

Assignment Eight: Interactive Prototype



ConverStation

Stop here for something new!

The Team

Eli V., Managing Director

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Value Proposition

Meet new people, find new perspectives!

Problem and Solution Overview

The Problem

In our needfinding interviews, we found that many people at Stanford and elsewhere felt a strong desire for more conversations about things they found interesting, whether inside or outside the classroom. Student participants reported feeling a lack of community and engagement in their classes and wishing that they could engage more with fellow students. Another theme from our interviews was busyness: people wished they had a way to fit more conversations into their hectic schedules.

Mission Statement

Our goal is to introduce users to new people who share their interests, to encourage engaging face-to-face conversations, and to fit these conversations into our users' everyday lives.

Our Solution

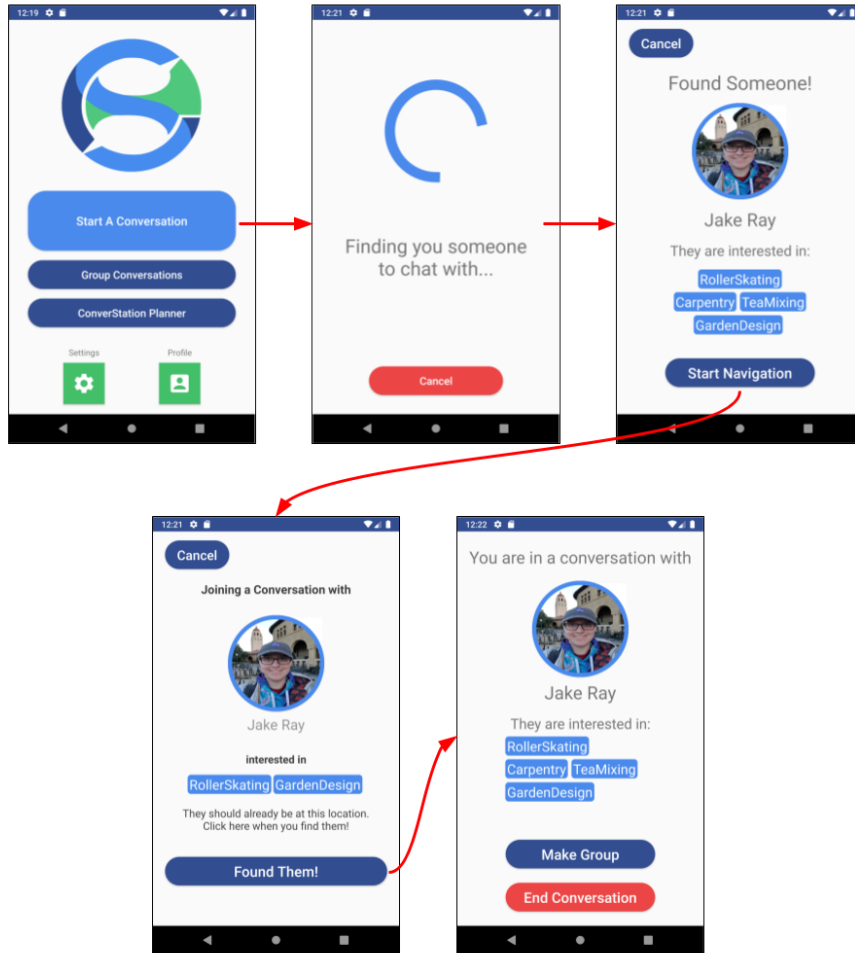
Our solution is an app that pairs you with other students at your college for in-person conversations. Pairing is based on proximity and shared interests. It is a safe, low-pressure way to fit meeting new people into your busy schedule. When you request a conversation, you get paired with another available user in the same immediate area, and the app navigates you to a public conversation station (or “ConverStation”) -- for example, a park with benches or a coffee shop. The app also supports scheduling: you can put in recurring times when you are usually free, and the app will notify you with a reminder to look for a conversation. Finally, you can make or join larger group conversations with topics visible to all users.

Task & Final Interface Scenarios

Start (Individual) Conversation (Simple)

This is the core task of our app: starting a one-on-one, face-to-face conversation with someone. At the click of a button, the app pairs the user with another user nearby who shares their interests. The app then navigates both users to a nearby ConverStation point, where they can meet up face-to-face. (For the purpose of our demo, as shown in the walkthrough below, we assume that the user is already at the location and does not need to be navigated there). We chose this as our simple task because it is central to our value proposition and we expected this task to be the most common aim of users when opening the app.

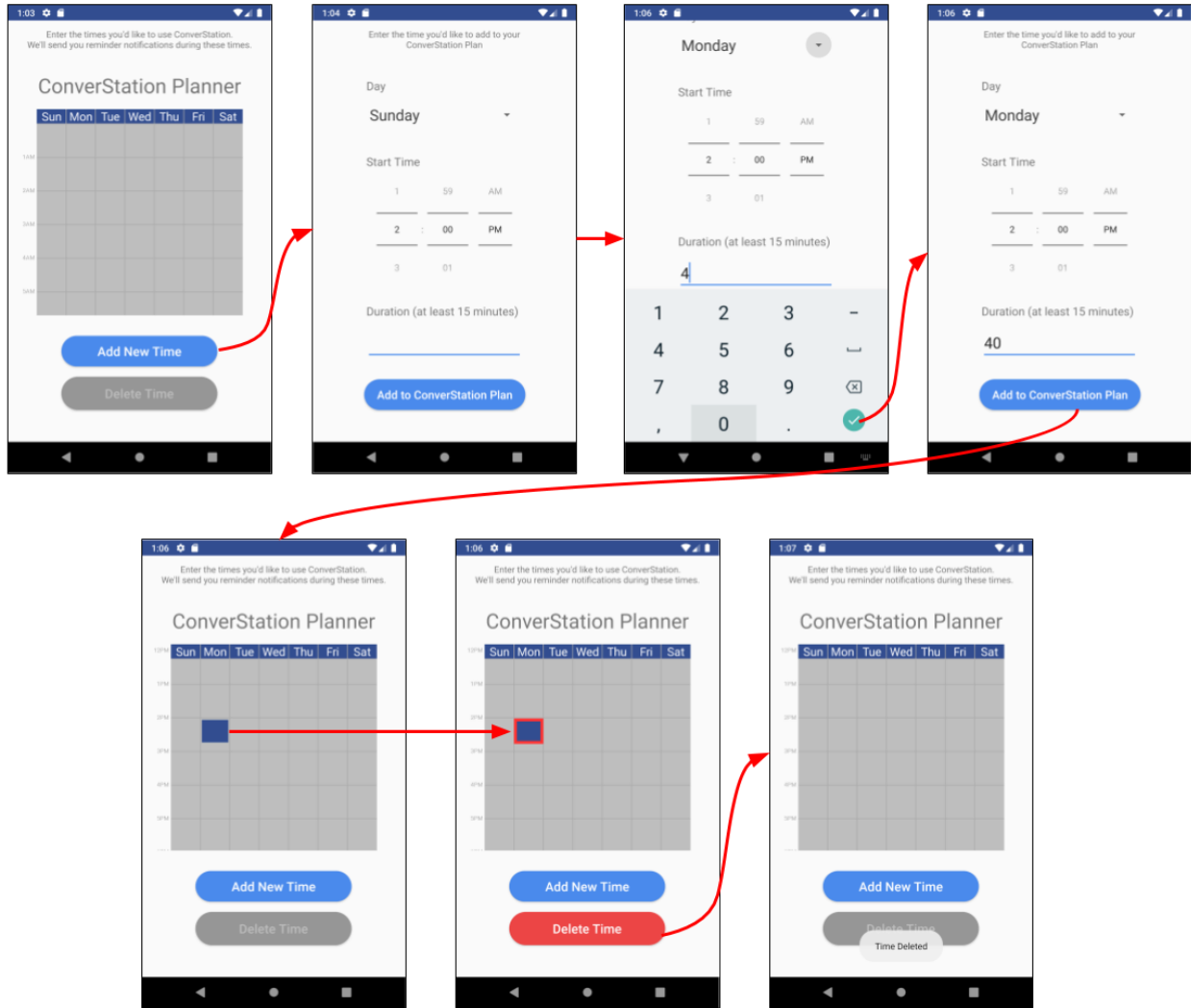
See next page for walkthrough.



Edit ConverStation Planner (Medium)

For our next task, we wanted a way for users to plan when they wanted to have conversations ahead of time. To accomplish this task, the user can edit their ConverStation Planner, adding weekly recurring times when they want to use the app. The app will send them reminder notifications at these times. We chose this task because fitting conversations into students' busy schedules is a primary goal of our app.

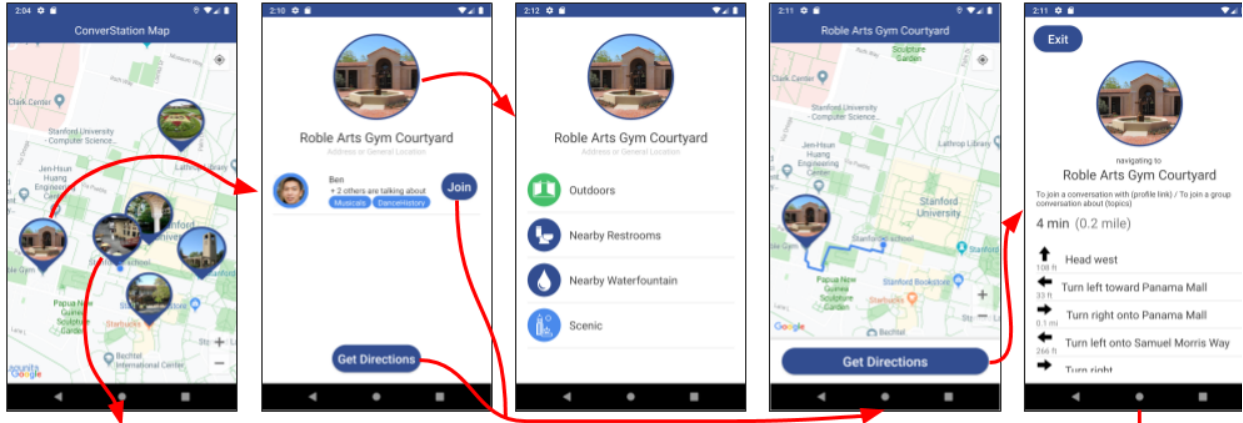
See next page for walkthrough.



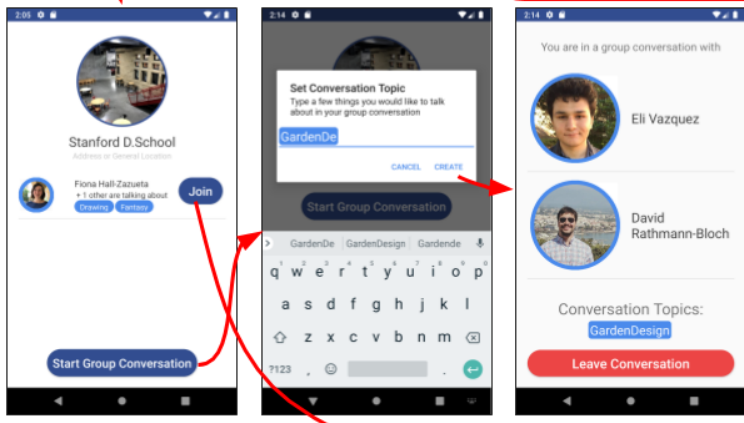
Start Group Conversation (Complex)

For our final task, we wanted to give users a way to meet with groups of people, not just one-on-one. In our app, there are two ways of accomplishing this task. The first is by expanding an existing one-on-one conversation into a group conversation which anyone can join. The other way is by browsing our ConverStation map, which shows all of the ConverStation points where users can join existing group conversation or start a new one, choosing their own topics. We included this task because we wanted to allow for the possibility of existing ConverStation users wanting to engage a larger group of people in a conversation about specific, visible topics.

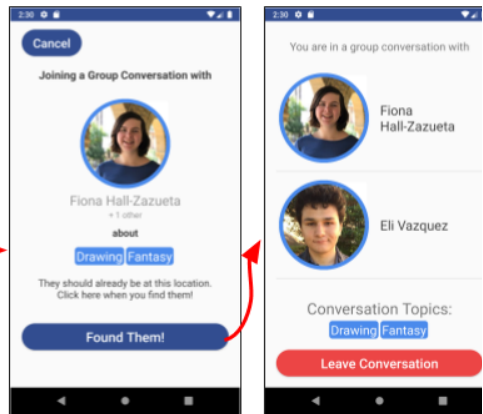
See next page for walkthrough.



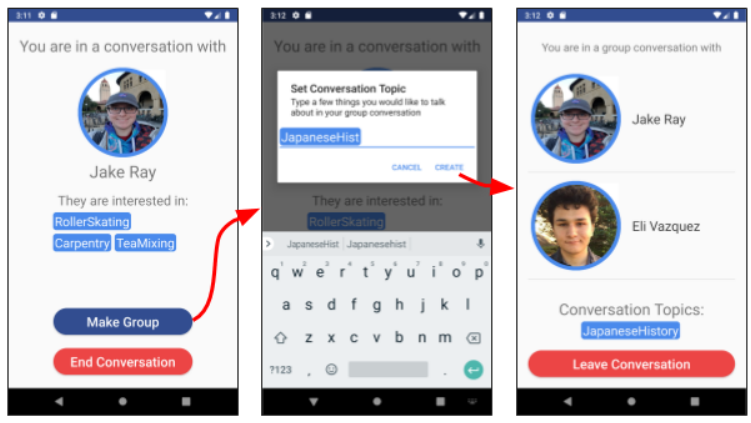
Once the user arrived at Roble Arts Gym Courtyard, they would either be able to start their own group conversation (they set the topic) or join the conversation which they were interested in.



Since users at the poster session were already at the d.School, they didn't need to "Get Directions". The text of the bottom button changes based on user location, a feature achieved through Wizard of Oz/Hardcoding in this prototype.

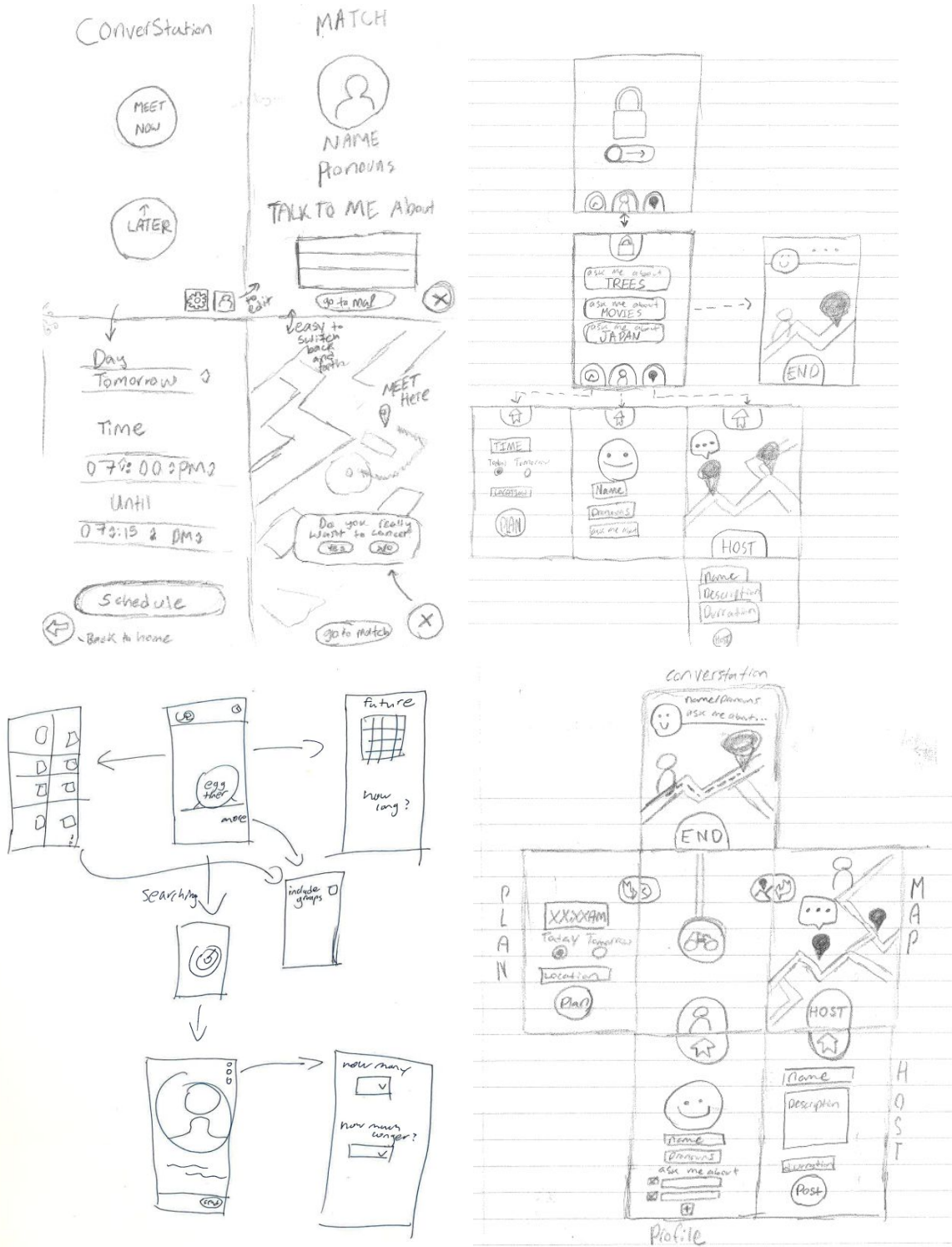


Group conversations can also be started by expanding one-on-one conversations, allowing two people to open their discussion to more perspectives.

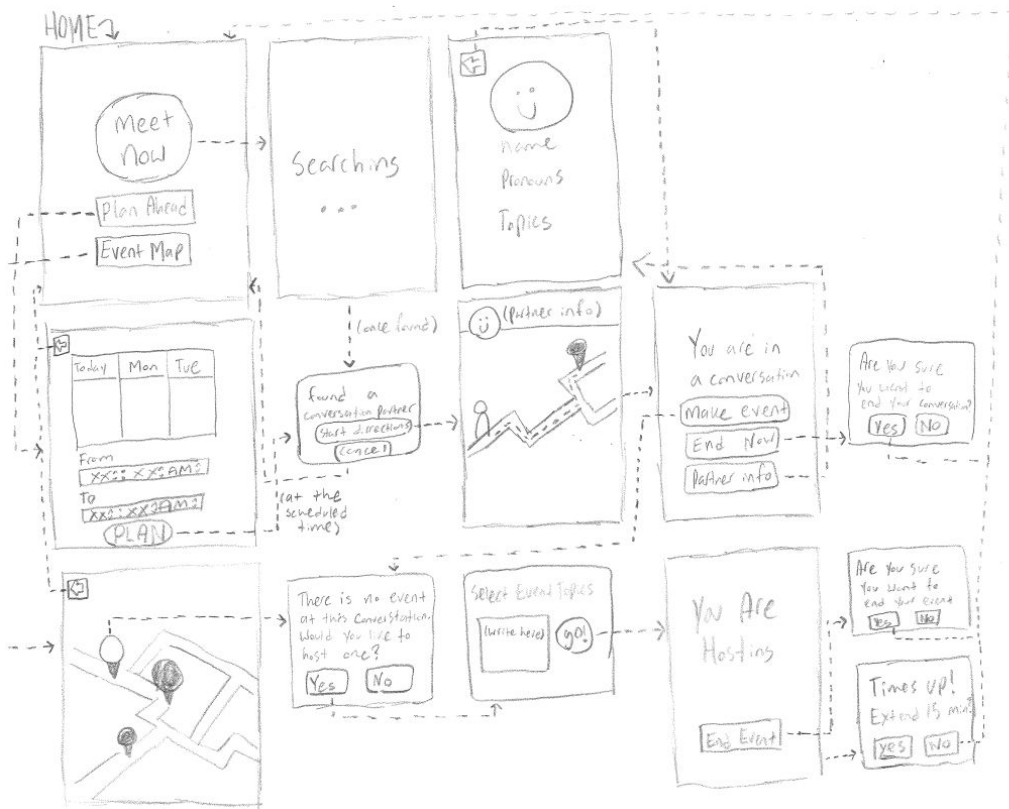


Design Evolution

1. Initial Sketches



We made many initial sketches. Several of them focused on a smartphone interface, and we had several ideas about what a smartphone interface would look like, such as an egg-timer, a toggle for free time, and a simple button to meet.



After agreeing that a smartphone was the best platform for which to design our solution, we sketched out how a smartphone app for our solution might work, combining many of the ideas from our initial sketches. We focused primarily on the idea of a very simple “Meet Now” button. We wanted to have as low a barrier to starting a conversation as possible; to us, a large, simple button made the most sense.

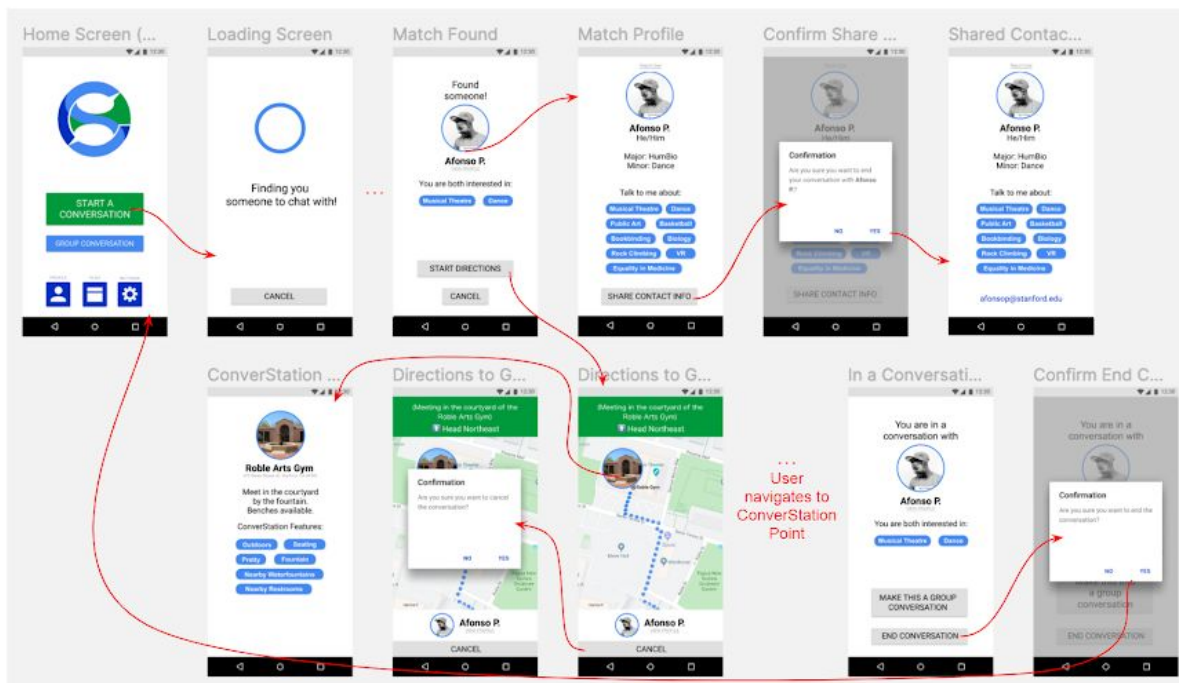
2. Low-Fidelity Prototype



Next, we made a low-fidelity paper prototype showing all the UI elements our app would have. We then tested it with several members of the public, who provided us with useful feedback.

Specifically, we learned it would be necessary to clearly signpost the navigation step of our application, and consistently refer to “group conversations” rather than “events.” There was significant confusion over terminology and clarity of what different elements of the prototype actually did. Our changes in the medium-fidelity prototype focused on solving these issues.

3. Medium-Fidelity Prototype



Next, we designed an interactive, online prototype using Figma. The medium-fidelity prototype is a usable demo of the key functionality of ConverStation, and it is available on our website. As is the nature of a medium-fidelity prototype, we focused significantly on the user interface. To make it clearer to use, we greatly simplified what buttons and pop-ups were available, focusing primarily on screens indicating navigation and conversation status.

4. High-Fidelity Prototype

With the knowledge gained from the heuristic evaluation, we got to work on the High-Fidelity Prototype. This is a downloadable app for Android phones, programmed using Android Studio. Details of changes and improvements are available below; the bulk of the changes involved the labeling of tasks and flows.

Major Usability Problems Addressed

Before going through each severity 3-4 violations individually, we give an overview of the major themes found in our feedback and how we went about addressing them. The most

common form of feedback we received was that certain pages or task flows weren't clear enough in their purpose or how they should be used. For instance, a few of the evaluations mentioned that the calendar page was unclear in its purpose, and they weren't sure what certain buttons did. In response, we added clarification at the top of the page which explains precisely what the user should use the page for and how the app will respond to that information. We also reworded the buttons to more accurately reflect their function.

Another area of confusion was the "share contact info" button. Evaluators were confused on what exactly is being shared and whether the sharing is mutual or one way. To clarify this, we reworded the button to "Exchange Email Addresses" and added a confirmation window which clarifies that you are sending the other user a request to exchange email addresses. We also added a toast message to show that the other user has agreed to the exchange.

The final major issue was a misunderstanding of our main "find a one-on-one conversation" task flow. This is partially attributable to the limitation of the medium-fidelity prototype, because the evaluators were not physically moving around and meeting people. However, these comments were still helpful as they revealed that our task flow was missing crucial steps that the evaluators could not intuit. In our solution, we added an extra step between the "navigation" and "in a conversation" pages. In this step, the user is told that they have arrived at the location, and that they now must find their partner. We also made sure that the partner's profile info is available on all pages by clicking on their name or photo, so that the user does not try to navigate back to find it an accidentally cancel the conversation by mistake.

Due to the number of severity 3-4 violations, our team sometimes found it difficult to determine which we should prioritize fixing. Ultimately, the clearer wording and additional screens, as well as the general higher fidelity/functionality of this prototype were enough to address most of the issues listed. If we felt an issue was misunderstood or not actually problematic, we provide our response and justification.

1. H3: User Control & Freedom / Severity 4

When you're in a conversation with someone, pressing "share contact info" also requires the user to end the conversation. If users should only share contact info after a conversation is over, then the button to end the conversation should come first, and "share contact info" can come after.

Our fix: This was a limitation of the med-fi prototype. In the hi-fi, the partner's profile, along with the "Exchange Email Addresses" button, is accessible from any point in the conversation process.

2. H4: Consistency & Standards / Severity 3

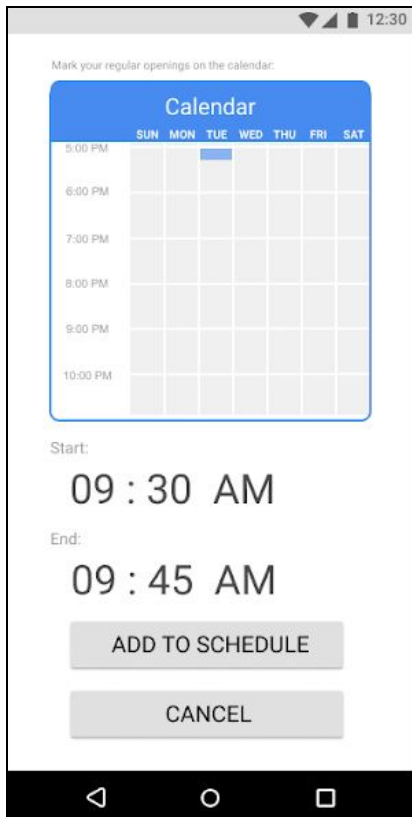
When ending a conversation, there is a button to ask if the user is sure that they want to end the conversation. However, when you cancel an item that you just scheduled, there is no "Are you sure?" button. Including that button on all pages would make things consistent, and also help avoid accidentally cancelling a scheduled block of time.

Our response: We did not address this issue, as we felt that having the have the time that you are deleting selected was already confirmation. Confirmation on canceling a conversation is necessary because it affects another person using the app, but deleting a time does not. A deleted time can be easily recreated in a matter of seconds, whereas a canceled conversation cannot be easily re-made, thus necessitating an additional confirmation dialog.

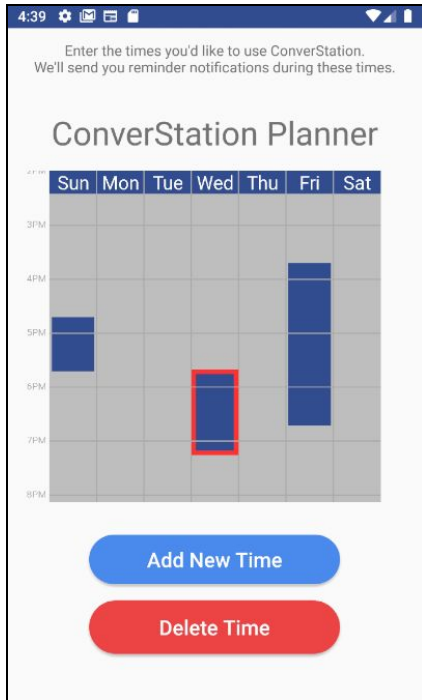
3. H3: User Control & Freedom / Severity 4

If you click “cancel” after already adding a block to your schedule, it removes what you already added, which doesn’t make much sense. The “cancel” button should probably be removed after the user adds a block to the schedule, or there should be another separate “remove” button that would allow the user to remove something that is already on the schedule.

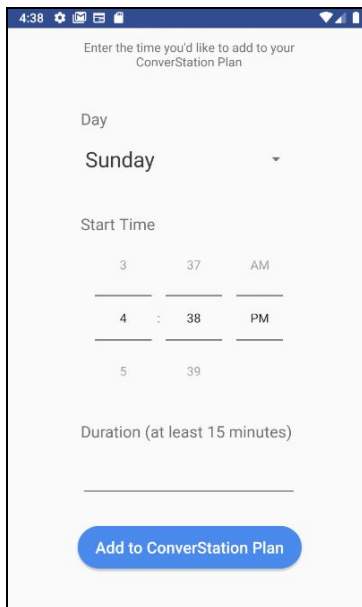
Our fix: We simplified our interface into two buttons: “Add New Time” and “Delete Time”. The “Delete Time” button, as shown in the Medium-Complexity Task walkthrough, is grayed out when no time is selected. This removes the confusion.



(this old calendar page had confusing instructions and users couldn’t understand the “cancel” button)



(This new page has clearer instructions and “Cancel” is now “Delete Time”)

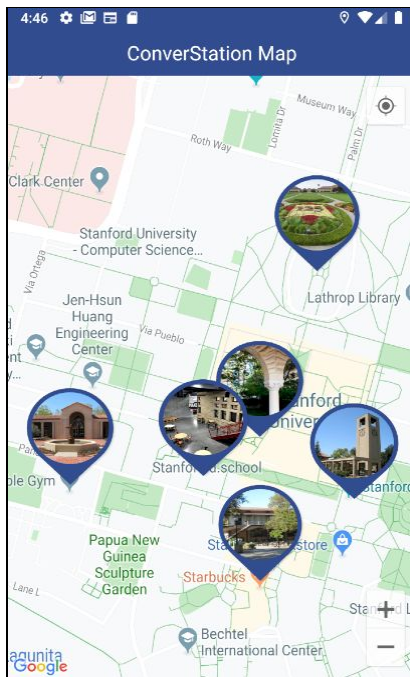


(we separated out “add time” to a new page to make more room for it)

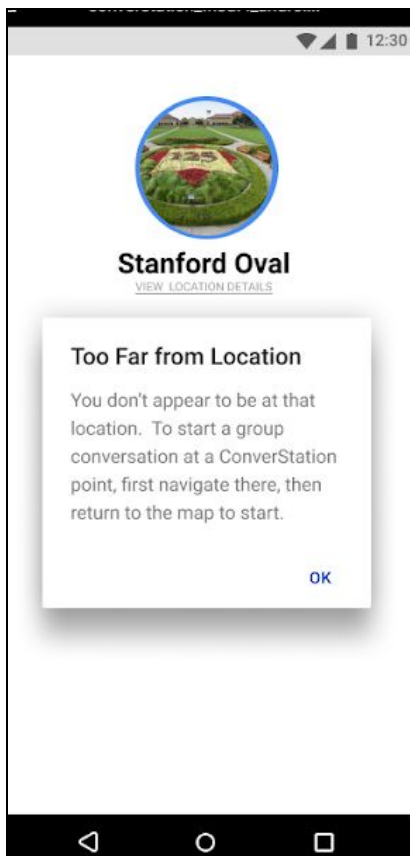
4. H5: Error Prevention / Severity 4

On the map, there is no indicator of where the user is on the map. Thus, the user might have to click through all of the potential locations only to realize that they are “too far” from every location but one. One simple fix could be to include a pin to show where the user is, and to highlight the potential meet-ups that are within their range.

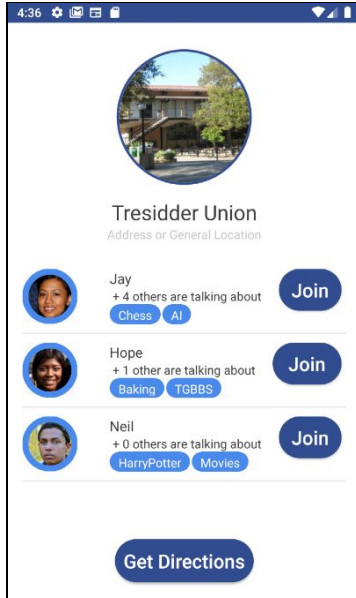
Our fix: We added the user's location to the map and changed the text on the "Start Group Conversation" button to "Get Directions" if users are not physically at the location.



(Map of ConverStations)



(The old version of this screen just told users they are too far away)

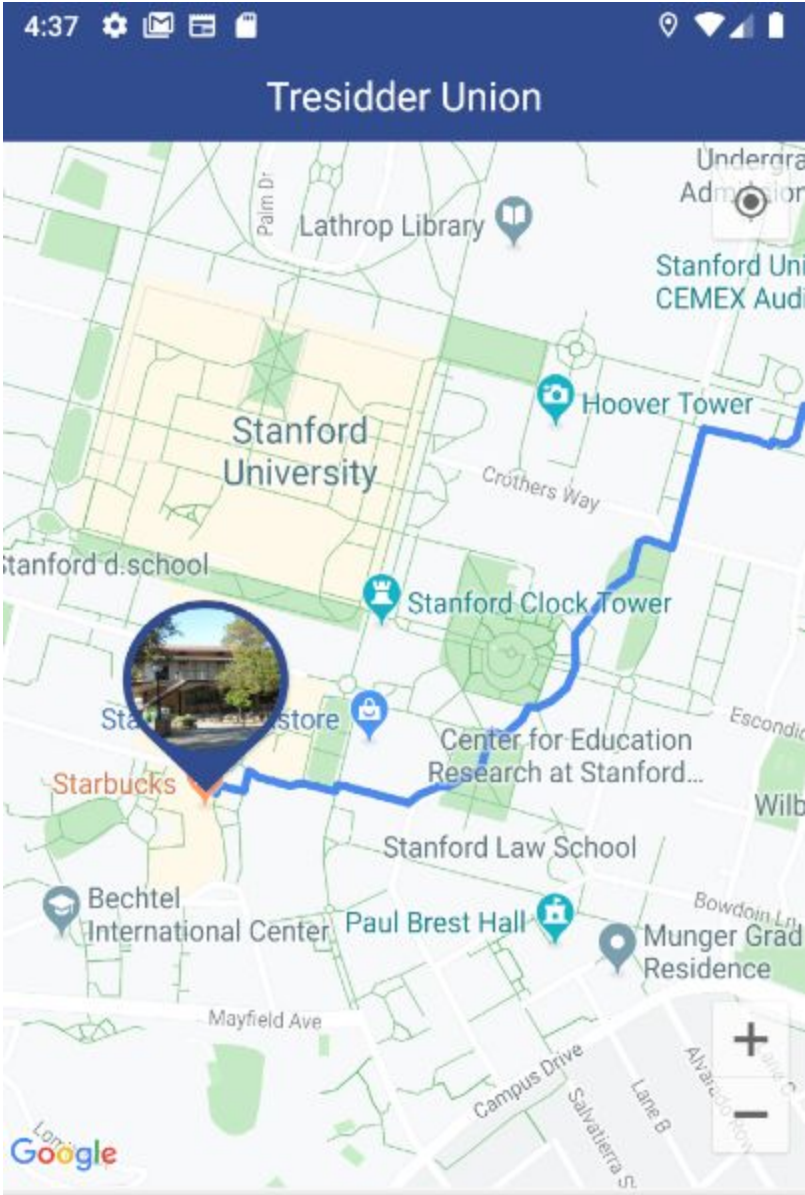


(Detailed view of a ConverStation. Ongoing Group Conversations are listed under its image. If users are too far away, now they are given the option to get directions)

5. H6: Recognition not Recall / Severity 3

On the map as the user is walking to a group conversation, there is nothing to remind the user about the conversation topics — it might be easy to forget why a user joined the group conversation in the first place. A simple fix would be to include a small box that reminds the user of the topics of discussion for the group conversation.

Our fix: While this is a good suggestion, we were limited in implementing it by the fact that we used a list of text directions (due to the limitations of the Google Maps API) and didn't want to cramp the directions screen. However, upon arriving at the location where the group conversation is taking place, users will be reminded of the conversation topics by the screen which shows to help users find the conversation.



[Get Directions](#)






Exit



navigating to
Tresidder Union

To join a conversation with (profile link) / To join a group conversation about (topics)

4 min (0.2 mile)

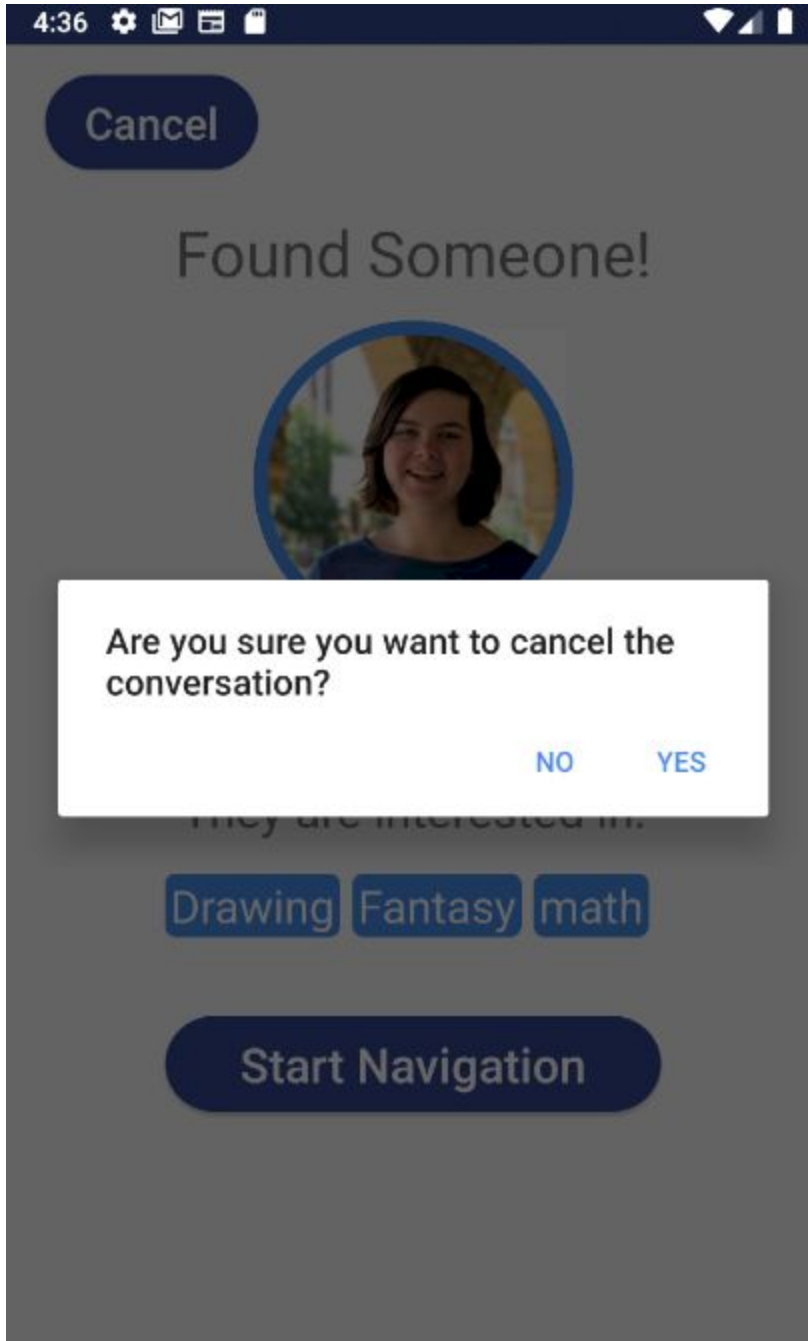
-  Head east toward Duena St
354 ft
-  Turn right onto Duena St
390 ft
-  Turn left at Santa Teresa St
69 ft
-  Turn right
115 ft
-  Turn right

(Details of navigation shown after “Get Directions” is pressed)

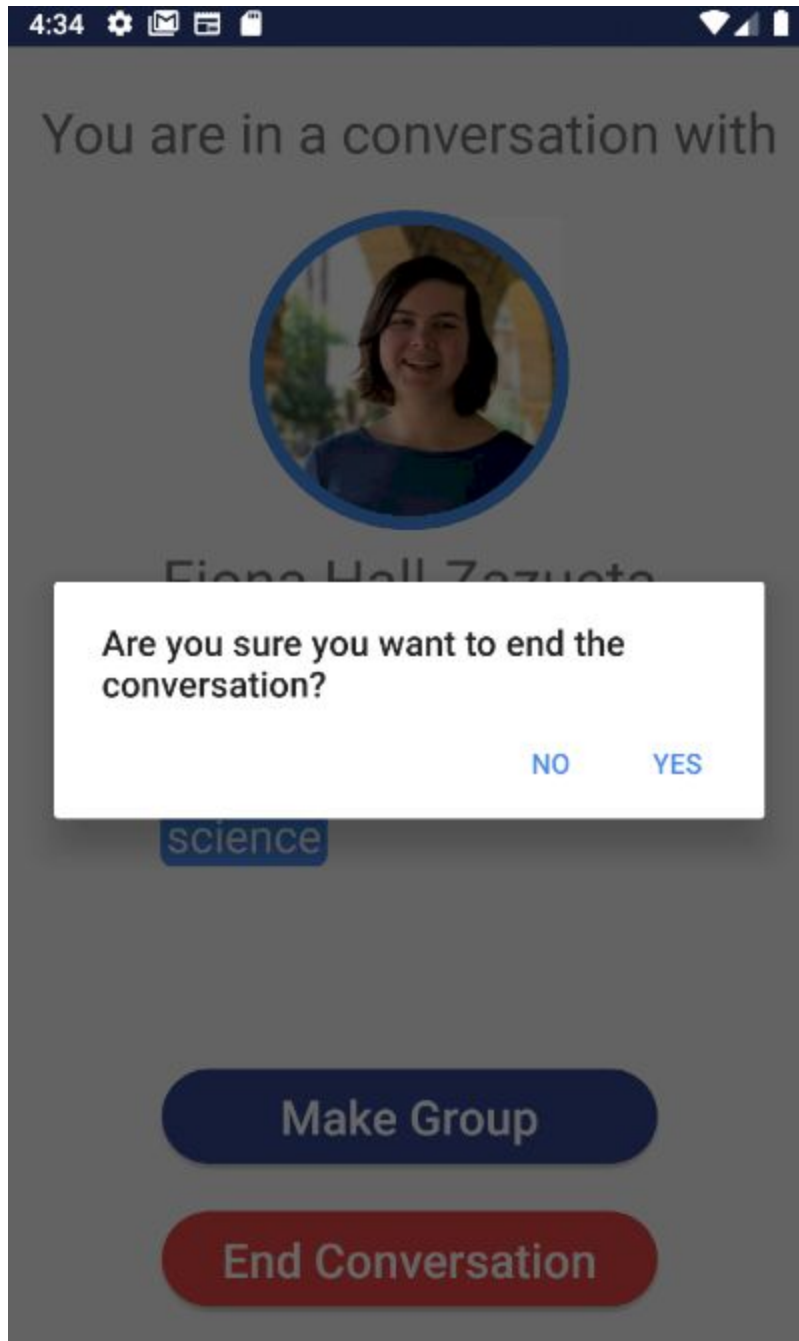
6. H4: Consistency & Standards / Severity 3

If I'm cancelling walking to a single conversation, a button pops up that asks, “Are you sure you want to cancel the conversation?” However, if I'm cancelling walking to a group conversation, the button asks, “Are you sure you want to exit navigation?” The second question makes more sense (as the conversation has not yet actually begun), and should probably be the standard question when exiting out of the navigation. “Cancelling” a conversation should only show up once the user is actually in Conversation.

Our response: We did not fix this one because these are very different things. You **cancel** a conversation if it has not begun yet. You **exit** navigation when you're navigating to an existing group conversation (meaning the conversation is not canceled by your exiting navigation). You **leave** a conversation once you're already in a conversation and want to leave it. We felt that changing the wording in the way suggested might lead to more confusion over what the terms mean. We also no longer require confirmation when leaving navigation to a group conversation because the user has not yet committed to being part of this conversation. Instead, users are just taken back to the group conversation map.



(Confirmation Dialog for cancelling or going back before navigation)

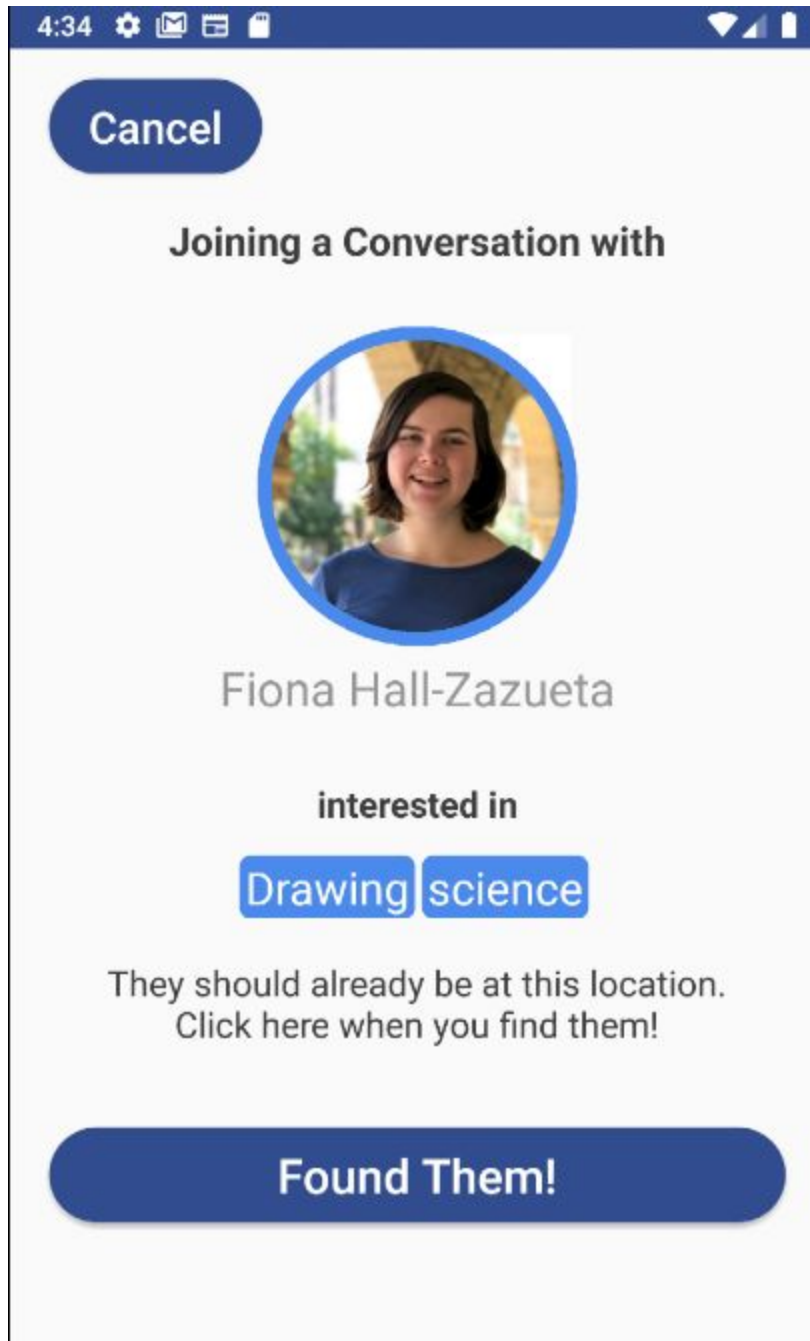


(Confirmation Dialog for cancelling during a conversation)

7. H1: Visibility of System Status / Severity 4

There's nothing that updates or shows the user when they have reached their destination and are actually talking to their conversation partner. This might be useful so that the user knows that they have reached the meeting point, and so that the users know when the conversation has actually or officially begun. It is also unclear where to click to start conversation, so adding a clickable button to "enter conversation" would be helpful.

Our fix: We added an additional screen to the flow. Previously, the app went straight from “navigating to the destination” to “you’re in a conversation.” Between these two steps, we’ve added a screen that displays once you’ve arrived at your destination but before you’ve met your partner. This screen has the partner’s name, picture, and interests so that you can identify them. Once you find them, the user clicks the “Found them!” button to transition into the “In a conversation” screen. If the user arrives before their partner, there would be a “waiting for partner to arrive” screen, but this screen isn’t in the demo because, since the user isn’t actually meeting someone for a conversation, we just assume that the partner is already there.



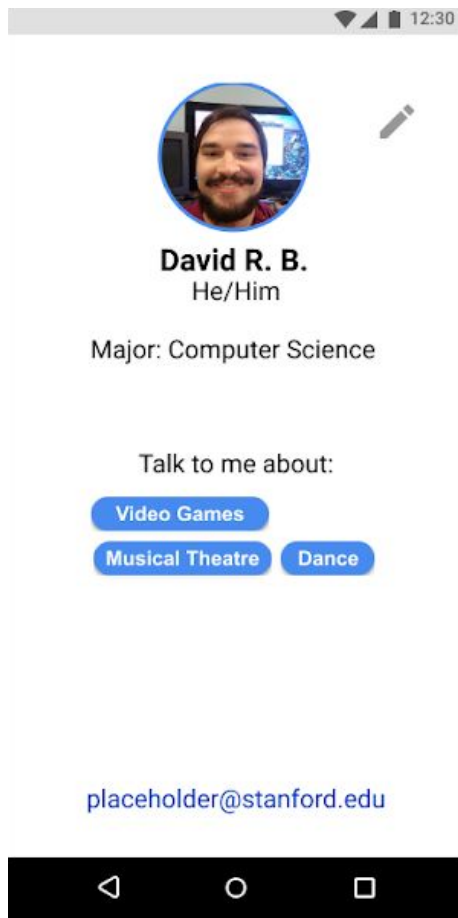
(Screen added which is automatically shown after reaching the destination)

8. H10 Help and Documentation / Severity 4

I was confused with how to fill out the "Talk to me about" box. For example I had questions about what exactly could I put in there? Could I write sentences or just genres? Additionally, how specific is the genre, ex) games or a specific type of game (hack and slash) or a specific name of a game? I would suggest adding some made options for user to see so they can understand. Additionally, perhaps adding an explanation just for the "Talk to me

about” section would help the user understand more about how that section is going to be used for the app.

Our fix: We addressed this issue by making the space for entering interests automatically create separate tags at spaces. This implies that tags should be single words or short, hyphenated phrases. We also changed the title from “talk to me about” to “Interests,” which should more effectively communicate the box’s purpose. We could have addressed this further by adding some sort of contextual help feature, but unfortunately did not have time to add such a feature.



(before, it was possible to enter multi-word interests)

4:32

Name
Pablo Noel

Pronouns (Optional)
He/Him

Major (Optional)
Biology

Minor (Optional)
Computer Science

Email (Optional)
PabloN@stanford.edu

Interests (Optional)
science math

Save Profile Cancel

(Adding a space automatically separates tags, making it clear that these interests should be one word, not full sentences)

9. H8 Aesthetic and minimalist design / Severity 3

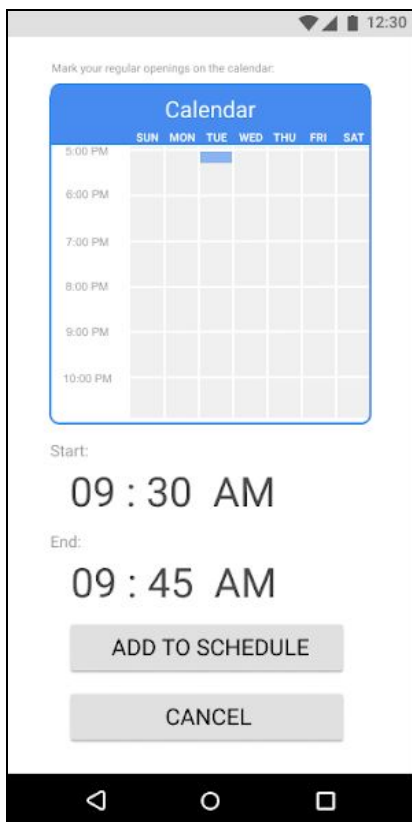
For your Calendar page, the Calendar just states Calendar and not the actual date in which you are viewing the Calendar. This would make it hard for the user to understand which day they have assigned the meeting for. Suggestion is to add in the date instead of the text Calendar since the user is already going their for a Calendar and it looks like a Calendar already, so it would be repetitive to just have the text Calendar.

Our fix: The purpose of the calendar is not to plan for specific dates, but rather to enter a recurring weekly plan. The explanation at the top of the page along with the new name “ConverStation Planner” helps to clarify the purpose of the feature.

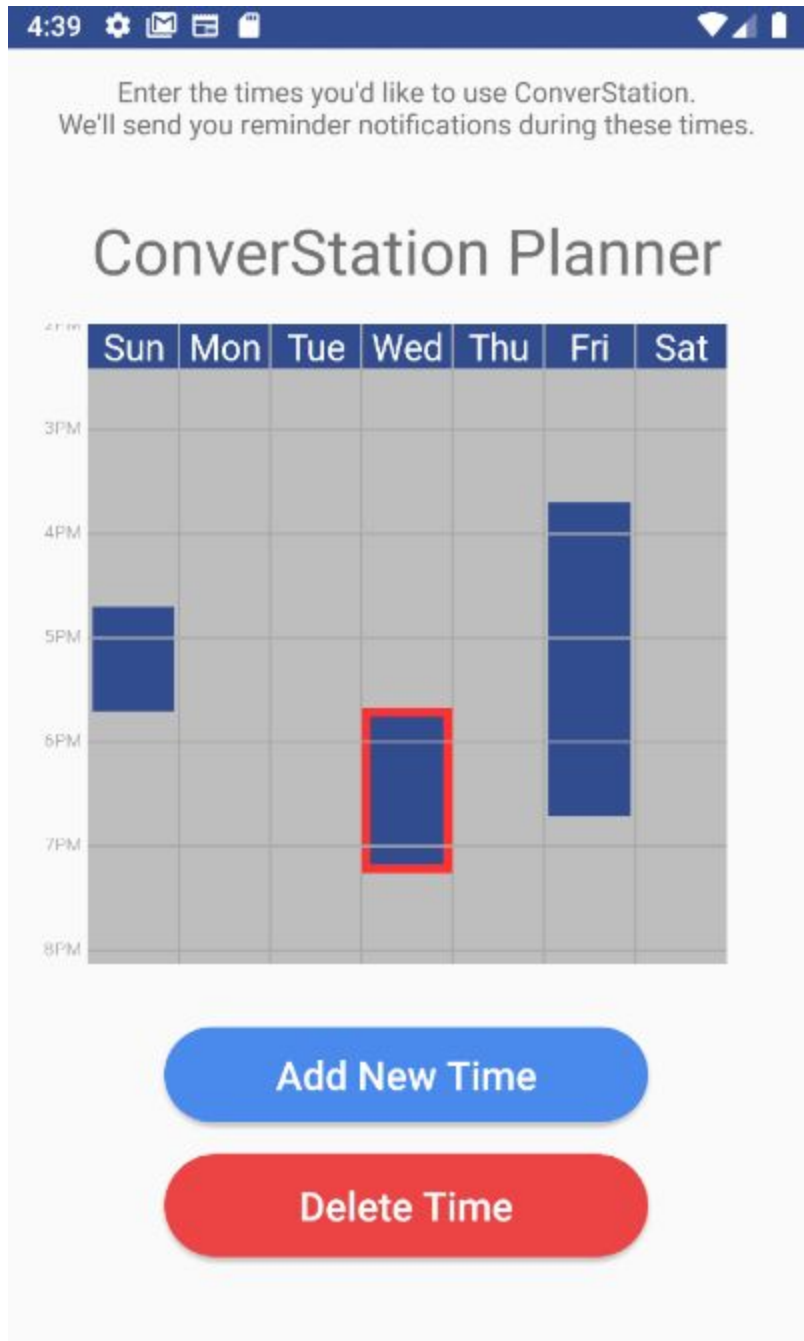
10. H10 Help and Documentation / Severity 4

For the Calendar page, I was a bit confused about the intention of the Calendar. Is this Calendar suppose to be for me setting meetings with people or for people to be able to view when I’m free? I would suggest an explanation of what the intended purpose and usage of the Calendar page is for the user.

Our fix: We reworded our explanation at the top of the page to clarify exactly what the calendar is for and what the app does with this information.



(The old version of this page had a confusingly vague explanation)



(The explanation at the top of the page now clearly states what the page is for and how the app will respond)

11. H6 Recognition rather than recall / Severity 3

For the Calendar page, I was confused on the clarity of what I put into my calendar. I had already made a task and put it on the Calendar but it just blocked off a chunk of time on my Calendar and didn't allow further text or labeling for me to understand what this blocked off time chunk is. Suggestion is to make the Calendar page more clear

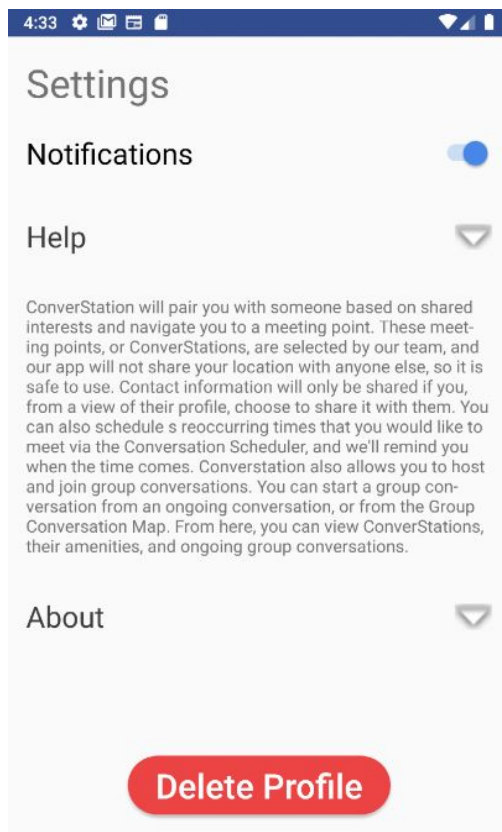
and/or to provide a small titling and labeling for the blocked off time chunks so the user doesn't have to try and remember what each time chunk is every time they look at it.

Our response: Chunks are not meant to be for a specific purpose. Instead, they are times at which the user plans to be in a conversation. We have now clearly indicated this in our explanation at the top of the page.

12. H10 Help and documentation / Severity 4

On the process of finding a person when clicking "START A CONVERSATION" I was confused about the process of how the app is matching me with a person: distance relative to me, similar interests?, etc? I would like there to be an option to allow for the user to choose who they can search for a person to start a conversation with since I might want to talk to someone close to me about anything or talk to someone about a specific topic, etc. Suggestion is to allow search method options for when starting a conversation.

Our fix: We added explanatory text about the matching process in the "Settings > Help" section. We also intentionally did not add a search function or allow user changes to how they would be matched with conversation partners, because we wanted to facilitate meeting new people and having quick conversations and a complicated search/sort process would interfere with this.

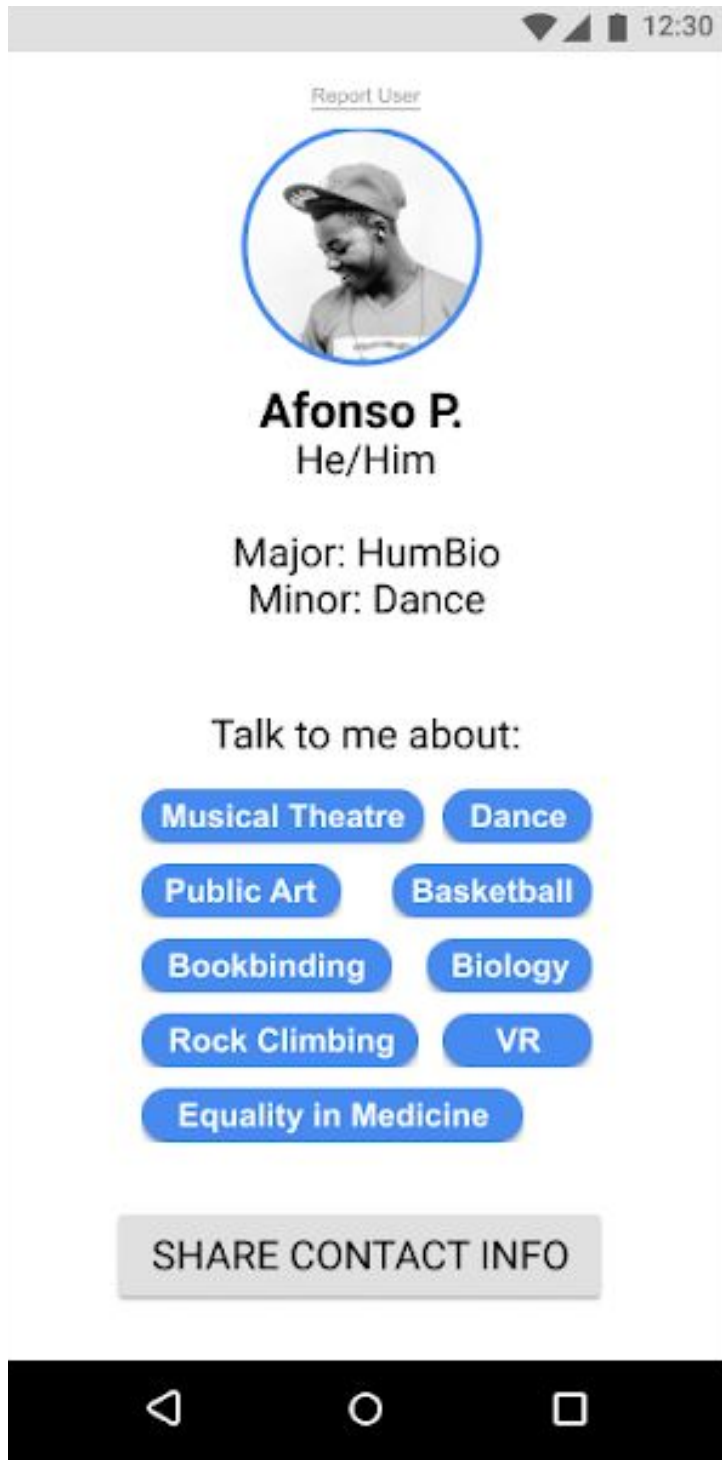


(Settings screen showing additional help text)

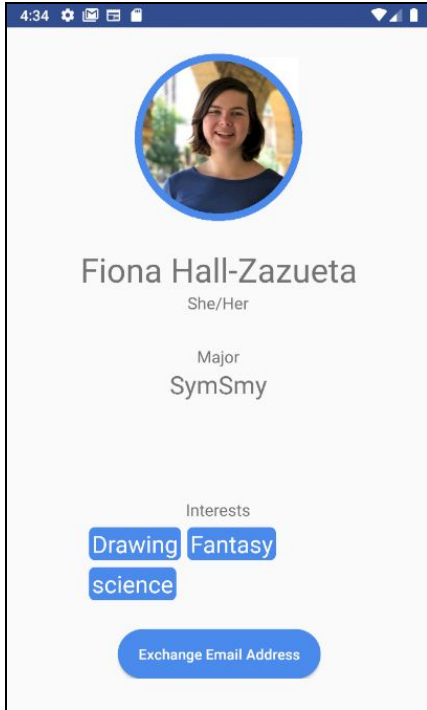
13. H10 Help and Documentation / Severity 3

For the SHARE CONTACT INFO button, I was a bit confused with what info exactly am I sharing with the other person: name, profile, email, etc? I would like there to be a description of what is being shared.

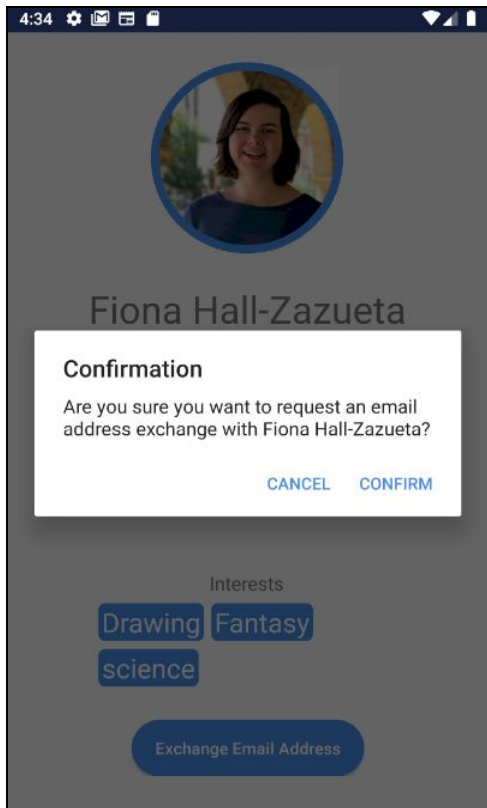
Our fix: We changed the button label to make it clearer that the user was exchanging email addresses with their partner. We also added an “are you sure” popup which further explains that pressing the button will send their partner a request to exchange email addresses.



(The old version of this page just said "share contact info" which was vague and unspecific.)



(Partner profile screen showing clarified wording of “Exchange Email Address.” This lets the user know that they are sharing the email address and it’s a mutual exchange)



(Dialog showing clarification when requesting an exchange of contact information. This clarifies to the user exactly what will happen if they hit “confirm.”)

14. H10 Help and Documentation / Severity 3

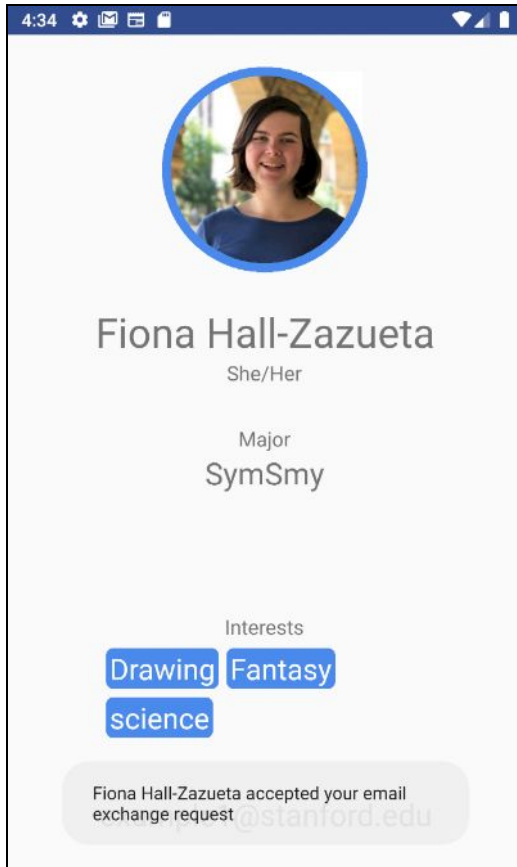
For the SHARE CONTACT INFO button, I was a bit confused with what the purpose of this button is meant to serve. Is this button suppose to 'connect' users to each other or for another purpose. Suggestion is to provide a short explanation of what this SHARE CONTACT INFO is supposed to do.

Our Fix: This was resolved with the change from "Share Contact Info" to "Exchange Email Addresses"

15. H5 Error prevention / Severity 3

For the SHARE CONTACT INFO button, when I do confirm 'yes', instead of my expectation that my info will be shared the app simply gives me Afonso's email instead. This is very confusing to me as to what the button just did. Additionally, what I am supposed to do with the given email: do I now contact him via email? I suggest adding a pop up screen that just confirms what the info you shared with the other person. For ex: "You just shared your profile information: name, email, interest, etc. with Afonso. Now you can contact him via ..."

Our fix: After clicking confirm on the "are you sure" popup, the app now displays a toast which clarifies that your partner has accepted your email address exchange request. This happens automatically in the demo version, but would be up to the other user in the fully implemented app. This way users understand more clearly exactly what happened on the other user's end.

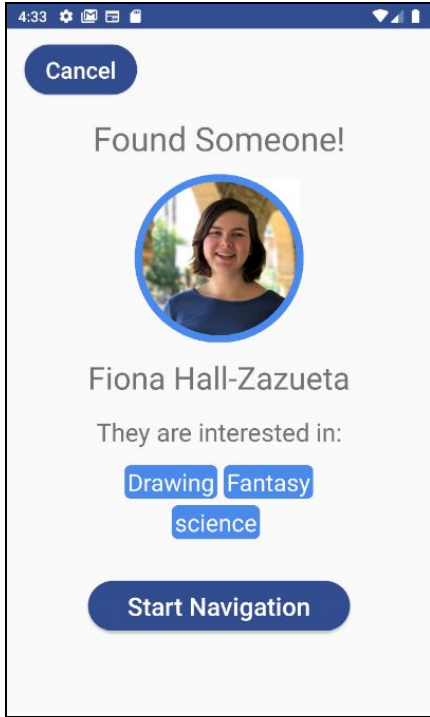


(The toast at the bottom of the screen lets the user know that their partner has accepted their request)

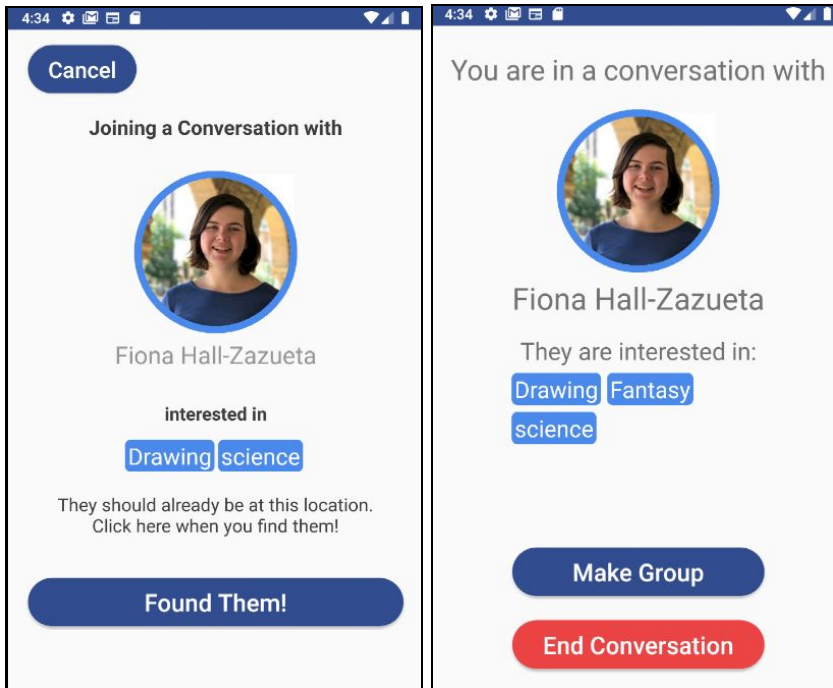
16. H3 User control and freedom / Severity 4

For the Directional Map page, the design feature of when I either cancel or click the android go back arrow, I expected to go back to Afonso's profile page, but then it lead me all the way back to the home page. Suggestion is to change the navigation when canceling or going back from this page to go back to Afonso's profile page instead.

Our fix: This issue stems from a misunderstanding of the task flow. Our task flow is "found someone" → "navigation" → "arrived" → "conversation." Also, the "profile page" the evaluator is referring to is not a profile page, but rather the "found someone" page. Because our task flow is unidirectional, we do not want users to go back from "navigation" to "found someone," so we did not implement the fix that the evaluator suggested. There is additional confirmation dialog to make it clear that navigating back will end the conversation entirely so that users don't cancel by mistake. To prevent this misunderstanding from occurring in our hi-fi prototype, we made sure that the partner profile is accessible from every step of the one-on-one conversation navigation process so that users will always have access to this information and won't try to navigate backwards to find it



(Screen shown after matching is complete but before navigation)



(Shown when user arrives at ConverStation and is looking for partner.)

(Shown when user clicks "Found Them!")

17. H4 Consistency and standards / Severity 3

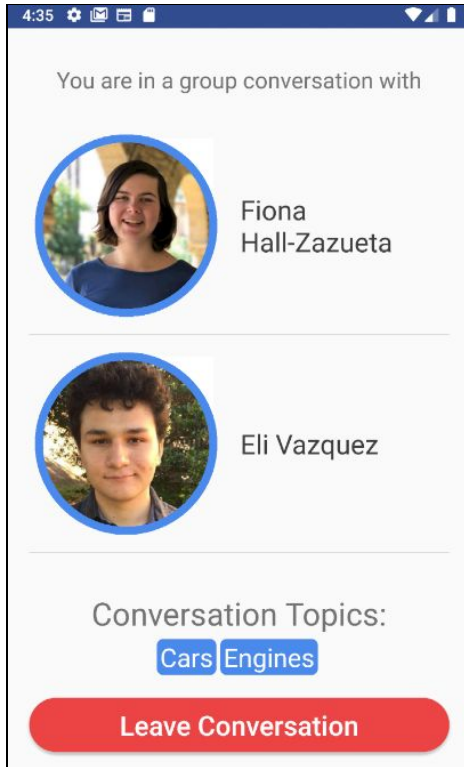
For the Directional Map page, I didn't expect that by clicking the "(Meeting in the courtyard of the Roble Arts Gym) part would lead me to Afonso's profile page when the bottom of the screen, where Afonso's profile image is, states that is where I am supposed to click to go to Afonso's profile page. Suggestion: change the navigation to Afonso's profile page from this page to be clicking Afonso's profile rather than the (Meeting in the courtyard ...).

Our fix: This is another misunderstanding of our medium-fidelity prototype. In our prototype, clicking on "(Meeting in the courtyard of the Roble Arts Gym)" is meant to simulate walking to your destination, since our Figma prototype could not have actual position tracking. This was mentioned in our Med-Fi Prototype Readme. Also, the "profile page" which the evaluator refers to is, again, not a profile page, but rather the "in a conversation with" page, which is clearly labeled as such. However, this comment did indicate to us that our task flow might not be immediately understandable to a new user. To make it clearer to users, we tried to give each page a very clear and direct wording to indicate its purpose. And, as mentioned above, we added an additional "arrived" page in between "navigation" and "in a conversation," which should help make that transition seem less sudden

18. H6 Recognition rather than recall / Severity 4

On the screen of "You are in a group conversation" page, there wasn't any information about who was in this group. Suggestion: create a 'users in this group' viewing option.

Our Fix: This page now includes a list of people in the group conversation.

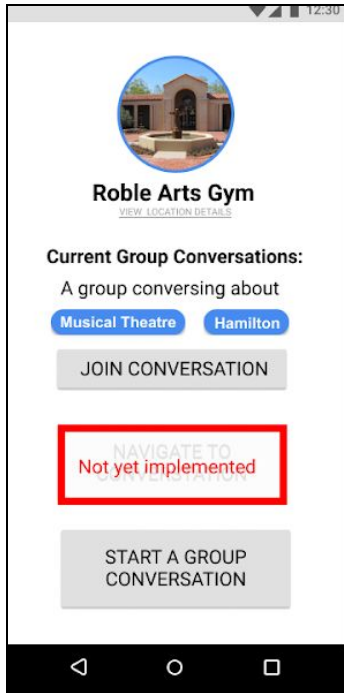


(The group conversation page, showing a list of people in the conversation.)

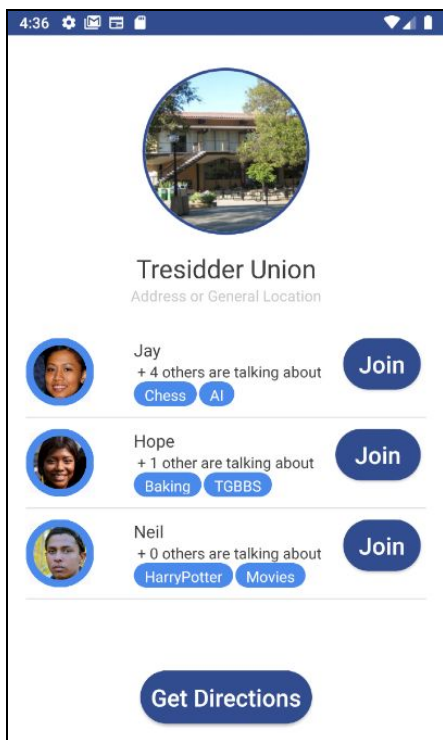
19. H10 Help and Documentation / Severity 3

On the screen of Roble Arts Gym, Current Group Conversations, there is an option of JOIN CONVERSATION but I'm confused if this is a group conversation that I'm already in, or if this is one that I'm joining? Additionally, I'm confused as to what the point of clicking join the conversation for this page is supposed to do? If I wanted to just join the conversation, could I just search and go in person without clicking that I joined the conversation? Suggestion: explain more about what does joining the conversation entails and why you might want to join rather than just show up without joining.

Our response: This issue stemmed from a limitation of the medium-fidelity prototype. There was no way for that prototype to retain the information that the user had already joined a group conversation when viewing the conversation profile. This is not an issue in our high-fi prototype because it is made much clearer by the top text of all screens whether or not the user is in a conversation. Ostensibly, a user could see a group conversation and go to join it in person without clicking the "Join" button, however they would not have the benefit of navigation to the ConverseStation, or of getting help locating the people in the conversation once arrived.



(The old version of this screen was confusingly laid out)



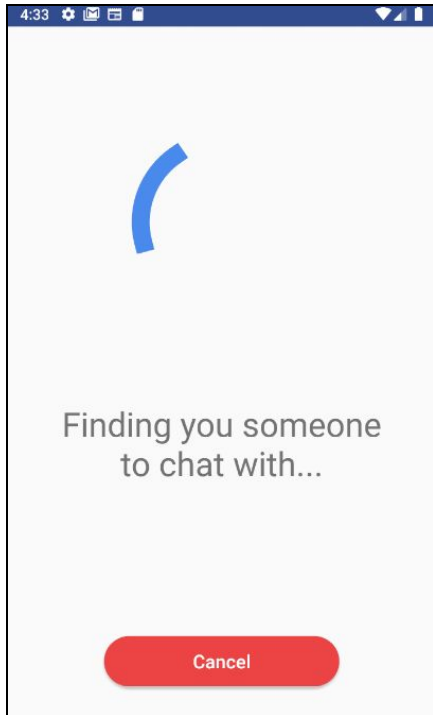
(The new version of this screen more clearly divides up existing conversations into their own sections with more info about each of them)

20. H1. Visibility of system status / Severity 3

While finding people to talk to, the page provides little information on the progress of such search, leaving the user in a slightly pointless wait.

Fix: Add progress bar or animation to keep user informed

Our Fix: We added a clear waiting animation. A loading bar would make less sense here, as there is no “progress” measurement.



(Loading page with animated circle, demonstrating app activity)

21. H7. Flexibility and efficiency of use / Severity 3

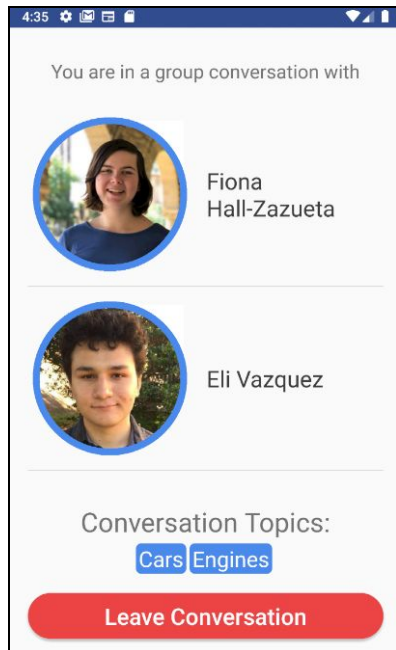
It is not clear and confusing the use of “Cancel” on multiple pages lead to the same page as the Android back button. Considering the implicit design features of Android, it is still problematic to have two buttons doing the exact same thing on the same page.

Our Response: We added cancel on pages where the user might want a clear and immediate way to stop the current task and it would be necessary to tell their potential conversation partners that they *had* cancelled. We didn’t feel, in these specific cases, that the back button made the *ability to cancel* obvious enough, although it does have the same function.

22. H1. Visibility of system status / Severity 3

It is unclear on in group conversations who the other participants are and how they are matched to the user.

Our Fix: As stated before, we added a list of participants to the “In a Group Conversation” page. We cannot display information of how the participants “matched” with the user, as group conversations are joined manually and are not “matched” automatically. Presumably they chose to join because they are interested in the topics the user listed when starting the conversation. These topics are visible on the group conversation screen, which should clarify the purpose of the conversation.



(Text on the bottom of the screen states the conversation topics)

23. H3. User control and freedom / Severity 4

On page 41, where there is a group conversation going on in roble gym, the user discovering this ConverStation has full control over joining the conversation, but it is unclear if the current participants in the conversation has, or how much of control they have over having this user Join.

Our Response: All group conversations are open to all users, and anyone can join. We did not see a need to fix this issue by clarifying the group conversation permissions, as there are no permissions to clarify.

24. H4. Consistency and standards / Severity 3

Starting 1-on-1 conversation is a person-based process: match first, choose location next. Starting group conversation is a location-based process: choose location first, match next. It's unclear why the two main functionalities of the app operate on opposite logics, and this discrepancy adds to confusion.

Our Response: We chose these task flows purposefully because we felt that they best supported each task. We wanted on-on-one conversations to be very quick to join at the click of a button, so the person matching and location navigation is all handled automatically. However, for the group conversations, we wanted to give the user the ability to browse all available conversations, so we gave them access to a map where they can browse this information. While these approaches are different, we felt that they were the best choices for each task's complexity level, and users can choose which one they want to use.

Prototype Implementation

Tools

We chose to build our prototype in Android Studio because we wanted it to closely resemble a functional Android application. Two group members (Eli and Fiona) already had some experience with Android Studio, and there are many tutorials available for the platform.

Nevertheless, for those of us who had not used it before, it presented a significant learning curve. There also was plenty of bugs and issues that resulted from the significant complexity of Android Studio projects and particularly from trying to integrate code from all group members.

Wizard of Oz

Because the fully implemented ConverStation would have an existing user base, with other people in the area for users to match with, we hardcoded in app profiles for group members so that users would automatically match with us when using the Individual and Group Conversation functions. For users who had entered interests, we programmatically assigned those interests to the hardcoded profile with which they were matched in order to make it *appear* that the user and their potential conversation partner shared interests. There isn't actually any sort of complex interest matching algorithm. Also, because the other users don't actually exist, the requests for email address exchanges are all automatically accepted as soon as they are sent.

Although the user's location was not hardcoded in the app, the impression that we gave of tracking the user's location was an illusion, because the user location was only fetched once and users of the hi-fi prototype did not actually leave the d.School.

Hard-Coded Data

Using group members' personal information, we hard-coded the user profiles that the users could match. The prototype selects between our four hard-coded profiles. The number of group conversations at each location, and the participants in conversations at locations other than the d.School, are also hard-coded to provide an example of what existing group conversations look like and how one can interact with them. In creating a profile when first entering the app, users are asked to add a profile picture in order to facilitate recognition when conversation partners are looking for each other at ConverStations. In the High-Fidelity Prototype, we included a hard-coded "photo-picker" with photos from ThisPersonDoesNotExist,

a site with AI-generated portraits, whereas in the full version of the app, this button would connect to the device's stored photos.

Missing and Future Additions

Matching Algorithm: A sophisticated matching algorithm for users which actually matches them based on shared interests.

Report Abuse and Security Concerns: For the purpose of this demo, we did not deal with real security concerns that would stem from meeting random people in person. If we were developing this app for real, however, we would need to address this issue in some way. But, for our prototype, we just focused on functionality

Step-by-Step Map-Based Navigation: Working in-map navigation for navigating to different ConverStations as opposed to the text directions that we used in the hi-fi prototype.

Real Photo-Picker: A connection between the "Add Profile Picture" button to the device camera and photos library.

Conversation History: Many users expressed interest in viewing a history of the people they had conversations with in order to reconnect with them. While we think that this is a great idea, it fell outside of the bounds of our three tasks and we did not want to significantly expand the scope of our project so late into production. If we were to continue developing this app, this is definitely something we would have to add

Summary

Having conversations with new people helps us stay grounded in our communities, further our educational goals, and explore new ideas and experiences. After weeks of needfinding interviews, experience prototyping, and solution brainstorming, we realized that an app to match university students and community members for face-to-face conversations could help people branch out without the awkwardness that often accompanies meeting new people. Drawing on extensive peer and participant feedback, we have built a high-fidelity prototype of just such an app. This quarter, we learned to apply the full design thinking life cycle; beyond this quarter, we will remember the principles of design thinking, from Fitts' Law to Nielsen's Heuristics, and apply them in our endeavors.