PING!

CS 147 Winter 2022
Easing Life Transitions
Bryan D., Emily R., Mhar T., Ada Z.

OVERVIEW

01 PROJECT DIRECTION

Mission statement, selected interface, rationale

02 LO-FI PROTOTYPE

Prototype, tasks, and task flows

03 TESTING & RESULTS

Discuss method and results from lo-fi testing

04 NEXT STEPS

Use results to explore changes to our solution

01

PROJECT DIRECTION

ABBY

Worried that her friends might not communicate with her as much after moving, losing their level of closeness

HMW help loved ones show they are thinking of each other conveniently yet still meaningfully?

MISSION

A way to show your friends you are thinking of them through low-stakes yet meaningful tokens – even when you're far apart.

VALUE PROPOSITION

SO THAT YOUR LDR DOESN'T BECOME TL;DR

AUGMENTED REALITY PHONE FEATURE

SMART WATCH

MOBILE APP

SMART HOME PRODUCT

AR SMART GLASSES

AUGMENTED REALITY PHONE FEATURE

SMART WATCH

MOBILE APP

SMART HOME PRODUCT

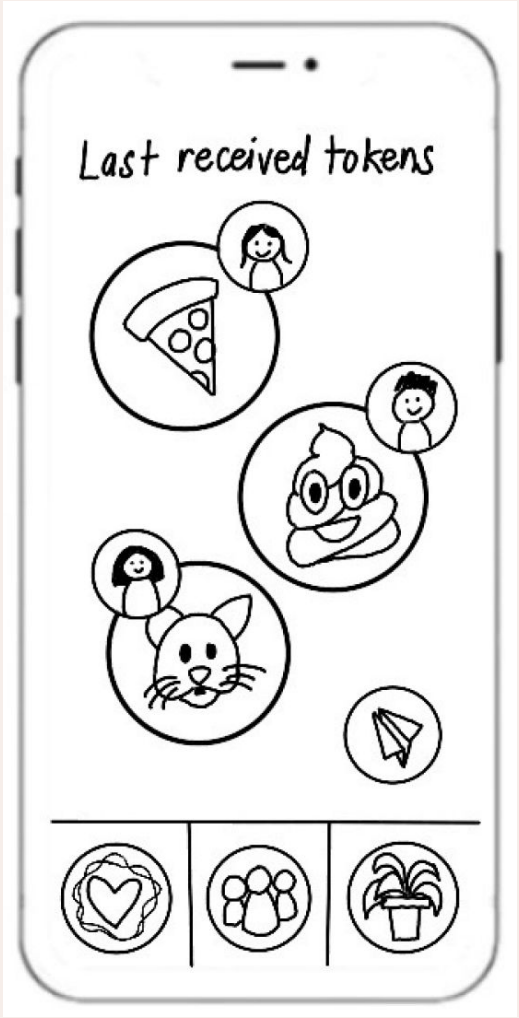
AR SMART GLASSES

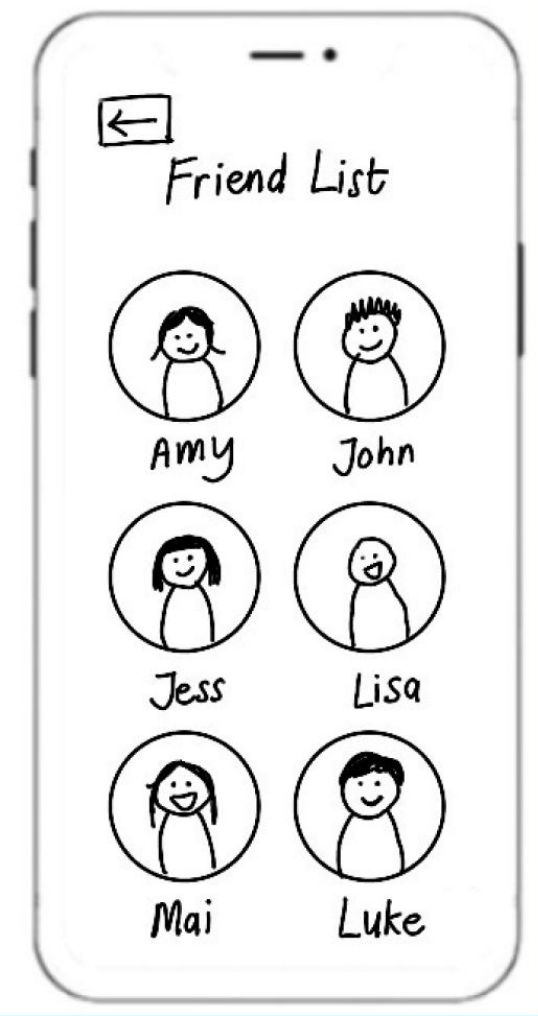
WHY MOBILE?

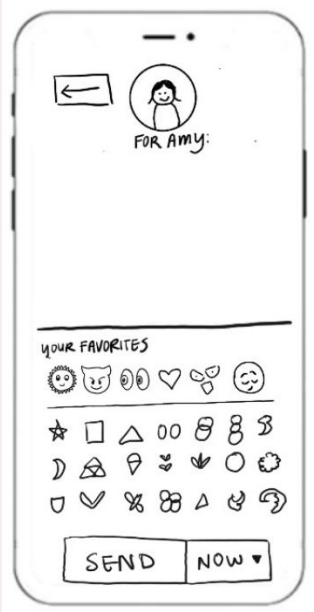
- More familiar interface
- Many existing tools and resources for making mobile apps
- Many people own smartphones
- Allows for familiar visual, audio and haptic feedback
- Can incorporate AR-inspired features

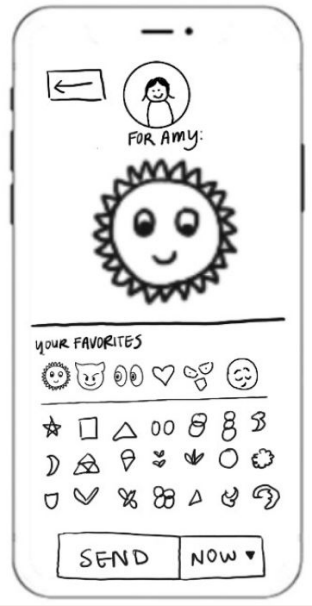
02

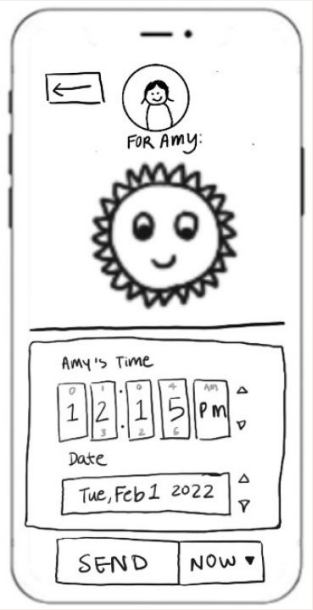
LOW-FIDELITY PROTOTYPE

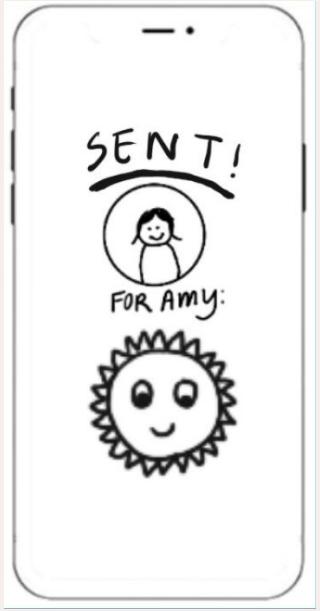

Last received tokens

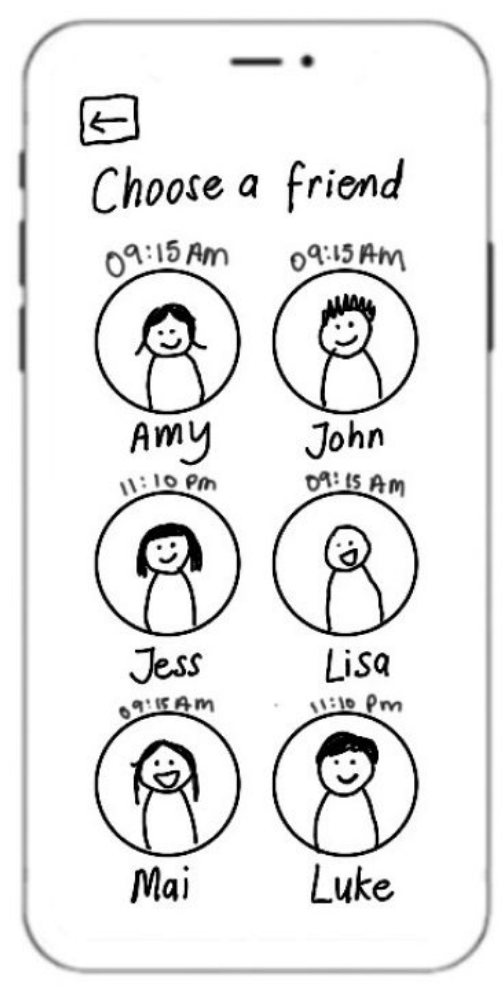

Friend List
Amy
John
Jess
Lisa
Mai
Luke

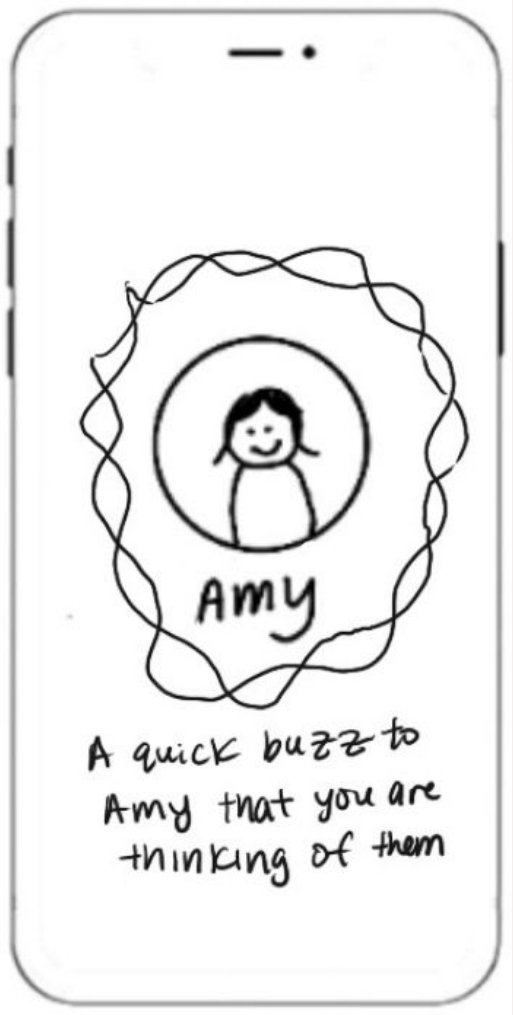

FOR Amy:
YOUR FAVORITES
SEND
NOW

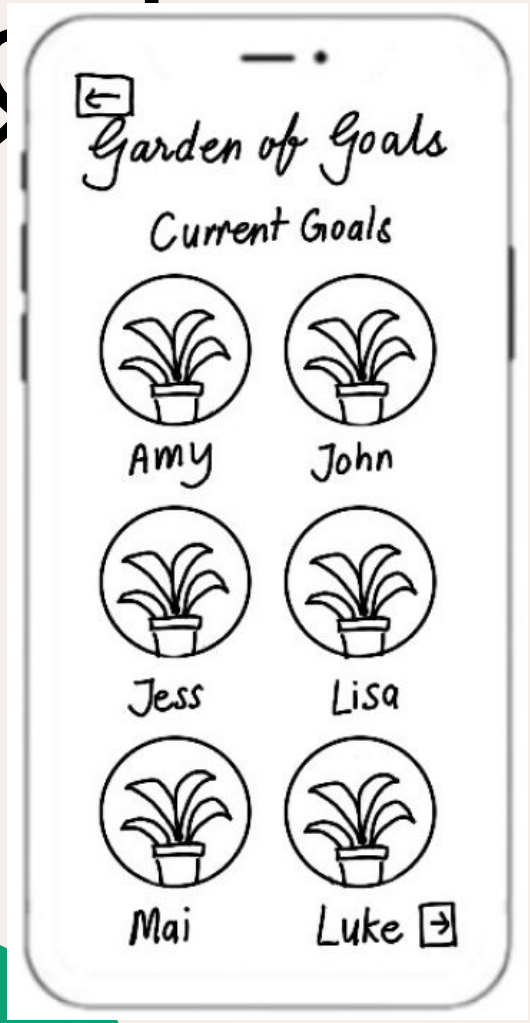

FOR Amy:
YOUR FAVORITES
SEND
NOW

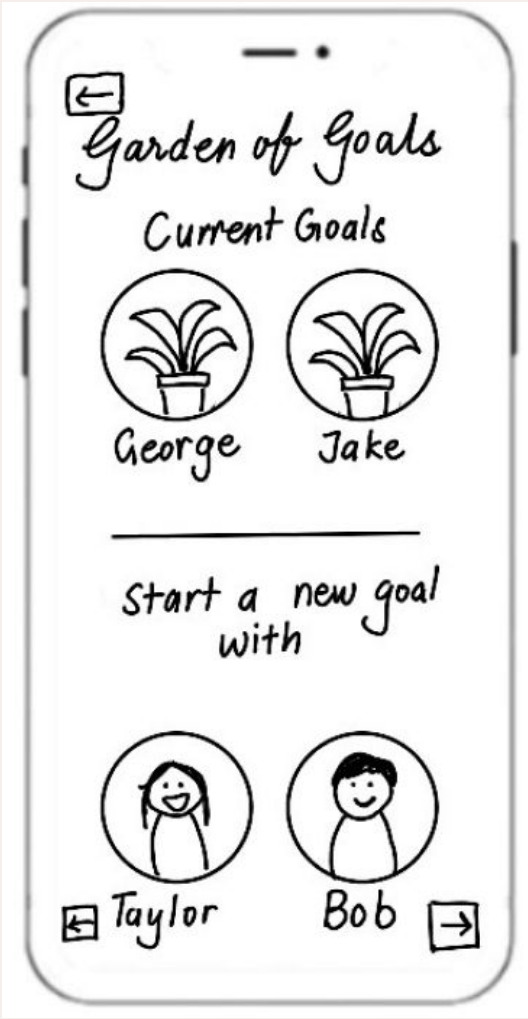

FOR Amy:
Amy's Time
12:15 PM
Date
Tue, Feb 1 2022
SEND
NOW

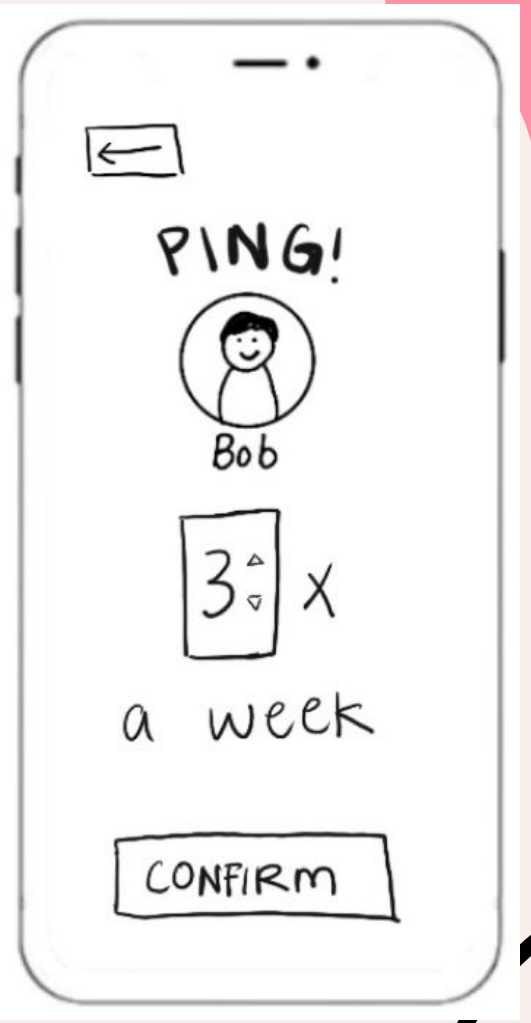

SENT!
FOR Amy:

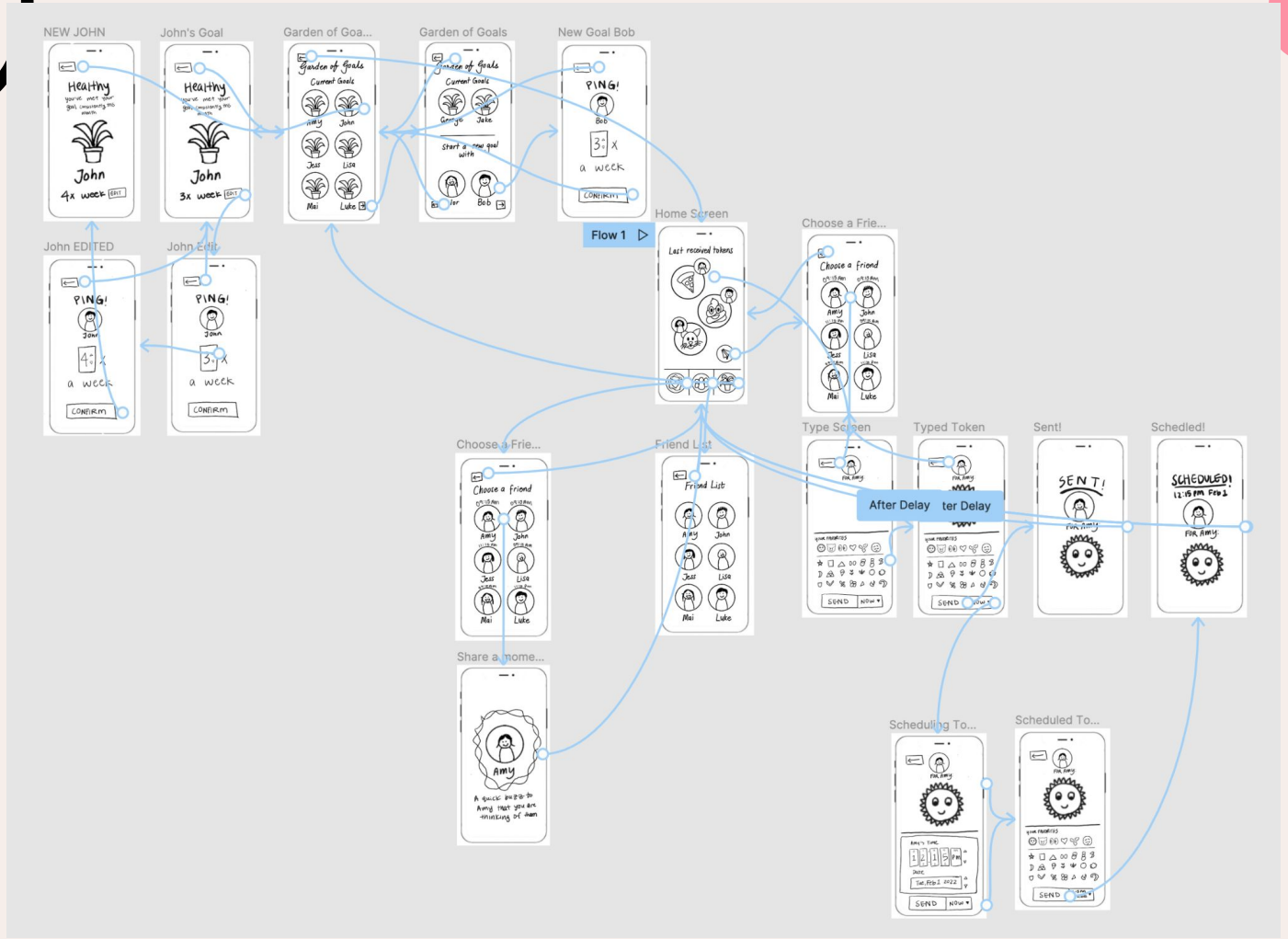

Choose a friend
09:15 Am
Amy
09:15 Am
John
11:10 Pm
Jess
09:15 Am
Lisa
09:15 Am
Mai
11:10 Pm
Luke


Amy
A quick buzz to Amy that you are thinking of them


Garden of Goals
Current Goals
Amy
John
Jess
Lisa
Mai
Luke


Garden of Goals
Current Goals
George
Jake
Start a new goal with
Taylor
Bob


PING!
Bob
3
X
a week
CONFIRM


NEW JOHN
John's Goal
Garden of Goa...
Garden of Goals
New Goal Bob
Flow 1
Home Screen
Choose a Frie...
John EDITED
John Edit
Type Screen
Typed Token
Sent!
Schedled!
After Delay
ter Delay
Choose a Frie...
Friend List
Share a mome...
Scheduling To...
Scheduled To...

4 TASKS + 2 SUBTASKS

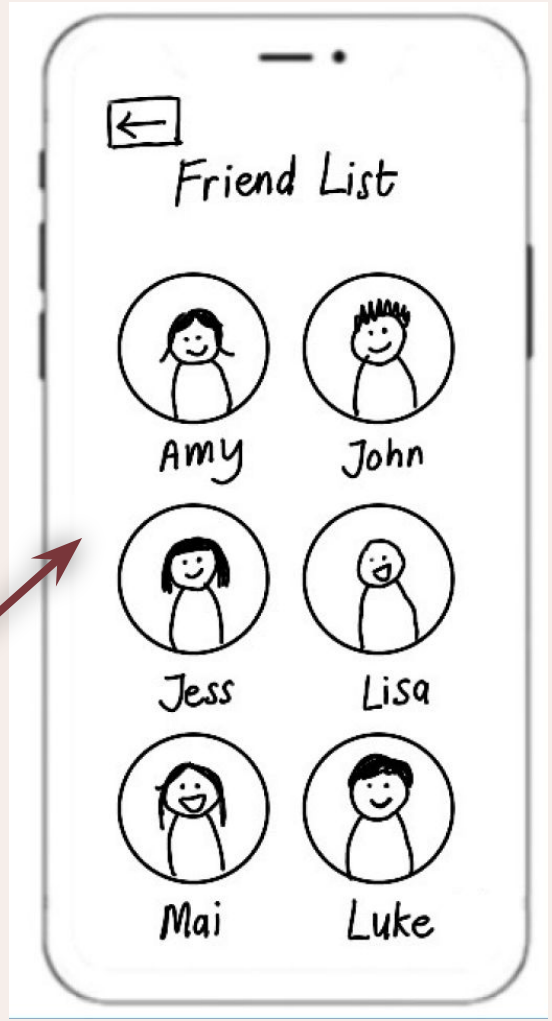
TASKS & TASK FLOWS

1

View your friend list.

[SIMPLE TASK]

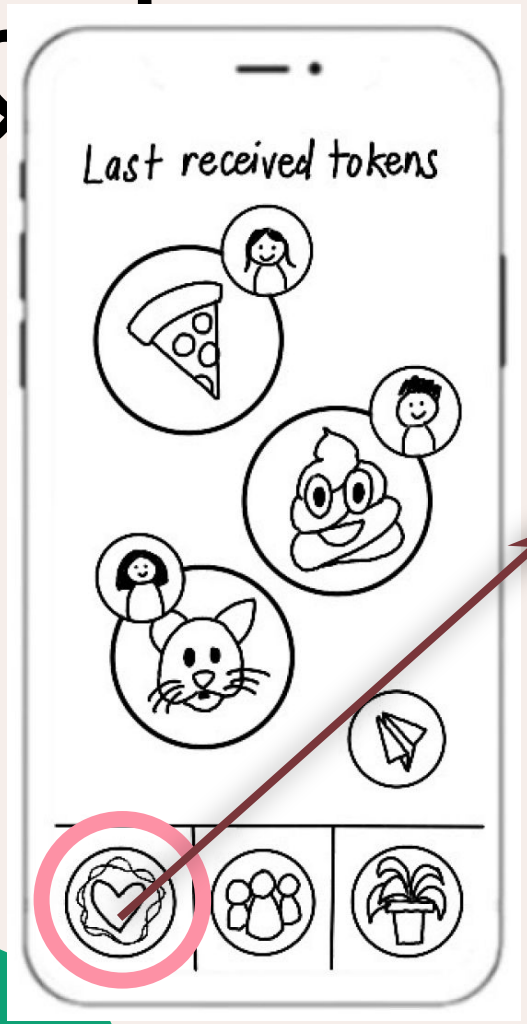
Last received tokens

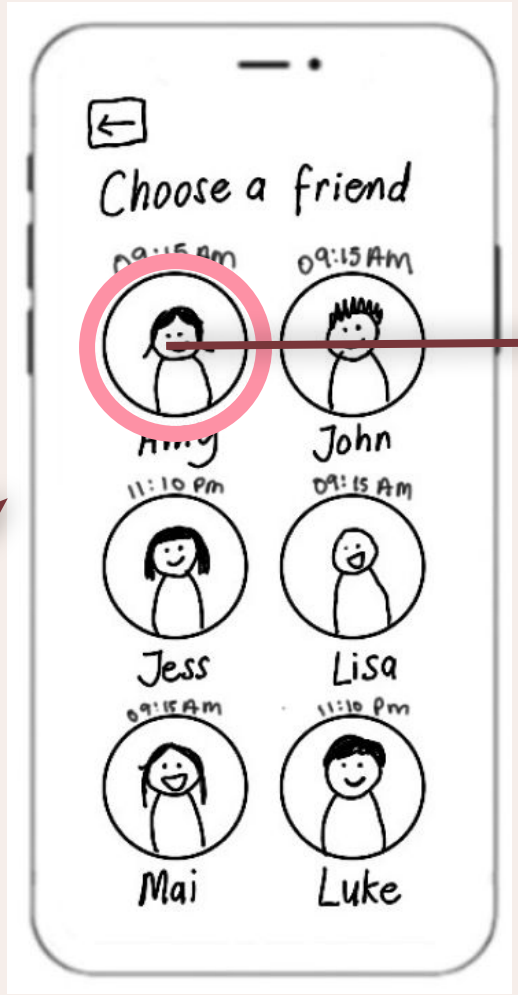

Friend List
Amy
John
Jess
Lisa
Mai
Luke

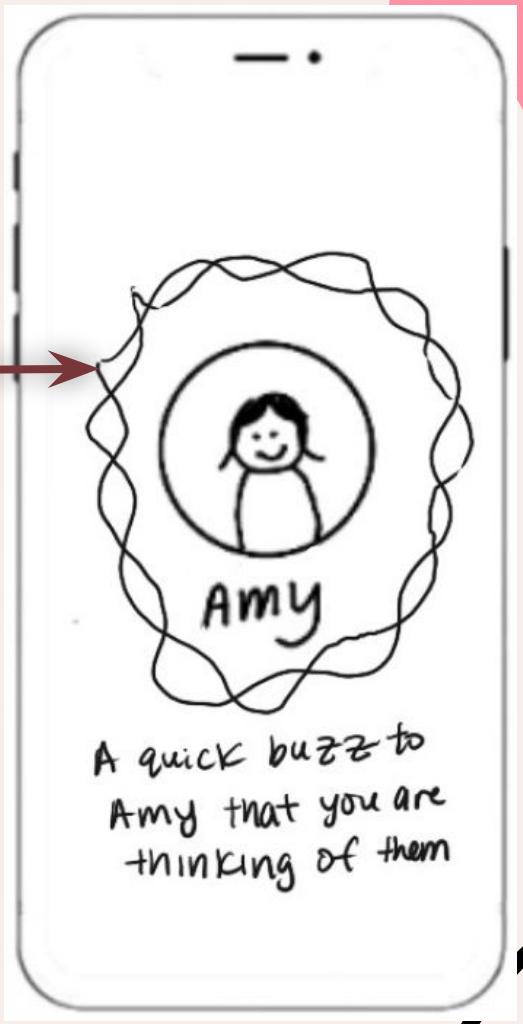
2

Share a quick moment with Amy.

[SIMPLE TASK]


Last received tokens

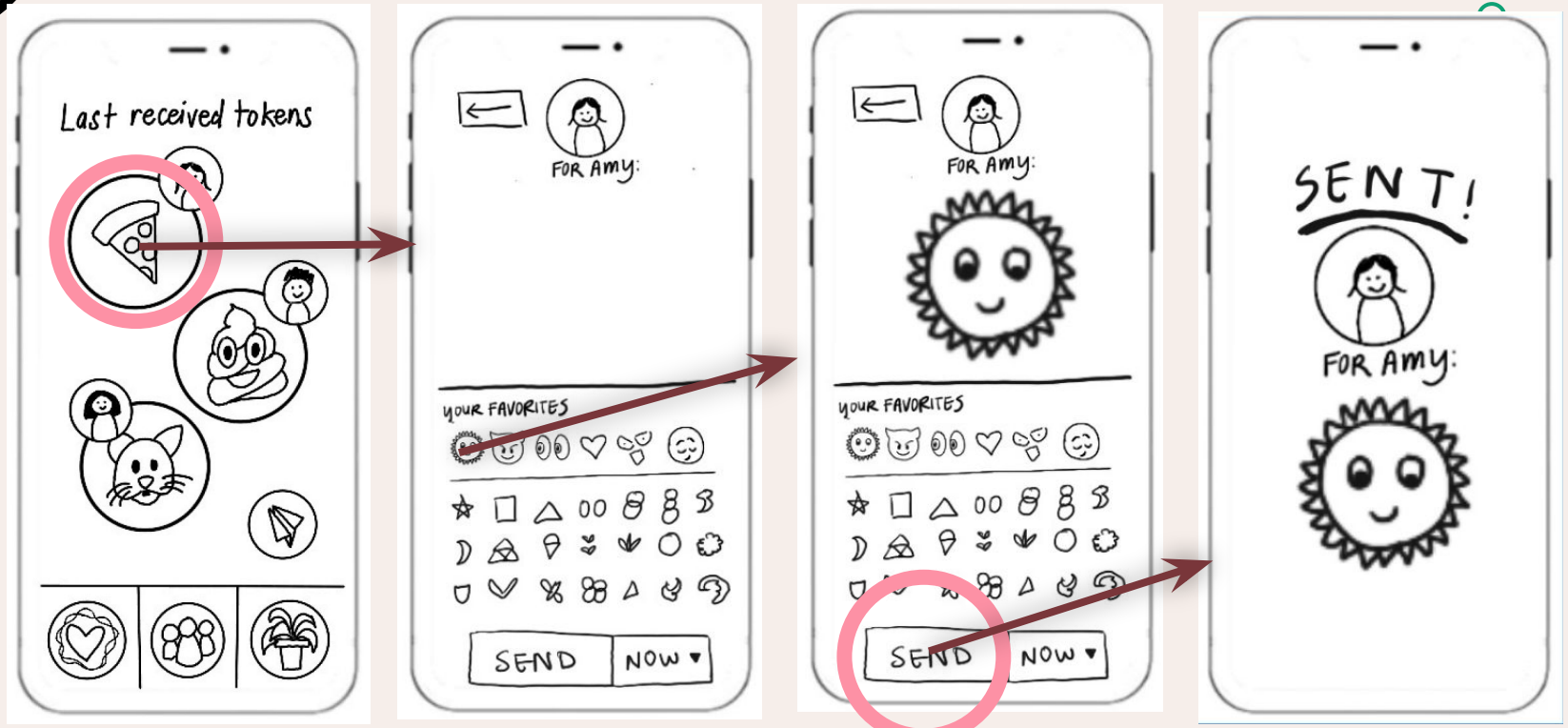

Choose a friend
09:15 AM
John
11:10 PM
Jess
09:15 AM
Lisa
09:15 AM
Mai
11:10 PM
Luke


Amy
A quick buzz to Amy that you are thinking of them

3

Reply to the most recently received token.

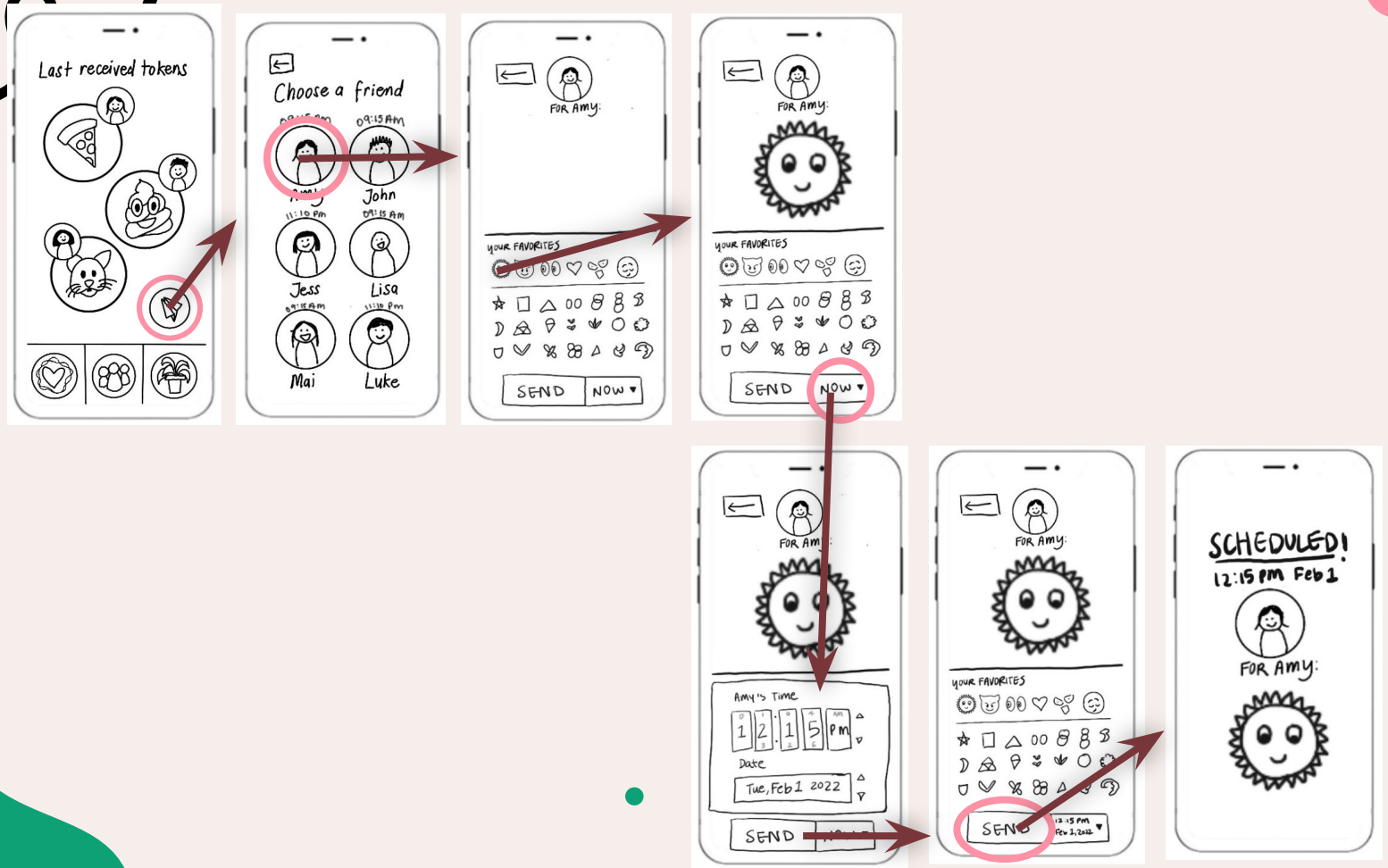
[MODERATE TASK]


Last received tokens
FOR Amy:
YOUR FAVORITES
SEND
NOW
FOR Amy:
YOUR FAVORITES
SEND
NOW
SENT!
FOR Amy:

3.2

Amy is currently in Asia. You want to let her know you are thinking about her despite time zone differences. **Schedule a Sun token to Amy for 12:15 pm in Amy's timezone.**

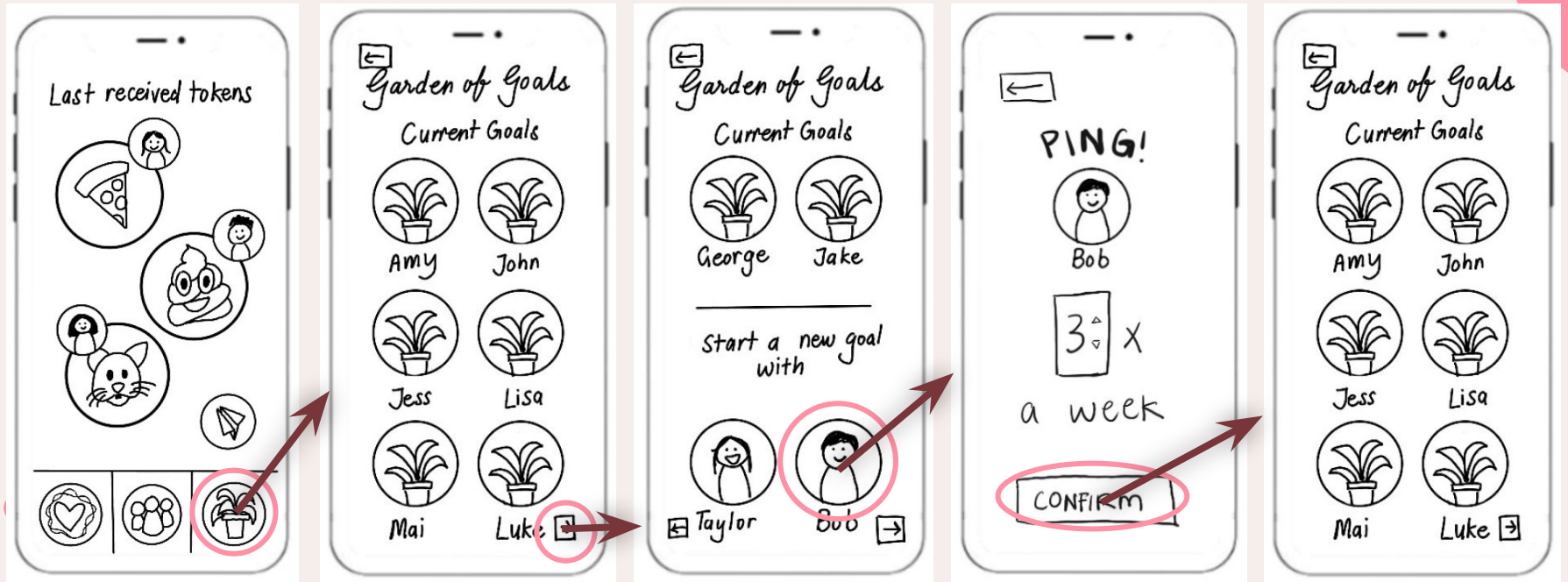
[MODERATE TASK]


Last received tokens
Choose a friend
09:15 AM
John
11:10 PM
Jess
09:15 AM
Lisa
09:15 AM
Mai
11:10 PM
Luke
FOR Amy:
YOUR FAVORITES
SEND
NOW
Amy's Time
12
15
PM
Date
Tue, Feb 1 2022
SCHEDULED!
12:15 PM Feb 1

4

You want to strengthen your relationship with Bob. Set a goal to communicate with him 3x a week.

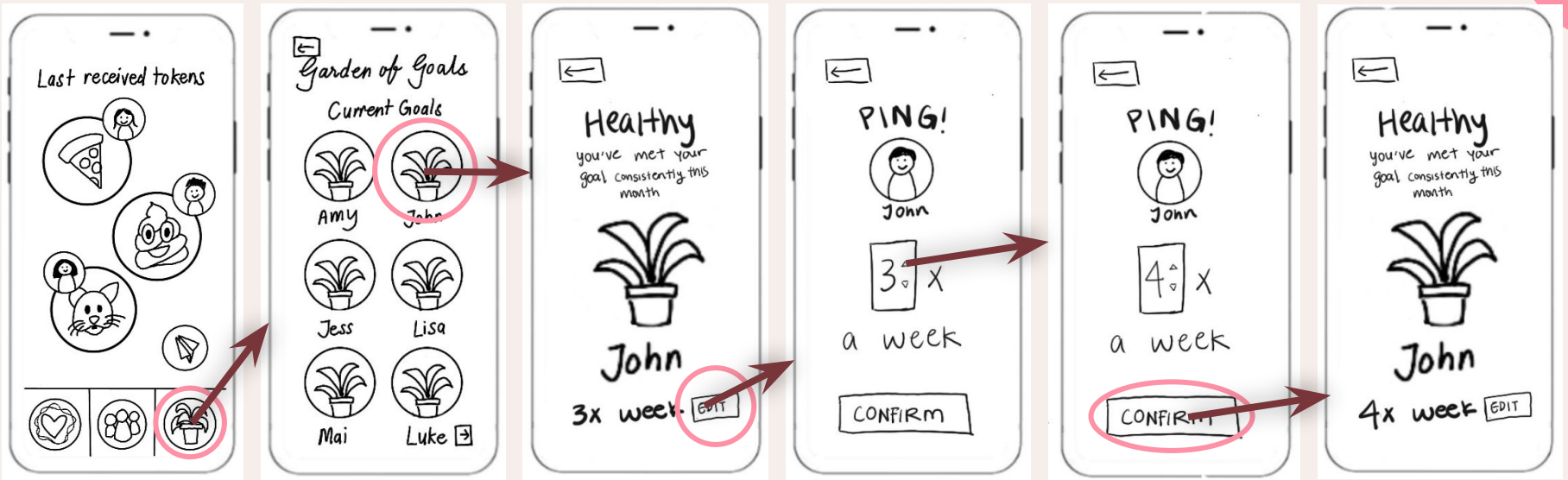
[COMPLEX TASK]


Last received tokens
Garden of Goals
Current Goals
Amy
John
Jess
Lisa
Mai
Luke
Garden of Goals
Current Goals
George
Jake
Start a new goal with
Taylor
Bob
PING!
Bob
3
X
a week
CONFIRM
Garden of Goals
Current Goals
Amy
John
Jess
Lisa
Mai
Luke

4.2

You feel like you are not talking to John enough. **Increase your goal to communicate with John.**

[COMPLEX TASK]


Last received tokens
Garden of Goals
Current Goals
Amy
John
Jess
Lisa
Mai
Luke
Healthy
you've met your goal consistently this month
John
3x week
EDIT
PING!
John
3
X
a week
CONFIRM
PING!
John
4
X
a week
CONFIRM
Healthy
you've met your goal consistently this month
John
4x week
EDIT

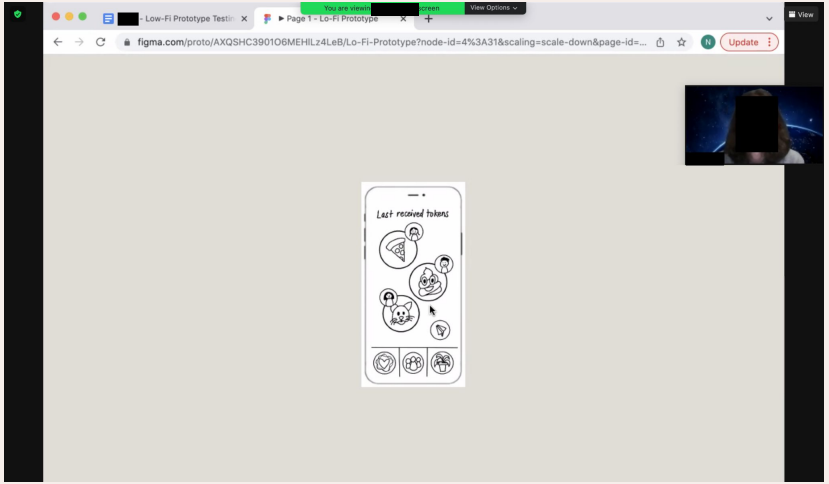
03

TESTING & RESULTS

TESTING METHODS

We tested our lo-fi prototype...

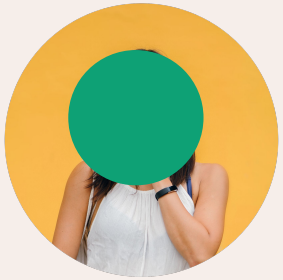
- Using Figma
- Over Zoom
- Switched roles each interview



PARTICIPANTS

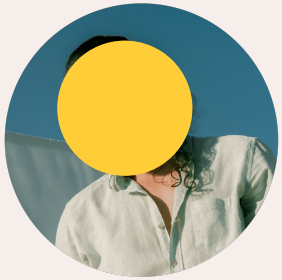
#1, 14 Y/O

Teenager demographic, Have long-distance relationships



#2, 22 Y/O

Currently in 12 hour time difference with family and friends after moving countries



#3, 23 Y/O

First time in his life living in a different city than his parents

#4, 50 Y/O

Oldest user, did not have a permanent home at one point

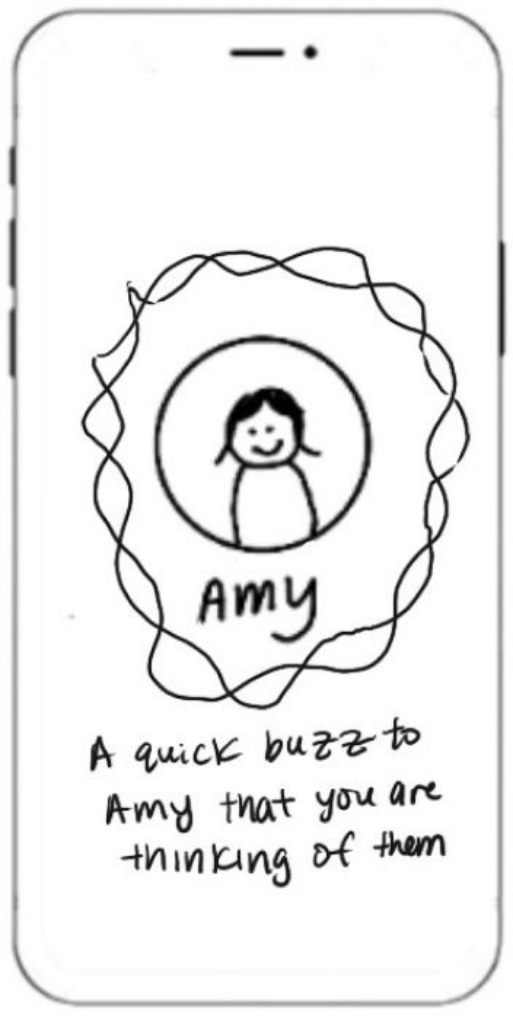
Used stock images.

RESULTS: POSITIVE

- App's simplicity—minimalist interfaces fulfill app's purpose
- Strong validation regarding emotional pain point that app attempts to ease
- All younger users shared enthusiasm for app's novelty
- Task flows were convenient and intuitive

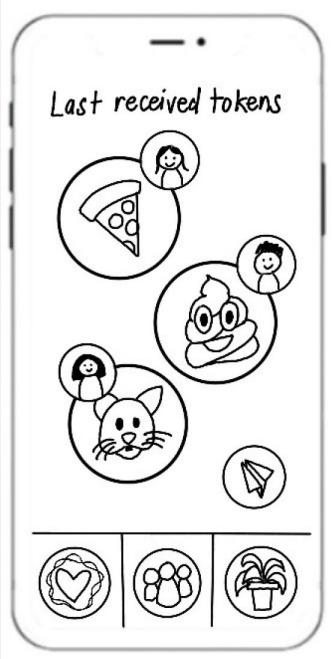
RESULTS: NEGATIVE

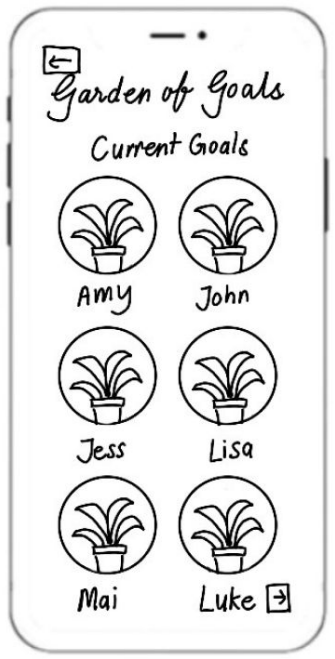
- Confusion over “share a Moment with a user”
- Disconnect between text and feature, e.g. text on Moment screen did not reflect purpose



RESULTS: NEGATIVE

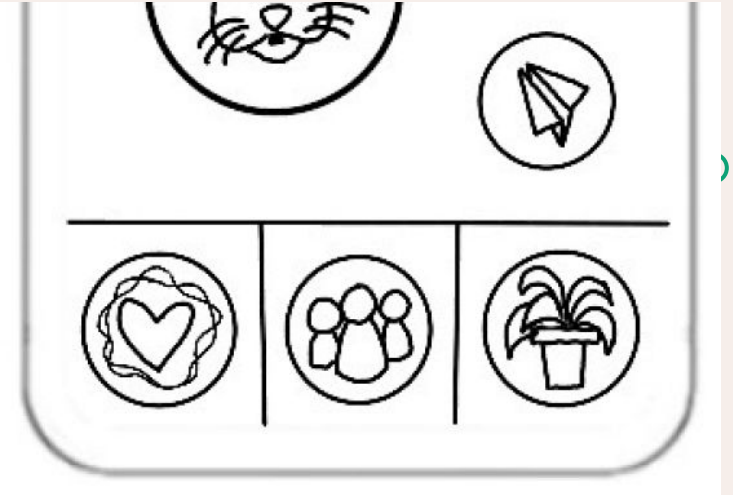
- Most users were unsure about which token was the most recently received one
- Users felt some flows could have been tighter
- Users desired a search bar





RESULTS: NEGATIVE

- Intergenerational differences in feedback – older user responded less positively
- Home bar icons need to be clearer

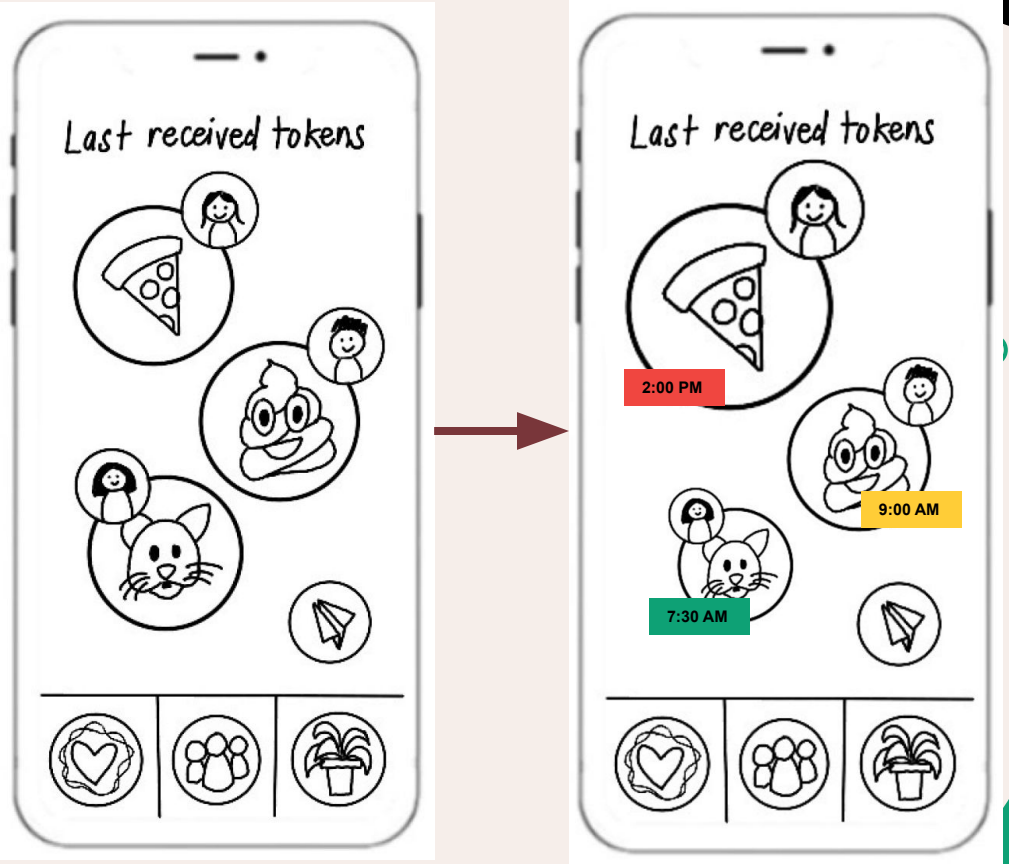


04

NEXT STEPS

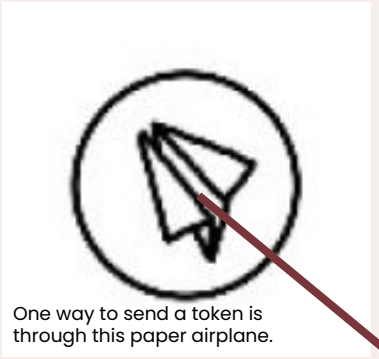
HOME SCREEN

Make more obvious the order of the most recently received tokens.

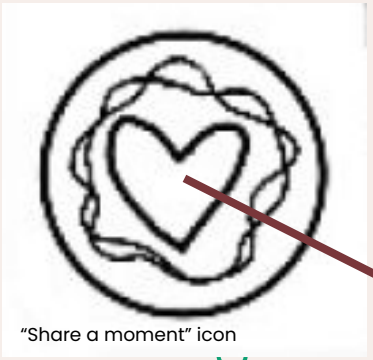


HOME SCREEN

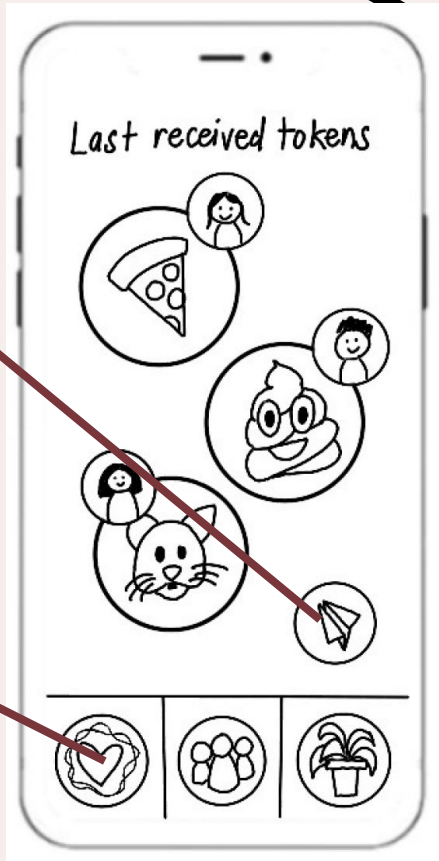
Change paper airplane and “share a moment” icons to make their functionalities more obvious.



One way to send a token is through this paper airplane.

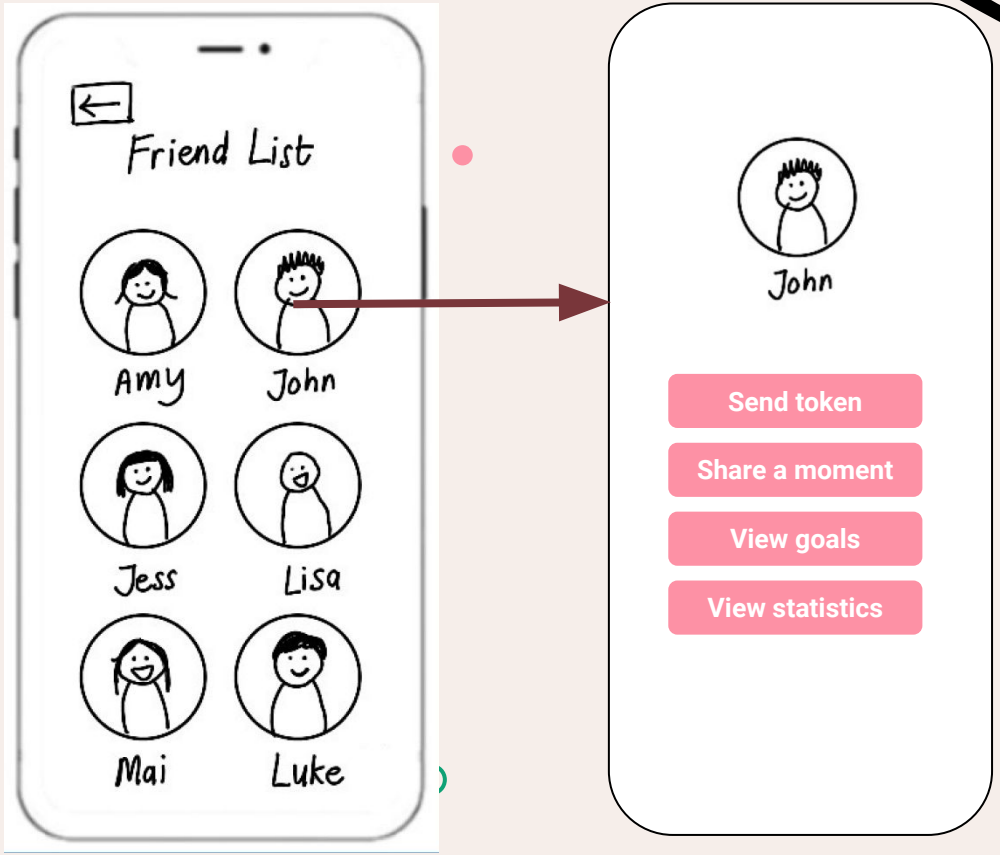


“Share a moment” icon



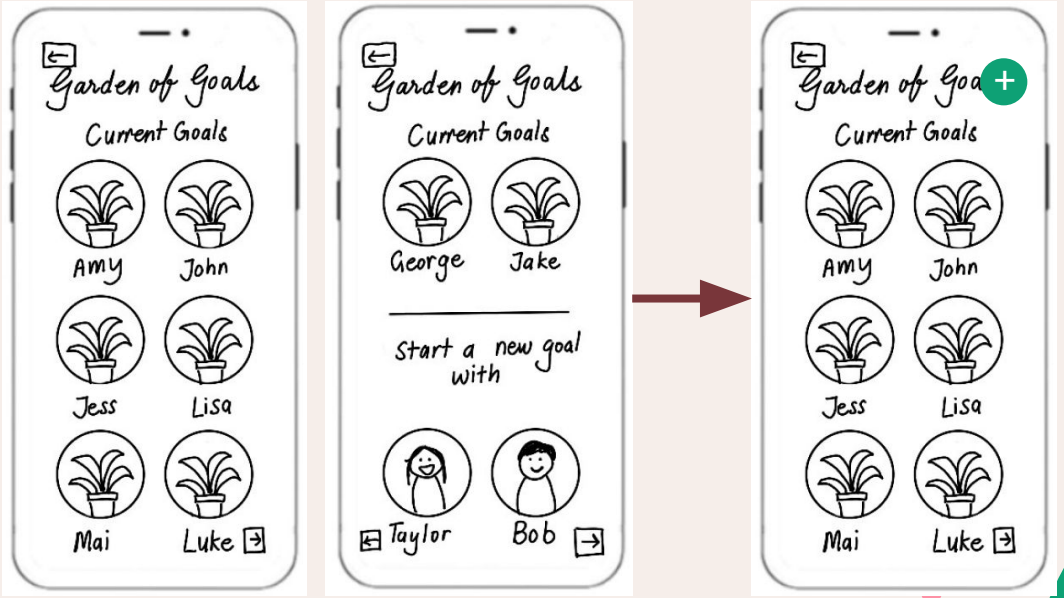
FRIEND LIST

Add more functionality to friend list.



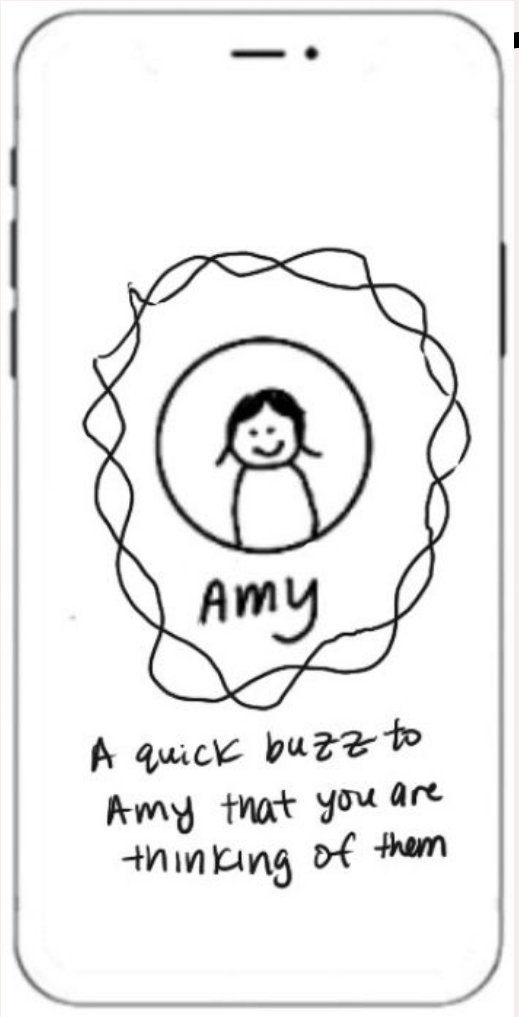
GARDEN OF GOALS

Make it easier to view current goals and make new ones



SHARE A MOMENT

Make the screen more visually appealing to signal that its functionality was achieved



SUMMARY

- Maintain app's simplistic appeal—interface, functionality, aesthetic
- Tighten task flows while adding clarity to unclear UI

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