

Deliverable 3 Review:

Customer Notes:

911 Script

- **Use pictures** to help prompt kids (kids cannot read, images help reinforce learning)
- Use Sparky the dog, he is an international logo, preferred and used by the Regina Fire department (Helps to continue education and keep it familiar)
- **Short, easy steps**

Reinforcement:

- **Use Sounds**, helps to reinforce learning and engage the children
 - Dial feedback, keypad tones
- Use short steps and reinforcement together, guides and rewards the kids
- Notification in the app
 - Notifications outside the app can be annoying
 - Phone will likely belong to a parent, kids do not have their own phones for the notification
 - Prompt with address etc

Assumptions:

- Kids will be supervised while using the app
 - Either with the firefighter or parent

Navigation:

- Candace: Navigation is simple and easy
 - This is important for all users, children and firefighters
 - **Make functionality self explanatory**
 - App will be used by many, ensure training is simple
 - Reduce user error
- Tim:
 - **Hide Navigation** (between simulation and training info)
 - Helps to keep the app realistic to reduce confusion for children to use the real phone app
 - Could utilize user account, swipe up navigation
 - Something to keep the app simple and clutter free and realistic for the children
 - Improve Hi-fi prototype in the future

General Notes:

- Provide a simple interface for kids
- Provide prompts with pictures as kids may not be able to read
- Reinforce the right things
- USM provides necessary features and functionality for the phone app
- Web application will not be worked on
- Keep experience close to normal phone use

Team Insights versus Needs:

Need (What)	Insight (Why)
Tips/guidance with pictures as prompts for children	Tips and guidance will help the kids to know what the questions are and what the answers are, pictures help guide children that cannot read and add to learning
Simple, realistic interface for users	A simple interface is important for children using and learning the app and for training for firefighters to reduce confusion and increase ease of education. A realistic interface helps knowledge learned in the app transfer over to a real phone and 911 call.
Use Sparky to guide and reinforce learning	Sparky is a dalmation character used by the Regina Fire Department in education and is an international symbol, using Sparky provides a familiar symbol to recognize and is professionally done.
Provide Feedback for children	Feedback to children through the use of sounds, touch feedback and pictures is important to reinforce ideas the education the app provides. Feedback through sounds engages children and keeps them interested in the app to help encourage repetition.
No external notifications	Phones will likely not belong to the child using the tool to learn and notifications to the parent may become annoying and cause the app to be uninstalled.