Lily Samimi
Fei Zhao
Michael Grisafe

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. 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

USER TESTING 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

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."

CHANGES MADE TO PROTOTYPE AFTER USABILITY TESTS

In order to test our prototype, we conducted usability tests with one 64-year-old male and one 64 year-old female for our target "grandparent" demographic. Usability testing with this group showed that using white for typefaces on a brightly colored background was difficult for older individuals to see. Accordingly, we are changing white text on bright backgrounds to a darker color. Users in this group also did not understand what the "grown-up" button was on our app's home screen or why "new user log-in" was placed under the larger "start" button. In response we have discarded the "grown-up" button and replaced it with a setting button, which will direct users to a screen in which they can add users, set up a new profile, or log out. New users can also now simply press the "start" button and they will be redirected to the new user screen.

On our new user login screen our app asks users for their phone number as a way for other family members to look them up. The purpose of asking for their phone number was not clear for users, so an explanation was added above this input field to put users at ease. Several buttons such as "add from mobile contacts" and were also unclear to users, so we have changed their labels to be more explicit. Neither user understood that the circular button with an "R" would take them to a screen in which they could record video or take photos. We changed this button by labeling it with the word "record" and changed its color to blue to address user concerns that red "seemed to indicate that it would do something bad" or that they "should not press it."

To test our app with children, we enlisted one parent and her six-year-old daughter and another parent with his twin 4-year-old sons. Both the six-year-old and the 4-year-old twins seemed to recognize the symbols used in the app and understood some of the basic functionality of clicking on profiles viewing videos. The mother of the six-year-old expressed concern that a child using the app would upload too many videos with empty or "garbage" content. She also worried that grandparents would be bombarded by too many videos.

To address this issue, we will be programming a limiter which allows users to upload five videos an hour. After this point, the user will be presented with a screen that asks them to type the name of a fruit. If the user cannot type this screen, they will be returned to their profile page. This would limit children from uploading too many videos for the system. We will also be placing

a 30 second limiter which will shut off the video camera during recording after 30 seconds. This will prevent young children from hitting the record button for a video and then leaving it to record for long periods.