

Group 6
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4/25/2014

Week 4: Your group project requires you to work with at least 3 people with special needs, which can be those with disability, people 60 years old or older, those with low or no literacy, etc. Email us with a few sentences explaining (i) who (in terms of special needs, e.g., people with mobility impairments, not their real names) and (ii) where and how you plan to recruit them, who your contact to help you recruit (if applicable) and at which point of communication are you with this contact (e.g., verbal promise, written commitment). We will reply with either a go ahead or a response that the proposed persons are inappropriate or we might have question about your recruitment method. Do not recruit the individuals until you hear back from us.

- (i) My partner and I have many options in regards to recruitment. We want to recruit someone who is a senior (60+ years old). This senior may or may not have a certain physical disability. This senior may also have a lack of knowledge regarding modern technology. We also want to recruit someone who has a physical disability (someone in a wheel chair or someone in unable to perform a task using hands) that could be either a senior or a youth. We want to choose two different people with different special needs so we can analyze the difference and the similarities. Along with this my partner and I are looking to recruit seniors who do not know how to use their smart phones for purposes other than making calls. My partner and I also want to recruit a UCSC student who is disabled in the sense that he/she does not know how to program a computer.
- (ii) My partner and I plan to recruit participants for the project at Barbara Lee Senior Center in Milpitas, California. My partner and I have already made contact by going to the senior center last week. We will now contact our participants through email and phone call with Lynette Wilson , the program coordinator of the Barbara Lee Senior Center in Milpitas. We are also in contact with a few students at UCSC who are and interested in learning something regarding computer programming that could benefit them throughout their lives. All contacts that we have talked to so far have given us a verbal promise of their participation in our project.

Group 6 Homework Week 5 Submission
Shravya Neeruganti
Venkata Thota
5/2/2014

Week 5 (4/28 - 5/2): Recruit your target population (from here on they will be called your "partners"). Submit a Word or pdf document with their demographics data (age, gender, disability/special need, how long they have been in that situation/disability). Please be sensitive when asking these questions, if you realize they do not wish to answer a certain item, do not force them to answer. Please provide your best estimates. Include in that document a picture of each partner (you can blur their faces if they do not wish to have their faces revealed to us).

Our partners are (*All partners have agreed to work with us but in the case they withdraw, we have more than three people to work with).

1. Areli Quinteros: A dyslexic 20 year old female who wants to learn how to use Wattpad (An online ebook community).



2. Frank : A 72 year old male who is disabled in regards to using technology (specifically social media websites and video recorder).



3. Srini: A 52 year old male who also wants to learn about google maps because he is technically disabled in that subject.



4. Justin: Physically impaired (injured knee for 3 years) 20 year old male who wants to learn how to use gym machines.



5. Xiomara: A 30 year old female who is disabled in using smartphones. She wants to learn how to use smartphones do other things other than calling people.

Week 6 HW

GROUP 6

Shravya Neeruganti
Venkata Thota
5/9/14



Areli Quinteros (18 years old)

5:00pm- Areli turns on her computer and types in her password to unlock her computer. She signs in to check her email.

5:10pm- Areli continues to check and sort her email. She had difficulty reading her emails quickly.

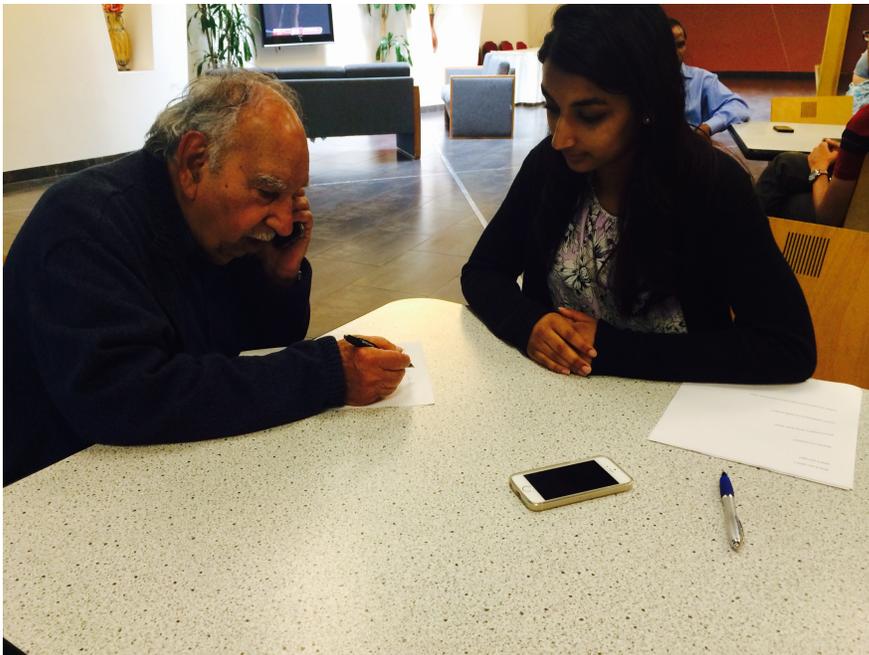
6:15pm- Areli responds to a few emails. She uses spell check to make sure she is spelling everything correctly.

6:30pm - Areli walks to the kitchen after she checks her email. She makes herself a sandwich to eat for dinner.

7:00pm- Areli finished her dinner and I begin my interview with her.

8:30- Areli plans to go on a run and we say our good-byes

old)



Ramprakash Dilawari (85 years

8:00am-Ram has breakfast

9:30am- Ram travels to the ICC (India Community Center) to spend his day there.

10:00am-Ram does yoga at ICC

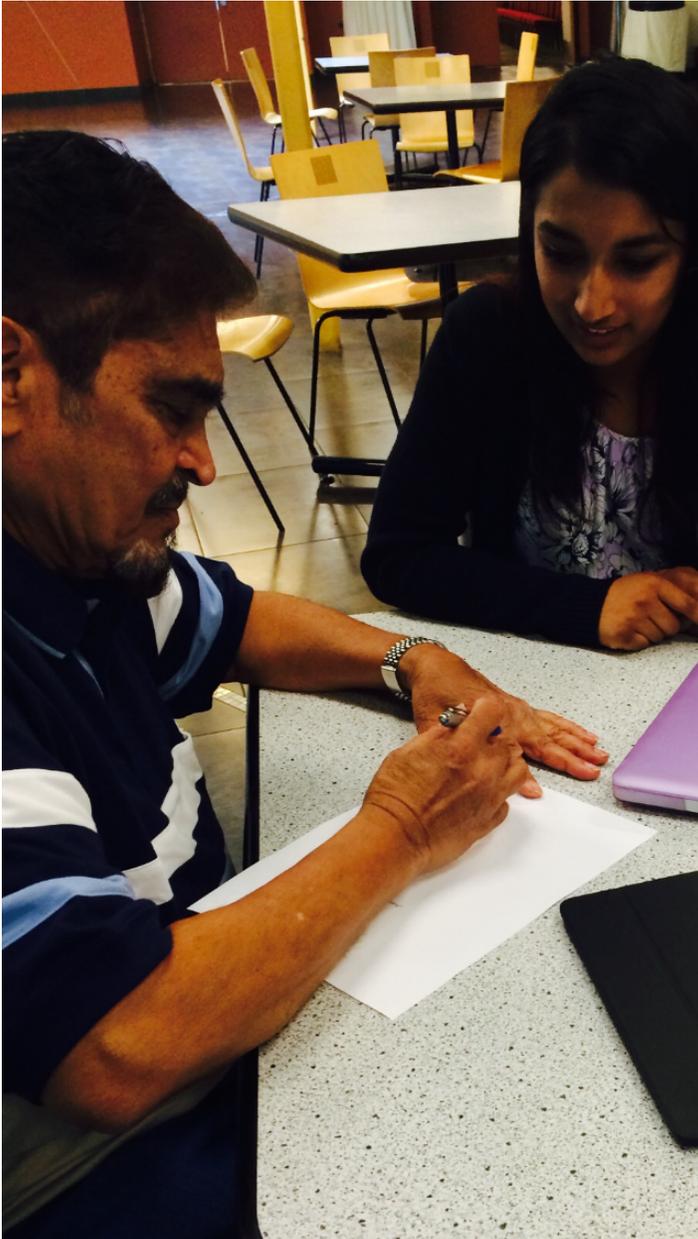
11:00am-Ram gets interviewed by us

11:15am-We ask him to show us his phone (iPhone 5). He unlocks his phone and the keyboard font has been enlarged so he can see the words and letters clearer.

11:30am- As he is trying to type in words on his iPhone he takes a

while to see the letters and type them in correctly even though they are enlarged. He says he wished he had brought his glasses to make it easier for him to read.

12:00pm-Ram goes to eat his lunch after using his iPhone.



Dinker Bir (79 years old)

8:00am-Dinker wakes up and does his early morning prayers

9:00am-Dinker has breakfast with his wife

10:00am-Dinker does yoga at ICC (India Community Center) in Milpitas

11:00am-Dinker talks to his friends at ICC. He has a cup of coffee while he talks in his native language to others.

12:05pm-Dinker talks with me and my partner about technology. He enjoys finance and business. He tells us he likes to watch the stock market

12:10pm-Dinker tells us he is not as fit a 19 year old when it comes to going to the gym. He talks about how he does go to the gym to do some light exercise.

12:30pm-Dinker leaves to eat lunch with his wife.

Shravya Neeruganti

Venkata Thota

Professor

Week 7 Group 6 - CMPE80A

May 16, 2014

Focus Group Interview

For this week, we interviewed our three clients (partners) working with us on this project to share their experience with the modern technology. They shared their opinion and some of the difficulties they encounter with modern technology. Ram shared his trouble using his new iPhone 5 he got from his grandson. He says he doesn't know how to use cell phones and laptops unless it's basic functions such as making calls or checking emails on a computer. Ram forgets his password often and he wants to know how to change his password for his email account. He also shared his frustration on how he has to remember multiple passwords. At his age, he has trouble remembering all the passwords for his different accounts online. On his new smartphone, Ram is well aware of making calls to people in his contacts and answering calls, but he did not know how to set up his email account, on his new iPhone 5, which is an essential way of communicating with his peers and family. Some of the tasks he wanted to learn was how to set up and verify an email account, how to read emails, how to delete emails, how to write a new email, and how to add a new attachments to email. He also wanted us to him organize his passwords for other accounts he regularly uses.

Areli wanted to learn about a website on the internet called Wattpad. Wattpad is a website where you can create your own stories and read other people's stories. You can also give your feedback to other author's and receive feedback on the website. In our interview, Areli mentions that she has trouble reading books due to her dyslexia. She uses computers and audio recordings of books to help her. Some of the tasks she wanted to learn were creating and setting up a Wattpad account, she wants to also be able to read posts from other users of the website. She wants us to help her find a way where it will be easier for her to type her stories and read other stories from other users. She also wants to install the Wattpad app on her smartphone as well. Areli also mentions that she cannot stare at the screen too long as well because she

gets headaches, so we have to figure out an efficient process where she can post her writing and read others writings without having too much trouble.

In the interview, Dinker mentions that he doesn't really have trouble with using technology because he did hardware and software engineering as his profession. Dinker worked for Telecom before he retired, so he is well aware of the developing technology. He was proficient with computers but because of age, he is now slow when using a computer, smartphone, tablets, and etc. He says that he is not as fast as the younger generation children using technology. One of Dinker's hobbies is checking the stock market. He recently got a new tablet, an iPad, and he wants us to set up his iPad according to his interest in finance. He wants to organize all the websites he visits and such as Yahoo Finance. He enjoys finance and business. Dinker wants to learn how to create an Apple ID and use this to install the Yahoo Finance app. He wants to use this app to watch his favorite companies stocks and he wants to be able to create an account within the app as well.

Ram Prakash

Has a difficult time reading on his iPhone. He types slowly and it is hard for him to hit the correct keys on the keyboard to type. He squints while looking at his iPhone. He reads English slowly. He doesn't know how to access parts of his keyboard such as the board with the characters of symbols (ex. !@#%^&** etc.). Ram Prakash has a hard time remembering his password for his email account. He knows how to access the mail app (where the application is on his iPhone, how it looks). Ram Prakash will be taught how to manage his email account, sign in to his email, change/reset his password for his email account, write an email, delete an email, read an email with his mail application. Ram Prakash will be taught all these tasks by Shravya Neeruganti using his own iPhone. We were not able to meet with Ram Prakash on week 8 but we have taught him all he needs to know in a previous week and during week 8 we have spoken to him on the phone to review what we have taught him. He will be able to complete all these tasks by week 9 during a Skype video call.

Dinker

Dinker has a tough time understanding how to install applications from the app store on his iPad. He is a little slow when it comes to using his tablet because the letters are small and difficult to read. He also does not know how to access his email account easily. He also does not know how to change/reset his password for his email account. It is hard for him to remember passwords because there are many requirements to create a password such as (found on Microsoft website):

Passwords must not contain the user's entire samAccountName (Account Name) value or entire displayName (Full Name) value. Both checks are not case sensitive:

The samAccountName is checked in its entirety only to determine whether it is part of the password. If the samAccountName is less than three characters long, this check is skipped.

The displayName is parsed for delimiters: commas, periods, dashes or hyphens, underscores, spaces, pound signs, and tabs. If any of these delimiters are found, the displayName is split and all parsed sections (tokens) are confirmed not to be included in the password. Tokens that are less than three characters in length are ignored, and substrings of the tokens are not checked. For example, the name "Erin M. Hagens" is split into three tokens: "Erin," "M," and "Hagens." Because the second token is only one character long, it is ignored. Therefore, this user could not have a password that included either "erin" or "hagens" as a substring anywhere in the password.

Passwords must contain characters from three of the following five categories:

Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)

Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)

Base 10 digits (0 through 9)

Nonalphanumeric characters: ~!@#%&* _-+=`\|(){}[];:"'<>,.?/

Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.

As well as this, Dinker did not know that you could download many useful apps from the app store. He enjoys finance and business and did not know that this was a category from the app store which lists all apps related to this topic. Dinker will be taught how to log into his apple account, look at and manage his account details such as change/reset his password. Dinker will also learn how to install apps on his iPad, including the Yahoo Finance app. In the Yahoo Finance app, Dinker will be taught how to add companies to the main newsfeed, and he will also be able to customize his Yahoo Finance. We will be communicating with Dinker through phone and Skype video calling.

Areli

Areli has a hard time reading due to her disability (dyslexia). She reads slower compared to the average 20 year old. Areli decreases the brightness on her laptop and begins to read slowly out loud. She will be taught how to use an online e-book service known as Wattpad. She will learn how to create an account on Wattpad, how to add library books to her online libraries. She will also be able to read a book and create a her very own book to improve her writing skills. Areli will be taught by Karthik Thota on week 8. We will be communicating with her through phone and Skype video calling.

Ram Prakash

Ram Prakash had a difficult time reading on his iPhone. He typed slowly and it is hard for him to hit the correct keys on the keyboard to type. However, he has improved in many ways. Ram Prakash had a hard time remembering his password for his email account but then he wrote his password down and kept it in a safe place in case he forgot and how to remember it. He now knows how to access the mail app (where the application is on his iPhone, how it looks). He shows us how to do the five tasks which we assigned him which were:

1. Sign in to email
2. Change password for account
3. Open/Read an email
4. Write an email
5. Delete an email

We were able to capture audio and pictures of him doing his tasks. He feels confident in doing these tasks by himself.

Dinker

Dinker had a tough time understanding how to install applications from the app store on his iPad. He still is a little slow when it comes to using his tablet because the letters are small and difficult to read however he has made improvements by practicing on his iPad. He now knows how to access his email account easily. He also does know how to change/reset his password for his email account. He has written his password down so he doesn't forget it the next time he has to sign into his email account.

As well as this, Dinker did now knows how to download many useful apps from the app store. Dinker knows how to log into his apple account, look at and manage his account details such as change/reset his password. Dinker will also knows how to install apps on his iPad. On the Yahoo Finance app, Dinker knows how to add companies to the main newsfeed, and he also knows how to customize his Yahoo Finance. He can also complete these five additional tasks we have assigned him:

1. Log in to apple account
2. Account details (change/reset password etc.)
3. Install an app on ipad
4. Add companies to main newsfeed
5. Download more apps from app store

We were able to capture audio and pictures of him doing his tasks. He feels confident in doing these tasks by himself.

Areli

Areli has a hard time reading due to her disability (dyslexia). She reads slower compared to the average 20 year old. Areli deceases the brightness on her laptop and begins to read slowly out loud. She now knows how to use an online e-book service known as Wattpad. She created her own account on Wattpad, and now knows how to add library books to her online libraries. She also knows how to read a book and create a her very own book to improve her writing skills. She has showed us the five additional tasks we assigned to her:

1. Create an account on Wattpad
2. Add a book to your library
3. How to read a book
4. How to add a book to favorites
5. How to create your own book

Week 10 (6/2 - 6/6): This week you need to do a formal "assessment": ask them to do the most complex tasks, do not help them at all. Afterwards ask them the following questions (adapt as necessary):

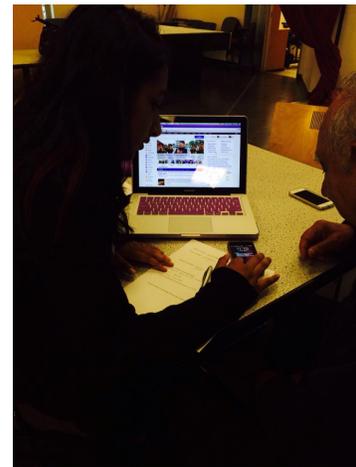
How did you think you do with that task/system?

How has knowing how to use the system changed you/your life?

If you have to teach somebody else to use this task/system, what would be the top 3 advices you would give them?

What would be the top 3 suggestions to the designer of this system to make it easier for people like you to use it?

Ram Prakash



Ram Prakash had a difficult time reading on his iPhone. He typed slowly and it is hard for him to hit the correct keys on the keyboard to type. However, he has improved in many ways. Ram Prakash had a hard time remembering his password for his email account but then he wrote his password down and kept it in a safe place in case he forgot and how to remember it. He now knows how to access the mail app (where the application is on his iPhone, how it looks). He shows us how to do the five tasks which we assigned him which were:

1. Sign in to email!
2. Change password for account!

3. Open/Read an email!
4. Write an email!
5. Delete an email!

We were able to capture audio and pictures of him doing his tasks. He feels confident in doing these tasks by himself. We got him on Skype and asked him the following questions:

How did you think you do with that task/system?

— “I think i performed well on it. Now i know i can use my email on my smartphone without logging on to the computer and i learned some important tasks”

How has knowing how to use the system changed you/your life?

— “I think it was very helpful, now it lets me communicate with my contacts. staying in touch with family and friends is important to me.”

If you have to teach somebody else to use this task/system, what would be the top 3 advices you would give them?

— “I would teach them how to setup the email on the phone, write an email”
What would be the top 3 suggestions to the designer of this system to make it easier for people like you to use it?

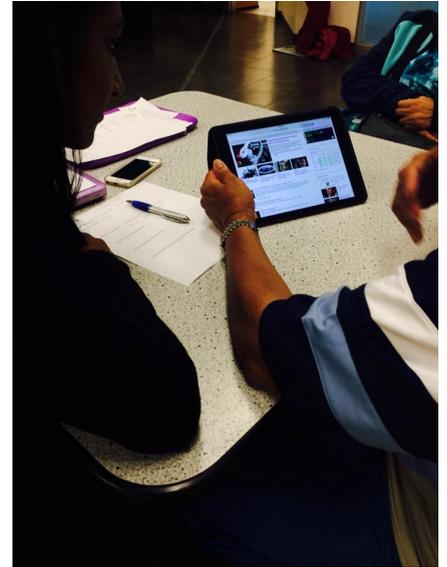
— “The phone should understand hindi, keyboard in hindi, easy set-up/understanble directions for someone who is non-native speaker of english”

Did you enjoy working with us?

— “Yes i did.”

Ram Prakash showed us how to do five complex tasks and in the end he told us we were very helpful and he told us he used to be a mechanical engineer. Since technology is always changing, Ram had a difficult time keeping himself updated with technology because over the years he just wanted to focus more on himself and not on technology and materialistic items. Ram suggested that if the phone had a keyboard in his language, it would be easier. He also wanted an easier way to set up his accounts and phone. No complicated passwords. Other than those suggestions, Ram did a great job performing the tasks we assigned him. He was happy someone took the time to teach him something that he could use. He found the tasks to be very helpful for him because he likes to keep in touch with his family and friends that live around the world.

Dinker



Dinker had a tough time understanding how to install applications from the app store on his iPad. He still is a little slow when it comes to using his tablet because the letters are small and difficult to read however he has made improvements by practicing on his iPad. He now knows how to access his email account easily. He also does know how to change/reset his password for his email account. He has written his password down so he doesn't forget it the next time he has to sign into his email account.

As well as this, Dinker did now know how to download many useful apps from the app store. Dinker knows how to log into his apple account, look at and manage his account details such as change/reset his password. Dinker will also know how to install apps on his iPad. On the Yahoo Finance app, Dinker knows how to add companies to the main newsfeed, and he also knows how to customize his Yahoo Finance. He can also complete these five additional tasks we have assigned him:

1. Log in to apple account!

2. Account details (change/reset password etc.)!
3. Install an app on ipad!
4. Add companies to main newsfeed!
5. Download more apps from app store!

We were able to capture audio and pictures of him doing his tasks. He feels confident in doing these tasks by himself. We went on Skype and called Dinker and asked him the following questions which he answered:

How did you think you do with that task/system?

—“I was able to perform all the tasks you showed. I understand them. It is now easy for me to see all the financial new and stock exchanges. I did not know my tablet can do this.”

How has knowing how to use the system changed you/your life?

—“I use MSN to check financial status on my computer. But MSN is very confusing with all the commercials on the site. On my ipad, I like it, its very nice and I like using it everyday. It is easy for me also. It saves time for and I also carry the is ipad with me everywhere I go.”

If you have to teach somebody else to use this task/system, what would be the top 3 advices you would give them?

—“I do not anybody the likes what I do on this app. But if my wife asked i will show her...you know...how to place how to finish apple’s account log in info and password and email, personalize what stocks to follow, and download more apps.”

What would be the top 3 suggestions to the designer of this system to make it easier for people like you to use it?

—“I would like a larger text for reading stock information so I can see things without much trouble. Cause I wear glasses. Making passwords should be easier to make, so I remember. List of recommended in my interests because I do not know how to search properly.”

Areli

Areli has a hard time reading due to her disability (dyslexia). She reads slower compared to the average 20 year old. Areli decreases the brightness on her laptop and begins to read slowly out loud. She now knows how to use an online e-book service known as Wattpad. She created her own account on Wattpad, and now knows how to add library books to her online libraries. She also knows how to read a book and create a her very own book to improve her writing skills. She has showed us the five additional tasks we assigned to her:

1. Create an account on Wattpad!
2. Add a book to your library!
3. How to read a book!
4. How to add a book to favorites!
5. How to create your own book!

Areli now feels confident in doing these tasks. She believed that she did well on the five tasks.

She said that Wattpad is pretty to use now. When we asked her how it helped her with her disability she nervously laughed. She said that now she can take books anywhere and practice and improve her reading skills. Three things she would want Wattpad to have is to have more options of changing the font and make it easier for her friends to find her on Wattpad. She didn't really have any problems with the interface except for the font size.