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FAMCAM PROJECT PROTOTYPE AND USER TESTING

We tested our prototype with 2 grandparents, 1 mother and 3 children. We used our digital prototype for testing since the users being tested are not in town.

TASKS

Tasks for Grandparents Age Range:
- Create a New Profile
- Play a video from a family member's profile (May be good to inquire here what grown ups look for in watching videos)
- Record video and upload (may be good to inquire here what grown ups look for in recording capabilities since they'll be the primary user of this screen)

Tasks for Children:
- Watch one of Grandma's video
- Record a video or taking a picture of themselves

USER FEEDBACKS

USER 1 FEEDBACK: Grandparent - female, 64

- Change START to LOGIN and "New User Login/Registration"
- "Grownups" to "Add Family Members"
- Change logo from Grandpa to Grandma.
- White on red for "New User Login" (may a black, blue or purple button)
- Provide your phone number so that other family members can find yo
- "Add friends and family from mobile contacts (or address book)" and remove "Add Family Members"
- Change record button to purple/blue (red is too much)
- Name of family member under the picture
- Ability to change photo and ability to edit text in profile
- Stick with phone's camera
- Change "Upload" to "Post"
- Instruction "Select family members to send to"
- Finish Upload to Send/Post

Create a New Profile

- User did not understand what the buttons on the first screen meant. She suggested adding a standard "login" button instead of "start" with a "new user" button underneath. User did not understand icon used for company.
- In "add family member" screen she thought it should say "add grandchild" to make it more explicit. She thought "add from mobile contacts" was too confusing. Also asked for buttons to be numbered so that she knew what order to press them in…

Play a video from a family member's profile
- The user's first comment on this task was that they didn't understand what "R" was (the record button). When this was explained, they said that it should be labeled "record" and be much larger.
- The user was able to understand how to play and access videos and photos from different grandchildren profiles.

Record video and upload
- This presented many difficulties for the user. She did not understand where or what the record button was (see above).
- Once in the record screen, she did not understand the purpose of the "upload" button. When it was explained to her, she said that it should be relabeled as "send to family member."
- Once on the select screen, she did not understand what she needed to do. She said that there should be a numbered instruction to "1. choose family member to send to" and then the button currently labeled "finish upload" should read "2. finish sending."
- Once back on her profile, she said that the profile should have a button to "edit profile picture" and "edit profile text."

USER 2 FEEDBACK: Grandparent - male 64

Home screen
- Didn't understand the logo until it was explained. Thought that maybe the old man in the logo should be a grandmother so that the connection to the app is more obvious.
- Didn't understand "grown-up" button. When explained thought it might be better to change it to "add family."
- Understood the start button and thought that he would probably click there as a new user, but might be confused if nothing happened. Suggested that we might use a standard "login" button, with "No account? Login here" hyperlink under it.

New User login
- Was skeptical as to why the app was requesting his phone number. Thought that there should be a simple explanation above it like "Add your phone number so that your family members can easily find you."

Grown-ups page

- Didn't understand this page.
- Thought the green button should be changed to read "add family and friends from your address book" and that the text "add family members" should then be removed.

My Family page
- Thought that users should have their names under their pictures
- Didn't understand "R" for record. When explained thought this should be changed to a button that reads "take video or photo"

My Profile
- This page seemed largely understandable to the user.
- Suggested adding a hyperlink to "upload profile photo" or "take profile photo" and that the text next to the profile image should have a button to "edit text"

Play Video from Grandma's profile
- No problems- totally understandable to user

Record Page
- Didn't understand why there was a play control there along with the record buttons
- Liked the idea of having the video button turn into a pause or stop button after it is activated
- He thought he understood the "upload" button but was confused when it took him to the "select family" page. In this context, he thought the button should say "post video"

Select Family
- Said there needed to be an instruction on this page at the stop that asked users to "select family members to send to"
- Thought "finish upload" should read "send"

USER 3 & 4: Mother and child

Mother
- Felt that the recording feature should be eliminated completely and that children should only be able to view videos
- Suggested having an "adult login" that would allow grandparents to enter the system and record videos or parents of children to add relatives.
- Strongly felt that there should not be any login needed for children (parents login for children) because it would be too cumbersome to children
- Thought that very young children 2 through 5 could and would use the app, but that children over 5 (kindergarden age) would not be engaged with the app
- There was some discussion of adding a feature to the child version of the app that did not allow children to upload videos, but allowed parents to upload them upon review. The

parent thought that this review system would be too time consuming and cumbersome for parents.

Child
- Seemed to understand "my family" page
- Understood how to play and exit from videos in "My profile" page
- There is still the question as to whether a child would even understand the record button or know how to access it within the app. Her mother adimately stated that the child would know how to use the record function, but this was never tested (which is really the crux of this whole dilemma...)

USER 5 & 6: Twin children - male 5

I emailed the link of our digital prototype to their father and asked him to present the prototype to them and run them through tasks involving playing back videos, recording videos and accessing profiles. Their father's feedback:

"I tried the app out with the boys last night. Things seemed intuitive to them. They understood that the pictures of faces represented different people and they could easily identify buttons for videos and pictures. They went right in and started tapping once they saw the buttons.

I imagine that it would take very little trial-and-error time to figure out how it works if it was populated with pictures of recognizable faces, etc."

MAKE THOSE CHANGES IN THE PAPER (DIGITAL) PROTOTYPE

For changes made to prototype see versions 1 and 2 of our Axure prototype. Our early paper prototype prior to our changes can be found at: http://youtu.be/m9LyfPg60zg