

Memo

Take a scroll down memory lane.

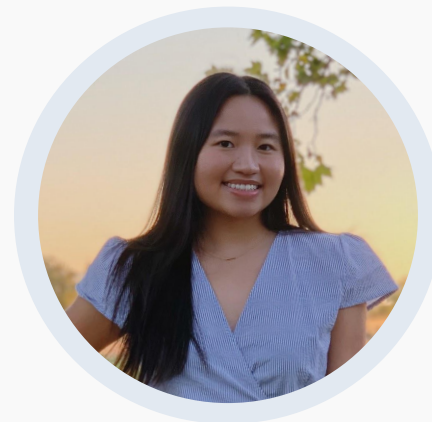
Meet the Memo Team!



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01 Value Proposition, Problem / Solution Overview

Value Proposition

Take a scroll down memory lane.

Problem

There does not exist a means for patients with Early Onset Dementia to document sensory media in order to help them during moments of forgetfulness during the latter stages of their progression.

Solution

Memo albums that storyboard one's life to aid patients in retaining their identity and lived experiences.

Tasks 02

Task #1

Simple - Accessing existing Memos (Memories)

Change:

Our previous task was “Accessing and Creating Memos,” which we learned was overwhelming for our primary users (Dementia patients). So, we refocused this task to prioritize solely accessing Memos.

Task #2

Medium - Create new Memo's and sort them into albums

Change:

Analogous to our previous change, we moved the action of "Creating Memos" into Task 2, to better align this task with a caregiver's broader goals -- To create Memo's and organize them into albums.

Task #3

Complex - Create reminders to trigger at specific times

Change:

None! This was kept the same.

Task #4

Complex - Creating and accessing voice comments

Change:

Based on our Lo-Fi Interviews, we uncovered a new but integral need - the ability to capture people's stories about various memories. Thus, we created a new task centered around creating and accessing what we call Voice Comments.

03 Major Design Changes

Major Design Change #1

For You Page replacing memo clouds to access memos.

Before



After



Major Design Change #1

For You Page replacing memo clouds to access memos.

Change: Our previous way of showing various Memos (a screen of floating clouds with Memo titles on them) was replaced with a Tik Tok-style feed of Memos that the user can continuously scroll up on.

Rationale: We did this because while accessing Memos was the primary use case of our app, in our previous iteration, it took 2-3 clicks to actually view your memories. From our Lo-Fi prototype interviews, we learned that this complexity (plus the complexity of the cloud page itself) would be too overwhelming for Dementia Patients. So, we redesigned the Memo Access screen and Task Flow to make it front and center in our entire app. Now, a user can turn on the app and start viewing Memos without pressing a single button.

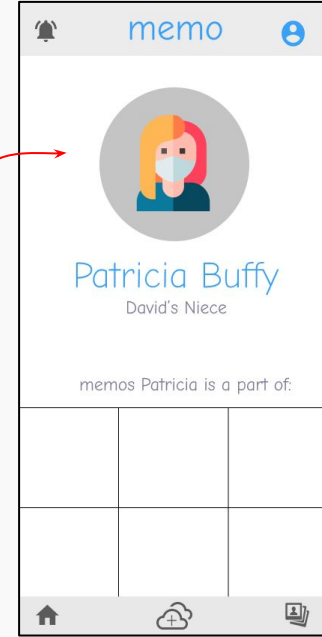
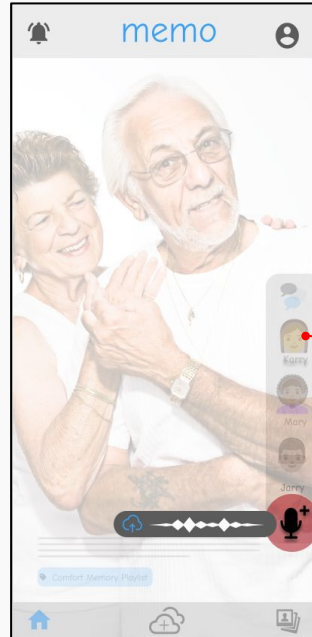
Major Design Change #2

Addition of social features, such as voice comments and linked user profiles.

Before



After



Major Design Change #2

Addition of social features, such as voice comments and linked user profiles.

Change: We previously had no social component in our app. In this new UI design, we added social features such as voice comments and other people's profiles to enhance a users experience and make accessing and viewing Memos more interactive.

Rationale: Our previous UI design solely allowed Dementia patients to upload and access their sensory media. After testing our design on both Dementia patients and caregivers, we learned that a social component would enhance a patient's experience with Memo. That's why we added a voice comment feature; to enable caregivers, family members and other loved ones to add to a patient's Memo and complete a story via a sensory media. We chose voice over visual commentary because we heard from many of our participants that listening to loved ones voices invokes more emotion and thus could help them recall a lot more in a short amount of time. A patient is also able to view their loved one's profile to see other Memo's they've contributed to.

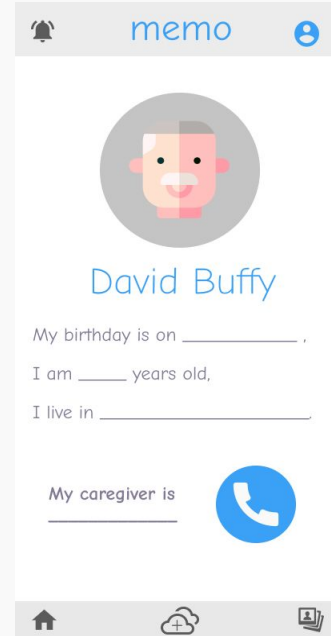
Major Design Change #3

Patient profile page with personal information and caregiver quick contact.

Before



After



Major Design Change #3

Patient profile page with personal information and caregiver quick contact.

Change: We removed the home page. We added a patient profile page that contains basic user information. We also removed the intimidating 'HELP' button and replaced it with a more user-friendly call your caregiver button.

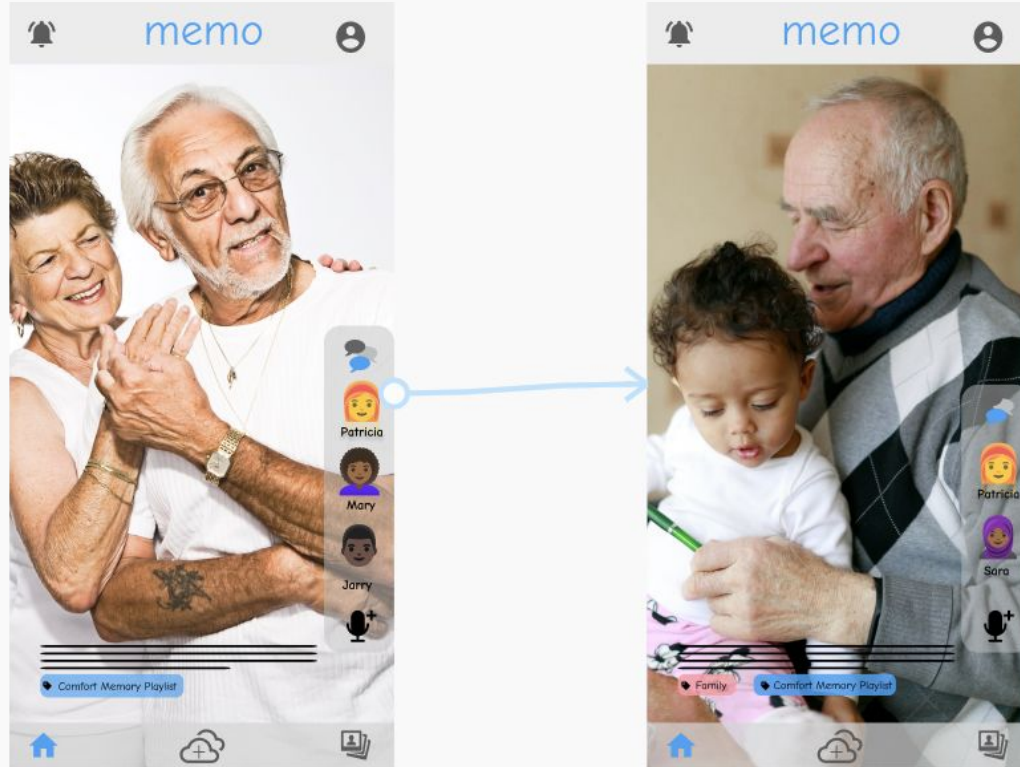
Rationale:

The thumbs-up and thumbs-down feedback on the home page did not provide insightful data. The home page did not contain other useful features and was removed to eliminate a barrier to the main task - accessing the memos.

The profile page contains basic user information to provide quick access to the patient's data for when they forget who they are. We also added an accessible button that directly dials the caregiver for any concerns/emergency.

Task Flows 04

Task Flow #1

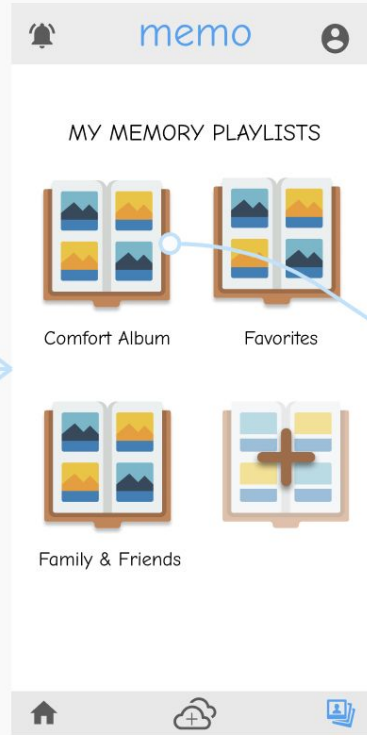


Scroll up to view the next Memo in feed

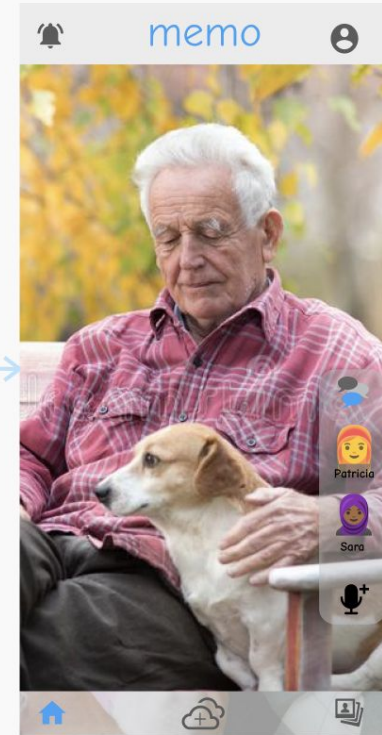
Task Flow #1



Another way to view Memos is via albums. Tap on the album icon located on the right hand of the bottom navigation bar



Select album where desired Memo resides in

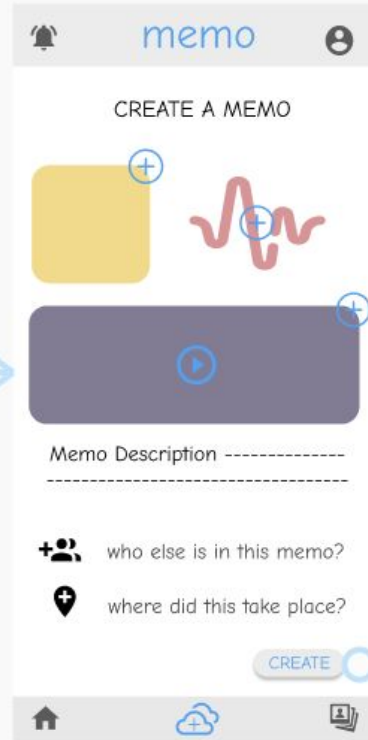


View Memo!

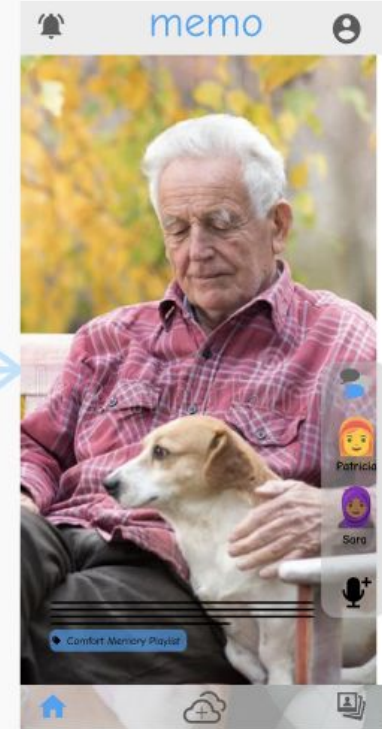
Task Flow #2



To create a new Memo, tap on the cloud icon at the center of the bottom navigation bar

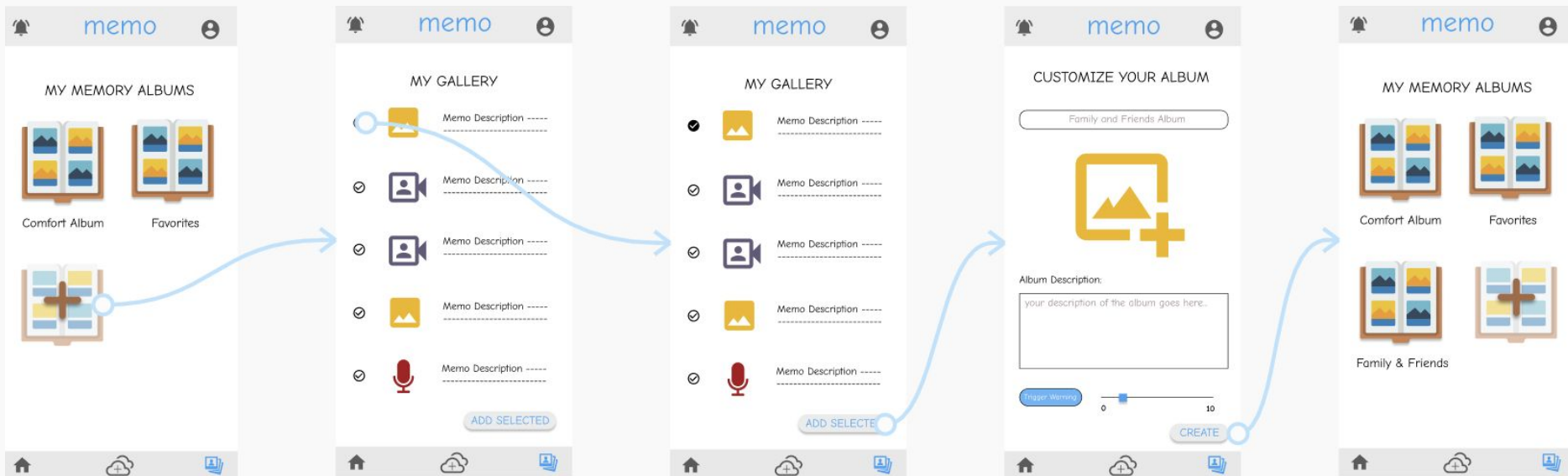


Upload desired sensory media



Once created, the Memo will appear at the top of a patient's feed

Task Flow #2



To create a new album, a user can navigate to the albums page by clicking the right icon on the bottom navigation bar

When a user presses the 'add a new album' button, they're directed to this screen

Here, a user can select from the existing sensory media on the app to add items to the new album

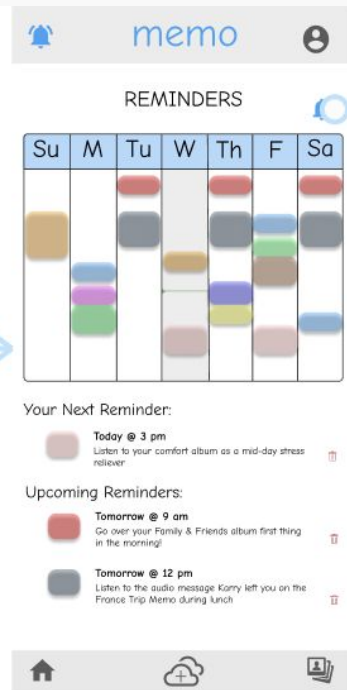
To customize the album, a user can upload a cover photo, add a brief description, and/or include a trigger warning

Once created, a user will see their new album on the album screen

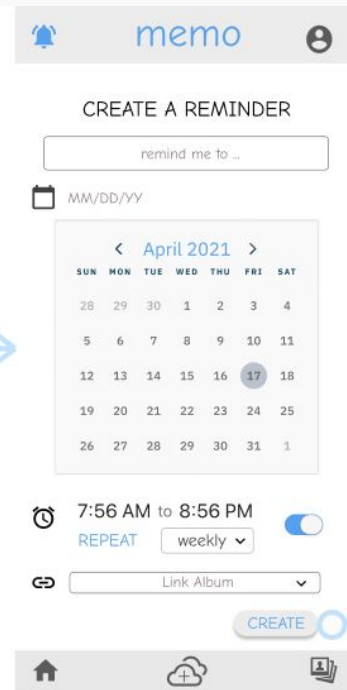
Task Flow #3



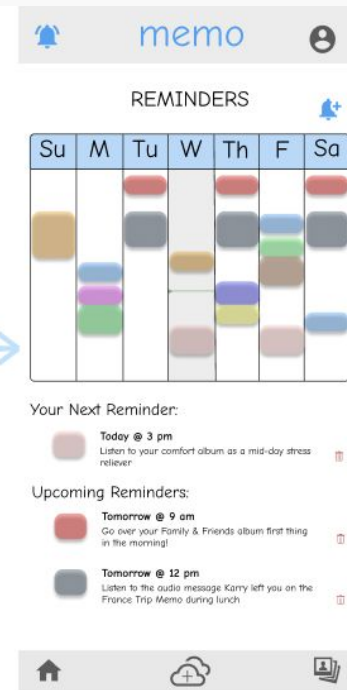
To add a reminder, tap on the bell located at the top left corner of the home screen



Press on the bell with a "+" button to create reminder



Input necessary information (i.e. reminder title, date, time, and/or link to an album) and press 'create' button

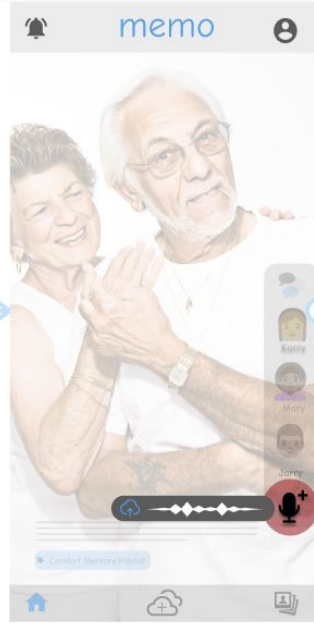


Once created, a reminder is easily accessible via the calendar view

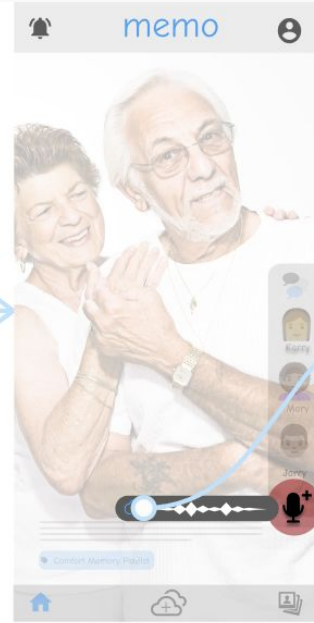
Task Flow #4



A patient's circle (caregivers and other loved ones that they specify during onboarding) has the same feed the patient sees, giving them access to their Memos



A loved one is able to comment on an existing Memo by pressing on the microphone to record and releasing when finished

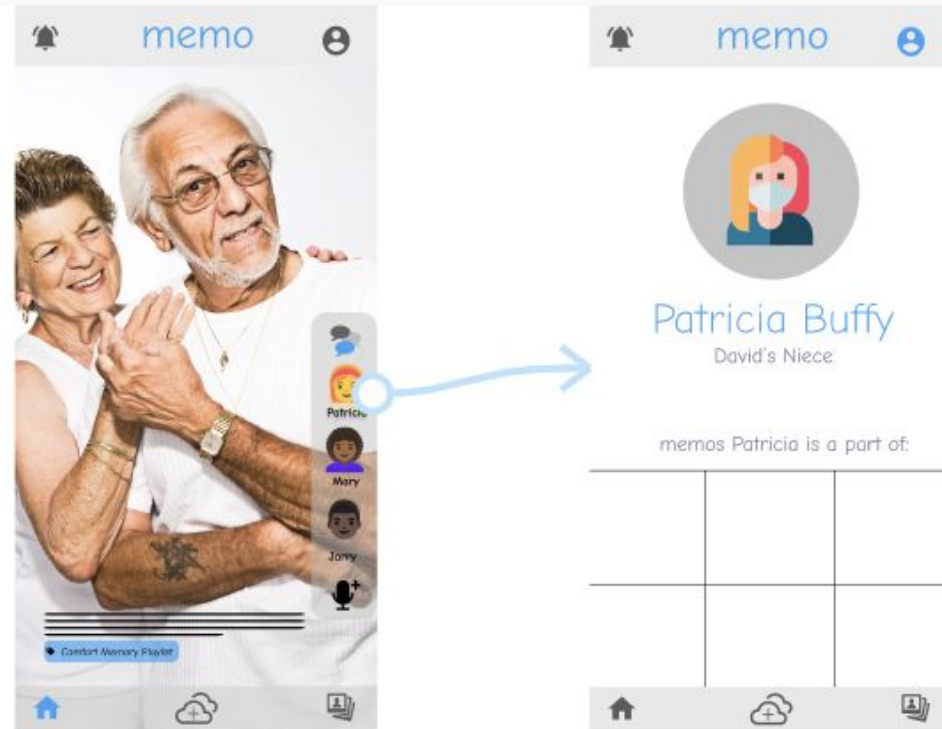


They can upload their voice comment by clicking on the upload button located to the left of the recording



And their voice comment will be added to the Memo!

Task Flow #4



To view another person's profile, a user can simply click on the person's icon from a Memo in which they commented on

Once at their profile, a patient can see the person's relation to the patient and view any other Memo's they've contributed to

05 Prototype Overview

Design / Prototyping Tools

We used Figma for our UX mockups and prototyping.

Pros:

- Replicates user experience (i.e. testing intuitiveness and aesthetic)
- Real-time collaborative workspace
- Plethora of advanced design tools

Cons:

- Hard to manage version control
- Animations not user-friendly

Limitations & Tradeoffs

01

Could not incorporate certain sensory media (i.e. video, audio recordings) in prototype since formats were not supported by Figma

02

Cannot input dynamic information, like adding new memo to feed or voice comment

03

We did not include the different onboarding screens per user type (patient, caregiver, loved one) at registration for simplicity.

04

Focusing on audio media makes other sensory media secondary

Wizard of Oz Techniques

1. While our final app will have a personalized feed of Memos based on when a Memo was posted, how engaging it was to the patient, etc, our current iteration just has 3 Memos hard coded in
2. Since Audio comments are hard to display in Figma, we just show screens as if the audio recording and playback works

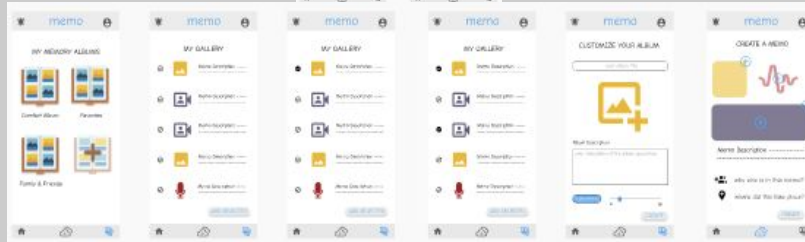
Hard-Coded Features

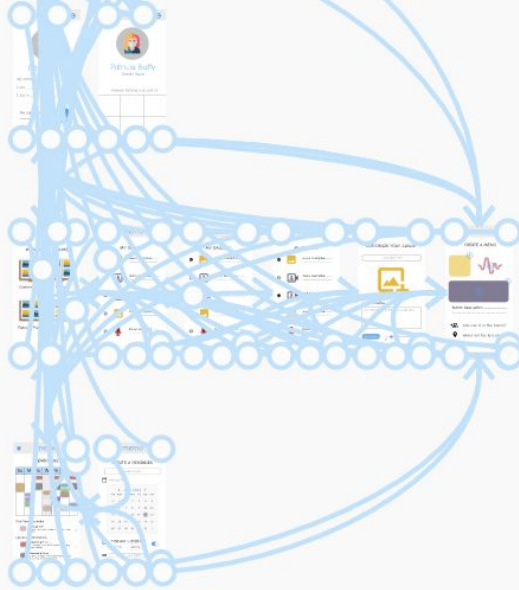
- For You Page
- Memos / Albums
- User Profiles
- Date / Calendar Pickers

Because we cannot input dynamic data, we couldn't customize the For You Page. That is, we had to hard code the memo images, albums, and various user profiles / information.

Additionally, due to the number of possibilities / combinations, we hardcoded in the date and calendar picker in the Reminder page of the app.

Additional Prototype Photos and Links







**FIGMA
PROTOTYPE
LINK**

<https://www.figma.com/proto/cn9VYzPNePoWskoiQIQkld/Med-fi-Prototype?node-id=83%3A869&scaling=scale-down>

Thank you.