Overview

- Review mission statement
- Discuss representative tasks
- Explain modified UI design and scenarios
- Present the tools we used for our prototype
Mission Statement

- Teach senior citizens how to effectively utilize their smartphones
- Reduce anxieties of using, or unwillingness to use, a smartphone
- Encourage seniors to become natural smartphone users
Representative Tasks

Learning How to Tap (Simple)

- Seniors aren’t comfortable with touch interfaces
- Want to present interactive interface to help gain tapping intuition
Representative Tasks

Making Phone Calls (Medium)

- Essential task for any phone
- Confusing due to several options
- Want to provide tutorial for using the interface to make a call
Representative Tasks

Downloading Apps (Complex)

- Complex task for seniors
  - Have to know how to search for apps, understand app page, download app
- No longer explain what each tab means
  - Not useful and relevant to the task on hand
- Want to provoke problem solving skills instead of just telling what to do
Revised UI Design

Building Intuition

- Increases comfort level
- Tutorials make more sense

Tap the icon  
Tap this button
Revised UI Design

Interactive, Exploratory Tutorials

Download an app from the App Store

Next→
Revised UI Design

Quick Access to Help
Revised UI Design

Feedback

Tutorial Completed!
Lesson 1
Tapping
Tap to Continue

Tap the circle below
Tap
Tap
Scenarios

Tapping Tutorial

- Tap successively smaller buttons
- Feedback if senior taps the wrong place
Scenarios
Scenarios
Scenarios

Tap the circle below
Scenarios
Scenarios

Tap the icon
Scenarios

Making Phone Calls

- User has already learned the minimum number of gestures and interactions required to make a phone call
- Minimal guidance provided at first
- Hints and instructions provided after an error is made
- More guidance after more errors are made
Scenarios
Scenarios
Scenarios
Scenarios
Scenarios
Scenarios
Scenarios
Scenarios
Scenarios

Downloading Apps

- Most complex task
- User would be able to recognize the elements needed to complete the task
- Hints after minor errors
- Detailed instructions after 3 errors
Scenarios
Scenarios

Download an app from the App Store
Scenarios
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Scenarios
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Scenarios
Scenarios

![Image of a phone showing a screen with the text "Tutorial Completed!" and the option "Tap to Continue".]
Tools Used

What Worked

- Proto.io -- easy to design native-looking UI
  - Can recognize gestures such as tapping
  - Plays audio files for voice instructions
  - Easily create dialogs
- Proto.io Viewer -- Feels as if actual app running on iPhone
  - Recognizes iPhone gestures
Tools Used

What Didn't Work

● Unable to detect length of gesture
  ○ Want to know how long users are tapping

● No easy way to do overlays
  ○ Had to create separate screens for overlays

● No way to record time after instructions are given
  ○ Cannot detect if user is stuck
  ○ Cannot provide automatic instructions after period of inactivity
Tools Used

Wizard of Oz Techniques

- Needed voice instructions
  - Pre-recorded and had app auto-play audio files
- Wanted seniors to learn with actual interface
  - Factory resetted an iPhone and took screenshots
Summary

● Got lots of good feedback from last week’s interviews
● Wanted to make tutorials more exploratory and provide constant feedback
● Try to build intuition by presenting mini-tutorials focusing on specific UI elements