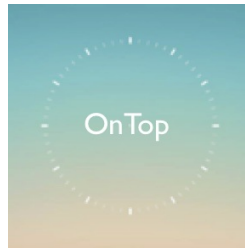


## Lo-Fi Prototype Tests



**Manager:** Matt Millett  
**Development:** Alexander Douglas

**Design/Testing:** Pallabi Ghosh  
**Documentation/Website:** Pascal Odek

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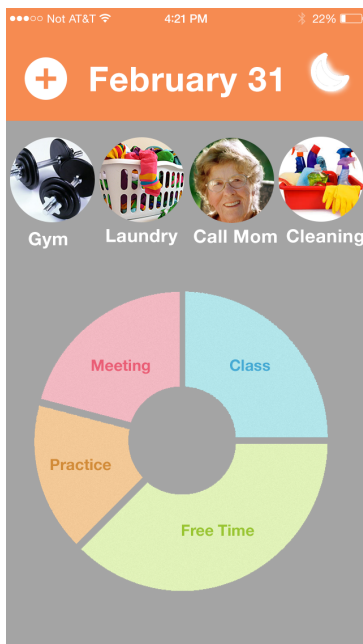
### ***Introduction/Mission Statement***

For this assignment, we tested our prototype with potential users in order to learn to make our interface better and improve user experience. OnTop integrates goals and schedules with open pockets of time to make people able to complete many tasks they otherwise would leave unscheduled and perhaps undone. OnTop integrates with calendars made use of by the user and shows these open time pockets to the user, suggesting tasks to do at that time based on location and preset goals. We need to test the interface in the initial stages to save on expenses and to have a cheap and simple evaluation. We tested with a low-fidelity mockup, with control flow done through the POP (“Prototype on Paper”) app. We interviewed 3 people on campus to see what they think of the interface and idea, and how we can improve on it in terms of overarching goals and program flow.

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### ***Prototype description***

We used the POP (“Prototype on Paper”) application for our demo. Our “app” included a “Home screen” from which the user could add frequent tasks and see a summary of his/her schedule for the day, a details screen for each frequent task, and a social screen where the user could press a button to invite someone to a particular task. It also has a notification screen for a few tasks, which shows the iPhone lock screen with notifications.



The home screen (shown left) consisted of 4 bubbles with pictures on them for “favorite” tasks (Call Mom, Do laundry, Clean room, Go to the gym). Tapping any of the top icons would bring up a scheduling screen with details (at this point, that screen only says “Eat a burrito”– we asked the user to ignore that part since our app is still under construction). After pressing the “Add” button, the user would be brought back to the home screen. Tapping the circle at the bottom of the home screen also brought up an “under construction” page. At the top right corner of the home screen was a crescent moon icon, which allowed for the user to switch on a “Do not disturb”.

The notification screen is simply the iPhone lock screen with a notification from the app suggesting that the user do a task. Swiping right on the notification would bring up a task details

screen, which has a check mark and an “X”. The check mark means the user has decided to do the task and the “X” means the user has decided not to do the task. The “invite” button brings up another screen with a picture of Pascal that says “invite to task.” This has a big “INVITE” button. When pressed, the screen says “Invitation Sent,” and the invite button turns into a “cancel” button when pressed.

### Method

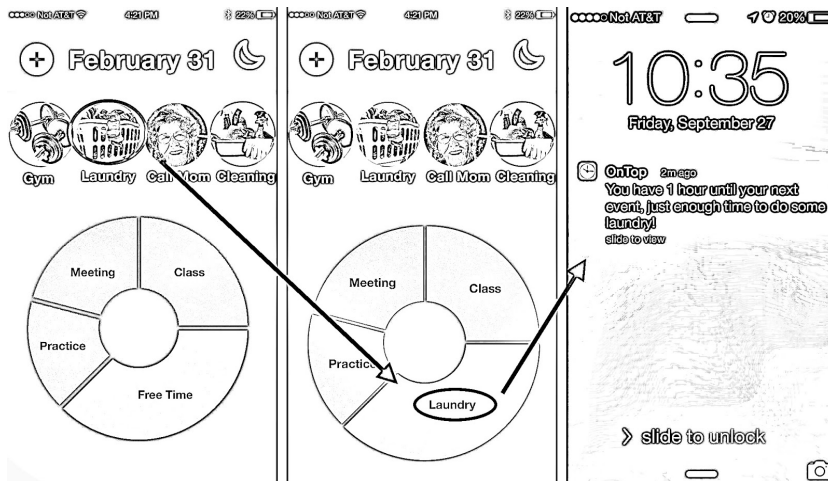
**Participants:** We went to CoHo and approached four potential clients who would test our interface, offering to compensate them with a coffee. While one declined to test our app, the other three agreed. In order to thoroughly test the prototype, we approached people from various age-groups ranging from teenagers to people in their mid-30’s. Our first participant was a male graduate student in his mid-20’s who is studying Mechanical Engineering. The second participant was a male in his mid-30’s who is training to be Physicians Assistant at the Stanford Medical School. The third participant was a female undergraduate in her late teens who is studying English.

**Environment:** We tested the app on our phones using the “Prototype on Paper” (POP) app, in which we had built a low fidelity prototype based on the UI sketches we made for previous assignments. We tested in Tresidder Union and Coffee House, which allowed for diversity in interviewee due a large crowd presence, and might be a common environment where someone might use this app.

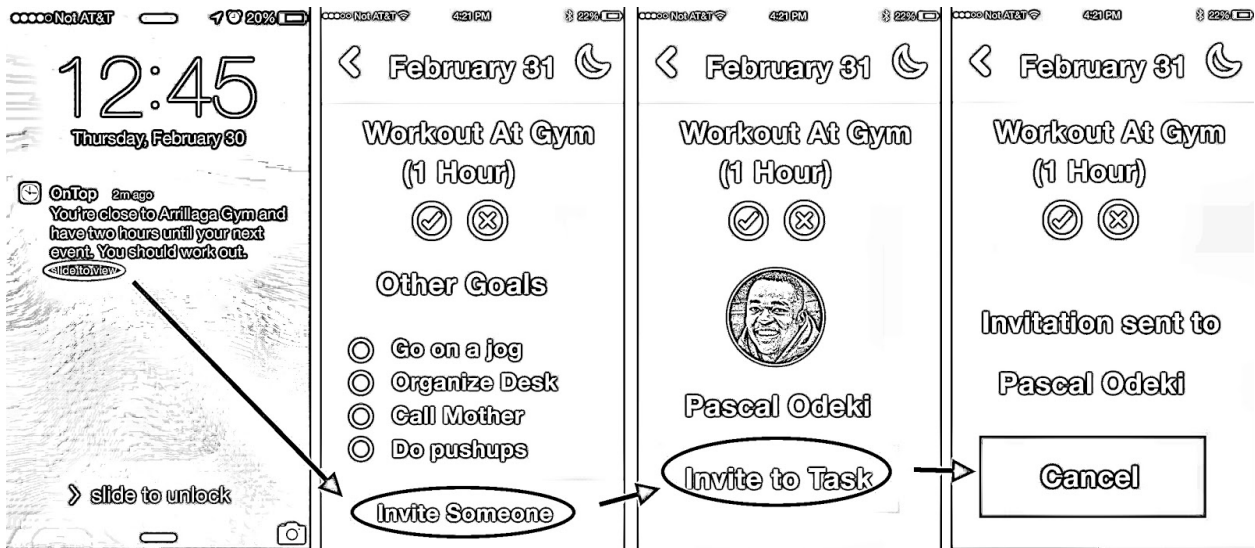


**Tasks:** We had the user attempt 3 tasks of varying complexity. The interface and control flow for each task is illustrated in the storyboards below each task.

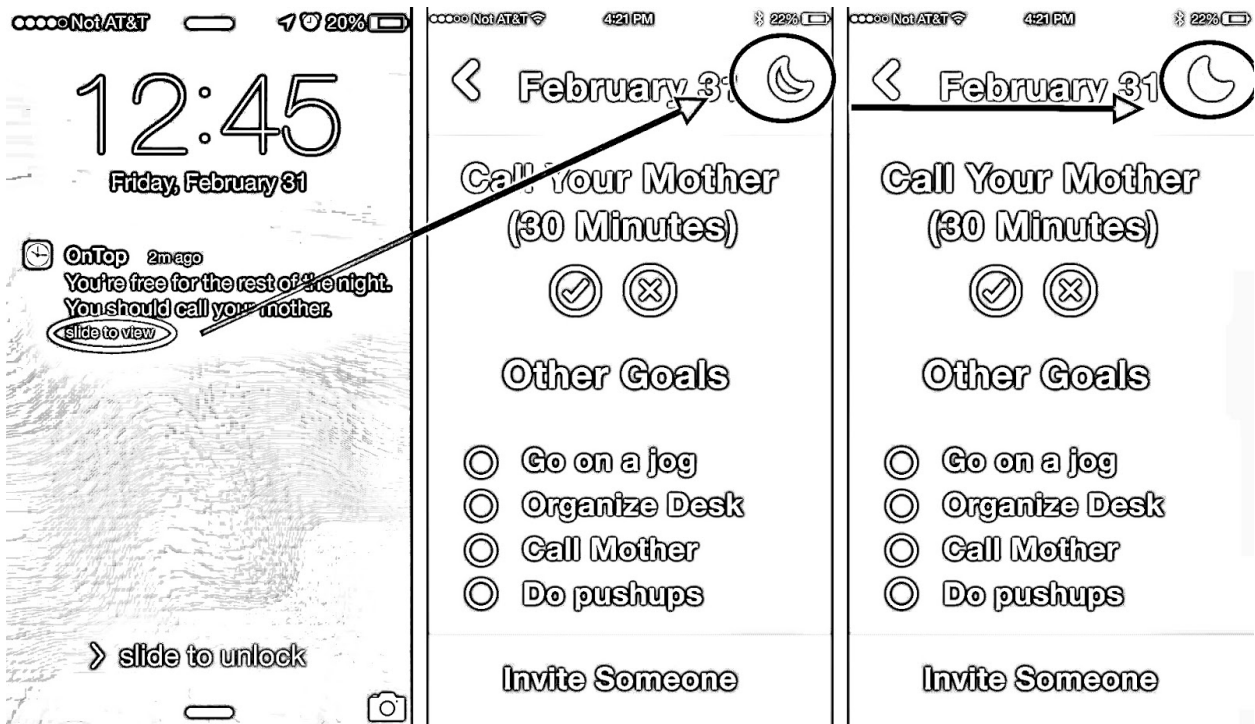
1. Adding a new task (Medium complexity, high frequency).



2. Invite a friend to the task (high complexity, medium frequency).



3. Turn on the "Do-Not-Disturb" feature (low complexity, low frequency).



**Procedure:** Once we had our clients, Matt, who was the greeter and facilitator, followed the script (in the appendix) as Pallabi took notes. Alec served as the computer by pulling up screens and Pascal helped make rapid prototype changes in between client tests.

**Test Measures:** We designed our interviews to measure the user needs and well as successes and problems with our prototype. Our demo was designed to give give a brief overview of the system that may be useful to someone new to it for example someone who has not used any similar apps before. Then we asked the user to try out the 3 tasks described above and checked their level of comfort with the system. We also tested whether the prototype was intuitive. We asked them their ideas about improving the look as well as functionality.

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### **Results**

In general, all the users seemed to easily understand the tasks and navigated through the interface efficiently (even in the first case where we forgot to demo the app to the tester). They all agreed the clock diagram in the center of the home screen was confusing and seemed to lack any real purpose, and one participant even commented that there didn't seem to even be a home screen. He also mentioned that making the circular calendar into a linear one might make the time diagram less confusing. A few of the testers were interested in how the app would figure out schedules on the back-end and asked whether the app would integrate with their current calendar or replace it.

The users didn't seem to have much difficulty accomplishing any of the tasks, but of the three we asked them to complete, they found putting the app on sleep mode to be the most difficult, because it had no textual label. This was interesting, particularly because most of the people we interviewed actually mentioned they would like to be able to turn the app off before we talked about that task. The fact that none of them tried to do this demonstrates the need for a more explicit method of putting the app in a sleep mode. One of our testers even noticed the crescent moon icon and commented on it before we gave him the task, but when prompted to put the app on sleep mode he spent time searching for a way to turn off the app. Some decided to simply press the "X" button on the task details screen, which in our design model would not mute the app but simply snooze on a task.

None of the users actually attempted to build a custom task, and although we didn't ask them to, when one of the users accidentally pressed the button to do it, he was confused by the screen. Some of our testers were confused by the notifications screen, which was a bit surprising, though that's something we don't have much control over.

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### **Discussion**

All of the users found the circular diagram meant to outline the user's schedule in the center of the home screen to be confusing. When we explained to them the concept after the official interview was over, they expressed interest in such a feature, but suggested that we make it more clear what the circular diagram did. We could improve this by adding tick marks and/or numbers to the circle and maybe adding a label to it over or under the actual circle,

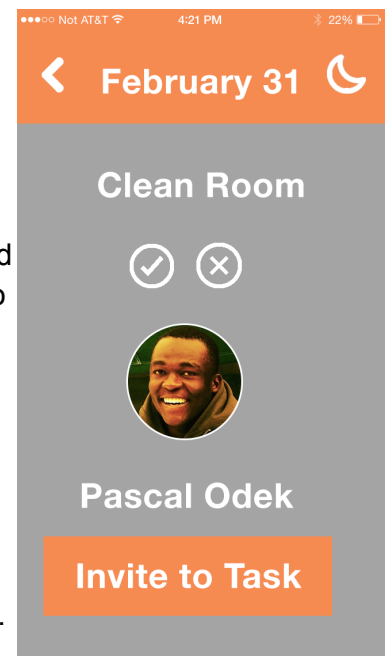
saying “Your day”. Displaying the current time in the center of the circle could also make its function more clear.

Another thing the users never tried to do when we asked them to make a new task was create a custom task. They looked in the favorites bar and then asked if they would be able to make their own custom tasks. A way to fix it might be to put the “Add Tasks” button in the center of the circle instead of off in a corner. One user also expected that the frequently used tasks scroll side-to-side (a feature we actually plan to implement).

The sleep button needs to be more conspicuous, users of iphones would easily know what the button is, but others would have a hard time. A slider or other button tool with a visual cue of turning something off would make it more obvious to all users that they had actually switched off the app. Several users were more confused by the “snooze” button when the app asked the user to do a task, and seemed to think that was the way to turn off the app. We might make the check mark/“X” buttons on those screens actually be buttons with text in them, saying “Let’s do it!” or “Not now...” as opposed to just being symbols that don’t explain anything or express emotion.

The “Invite-to-task” screen also confused our users a bit. One spent time searching for the actual “invite” button, and another wondered aloud how the person he had invited would know about the invitation. To fix these problems, when we add color to the app, the “invite” button will be a bright orange and hopefully draw the eye. We also will change the feedback text from “Invitation sent to [CONTACT]” to “Text message invitation sent to [CONTACT]”. We’re also going to implement a sliding interface where the person can change whoever he is inviting to anyone out of his contact list.

We have a few potentially confusing/more complicated features that could make the interface harder to figure out and more complicated. However, it seemed like once we explained how our system worked to the user (*after* the real testing period), they sailed through the interface with few problems. One option to make this interface less cluttered is to add a first-time-usage tutorial, with arrows and labels pointing to what things do. People who wanted to figure out the app by themselves could also just entirely skip the tutorial step.



# Appendices

## Demo script

Hey there, I'm Matt. I'm working with a team that's trying to help you easily fit more into your day. We're in early test stages and we'd be very happy if you participated. Our app is called OnTop, and it's meant to help you, well, stay on top of things, like make sure you do your laundry, or remind you to go to the gym without you setting up your own reminders to do it. The gist of it is that we have 3 tasks we want you to try to do. We'll give you each task in succession and want you to try accomplishing them. Tell us how easy/confusing it is to navigate and get your tasks done— we're looking for as much feedback as possible while we're still in the prototyping phase, so talk to us about how you feel. Now, I need to do my laundry, so watch me demonstrate adding a task. (I demonstrate)

**Task 1:** Let's say you need to call your mother. Now, I want you to create this task to schedule and add to the app. (User attempts scheduling task)

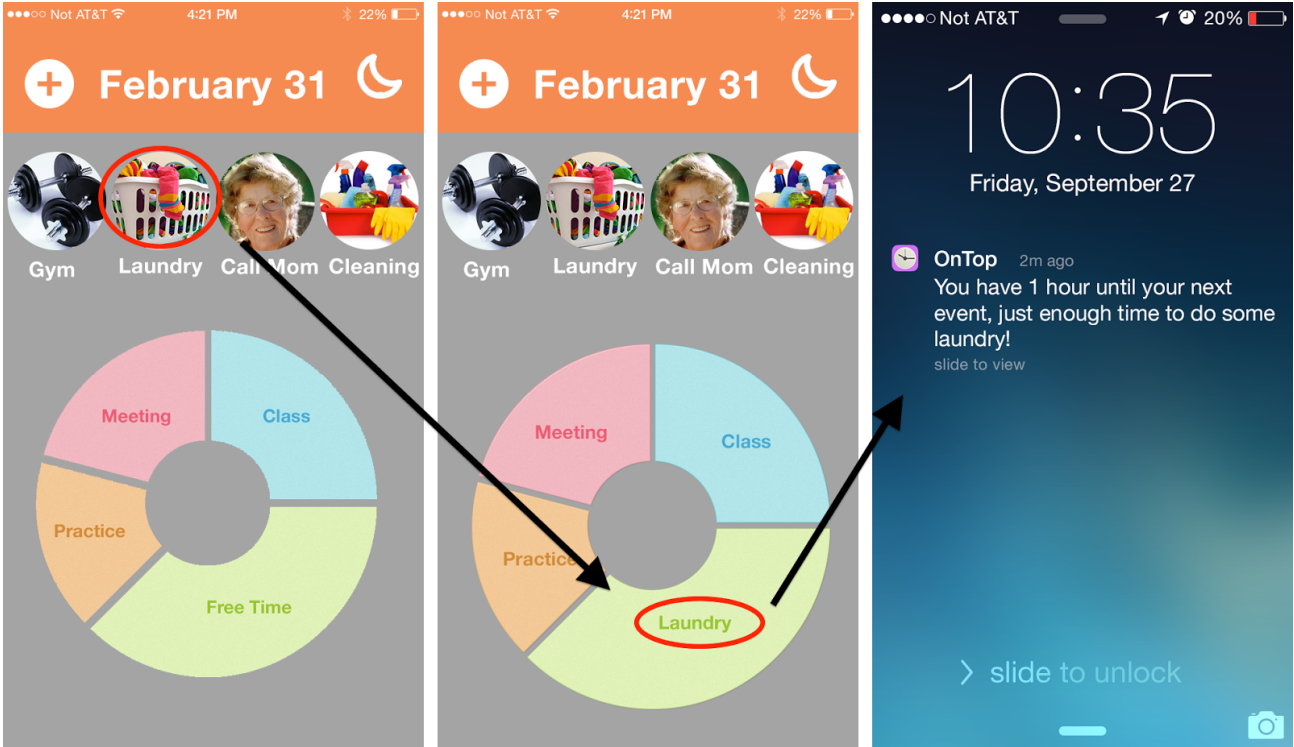
We can change a lot about our prototype right now, so we really get a lot out of your opinion and input.

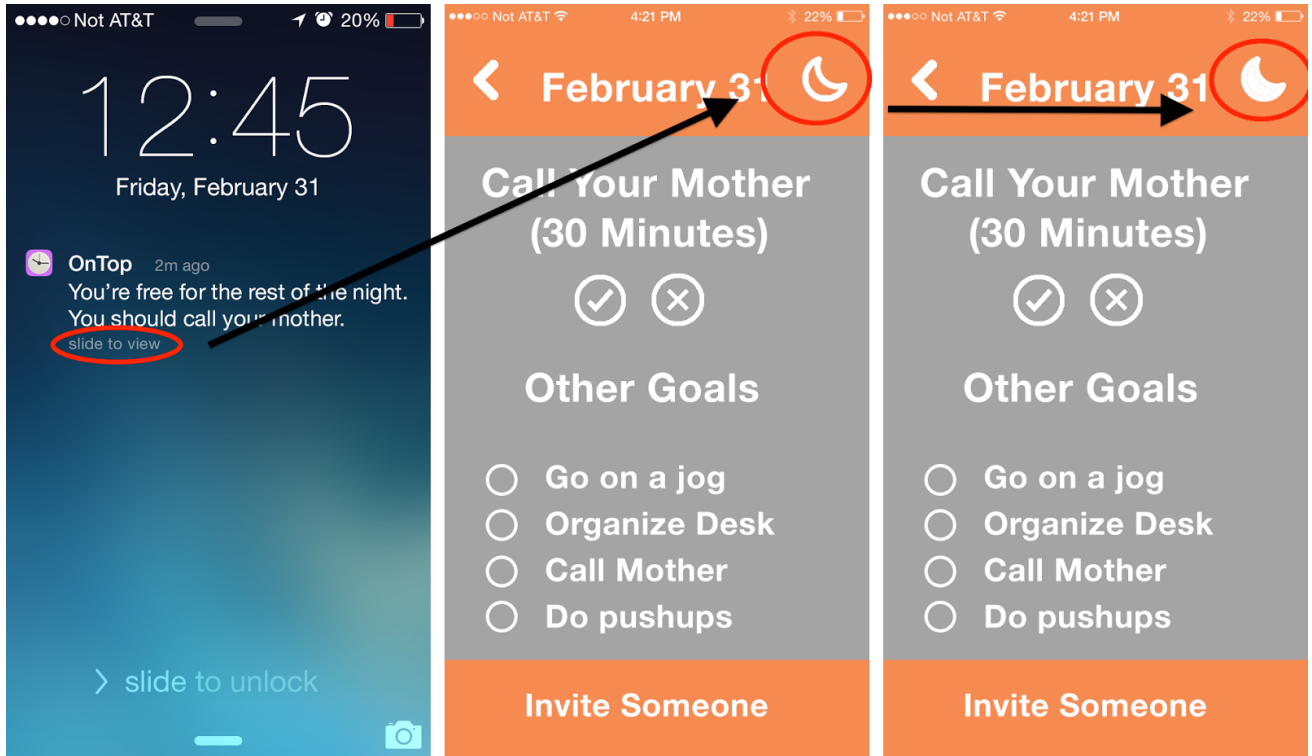
**Task 2:** You have free time in your schedule to complete one of your goals, going to the gym. OnTop notifies you to go. However, you don't want to complete this task alone, and want to invite someone to complete this goal along with you. Your objective is to invite a friend to complete this particular goal. I will now place you at the notification screen. (User attempts inviting a friend)

**Task 3:** The app as we have discussed till now, has many utilities, but sometimes we would not want it to keep reminding us about our schedule. Sometimes we have to rapidly change our schedule. That is why thought of keeping a do-not-disturb button on the app.

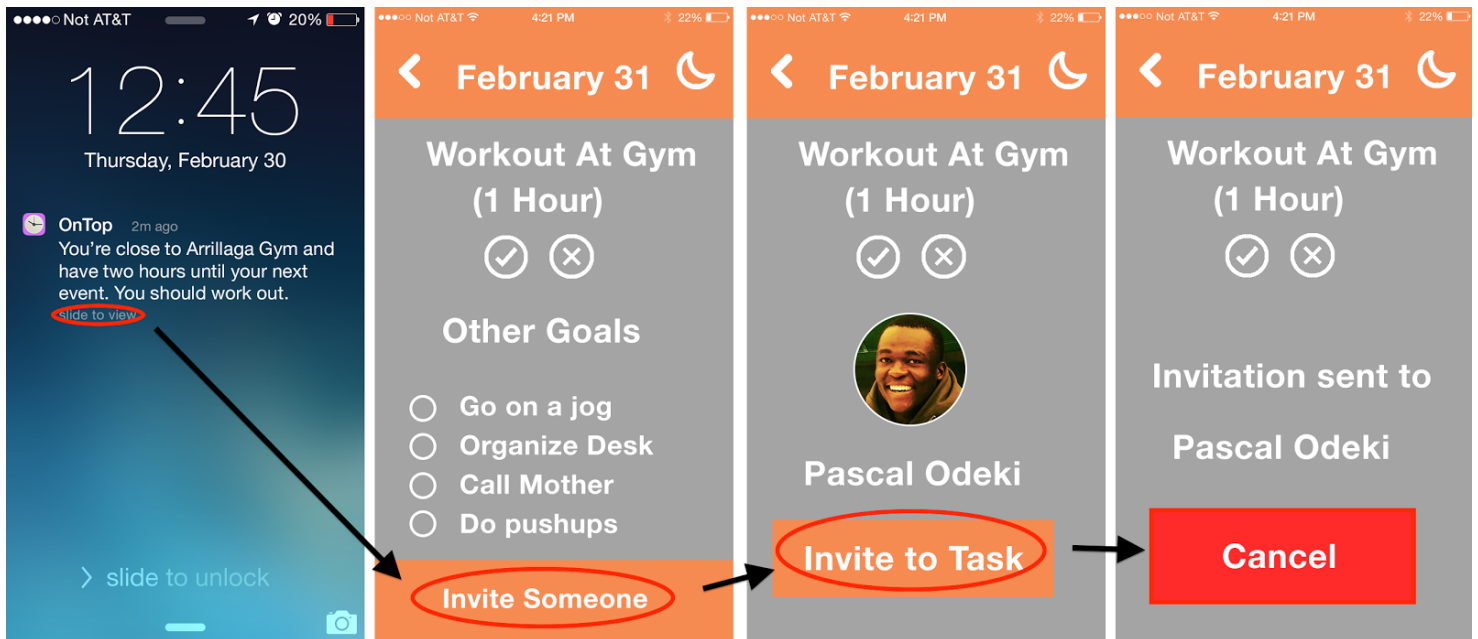
At this point, I'll bring you to a notification screen that says to call your mother. But let's say you don't want to call your mother right now and don't want to be notified of additional tasks. Please put the app on do-not-disturb mode. (User attempts do-not-disturb mode)

# Storyboards





## STORYBOARDS (CONT.)





# Interview Notes

