

nurtue
grow together.

Team 2
Caring From Within - 2:30PM



Our Team



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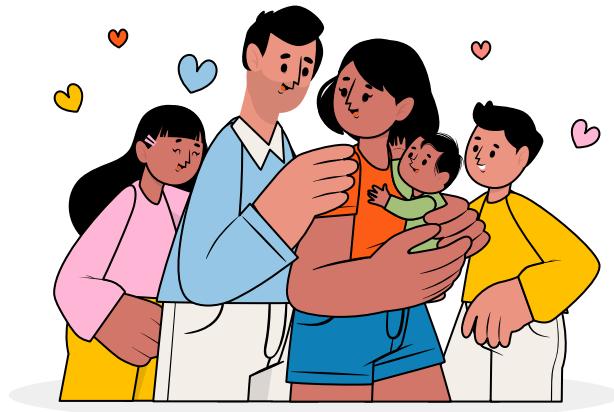
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Overview



1

Interface Designs & Rationale

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User Test
Method & Results

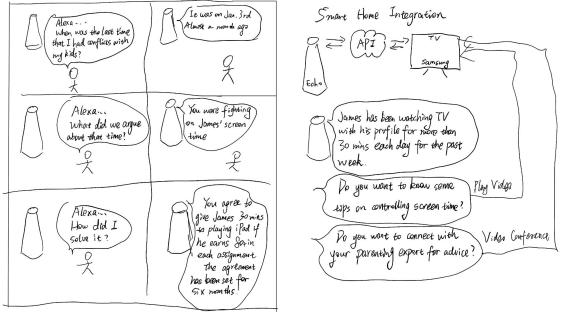
Interface Designs & Rationale



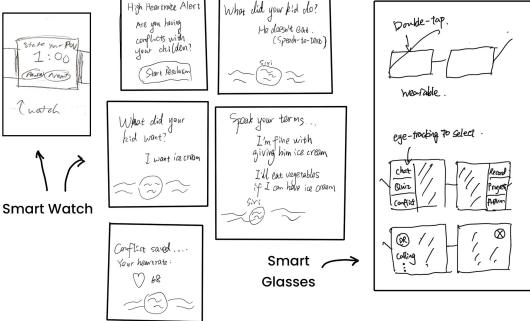
Interface Designs

Smart Device

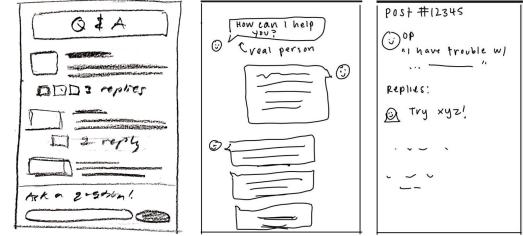
Conflict Resolution Record



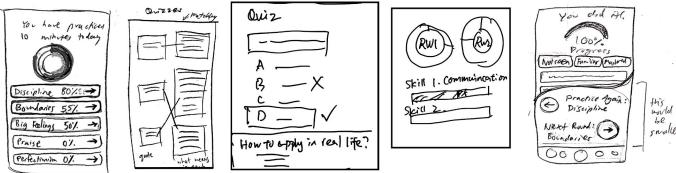
Wearable



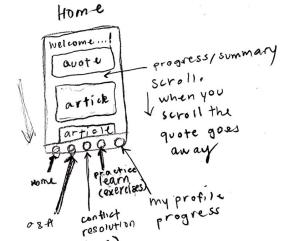
Chat-Based Interface



Gamified Interface



Mobile App





Mobile App Interface & Rationale

1

Broad platforms

Cover a large user base

2

Easy accessibility

Users are used to mobile apps

3

Various smartphone functionalities

Microphone/Camera/Push Notifications

4

Multiple features in one place

Easy to incorporate features in an organized way

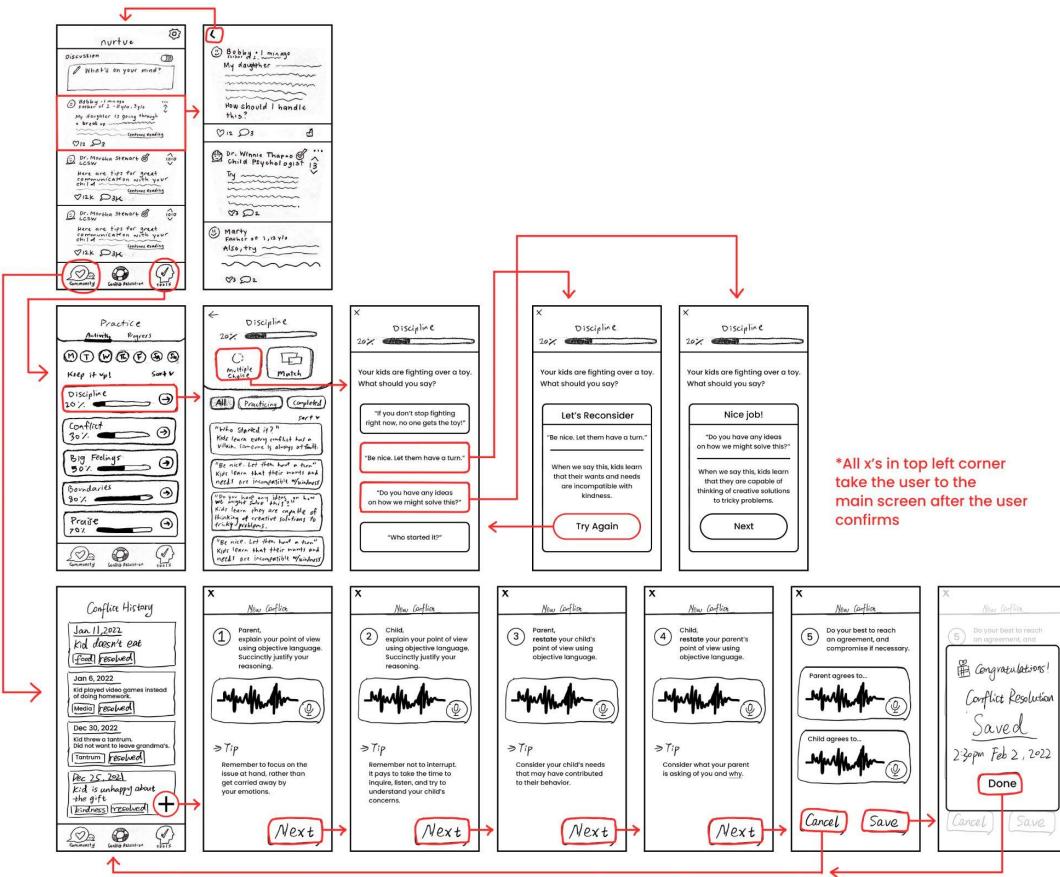
Mobile App



Low-Fi Prototype



Low-Fi Prototype Structure



Task Flows



Task 1

Simple

Share your parenting struggles to get advice from fellow parents or/and experts in the field.

The image shows a hand-drawn style interface. On the left, a large box labeled "nurture" contains a "DISCUSSION" section with a box for "What's on your mind?". Below it is a post by "Bobby" (1 min ago) about his daughter going through a breakup. A red arrow points from this post to a reply on the right. The reply is from "Dr. Martha Stewart" (LCSW) with 10 upvotes, offering tips for communication. Another reply from "Dr. Martha Stewart" follows. On the right, a reply from "Marty" (Father of 1, 13 y/o) suggests trying something. At the bottom are icons for "Community", "Conflict Resolution", and "Tools".

Discussion:

What's on your mind?

Bobby • 1 min ago
Father of 2, 11y/o, 3y/o
My daughter is going through a break up

Continue reading

12 D3

Dr. Martha Stewart • 10^o
LCSW
Here are tips for great communication with your child

Continue reading

12K D3K

Dr. Martha Stewart • 10^o
LCSW
Here are tips for great communication with your child

Continue reading

12K D3K

Community Conflict Resolution Tools

Reply:

Bobby • 1 min ago
My daughter

How should I handle this?

12 D3

Dr. Winnie Thapoo • 13^o
Child Psychologist
Try

13 D2

Marty • Father of 1, 13 y/o
Also, try

13 D2

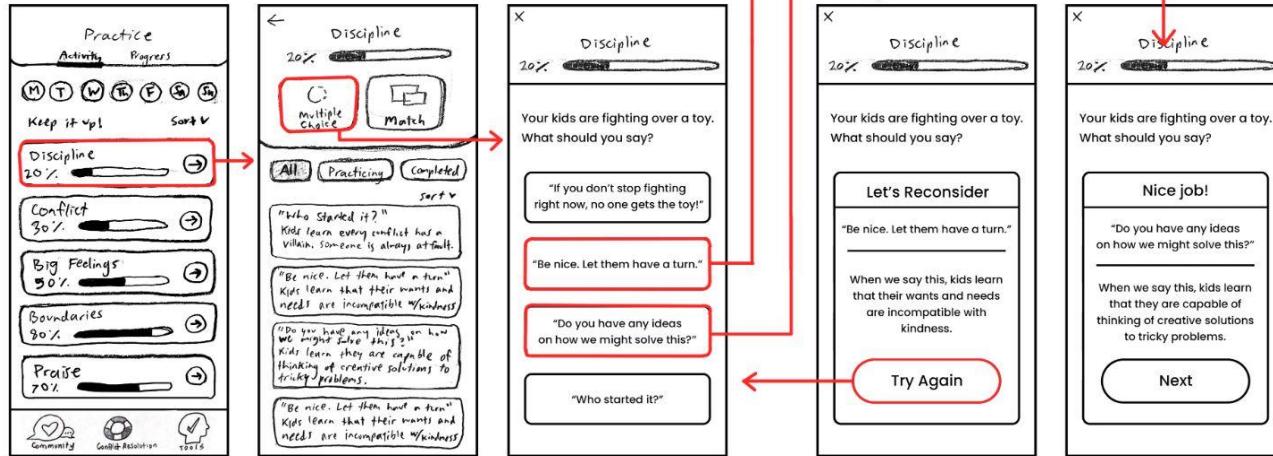


Task 2

Moderate

Practice more effective language to communicate with your child through interactive modules.

Task 2



*All x's in top left corner take the user to the main screen after the user confirms



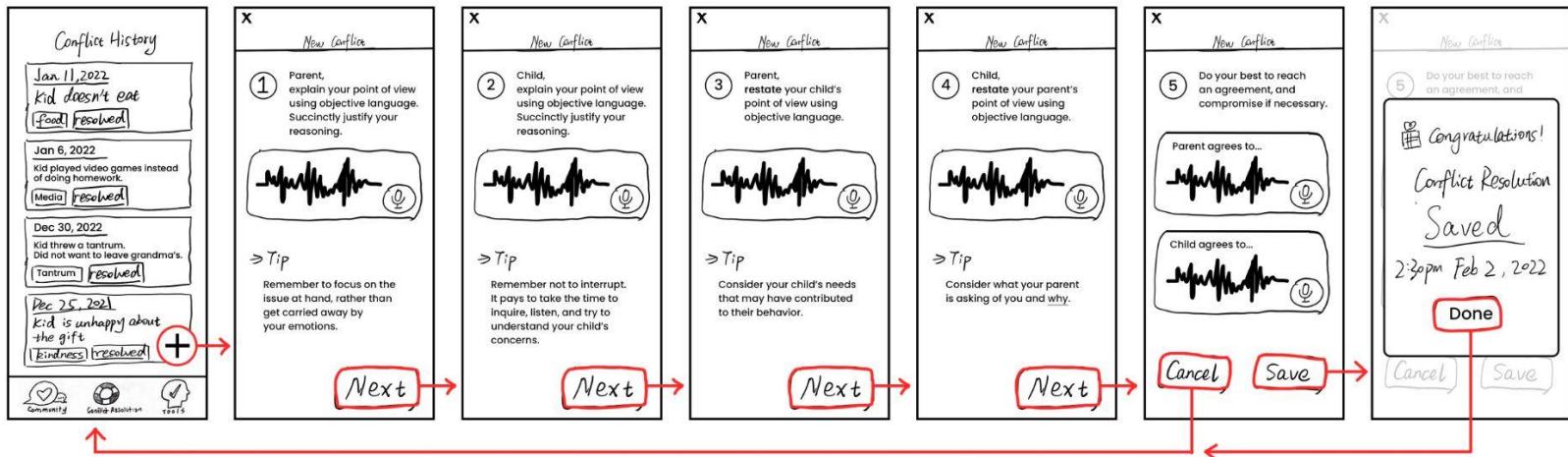
Task 3

Complex

Resolve a particular conflict with a child in a peaceful manner, and come to an agreement that the parent can reference.

Task 3

*All x's in top left corner take the user to the main screen after the user confirms



User Tests



Test Method

1

Platform
Marvel POP

2

Means
Screen sharing via Zoom on mobile devices

3

Participants
Recruited from parent mailing lists

#1 Susan

Hispanic mom
Realtor
9 y/o boy
San Diego

#2 Dan

Asian dad
Self-employed
11 y/o boy
Fremont

#3 Lijia

Asian mom
High school teacher
10 y/o girl, 7 y/o boy
Boston

2:07 81%

Bobby - 1 min ago Father of 2 - 11y/o, 3y/o My daughter is going through a break up Continue reading 12k 3k

Dr. Martha Stewart LCSW 1010 Here are tips for great communication with your child Continue reading 12k 3k

Dr. Martha Stewart LCSW 1010 Here are tips for great communication with your child Continue reading 12k 3k

Result

Positive

Participants found the community tab comforting and useful



"I like that it displays the child's age. It'll be helpful to get more relevant information about my situation."

"I like it. Looks like a basic social media platform to engage with parents and experts."

"It's simple and intuitive to use."



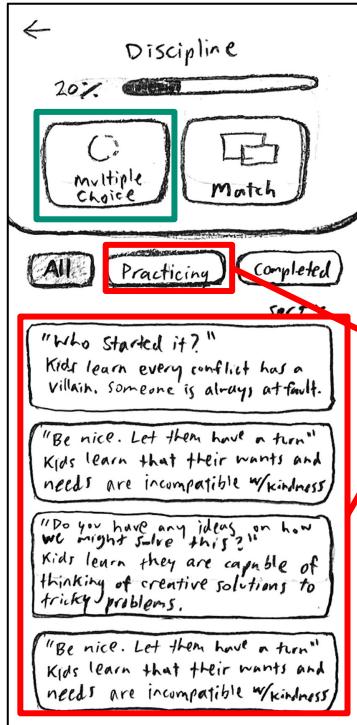
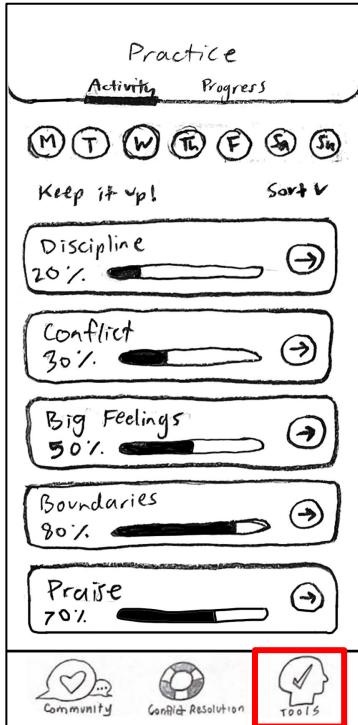
Participants wished:

- To filter the posts pertain to their specific situation, their children's age groups, or their children's gender;
- For non-native English speakers, reduce the amount of texts to read on the main community tab.

Result

Negative

Participants had trouble navigating to the practice exercises



Error 1: “Tools” labeling

Error 2:
Participants' eyes
landed on the
educational
content itself
rather than the
buttons above to
start practicing

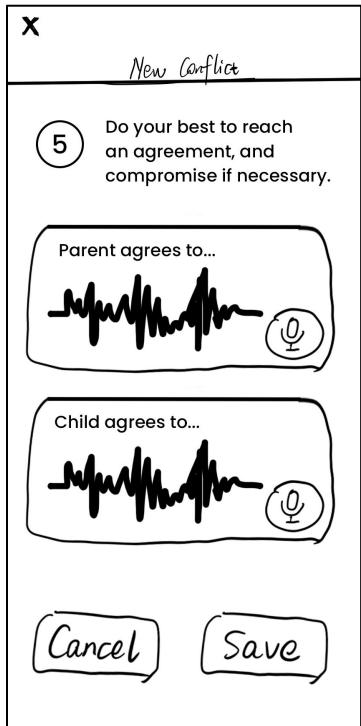
Participants wondered:

- What “tools” means and how it can help them;
- What can keep busy parents motivated to practice these skills;
- How can we build the credibility of answers since there is no absolute right or wrong answers in parenting.

Result

Positive

Participants enjoyed the conflict resolution concept and emphasized following through on an agreement



"I record my kid's agreement using my phone sometimes to avoid recurring conflicts. This feature can help me organize the agreements."

"This could be a cooling down process when you are really angry with your child."

"I like that both parents and kids can get the chance to talk."

Participants wished:

- To add more statuses for conflicts (resolved/partially resolved/still working on it) because it took time to solve conflicts;
- To have a timer for both parties to help them stay focused on solving the problem.





Result

Negative

Participants didn't know what to do in the conflict resolution steps

X

New Conflict

1 Parent, explain your point of view using objective language. Succinctly justify your reasoning.

→ Tip

Remember to focus on the issue at hand, rather than get carried away by your emotions.

Next

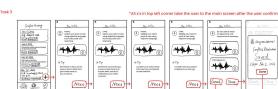
Participants totally ignored the input area

"Didn't know if it means that you need to have conversations with children or that you can record audio."

"I have to go through many steps."

Participants wondered:

- If there can be more input options, such as typing or auto transcribing;
- If some of the steps can be simplified.



Result

Negative

Participants were confused about setting a reward for conflict resolution



X

Set a Reward

What is the reward for the child if he/she follows through the agreement?

Type something here.

How long does the child need to follow through to get the reward?

Type something here

How often does the child need to follow through to get the reward?

Type something here

NEXT

“You shouldn’t reward them for what they should have done.”

“It’s similar to the last step (of reaching an agreement).”

Participants wondered:

- How to set the “right” reward for children;
- What if the conflict couldn’t be resolved and what if the agreement was broken.



Suggested UI Changes

nurture

Discussion

Welcome :)

Bobby · 1 min ago
Father of 2 - 11yo, 3yo
My daughter is going through
hard times...
Continue reading

12K 3K

Dr. Martha Stewart LCSW · 1010
Here are tips for great
communication with your
child
Continue reading

12K 3K

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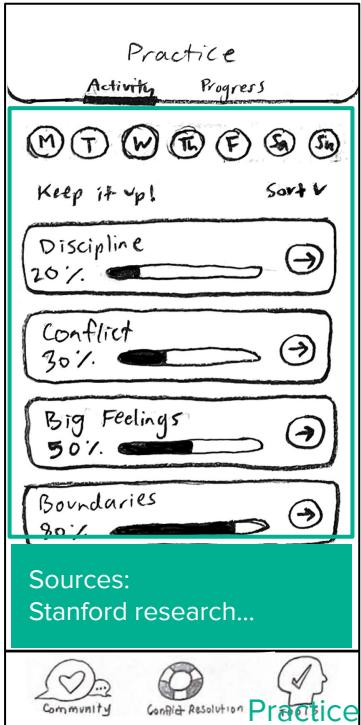
Community Conflict Resolution Tools

Community Tab

- Every post will be **titled**, and only the user information and the title of the post would appear on the front page.
- **Search** and **filter** icon at the top of the posts so users can specify the type of content they are looking for.
- Add a **welcome greeting** and **affirmation** to top of home screen.
- Remove the **text input box** and add a **plus button** in the bottom right corner to avoid the clutter of UI elements.



Suggested UI Changes

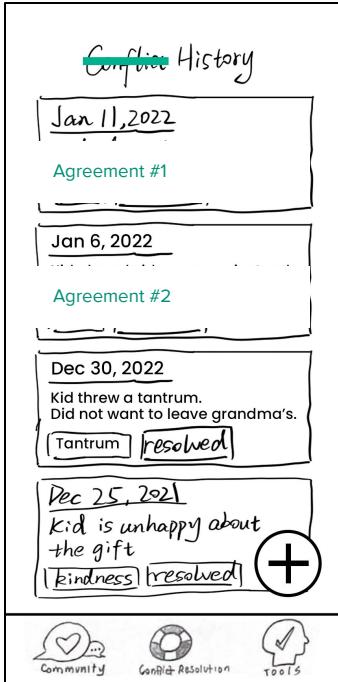


Practice Tab

- Rename “Tools” to “**Practice**” so the navigation is more intuitive.
- **Simplify the game screen.** It will briefly explain the game and have one button to start.
- Include **sources/citations** within the game itself so users feel that they can trust the information.



Suggested UI Changes



Conflict Resolution Tab

- Change “Conflict History” to “**History**” and showcase the **agreements** instead of conflicts.
- Only the agreement screen will allow the option to **voice record or input text**. No recording on the other stages of conflict resolution.
- Add a **timer** within each stage of the exercise to keep users on task. It will be set to a default time that users can change in the settings.
- **Remove the rigid reward system** because it depends on the severity of the conflict. Users will instead be prompted to consider including rewards or punishments when they record their agreement.

Summary



Summary

Use space and proximity in design.

1

2

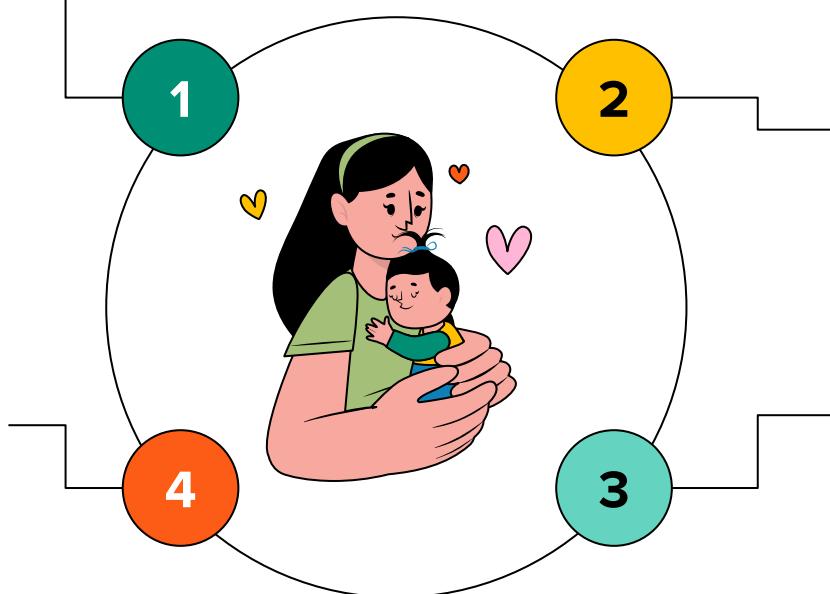
Mobile App interface allows more accessibility & features.

4

3

Keep UI straightforward. Avoid clutter.

User feedback is key for design improvements.



Q&A