

Needs Identification and Problem Statement

GNG 1103 Group 2.2

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Introduction:

The search for an ideal society or for the perfect environment is one of the biggest challenges leaders and individuals wish to conquer. Equity, Diversity, and Inclusion (EDI) training is a tool used to empower and mobilise a full spectrum of ideas, talents, perspectives, experiences and backgrounds to build a prosperous and inclusive society. This wind of change brought by EDI training cannot be felt without empathy. Empathy is more than just feeling sad; it is being able to listen, understand, and then try to provide concrete help to the person whose feelings were challenged. That is why the feelings of empathy felt through EDI training can help bridge or fill the diversity and inclusion gap between people in our society by expanding one's vision of others and understanding their needs and frustration. All around the world, educational leaders now urge the need to search for immersive tools that can reduce barriers to equity, diversity, and inclusivity on campus and in society.

Needs Identification:

Customer Statement	Interpreted Need	Importance	Category
Immersive empathy education	Teach the user empathy through a virtual reality simulation	3	Education
Every person has different life experiences	Teach the user how to identify with another person's situation	2	
Disabilities cannot always be seen	Identify that there are spectrums and scales associated with disabilities	1	Diversity
There are difficulties associated with being a minority	Simulation must offer the user an opportunity to experience difficulties associated with being a minority	2	
I would not give away my disability if I had an opportunity to do so	Simulation must show the positive sides of different points of views associated with being a minority	2	
As a woman in engineering I was always expected to sit behind a desk	Bring attention to sexism in the engineering workplace	1	
The platform should be good for any learner	Be inclusive in terms of language and content for most ages	2	User Experience
Many people can see and hear at varying degrees	Be accessible by including subtitles and closed captioning	3	
EDI (Equity Diversity and Inclusion) training	Be professional and appropriate for professional training	3	Application
Immersive experience	Functioning virtual reality space	2	

Problem Statement:

“A need exists for individuals to learn how to share and understand the feelings and viewpoints of others through an immersive VR experience that is comprehensive, accessible and applicable in EDI training.”

Benchmarking:

	1000 cut journey	The Empathy Simulator	Video game “SPEND”
Company	Brown Institute for Media Innovation	Curtin University	Mckinney
Cost (if stated)	Free	Free	Free
Age inclusive	This product was designed for people of a particular age group	This product was specifically designed for healthcare student	This product was precisely designed for teenagers educational purpose
Level of empathy derived	Empathy is fully derived from this product since it provides a fully immersed experience to users.	This product assesses a person's level of empathy from a specific range	Empathy derived from this product is limited since it only presents text-based information on the daily struggle of poverty.
Product Display	Provide a virtual reality experience to users	It provide simulated experiences to user	It is a jazzed-up , text-based video game
User Friendly	User friendly	User friendly	Not user friendly since it contents a lot of text
EDI training	It can be used for EDI training since it was designed to foster equity and inclusion of the black race.	It can't be used for EDI training as it was designed to measure communication, empathy, knowledge, and confidence of students.	It can be used for EDI training since it enables students to get a more relatable picture of what it's like to be poor in practical, everyday terms.

Conclusion:

It has been identified that the client's needs can be met through the implementation of a virtual reality empathy-based training simulation. The client's needs have been separated into four sections: education, diversity, user experience, and application. The virtual reality simulation will provide the user an immersive experience that will allow them to share and understand the feelings and viewpoints of others. This simulation will expand upon previous interactive software such as “The Empathy Simulator” and various games that teach children empathy to provide a more accessible format for any demographic.