

Overview

This is an inspection evaluation of group 1's prototype of their proposed application to help better take care of people with dementia.

Context of Use

The caregiver is expected to have other responsibilities other than looking after the person with dementia such as Diona taking care of her kids or going to work. The caregiver keeps a schedule for their person with dementia and ensures that it is kept. Currently this would be done by manually writing the schedule either in a notebook or calendar and contacting the PwD to confirm that they are where they're supposed to be. This procedure makes it difficult to keep track of alterations to the schedule especially if the PwD doesn't communicate the alteration with their caregiver.

FREEDOM DEMENTIA SUPPORT PROJECT –
PRIMARY USER - CAREGIVER



Diona Klee
Administration at ABC news

Diona is 46 years old. She lives with her husband and her 2 young children in Melbourne city. Diona's husband has developed early-stage dementia and is struggling to take care of him as long with her kids. Diona finds it difficult to get her husband to attempt to use technology. Similarly, though she is able to use and get familiar with certain functions and features of her mobile phone, she is still really struggle to assist her husband. She wants to be more relaxed in taking care of her kids and Allan evenly. She needs assistance about a solution to help her keep track with her husband with ease and improve the quality of life for both her husband and her.

KEY ATTRIBUTE:

- Managing time to both spend time taking care of her kids and her husband.
- Having knowledge of using technology.

QUOTES:

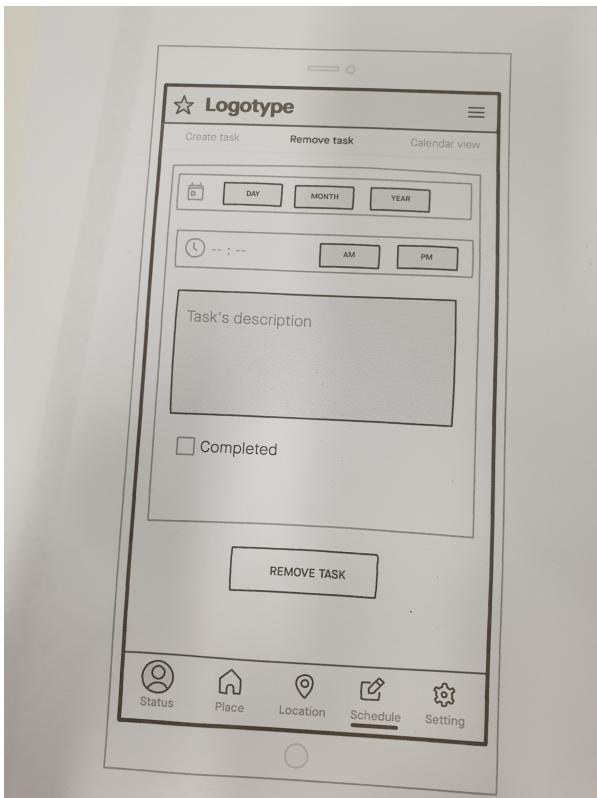
"[Diona] wants to support [Allan], but it's so hard with everything else going on in [her] life, like looking after the kids, cooking, working, it's just too much."

"I've had to leave work early and try to make last minute arrangements for someone to look after the kids"

TASKS:

- Goes to work
- Managing her husband's daily activities
- Taking care of kids

Evaluation

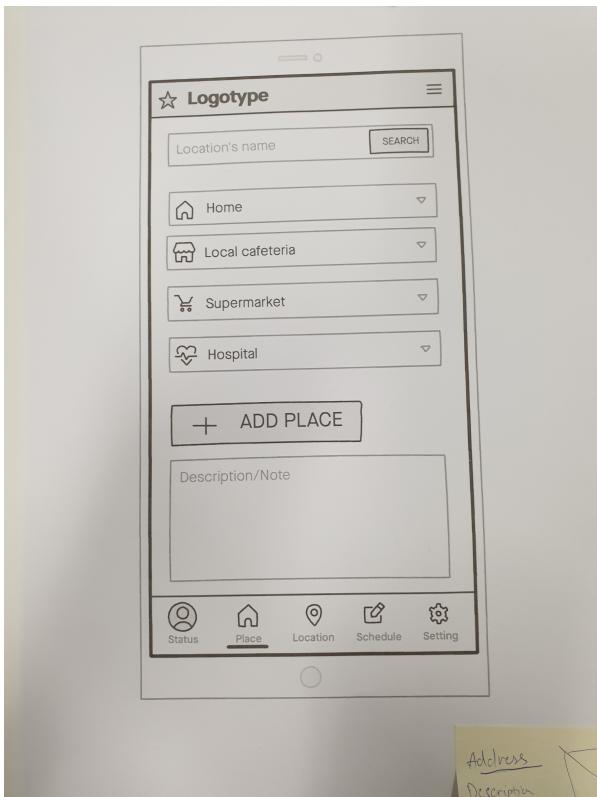


Although this page is mostly very clear and easy to use there are certain aspects about it that makes it less intuitive.

There is no clear way to cancel this action of removing a task which denies the user control and freedom.

I'm giving this a severity of 2 because a user can just leave the page but it does need to be addressed.

There is also a superfluous "Completed" checkbox which is just a cosmetic problem.



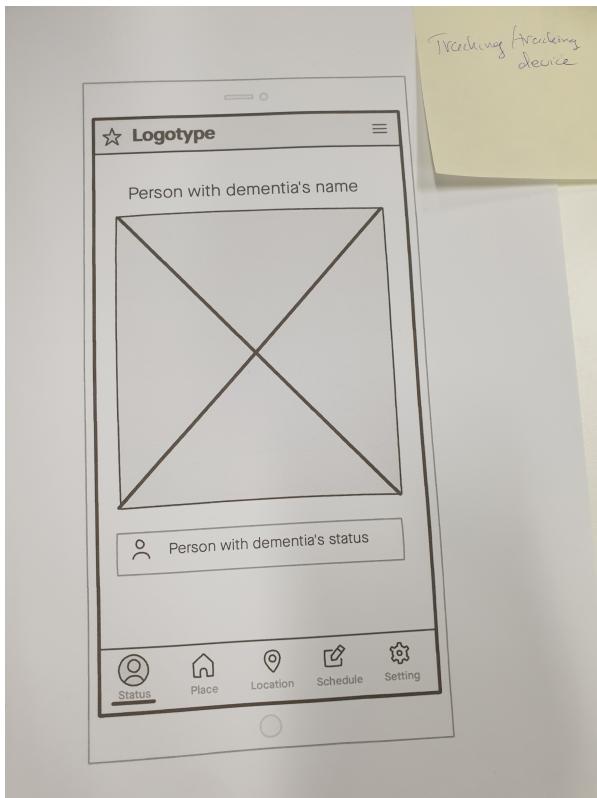
This page is by far the most confusing page of the software. The page does not have a logical flow, the button to "Add Place" is in the middle of the screen even though it would be the last thing the user does.

In addition, the information inputs for the new place to be added is separated by a list of previously added tasks which doesn't make it obviously clear that the list and the input boxes are distinct functionality of the software. This is a major problem since it makes it incredibly confusing to perform the task.

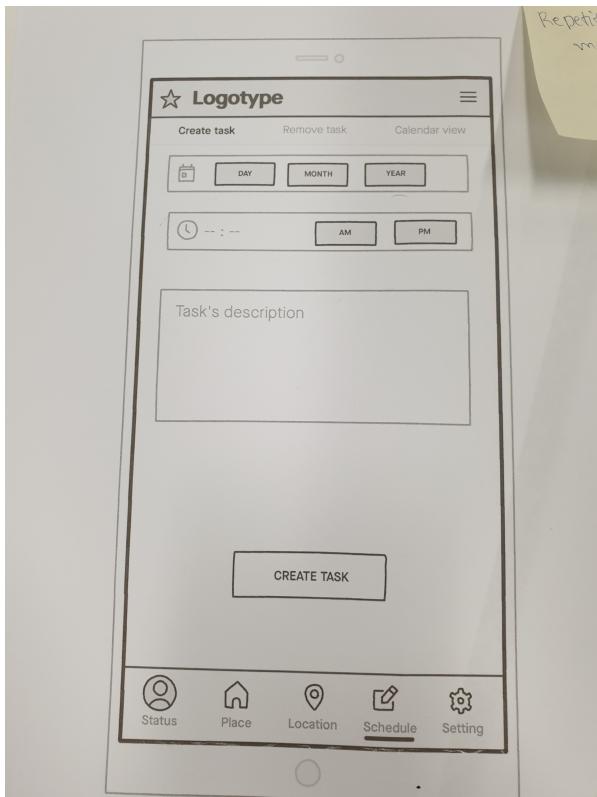
The page's name is slightly confusing. When asked to add a new location into the system I was not immediately sure where to go to do so. This is a minor problem. I eventually looked at this page and once familiar it is easy to access.

Adding a place and viewing places should be different pages.

This is a minor problem. Perhaps with a better layout these could still occupy one page.



This page is very clear. The main piece of information that this page tries to communicate is easy to see and the page is not over complicated. There is no problem with this page.



For the most part this page is quite good. Input boxes are relevant and minimal. However, again there is no clear way to cancel this action which is a minor problem and needs to be addressed.

There is no way to associate a task with a place. This is which is a usability catastrophe and makes the "Place" functionality pointless. Without this the app cannot automatically inform the caregiver if the PwD is not on schedule for a task.

Conclusion

The prototype is overall not bad. Visually the prototype is very clean and minimal and the navigation bar at the bottom makes it very easy to navigate the software. However the "Place" page is very confusing and not at all easy to use and the omission of integrating places and the map to the tasks is an extraordinary oversight in the design of the program.