

LIFE project report

A-team

1. Description of the terms of reference and goals of the project.

The topic of our LIFE course

The aim of our LIFE course “WUD Estonia 2021: A Design Challenge” was to propose a digital technology-based solution focused on this year's WUD conference theme: The Design of our Online World: Trust, Ethics and Inclusion. The goal of our team was to find an Estonian organisation who needs some sort of digital technology-related solution: a website, an app, a platform, etc and create a prototype of a digital technology-enabled solution accordingly. The project is grounded on interaction design as a process and we used interaction design methods to finish our project and create a prototype for our selected NGO.

With selecting our NGO we tried to look for those organisations that are small in scale and could benefit from our work the most. We made a shortlist of potential partners and selected our NGO based on their response. Our selected NGO had already a few ideas of some problems we could help them with and we could see the benefit of our project for their work.

Our team

We mapped out the expertise of each member of the team to get a general idea of potential roles. Generally we had two teams: a developing team and the research team. For each step we divided smaller tasks among each other by interest and availability.

For our work we used Google Drive documents and the Miro platform. We conducted meetings in person and virtually through Google Meet. Our team consisted of the following members and disciplines:

Annika Ader - Sociology

Kailliis Reinart - Advertising

Emilia Emeanji Tongwa - Social sciences/Liberal arts

Girish Srinivas Rao Nalawade - Human Computer Interaction

Brita Liivamaa - Computer Science

Elina Sirk - Computer Science

Debora Conceição Firmino De Souza - Team mentor

2. The importance of the problem, its description and choice of methods

Our selected NGO

We worked with the NGO Eluliin. Eluliin is a center which helps people with emotional support topics. People working in the center are professional counselors, volunteers and center managers.

The services they provide are:

- 24/7 Emotional support helpline
- Psychological counseling on the spot
- Counseling for human trafficking and prostitution victims

The problem

The problem we aimed to solve for the NGO was the logbook which is used by volunteers who work on the 24-hour emotional support helpline. The logbook is a record of all the incoming calls with the general data of time of the call, caller gender, age, nationality and the content of the call.

The logbook was previously a physical notebook type book that was situated in the Eluliin office. It was filled in on the spot on paper. The reason why it is still a physical book is because the nature of the work of volunteers: it is easier and quicker for them to fill in a book on paper during those calls because

The physical book does not allow to analyse or do statistics with the data easily and it adds more manual work hours for the managers. Also, during the COVID-19 pandemic some of the volunteers worked from home which meant they did not have access to the logbook and sent in their logs by email. This meant that the data was coming in from different sources and the managers had more work to put them all together and it was difficult to keep track of all of it.

Our solution:

Our solution was to create an online logbook that would be accessible on a computer for both the volunteers and managers working with the logbook. Our goal was to make a prototype of the logbook that would consider the wants and needs of the NGO and that would be user friendly. The log book would enable users to insert info about the calls, manage users and managers could also edit and filter the data as well as download the information for future statistical analysis.

We had to consider the behaviors of the users (volunteer and managers) and the nature of the work they are doing to make a system that would be easy to use. This product should make the work easier for those using it.

Our methods:

To develop the prototype we used the interaction design process, methods and tools.

In the discovery phase we did desk research on the organisation and conducted interviews to get an in depth description of the nature of their work and the potential problems we could solve.

In the define phase we analysed the interviews and information we got and selected one problem out of three to focus on, which was the logbook. To understand the needs for the logbook better we conducted user interviews with the volunteers and the managers and analysed the data. We created two personas for the users, one for volunteers and one for the managers, to have a reference point for developing the prototype.

In the developing phase we had an ideation session with the team to discuss how the prototype should look like, what functionalities it should have and mark down the design. With this input the developing team went on to create the first prototype which could be sent to testing by the users. We conducted testing with the manager and a volunteer and got feedback.

In the delivery phase we made final changes to the prototype and made a video which would show how the prototype and future product can be used and its functionalities.

3. Description of activities and reaching the stakeholders

The project activities are directly aimed towards the managers, professional counselors and volunteers of our chosen NGO and indirectly the callers who are in need of help. The direct stakeholders, the professional counselors and volunteers of Eluliin are all in different age categories, ranging from young adults to elders (ages 18-80).

The indirect stakeholders, the callers are either estonian or russian, all different age categories and all other information will be anonymous.

4. Sustainability of the project

The outcome of the project is a prototype of an online logbook that is designed to help the NGO be more effective in their work. It is not a ready-made product which can be put to use right away but the prototype can be used by future development teams for input of the product. The prototype will be sent to the NGO and will be owned by them to develop the product in the future.

5. Summary

The results

Our team used the Miro platform for the different stages of our work and to see a visualised form of the completed tasks click [HERE](#) (to view the work, make sure to zoom out to 1% of the view which you can do on the down right corner of the page).

The result of our project was a prototype of the online logbook which was done on the Figma platform. The prototype has two views, one for the managers of the center and the other for volunteers working on the calls.

To view the volunteers platform - click [HERE](#)

To view the managers platform - click [HERE](#)

To see an introduction video of the prototype click [HERE](#).