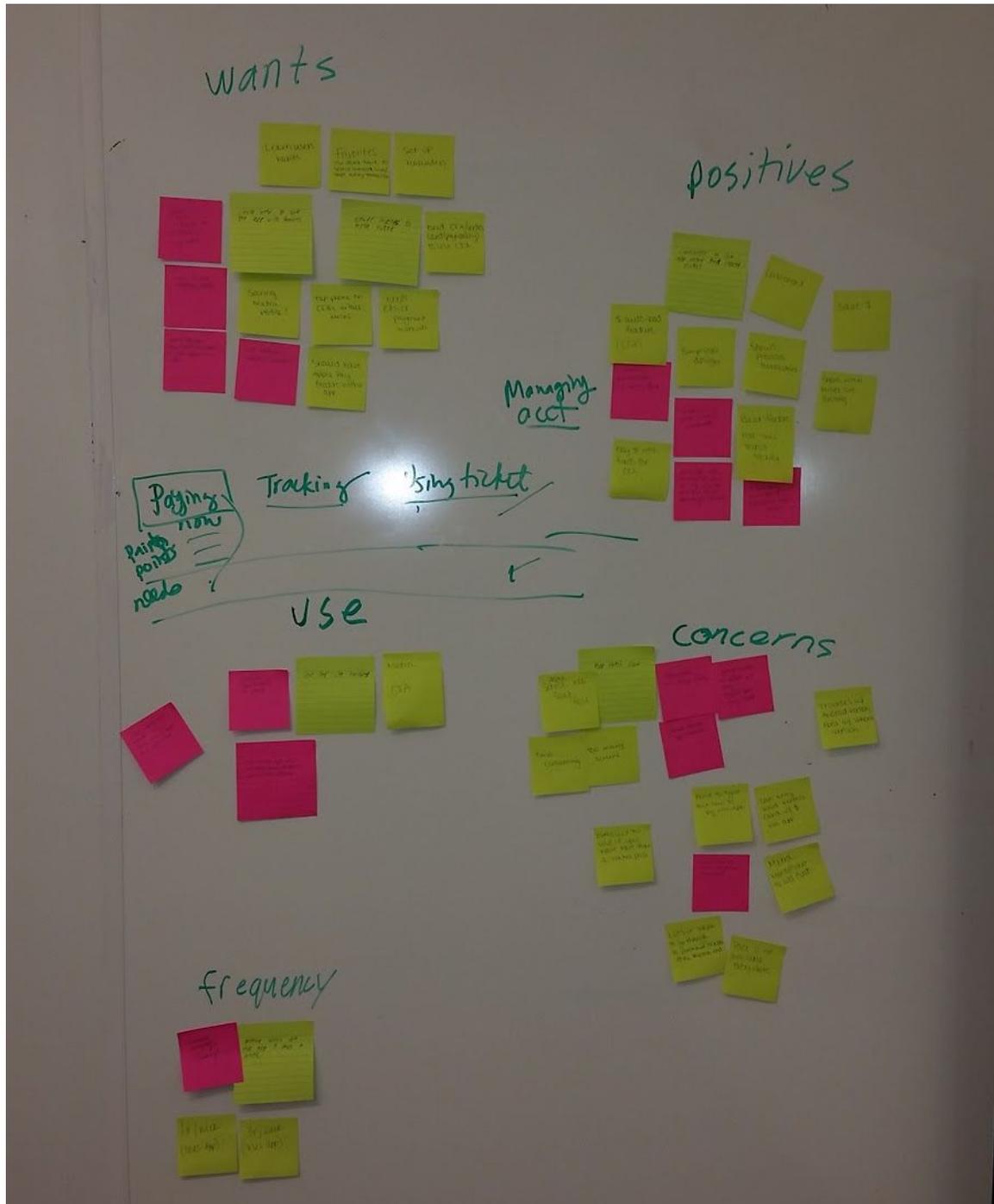
Statement of Consent:

I have read the above information, and have received answers to any questions I asked. I consent to take part in the study.

Your Signature: _____

Date: _____

C. Affinity Diagram

D. Interview Protocol

1. What do you do as a [student] or [professional]?
   - As a [student]
     - Where do you go to school?
     - What's your major/minor?
     - What year are you in college?
   - As a [professional]
     - What is your occupation?
2. How many times a week do you commute to school and/or work?
3. What time of day do you tend to commute?
4. What does your commute look like?
5. How does the Ventra app play into your commute?
6. When you use the Ventra app, do you use it for Metra, CTA, and/or Pace?
   - [If at least 2]
     - Which experience do you think is better? Why?
   - [If only 1]
     - Is there a reason why you do not use it for Metra/CTA/Pace? Why?
7. When you use the Ventra app, do you use it to track your transit?
   - [If yes]
     - How do you feel about the experience? Why?
   - [If no}
     - Why don't you use it to track transit?
8. When was the last time you used the Ventra app?
   - Can you describe how you felt when you last used the app? Did it work the way you expected it to? If so, can you describe the task that you accomplished using the app?
   - If it didn't work the way that you expected it to, can you describe what happened?
9. Why did you choose to use the Ventra app versus purchasing a paper ticket?
10. Do you ever experience difficulty when using the Ventra app (i.e. a page wouldn't load, it wasted your time, it froze)?
    - [If yes]
      - What happened? Why do you think this happened?
    - [If no]
      - Would you change anything within the app itself? What would you change, why?
11. What useful features does the application not provide, that you feel like it should?
    - Why would you like these features?
12. If you were to design the Ventra app, what would you want it to accomplish?
    - What would you do differently than what the app currently provides?

E. Interview Notes

Patty's Interview Notes

Interview #1

1. **What do you do as a student and a professional?**

    As a student, I go to DePaul University. I am a senior, getting my Bachelor's of Science degree in Information Technology, with a concentration in Web Development. I do not have a major as of yet, but am trying to decide if I want to get one. I also have a career as a Desktop Engineer.

2. **How many times a week do you commute to school and/or work?**

    I would say that I commute about 5 days a week, depending. I live close enough to Chicago that I can also drive. However, it really depends on the time of day that I go to work and/or school, and if it's during rush hour. When it's a busier time of day, I will opt for using public transportation.

3. **What time of day do you tend to commute?**

    I usually commute to both work and school in the mornings. On the way home, I commute in the evening.

4. **What does your commute look like?**

    Since I do use Metra to commute, I drive to the station nearest my house. I then ride from there to Union Station in Chicago. From Union Station, I take an express bus to work.

5. **How does the Ventra app play into your commute?**

    I use the Ventra app mainly to track my transit (but also use it to use my Metra tickets). I really like that it tells me when my Metra train is arriving and when the buses are arriving.

6. **When you use the Ventra app, do you use it for Metra, CTA, and/or Pace? If you use 2, which experience do you think is better? Why? If you only use 1, why do you not use it for Metra/CTA/Pace?**

    I use the Ventra app for Metra and CTA only, not Pace; although I do live in a Pace region. I feel like the experience is about equal for both Metra and CTA. However, I find it easier to refill funds on the CTA side of the application versus the Metra side. It took me a while to figure out how to add funds on the Metra side, and in order to do so, you have to go through a lot of steps. I also find it weird that I can use Metra tickets on the app itself but have to use my Ventra card for the CTA.

7. **When you use the Ventra app, do you use it to track your transit?**

    Yes, I use that feature a lot. I think the experience with tracking my transit is unpar with every other app that I've found so far. I really like to know the times when the next buses and trains will arrive.

8. **When was the last time you used the Ventra app? Can you describe how you felt when you last used the app? Did it work the way you expected it to? If so, can you describe the task that you accomplished using the app? If it didn't work the way that you expected it to, can you describe what happened?**

I used the Ventra app last Thursday (1/26/2017). I really enjoyed using it because it was way more convenient and easier than purchasing a paper ticket. However, I did notice that the application was running slow, I'm not sure if it was my service or the app itself. The conductor was checking tickets and I had to ask him to wait because the app was having trouble loading. After a few minutes, the conductor returned, and I was finally able to show him my ticket.

9. **Why did you choose to use the Ventra app versus purchasing a paper ticket?**

I chose to use the Ventra app instead of purchasing a paper ticket because the app is so much more convenient. That, and, I have also been running late to the train to where I can't purchase a ticket beforehand. The app allows me to purchase a ticket on it, without having other fees from the conductor for not purchasing a ticket before getting on the train.

10. **Do you ever experience difficulty when using the Ventra app (i.e. a page wouldn't load, it wasted your time, it froze)?**

Yes, especially on my Android device. (Not so much on my iPhone). A lot of times the application is slow. When I mentioned the conductor waiting, the app was running very slow and it did freeze a couple times. Therefore, I had to close out of the app and restart it. Another issue I've had in the past, is that when I was trying to get my credit card to save to the app, it timed out on me. I had to restart the entire process over again.

11. **What useful features does the application <u>not</u> provide, that you feel like it should?**

I think that it would be really nice if Ventra accepted ApplePay to purchase tickets. Also, it would be really great if we could actually use the app (without the card) for the CTA. As of right now, you still have to show the card, even though the application has your information on it.

12. **If you were to design the Ventra app, what would you want it to accomplish?**

Overall, I think the design is very minimalistic, and that's what I like about it. However, the main thing that I would want it do is accept other forms of payment such as ApplePay, or allowing us to 'tap' or phones on the CTA for payment. I also think it'd be great if the app could learn it's users habits. Maybe if we could set up reminders for certain train arrivals.

Interview #2

1. **What do you do as a student?**

As a student, I go to DePaul University. I am majoring in Interactive & Social Media with a concentration in Design.

2. **How many times a week do you commute to school and/or work?**

I generally commute to school once a week.

3. **What time of day do you tend to commute?**

I tend to commute during the mornings, and sometimes during the afternoons. It really depends on what my school schedule looks like.

4. **What does your commute look like?**

I usually leave my house about 20 minutes before my train is set to arrive, to make sure that I have enough time to pay for parking ahead of time. Then I wait for the train to come, and ride it to Union Station in Chicago. After that, I walk from Union Station to campus.

5. **How does the Ventra app play into your commute?**

I use the Ventra app every time I use the train since they've had the app available. I usually use it to check the train schedule and to use tickets that I purchased.

6. **When you use the Ventra app, do you use it for Metra, CTA, and/or Pace? If you use 2, which experience do you think is better? Why? If you only use 1, why do you not use it for Metra/CTA/Pace?**

I have only used the app for Metra trains. I haven't had the need to use the app for the others (CTA & Pace), nor do I really know how to use buses period. Also, my classes for school are located at the Loop campus, so there is no need to use the L. If I used buses, or the L, I would probably use the app for them, and if it made any sense with my commute.

7. **When you use the Ventra app, do you use it to track your transit?**

Yes, but I don't use that particular feature within the app. I only use it to track Metra trains which I have to actually go in and select the correct line, where I'm departing from, and where I will be arriving to see the times. I think the Transit Tracker itself is for CTA, not Metra.

8. **When was the last time you used the Ventra app? Can you describe how you felt when you last used the app? Did it work the way you expected it to? If so, can you describe the task that you accomplished using the app? If it didn't work the way that you expected it to, can you describe what happened?**

I used the Ventra app last week. I really appreciated the fact that it is very convenient to use and is cheaper than purchasing tickets on the train (as they have a surcharge). Yes, the app worked the way I wanted it to. I was on the train and needed to use a pre-purchased ticket for my ride. I pulled up the app and selected the 'Metra Tickets' option, and then clicked on the ticket to use. It then made me confirm that I wanted to use the ticket because if I clicked on it accidentally, I wouldn't get the ticket back.

9. **Why did you choose to use the Ventra app versus purchasing a paper ticket?**

I choose to use the Ventra app instead of purchasing a paper ticket because of convenience. Especially when I'm running late to the train, i don't have to worry about missing my train in order to purchase a ticket from the vendor.

10. **Do you ever experience difficulty when using the Ventra app (i.e. a page wouldn't load, it wasted your time, it froze)?**

No, I haven't. However, I have heard stories about it not working, such as not loading tickets.

11. **What useful features does the application <u>not</u> provide, that you feel like it should?**

I feel like there should be an easier way to find your arrival times (when you're already on the train). There is no way to find out when the train that you're on will arrive. You actually have to go through the app like you're looking up the trains, and change the departure time to a time before that current train left, to find it.

12. **If you were to design the Ventra app, what would you want it to accomplish?**

I would love it there was some way for the app to remember your preferred stops. I always take the same train from the same departure to the same arrival place. It'd be nice if I didn't have to select the line, departure, arrival areas each time when I purchase tickets.

Jenica's Interview Notes
Interview #1

1. What do you do as a professional?

I am a businessman.

2. How many times a week do you commute to school and/or work?

I commute about four times a week average.

3. What time of day do you tend to commute?

I tend to commute in the mornings to go to work, and afternoons to go home after work, but sometimes evenings if I stay later.

4. What does your commute look like?

It sucks, smells, dirty.

5. How does the Ventra app play into your commute?

I use the Ventra app for my *monthly pass.*

6. When you use the Ventra app, do you use it for Metra, CTA, and/or Pace? If you use 2, which experience do you think is better? Why? If you only use 1, why do you not use it for Metra/CTA/Pace?

I use the app only for Metra because I only need it to ride the train. I walk to work. It is nearby the Union Station so there is no need for the other options (CTA or Pace).

7. When you use the Ventra app, do you use it to track your transit?

No, I do not track it for transit. I use it to just show the ticket. What I would change is to make it more adaptable and faster because there are too many clicks to go to the ticket.

8. When was the last time you used the Ventra app? Can you describe how you felt when you last used the app? Did it work the way you expected it to? If so, can you describe the task that you accomplished using the app? If it didn't work the way that you expected it to, can you describe what happened?

I used the Ventra app today. I was frustrated because it did not work the way I expected it to work since it isn't easy going back and forth on the app.

9. Why did you choose to use the Ventra app versus purchasing a paper ticket?

I find it more convenient because I can use my credit card to purchase the ticket online. I don't have to go to the store, and I can avoid the long lines especially in the beginning of each month when it is busy and people are trying to get their monthly passes.

10. **Do you ever experience difficulty when using the Ventra app (i.e. a page wouldn't load, it wasted your time, it froze)?**

    Yes, it is difficult getting access to the ticket because it's not easy with having to do too many clicks. It takes forever to buy the tickets. I feel this is difficult and it's giving me trouble. It's negative for me because it wastes my time. Once I open the app, it should be there. I would change the app interface.

11. **What useful features does the application <u>not</u> provide, that you feel like it should?**

    I feel the app can use widgets like weather, news, etc. because you want people to stay and use the app. Sometimes, I get bored on the train or want to know what the weather is like and I would like to see it on the Ventra app as my personal train app.

12. **If you were to design the Ventra app, what would you want it to accomplish?**

    If I were to design it, I would want it to accomplish easy access to customers. I want to fix its accessibility and be able to buy ticket fast and easy.

Interview #2

1. **What do you do as a student?**

   As a student, I go to school at UIC. I'm a Senior and I major in Computer Science.

2. **How many times a week do you commute to school and/or work?**

   I commute to school everyday.

3. **What time of day do you tend to commute?**

   I tend to commute in the mornings.

4. **What does your commute look like?**

   It's basically the same; I try to wait 10 minutes prior so I catch my train.

5. **How does the Ventra app play into your commute?**

   I purchase tickets on the app and I also use the app to show my train tickets on the metra. I chose to use the Ventra app for my commute because the ticket is on my phone and it is convenient since I have my phone with me all the time.

6. **When you use the Ventra app, do you use it for Metra, CTA, and/or Pace? If you use 2, which experience do you think is better? Why? If you only use 1, why do you not use it for Metra/CTA/Pace?**

   I only use it for Metra; tickets are online. However, something I would change would be to integrate having the option to download the ticket in case there is no wifi, or my phone loses its signal.

7. **When you use the Ventra app, do you use it to track your transit?**

No, I do not use my Ventra app to track transits since metra trains are already on a set time. I try to get on the train based on its scheduled time.

8. **When was the last time you used the Ventra app? Can you describe how you felt when you last used the app? Did it work the way you expected it to? If so, can you describe the task that you accomplished using the app? If it didn't work the way that you expected it to, can you describe what happened?**

The last time I used the Ventra app was today and yes, it worked the way I expected it to work. I was able to access the ticket and it worked how it should. I felt secured after using the Ventra app for my purchase.

9. **Why did you choose to use the Ventra app versus purchasing a paper ticket?**

I choose the Ventra app because I am less likely to lose my phone. There was a time I had misplaced my paper ticket and it wasn't fun since they are expensive. Also, I don't have to wait in line if I buy my ticket using the Ventra app.

10. **Do you ever experience difficulty when using the Ventra app (i.e. a page wouldn't load, it wasted your time, it froze)?**

Nope, no trouble at all. It does what I want which is hold the train tickets.

11. **What useful features does the application <u>not</u> provide, that you feel like it should?**

I want to be able to download the ticket.

12. **If you were to design the Ventra app, what would you want it to accomplish?**

I would want it to accomplish the same goal as it is now.

Rakesh's Interview Notes

Interview #1

1. **What do you do as a [student] or [professional]?**

   I am a computer engineer.

2. **How many times a week do you commute to school and/or work?**

   Three to five times a week.

3. **What time of day do you tend to commute?**

   Morning and afternoon

4. **What does your commute look like?**

   I take the metra train and after I get to downtown usually walk to work because it is very close to the chicago train station.

5. **How does the Ventra app play into your commute?**

   I use it as a Metra train ticket.

6. **When you use the Ventra app, do you use it for Metra, CTA, and/or Pace?**

   I use it primarily for Metra only.

7. **When you use the Ventra app, do you use it to track your transit?**

   No, I did not know you can do that.

8. **When was the last time you used the Ventra app?**

   I used it twice today, I did not have any problems at all.

9. **Why did you choose to use the Ventra app versus purchasing a paper ticket?**

   Like to have everything in one place, and I felt my phone a good place to have a ticket I use almost everyday.

10. **Do you ever experience difficulty when using the Ventra app (i.e. a page wouldn't load, it wasted your time, it froze)?**

    No, I didn't have many hardships with the application.

11. **What useful features does the application <u>not</u> provide, that you feel like it should?**

    A notification if the metra trains are delayed.

12. **If you were to design the Ventra app, what would you want it to accomplish?**

    I would include a notification system where it lets you know when the metra trains are delayed.

Interview #2

1. **What do you do as a professional?**

   I'm a Civil Engineer

2. **How many times a week do you commute to school and/or work?**

   I commute 5 days a week.

3. **What time of day do you tend to commute?**

   I commute every morning and evening during the weekday.

4. **What does your commute look like?**

   I take the Metra train to go to the city, then use the CTA to go to my office downtown.

5. **How does the Ventra app play into your commute?**

   It helps me buy my monthly metra ticket.

6. **When you use the Ventra app, do you use it for Metra, CTA, and/or Pace?**

   I only use it for Metra.

7. **When you use the Ventra app, do you use it to track your transit?**

   No, I did not know you can check where the CTA bus or train are.

8. **When was the last time you used the Ventra app?**

   I used the application yesterday, it worked fine and I did not have many problems, but it does run slow at times.

9. **Why did you choose to use the Ventra app versus purchasing a paper ticket?**

   I felt purchasing the metra tickets on a mobile app was more convenient for me because I don't have to keep track of it.

10. **Do you ever experience difficulty when using the Ventra app (i.e. a page wouldn't load, it wasted your time, it froze)?**

    The app was running really slow and it took me a long time to access it. I had to reload the app for it to run more smoothly again.

11. **What useful features does the application <u>not</u> provide, that you feel like it should?**

    The app should be able to send out a notification when you need to pay for the monthly pass for metra.

12. **If you were to design the Ventra app, what would you want it to accomplish?**

    I would make the app more usable when you are buying multiple tickets for a family trip to Chicago.

Group Contributions

Our team collectively gathered all of the necessary data that we needed for this particular project. We each interviewed 2 users individually, as well as kept record of all of the data we received during the interviews. During class, we came together with all of our individual data, and all helped create the Affinity Diagram. After this, Jenica added all of the information onto a stormboard so that we could access and refer back to it easily. She also created the original Slack account to keep our entire team on track, as well as to create a means of communication and to ask questions. Patty created the template for the P2 assignment, as well as the layout for the P2 presentation. Rakesh generated our Informed Consent form that we gave and explained to each participant. As a team, we constantly added content into our P2 files via GoogleDocs & GoogleSlides. We each did our own personas and scenarios. Overall, we do not believe that any one particular person didn't hold his/her weight. We also think that our team did great when it came to communicating and making sure we got different aspects of the project completed in a timely manner.