

Hi-Fi Prototype Explanation:

The app opens up right to the 911 call screen, this allows for immediate call functionality to be available to the user (children, firefighters, parents) using the app. This landing screen contains a general call screen with a keypad and call button as well as a minimal bottom navigation bar with only two options to switch between the 911 Simulation Call page and 911 Scripts Training page. The decision to add a navigation bar was generated with the enclosing principle in mind as they are kept together within the bottom of the pages in the app. The decision also makes it so that the app is organized and each of the two pages have a single purpose (911 call, 911 training). When typing on the keypad in the landing screen, touch tones and feedback are used to engage the user especially children with using the app. When the call button is pressed, the call screen is brought up and the “call” can take place between the child and the firefighters or parents. Within the 911 Scripts page, a subtle textbox is added within a script where the user inputs their address which then could be saved by the app to permanently show within the present scripts available as well as continually reinforce this information to the user through the use of phone notifications. For example,

*911 Scripts

Q: 911, What is your emergency?

A: There is a fire at my house.

Q: Where are you?

A: *Textbox to input home address*

...

Icons in the navigation bar could use signifiers in the form of a calling and script icon along with titles for affordance. This would help the navigation bar’s usability and aid user experience. The app is low threshold and low ceiling with simple navigation and functionality for calling and reading of the 911 call script. The hi-fi prototype is a combination of the lo-fi prototype going directly to the phone, the removal of the activities portion, and the illusion of a call rather than physical voice connection. The illusion of the call embraces the “Wizard of Oz” experiment, the call is mediated by another person, the firefighter or parent, to create the illusion of a real call with the child. This simplifies the use of the app while remaining functional by removing physical calling and replacing it with the response of the person in the room with the child.