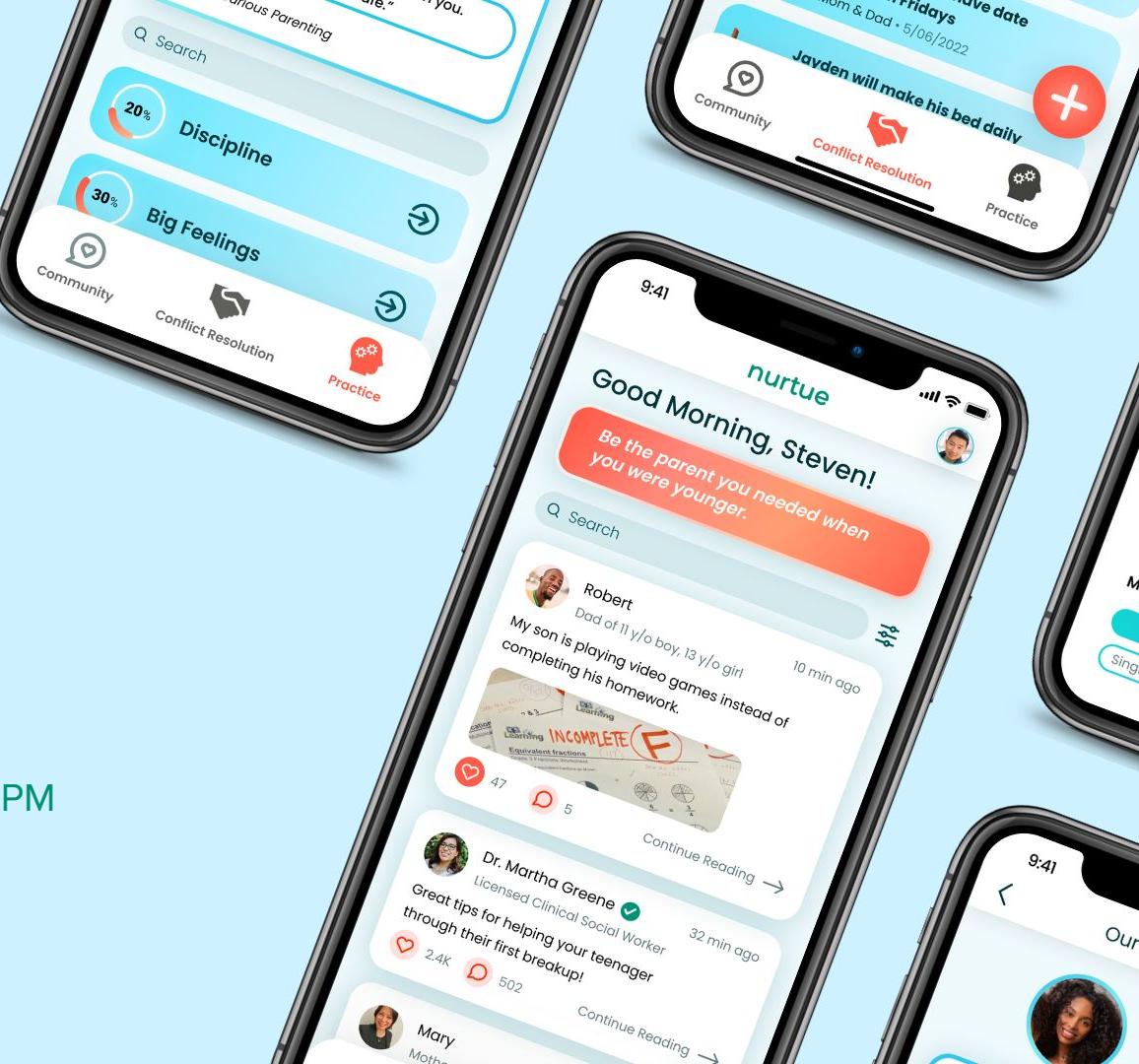




nurtue

grow together.

Team 2, “Caring From Within” - 2:30PM



Our Team



Meng G.
UX Researcher
M.S. Symbolic Systems,
C/O '23



Catherine H.
Product Manager
B.S. Computer Science (HCI),
C/O '23



Dyllen N.
Product Designer
B.S. Human-Centered
Design and Engineering,
C/O '24



Rui Y.
Software Engineer
M.S. Computer Science (HCI),
C/O '23

Value Proposition

Grow together.

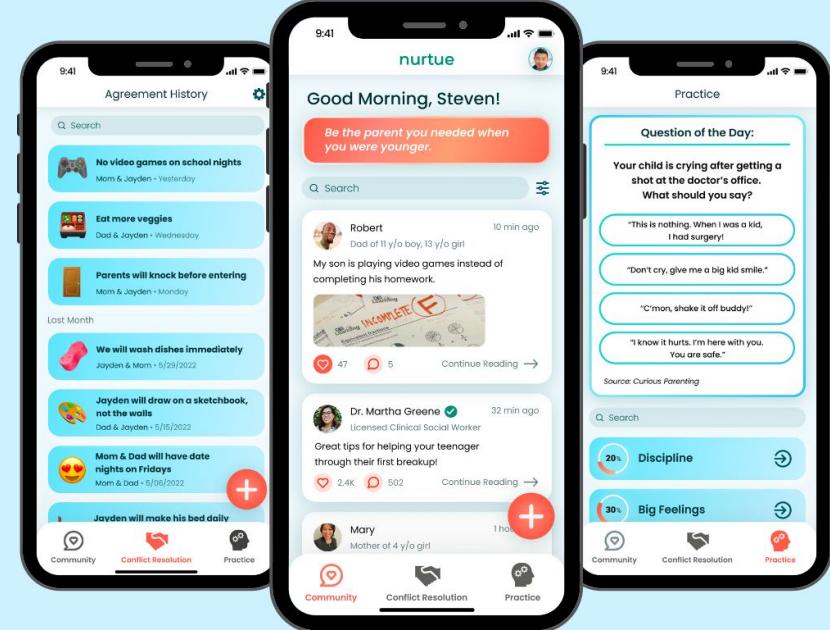


The Problem

Parents often feel inadequate in their parenting efforts and would like validation and guidance. They also express concerns about handling conflicts with their children, and want more effective conflict resolution.

The Solution

Nurtue exists to improve relationships between parents and their children by promoting healthy communication habits and communal support. *Nurtue* connects parents with experts for recommendations, uses quizzes to help parents practice parenting skills and makes conflict resolution between parents and kids more meaningful.



Overview

1. Heuristic Evaluation Results
2. Revised Design
3. Hi-Fi Prototype Status
4. Hi-Fi Prototype Demo



Heuristic Evaluation

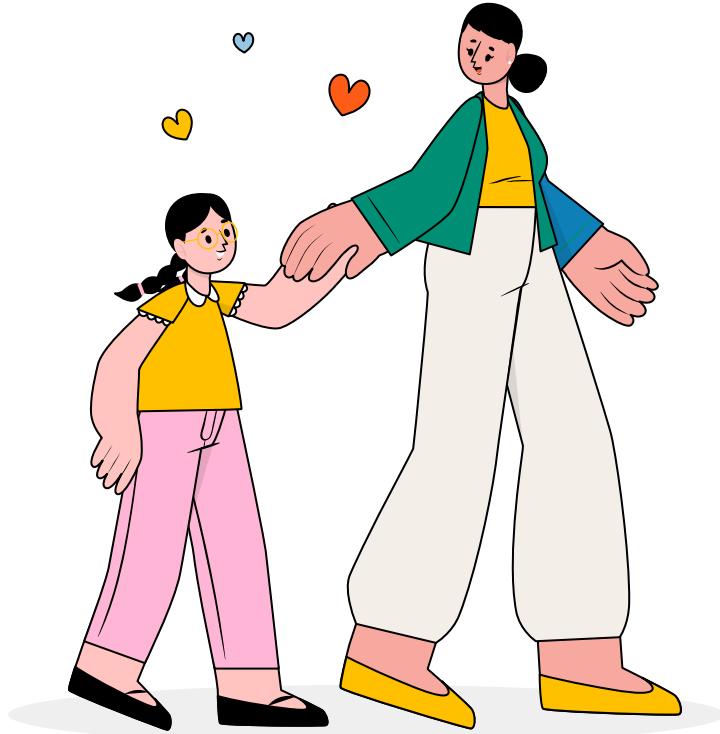
Summary of Results

Severity 3-4:

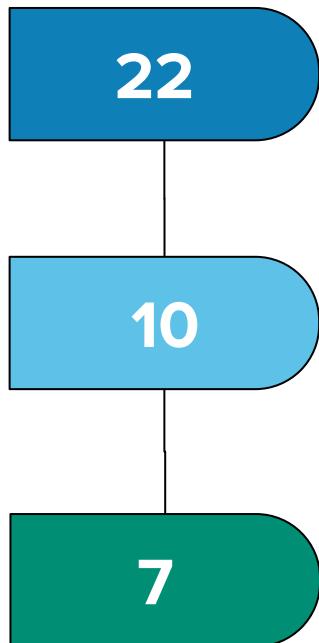
19 Heuristic Violations → 13 Changes

Severity 1-2:

49 Heuristic Violations → 23 Changes



Most Violated Heuristics



H4: Consistency & Standards

H7: Efficiency of Use

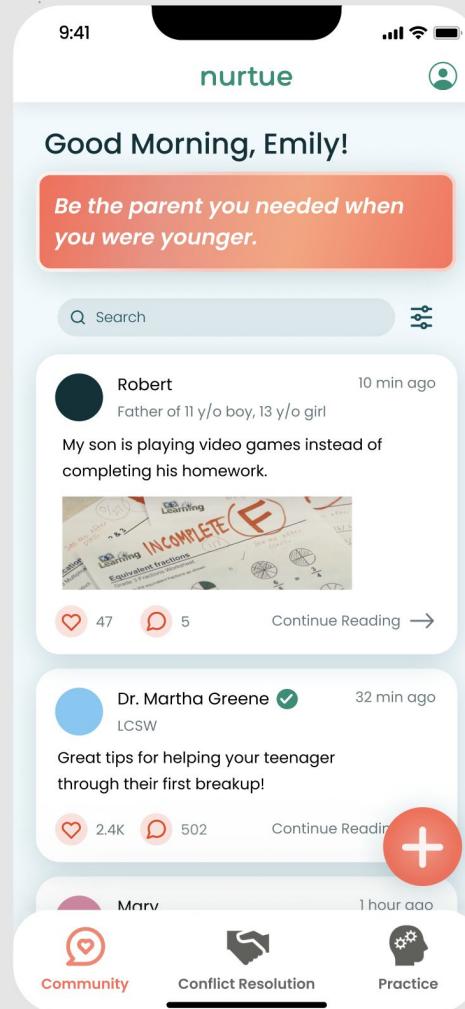
H2: Match System & World



Revised Design

ISSUES: COMMUNITY PAGE

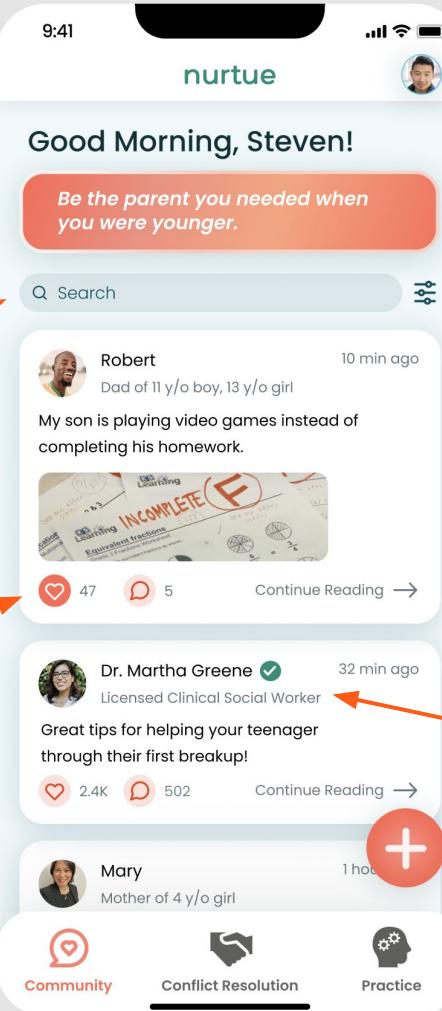
- Some box items have more rounded corners than others. (H4)
- The search bar is not aligned with the rest of the items on the page. (H4)
- Users are unsure whether a “like” button is already pushed or not. (H4)
- Dr. Martha Green's occupation of “LCSW” may be unfamiliar to some parents. (H12)



FIXES:

Align the search bar with the other elements.

Demonstrate what a “liked” post looks like by changing the colors of the button.

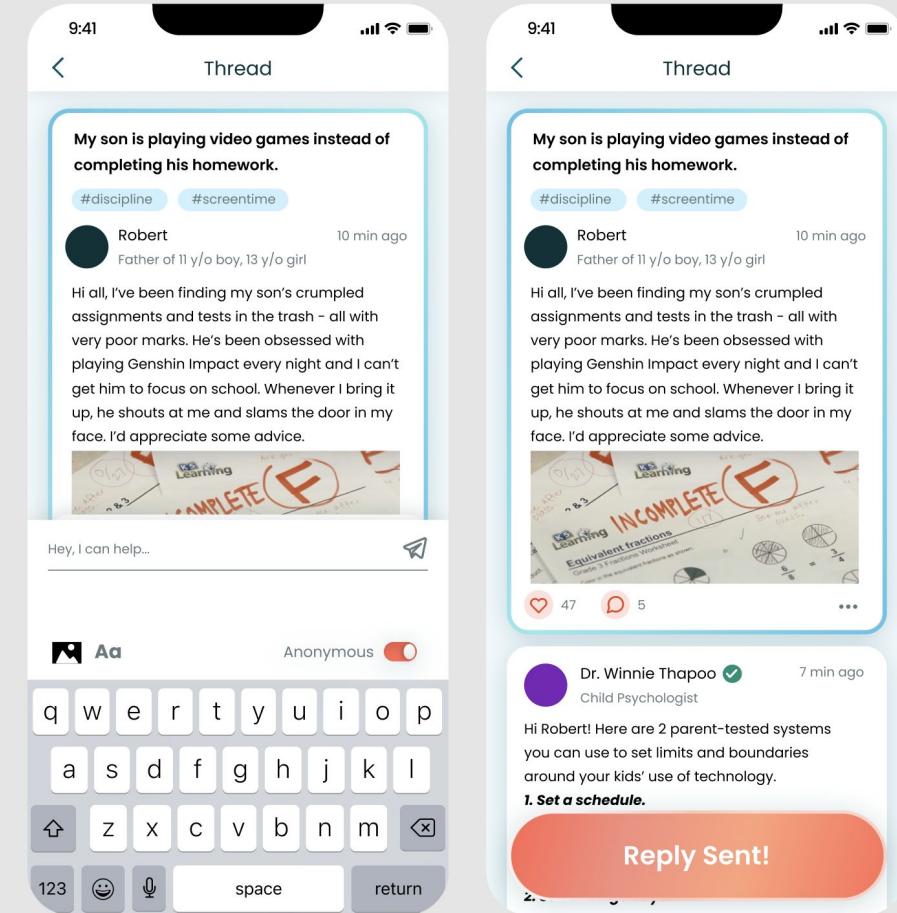


Increase the border radius of the daily affirmation to match the other boxes.

Change “LCSW” to “Licenced Clinical Social Worker”

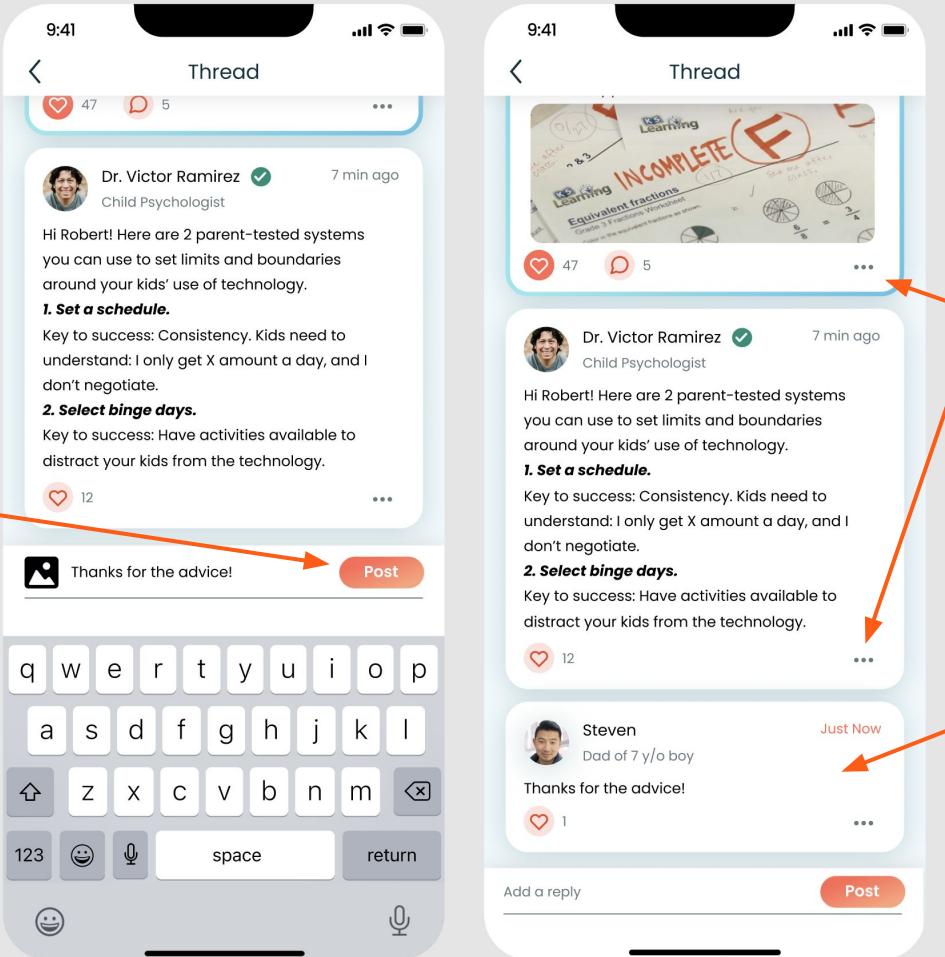
ISSUES: REPLYING TO A POST

- When responding to a community post thread, a “Reply Sent!” confirmation that pops up, but the user cannot actually see their response in the thread. (H1)
- Users need a way to report or delete posts and comments. (H12)
- The paper airplane icon is difficult to tap and notice due to color and sizing. (H5) (H11)



FIXES:

Swap out the paper airplane icon for a post button that is easy to see and consistent with the design system.

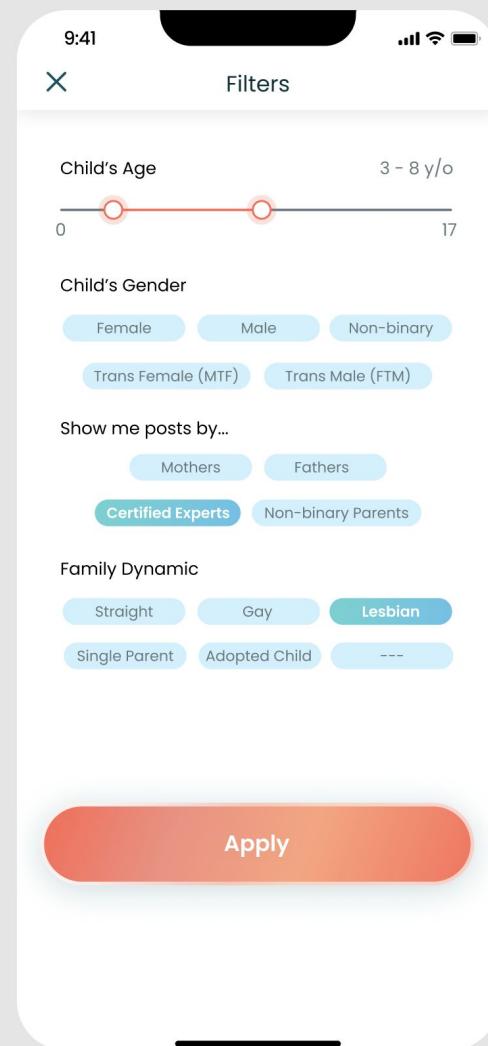


Hi-Fi prototype now supports deleting & reporting a post.

When a user hits the reply button, they can see their reply at the bottom of the thread.

ISSUES: FILTERS PAGE

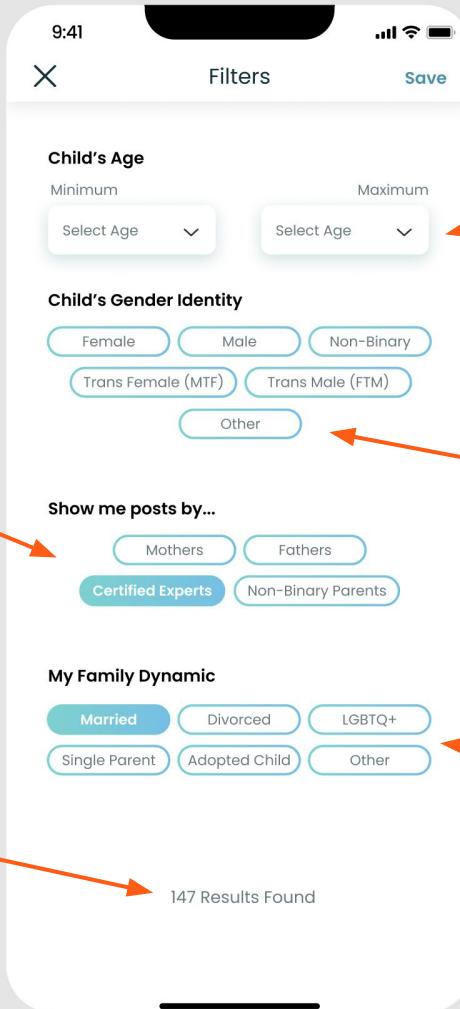
- No indication of how many results will be returned when the filters are applied. (H1)
- The differentiation between a selected and unselected button is difficult to see. (H11)
- Gender category does not account for people who identify outside of the given options. (H12)
- Child's age selection bar is unintuitive for some users. (H11)



FIXES:

Change the unselected button style to white with a blue border.

Number of results found is shown at the bottom.



A more intuitive way for users to select the min and max ages.

Gender identity includes “other”

Changes to family dynamic categories.

ISSUES: USER PROFILE

- The filters page allows users to filter through posts by child's age, gender, and family dynamic, but there is no explicit field to input this information. (H4)
- If the app is on one parent's phone, it is difficult for another parent to view their shared agreements. (H7)

FIXES:

Design a profile page that allows users to specify their identity, family, and other information.

The image displays three sequential screens from a mobile application, illustrating the process of creating and editing a family profile.

Screen 1: My Profile
This screen shows a user's profile picture and basic information. The name "Steven" is displayed, followed by the subtitle "Dad of 7 y/o boy". Below this is a blue button labeled "Edit Profile", which is highlighted with a red rectangular box and an orange arrow pointing to it. Other visible options include "My Posts", "Bookmarks", "Push Notifications" (with a toggle switch), "FAQ", and "Account Settings".

Screen 2: Edit Profile
This screen provides more detailed profile settings. It includes a "Change Profile Photo" section, a "My Name" field containing "Steven", and a "I identify as..." section with several gender identity options: Female, Male (which is selected and highlighted in blue), Non-Binary, Trans Female (MTF), Trans Male (FTM), Other, and a plus sign (+) button for adding more. Below this is a "My Family" section listing "Jayden" (7 year old boy) and "Renee" (Mom), each with an "Edit" button. A "My Family Dynamic" section follows, featuring categories like Married, Divorced, LGBTQ+, Single Parent, Adopted Child, and Other.

Screen 3: Add Family Member
This screen is used to add new family members. It has a "Select Profile Photo" section, a "Name" field with a placeholder "Type here...", a "Gender Identity" section with the same set of options as the previous screen, and a "Birthday" section showing a calendar for February 2007. The date "Feb 2007" is highlighted in blue, and the 20th of February is also highlighted in blue, indicating it is the current selection or a key date.

ISSUE: SEARCH PAGE

- There is a “Cancel” button that is inconsistent with other cases in the app when the user wants to exit using “<” or “x”. (H4)

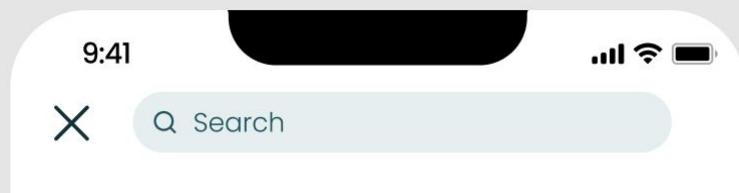
FIX:

- Remove the “Cancel” button and insert an “x” in the left hand corner, similar to the other screens.

Before

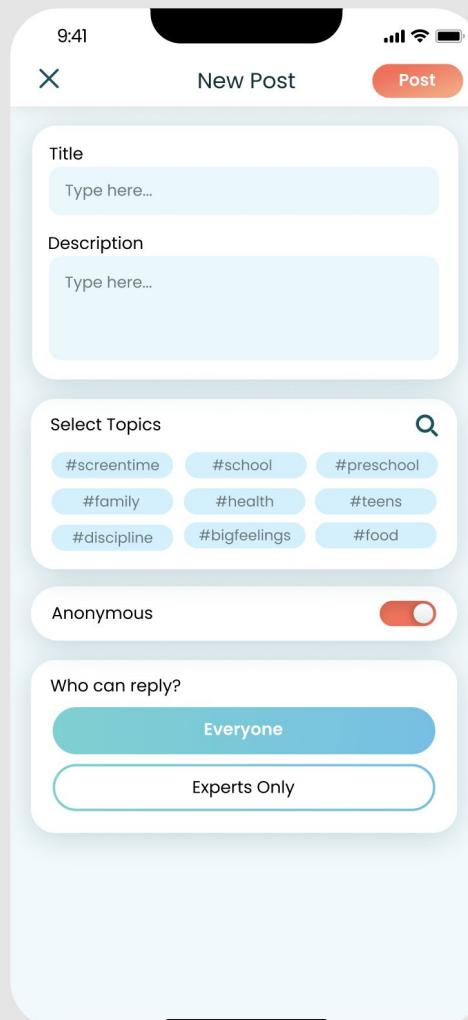


After



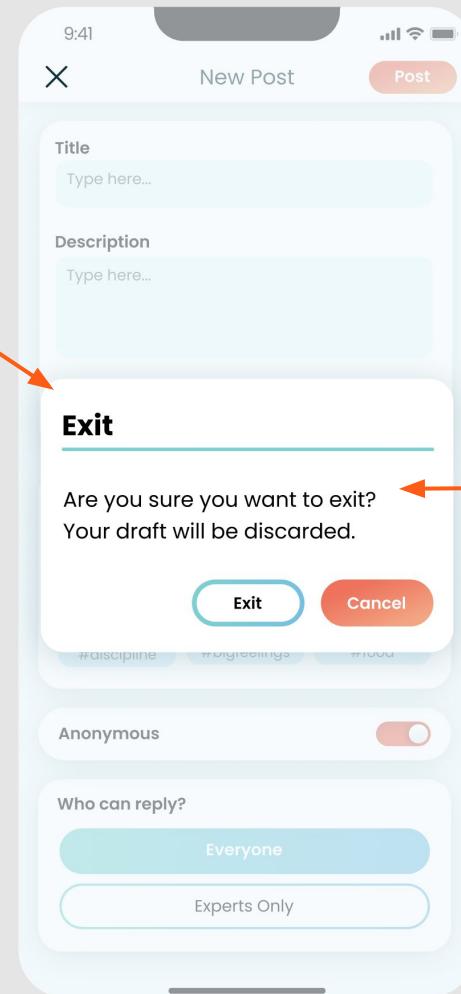
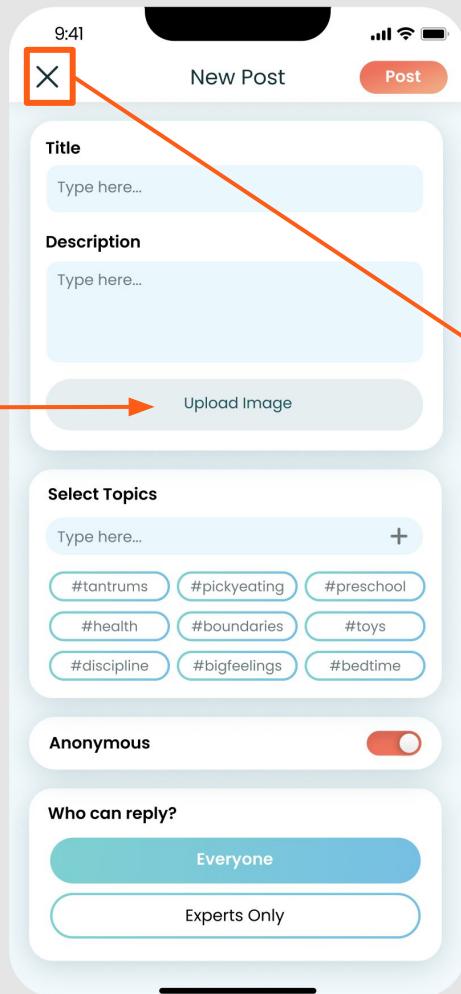
ISSUES: NEW POST

- One of the posts in the Community page displays an image, but when making a post there is no option to add a picture. (H4)
- If the user clicks the “x” there is no confirmation message, so if they accidentally clicked it, all their work would be lost. (H5)



FIXES:

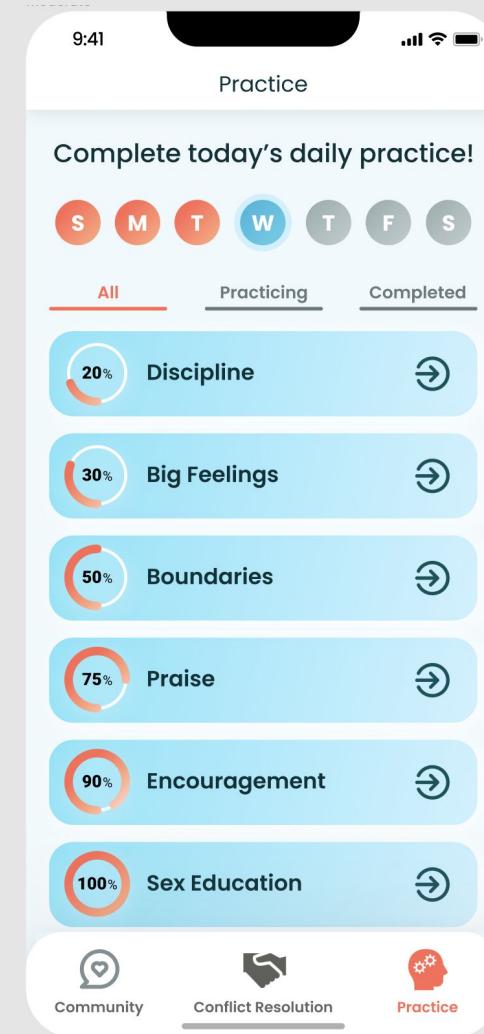
Add an option to upload an image



When users tap the “x”, a confirmation pops up

ISSUES: PRACTICE PAGE

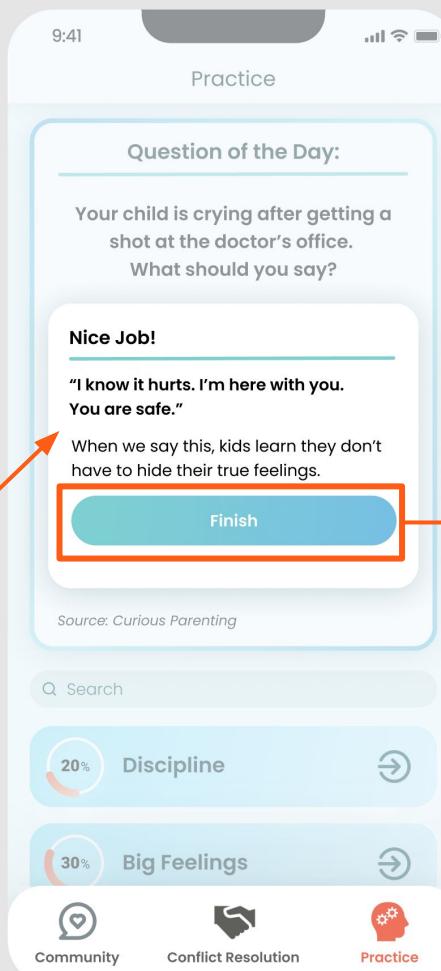
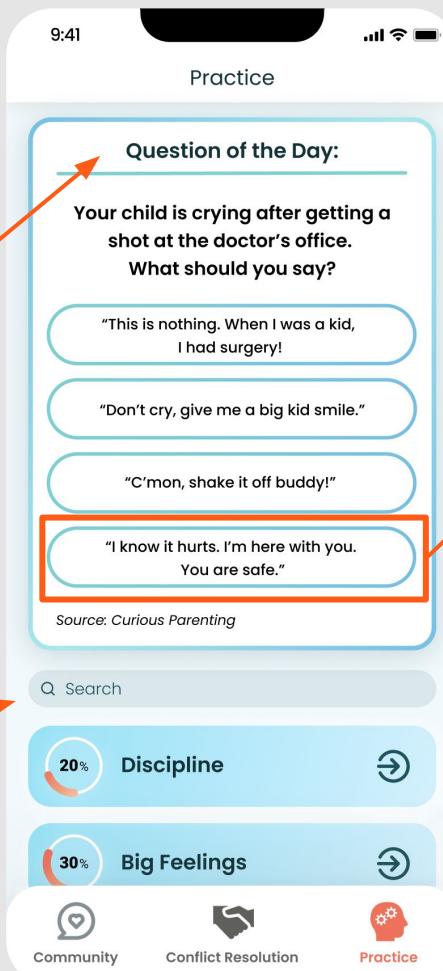
- Tracker at the top is lacking in functionality. It does not indicate time periods longer than a week or keep track of streaks. (H1)
- No indication of what today's daily practice means. Users are just shown a list of modules. (H2)
- No way for users to search through the modules by name. (H7)



FIXES:

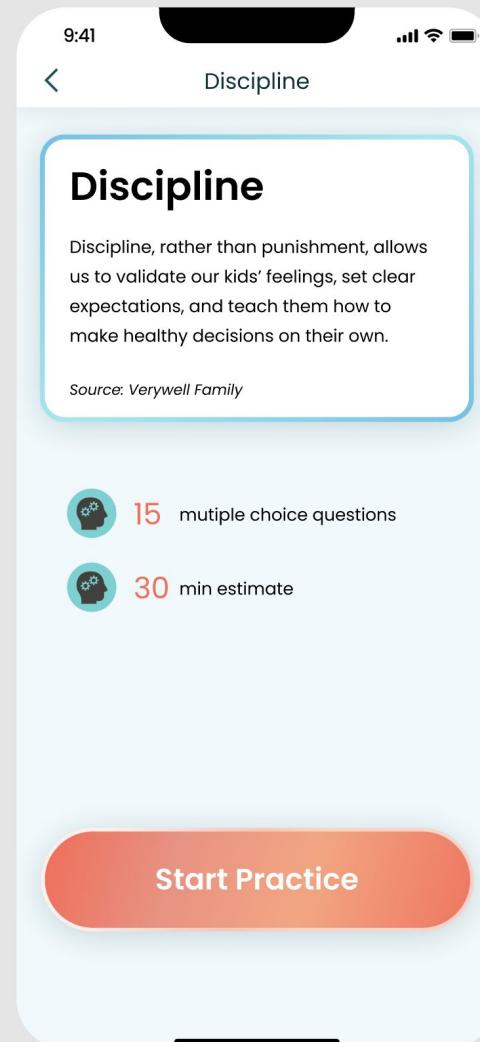
Remove the daily log and instead add a “Question of the Day”.

Add a search bar for users to find specific modules.



ISSUES: PRACTICE PAGE

- The “Practice” page shows that the user has already started the “Discipline” module, but the button the discipline page indicates they have yet to start. (H4)
- Users may want to review previously answered questions. (H3)



FIXES:

Say “Resume Practice” for modules that have already been started.

9:41 Discipline

Discipline 90%

Discipline, rather than punishment, allows us to validate our kids' feelings, set clear expectations, and teach them how to make healthy decisions on their own.

Source: Verywell Family

15 multiple choice questions

30 min estimate

Resume Practice

View All Questions

X Discipline

What should you say if...?

Completed Incomplete

Your kids are fighting over a toy.

"If you don't stop fighting right now, no one gets the toy!"
"Be nice. Let them have a turn."
"Do you have any ideas on how we might solve this?"
"Who started it?"

Your kids are running in the halls.

"Don't run!"
"If you want to run, let's head outside."
"Stop it. You have too much energy."
"You're going to trip and fall if you keep doing that."

Your kid pushes their friend.

"Don't be rude."
"Look what you did. Your friend is mad because of you."
"I didn't raise you to act this way."
"If you need more space, say 'back up.'"

Your kid yells "Give me the iPad!"

"Please ask me in a nicer way."
"Not with that tone."
"If you keep asking you'll never get it!"
"Be quiet."

Your kid tracked mud into the house.

"Let's write a note so we remember to take boots off."

Include a page with all of the questions and answers in the module.

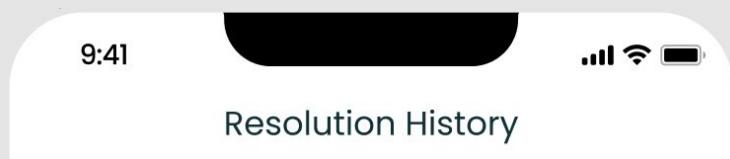
ISSUE: RESOLUTION HISTORY

- The title says “Resolution History” but every other page refers to these as “agreements”. Inconsistent word usage. (H4)

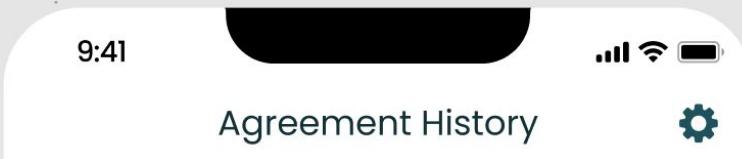
FIX:

- Rename the title of the page to “Agreement History”.

Before



After

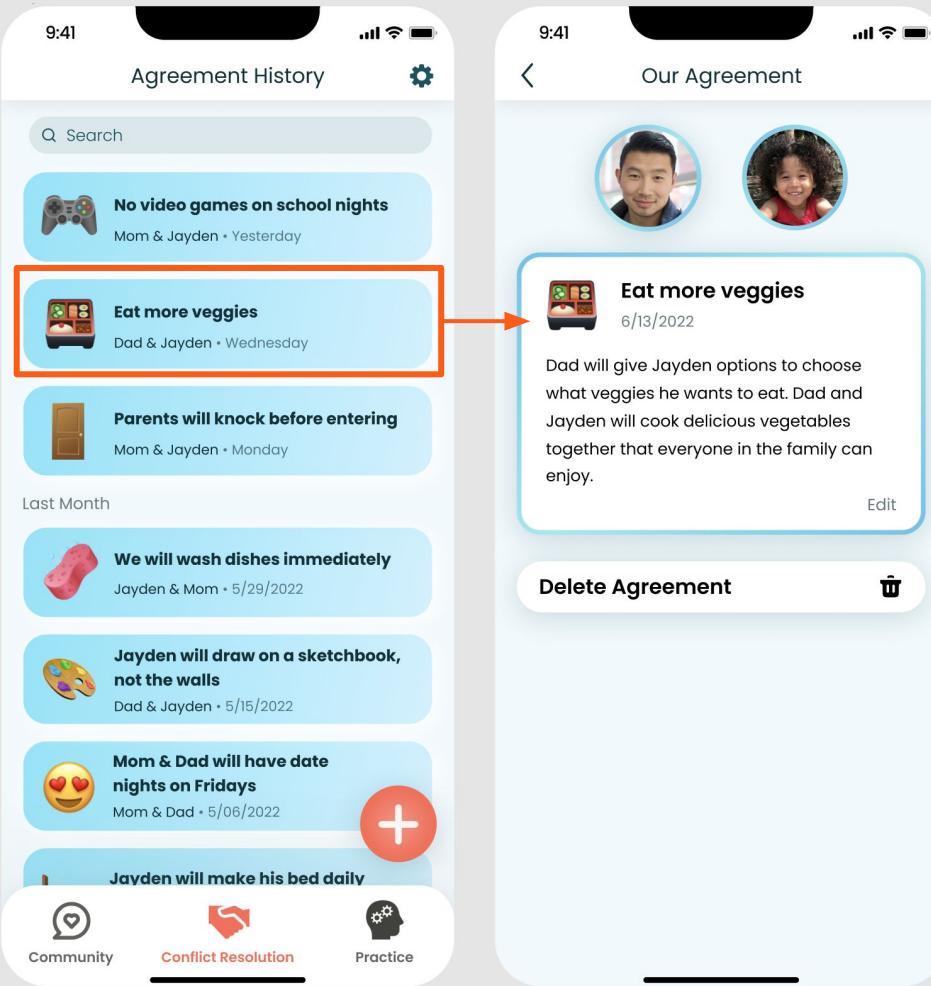


ISSUE: MANAGING AGREEMENTS

- There is no way to edit or delete an agreement that has made in the past and may no longer apply to the family anymore. (H7)

FIXES:

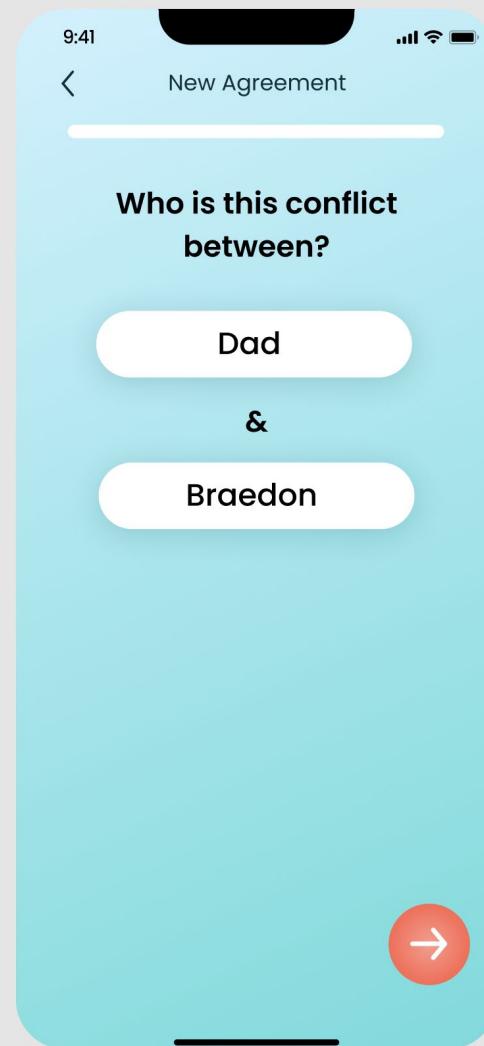
From the “Agreement History” page, users can view a specific agreement by clicking on it.



Here, they can read the full description, edit, or delete the agreement.

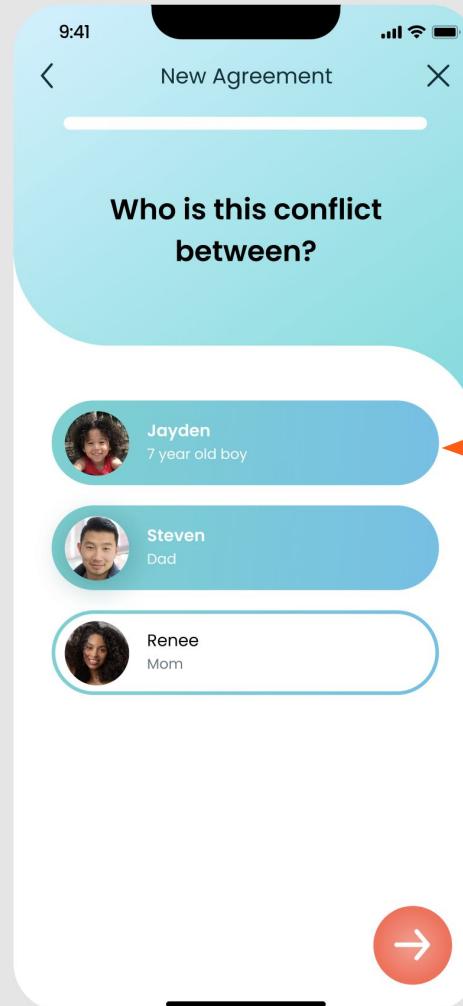
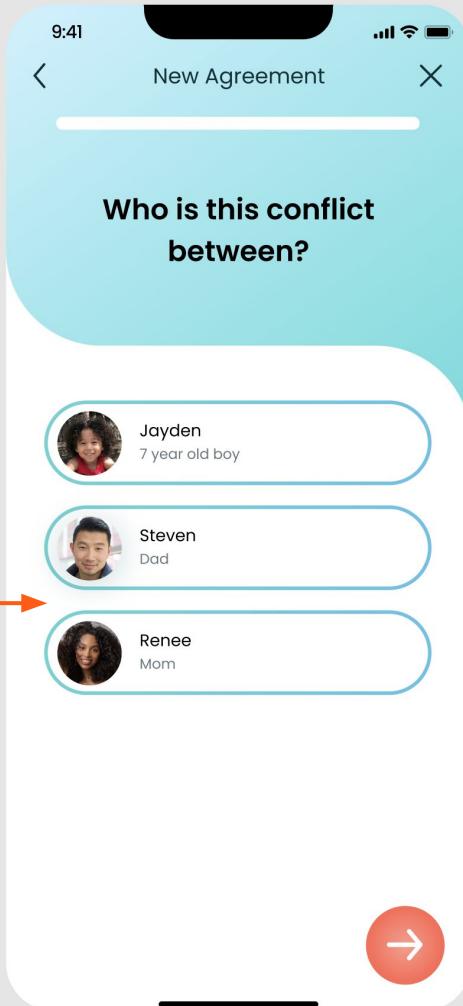
ISSUE: NEW AGREEMENT

- Unclear how users input or select who the conflict is between. (H6)



FIXES:

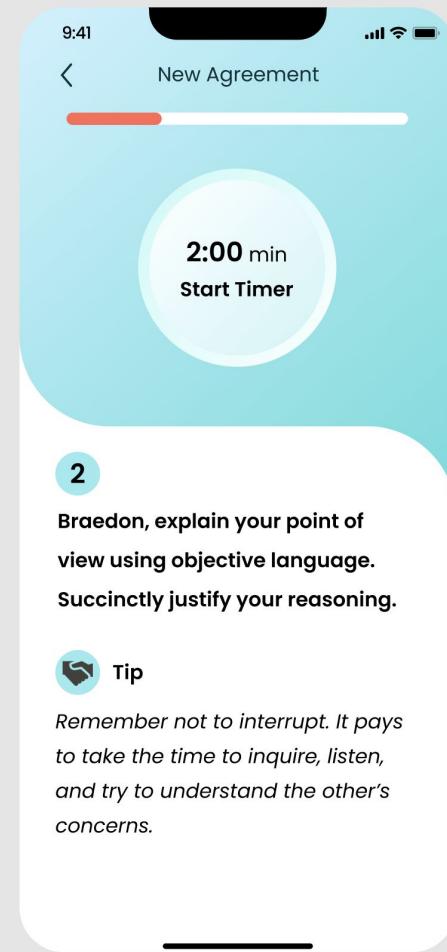
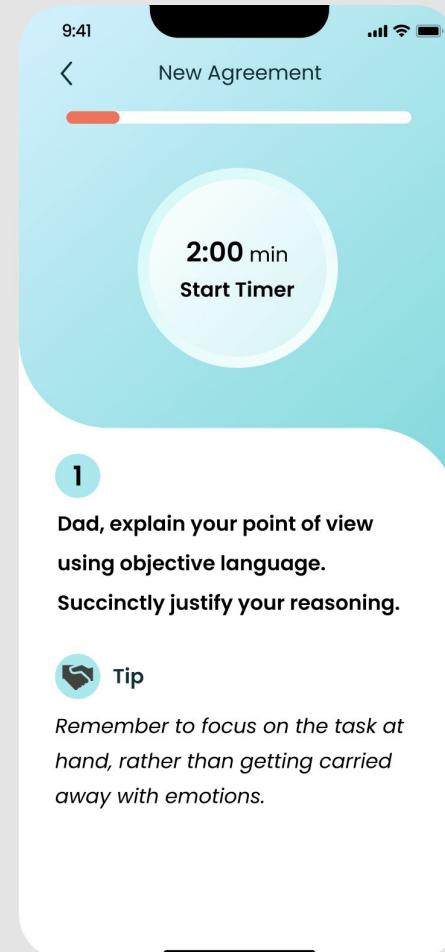
Family members created in the user's profile will appear here.



Users can select which members are involved in the conflict.

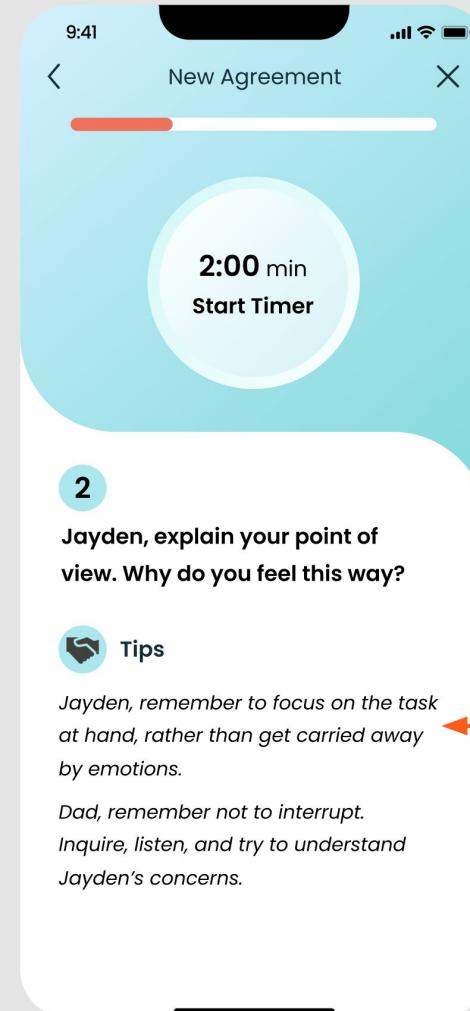
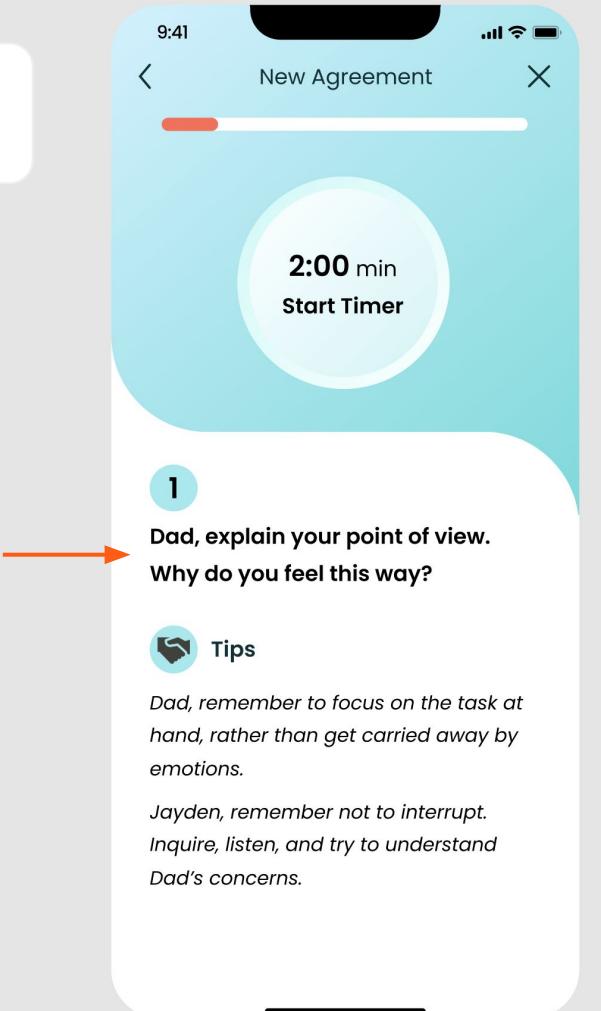
ISSUES: NEW AGREEMENT

- The language used in the instructions is too complex for kids to understand. (H2)
- Unclear who the tips are directed toward. (H2)



FIXES:

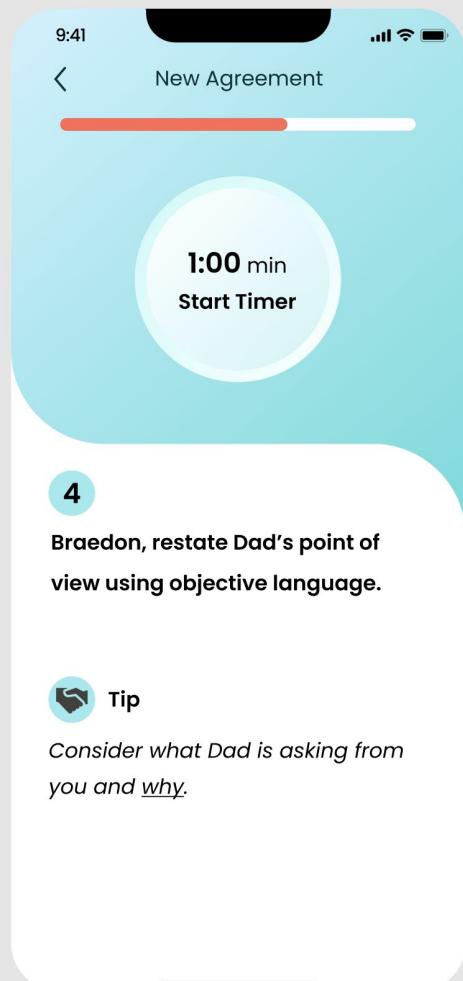
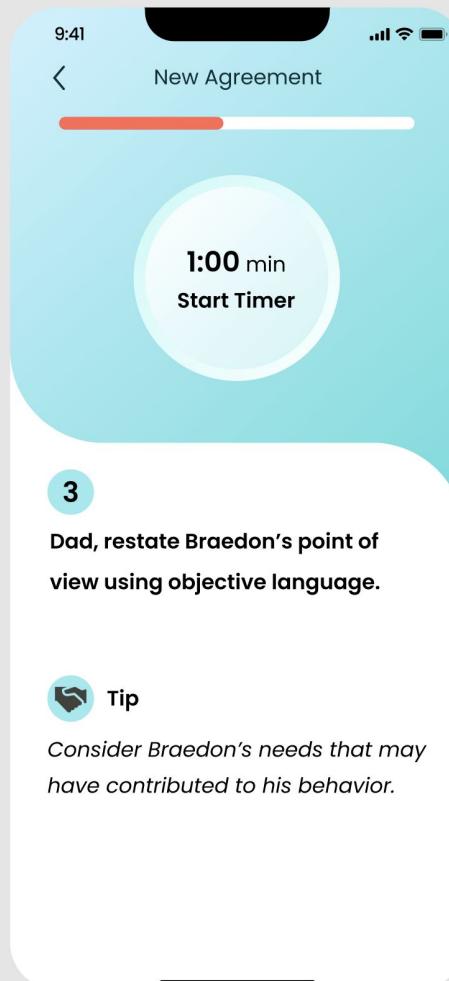
Simplify the language used in the instructions.



Specify who the tips are directed toward.

ISSUE: NEW AGREEMENT

- When users restate the conflict, the tips assume that the conflict is due to Braedon's behavior rather than Dad's. Situations differ and it may be the other way around. (H2)



FIXES:

**Make the tips the same
for both parties.**



The image displays two side-by-side screenshots of a mobile application interface. Both screens show a top navigation bar with the time '9:41' and signal strength indicators. The title 'New Agreement' is centered at the top, with a back arrow on the left and an 'X' button on the right. A large red progress bar is visible above the main content area.

Screenshot 1 (Left):

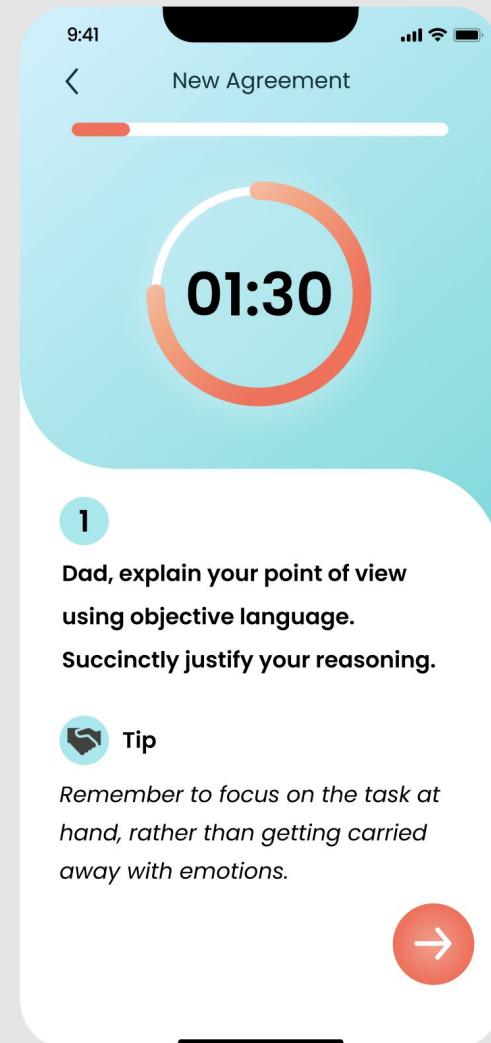
- A central circular button contains the text '1:00 min' and 'Start Timer'.
- Below the button, a callout bubble labeled '3' contains the text: 'Dad, restate Jayden's point of view objectively.'
- Underneath this, a 'Tip' section features a handshake icon and the text: 'Consider what Jayden needs from you and why.'

Screenshot 2 (Right):

- A central circular button contains the text '1:00 min' and 'Start Timer'.
- Below the button, a callout bubble labeled '4' contains the text: 'Jayden, restate Dad's point of view objectively.'
- Underneath this, a 'Tip' section features a handshake icon and the text: 'Consider what Dad needs from you and why.'

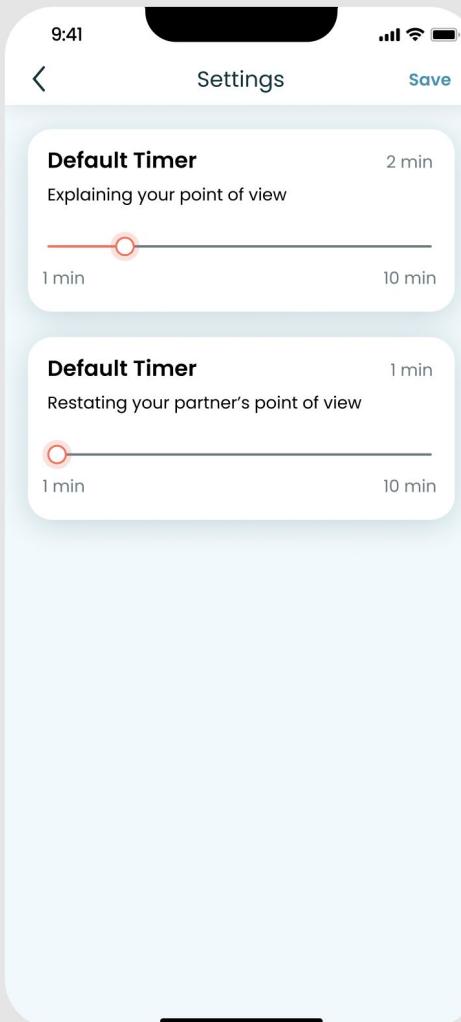
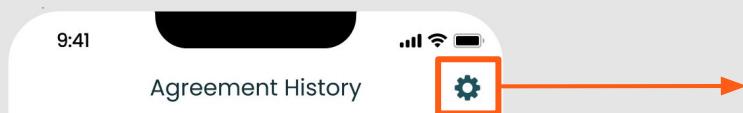
ISSUE: NEW AGREEMENT

- The set timer may not be enough time for the user to complete the instructions. (H7)



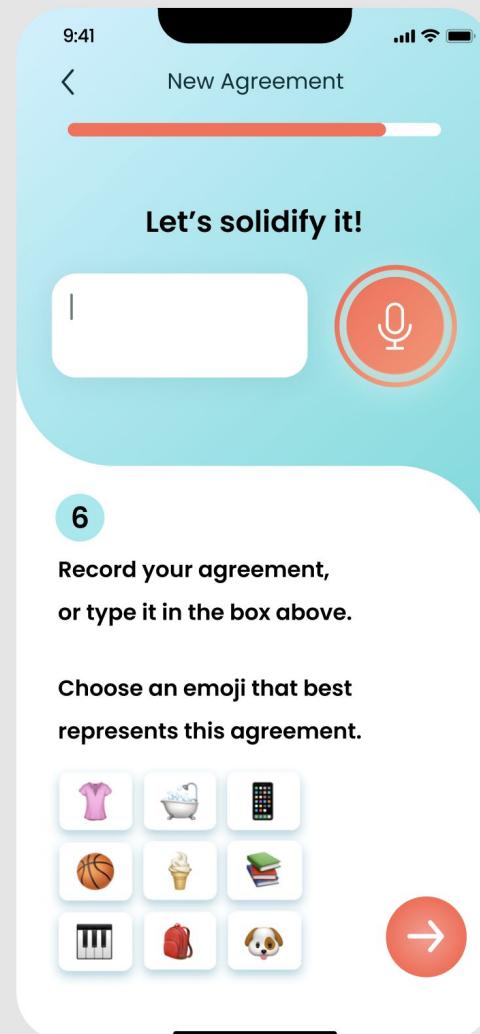
FIXES:

Add a settings icon to the “Agreement History” page that allows users to adjust the default timers for the two timed stages.



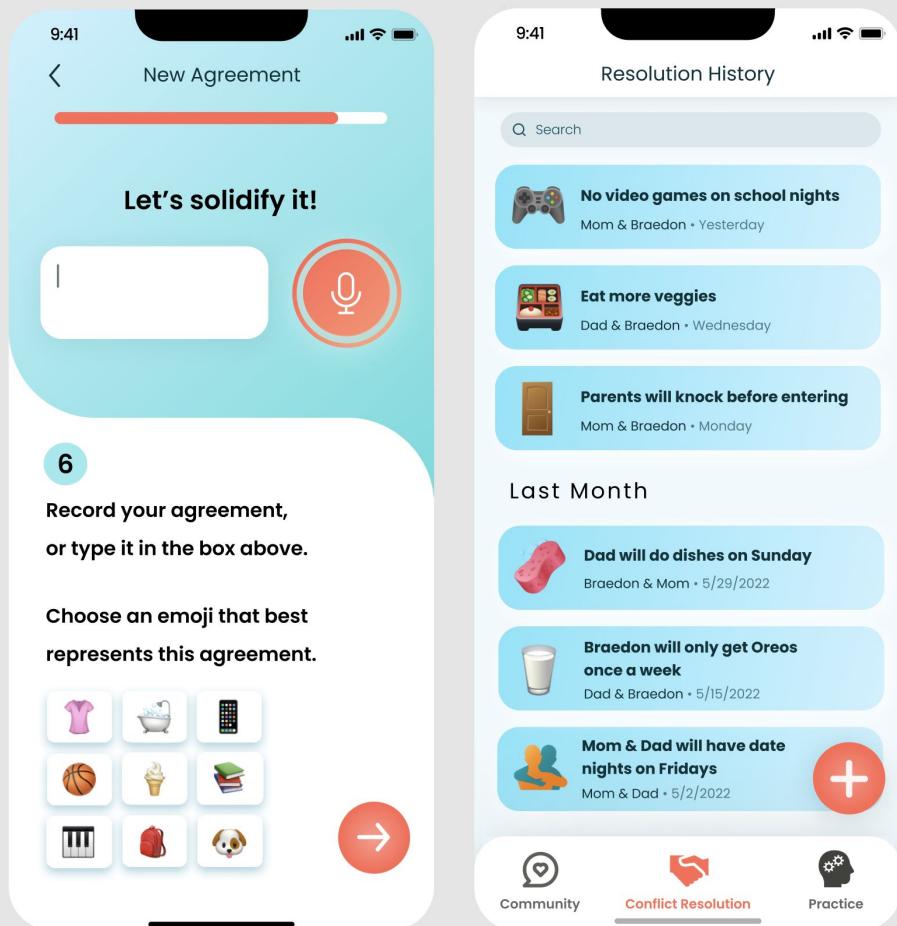
ISSUES: NEW AGREEMENT

- Users are asked to record or type their agreement, but it seems that the user can do both and suffer no consequences. (H5)
- There is an option to voice record, but users are unsure what a voice-recorded agreement would look like on the saved agreement page. (H4)



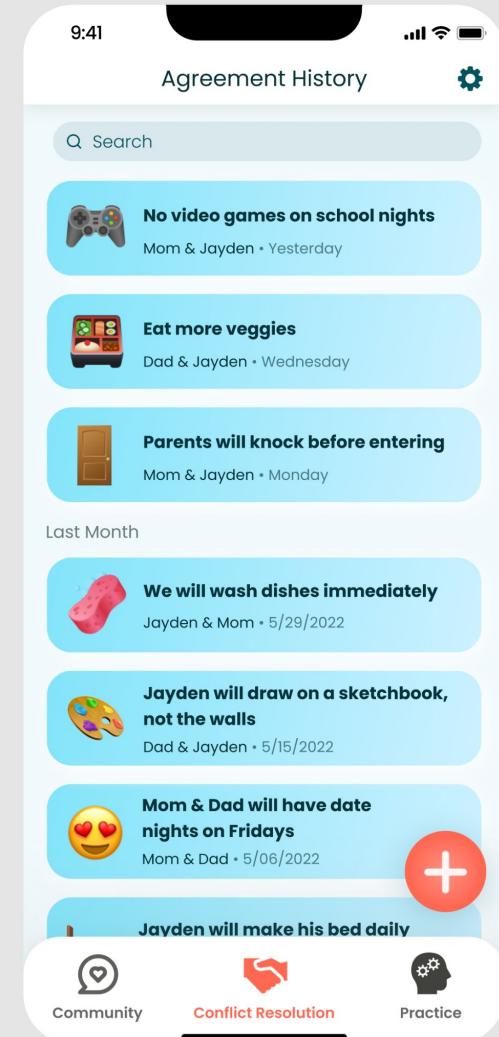
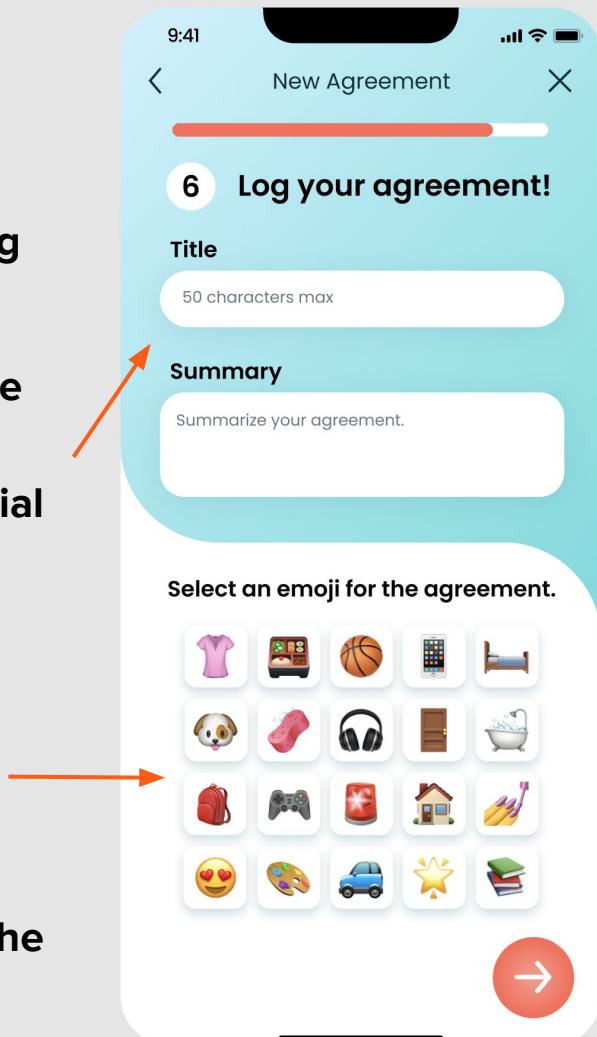
ISSUES: NEW AGREEMENT

- No indication of a character limit when users input their agreement, but the “Resolution History” boxes have a fixed size. (H4)
- The instructions and emojis are off-center. (H4)
- The emoji options are limited and do not include all of the emojis used in the “Resolution History” page. (H4)



FIXES:

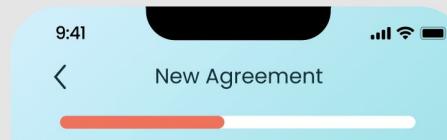
- Remove the voice recording option entirely.
- Move the instructions to the top so users can read and perform actions in sequential order.
- Add a max character limit.
- Center all UI elements.
- Wider array of emojis to choose from, including the ones that are featured on the “Agreement History” page.



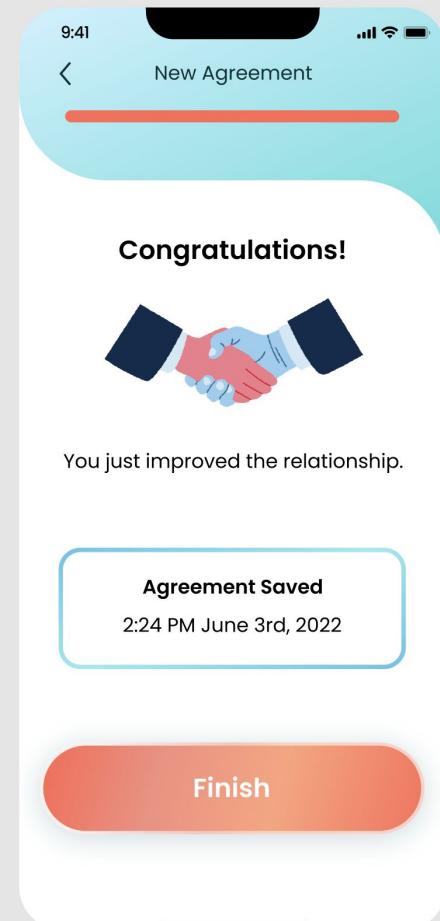
ISSUE: NEW AGREEMENT

- As users go through the Conflict Resolution process, they can go backwards, but they cannot exit out of the entire process. (H3)
- Once the agreement is saved, users are still able to go backwards in the process. This may leave users wondering if they can alter an already saved event. (H4)

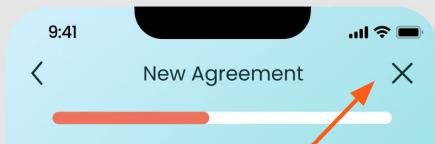
During the process:



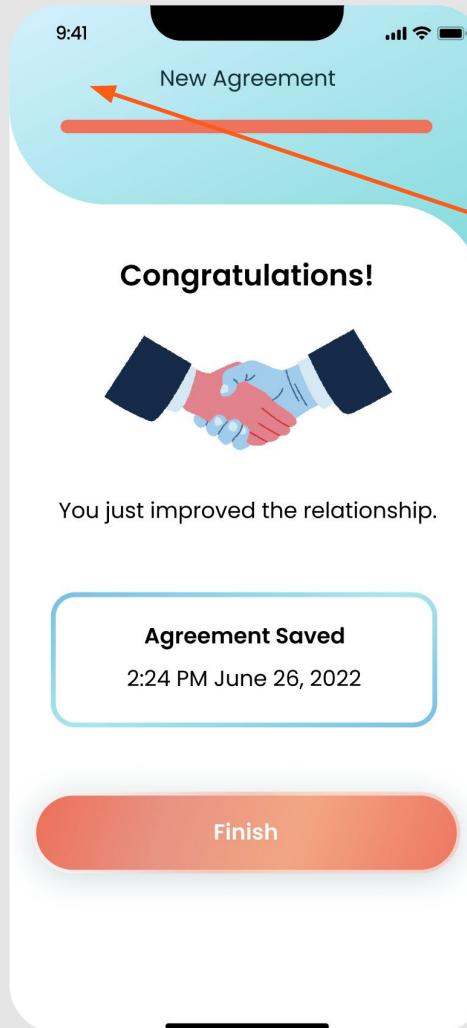
Process completion:



FIXES:



**Allow users to exit
at any time during
the process**

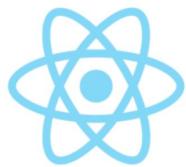


**Once the agreement
is saved, users
cannot go backward.**

Hi-Fi Prototype

Status

Tools Used



React Native

Application
Framework



Expo

Software
Development Kit



VSCode

IDE



Redux

State
Management



Figma

Design
Components

Implemented Features

Community Tab (Simple Task)

- View/Add/Delete posts and replies
- Heart posts and replies
- Search posts by content/topics
- Filter posts by child's age/gender

Practice Tab (Moderate Task)

- View question of the day and practices

Conflict Resolution Tab (Complex Task)

- View agreements



Unimplemented Features & Plan

Practice Tab (Moderate Task)

- View/Save practice progress

Conflict Resolution Tab (Complex Task)

- Save/Edit agreements

Misc

- View/Edit profile

Plan

- View: finalize design for Conflict Resolution and Practice according to Figma
- Save/Edit: Hook UI with state management to support data mutation and persistence
- Implement Profile UI and evaluate remaining time for whether to support data mutation (not core task)

Wizard of Oz

Recommendations and personalizations are implemented by Wizard of Oz

- Recommended Topics and Trending Now in the Search screen
- Selectable topics in the New Post screen

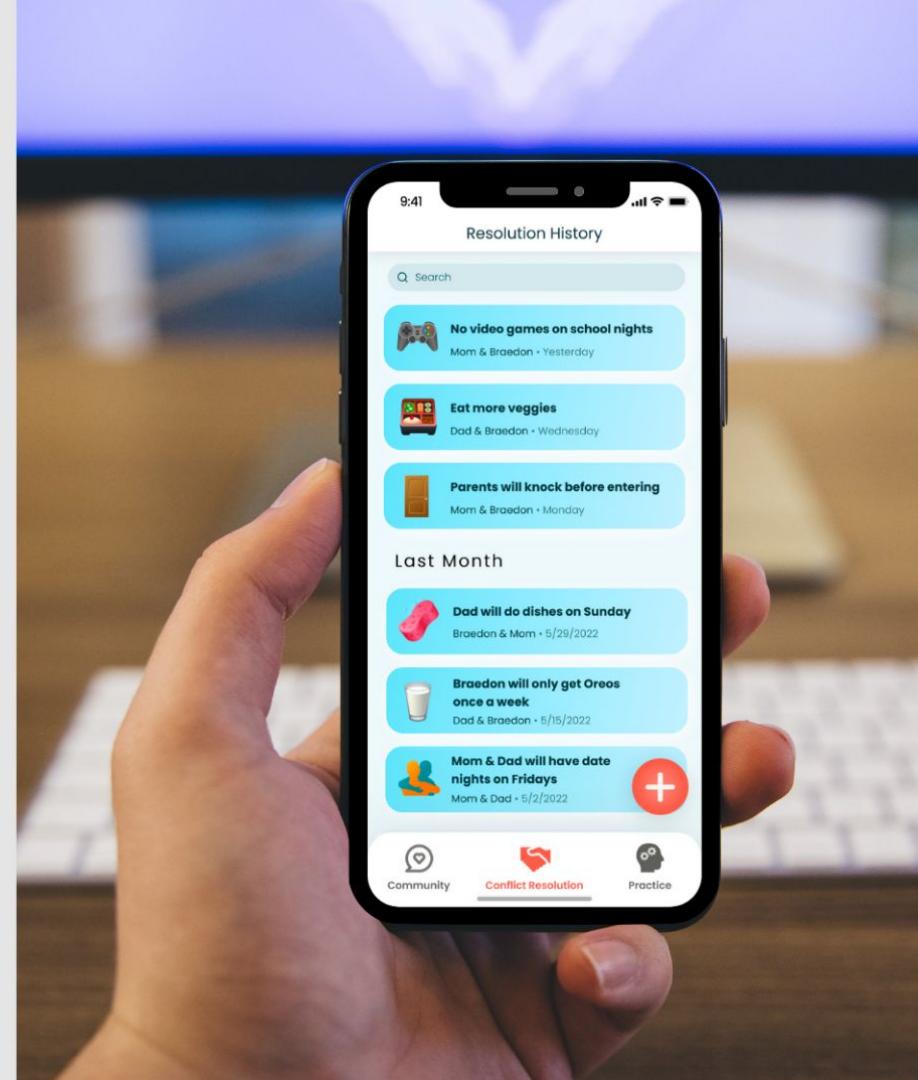
Hard-coded Items

User profiles: pre-existing user profiles (names & photos), including the current user, fellow parents and experts

Community posts: pre-existing posts and replies as well as the “heart” count

Practice questions: Question of the Day and two sets of practices

Agreement entries: pre-existing agreements between hard-coded family members



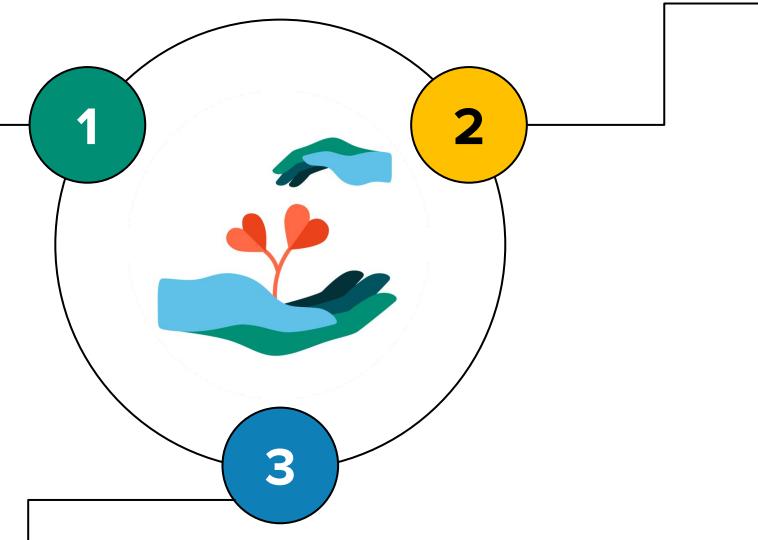
Hi-Fi Prototype

Demo

Summary

Heuristic Evaluation

- 19 severity 3-4 violations & 13 changes
- 49 severity 1-2 violations & 23 changes



Design Revision

- Consistency
- Efficiency
- Wording

Prototype Progress

- Community: 100%
- Conflict Resolution: 80% (with UI & transitions / without data mutation)
- Practice: 60% (with UI & transitions / without data mutation)

Thank You!