



Experience Prototyping Report

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Problem Domain

Our problem domain focuses on the theme “missing home.” In particular, we are interested in discovering how people of different demographics feel about home.

Included in this Report:

- **Initial Needfinding POVs**
- **Additional Needfinding Interview Results**
- **Revised Needfinding POVs**

- **How Might We’s**
- **How Might We’s Exploration**

- **Experience Prototype #1, Wearable LifeWatch**
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- **Results Discussion**

Initial Needfinding POVs

We had three central Point of Views from our previous needfinding interviews.

1. We met Cindy, we were amazed to find out how often she contacted her parents, it would be game changing to bring her parents with her on every trip.
2. We met Jacob, we were amazed to find out how much he checked on his family, it would be game changing to help him monitor relatives back home.
3. We met Bryon, we were amazed to find out how alienated he felt in his new home, it would be game changing to bring his sense of home to every new place he moves to.

Additional Needfinding Interview Results

We interviewed William, a Stanford student who fits the extreme user profile. William has been away from home for long periods of time, having attended a boarding school before college. William shared the most interesting insights on his relationship with home. William was glowing during the interview and told us many very personal stories. Surprisingly, he does not miss home despite the many happy memories he has when together with his families. Moreover, he does not like to communicate with home often, as he does bicker with his siblings and parents. However, the bickering is not an issue when he thinks about home from afar, and he described the peace he feels in his college dorm room when thinking about home. Our main takeaway with William is a wish to foster the same positive relationships from afar, whether our users love or despise their families when they are physically at home.

We also interviewed Jake, a Stanford student with ties to his home in India. Jake often missed sleep due to homesickness. This interview brought attention to the fact that certain people may feel shy when revealing family information around others, and we had to be additionally sensitive in our interview. Our main takeaway from Jake's interview is the power of cues and images. For example, a familiar container of protein powder in his room evoked personal memories of being back home. However, the few cues are not enough to solve his homesickness. Going forward, our group might want to foster a more active environment that help users recreate the good memories from home.

Our third interview was with Felipe, an international student from Brazil. Felipe phones his family every night, citing that he worries about their safety because they live in an unsafe part of the country. This very real concern is a diversion from the theme of missing home. There is a clear need and opportunity for action here, that may also help users adjust while from home.

Revised Needfinding POVs

1. We met a college student named William, and we were surprised to find that he doesn't miss home yet enjoys telling stories about home. It would be game changing to help students become as comfortable as William being away.
2. We met Jake, who has moved around a lot before college, and we were surprised to find that he often misses sleep due to homesickness. It would be game changing to comfort him when he is homesick.
3. We met an international student named Felipe, and we were surprised to find that he calls his family every day to make sure they are safe. It would be game changing to help family members monitor each other's safety remotely.

How Might We's

We brainstormed HMW's drawn from the entirety of all three conversations, including information not summarized in the interview results above.

William

How might we use his confidence to encourage others?

How might we create his childhood community for others to experience?

Jake

How might we cheer people up with photo surprises/memories from home?

How might we make people feel more at home with mementos from their past?

How might we roleplay parental roles for homesick people?

How might we send home-cooked meals to homesick people?

Felipe

How might we allow Felipe's to continue celebrating his nationality?

How might we keep family traditions (e.g. recipes or history) together for future generations?

How might we allow people to be involved politically with their country while they are abroad?

How might we allow Felipe to feel less concerned for the safety of his family at Brazil?

How Might We's Exploration

First, we sat down and chose four How Might We's from our initial needfinding interviews and our additional needfinding interviews. Below each, we brainstormed ideas and solutions.

How might we preserve a connection to home while being away?

- Allow for news feed, live feed, photo of the place, and stories about it. Allows family members to provide feed to the app, they are the story makers. Maybe allow for you to guide someone through your hometown.

How might we preserve and build family history and traditions?

- Approach it from a video standpoint. We can take a Vine approach (short video clips) that allows people to store precious family moments into a digital scrapbook of sorts.
- Picture Puzzles, simple sort of jigsaw puzzles made up of pictures of loved ones that can be tied in with a saved quote by that person when the puzzle is completed.

How might we track the safety of a family member? *Focus on tracking older parents.*

Tracking young children would be a totally different service and we need a focus.

- A nursing app to monitor health. Medical appointments, doctor's statements, prescription, would all immediately be attached to your account where you can view them.
- Use a peripheral device that allows you to ping your parents and they have to ping back within a certain time limit.
- Two way, hourly log in a sort of SMS format (time periods could be adjusted).
- Dietary/nutritional check in (family members can take photos of their meals to ensure they're eating correctly).
- LifeAlert extension that keeps family members safe, but also provides practical functionality.
- Gps location tracking? Young people may not want to be monitored, but older generations are fine.
- App that lets you know how safe the location you are in is - warns you if crime is happening nearby, warns you if you are about to enter a neighborhood that has high crime ratings.
- A legal assistant app - compiles all the legal resources and organizations available for pro bono counsel.

How might we ease the process of grieving? *Grieving process is compounded with organizational help, funerals, splitting will, etc.*

- Obituary guide - Help family members gather and create an interactive obituary using technology to integrate videos, audio clips, photos, to help preserve their legacy.
- Will splitter, walks you through the legalities.

Experience Prototype #1, Wearable LifeWatch

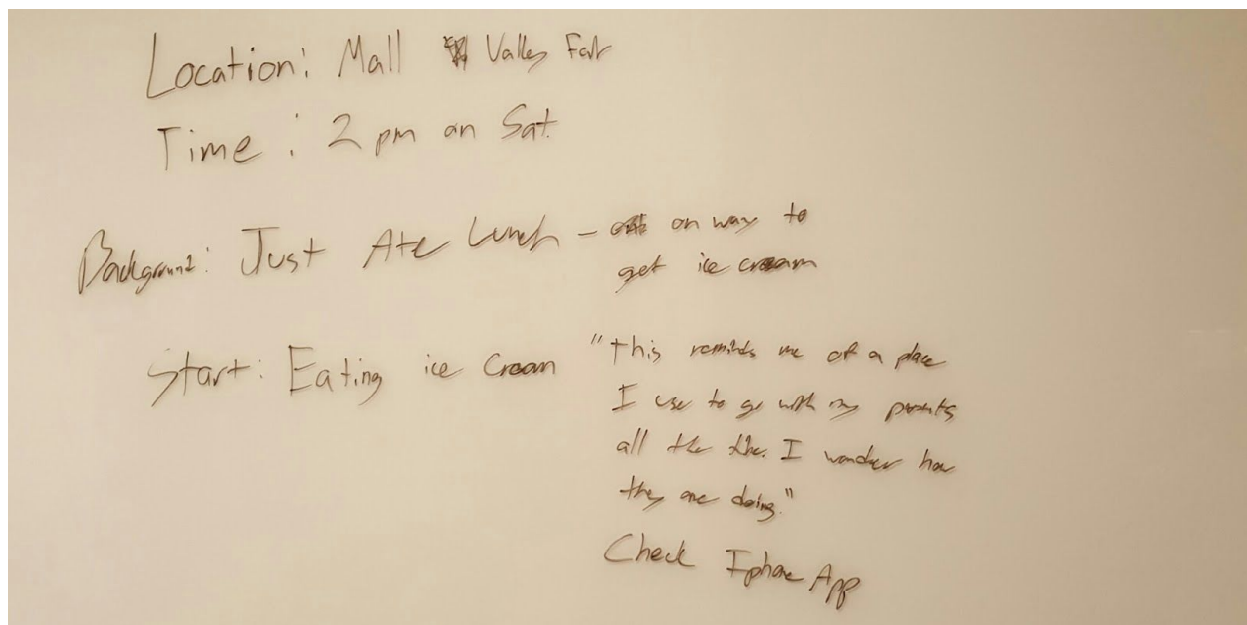
First, we wanted to explore the idea of using a wearable interface to help solve the issue of protecting an older family member that is away from home.

Assumptions Made

We assumed that giving users the ability to check on their family members would comfort them.

Construction

We used a skit format. A team member roleplayed an elderly family member and another member acts as a voice interface similar to Siri. We set the scenes for the user. Our first scene describes the user getting ice cream and being reminded of a childhood experience with their family. A team member roleplaying the user's friend prompts the user asking how the user's family is doing. The Siri voice then walks through how the user's loved one is doing (i.e. hours slept, heart rate). We finish off the prototype with an emergency situation where the elderly loved one signals the user for help.



Testing & Discussion

We tested the first prototype on Miguel. The scenes-setting put Miguel in the appropriate mood. We discovered the voice interface and skit format can confuse users at the start. An improvement is to display one rough screen interface before the voice interface begins. Our assumption was mostly valid, but Miguel worried about the issue of privacy and of infringement in family member's lives. He also worried about instances where the user's family member forgot to wear the device. Miguel asked how the signal technology would work in other countries.

Experience Prototype #2, HomeStream

Second, we wanted to ameliorate feelings of homesickness and isolation for our users.

Assumptions Made

We assumed that users will feel connected to home by looking at family photos and family news.

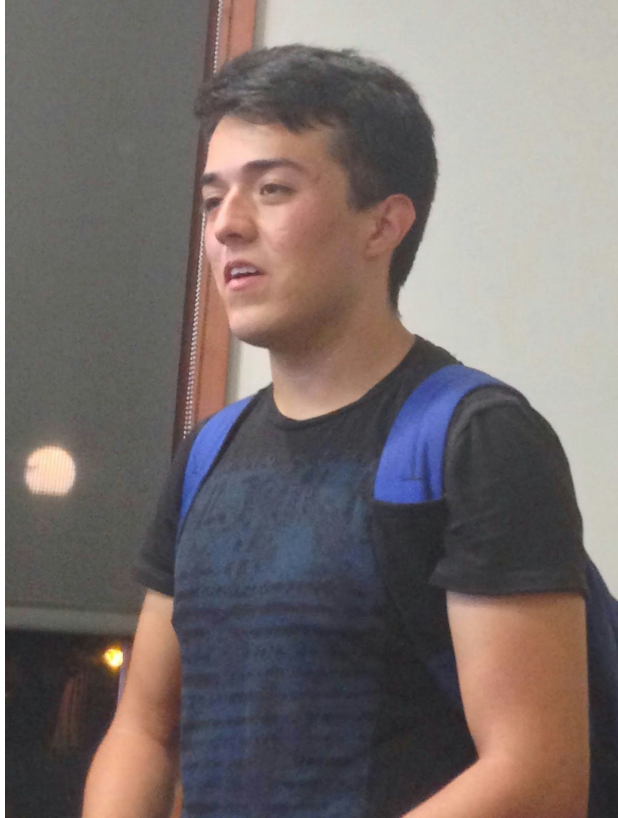
Construction

Allow for local news feed and live street feeds. Allow family members to provide feed to the app; they are the story makers. Allow for users to guide a friend through their hometown.

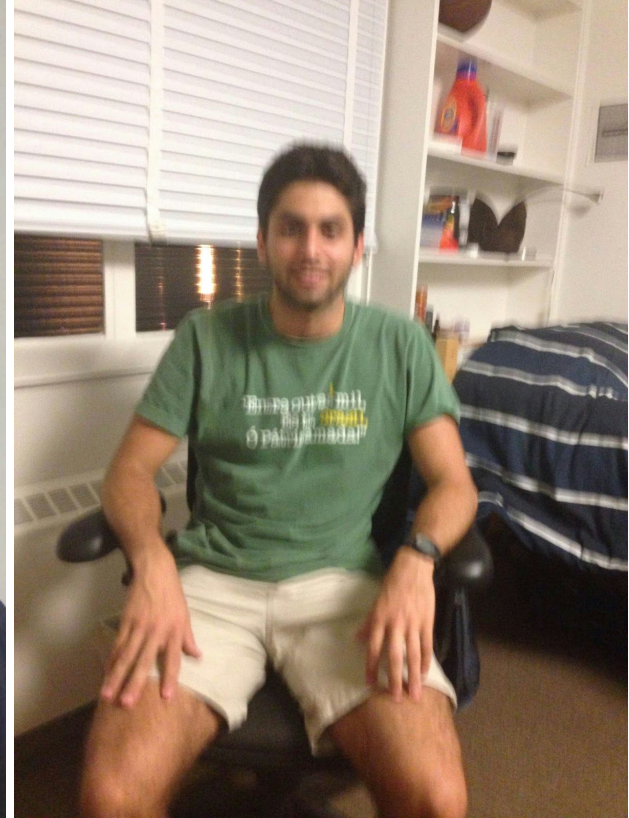


Testing & Discussion

We ran through what we described in the prototype development process in with one of our previous interviewees, Felipe. We asked Felipe to close his eyes and we described the hypothetical situation for him, then questioned him on how he felt doing certain hypothetical actions. Felipe shared that at one point, he actually felt a longing to be back at home. When asked how did he felt about seeing a clip of his brother playing a basketball game for school, he responds that he is "glad that he is being included in their lives." We also learned that Felipe would be glad to show friends around his hometown virtually if asked to. Our assumption was valid, and Felipe felt connected to home by doing the interactions prompted.



Miguel raising questions with the team.



Felipe ready to experience being back home.

Results Discussion

Our team agreed that the second prototype evoked a more emotional response. In this respect, the second prototype yielded the more successful needfinding experience. However, we identified the wearable application as a greater opportunity to move forward and implement upon. The possibilities for improvement and future directions in the Wearable LifeWatch prototype inspired us. Most notably, we liked that a safety-focused wearable application fulfills a specific need we identified in our interviews. We plan to present our vision in greater clarity with the upcoming concept video.