MVP Explanation:

The App simulates a phone and a 911 phone call. The main Call Screen was created to resemble the existing phone apps which are available on each phone already. This allows for familiarity and a lower threshold for use.

The Tip/Hint which is displayed at the top of the app uses Cultural Interface Mapping for North America where the top/left corner receives attention first. This provides the hint to the user quickly to help them understand what is expected.

The bottom navigation bar implements the enclosing principle with the top and side borders. As well, the icons in the navigation bar afford clicking as they are set up to use icons available on the device and the enclosing boarder assists this affordance as well. The icons are also used as signifiers. The dial pad icon is found on both iOS and Android devices in the phone apps to signify the dial pad of the phone. As well, the document icon is used to signify text and information for the script screen it represents. The highlighting of the selected page on the navigation bar provides visibility of the system status and the screen that is currently selected. This was demonstrated and discussed as part of our Hi-Fi design.

The Tips shown after a successful call, use consistency and recognition. Each tip is set up with the same layout for familiarity and the icons and labels help with signifiers for the action of next and previous and affordances of clicking. The user is free to exit out of the tips at any point in time, so they do not have to complete the tip set if that is not desired.

The feedback on wrong input provides the user with information of what was wrong with the input. When 911 is not dialed and called, the Tip/Hint at the top of the screen updates to provide the user with more information. In addition to the updated Tip/Hint, direct feedback on whether the length or the number was wrong is given as well. This provides the user with information about a solution to the feedback. This feedback was discussed as parts of our Lo-Fi and Hi-Fi design and carried over into the final implementation.

When pressing the numbers on the dial pad there is touch tone feedback and when going through the tips and steps of the call, there are tones for passing a step and a sound for the completion of all the steps. These ideas were discussed in our Lo-Fi and Hi-Fi design and are used to engage the user, especially the children when using the app and create an enjoyable experience.

The Script screen uses similarity and symmetry for the display of the different emergencies and possible questions. This screen uses consistent headings for the emergencies and formatting of the associated information.