

HelpMate

An app that allows people who need help with household chores to get connected with young people in their communities.

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6 Remote User Tests

Ages 18-29

5 University Students

1 Full-time Worker

Structured Interviews

Participant Background

User Flow Testing

Follow-Up Questions



Overall Themes

Usability Issues

Some users had confusion on how certain elements worked and their expectations of the elements' behaviour was different than their behaviour in the prototype.

Lack of Confirmation

Some users expressed that certain features needed a “follow-up” step to improve trust in the app, such as confirmation of payment and after creating a task.

Comprehensive Feature Set

Most users were satisfied that the features we have in the app meets their essential needs if they were to create or take on a task in their community.

Issue Classification

Major Pain ●

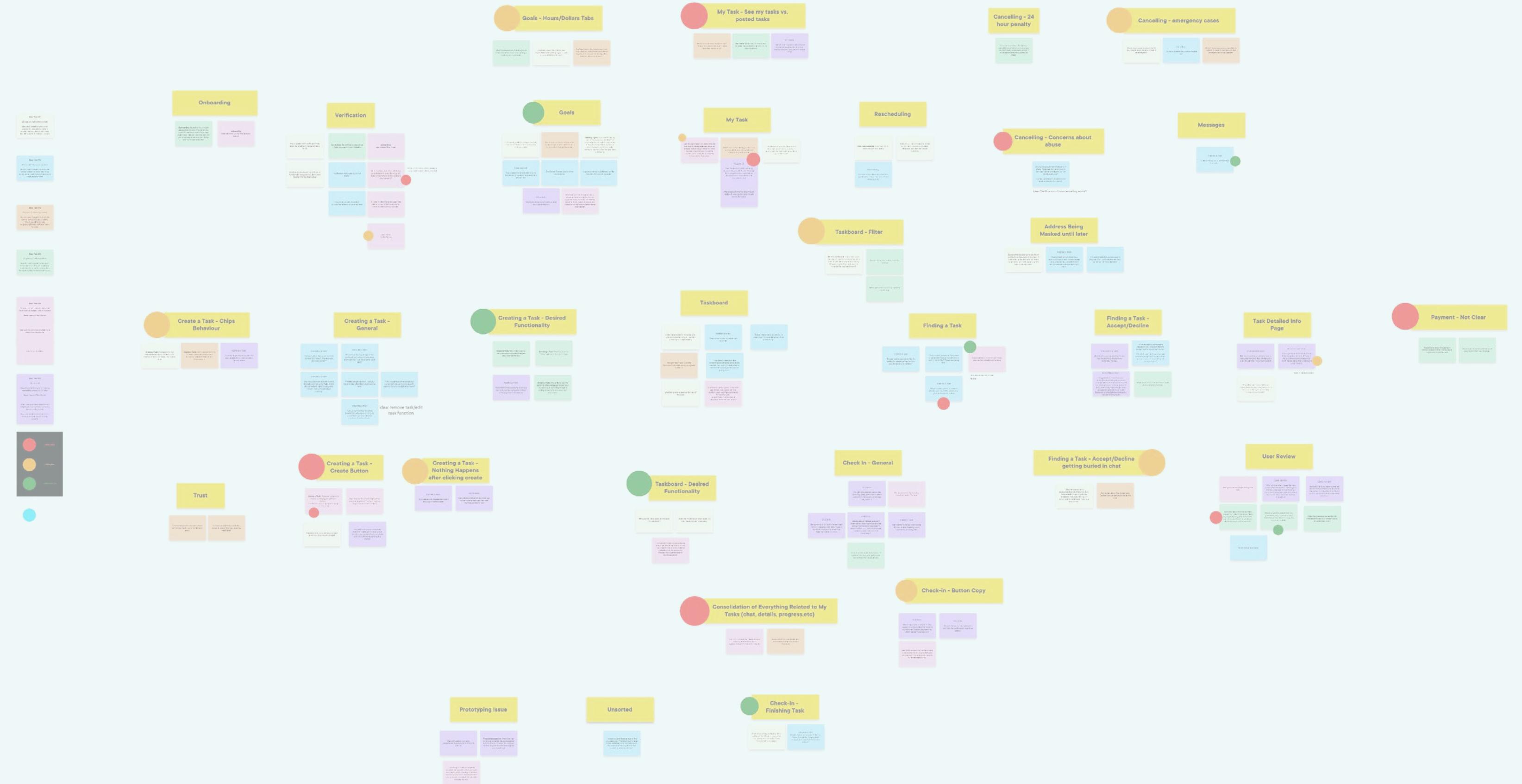
Usability issues and mental model issues that directly impacted the user's ability to complete the user flow without guidance.

Minor Pains ●

Points of confusion where the user was still able to complete the user flow, or usability issues unrelated to the main app functionality.

Opportunities ●

Missing features that would enhance the experience, or insights about the user experience goals of the app.



BEFORE

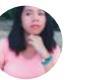
Very Super Duper Long
Long Task Name Here
\$15



AFTER

FOR TOMORROW

Very Super Duper Long
Long Task Name Here



JEANIE YU
HELPER

MY TASK

AFTER

FEB 03, 2020

Very Super Duper Long
Long Task Name Here

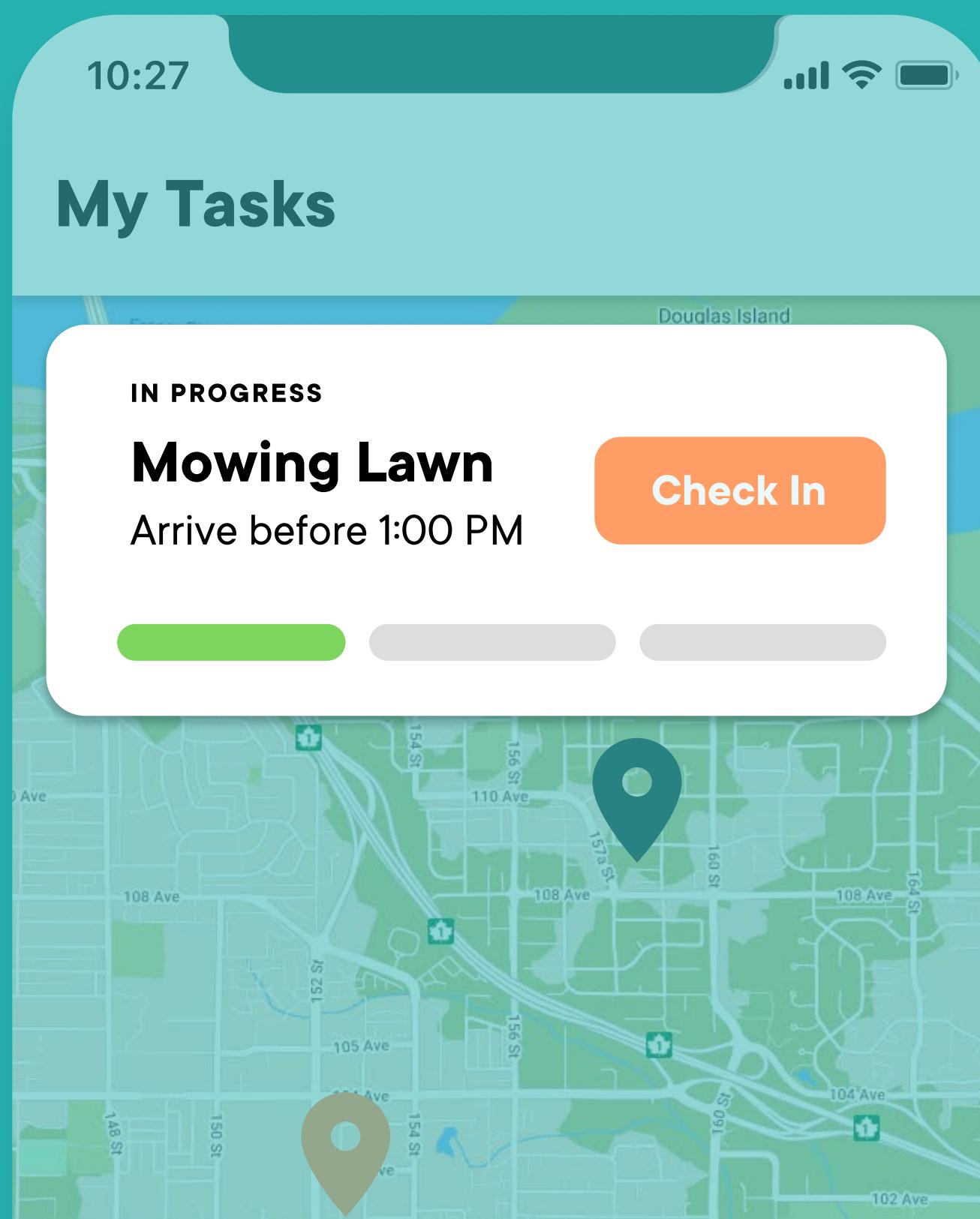


\$15

MAJOR PAIN

Interaction of the check-In cards

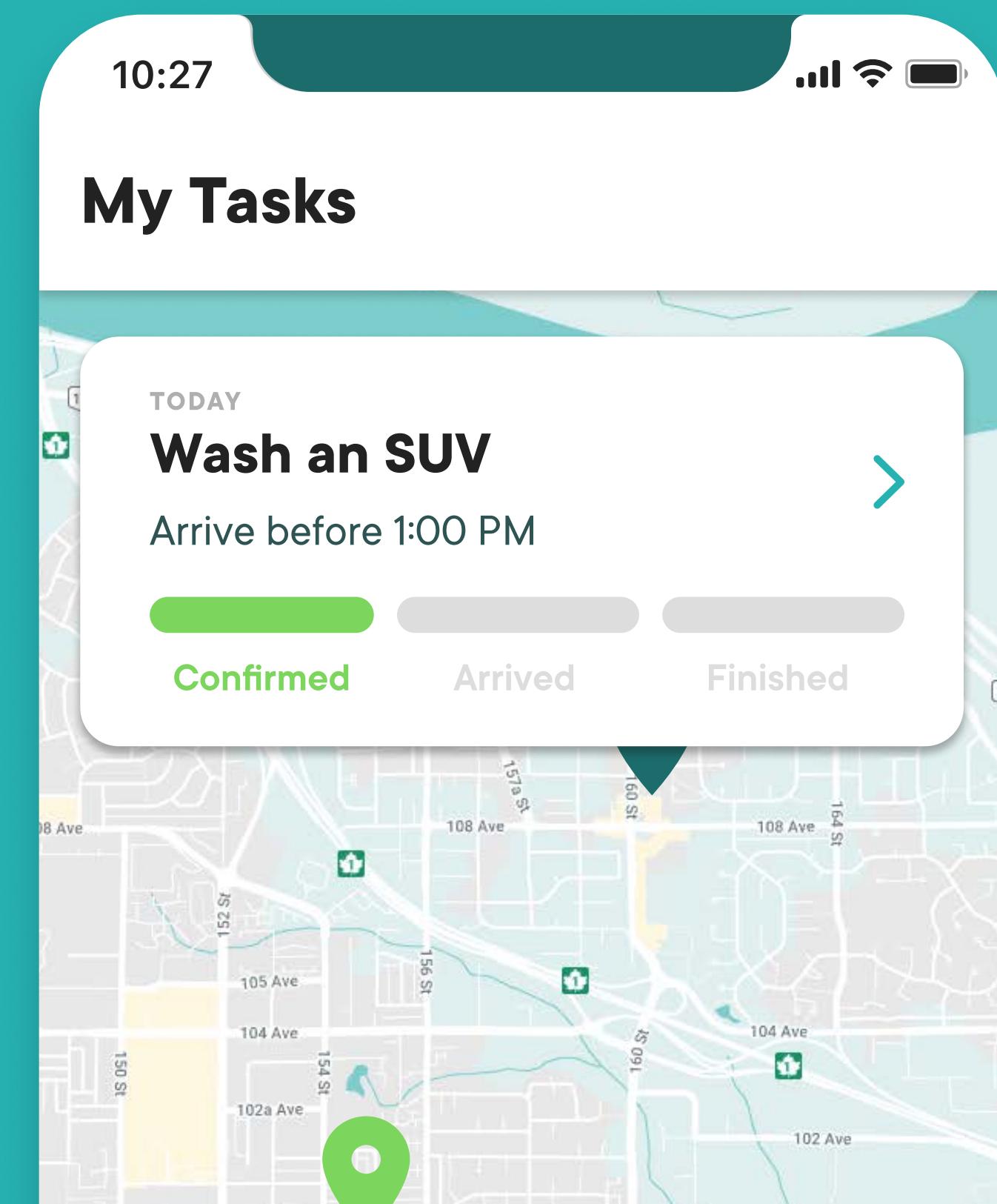
BEFORE



Problem: Users were confused on how to get to the Check-In or Task Details screens from the Check-In card, as tapping on the card itself led to one screen but tapping the Check-In button itself led to another.

Fix: Removed the Check-In button and so that the user will only have one interaction when tapping the card, minimizing confusion.

AFTER



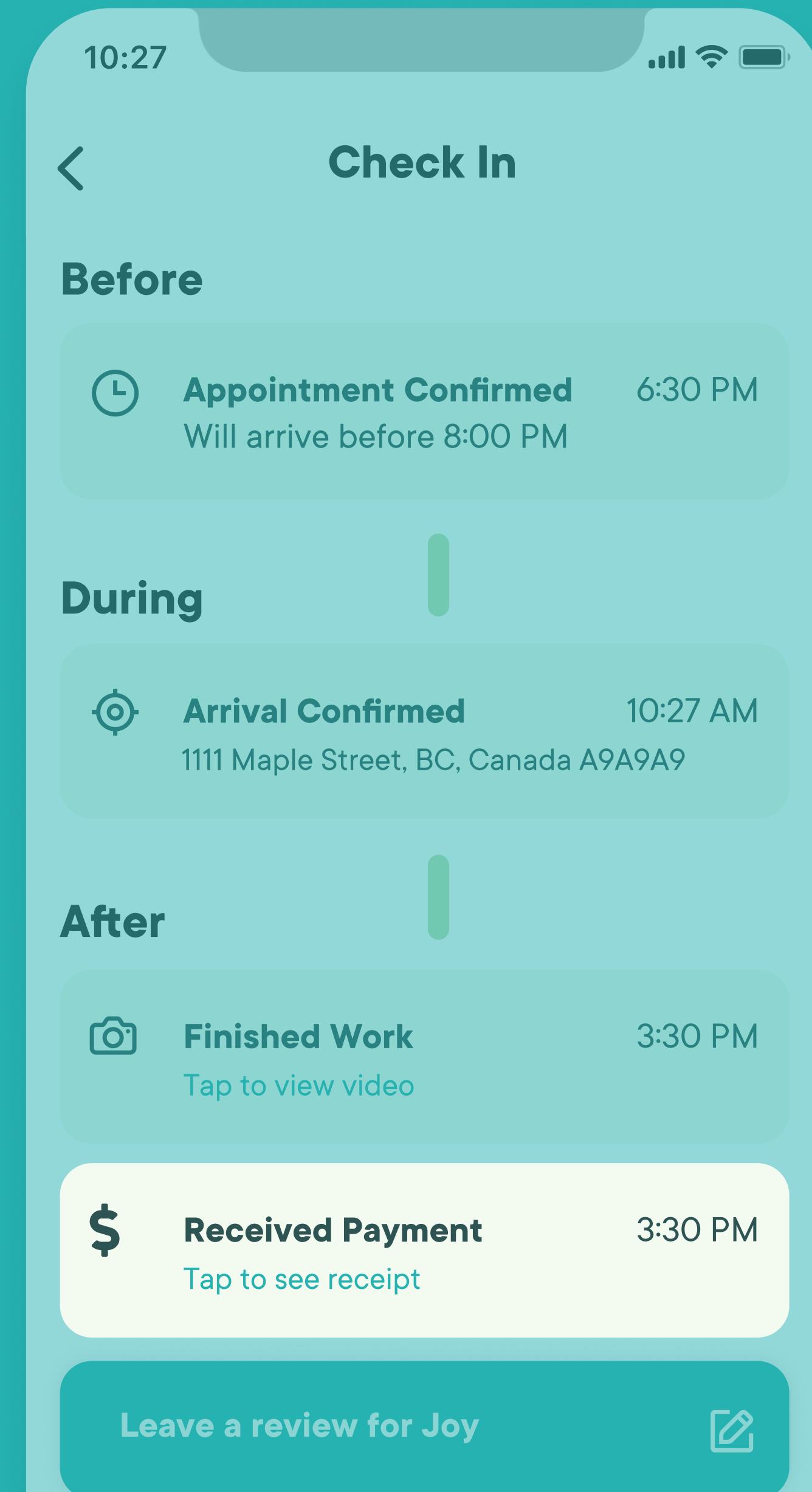
MAJOR PAIN

Payment was unclear for the Helper

Problem: It wasn't clear for the Helper when or if they had been paid for the task, since there was no confirmation or receipt that they could view. This could cause a loss of trust in our app, especially in the case of any disputes between Helpers and Clients.

Fix: Added the Payment step to the Helper Check-in page, and gave them the option to view receipt with the payment details, including price breakdown, and method of payment/receiving.

AFTER



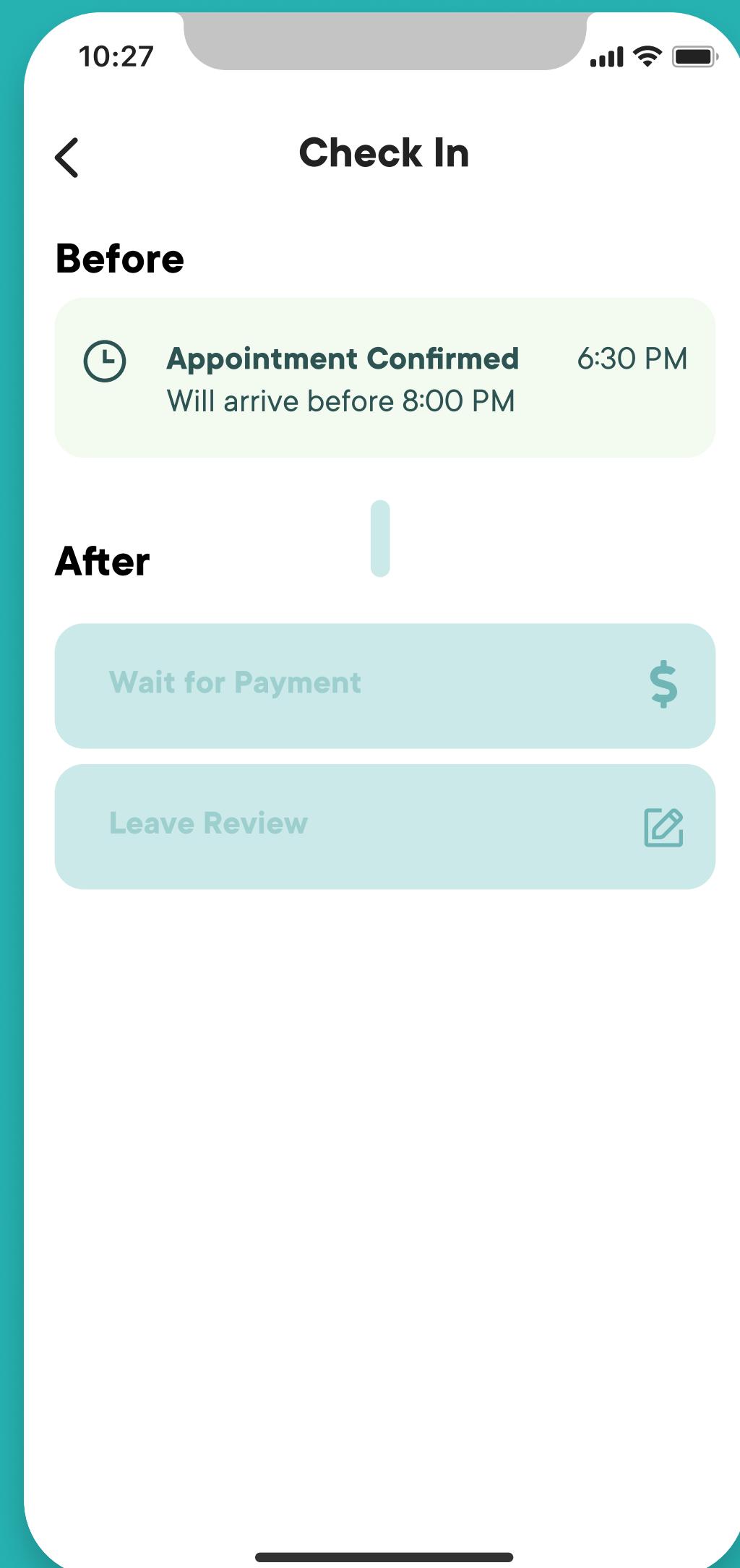
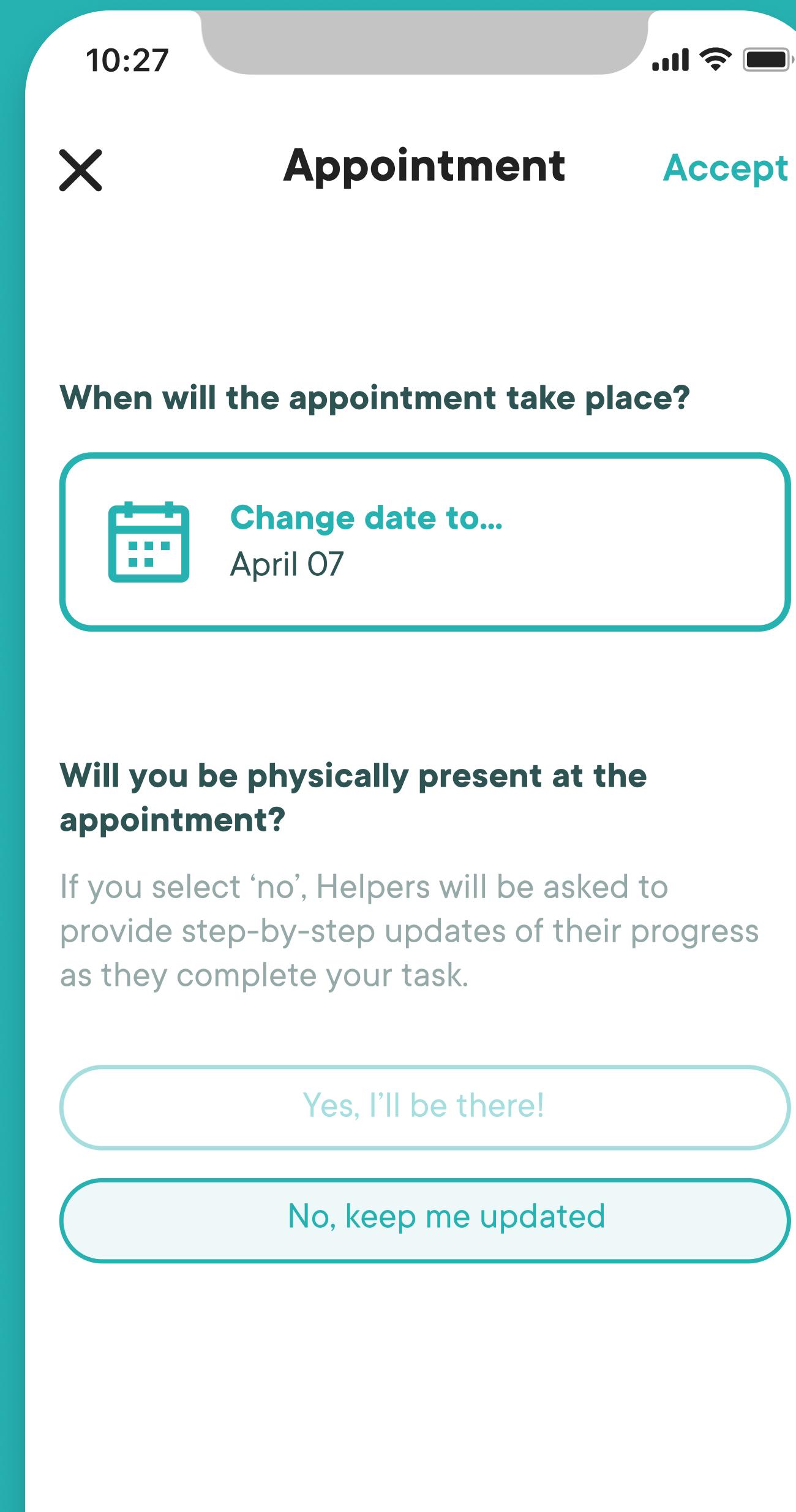
MINOR PAIN

Use case for the check-in feature

Problem: The check-in progress may be unnecessary and cumbersome for the Helper in scenarios where the Client is present during the Task, and they would be able to communicate in person more easily than in the app.

Fix: Added an option in the confirmation screen after accepting a task, to allow Clients to indicate whether they want this check-in updates or not.

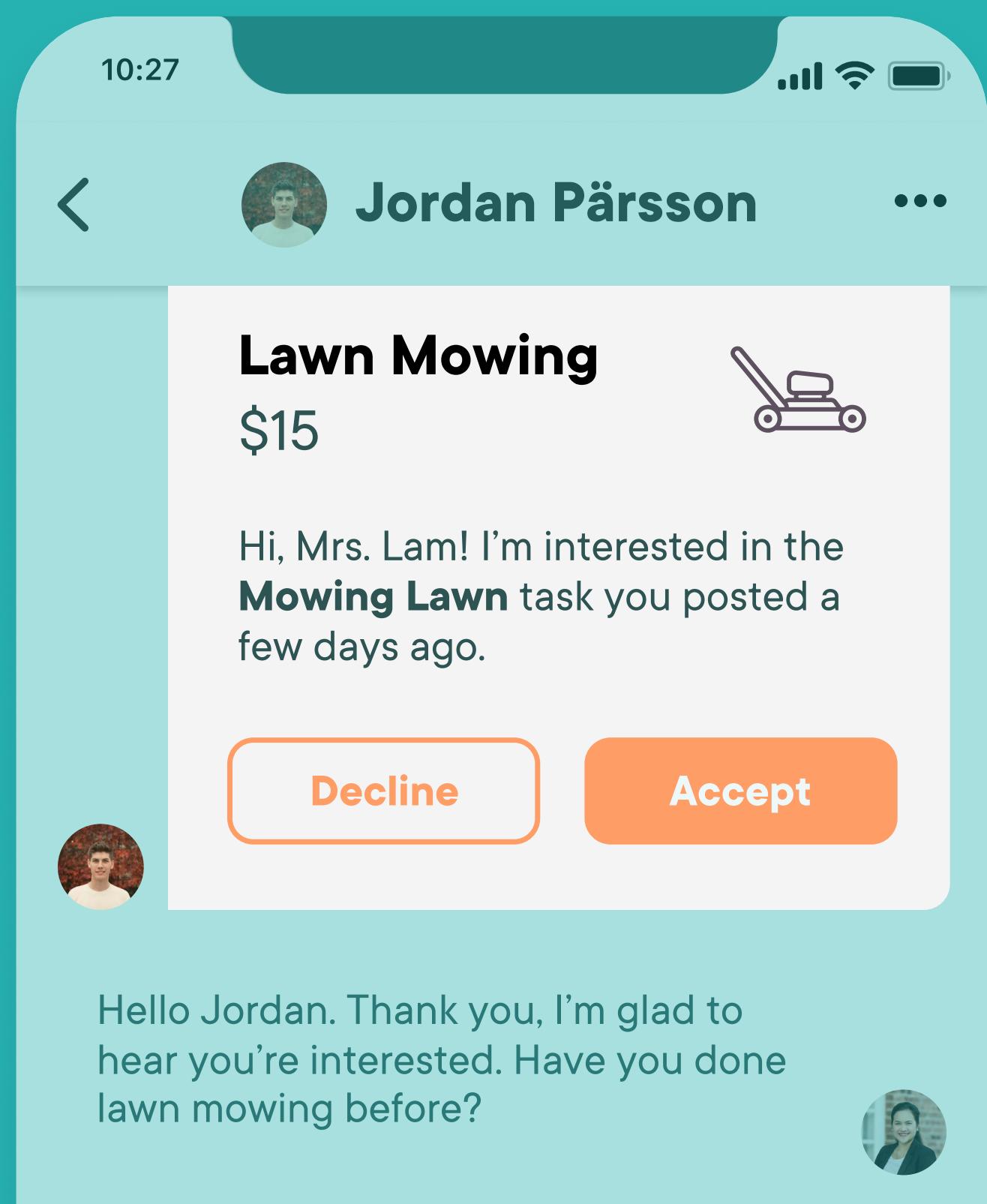
AFTER



MINOR PAIN

Accept/decline options might get buried in chat

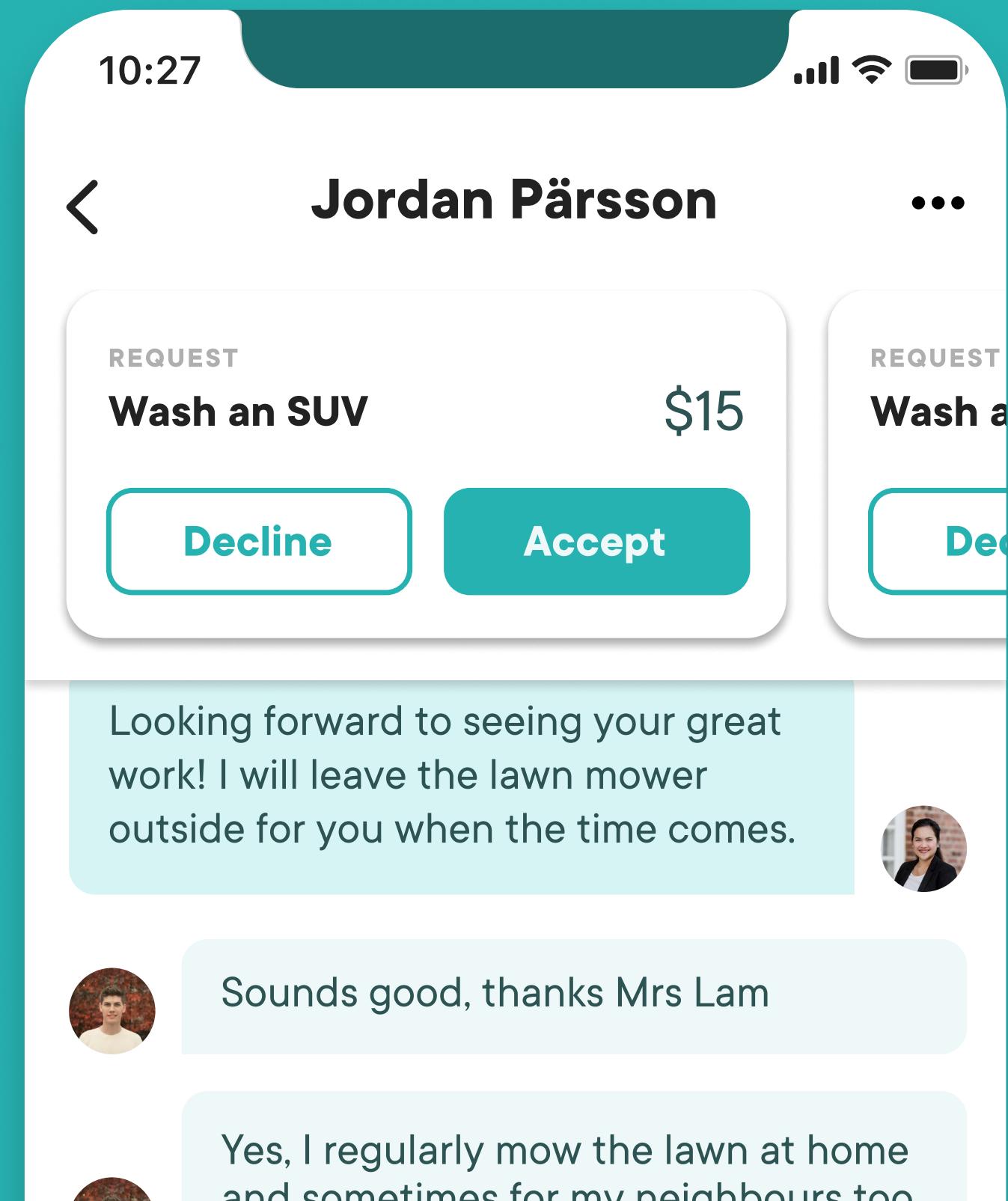
BEFORE



Problem: Users were concerned about the accept/decline options being buried in the chat if there are a lot of messages.

Fix: Moved the task request to a sticky header at the top of the chat, rather than as a message.

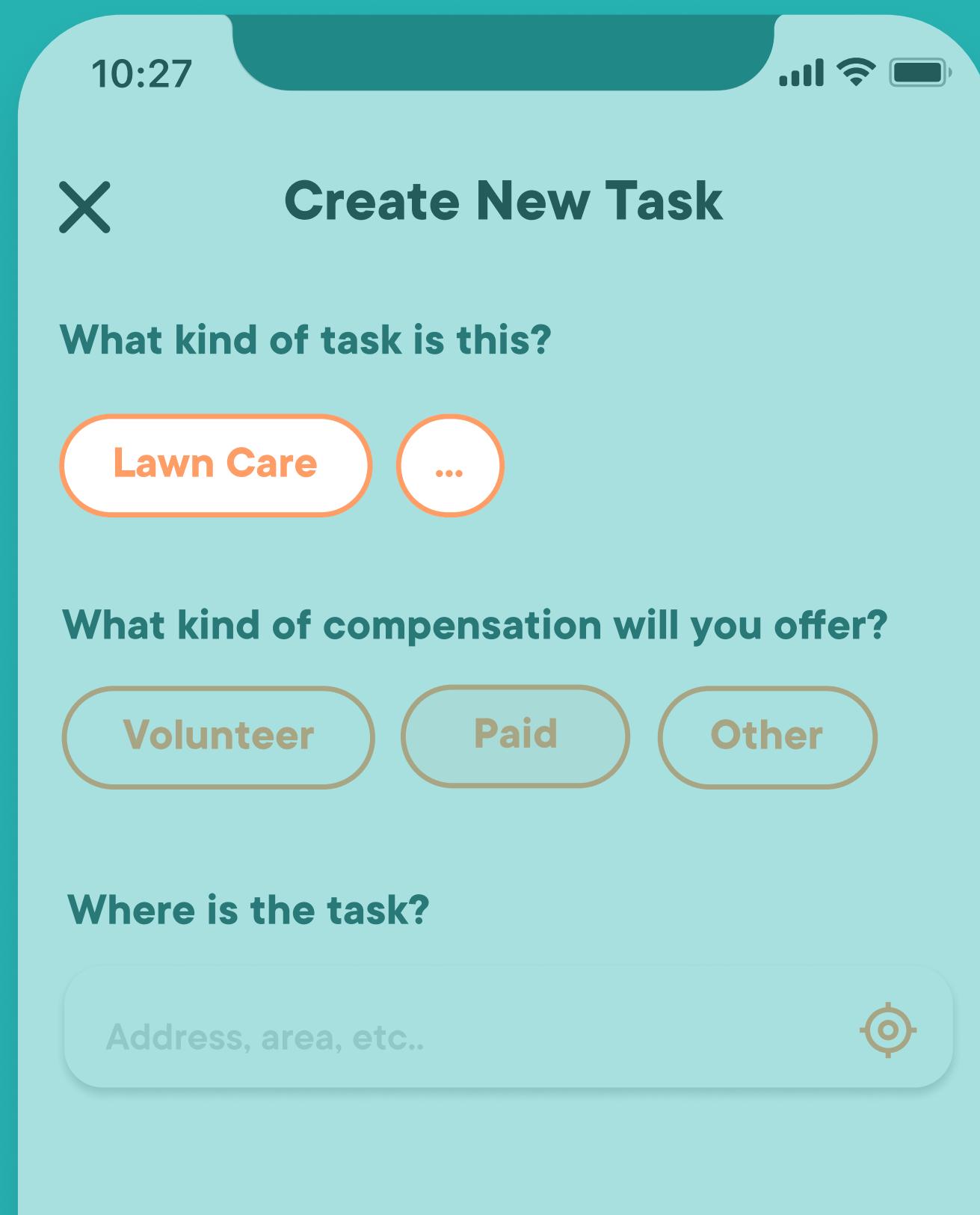
AFTER



MINOR PAIN

Confusing chip selection interaction

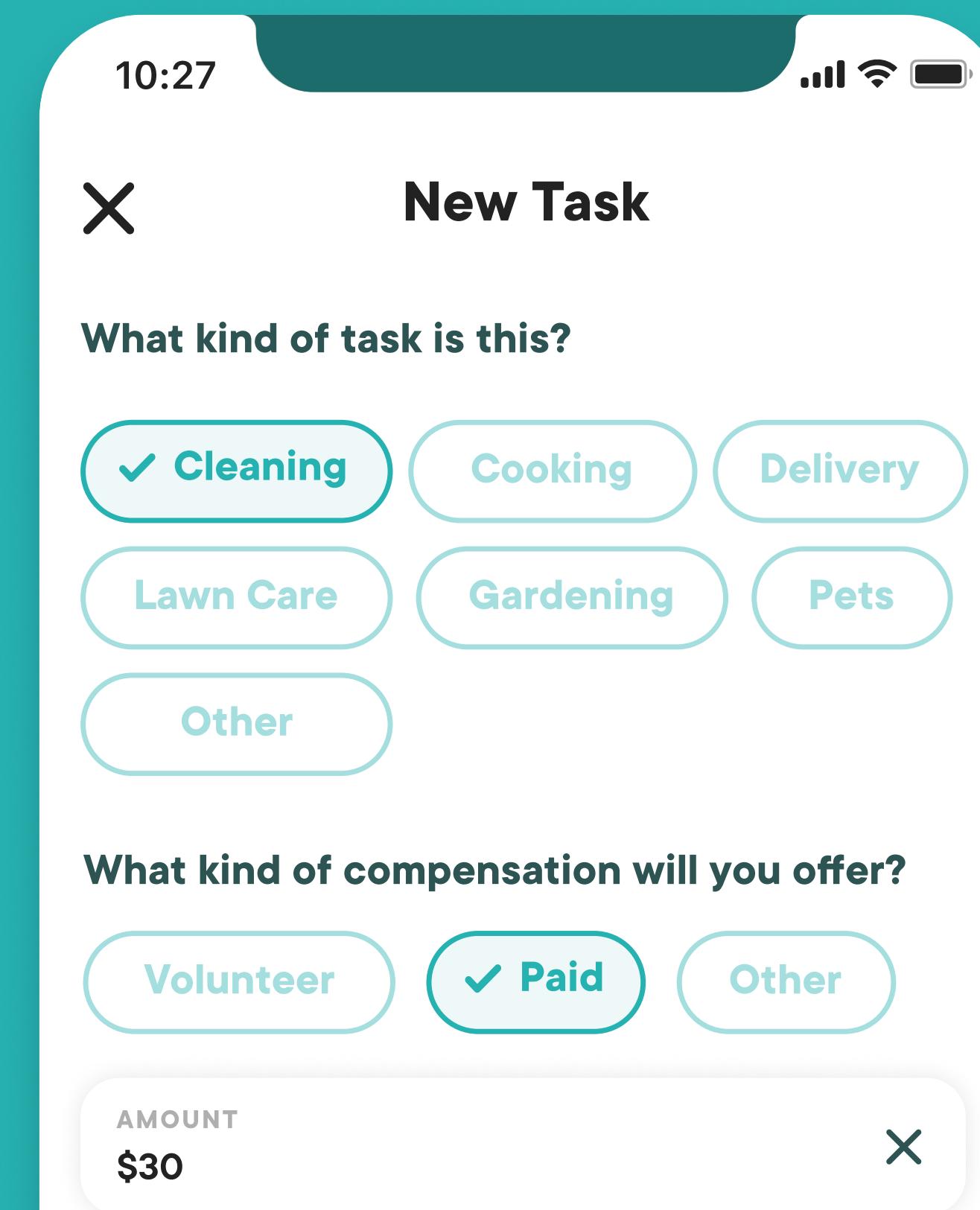
BEFORE



Problem: Users were confused about how to make the other options appear again, with a few closing the form entirely and re-starting.

Fix: Remove the collapsible interaction, and simply display the filter chips.

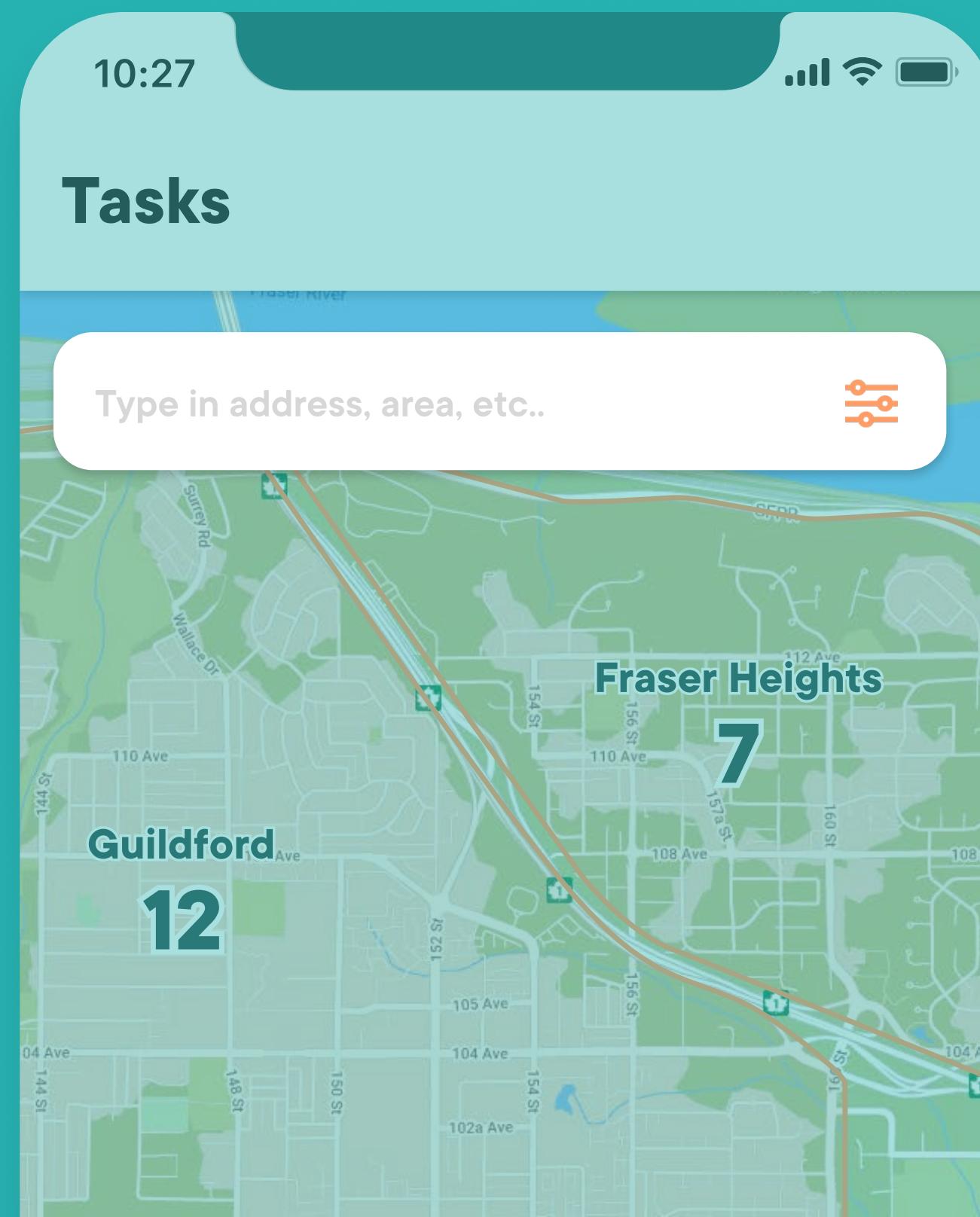
AFTER



MINOR PAIN

Filter location did not match user mental model

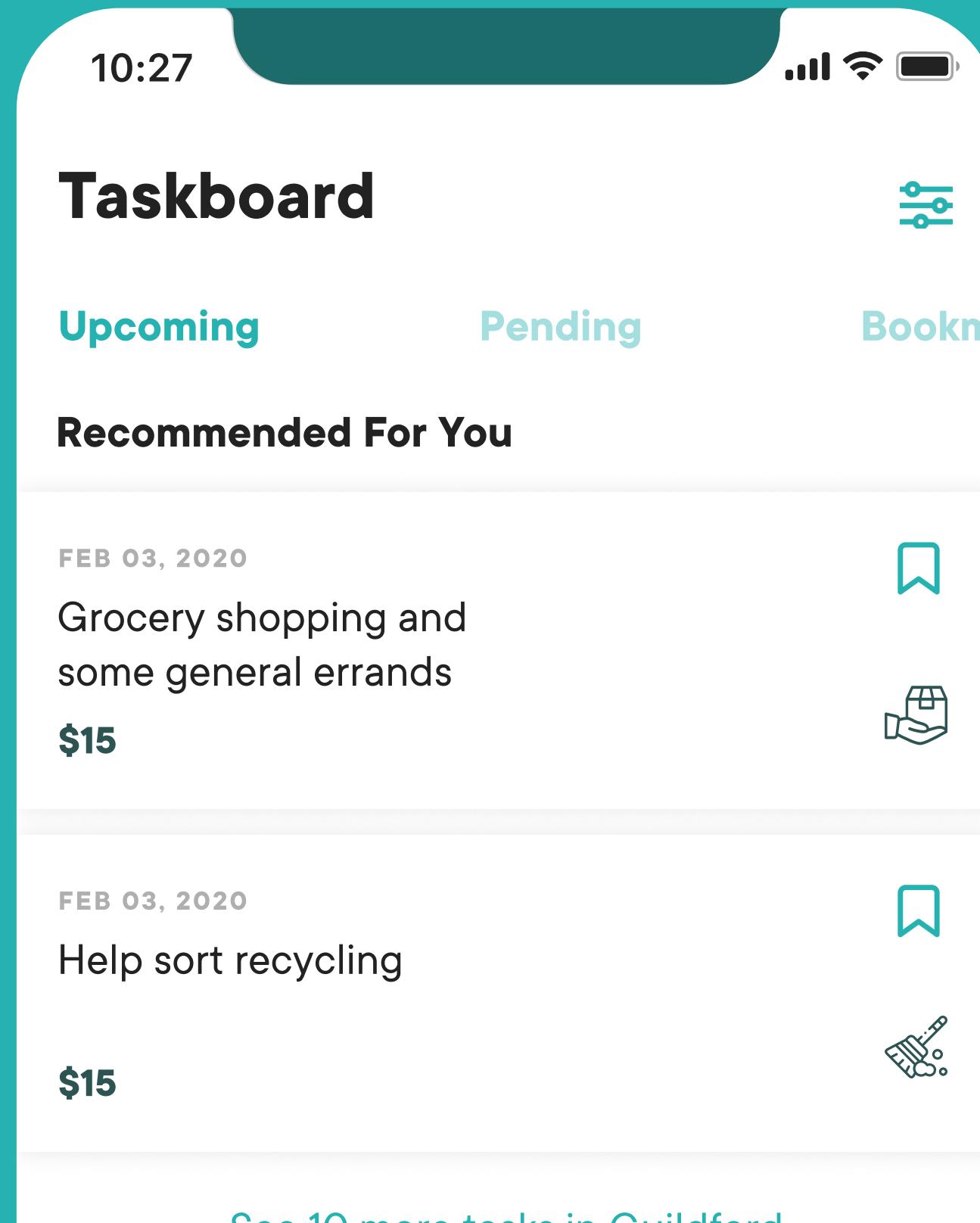
BEFORE



Problem: Users did not notice the filter icon where we had placed it in the search bar on the map, and were looking for a filter function in the list view.

Fix: Place the filter icon in the top right corner of the top of the screen, so it is present in list view and more associated with tasks, rather than only a map filter.

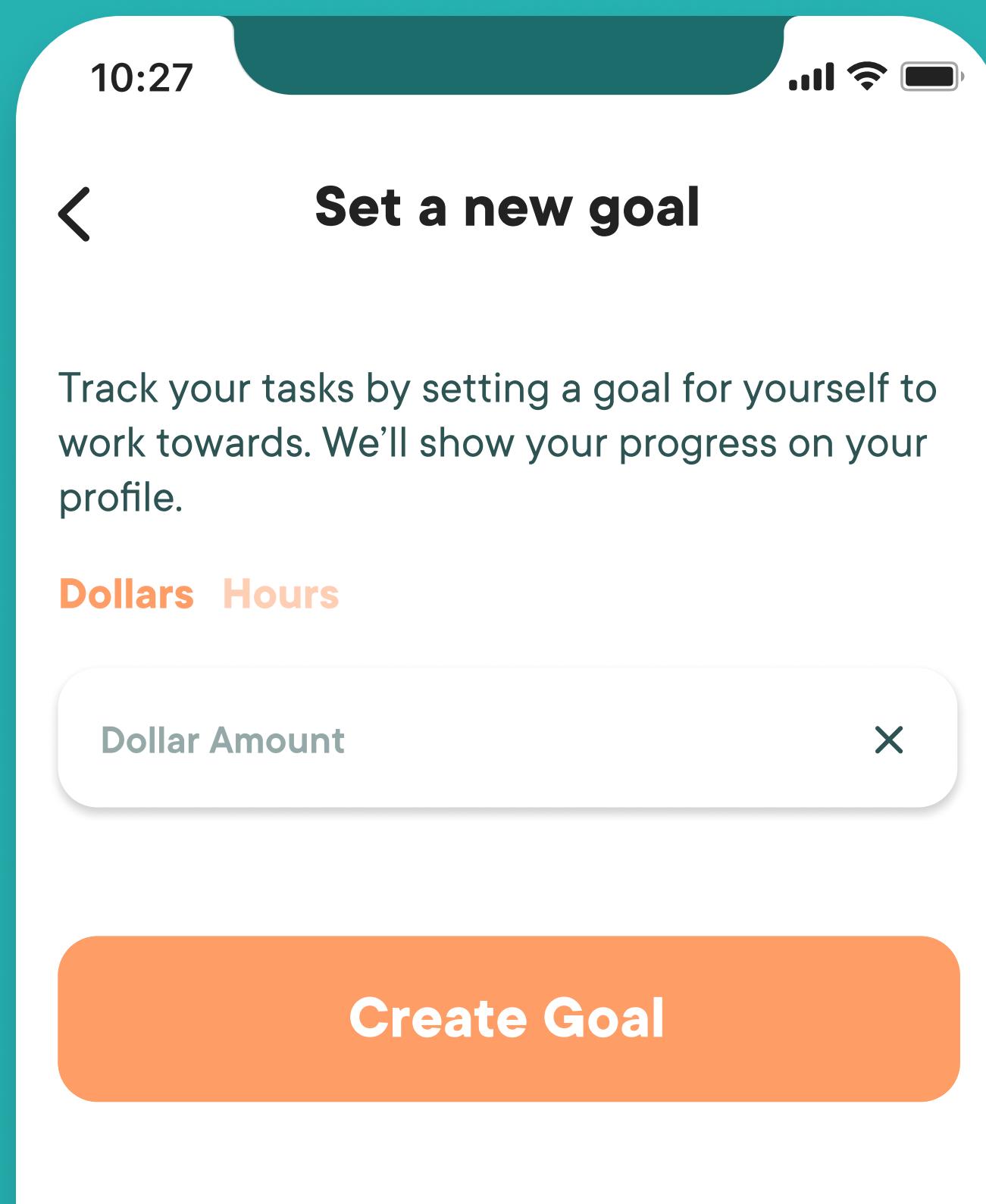
AFTER



MINOR PAIN

Categories tabs for goals was ambiguous

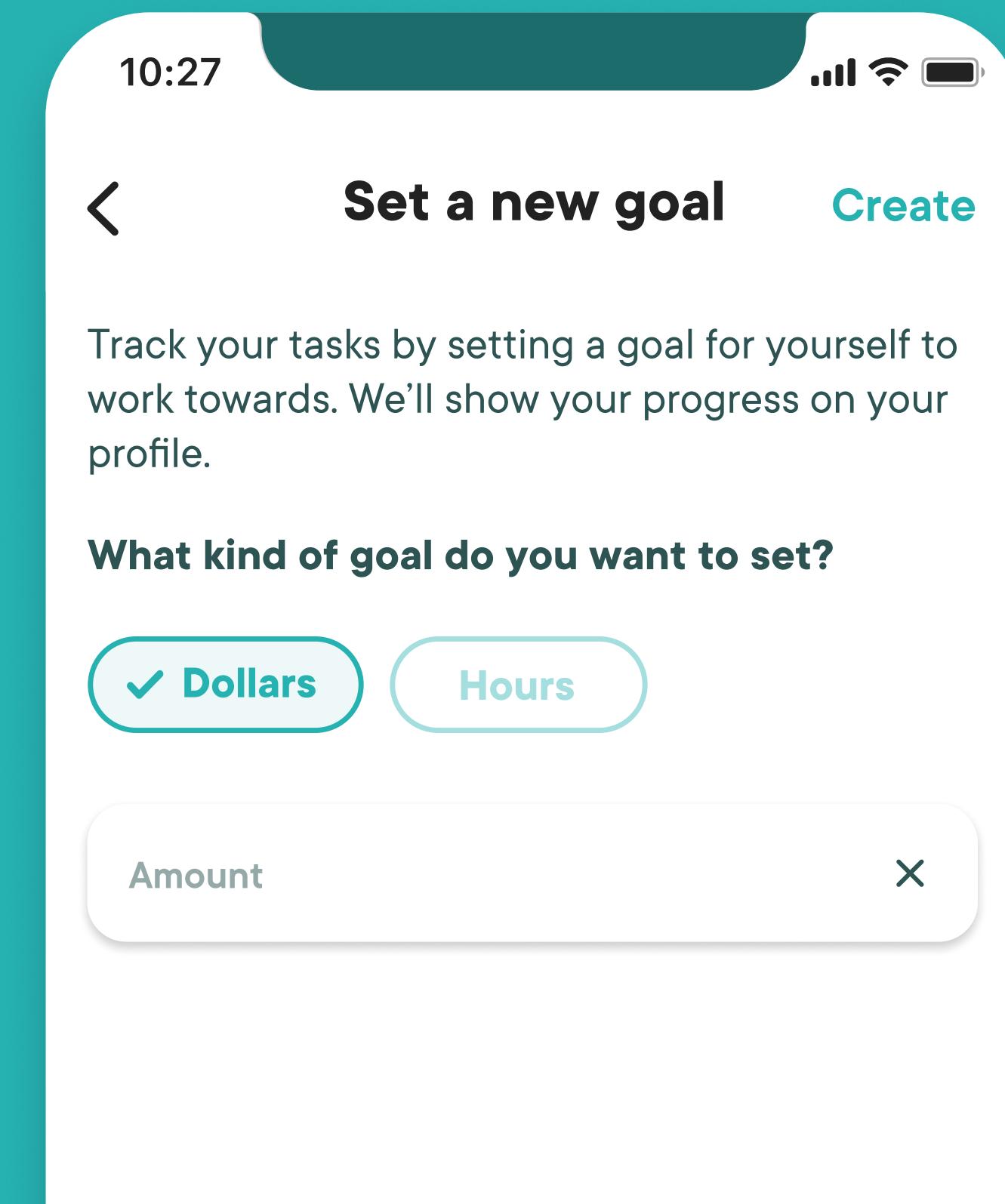
BEFORE



Problem: Users were confused about the "Dollars" and "Hours" tabs in the Goal section, misunderstanding it to mean "dollars per hours".

Fix: Change the mini-tabs to a chip button, so it is more clear that the relationship is mutually exclusive.

AFTER

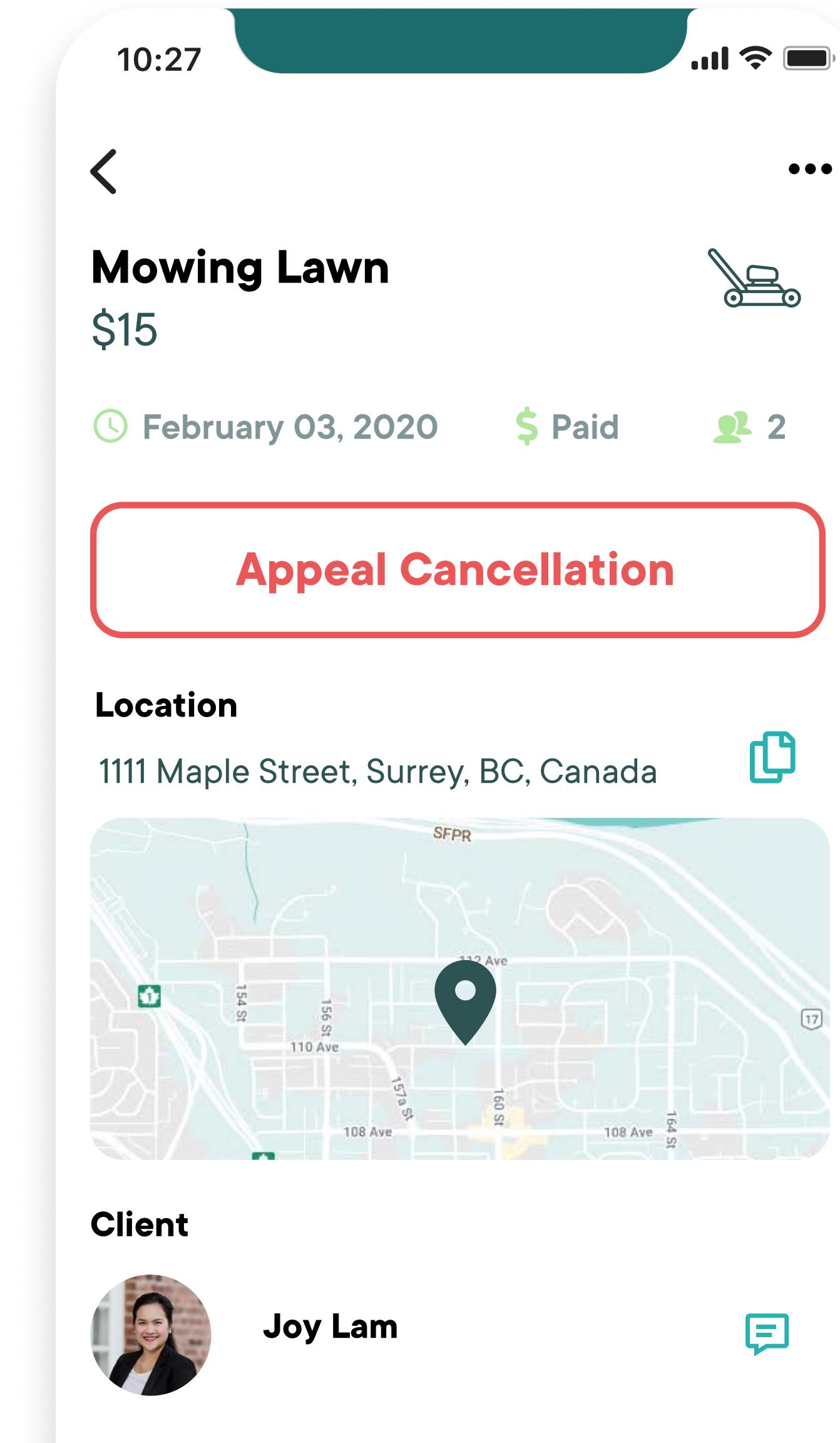


CONSIDERATIONS FOR NEXT WEEK

Cancellation Policy

Users had concerns about the cancellation system:

- They wanted to know if there was a system in place for handling cancellation in case of real emergencies, suggesting things like waiving one cancellation per month.
- They felt that 24 hours may be too long of a notice to be required.



CONSIDERATIONS FOR NEXT WEEK

Expanding Goals

Users wanted additional functionality related to goals:

- Ability to share goal progress with friends
- Show the goal in more places, since it feels hidden at the moment
- Choose if you want your goal to be public or private
- Track hours/money on their own, rather than being tied to a goal



CONSIDERATIONS FOR NEXT WEEK

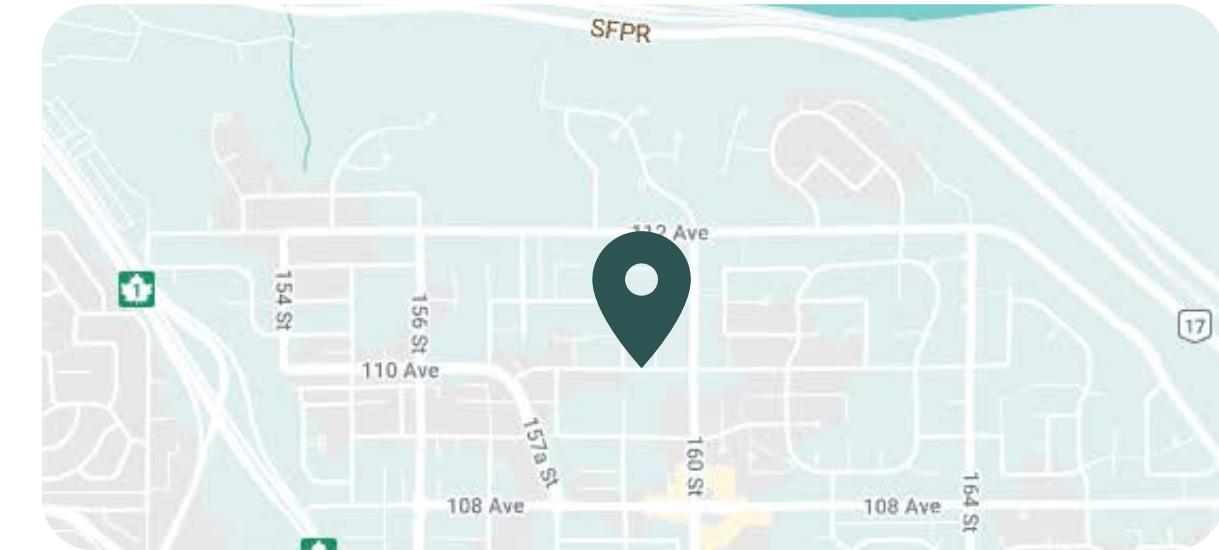
Client Use Cases

Users mentioned different types of uses cases that Clients may have when creating a Task:

- Can there be more than one Helper requested for a Task?
- What if you want to hire someone for a recurring task?
- Can you make a task with multiple categories and smaller subtasks?
- Can you offer compensation per hour instead of lump sum?

Location

1111 Maple Street, Surrey, BC, Canada



Client



Joy Lam



Helpers



You

Confirmed Arrival



Greg Atkins

Confirmed Arrival



Description

Hello, I'm looking for some help around the house for my parents. It would involve mowing the lawn, raking leaves, and so on. Potential to be hired on weekly if you do well. Start date flexible.

References

Research

<https://www.yahoo.com/lifestyle/lawsuit-claims-company-fired-account-manager-for-needing-to-use-crutches-following-surgery-170805861.html>
<https://www.npr.org/2017/01/02/507854130/without-family-aging-adults-rely-on-friends-for-help>
<https://www.agingcare.com/articles/kinds-of-home-care-available-for-seniors-137919.htm>
<https://www.utoronto.ca/news/roomies-twist-home-sharing-project-involving-u-t-researchers-pairs-seniors-students>
<https://www.universityaffairs.ca/news/news-article/seniors-with-extra-space-looking-for-students-in-need-of-accommodation/>
<https://www.pbs.org/newshour/health/dont-want-move-hiring-home-help>
<https://www.trackitforward.com/content/do-awards-and-competition-actually-get-volunteers-track-hours>

UI Assets/Inspiration

<https://assets.materialup.com/uploads/de01517a-3262-4917-b8cf-3bac3aa2cd0f/preview.jpg>
https://www.behance.net/gallery/89346799/Food-Order-App-Pages?tracking_source=project_owner_other_projects
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<https://snazzymaps.com/editor/customize/44>
<https://i.pinimg.com/736x/a3/28/a5/a328a505e8ab8fdb83ba949d823d22cb-television.jpg>
<https://www.figma.com/resources/assets/evericons-for-figma/>
Font Awesome through Iconify
WebHostingHub through Iconify
Noto Emoji (v1) through Iconify

Photos

Photo by Annika Palmari on Unsplash - <https://unsplash.com/photos/Rlt88XBR3G0>
Photo by William Iven on Unsplash - <https://unsplash.com/photos/SpVHcbuKi6E>
Photo by Tristan Le from Pexels - <https://www.pexels.com/photo/smiling-man-and-woman-wearing-jackets-1642883/>
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Photo by Kahar Saidyhalam on Unsplash - <https://unsplash.com/photos/cYXmK32Bdlo>

App Inspiration

Kijiji	Google Maps
Craigslist	Messenger
TaskRabbit	Apple IOS
Facebook	Snapchat
Strava	Airbnb
Instagram	Uber
Headspace	Yelp
Amazon	Spotify