



Exploratory Research

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Meet the Client

Candace Couch, a UGA alumna and counselor based in Athens, specializes in family therapy.

She has a great deal of experience working with children & adolescents and their families to decrease conflict and difficulties while increasing connection and understanding. To do this, she utilizes genograms, also known as family diagrams, to enhance therapeutic outcomes and provide deeper insights into an individual's family dynamics and personal self-awareness.



The Tech

What is currently being used?

There are two widely used methods that therapists use to make genograms. The first, and most common, is by drawing them with pen and paper. A therapist would print out a template and write on it, then have to file it away under strict protections to ensure the confidentiality of patient information.

The second most prevalent method of creating genograms is on the computer. The apps and softwares that exist to do this are quite outdated, both in appearance and in how a user interacts with them.



The Tech

What will we be using?

Candace discussed the difficulties of drawing a genogram with one hand while balancing taking additional notes on an iPad with the other hand, so we hope to combine both functions into an app on the iPad. The big issue that the second method of generation encounters is the physical barrier that a computer creates between patient and therapist. To solve the issues that exist with both current forms of creating genograms, we will be designing for the iPad with the Apple Pencil, hoping to achieve a much more fluid and personal creation process.



Leaders in the Field



GenoPro is the number one software for creating genograms. It has a robust set of actions you can perform and a few shortcuts to make the process easier, however, it leaves a lot to be desired. The appearance of GenoPro is wildly outdated and not conducive to a positive user experience.



iGenogram is the only service out of these that is made for the iPad. Because of this, it is the most similar to the app we hope to create, however, it still lacks the polish of a modern product. There are a few things that could be improved, and the use of the Apple Pencil will change how our app is interacted with.



Lucidchart and creately are online services that allow you to make a variety of charts and diagrams. They are less specialized than the genogram tools, but their UI is updated and they allow multiple people to edit charts at the same time.



Family Diagram

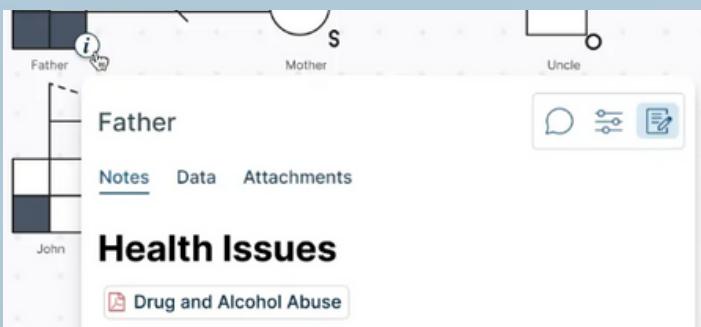
The Family Diagram app is slightly different from the others since it utilizes different research. The core of the app, however, is mainly the same, but with a more updated UI as well as a timeline feature.



What Works Well?

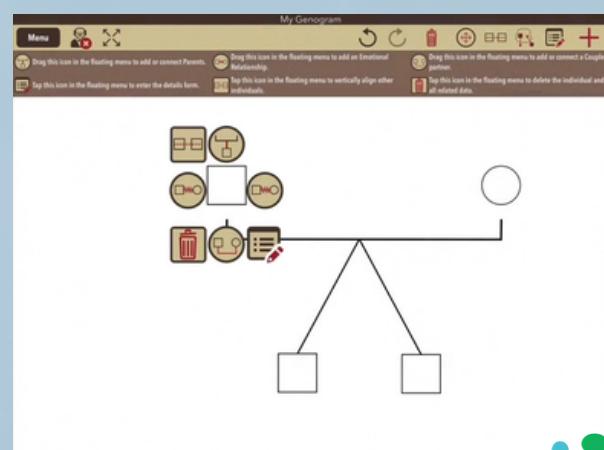


The menus, libraries, and hover info boxes available are intuitive and pleasant to look at, however, they are designed for a computer screen in mind.



iGenogram

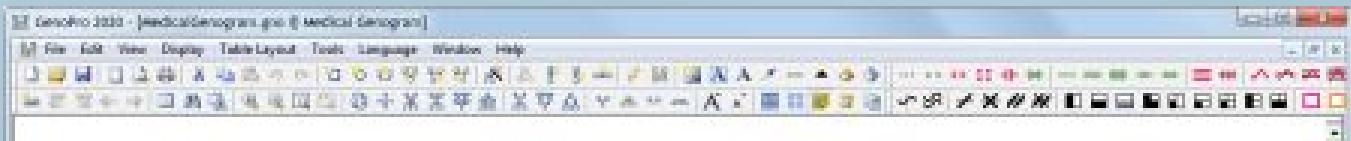
Clicking on a shape will bring up additional options for that shape, including making a new connection, changing the shape, or inputting notes. We would like to incorporate options that pop up on click, as well as information on hover or click.



Where to Improve

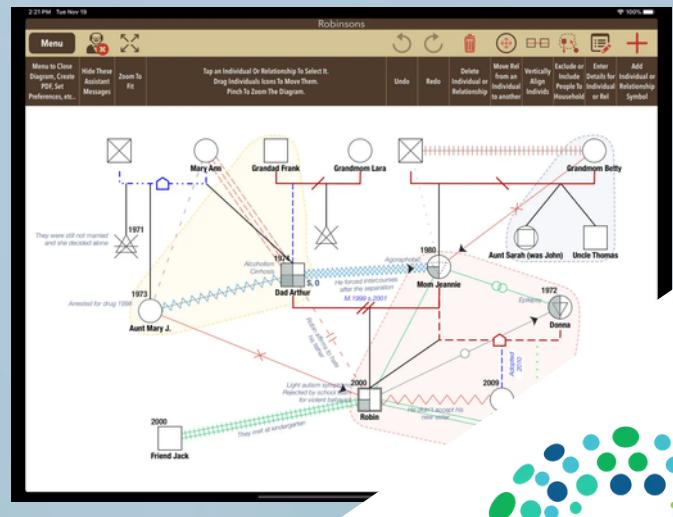


The appearance of GenoPro could use a huge refresh, especially the top menu that displays what you can add to the genogram and the “Family Wizard” that shows more details about a specific person on the genogram.



iGenogram

Although it is helpful to be able to distinguish between parts of the genogram at glance, it is possible to put too much information on one page. Finding a good way to store this information in a place that feels intuitive to access is key for good UI and will be a challenge to design and implement.



Innovations

A big focus of our app that every other software out there does not seem to incorporate is the learning aspect. Using the information that Candace has compiled through her research and knowledge of the topic as a family therapist, we want users to be able to look at the connections on their genograms and learn more about what those relationships mean and how they affect their life. Another thing we hope to integrate into our app is support for the Apple Pencil and some of the features unique to that. The use of a pencil will allow for a lot more fluidity in the creation of genograms and taking notes all in one place.

