



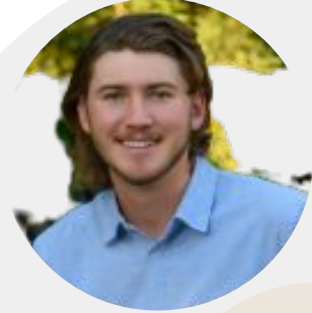
EduCare Lo-Fi Prototyping



EduCare: Be Aware with Educare

Regarding their healthcare, most young adults (students aged 17-25) are **indifferent, uninformed, and uneducated.**

EduCare gives young people the tools to be **proactive** about their healthcare and **share** their learnings with their peers.



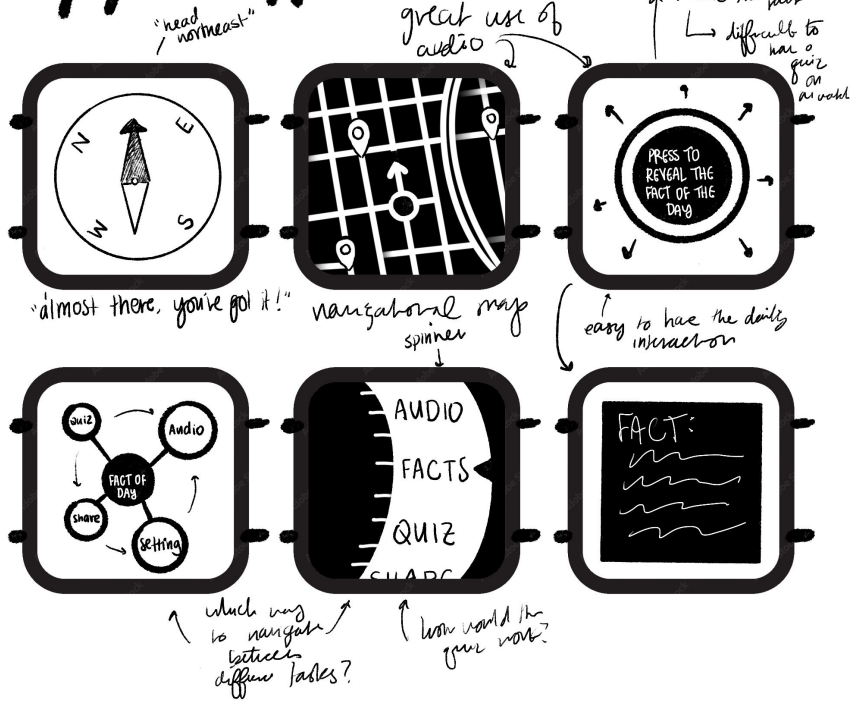


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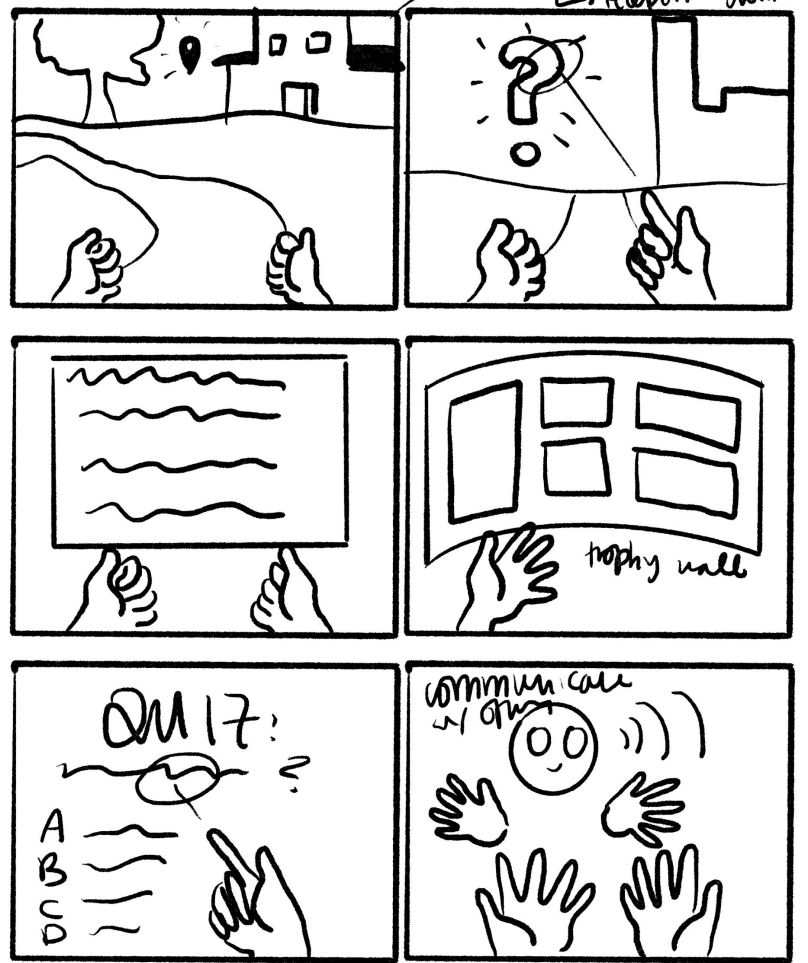
Concept Sketches

Let's start with the first set of slides

Apple Watch

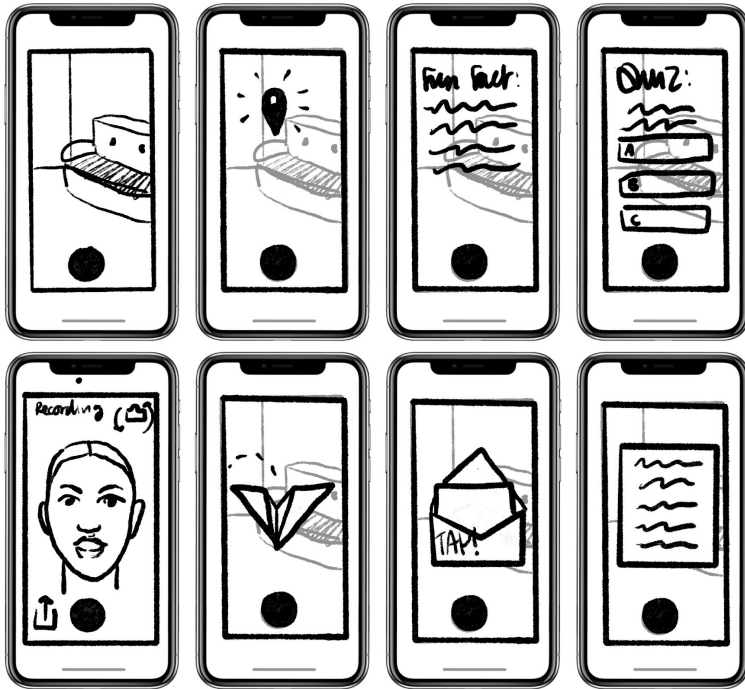


Virtual Reality



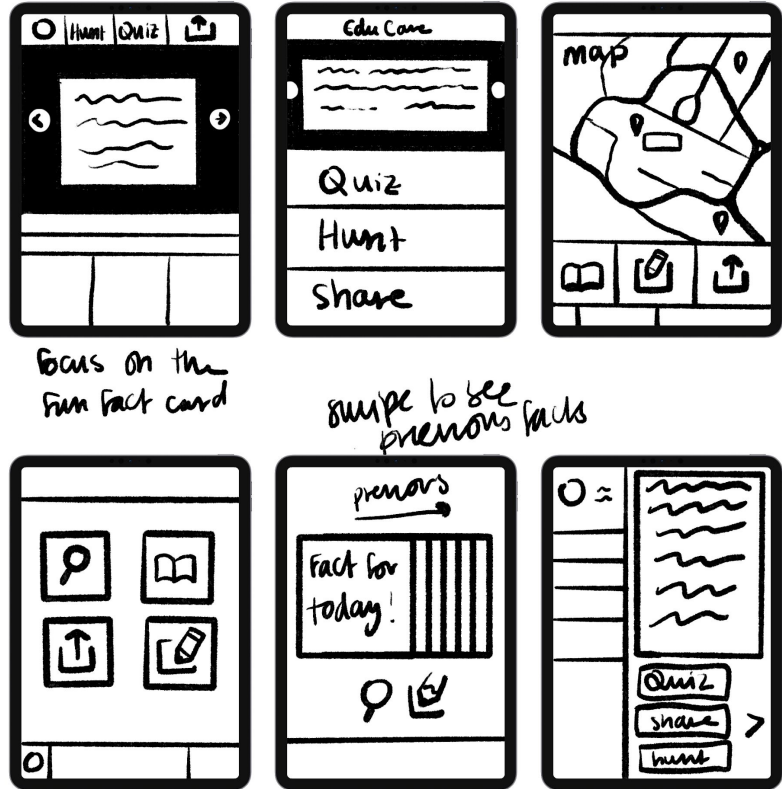
Apple Watch and Virtual Reality Sketches

Phone App with Augmented Reality



Augmented Reality and Tablet

Native Tablet App



Focus on the Fun fact card

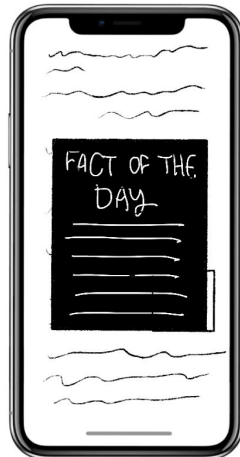
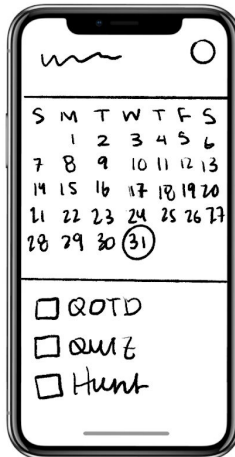
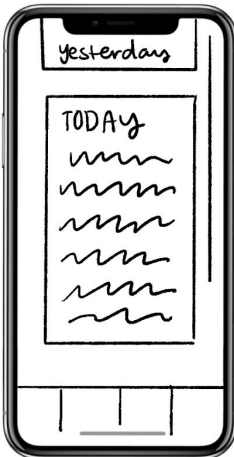
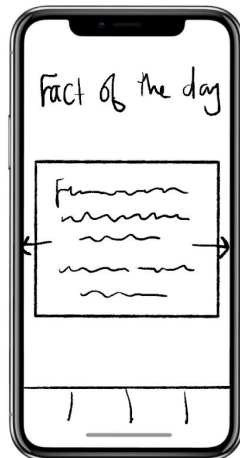
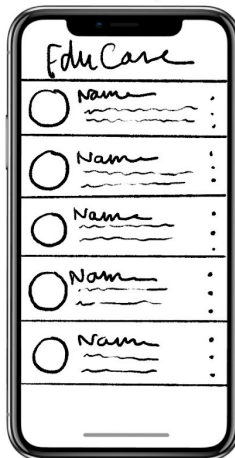
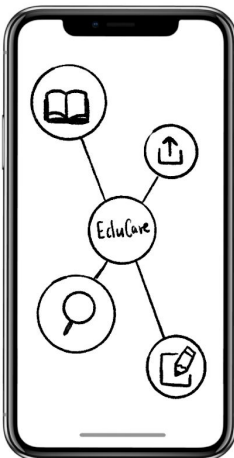
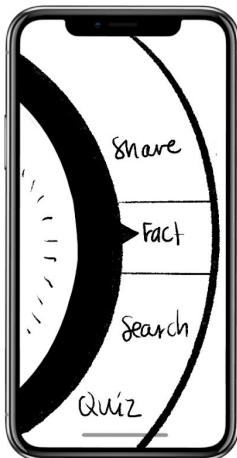
Swipe to see previous facts

Swipe up to send to a friend

Native Phone App

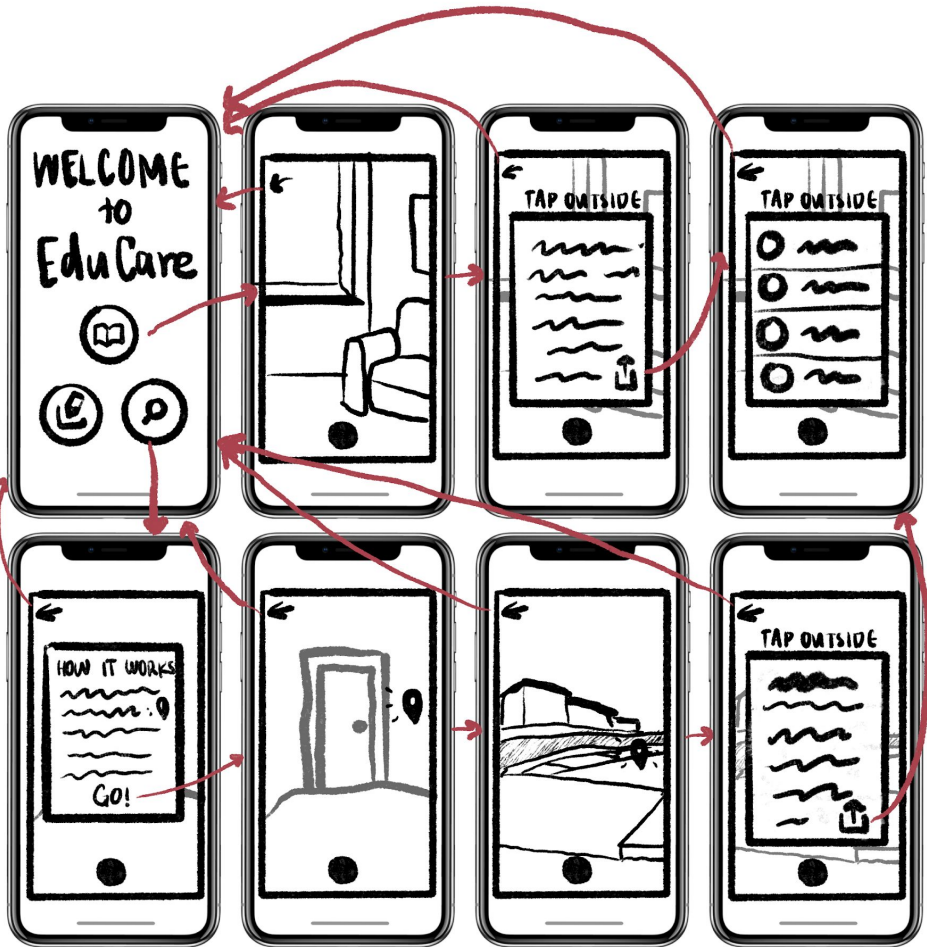
spinner to limit interactions

Share feature



Phone App

AR — Phone App



Native Phone App



Pros and Cons

Phone App

Pros:

- Familiar
- Low barrier to entry
- Versatile to be used for different modules

Cons:

- Might not be engaging enough

Augmented Reality

Pros:

- Allow people to visualize the app with the real world
- Gamification of content

Cons:

- Using AR in public may be difficult
- Other features (quizzes) difficult to use with AR



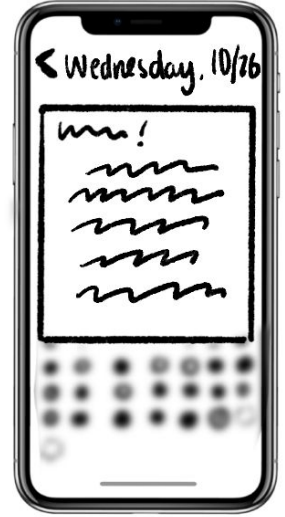
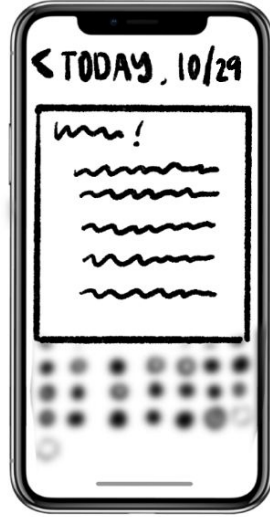
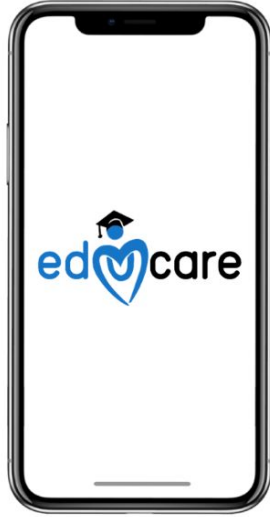
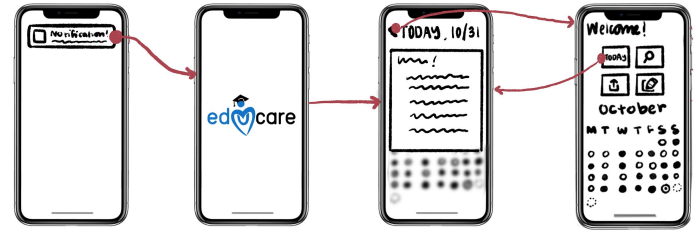


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Lo-Fi Prototype

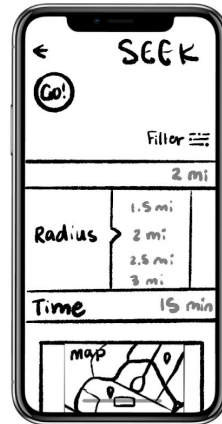
How it was constructed and the different
Task Flows

Simple Task Flow



Receiving a notification, engaging with it, and toggling between the current and previous fun facts received

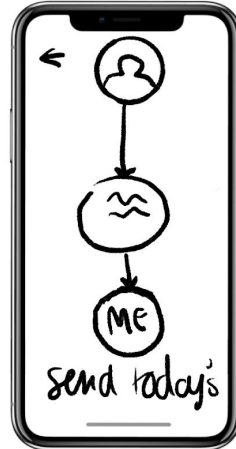
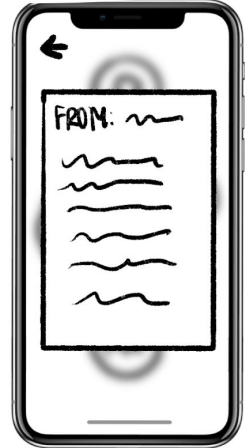
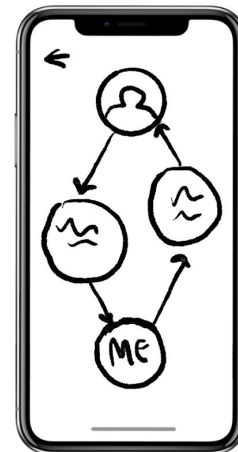
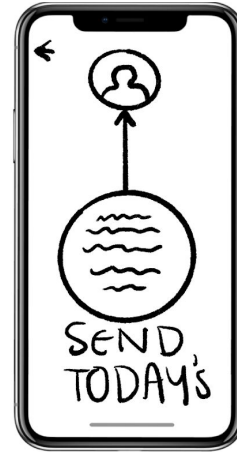
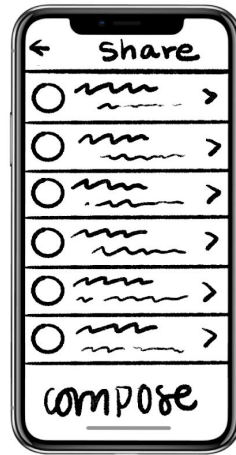
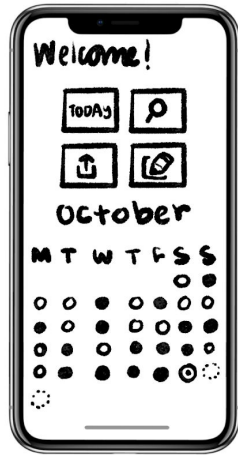
Moderate Task Flow



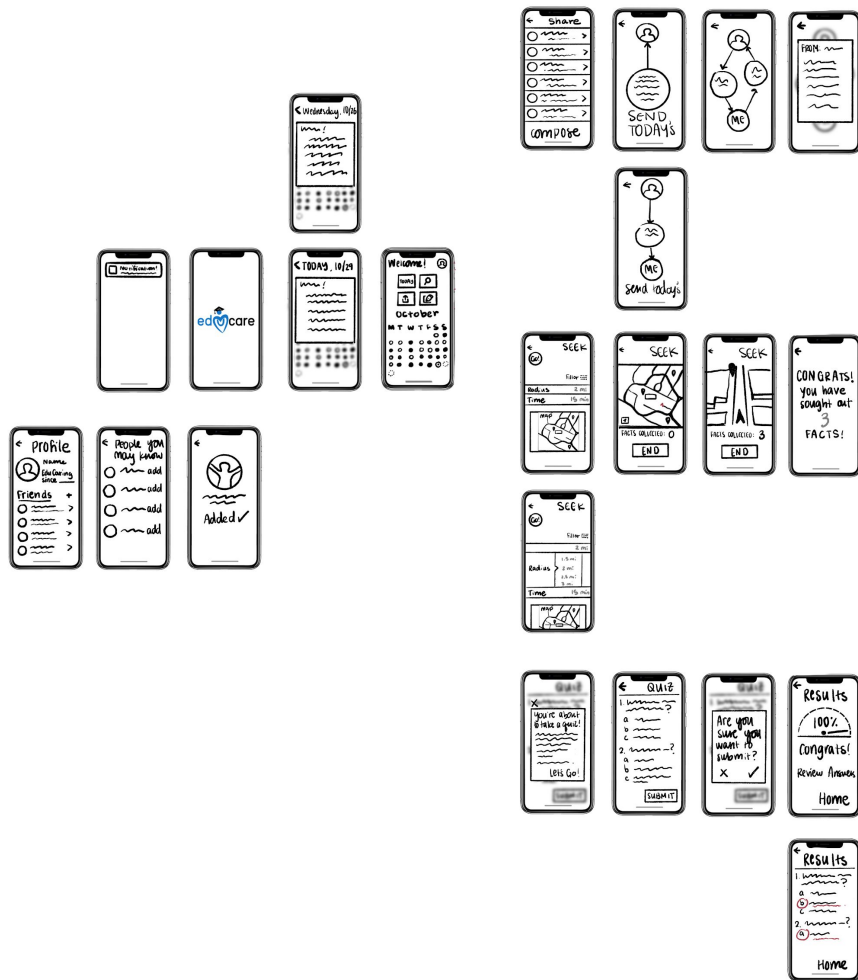
Engaging with one of the learning modules (scavenger hunt) and participating in the search for the facts

Moderate Task

Complex Task Flow



Sharing the current fun fact of the day with their peers, and checking any messages they may have received



How it was constructed

The prototype was drawn on an iPad with **Procreate**, stringing together the screens of the simple, moderate, and complex task flows

Repeat screens were eliminated

Tests would be in-person, so prototypes were **printed**



3

Testing our Prototype

Who did we talk to, and what did we find
out?

Participants



"Hallie"

UCLA Graduate and
Assistant Coach



"Tabitha"

Stanford Gymnastics Coach



"Calico"

Stanford Student

- **Tabitha** and **Calico** were recruited at Starbucks and outside Tresidder, respectively
- **Hallie** was recruited outside near Burnham Pavilion
- Participants were recruited based on randomness and age

Testing Conditions

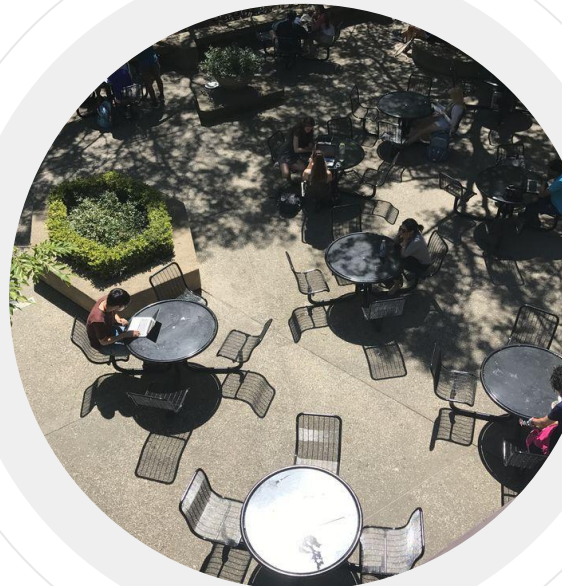
Environment

- Tests conducted at tables away from everyone else for **privacy**
- Clean tables **without other distractions**, focus on prototype
- During the **midday**

Apparatus

- **Brenden:** facilitator, computer
- **Nate:** greeter, videographer

**Only Tabitha and Calico's interviews happened here*



Testing Procedure

1. **Introduce** Team Members
2. Ask for participant **consent** to film
3. Provide participant with **context** about EduCare
4. Describe and demonstrate the process of **thinking aloud**
5. Show participant the first screen
6. Explain a task and have participants **execute** the task, **repeating** with each task (simple, moderate, complex)
7. Ask for **feedback**/concerns, **thank** participants for time

Usability Goals

The system is
Discoverable and
Efficient



//

If I didn't know how to do something, I'd probably just go back and press random buttons until I find out...

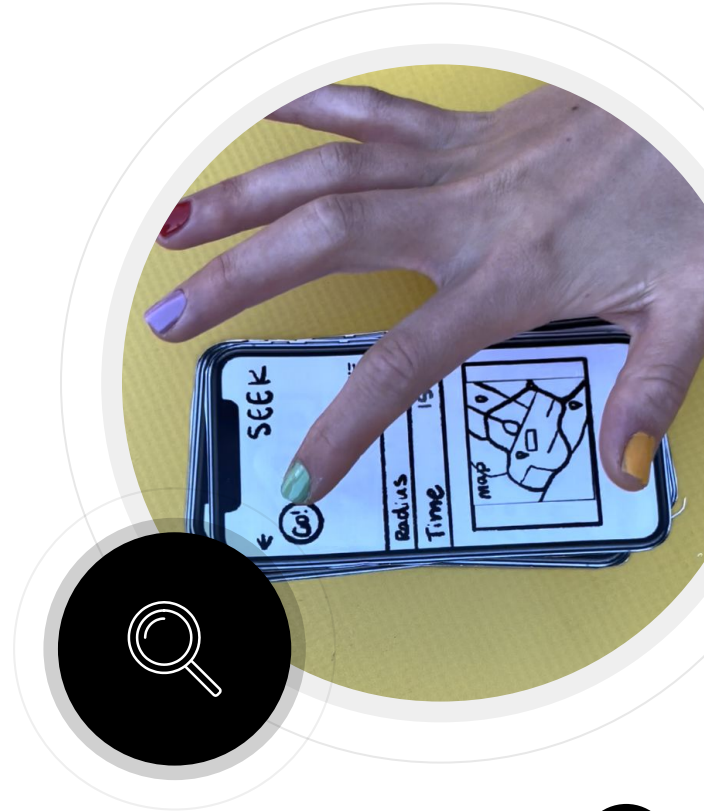
Our Participants...

...expressed deep **interest** in the platform of educating young people about healthcare

...struggled while navigating the **scavenger hunt** feature of the prototype

...commented that if there was a lot of text on the screen, they would probably just **go back**

...ultimately figured out the system but **required** some **trial** and **error**



Our Participants...

All

- Were able to quickly complete the simple task
- Were able to quickly and efficiently complete the "quiz"

Two

- Confused the scavenger hunt button with the search function
- Were confused by the sharing process

One

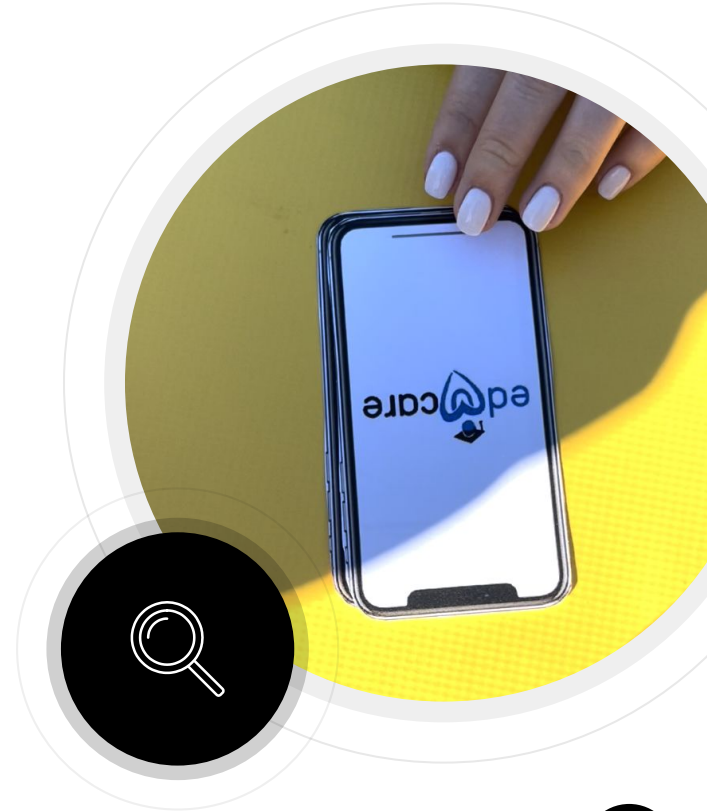
- Was exasperated with how they had to keep going to the previous page
- Found the icons not representative of the task



Our Participants...

...did **not spend much time** exploring other buttons or features outside of the task

...responded **more efficiently** to elements that **resembled** things they were **familiar** with (*notification banners, calendars, pop-ups*) and were more **hesitant** about elements they weren't used to (*a different layout for messaging*)





3

Discussion

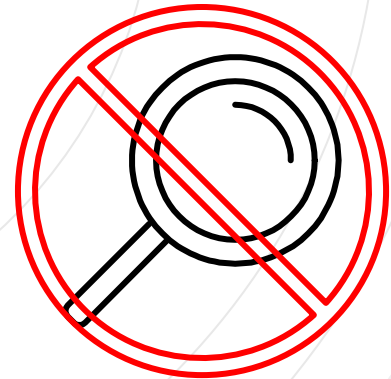
What did we take away from this?

We Will...

- Re-evaluate the **iconography** to facilitate effective visual communication
- Consider the idea of a **search bar**, not only to identify previous fun facts, but also to help participants find features or modules
- Refine the **layout of the messaging feature**, possibly taking into consideration familiar layouts to facilitate discoverability
- Potentially add an **integration of the messaging feature** into each fun fact

We Couldn't...

- Assess the usability of the scavenger hunt without a functioning map





Thanks!

Any questions?

A decorative graphic on the left side of the slide. It features a large white number '4' centered within a dark gray circle. This circle is partially overlapped by a larger, lighter gray circle, which in turn is overlapped by a white circle. The background is black.

4

Appendix

What did we take away from this?

A decorative graphic on the right side of the slide. It consists of several concentric white circles of varying diameters, centered on the right edge of the white circular area. The background is black.

Augmented Reality Phone App

Pros	Cons
<ul style="list-style-type: none">• Allow people to visualize the app within the context of the real world• Gamification of content	<ul style="list-style-type: none">• Using AR in public may be difficult for participants, as it requires more obvious movements and interactions• Not as familiar, barrier to entry• Not quite as versatile• Other features (quizzes) difficult to use with AR

Native Phone App

Pros	Cons
<ul style="list-style-type: none">• Familiar• Low barrier to entry• Versatile to be used for different modules• Different pages allow for navigational exploration• Easy to integrate into daily life• Surreptitious, portable	<ul style="list-style-type: none">• Might not be engaging enough to learn with• Less lifelike, remains 2-dimensional•

Script:

We will not be reading off of this document, because we want the usability test to be organic and flow well, we will rather use this as a framework

1. Introduce Team Members

Hi, my name is Brenden and this is my project partner Nate. We are currently working on a project where we would like to conduct a usability test. Would you be able to spend a few minutes with us?

(If they don't know what a usability test is, explain)

2. Ask for participant consent to film

Would we be able to record the usability test? We would only need to document your hands. We would also need to have you sign a consent waiver form, would that be alright with you?

3. Provide participant with context about EduCare

Essentially, we are developing a product called EduCare, which we want to bring to life through a mobile phone app. As a result, we want to—as previously mentioned—conduct a usability test, where we give you a low-fidelity prototype that consists of the screens we would use for our app. Essentially, we will give you a set of tasks to complete, one at a time, but we won't tell you how to complete them. That part is up to you to determine!

Essentially, EduCare is an app that educates young adults (aged 17-25) about their healthcare.

4. Describe and demonstrate the process of thinking aloud

We want to ask you to participate in a thinking aloud process: as you navigate the screens, verbalize your thought process, what buttons you're clicking on and why. For example, [show an example without using the prototype, maybe use a phone]

5. Show participant the first screen

Here's the first screen! Imagine that you're using your phone, and all of a sudden you see this: [show them the screen with the notification banner across the top].

6. Explain a task and have participants execute the task, repeating with each task (simple, moderate, complex)

[Simple:] With this notification, your first task is to check today's "fun healthcare fact of the day" and then also check the fun fact for yesterday, October 26th (even if it wasn't the 26th, for the purposes of the prototype)

...

[Let them complete the task, answer any questions if there are any]

Perfect! You've completed the first task.

[Moderate:] Alright, so the next task is to engage with one of the learning modules: the Scavenger Hunt (where you can find fun facts outside and collect them). How would you go about doing this?

...

[Let them complete the task, answer any questions if there are any]

Perfect! You've completed the second task.

[Complex:] The final task is to share the fun facts of the day with a friend who is also on the app. How would you go about doing this?

...

[Let them complete the task, answer any questions if there are any]

Perfect! You've completed the final task.

7. Ask for feedback/concerns, thank participants for time

We are at the end of the usability test, are there any final thoughts or takeaways you would like to share from this experience? [ask follow-up questions]

If not, we just want to express our deepest gratitude to you for helping us with our project!



Critical Incident Logs

0 = no problem

1 = cosmetic problem

2 = minor usability problem

3 = major usability problem

4 = usability catastrophe

Incident	Incident Log
Got confused by the calendar buttons beneath the pop-up of the fun fact, tried to click them to toggle	2
Tried to click on the scavenger hunt button to <i>search</i> for scavenger hunt	4
Got confused by "Seek" as opposed to search	3
Tried to click the fun fact of the day in order to send it to someone else, sharing it as she would via text	4
Overwhelmed by the amount of the text on the messaging screen	1
Thought that two messages between two friends was actually between three friends	2

Hallie's Log

Incident	Incident Log
"And now I'm on a very nice home screen"	0
The calendar did not have labels and she did not know what day it was	3
Tried to click on the scavenger hunt button to <i>search</i> for scavenger hunt	4
Clicked on the quiz button to write a message	4
Tried to click on the scavenger hunt button <i>again</i> to search for the messaging feature	4
Recognized the "share" button	0
Clicked on the recipients button and then "compose" (not as intended)	2

Calico's Incident Log

Incident	Incident Log
Did not know what the notification read	1
"This is a very nice logo"	0
Swiped up to remove the pop-up as opposed to using the back arrow	3
When sending a message, initially clicked on the messages as opposed to sending one	3
Engaged with the filter on the scavenger hunt	0
Found profile intuitive	0
Swiped on the map	2

Tabitha's Incident Log



Report:

https://docs.google.com/document/d/1aJ3fmY7BVj_iSuvyUJGX7lprYFbnqJFM-JWh6FejDb4/edit?usp=sharing