Problem and Solution Overview

As smartphones continue to permeate most sectors of modern society, senior citizens are often left behind. Studies suggest that only 1 in 5 U.S. senior citizens own a smartphone, even though 55 percent of all U.S. adults own one. These numbers are concerning, and even more concerning are the number of smartphone-wielding seniors who barely utilize the "smart" features of their smartphone. Often the causes are the anxiety of using a smartphone, the unfamiliarity with a smartphone interface, and the physical limitations of using a small device. As such, we seek to build an application that improves senior’s experience of interacting and learning how to use a smartphone.
UI Sketches

Interactive Tutorial

Welcome to ShaunSenior

Tap here

Now try it yourself.
1. Press Home
2. 
3. 

Congratulations! You have finished Phone Calls Tutorial

Phone Calls Tutorial

What’s Next
1. Texting Tutorial
   - Go
   - Redo Phone Calls

ShaunSenior

Phone calls
Texting
Email
Internet
iPad and iPhone Interface

Welcome to Smasenior
Turn on your phone
press here and hold

Learn how to tap
Tap here

Learn to swipe
Swipe here

Smasenior Home
Chapter 1: Gestures
Chapter 2: Phone Calls
Chapter 3: Text Messaging
Chapter 4: Email

Use these to navigate
exit to home
goes back to previous step

Try calling Max!
(408) 555-1234

iPad

iPhone (mirrored on iPad)

Audio
Selected Interface Design

We ultimately decided to select the "interactive tutorial" design idea. We reasoned that an interactive tutorial can be an effective way to learn and is more beneficial than simply being told how to do something. It will allow our users to learn at their own pace and the step-by-step nature of a tutorial is easy to follow. Furthermore, the flexibility of an interactive tutorial would allow us to try many different implementations to see which were most effective. It would also enable us to receive feedback so we can analyze whether or not the tutorial is effective.

The dual iPad/iPhone interface is a cool idea, especially since it allows seniors to learn on a large screen, but ultimately the idea would limit the number of people who could benefit from our service. Users would need to have an iPhone and an iPad. The "interactive tutorial" in this way is more feasible.

Functionality Summary

- Tutorials to teach physical actions such as plugging in a charger or turning on the phone (possibly via a video)
- Interactive tutorials to teach virtual tasks such as making a phone call, etc.
- Permanent help button in app to assist user based on current context
- Teach common gestures such as swiping, tapping, through interactive mini-games
- Help users accomplish tasks by weaving the tasks into a coherent story within a game, in order to better understand their phone in reality
- Tutorials of general smartphone OS images, text, and icons in order to get user familiar with the smartphone user interfaces
- The ability to track learning progress either via a game badge sort of system, or a more familiar book/chapter system
- Request assistance on any app when needed, and easily-accessible information on any app that the user needs a tutorial on
UI Storyboards

Task 1: Simple Task, Intro to SmartSenior and Learning Gestures

Hello! Welcome to SmartSenior. This program will help you learn how to use your iPhone.

LESSON 1 - TAPPING

Using your finger:

Great! You pressed the button.
Perfect! Let's work on accuracy. Keep tapping!

Now we will make things more challenging. Keep tapping!

Congratulations LESSON 1 COMPLETED
Tap to continue.

This is your... This is the tapping... This is lesson 2

This is your smart senior home screen. Let's go over a couple things.

This is the tapping lesson. Tap inside this rectangle to go to this lesson. The ✓ means you successfully completed the lesson.

If you have not completed it yet. This is the next lesson we will do.

Automatically proceeds
User clicks OK
User clicks OK
Task 2: Moderate, Learning Built-in Apps

**Lesson 5: Phone Calls**

**Step 1:** Press the iPhone home screen button...

**Step 2:** Press the phone icon to open this app.

**Step 3:** Press the keypad icon to open dialing keypad.

**Step 4:** Dial the number with the number key.

**Lesson 5...**

Press OK, dial number, press call, call, end call.
Task 3: Complex, Downloading Apps and Learning How to Explore on Own

This lesson will teach you...

Lesson 1: Downloading Apps

This download will teach you how to download applications like games, websites, and almost anything you can think of!

Click the iPhone home button then click this icon.

Back, OK

Categories Featured

The first toolbar button shows a screen of new and featured applications in the app store. Click and explore this screen for 15 seconds.

Categories Featured

Great! Let's move on to the "Top Charts" toolbar button. This shows you the top free and paid applications on the app store. Click now and explore for 15 seconds.

Categories Featured

Now that we know the basic layout, let's download an app. From any toolbar icon, click on an app. Now don't click on an app.

Categories Featured

Reminder: Prescription Management

Click, return, then cancel. You will see an icon showing it's download after you click.

Categories Featured

Details, return, then cancel. You will see an icon showing it's download after you click.

Categories Featured

Click featured and after 15 seconds this pops up.

User progresses through exploring each toolbar button.

User touches an app icon.
Video Planning Storyboards

Scenario 1: Intro to SmartSenior & Tapping and Gestures
Scenario 2: Learning Tutorial on the Spot

Scenario 3: Now Self-Sufficient
Concept Video Description

What was difficult?
It was difficult to seamlessly capture the scenarios we identified. Piecing together a cohesive storyline that still showed the usefulness of our app involved the opinions of all four of our team members. Everyone had a particular idea of how the video would come together, so in the end, we all had to compromise, incorporating the best ideas from each member’s vision. Discussing the pros and cons of each idea or approach took time, as we also had to ensure we met all the guidelines of the assignment.

What worked well?
Ultimately, all the discussion we had about each scene led to the actual shooting of the scenes being straightforward. Since we talked about the ins and outs of the scenes before shooting, everyone was on the same page, and we rarely had to shoot the same scene from the same angle more than once. Having a video storyboard also helped remind us where we were during our filming.

How long did it take for each phase of design prep, shooting, editing?
Design prep took three to four hours, shooting took around two hours, and editing took about seven hours.

Video Link

https://www.youtube.com/watch?v=ddjvl9jkPDM