A communications hub for families and friends

Jonathan Bell

Interaction Design 1

Spring 2018

Kin

The Problem

The Problem

Kin

- Current communications solutions don’t cater well towards families and close friend groups
  - Email
  - SMS/MMS
  - Messaging Clients

The Problem

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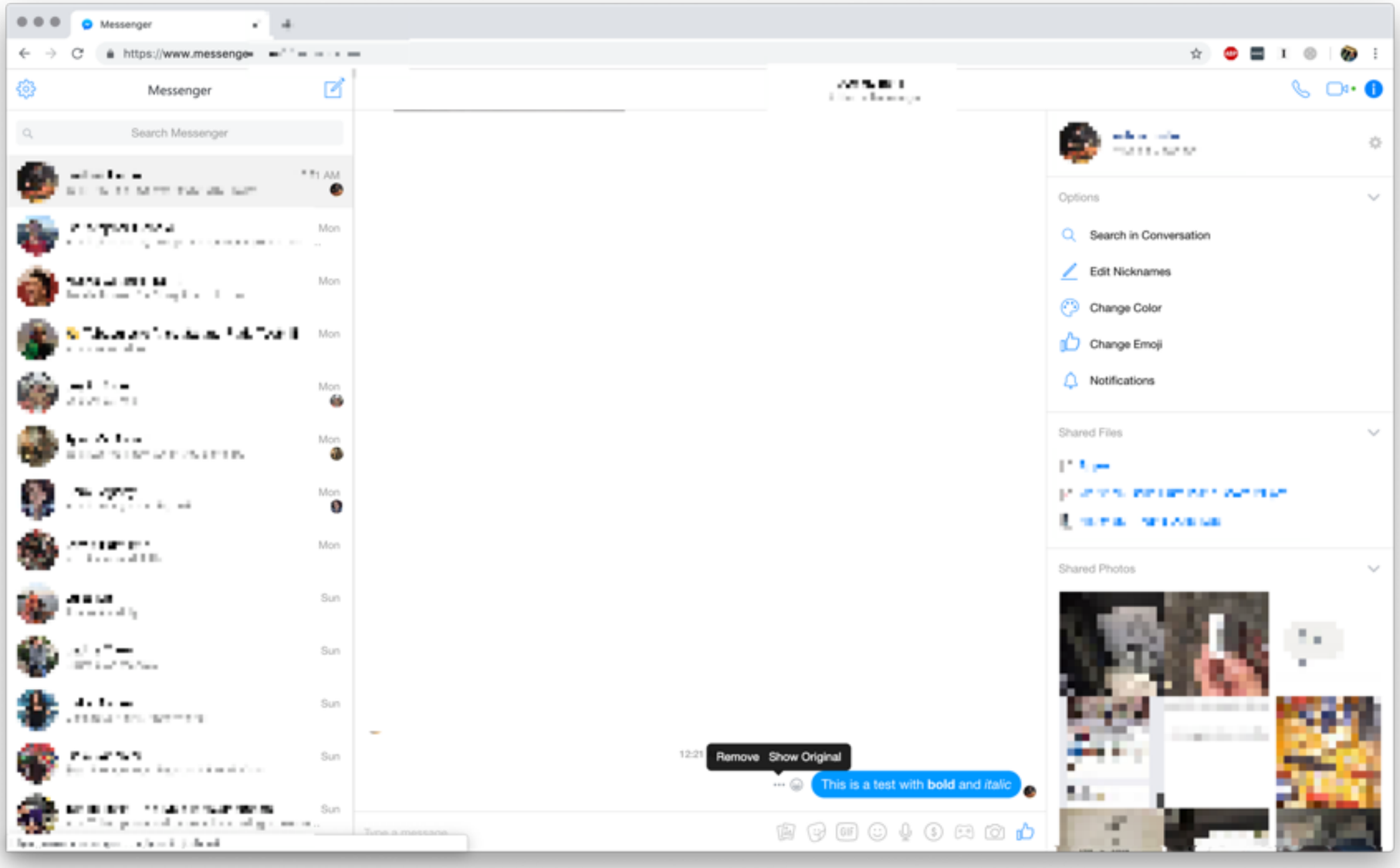
Benchmarking - Messenger



The Problem

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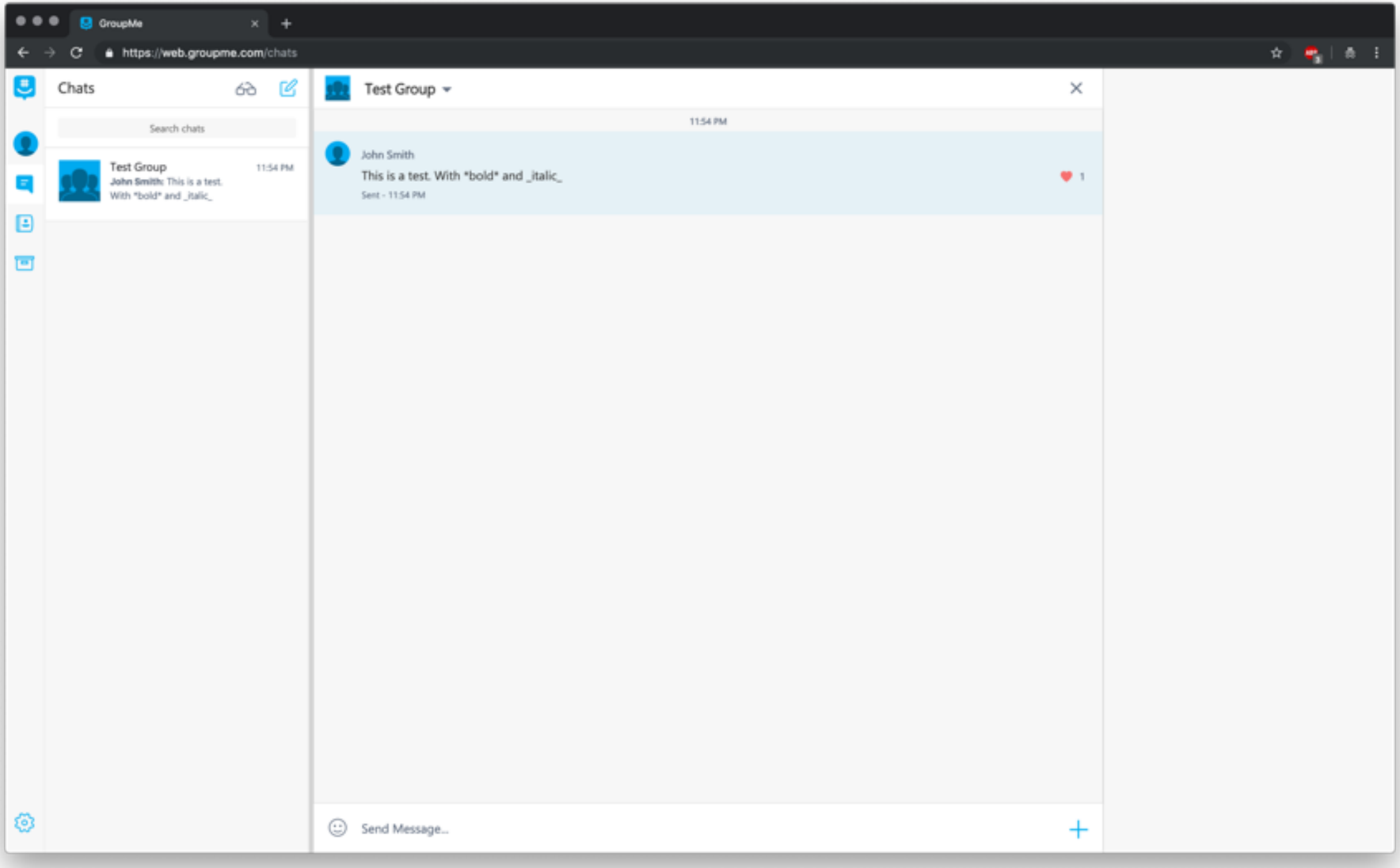
Benchmarking - GroupMe



The Problem

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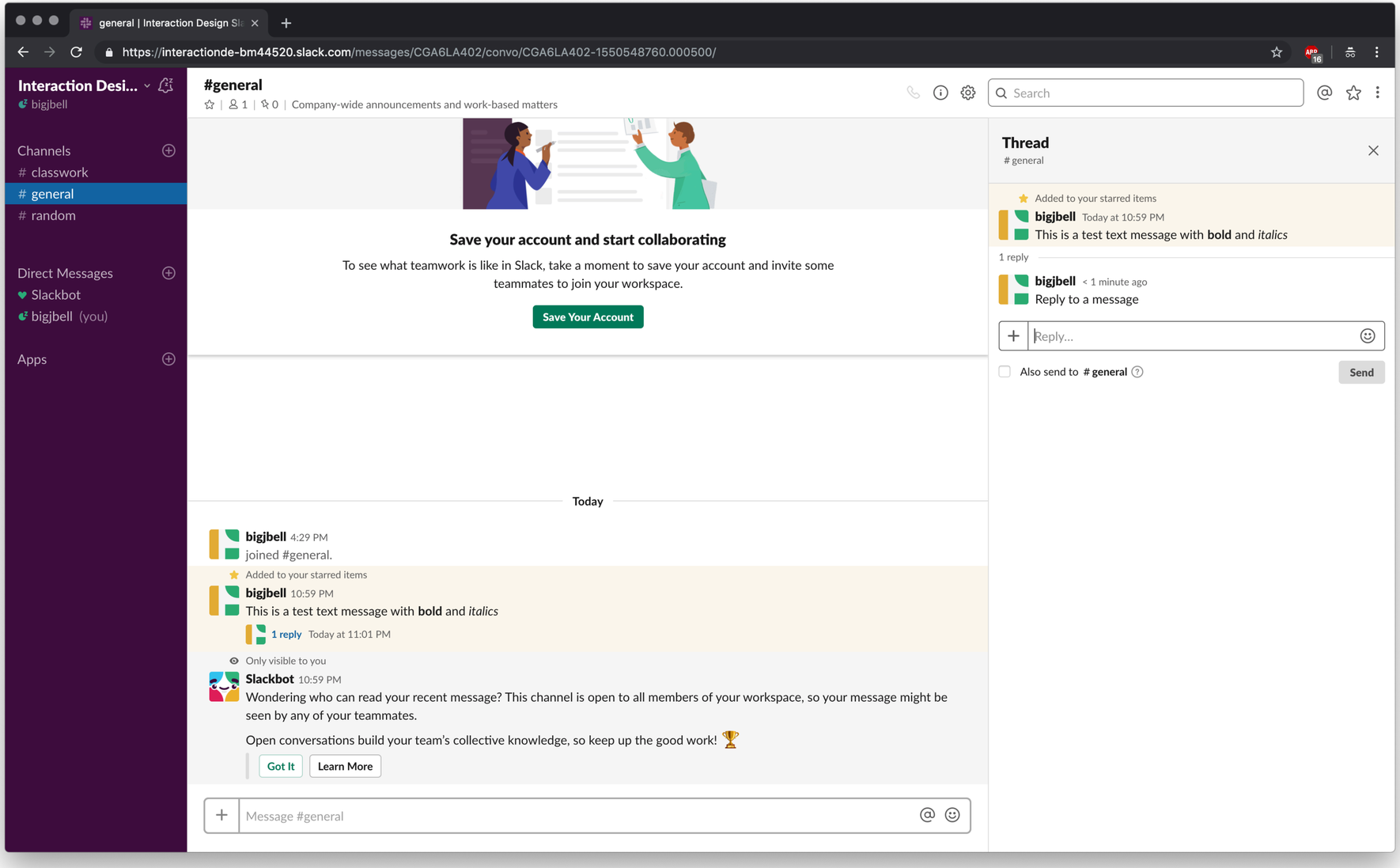
Benchmarking - Slack



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Goals

Goals

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- Make multiple conversations between a group of people less confusing and easier to parse
- Make it easier to find specific content from chats

The Process

The Process

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Interview

[Project] Interview Script

Timing	Section	Prompts *(what exactly are you going to ask; follow-up questions or alternative questions based on participant's response)*	Observation Points *(reminders of why you are asking this question, prompts to look for artifacts, reminders about specific behaviors you are intending to observe)*
Greeting and Intro (Who am I, what am I looking for, why I want to talk to them, etc.)			
2 min	*Opening and key points to provide context for interview*	Hi, I'm Jonathan Bell and I'm a student at Northeastern University. I'm working on a project for Interaction Design 1. My pronouns are they/them. This is (observer/note taker's name), their pronouns are __ You probably know why we're here but let me go over it. I'm asking people like you to help me understand how you currently (brief one-line description of what you're researching). We'll be talking for the next 20 to 30 minutes. If you need to take a break at any time, just let me know. Before we get started do you have any questions?	Provide a brief overview of what will be happening during the interview.
Warm-up questions (Start with easy questions to get them used to the interview format)			
2 min	*Warm-up 1*	What are your pronouns? What is your approximate age? 20s? 30s? What's your occupation? What do you do all day?	Baseline demographic information. If relevant, you can also include sex, age (approximate), level of education, etc.
3 min	*Warm-up 2*	About how many hours a day are you on the internet? You don't need to be precise; a rough estimate is fine. When you're on the internet, what are the primary things that you do? What devices do you use to access the internet? (desktop/laptop, tablet, mobile, watch) Of those devices, which 2 devices do you use most often to access the internet?	Useful to understand how often they are on the internet, what activities they are engaged, and what device they use.

Interview Session (Focus on open-ended questions that invite stories)			
5 min	*Ques. 1*	Tell me about your social media usage – What sites do you frequent? Why? What do you primarily use it for?	Get them to tell you a story to understand their **use case**. Look for follow-up questions: "You mentioned (something really interesting); can you talk more about that?"
5 min	*Ques. 2*	The last time you used your favorite social media platform, can you show me what you did?	Get them to tell you a story to understand their **use case**. This works *especially* well if you can have them ***show you*** what they did on their own device. You may want to bring your laptop as a back-up.
5 min	*Ques. 3*	The last time you were trying to use *favorite social media platform* did anything slow you down or prevent you from doing it?	Attempting to uncover **pain points**.
5 min	*Ques. 4*	What would help you *what they normally do on social media* more quickly or easily?	Another attempt to uncover **pain points** by asking for ideas.
5 min	*Ques. 5*	Does your family use social media? If yes: What is your interest in posts from family members versus posts from others? If you were to use a social media platform to interact with your family, which would it be?	
5 min	*Ques. 6*	*If younger – Have you ever had a parent or grandparent post something embarrassing online? Can you tell me about that? -or *If older – Have you ever posted something accidentally or posted somewhere you didn't mean to post?	Attempt to uncover how widespread the issue of grandparents posting embarrassing things online or not understanding who can see their posts – make sure to cater the question to the person, so that they don't feel like you're calling them out at all
	Ques. 7		

Cool down questions			
	Cool down 1	Is there anything else you think I should be asking?	Allows interviewee to share any additional information they might have.
	Cool down 2	Is there anyone else you think I should talk to about this?	
Wrap-up and thanks			
2 min		Can I follow-up with you if I have any additional questions? (If yes) What is the best way to contact you? Thank you for your feedback/time.	You may need to contact them again; this is a useful heads-up

The Process

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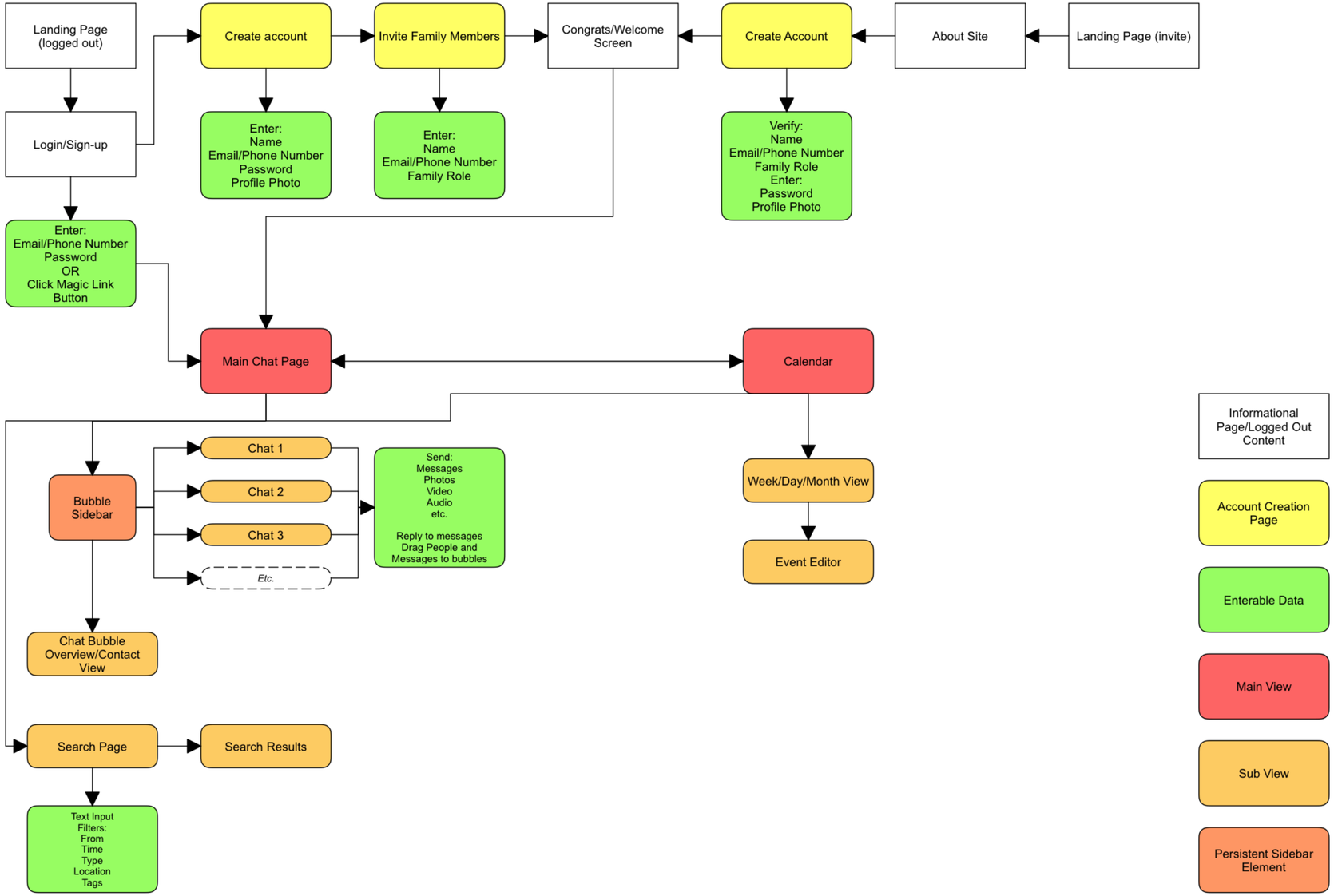
Sitemap



The Process

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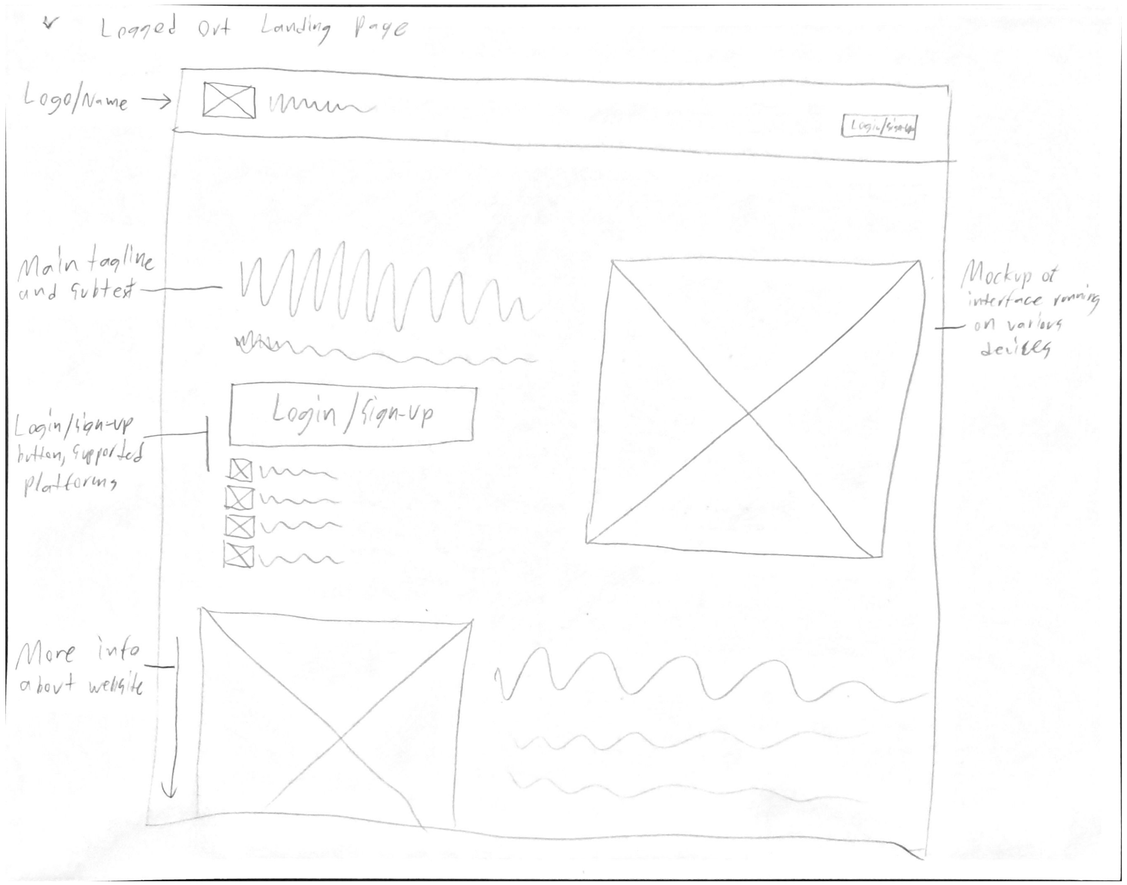
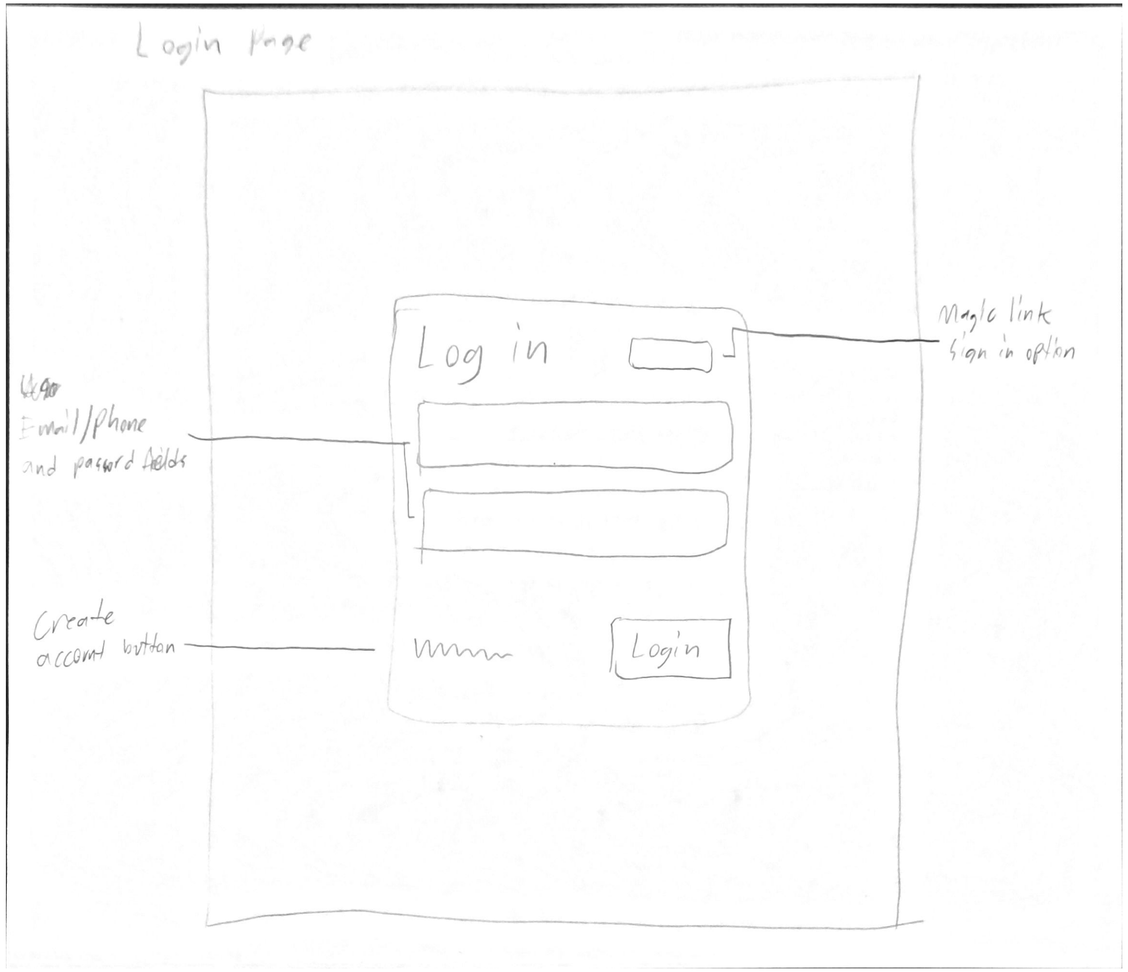
Hand Drawn Wireframe

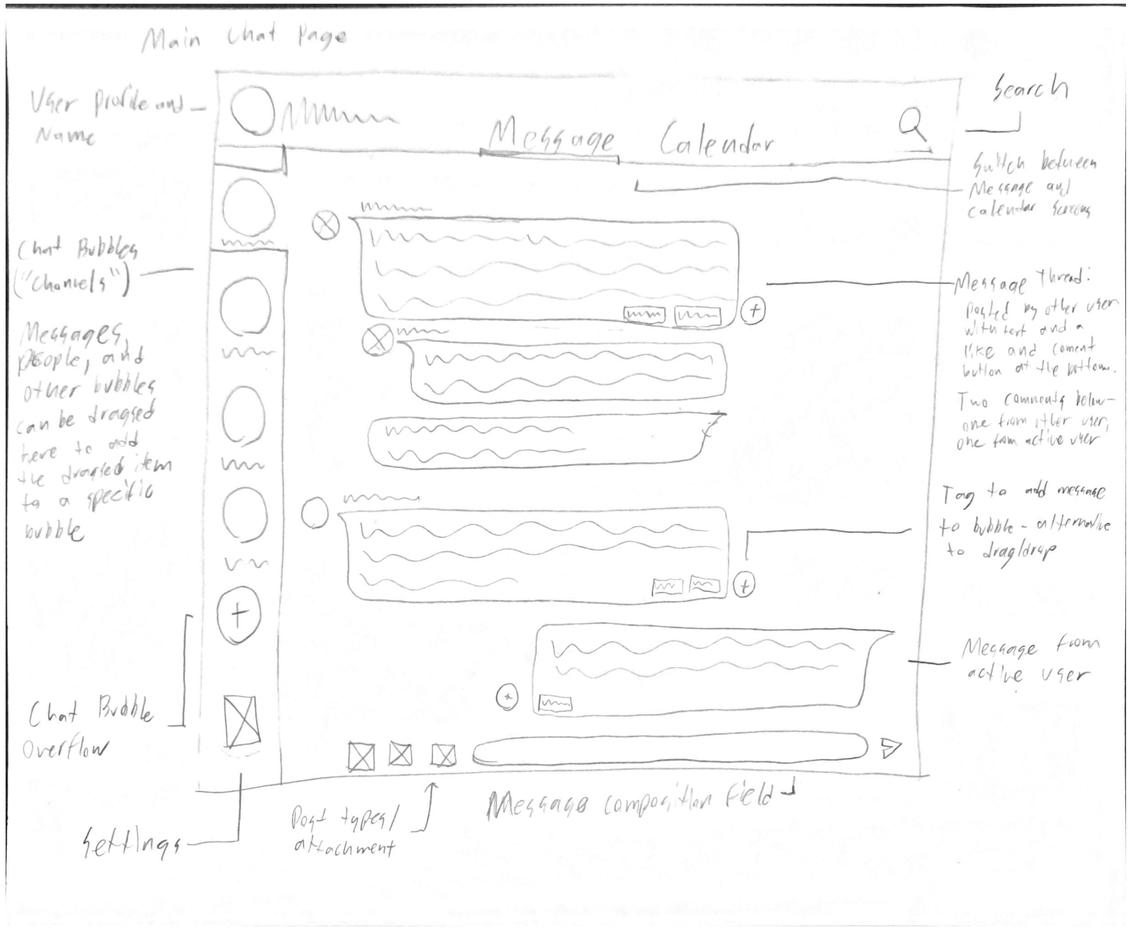


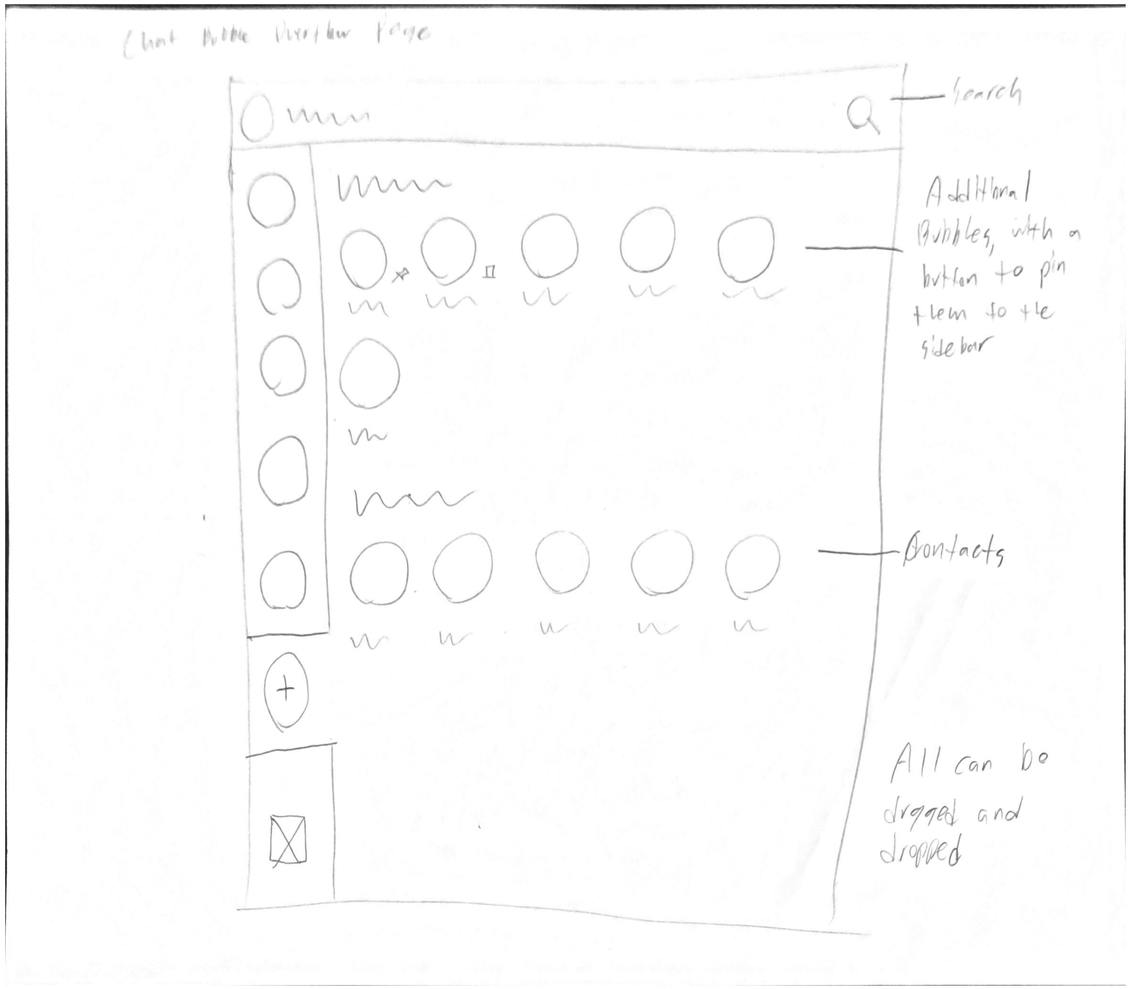


The Process

Kin

Hand Drawn Wireframe





The Process

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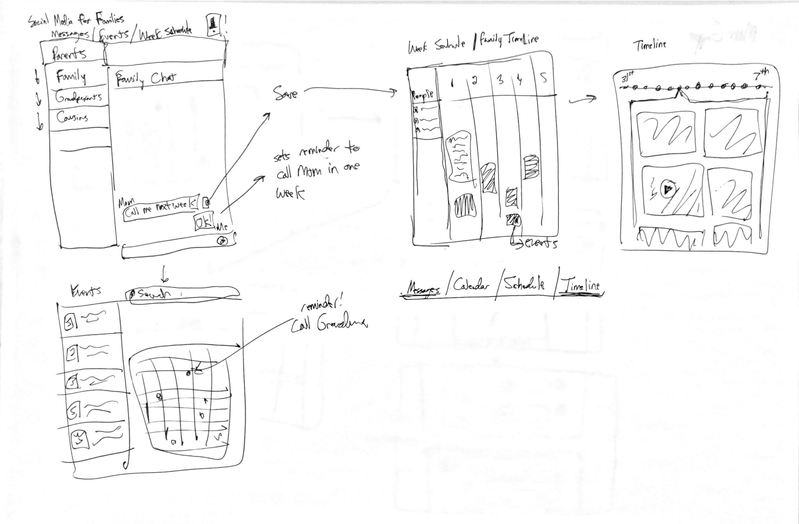
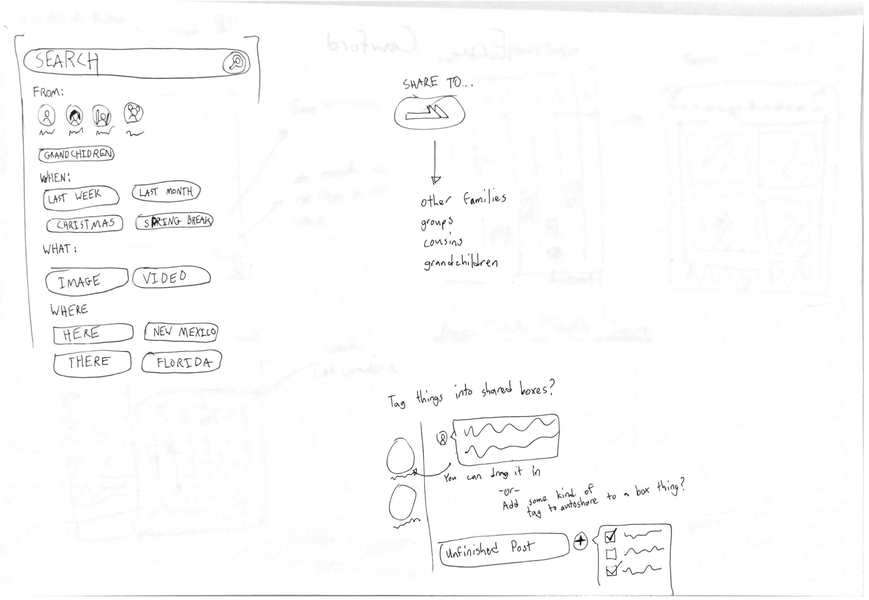
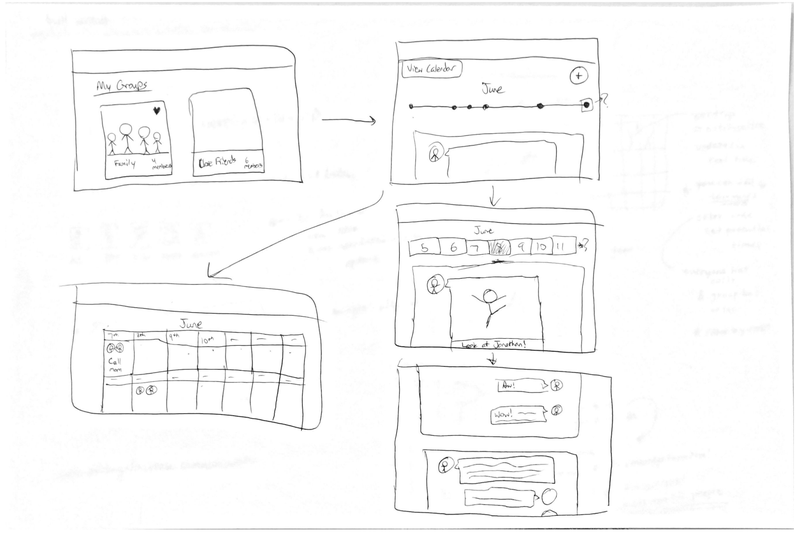
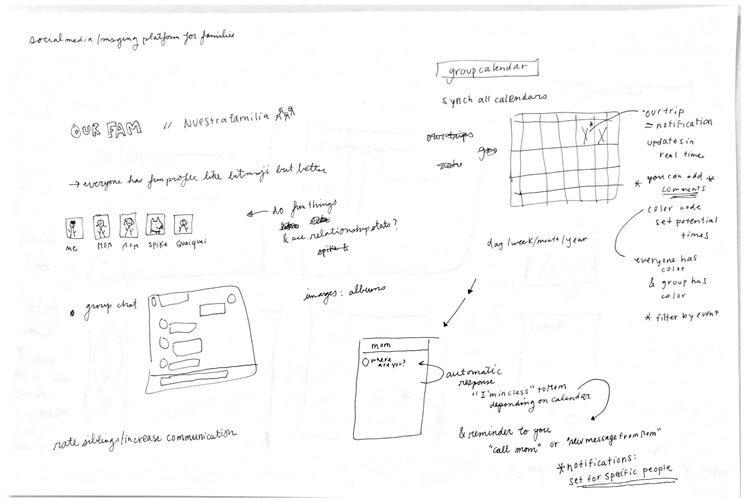
Brain Drawing









The Process

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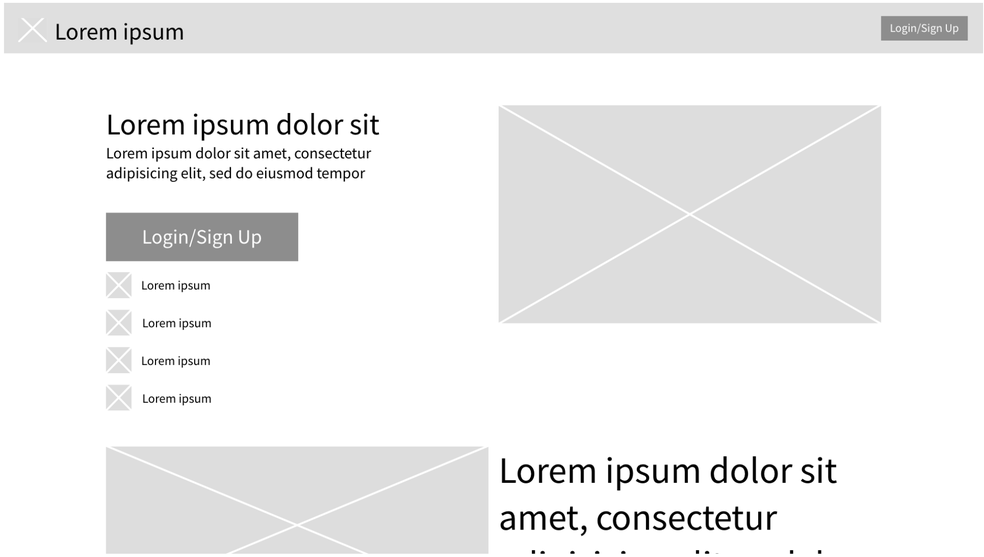
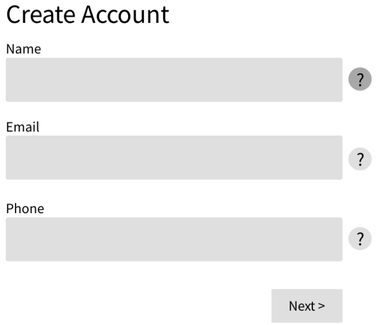
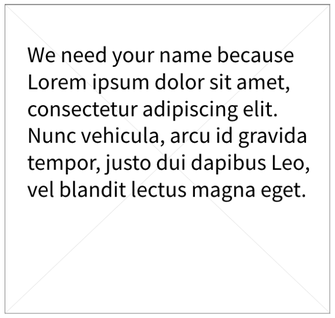
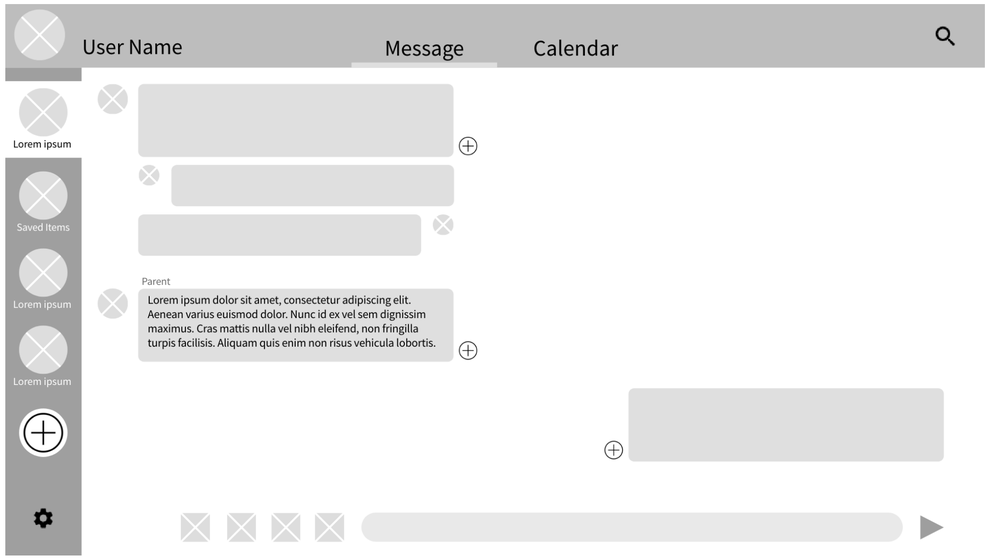
Digital Wireframes





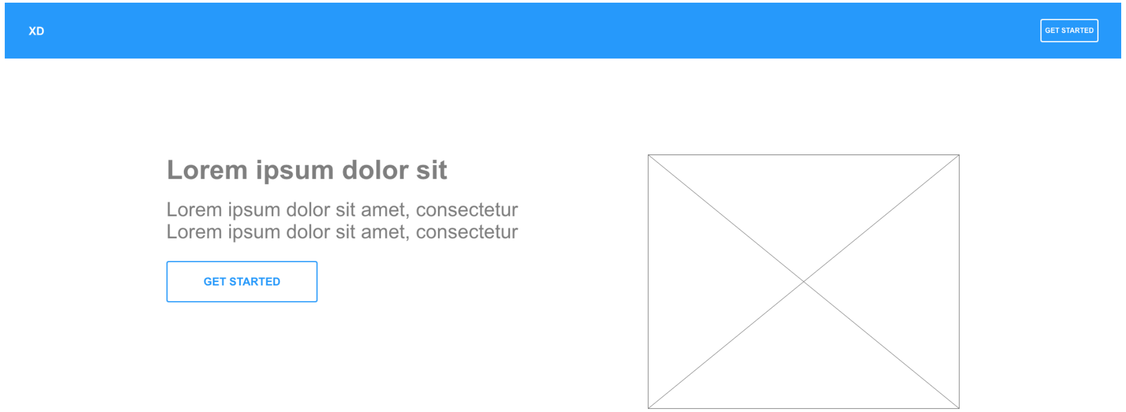


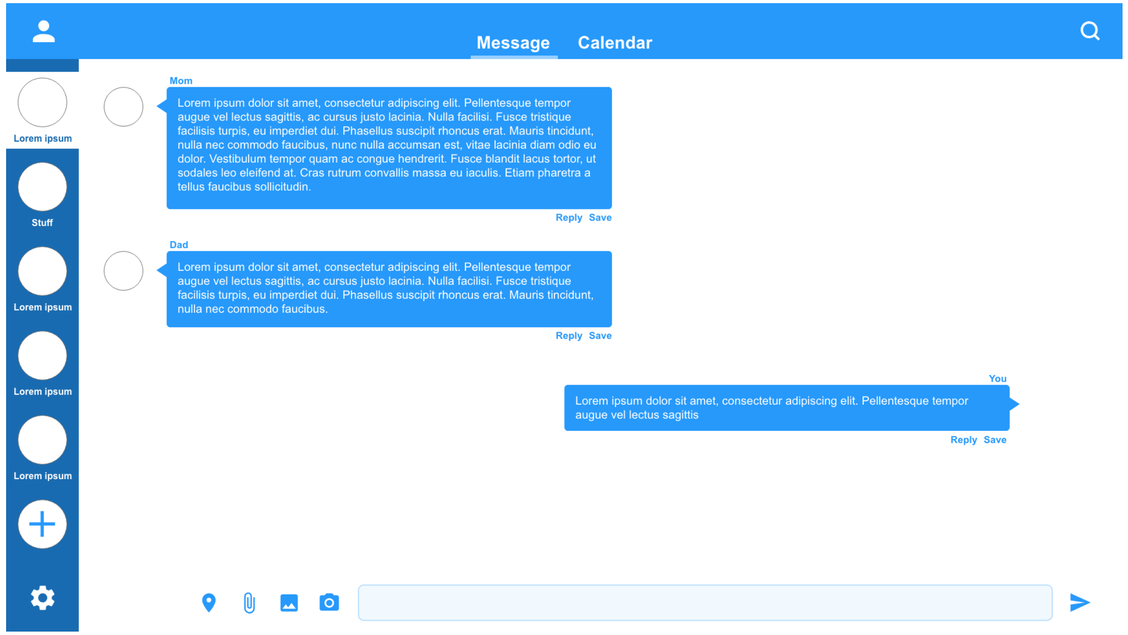


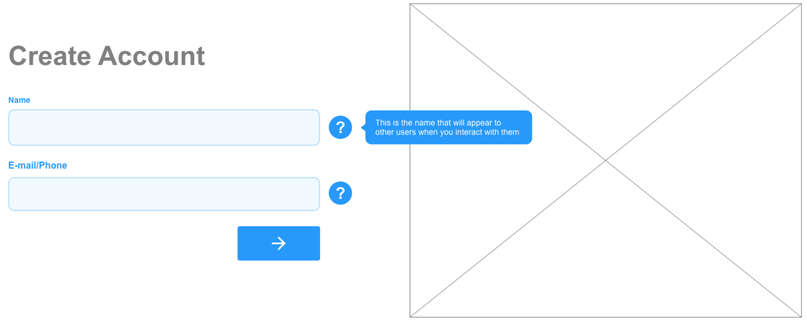
The Process

Kin

Updated Digital Wireframes







Usability Testing

FAMILY MESSAGING CLIENT
JONATHAN BELL – DATE

This project is a messaging client based around family interaction. The goal is to create a one stop location for any communication between a group of people, including group and individual messaging, file sharing, and event planning. It would replace a system multiple apps with one, for example Facebook messenger, email, and google calendar into just this one app. From feedback I've learned that finding old messages or posts is often difficult on social media and in chat clients. As such, organization, saving, and searching of messages feature prominently and I would like to know if these methods are intuitive ways of finding old messages.

GOALS

- Bubble layout – does the method of organizing group chats, individual chats, and saved messages into bubbles make sense?
- Reply feature – is the method of inline replies to messages in a thread logical? Does the positioning of the buttons make sense?
- Is the layout and navigation of the main interface logical?
- Is the sign up process easy without feeling too long?

PARTICIPANTS

What are the attributes and characteristics of your participants? Reference your Roles & Goals and consider these issues as well:

- How many participants? 5
- Will participants be external (outside of class) and/or internal (your classmates)? Both
- Will you be testing them remotely (Skype, phone, WebEx, etc.) and/or locally (in-person)? Locally
- What are their backgrounds (professional, racial, gender, age, etc.)? I want to test across various ages, focusing on children, young adults, and parents of all genders, professions, and races
- Should participants have a particular type of experience or skill level (novice/casual/expert)? They should not need any specific skill, however familiarity with texting and/or email at the least is reasonable.

OBSERVERS

I will be using the screen capture and audio recording feature built in to XD to record notes for me, so I will be the only observer

TEST

The test should take 10-15 minutes.

INTRODUCTION (1 MINUTES)

- **Use the Moderator Script**

PRE-TEST QUESTIONS (3 MINUTES)

Setup: Blank Screen

Participant's background:

- Family Questions:
  - Age
  - Siblings?
  - Kids?
  - Current communication habits with Siblings/Parents/Kids

Project oriented questions:

- What messaging clients do you use regularly?
- Do you communicate with friends and family via email?
- Are you familiar with slack? If so, what do you use it for?

ACCOUNT CREATION (2 MINUTES)

Setup: Adobe XD prototype, first on desktop then on mobile (alternating)

Task:
You are in college and are looking for a messaging client to communicate with your high school and college aged siblings as well as your parents. You have decided to create an account on my site. Create an account and invite your family members to join.

Things to look for:

1. Thoughts on ease of setup vs length of time/number of screens
2. Opinions on inviting people in setup process vs. after setup vs. only in person
3. Setup process on desktop vs mobile – is it equally hard/easy/etc.

Notes:

- "Before you click on the screen, tell me what you want to do…"; "Tell me more…"; "What do you think of this?"; etc.

SAVING A MESSAGE (2 MINUTES)

Setup: Adobe XD prototype, first on desktop then on mobile (alternating)

Task:
Your mom just sent you important information that you might need later. Save the message for safekeeping then find the saved message.

Things to look for:

1. Obviousness of the save button under messages
2. Logic of saving messages to bubbles

Notes:

- "Before you click on the screen, tell me what you want to do…"; "Tell me more…"; "What do you think of this?"; etc.

REPLYING TO A SPECIFIC MESSAGE (1 MINUTES)

Setup: Adobe XD prototype, first on desktop then on mobile (alternating)

Task:
Your mom sent you a message that you want to reply to. Soon after your dad sent an unrelated message to the same group chat. Reply to your mom's message.

Things to look for:

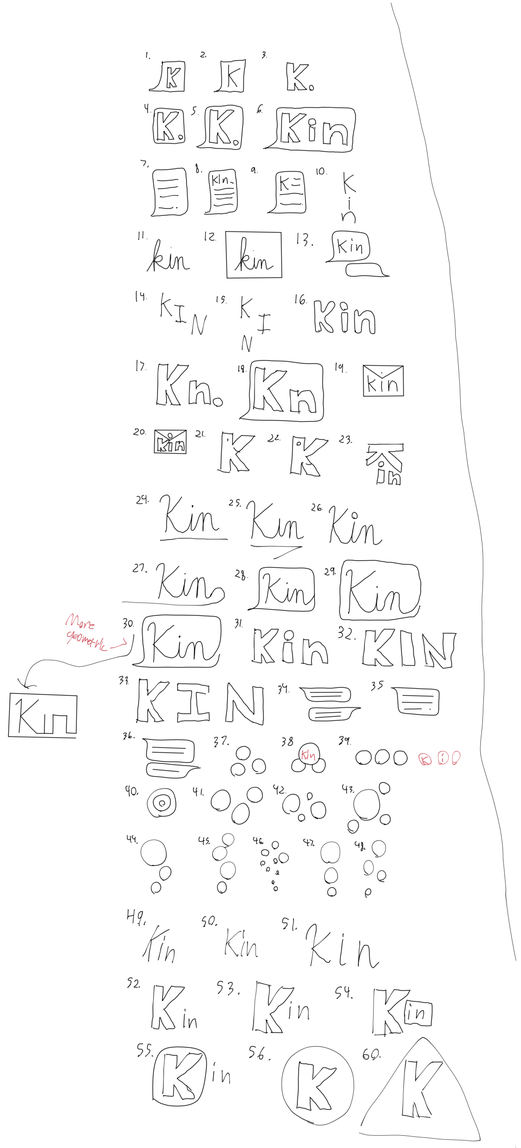
1. Does the user use the reply button underneath the message from mom to reply inline, or do they use the text entry box and type in a response there like one would in a normal chat client?
2. Remember to explain that it's a prototype and in the real version you'd actually type your reply instead of it just showing up…

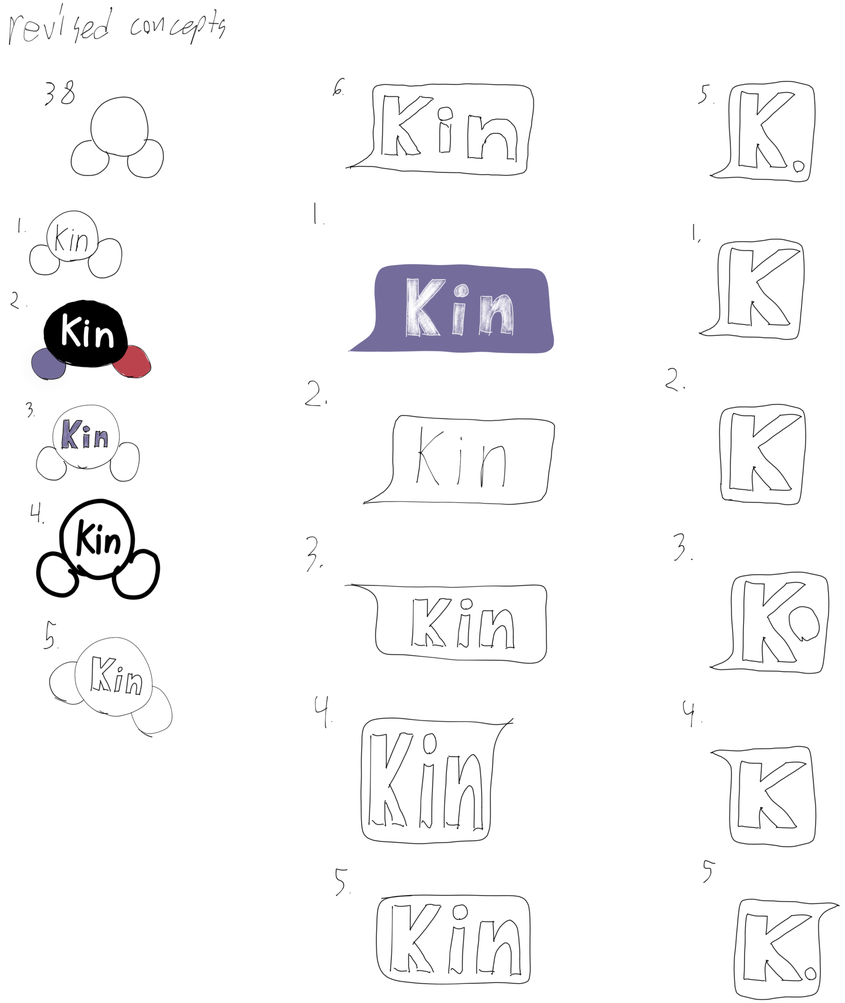
Notes:

- "Before you click on the screen, tell me what you want to do…"; "Tell me more…"; "What do you think of this?"; etc.

The Process

Identity Marks





High Fidelity Prototype

Kin

Why Kin? FAQ Apps

Get Started

A communication hub for family and friends

Get Started

More Info

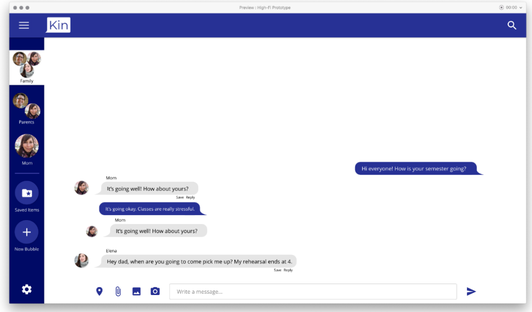
What is Kin?

Kin is a one stop platform for communication with family and friend groups.

Kin is more than just a messaging client.

Inline replies make having conversations within large groups easy.

A built in calendar that syncs with your group chats makes planning events or coordinating times easier than ever.



What makes Kin different?

Bubbles

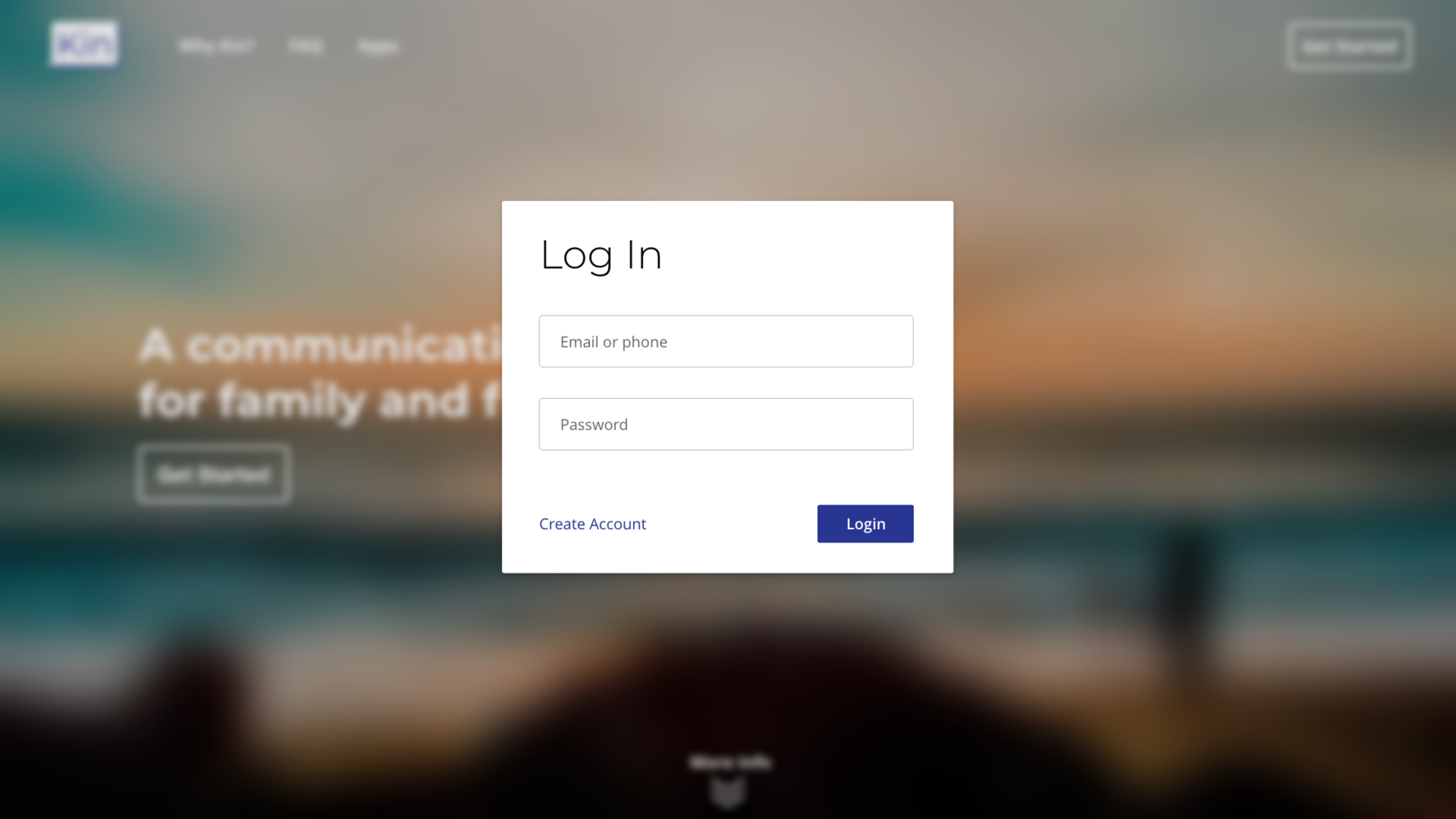
Everything you do in Kin is organized into bubbles. Create bubbles to with specific friends or family to chat as a group, plan events, or whatever else you wish. Or create personal bubbles just for yourself and save important information and events there for safekeeping.

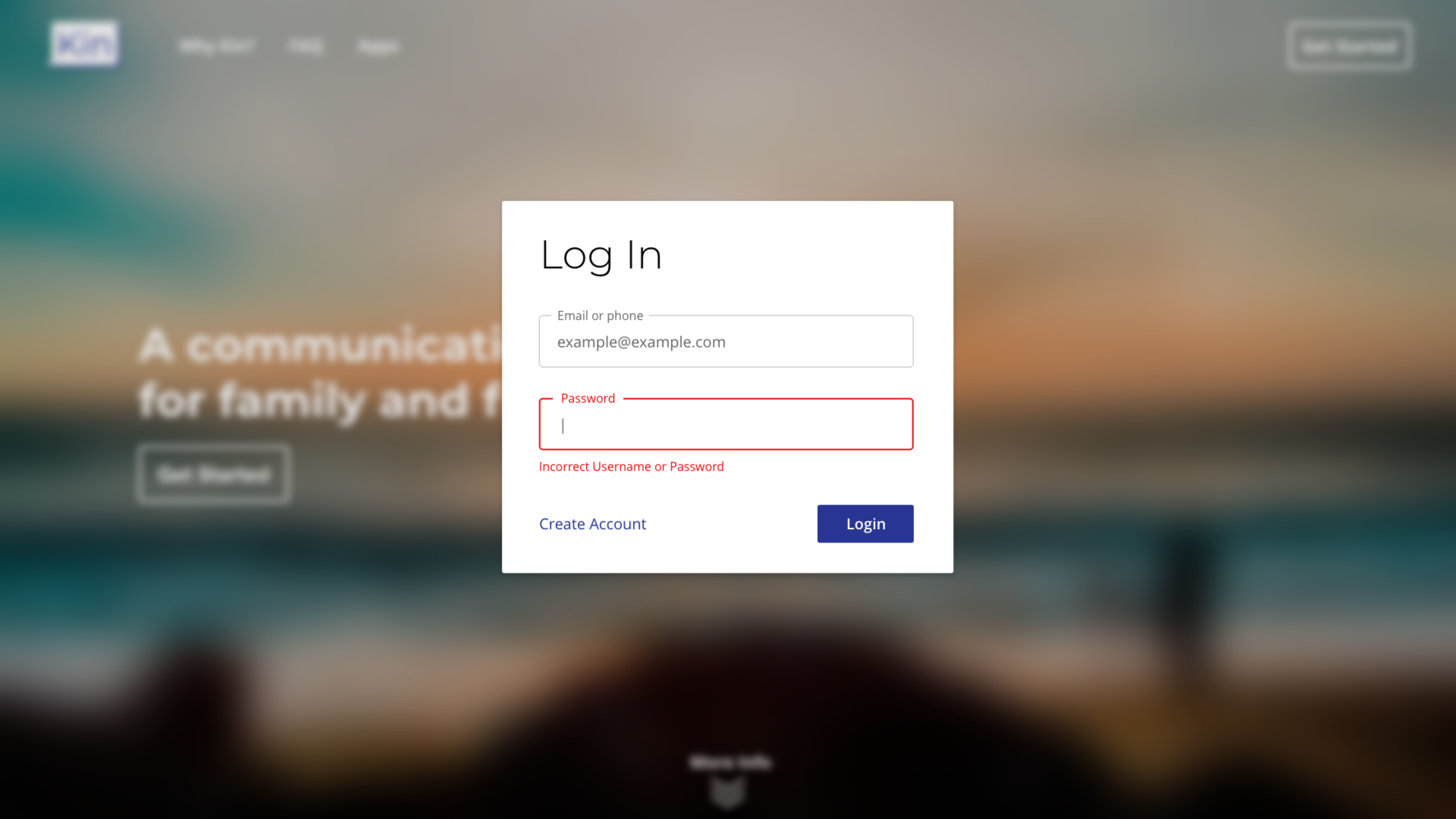
Calendar

Kin has a built in calendar that is shared between your bubbles. Keep your schedule for your own use, or plan events with everyone in a specific bubble, taking into account everyone's schedule and creating an event that appears on everyone's calendar.

In-line Replies

Unlike SMS or other messaging clients, each message in Kin can be replied to individually, much like posts on a social media site. This means that if multiple conversations are happening in a single bubble, they stay organized and contained, avoiding confusion.


Log In
Email or phone
Password
Create Account
Login


Log In
Email or phone
example@example.com
Password
Incorrect Username or Password
Create Account
Login

Kin

Family

Parents

Mom

Saved Items

New Bubble

Family

No messages yet! Send the first below.

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Settings

Family

No messages yet! Send the first below.

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Family

No messages yet! Send the first below.

Hi everyone! How is your semester going?

Kin

Family

Parents

Mom

Saved Items

New Bubble

Hi everyone! How is your semester going?

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Mom

Mom is typing...

Hi everyone! How is your semester going?

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Hi everyone! How is your semester going?

Mom

It's going well! How about yours?

Save Reply

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Hi everyone! How is your semester going?

Mom

It's going well! How about yours?

Save

It's going okay. Classes are really stressful.

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Mom

It's going well! How about yours?

Save Reply

It's going okay. Classes are really stressful.

Hi everyone! How is your semester going?

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Hi everyone! How is your semester going?

Mom

It's going well! How about yours?

Save Reply

It's going okay. Classes are really stressful.

Elena

Hey dad, when are you going to come pick me up? My rehearsal ends at 4.

Save Reply

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Hi everyone! How is your semester going?

Mom

It's going well! How about yours?

Save Reply

It's going okay. Classes are really stressful.

Mom

It's going well! How about yours?

Elena

Hey dad, when are you going to come pick me up? My rehearsal ends at 4.

Save Reply

Write a message...

Kin

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Parents

Mom

Saved Items

New Bubble

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Mom

It's going well! How about yours?

Save Reply

It's going okay. Classes are really stressful.

Mom

It's going well! How about yours?

Elena

Hey dad, when are you going to come pick me up? My rehearsal ends at 4.

Save Reply

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Dad

Hey, don't forget your flight is May 3rd at 4:30pm, JetBlue 3581

Save Reply

Write a message...

Kin

Family

Parents

Mom

Saved Items

New Bubble

Elena - December 21st, 5:00 PM

Elena

My spring break is March 10th-17th.

Family - January 4th, 8:00 PM

Dad

The new username for the Netflix account is bob@chicken.com

Parents - April 13th, 3:50 PM

Dad

Hey, don't forget your flight is May 3rd at 4:30pm, JetBlue 3581