

Useense

Low-Fi Prototyping

An important story

As we grow older and move out of our homes, our parents grow older too.

At home. Alone.

Watching our loved ones age from afar is difficult, especially when they live by themselves. Will someone be there to call 9-1-1 for your mother in a medical emergency? How will you know when an intruder breaks into their home?

The truth is, you won't know.

Our Mission

Simple

A Usense watch tracks the user's health and location, and a family member monitors the user through the smartphone application.

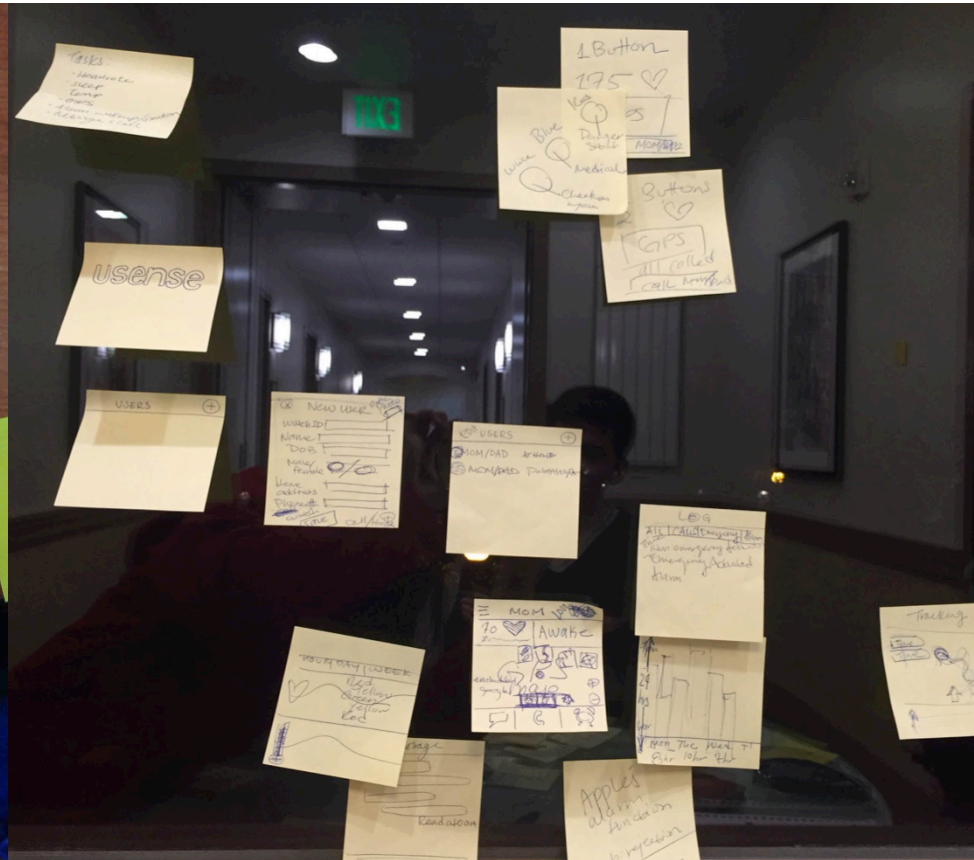
Intuitive

Usense users can contact emergency services with the push of a button, and loved ones are instantly alerted when a medical or safety emergency arises.

Safe

Usense empowers personal care between distant family members.

Two different UIs



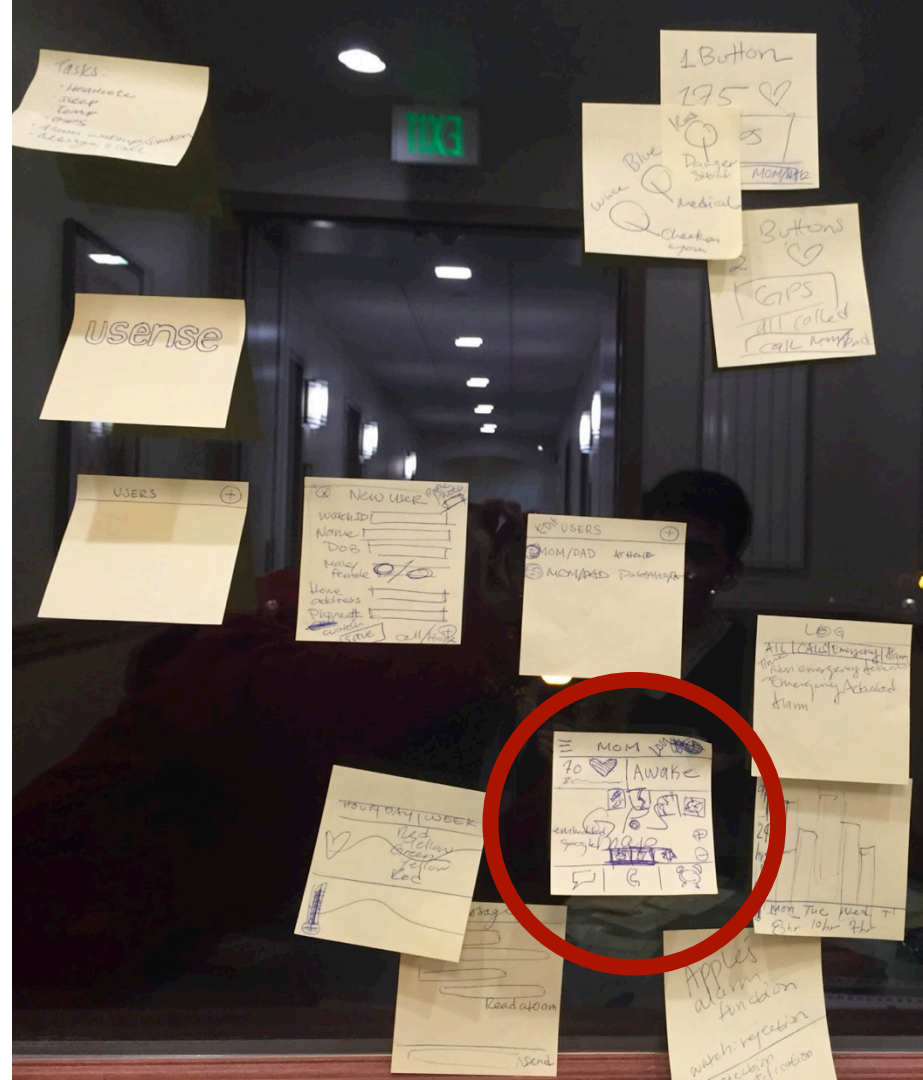
Selected Interface

Displays all monitored health information on landing screen.

Implements familiar UI from Apple's messaging, phone, and alarm functions.

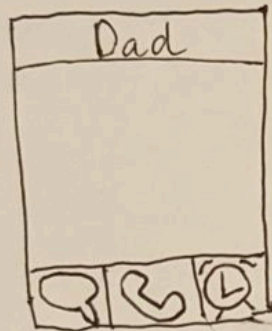
Familiarity is key in the UI of a safety app.

The other Tamagotchi UI denoted a misleading owner-to-pet relationship, while this UI enables a loved-one-to-loved-one relationship.



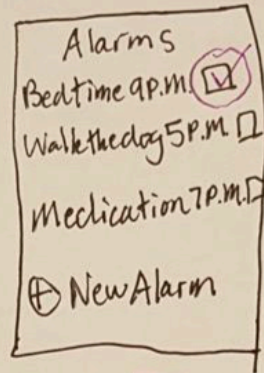
Task #1 Setting an alarm for Dad

First, the user enters the app.

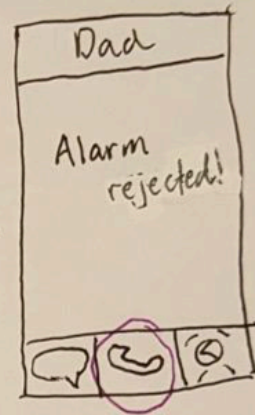


Clicks the alarm button

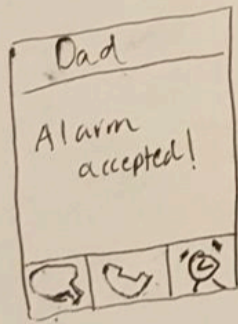
The user sees some preset alarms and locks in an alarm for dad.



After some time... Dad rejects the alarm.

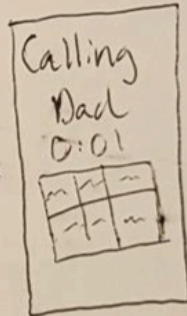


Dad accepts the new alarm!



You set a new alarm

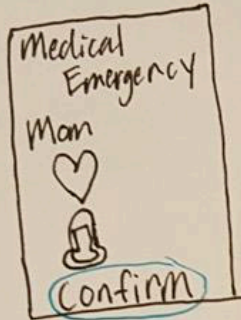
You two agree on a better time



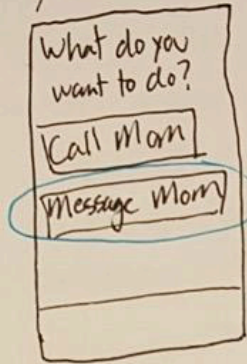
You decide to call Dad to talk about a suitable time.

Task #2 Mom is in an Emergency!

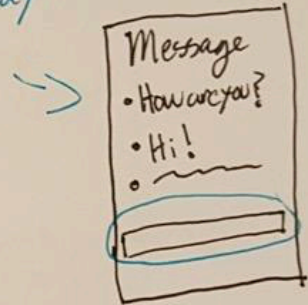
The user gets an emergency notification.



the user confirms they know about the emergency

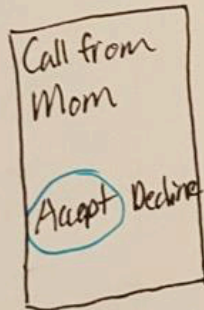


You know help is on the way, but you want to make sure she's okay

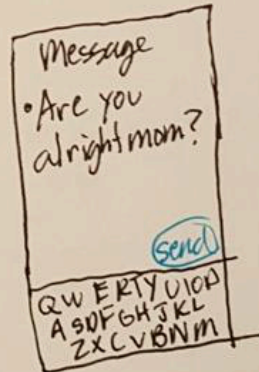


You decide to type a message instead of a preset

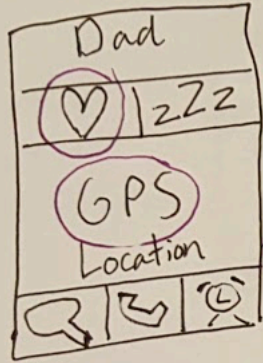
She tells you how she's safe and sound and waiting for the doctor! 😊



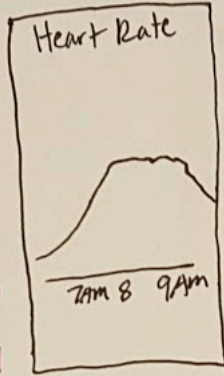
After some time... mom responds by calling



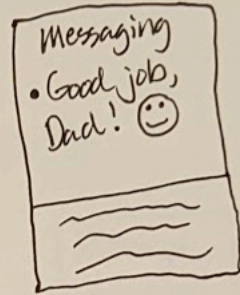
Task #3 Checking Dad's Heart Rate



Clicking on the heart pulls up a chart of his heart rate history



User swipes to get back to the previous screen

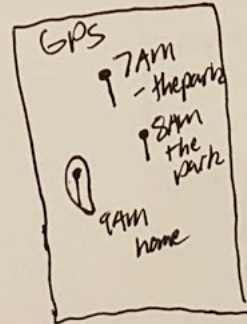


You congratulate your dad on working out!

You realize he was just exercising!

Dad's heart rate was a bit on the high side. You decide to check it out.

You click on the GPS/Location section which pulls up this screen



EMERGENCY
MEDICAL EMERGENCY

Call Mom
Text Mom

Mon Tu Wed
Days

Mon-Father

Message sent!

Alarm engaged!

Cancel Add Alarm Suez

10	30
11	31
12	32 AM
1	33 PM
2	34 PM
3	35 PM
4	36 PM
5	37 PM
6	38 PM
7	39 PM
8	40 PM

Repeat: Daily Weekly Monthly

Name:

Alarm: Alarm: Radio:

Alarm set!

Alarm deactivated

Dad

♥ 75bpm

LOCATION: HOME

Call Message Face

EMERGENCY

Mom

♥ 140bpm

🌡️ 100.6°F

Confirm

Create Profile

WorkID:

Name:

DOB: / /

Male Female

Home Address:

Phone #:

CREATE

Mom

End

EDIT Alarm +

6:05 AM Mom

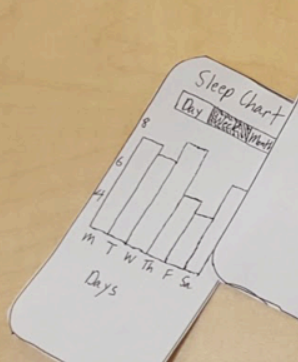
8:45 AM Mom

5:00 PM Mom

TRIGGER MESSAGE!

This sleeping mat

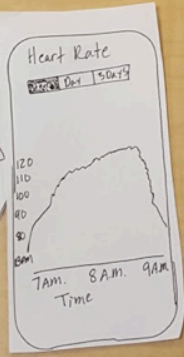
Wed



Prot

1.8 Dad

2.5 Mom



Quick Message

Hi Dad, how are you?
Dad are you okay?
Do you need something?
I'm coming over.

...

Text Message

Text Message

Send

Message keypad with icons for emojis, attachments, and other functions.

Jack-in-the-box

Message keypad with icons for emojis, attachments, and other functions.



Participant 1

International student from Brazil

First task - Did not like preset text messages that appeared before the keyboard. Described them as “overwhelming.”

Second task - Wants to see details on the heart rate in emergency situation. Example: What is the normal bpm? Does 140bpm mean death?

Second task - Appreciates having health info show onscreen in an emergency notification, before showing options for user to take action.

Second task - Wants heart rate graph to be color coded, and important numbers noted. Possibly implement situational instructions if a specific vital is found to be irregular.



Participant 2

Student with parents traveling separately

Second task - Raises the question, what are his options if he received an emergency notification from Mom, but Mom does not pick up his call?

Third task - Unclear what the timestamp on location tracking shows. “Is this a random sampling of where Dad is throughout the day?”

Third task - Wants a clearer interface in location tracking that shows useful, organized information.

General - Likes the clear UI. Asked to have explicit instructions (instead of a label) in a text field.

Example: “Type a message” instead of “Text message”



Participant 3

Guatemalan smart-watch user

First task - Wants to edit and customize preset messages.
Likes preset messages.

First task - Did not realize Dad would be notified when an alarm is set and that Dad had option to Reject alarm.

Third task - Asks for a way to denote asleep/awake on the heart rate graph. Should have some way to compare sleep with heart rate, without having to toggle back and forth.

Third task - Wants location tracking timestamps to show previous and next timestamps.



Changes to UI

Explicit instructions where needed. Example: “Type a message”

*This may not be needed in a high fidelity prototype where we can denote text field labels with grey text.

Color code graphs to deliver safe/dangerous levels.

Improve the location tracking icon.

Add path to location tracking timestamps, connect to Log.

Summary

Useuse users experienced high satisfaction with the product.

They felt great knowing 9-1-1 is called first, and then they are notified next.

They appreciated the range of options given for them to respond to situations.

Simple. Intuitive. Safe.