

Assignment 5

Team 3: Claire S., Katherine E., Josh L., Ashwin A.
CS147 - Education Studio



Mission Statement:

Learn to be a happier you.

Problem:

People aren't aware of what they can be doing to take care of themselves - what makes them happier and what doesn't.

Solution:

Ataraxia will help people through the process of learning what works for them and what doesn't when it comes to taking care of themselves by guiding users to curate their own self-care routine.

Sketches:

Figure 1: Discovery - ways to try new activities



Figure 2: Reflection - methods to record how you feel about an activity

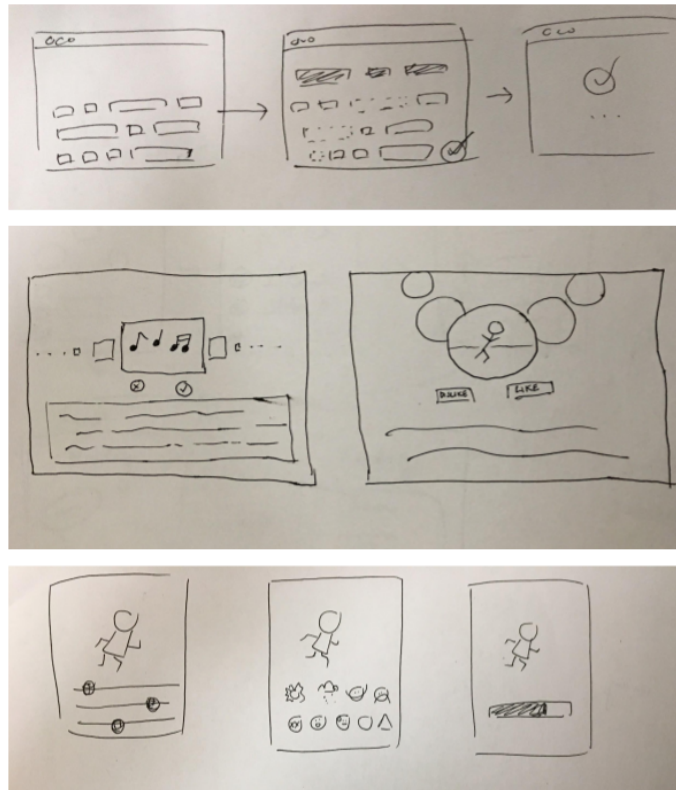


Figure 3: Curate - ways to construct a self-care routine



Top Two Designs:

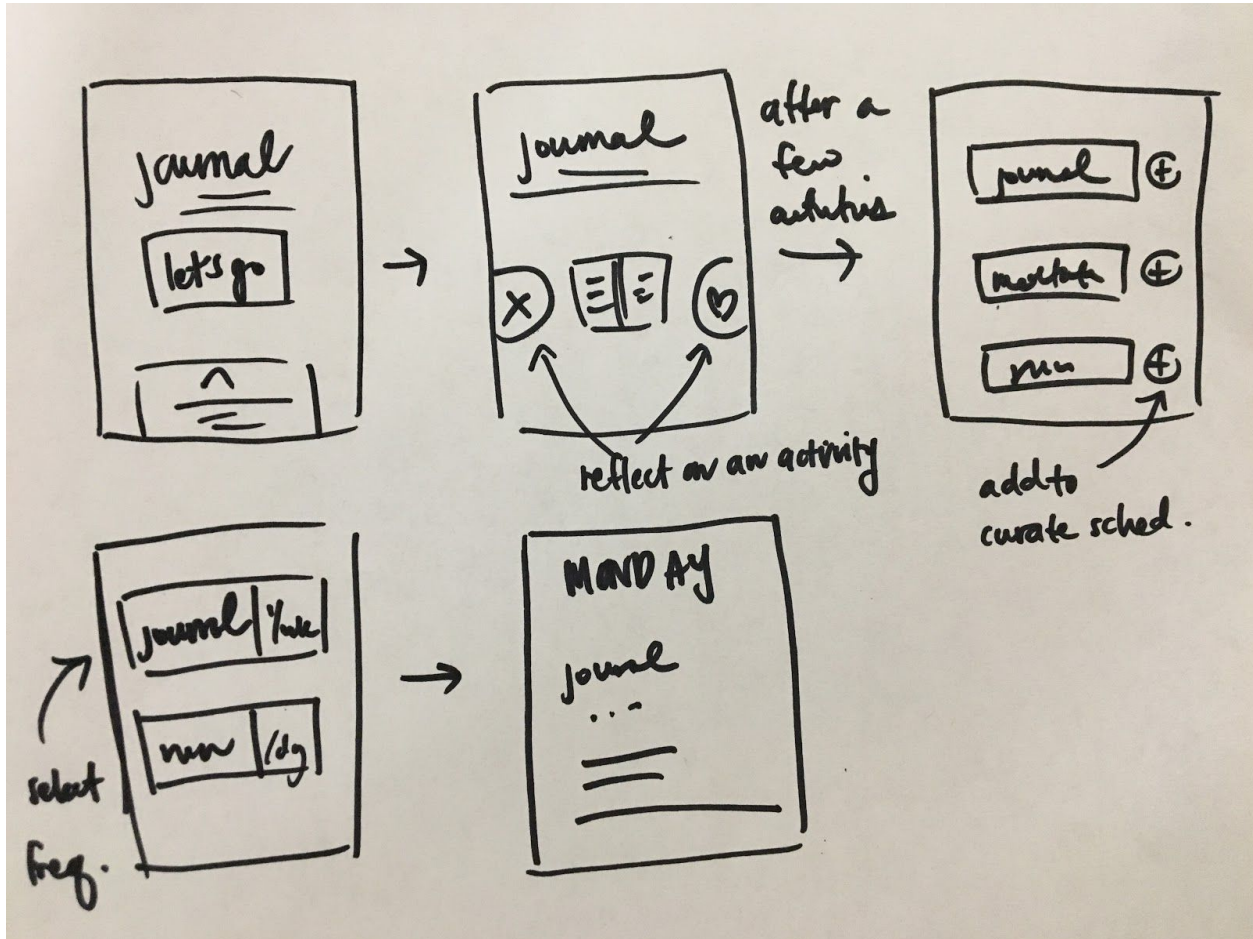


Figure 4

Pros	Cons
<ul style="list-style-type: none"> • Straight-forward, minimalistic design • Doesn't give users a lot of choice when it comes to activity discovery → no decision paralysis 	<ul style="list-style-type: none"> • Maybe too simplified (i.e: how can users express feeling slightly negative vs. very negative) • Routine curation takes a long time to select and customize frequency

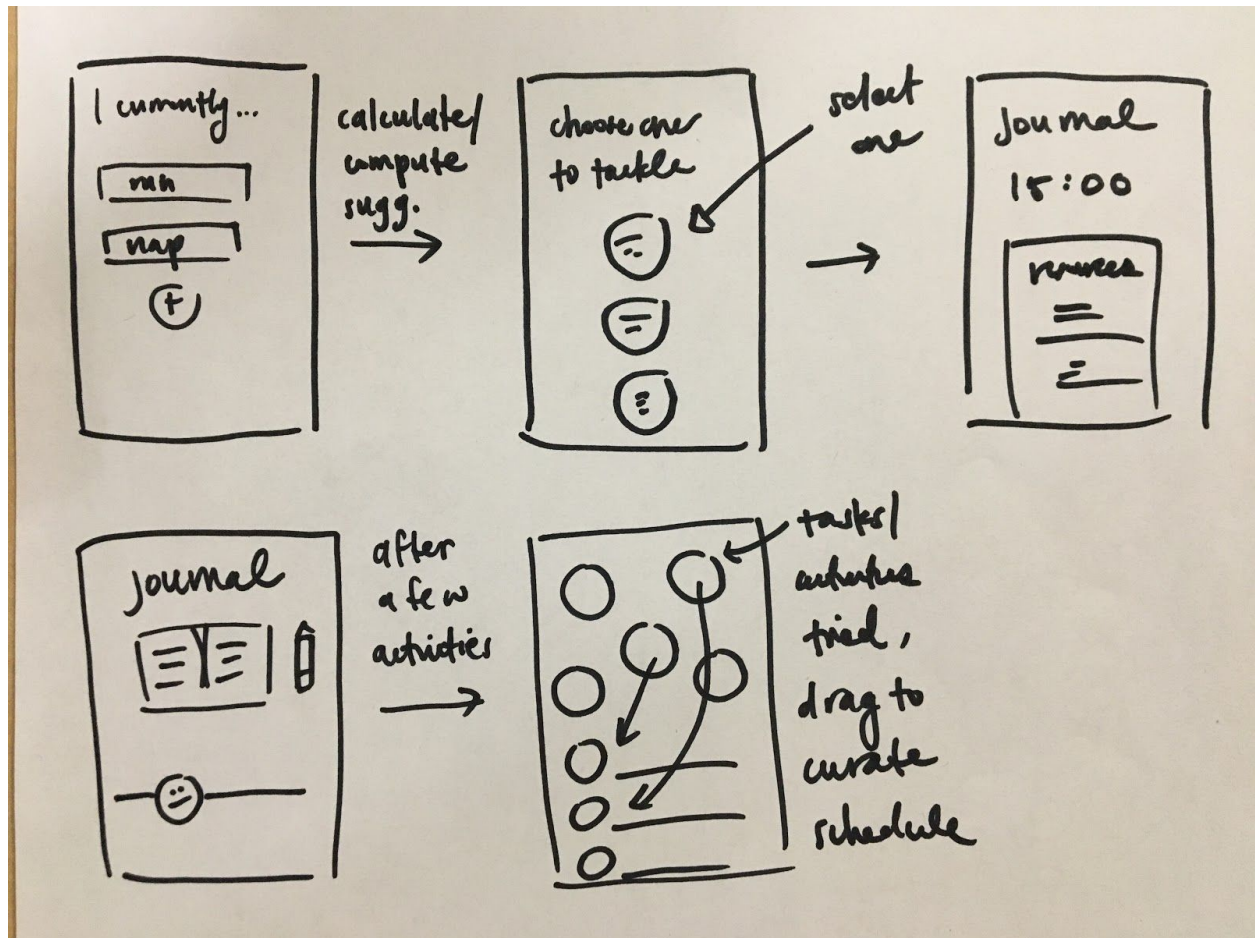


Figure 5

Pros	Cons
<ul style="list-style-type: none"> Consistent, circular theme and design Use of graphics → more fun and visual experience Lots of drag and dropping → user doesn't need to actually input text/do complicated tasks 	<ul style="list-style-type: none"> Too many choices presented in a disorganized manner can be confusing Some actions may be less intuitive for people who don't use digital interfaces often (slide vs. drag, etc.)

Storyboard:

Blue: Simple - Discover a new self-care method

- Occurs when user selects to “discover” a new activity on home screen

Pink: Medium - Record how a method of self-care makes you feel

- Records feelings about activity on a sliding scale
- Has option to add notes to view later

Yellow: Complex - Construct a self-care routine

- Has option to update routine after trying out a new activity and in the home screen

Green: Complex - Build initial self-care routine with what you already do

- Occurs during the on-boarding process

Purple: Medium - Browse and search through activity history

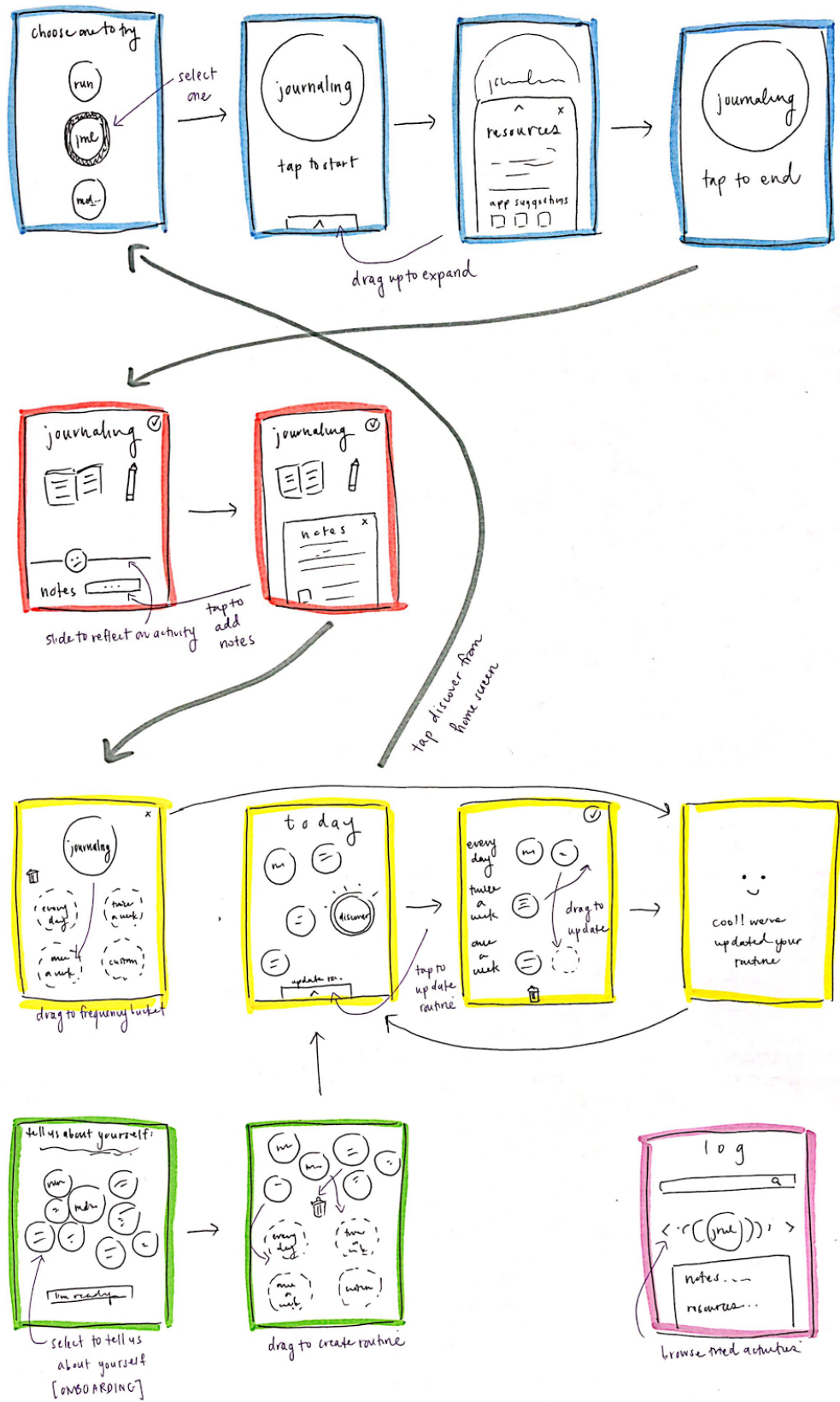


Figure 6: Storyboards for tasks by color

Lo-fi Prototype:

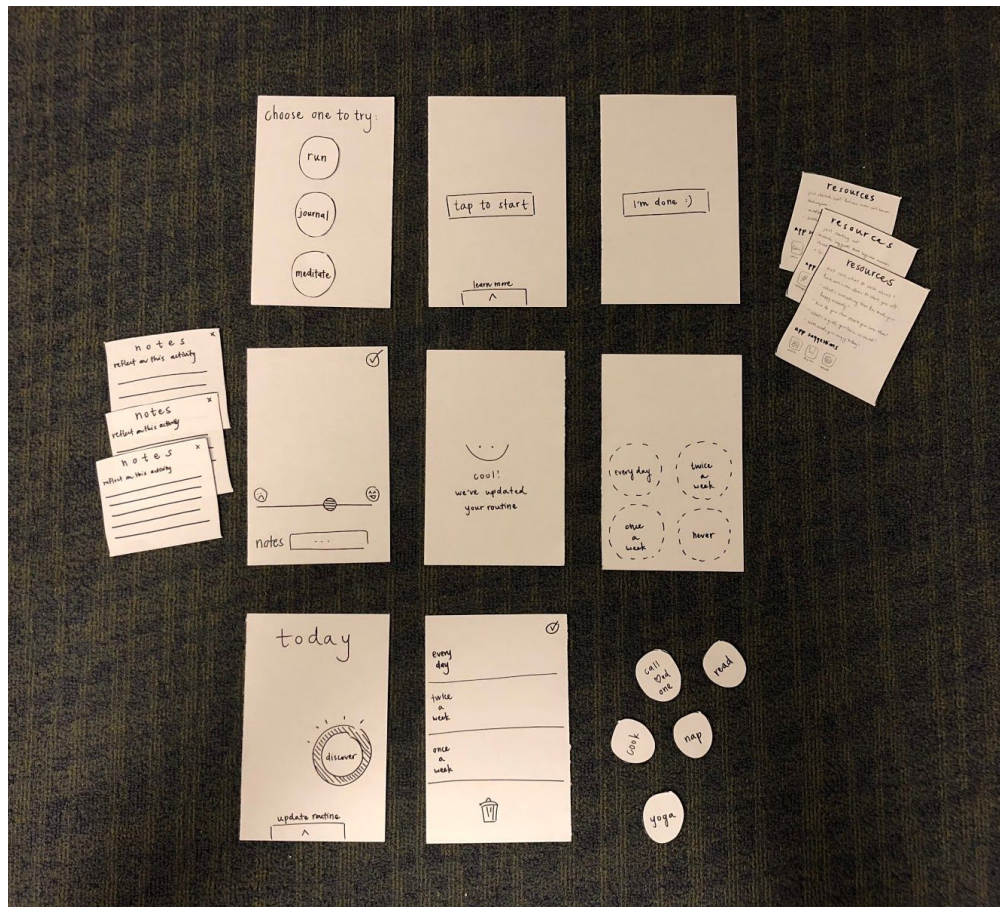


Figure 7: Entire prototype system



Figure 8

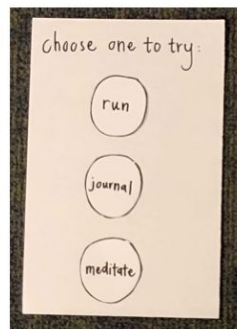


Figure 9



Figure 10

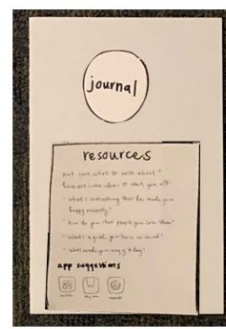


Figure 11



Figure 12

Users start off on the home screen (Figure 8), where they're asked to discover a new activity. They tap on "discover" and are shown 3 options (Figure 9) for self-care activities. They select an activity, and tap to start the activity (Figure 10). They can also choose to "learn more" (Figure 11). When ready, they end the activity session (Figure 12).



Figure 13

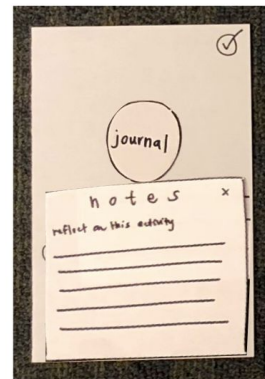


Figure 14

From there, they reflect on the activity (Figure 13). They give a rating on a sliding scale (required) and write down notes (optional) (Figure 14).

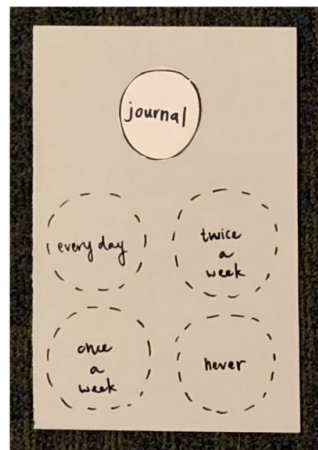


Figure 15

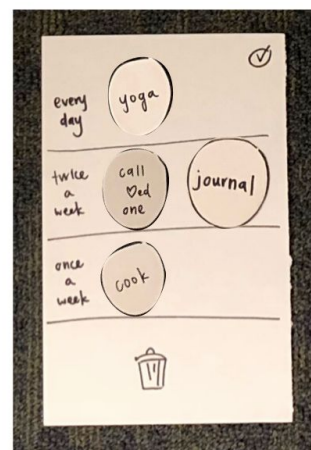


Figure 16

Afterwards, they are taken to update their self-care routine with the new activity (Figure 15), where they choose how often they want to do it. Users return to the home screen, where they are asked to update their self-care routine. Users then access the update routine screen (Figure 16), which shows all their current activities sorted by frequency. Here, they move things around or discard them. Once they finish, they tap the checkmark!

Methods:

Participants

Because we believe anyone can benefit from an improved self care routine, we selected random participants sitting around Tressider. Participant #1 is an employee at a booth at the farmers' market, Participant #2 is a Stanford housing manager, and Participant #3 is a Stanford student.

Environment:

We interviewed on October 24th around Tresidder. We used a table to support the paper interface, and asked the Participants to give honest feedback.

Tasks

Each user was asked to begin with the simple task of “discovering” a new self-care activity. From there, the user did the medium task of reflecting on the activity. Then, the user reached the complex task of constructing their self care routine. Lastly, we asked the users to go through the task of updating their self care routine.

Procedure

Screen (By typical logical flow)	Functionality	Severity Rating
Home Page	Has a series of circular icons, with one fixed “discover” icon. This screen is the home page, where users can discover a new activity or revise their routine.	1
Discover	The users can choose one of three new self-care activities.	0
Tap to Start	This interface has one primary button that users click when they are ready to start. They can also click the “learn more” button, which displays a screen with instructional advice and suggested apps.	4
I’m Done	User clicks “I’m done” when done.	2
Reflecting	Slider indicates how user feels after doing a self-care activity, and an optional notes section opens if clicked, allowing users to write down their reflections.	2
Curation	Drag new activity to a frequency bucket.	2
Updated	No user input - screen displays only.	0
Home Page	Users can select the “update routine” part of the homepage	0
Curation	Presents all self-care activities by frequency. Users can update frequencies.	0
Updated	Successful update	0

Member Roles:

Ashwin: Facilitator

Claire: Notetaker

Josh/Katherine: Photographer/Observer

Test Measures

1. *General feedback.* We asked all participants to give real-time feedback and collective feedback at the end.
2. *Points of confusion.* Having users talk out their thought process allowed us to gauge what UX/UI traits were intuitive and what needs improvement.

We took notes on all of the users insights. Oftentimes we found that users provided useful feedback unintentionally, such as misunderstanding a UI element, feeling confused about next steps or wishing for additional features.

Results:

Participant #1 - Bakery Employee

The key insight we gained was that there's confusion when the user has to go do an activity. Participant #1 wondered how we would integrate suggested apps into our app. The Participant particularly enjoyed the reflection interface, and asked if the "notes would stay," adding that they would add notes if they were using the app.

Participant #2 - Housing Manager

The main points of confusion were saving their updated routine at the end of the prototype, and saving their notes. When adding notes, the participant actually wrote down some notes, which we interpreted as a positive reaction to the feature. The user placed the slider towards the "frown face" because they wished there was more guidance in the actual meditation process.

Participant #3 - Stanford Freshman

In the updating routine interface, there was confusion as to whether they should drag the activity to the trash or click the activity then tap the trash. Similarly, in the interface where the Participant was choosing how often to meditate, the Participant said he wished there were more options frequency options, specifically requesting an "every other day" option.

Overall conclusions:

The biggest UX/UI feedback we got was that there needs to be improvement in our interface for when the user actually is meant to do the activity. The main points of feedback were that the Participants were confused if the UI would actually cause people to go and do that activity, and also wished that resources for how to do the activity were more readily available.

Discussion:

All Participants indicated the similar positive and negative aspects of our prototype. We received positive feedback on our overall idea and design. Participants liked the home page, the reflection, and the curation screen. Participant #1 and Participant #2 both expressed confusion with the tactile usage of some of the aspects of the app, such as things like closing pop-up windows or dragging icons into respective buckets.

The most insightful feedback was the Participants' confusion about interfaces related to actually doing the activity. The Participants identified a key issue, which was that while they felt that the "tap to start" interface made sense, but the "learn more" at the bottom of the interface was not intuitive. Since our interface was black-and-white, the button might not have stood out, so during the later phases of our design we plan to highlight this button. Similarly, on the "I'm done" interface, we found that users (in particular, Participant #3 noted this as something they wished would have been included) would sometimes tap to start, and then retroactively desired to learn more. Participant #3 wished that we had included a "learn more" screen on that page too. The solution that we intend to explore is automatically letting users learn more about the self-care activity before they begin it. This way, we can ensure that all users go through this portion of the design and benefit from it, even if they think they are already familiar with the self-care activity.

Overall, we felt that the prototyping went well. Unfortunately, we weren't able to address some of our users' tactile concerns like confusion with drag-and-drop versus clicking on certain icons. We were also unable to test the retention rate of users for once they go do that activity, since we didn't ask any of our Participants to actually do the self-care activity. When asking for general feedback, the Participants all responded positively to the general design of the prototype and the concept of a tool for helping people learn a new self care activities and routine. We believe that the largest improvement point for us going forward is to improve the UI for when a user is actually doing the self-care activity, particularly ensuring that resources for learning the self-care methods is more readily available.

Appendix:

Word Count: 1499

Consent Form

The Ataraxia application is being produced as part of the coursework for Computer Science course CS 147 at Stanford University. Participants in experimental evaluation of the application provide data that is used to evaluate and modify the interface of Ataraxia. Data will be collected by interview, observation and questionnaire.

Participation in this experiment is voluntary. Participants may withdraw themselves and their data at any time without fear of consequences. Concerns about the experiment may be discussed with the researchers (Ashwin A., Claire S., Josh L., Katherine E.) or with Professor James Landay, the instructor of CS 147:

James A. Landay
CS Department
Stanford University
650-498-8215
landay at cs.stanford.edu

Participant anonymity will be provided by the separate storage of names from data. Data will only be identified by participant number. No identifying information about the participants will be available to anyone except the student researchers and their supervisors/teaching staff.

I hereby acknowledge that I have been given an opportunity to ask questions about the nature of the experiment and my participation in it. I give my consent to have data collected on my behavior and opinions in relation to the Ataraxia experiment. I also give permission for images/video of me using the application to be used in presentations or publications as long as I am not personally identifiable in the images/video. I understand I may withdraw my permission at any time

Name _____

Participant Number _____

Date _____

Signature _____

Witness name _____

Witness signature _____

Raw Notes:

Participant #1:

working a stable job at a pastry shop, and has a more established day to day routine in his job.

Task 1:

- Tap on discover
- Chooses meditate
- Swipes up to learn more “my thing is that i’d want to learn more about what I’m about to do”
- What are the app suggestions for?
- Would you want these apps to work with your app in a specific way?
- when i click meditate, would there be something telling me how to meditate? Or would i just go on my own and meditate and then click that I’m done?
- When i click discover, I think “how would I go about meditating?”

Task 2:

- He slides around the slider and then decides that it was awesome
- He taps to add some notes - “I would add notes if I did” “would the notes stay there? So that next time I do it I could look back?”
- I’m guessing I click check

Task 3

- So now i’m deciding how long i want to do this activity?
- Let’s say I’ll decide twice a week, drops the thing into the bucket
- Back to home screen (ashwin)
- Click update routine
- “Oo this is cool” “Oh nice, I like this” “Now i’m figure out what I like and what I don’t like. I decide i don’t like meditating, so I go and trash it now” “Click check bc I figured it out”

I think it’s a cool idea. Having more direction when looking to discover something. Now i feel more confident about adding this new routine into my life. I think app suggestions are cool. Maybe finding direction for how to integrate these apps. Would be cool to show statistics about why this is healthy to incorporate into your life

Participant #2:

Building management - Crothers toyon branner ADF

Task 1:

- Tells us about power nap, what other options can I look at?
- Gives reasons about why not the other two, chooses new meditate
- Taps to start (without learning more)
- 10 mins pass
- Done - taps I'm done

Task 2:

- Ok and I slide this one direction or another? Ok. i would say i'm probably
- I spent 5 minutes, i don't really know what techniques and stuff to use. I put it slightly on the left side since it's my first time and i wish there was a way to know more about what to do.
- Taps on the notes screen and adds notes - LEGIT ADDS ALL FOUR LINES wow
- Taps X to exit notes. "I didn't see a save button"

Task 3:

- I'll probably start with once a week. Taps the bucket (instead of expected dragging)
- I would probably click on update routine
- Wait what am I doing now? Updating? Wasn't there an option for journal?
- If i want to get rid of something, i'm probably going to trash it. Or select and then trash. Moves read to the everyday category. And then i want to save (clicks the check)

Questions:

Is it going to be sliding to trash it, or selecting to trash it?

The checkmark on the corner (if it pops up and highlights when you select something)

I would definitely explore this app.

If there are tips and stuff, that would be helpful. What is meditation, what does it mean, how long should I spend on it?

Participant #3:

freshman burbank. MS&E

Task 1:

- I'm going to click on discover
- I think meditating sounds cool, so ill click on that
- I'm going to tap to start bc i want to meditate right now
- Ok so now this is a little confusing, but i got a screen that says I'm done but i haven't meditated yet. So i'm going to click on meditate in thoughts of getting more info on how to meditate. So i'm probably going to click on calm, it sounds like a good app.
- I want to click the x and get this away. I'm going to click I'm done.

Task 2

- I had a great time, i'll drag this over. Ill click on notes, and ill write. I'm going to x out
- "It was fun"
- I'm going to click the check bc im done with this

Task 3

- Looks like i get to drag how often I want to do this. I wish there was an option for every other day. But i'm going to go twice a week. So that's just like a two second flash
- I'm going to click update routine. And it's already going to be laid out?
- Drags stuff around and talks about reasoning for each. I want to get rid of yoga, and it disappears right?
- And then click check

It was a good idea, honestly. Idk if i'd personally use it, as i'm not one of those routine type of people, but I might be.

I like the design. If you guys actually made it i think this is a good design