# HelpList

Team Friendship
Minmin, Santos, Andrés

Value Proposition

Anonymous in-class asking, ranking and answering questions for college lectures
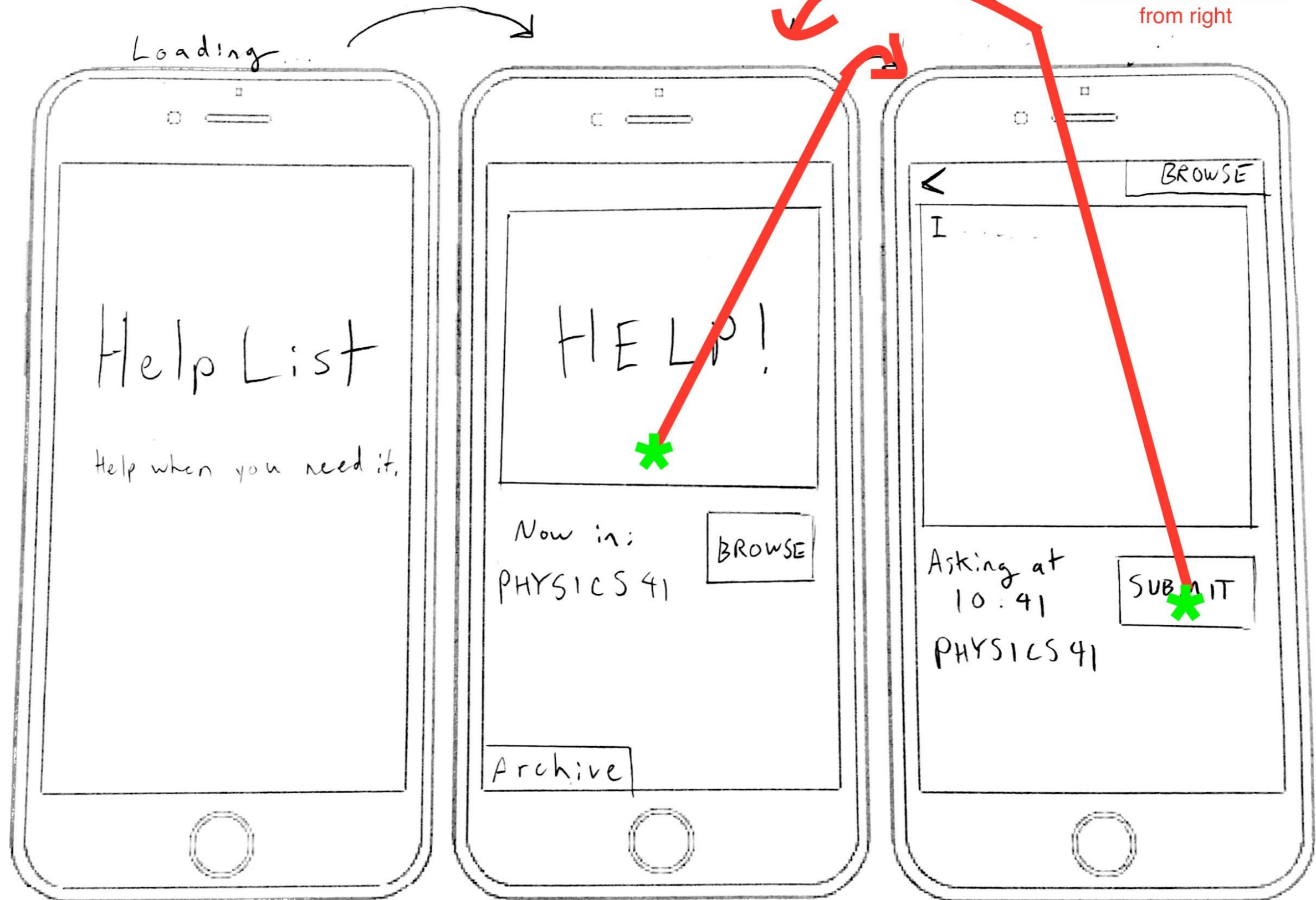
UI designs

- Mobile app and wearable app

- Mobile is more accessible - more people have access to a smartphone than to a smart watch

- Interface is easier to manage - we would need speech recognition in a watch and that would be disruptive in a classroom
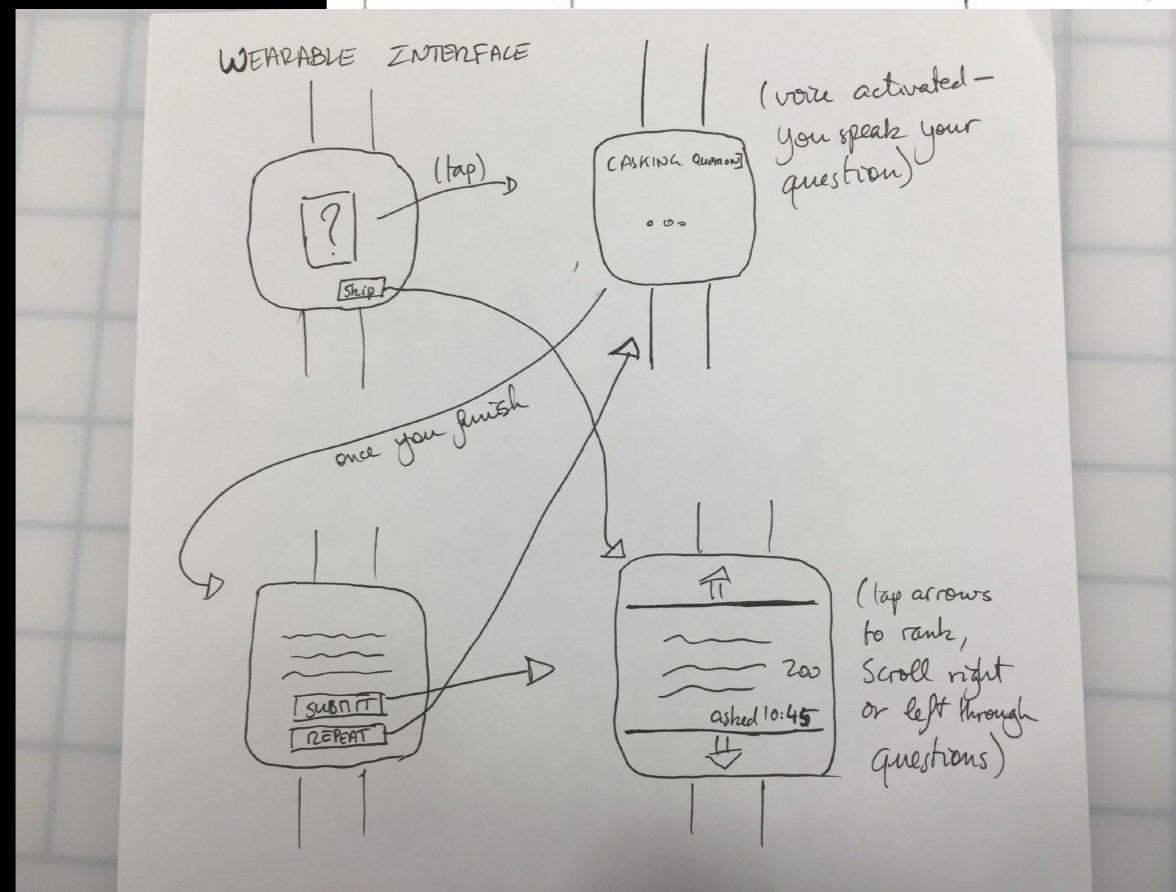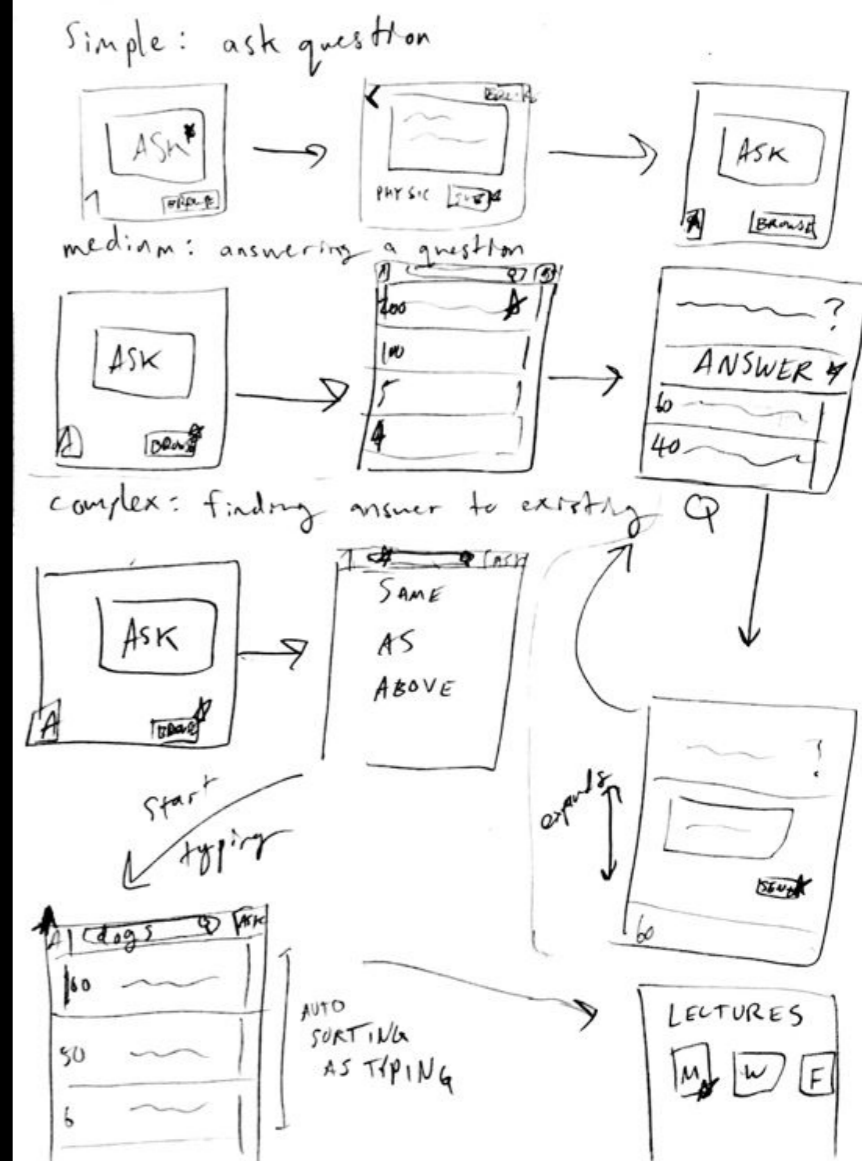
UI Storyboards
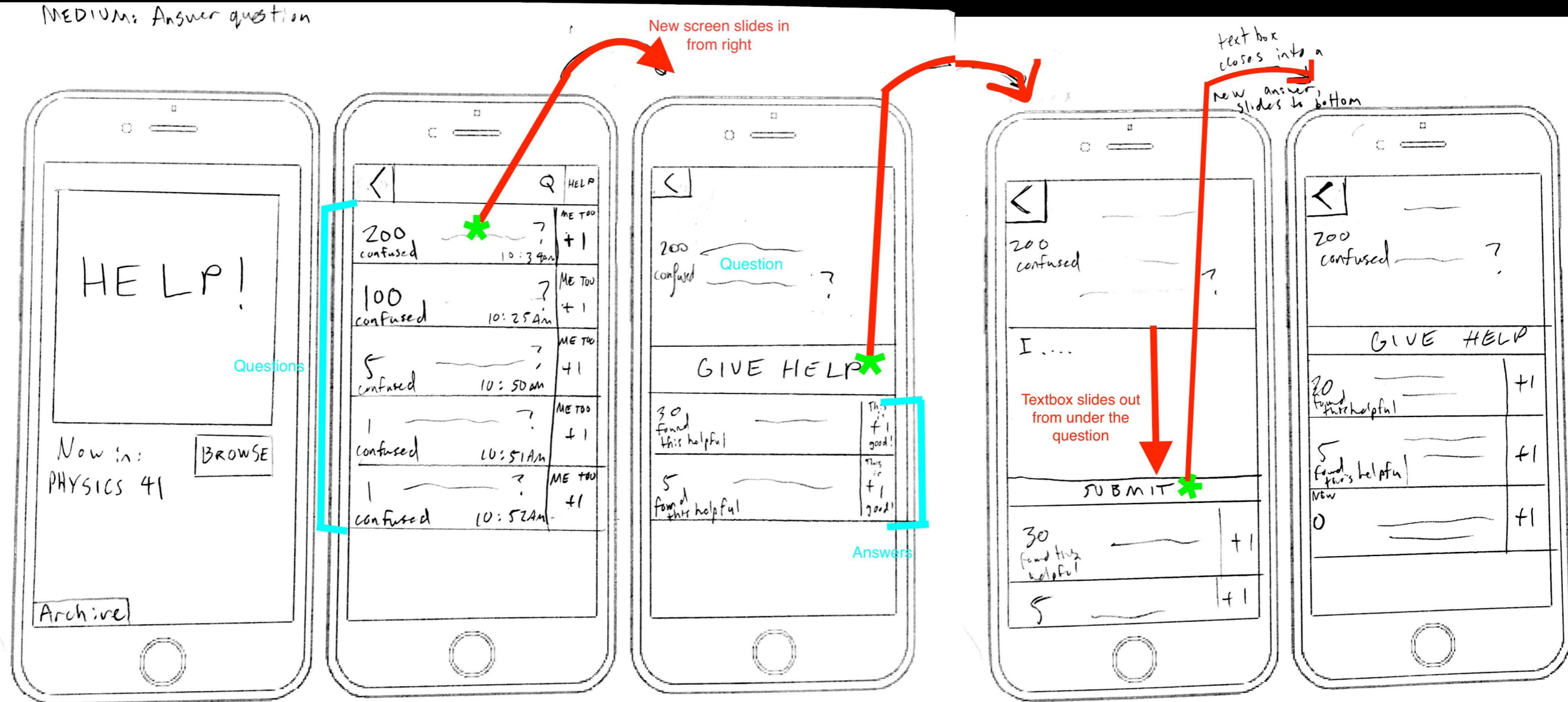
Simple Task: Ask question

Task 1: Ask questions

Medium Task: Answer question

MEDIUM: Answer question

New screen slides in from right

text box closes into a

New answer slides to bottom

HELP!

Now in: PHYSICS 41

BROWSE

Archive

Questions

200 confused   ?   10:34am   ME TOO +1

100 confused   ?   10:25am   ME TOO +1

5 confused   ?   10:50am   +1

1 confused   ?   10:51am   ME TOO +1

1 confused   ?   10:52am   ME TOO +1

Q   HELP

Question

200 confused   ?

GIVE HELP

30 found this helpful   +1 good!

5 found this helpful   This is +1 good!

Answers

Textbox slides out from under the question

200 confused   ?

I....

SUBMIT

30 found this helpful   +1

5   +1

200 confused   ?

GIVE HELP

30 found this helpful   +1
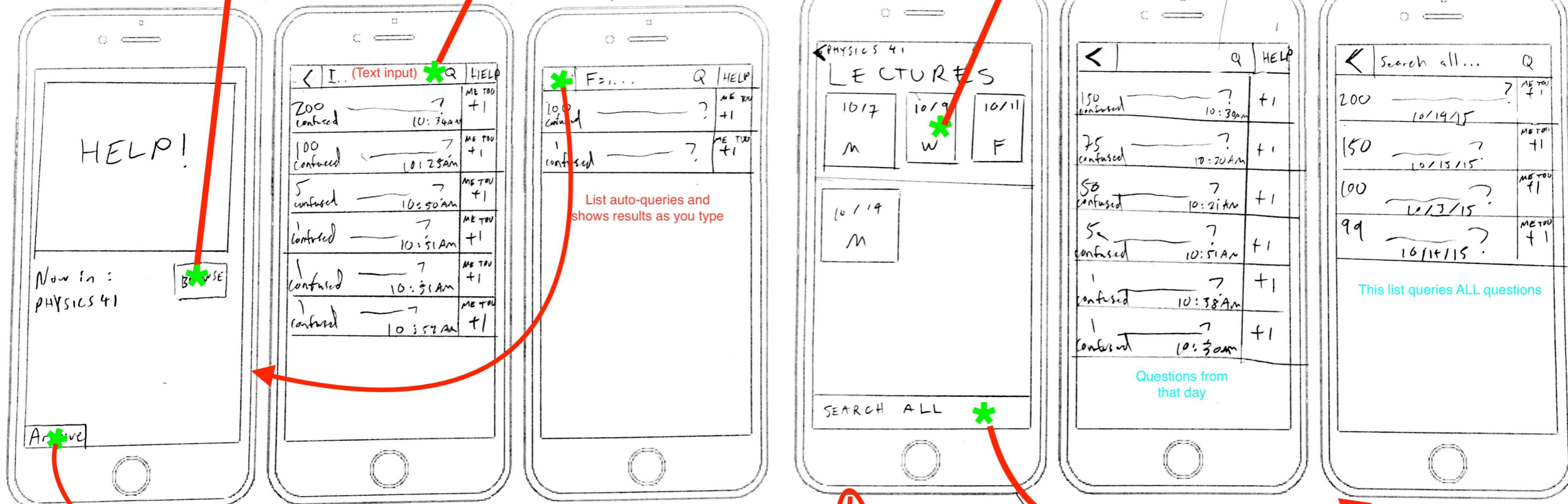
5 found this helpful   +1

New   0   +1

Task 2 Answer QUestions

Complex Task: Find previously asked question

COMPLEX: Find an existing question

New screen slides in from right

(Text input)

HELP!

Now in: PHYSICS 41

BROWSE

Archive

List auto-queries and shows results as you type

New screen slides in from right

PHYSICS 41
LECTURES

SEARCH ALL

Search all...

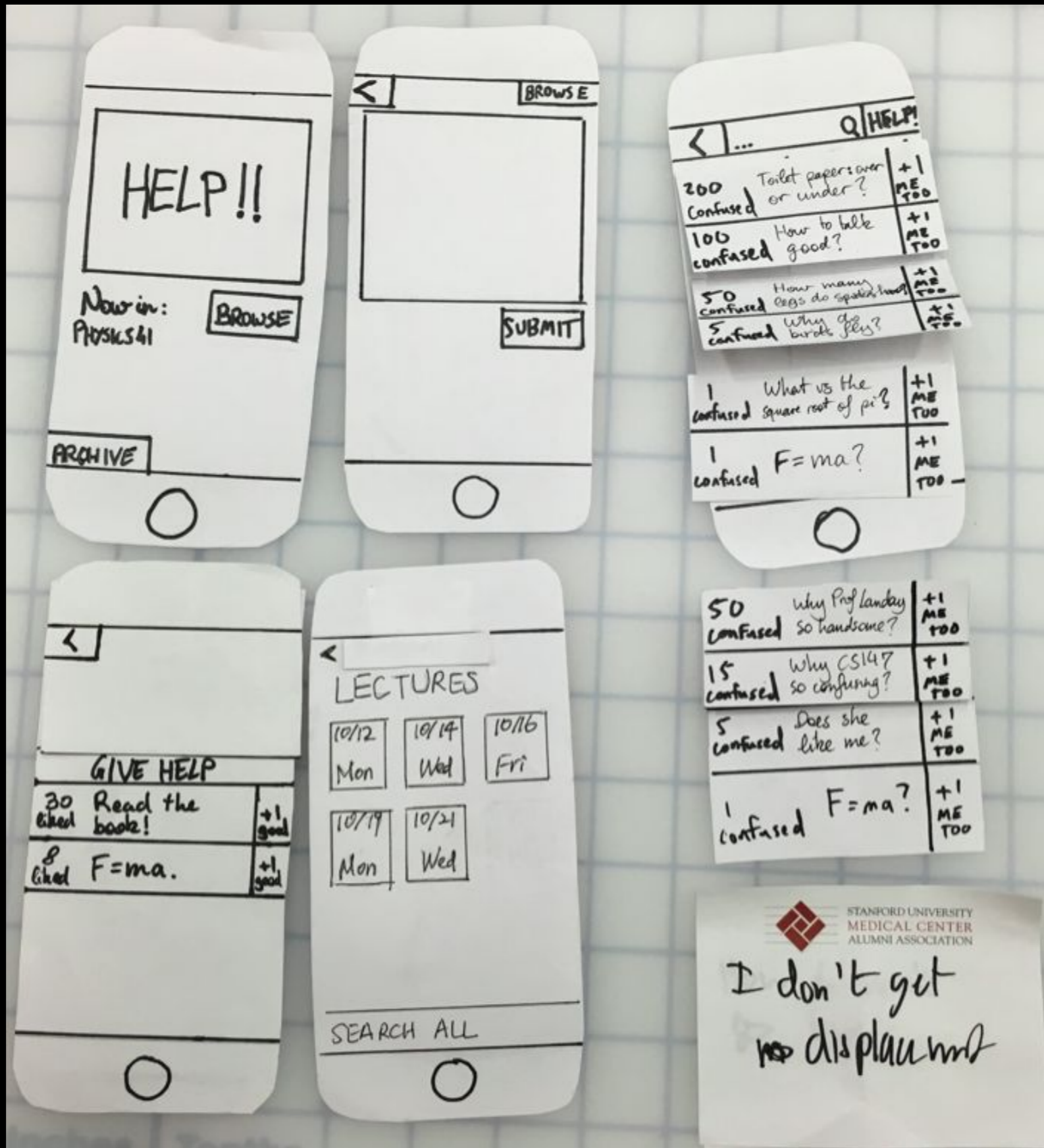This list queries ALL questions

Questions from that day

Similar list slides in, this time can query all questions

Task 3 Find Questions
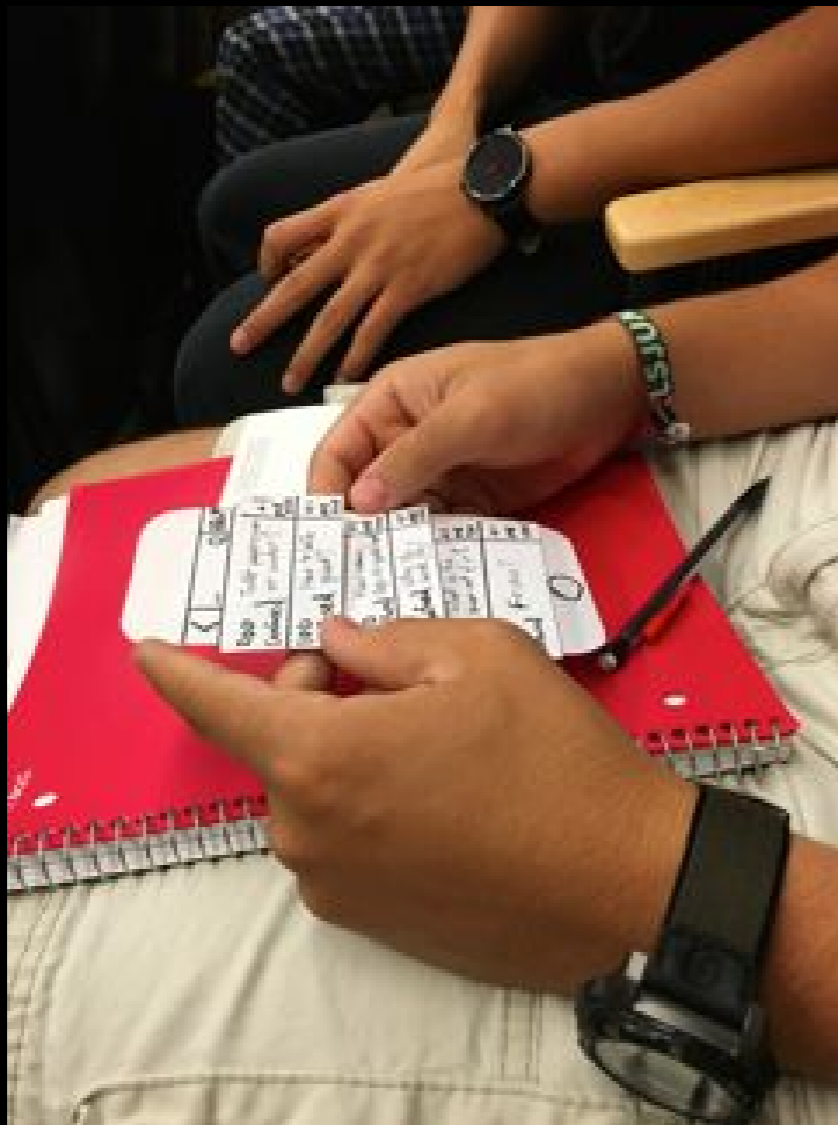
Prototype

Experimental method

- Recruited volunteers outside big lecture halls

- Conducted experiments in lecture

- Santos was the computer, Andrés was the facilitator, Minmin was the notetaker

- We showed them the interface then asked them to perform our three tasks

Results: Participant 1

Task 1 Ask a question was very easy for him.

Results: Participant 1

Task 2 Answer a question: He was quick to figure out "Browse" and tapping on question

Results: Participant 1

Task 3 Find a question: Clicked on "back" several times, went through most of the lectures in "Archive", finally clicked on search all and found the question he was looking for.
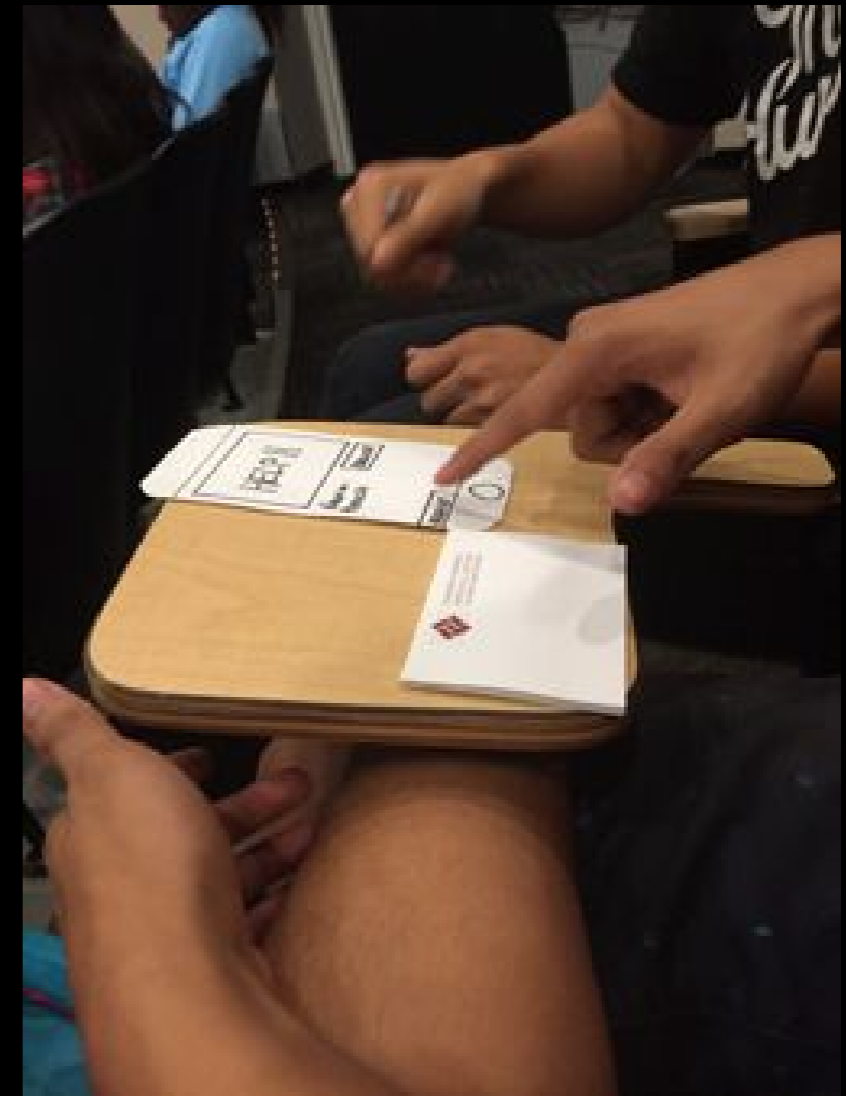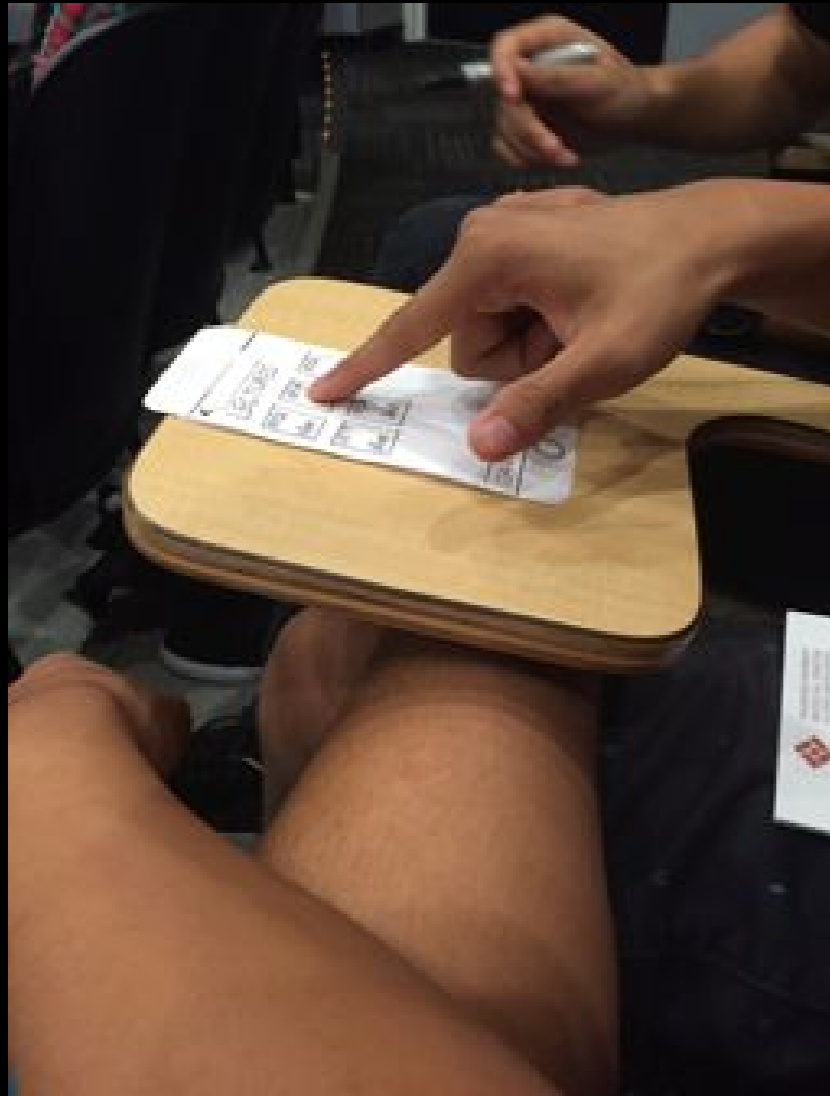
Results: Participant 2

Results: Participant 2

Task 1: Click on "Browse" instead of "Help"

Task 2: Didn't realize at first how to submit the question, confused by "Give help" after she typed in answer

Task 3: Didn't notice the "Archive" button, and went back and forth several times but eventually used the search function/archives of questions very easily

Results: Participant 3

The tasks were intuitive for him.

Discussions

- <u>Cosmetic changes:</u>
- Make "Archive" button more obvious
- Make "Search" bar more obvious
- Make the Help button pop up by using bright color
- <u>Usability changes:</u>
- Change "give help" to "submit" after they start typing
- Make search process simpler and more intuitive

Summary

- Some cosmetic and usability changes needed

- Participants liked the interactive nature and the anonymity of the app

- Liked the "+1" up-vote button

- Appreciated the simple interface for submitting questions in class