

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.

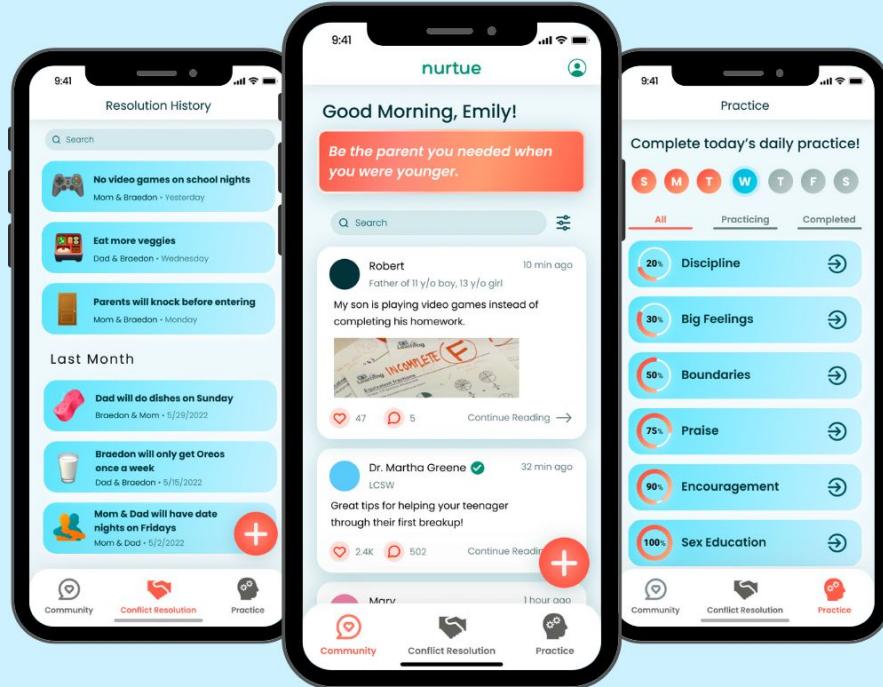


The Problem

Parents sometimes 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 productive 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.



Encoded Values

Value Conflicts

- *Inclusion* of parents and experts of different backgrounds may reduce the *efficiency* when parents want to find specific advice for their demographics
- Best ways to reach mental *wellness* may differ depends on parents' culture backgrounds. What we do may not be truly *inclusive*.

Wellness

Support parents' and children's mental well-being by giving them useful tools and practices.

Features

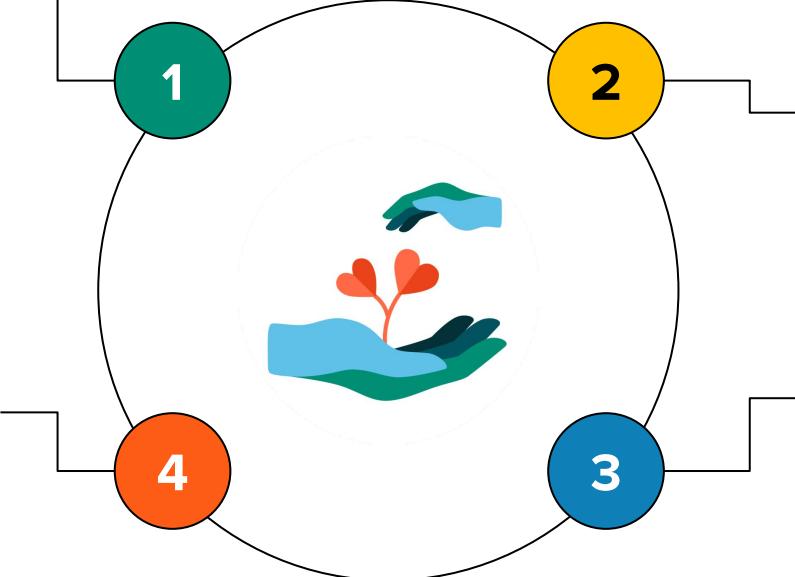
- Conflict Resolution
- Communication Practice

Efficiency

Help parents record questions and agreements to facilitate future problem solving and conflict resolution.

Features

- Conflict Resolution
- Community Q&A



Self-improvement

Show parents better ways for communicating and benefit them in the long run.

Feature

- Communication Practice

Inclusion

Welcome parents and parenting experts of different backgrounds to discuss their experience.

Feature

- Community Q&A

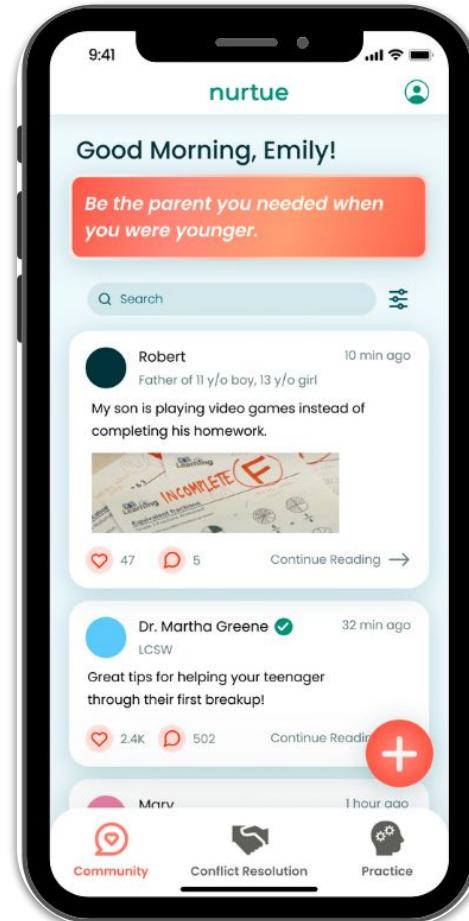
Tasks

Task #1

Simple

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

No change from the low-fi prototype assignment.

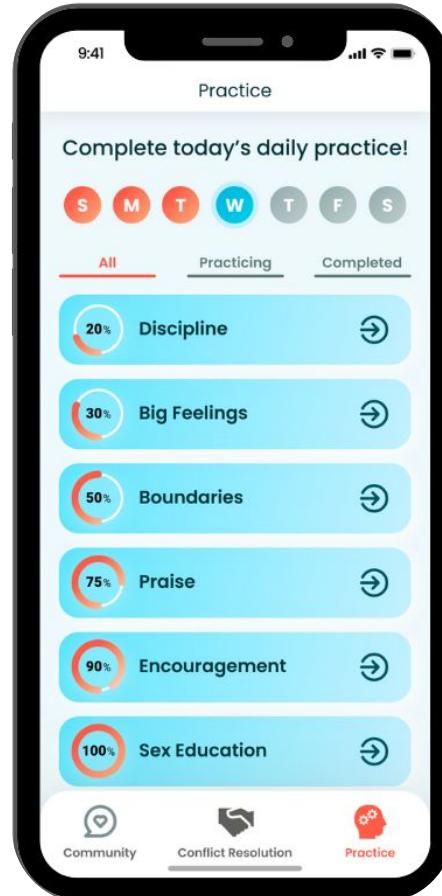


Task #2

Moderate

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

No change from the low-fi prototype assignment.

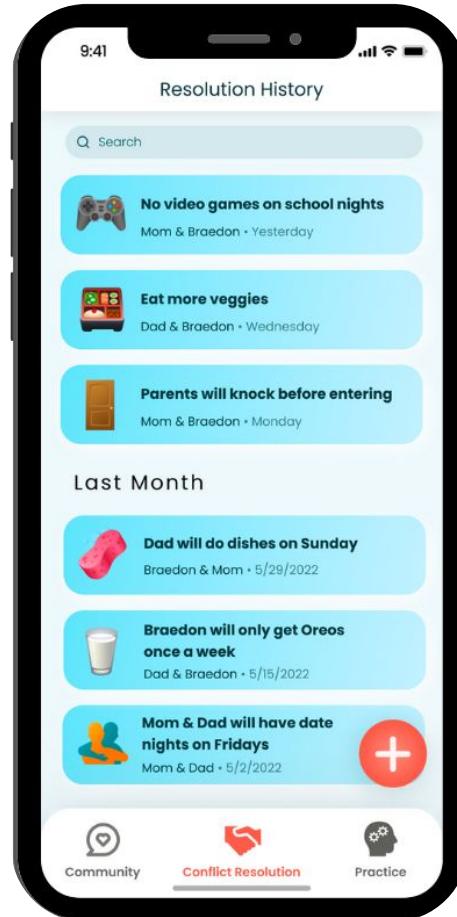


Task #3

Complex

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

No change from the low-fi prototype assignment.



Usability Goals & Key Measurements

Usability Goals

Usability Goal 1: Success

- Key measurements: task completion
 - User was able to complete the desired task without help.
 - User found the interface functions as expected.

Usability Goal 2: Accuracy

- Key measurements: errors happened during testing
 - User became stuck or took an incorrect path on the way to completion.
 - User asked a question or sought help to complete the task.



Progresses and Changes

Improved success by redesigning the conflict resolution experience:

- Removing recording during negotiation process.
- Highlighting the recording button on the agreement page.

Increased task accuracy by addressing errors in moderate task:

- Renaming the page from “tools” to “practice”.
- Redesigning a layout to focus more on the parenting exercise.

Revised Interface Design

Major Change #1

Removed the text input box and added a plus button that opens a modal in the Community tab.

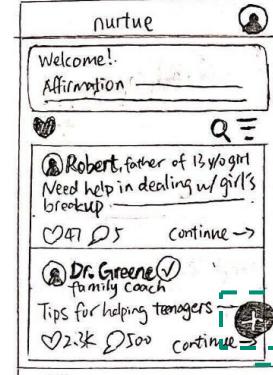
Rationale

From our low-fi testing:

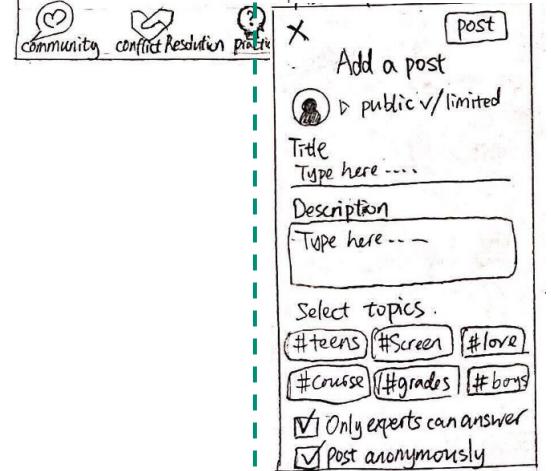
- The way to add new posts/conflict resolutions were inconsistent: for posts, users would type in a text box at the top; for new conflict resolution, users would tap the plus button at the bottom.
- We revised the task flow to make the experience consistent across different tabs.



Before



After



Major Change #2

Added a timer to each conflict resolution step; removed the recording input requirement before reaching the agreement.

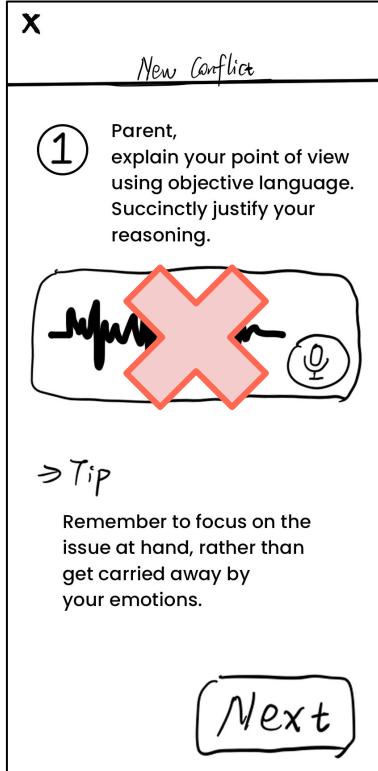
Rationale

From our low-fi testing:

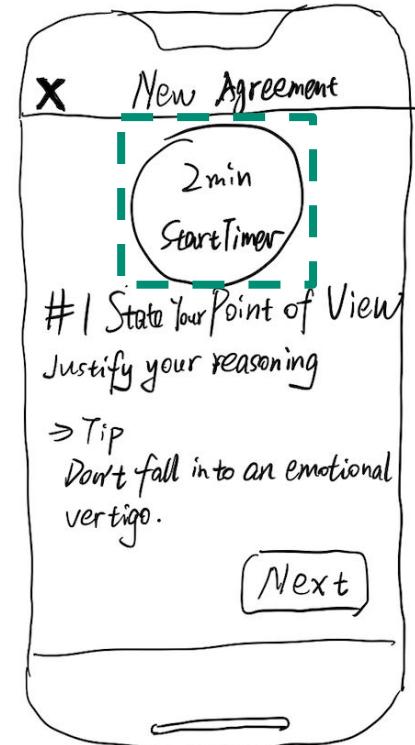
- Users complained about tedious steps. One completely ignored the input area.
- Users think setting a timer can stay focused while solving conflicts and keep them on task.

From our usability goals:

- Some users didn't notice the recording UI and didn't understand what they were supposed to do on the page, which made it fail to meet the goal of overall success.



Before



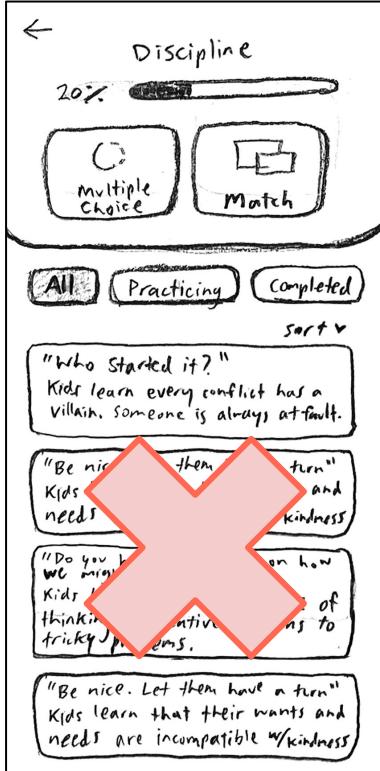
After

Major Change #3

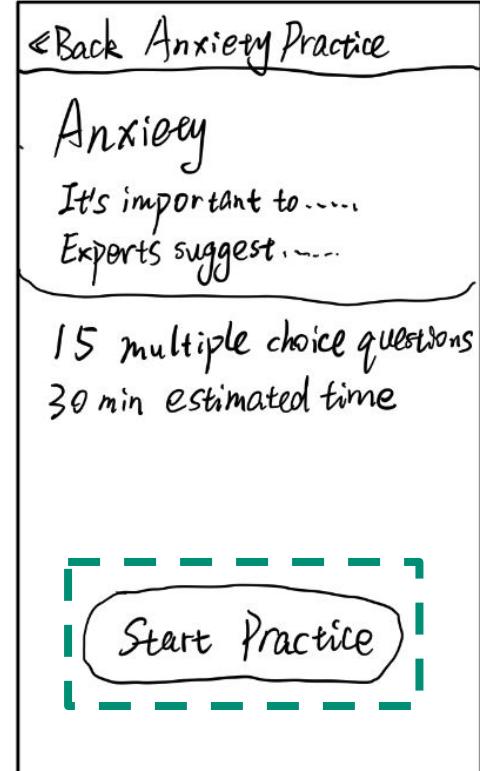
Simplified the practice page to make it clean and action-focused.

Rationale

- From our low-fi testing:
Users' eyes landed on the educational content rather than the buttons above to start practicing.
- From our usability goals:
Users became stuck or took an incorrect path on the way to completion, which failed to meet the accuracy goal.



Before



After

Medium-Fi Prototype

Task Flows

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

Click to read the post in detail

Good Morning, Emily!

Be the parent you needed when you were younger.

Robert Father of 11 y/o boy, 13 y/o girl
My son is playing video games instead of completing his homework.

Dr. Martha Greene LCSW
Great tips for helping your teenager through their first breakup!
2.4K 502 Continue Reading →

Click to add a new post

New Post

Title: Type here...
Description: Type here...

Select Topics: #screentime, #school, #preschool, #family, #health, #teens, #discipline, #bigfeelings, #food

Anonymous:

Who can reply?: Everyone

Back

Thread

My son is playing video games instead of completing his homework.
#discipline, #screentime

Robert Father of 11 y/o boy, 13 y/o girl
Hi all, I've been finding my son's crumpled assignments and tests in the trash - all with very poor marks. He's been obsessed with playing Genshin Impact every night and I can't get him to focus on school. Whenever I bring it up, he shouts at me and slams the door in my face. I'd appreciate some advice.

Dr. Winnie Thapoo Child Psychologist
Hi Robert! Here are 2 parent-tested systems you can use to set limits and boundaries around your kids' use of technology.
1. Set a schedule.

Add a reply

Anonymous:

q W e r t y u i o p
a s d f g h j k l
z x c v b n m
123 , space return

Back

Thread

My son is playing video games instead of completing his homework.
#discipline, #screentime

Robert Father of 11 y/o boy, 13 y/o girl
Hi all, I've been finding my son's crumpled assignments and tests in the trash - all with very poor marks. He's been obsessed with playing Genshin Impact every night and I can't get him to focus on school. Whenever I bring it up, he shouts at me and slams the door in my face. I'd appreciate some advice.

Dr. Winnie Thapoo Child Psychologist
Hi Robert! Here are 2 parent-tested systems you can use to set limits and boundaries around your kids' use of technology.
1. Set a schedule.

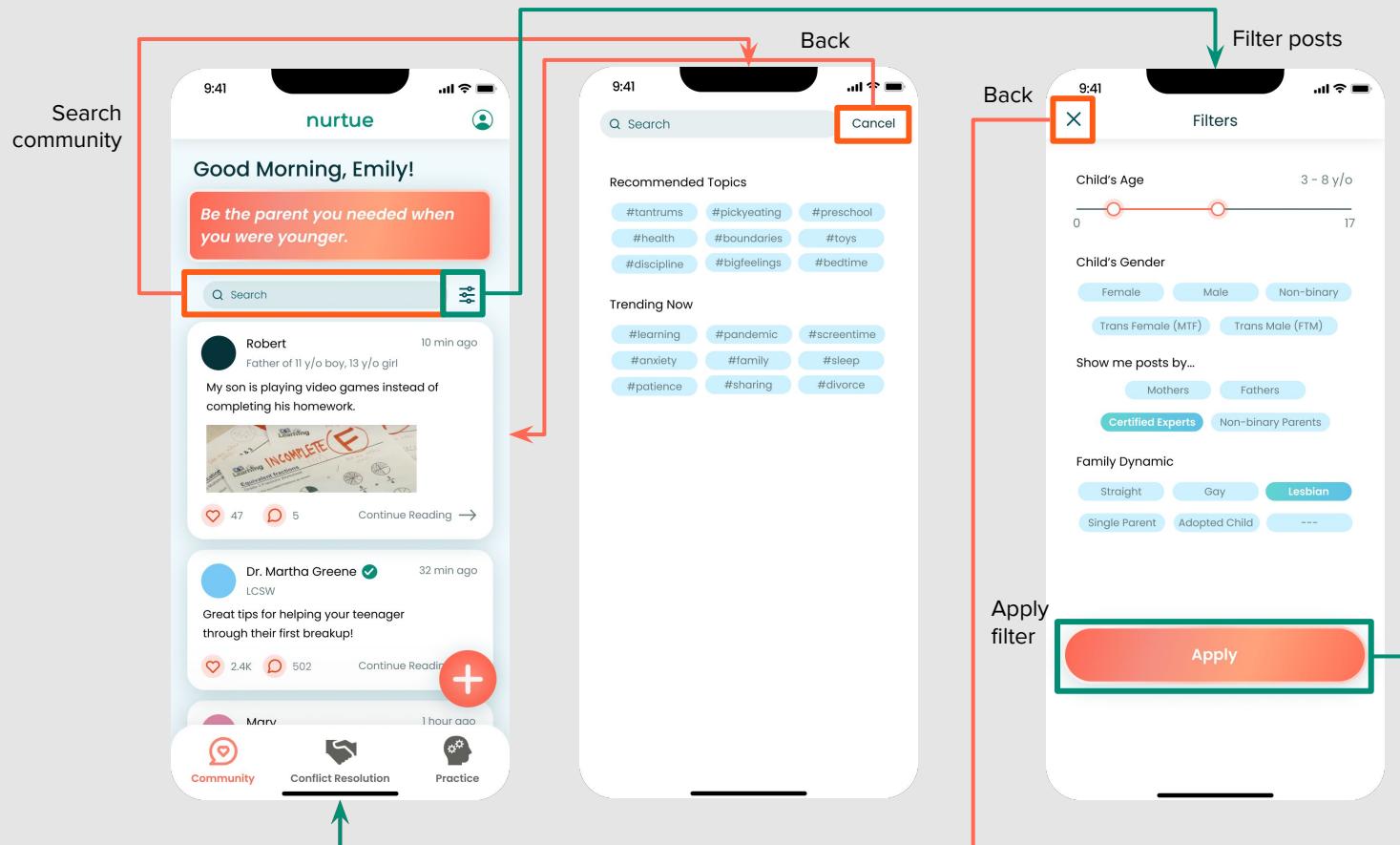
Reply Sent!

Click to add a new reply

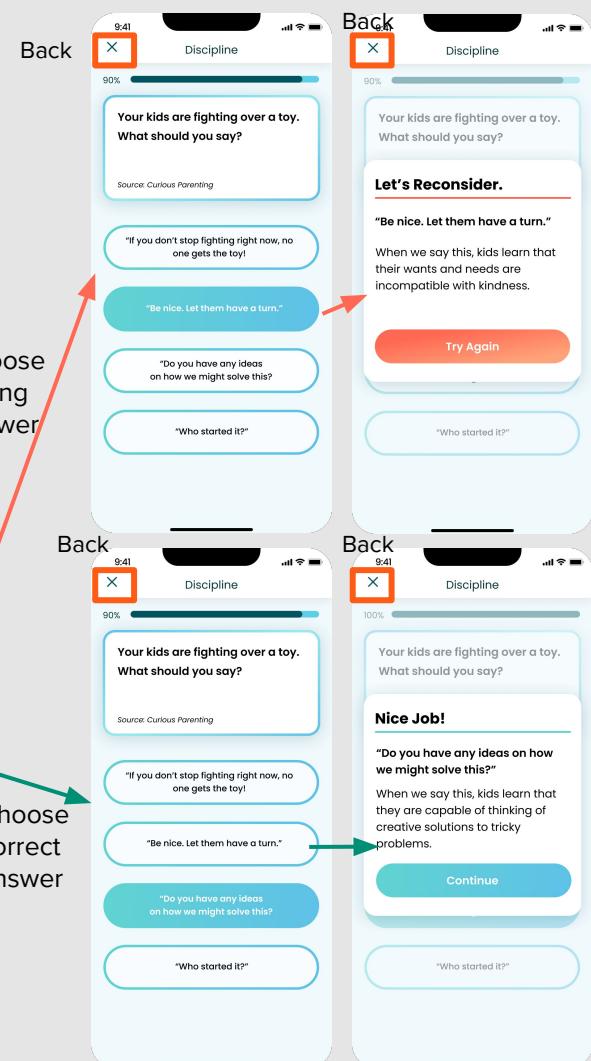
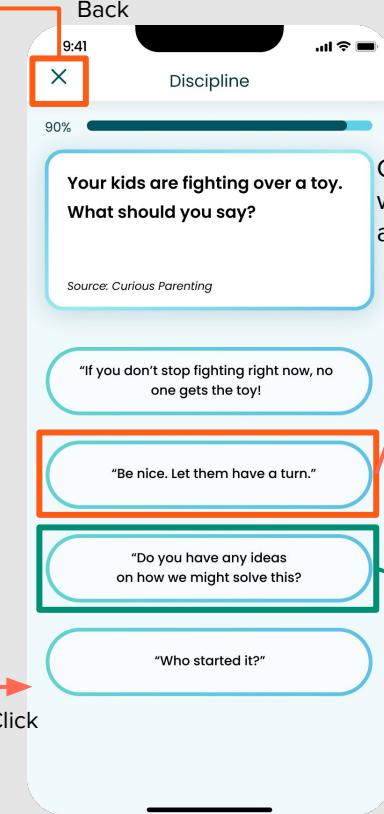
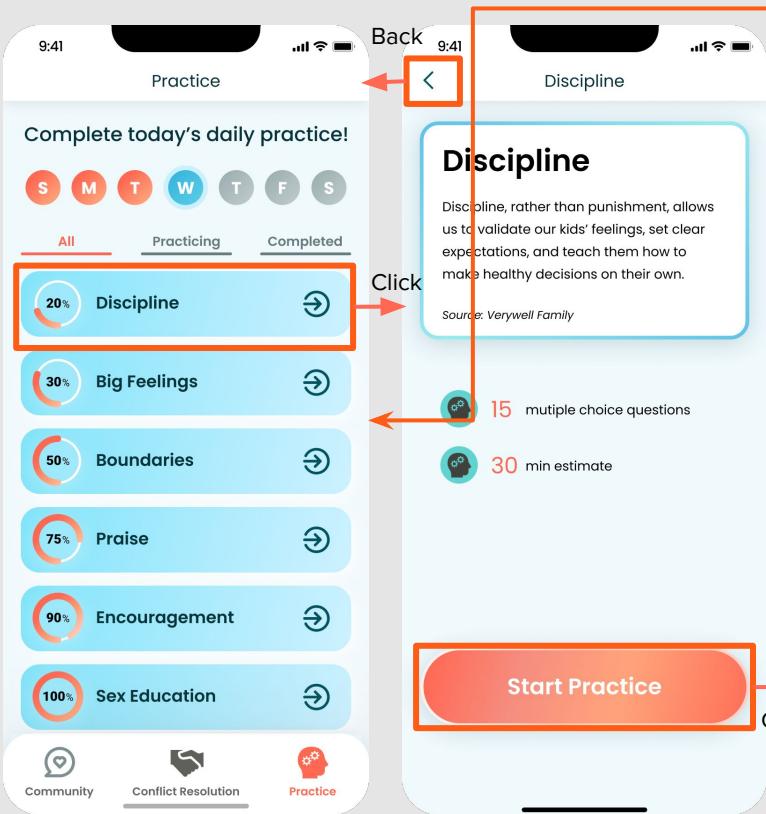
Back

Thread

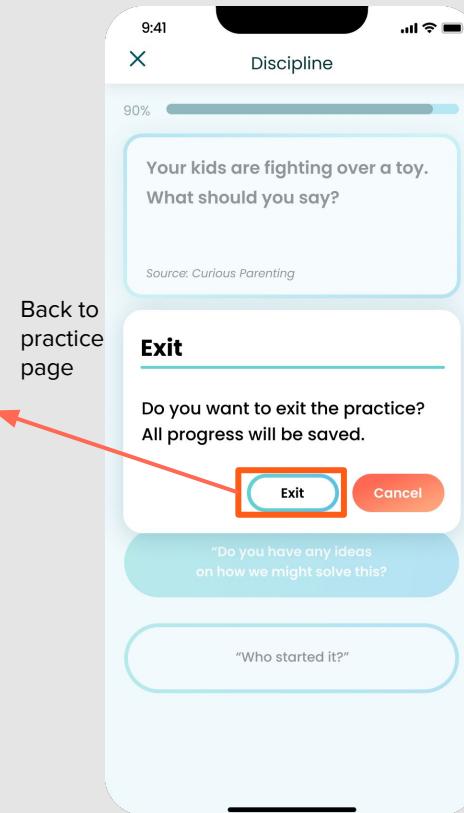
[Simple Task] Share your parenting struggles to get advice from fellow parents or/and experts in the field. (Filter and Search)



[Moderate Task] Practice more effective language to communicate with your child through interactive modules.



[Moderate Task] Practice more effective language to communicate with your child through interactive modules. (Exit exercise)



Proceed to next module

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

The image displays three sequential screenshots from a mobile application designed for conflict resolution between parents and children.

Screenshot 1: Resolution History

This screen shows a list of previous agreements:

- No video games on school nights (Mom & Braedon - Yesterday)
- Eat more veggies (Dad & Braedon - Wednesday)
- Parents will knock before entering (Mom & Braedon - Monday)

A red box highlights the search bar at the top. A red arrow points from the bottom right of this screen to the plus sign icon on the bottom navigation bar of the next screen.

Screenshot 2: New Agreement

This screen asks "Who is this conflict between?" and lists "Dad" and "Braedon".

A red box highlights the back button. A red arrow points from the bottom right of this screen to the right-pointing arrow icon on the bottom navigation bar of the third screen.

Screenshot 3: Search Results

This screen shows a search result for "veggies": "Eat more veggies" (Dad & Braedon - Wednesday).

A red box highlights the search bar. A red arrow points from the bottom right of this screen to the right-pointing arrow icon on the bottom navigation bar of the second screen.

Bottom Navigation Bar

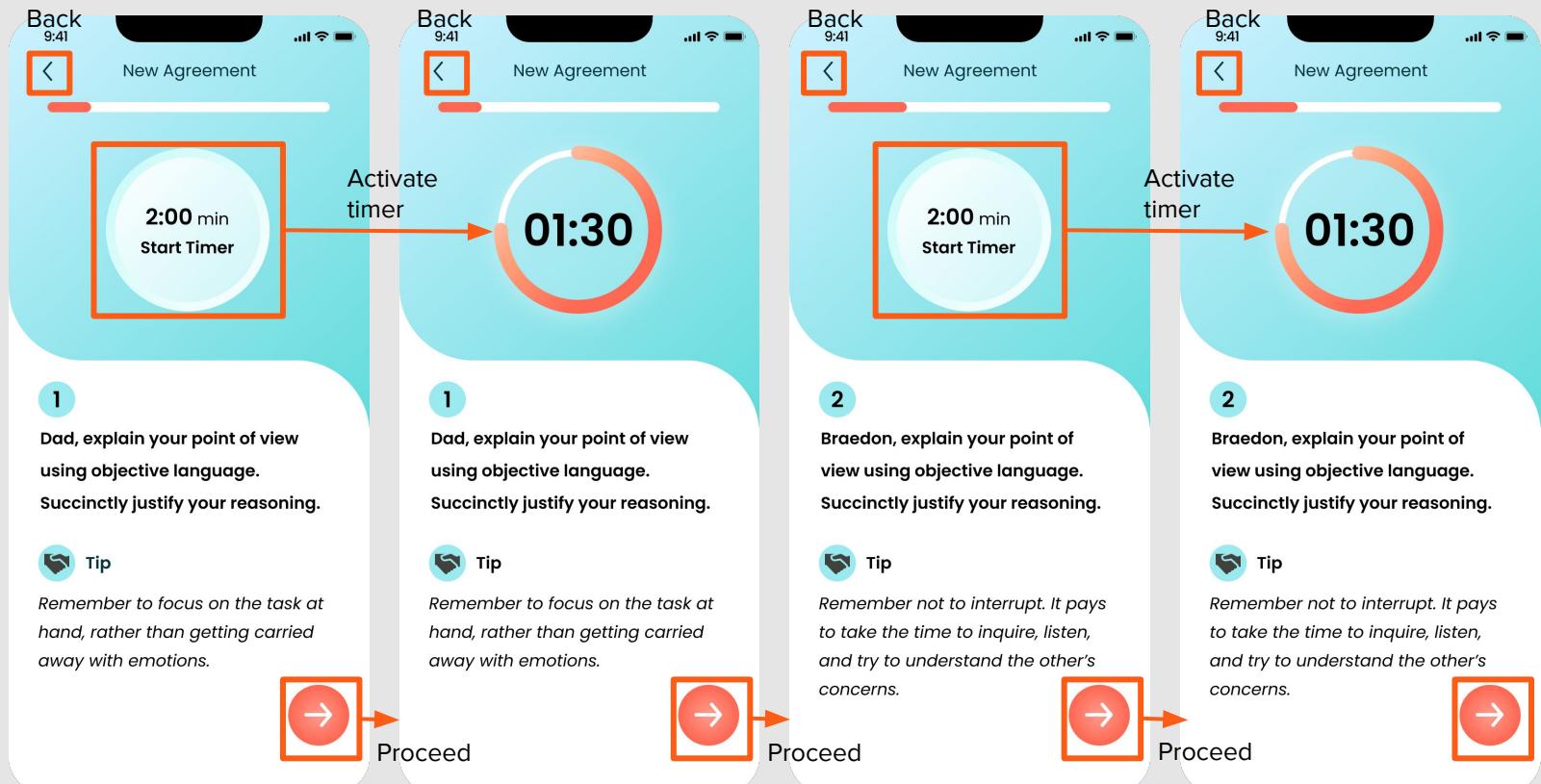
The navigation bar contains three items:

- Community (with a person icon)
- Conflict Resolution** (with a hand icon, highlighted in red)
- Practice (with a brain icon)

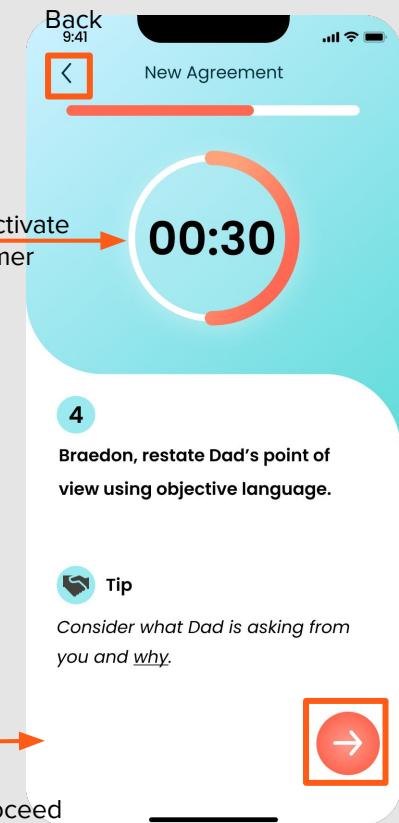
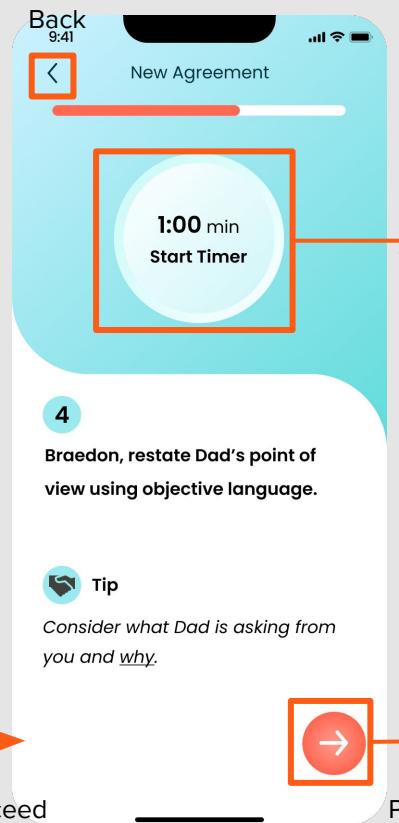
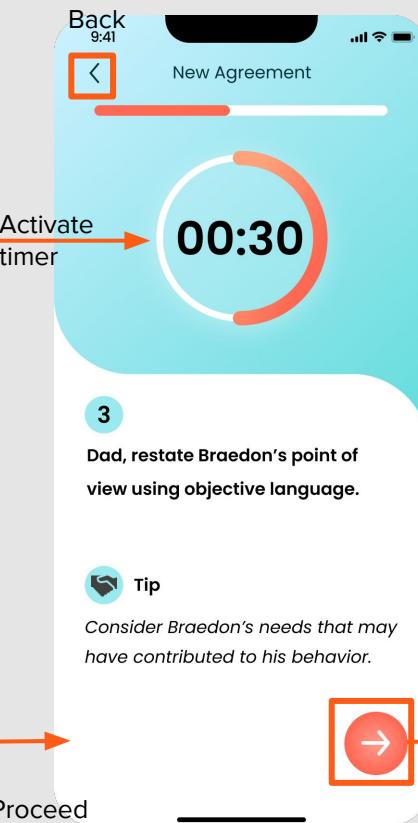
Annotations:

- Solve a new conflict**: Points to the plus sign icon in the bottom navigation bar of Screenshot 1.
- Proceed (see next slide)**: Points to the right-pointing arrow icon in the bottom navigation bar of Screenshot 2.
- Search agreement**: Points to the search bar in Screenshot 3.

[Complex Task] Resolve a particular conflict with a child in a peaceful manner, and come to an agreement that the parent can reference. (Continued)

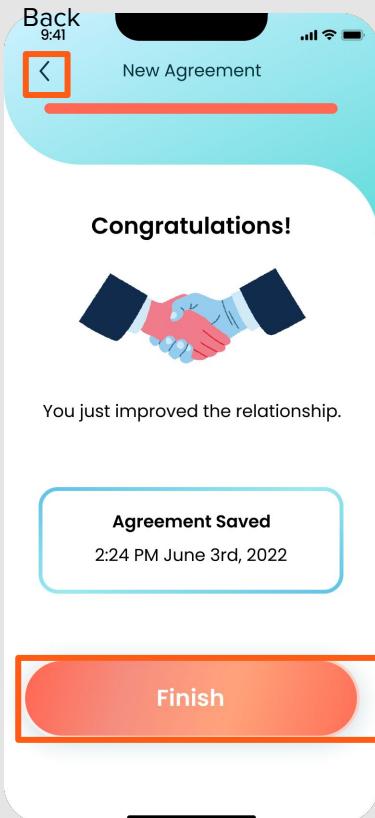
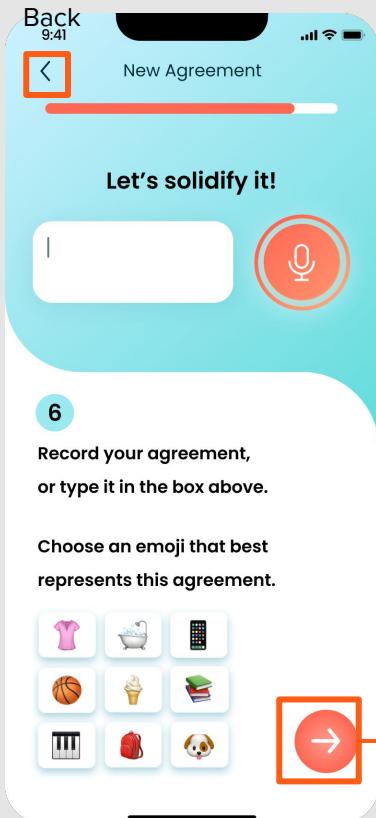
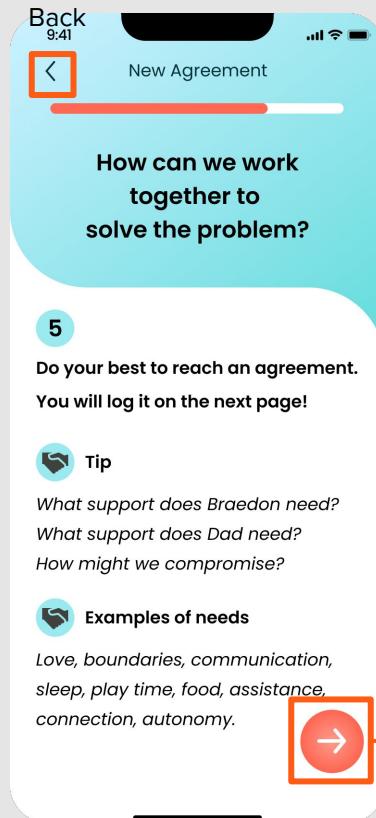


[Complex Task] Resolve a particular conflict with a child in a peaceful manner, and come to an agreement that the parent can reference. (Continued)



Proceed
(see next slide)

[Complex Task] Resolve a particular conflict with a child in a peaceful manner, and come to an agreement that the parent can reference. (Continued)



Back to conflict
resolution page

Prototype Overview

We use **Figma** as our design and prototyping tool.

What was easy

- It provides us with real-time online collaboration which makes the iteration of design, feedback, and exploring possibilities easier across the team.
- It also supports turning the design into a working prototype with clicks/taps and navigation, just like a mobile phone app.



What was difficult

- Figma has a learning curve for newcomers.
- It takes some trial and error to successfully set up the prototyping navigation.
- We are glad that by the end of A6 we have made great progresses in using Figma!

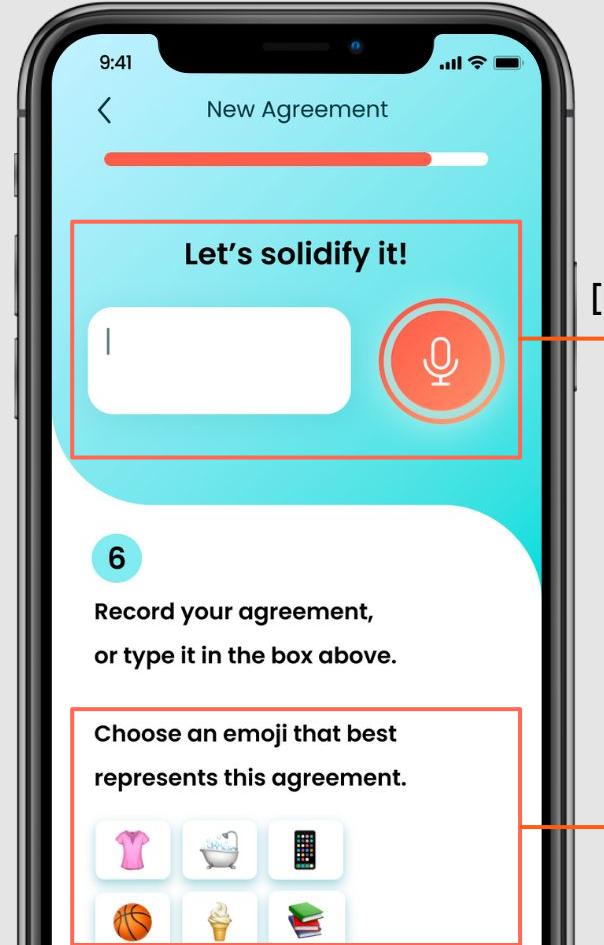
Limitations

We only implemented functional screens that cover our main features. Some screens or views such as Settings and Profile are not implemented yet, since they contain least-used functionalities and most of them are standardized procedures that are not unique to our app.

Users cannot do things that could change the data, such as successfully posting a question, or seeing the new agreement you just reached with your children in history, since most data is still hard-coded.

Most screens show the pre-defined stale text, since we only have a limited amount of mock data.

Actions that require actual mobile phone systems are not available, such as typing, recording and counting down on a timer.



Wizard of Oz

Recommendations and personalizations will have to be implemented by Wizard of Oz such as Recommended Topics and Trending Now, since it's a completely different story to build a recommendation system.

Hard-coded Items

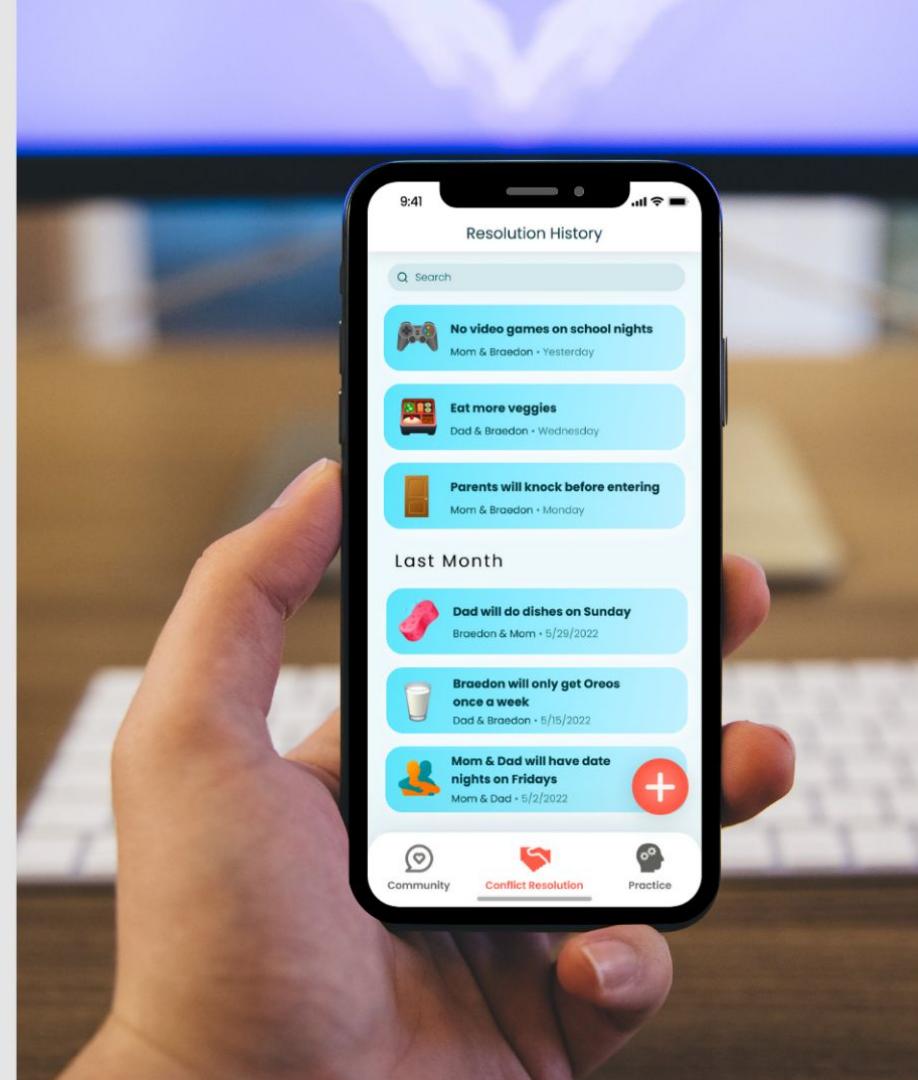
All user profiles. The user profiles/avatars in the Community tab are mocked.

Community posts made by parents and experts.

These contents are generated by ourselves and do not represent real parents or experts' opinions.

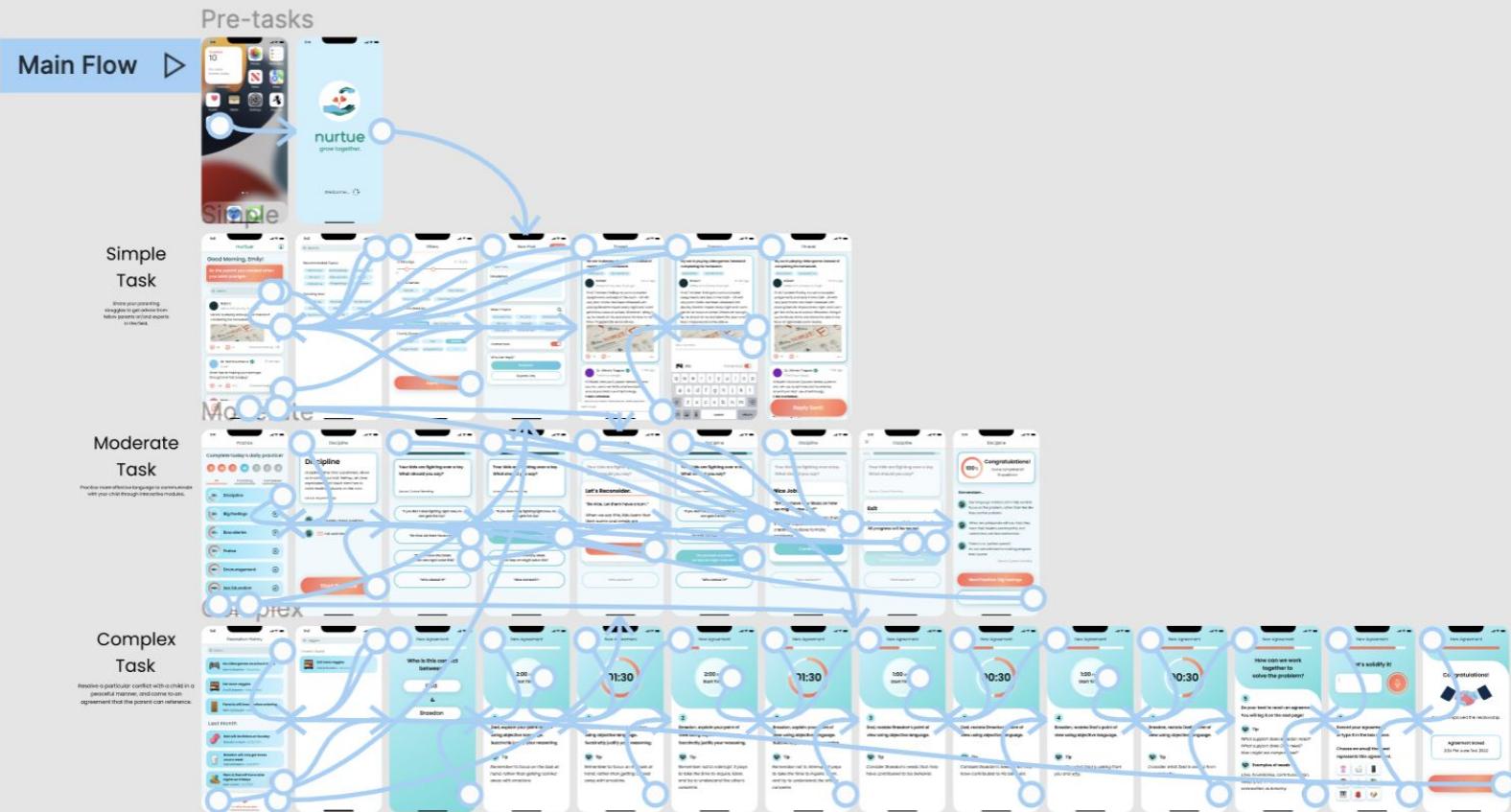
All practice questions. We don't have comprehensive practice sets.

Entries in the Resolution History. We put in some hard-coded agreements to showcase the design.



Additional Prototype Screenshots

Figma Prototype ([Link](#))



Revised Simple Task Sketches

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

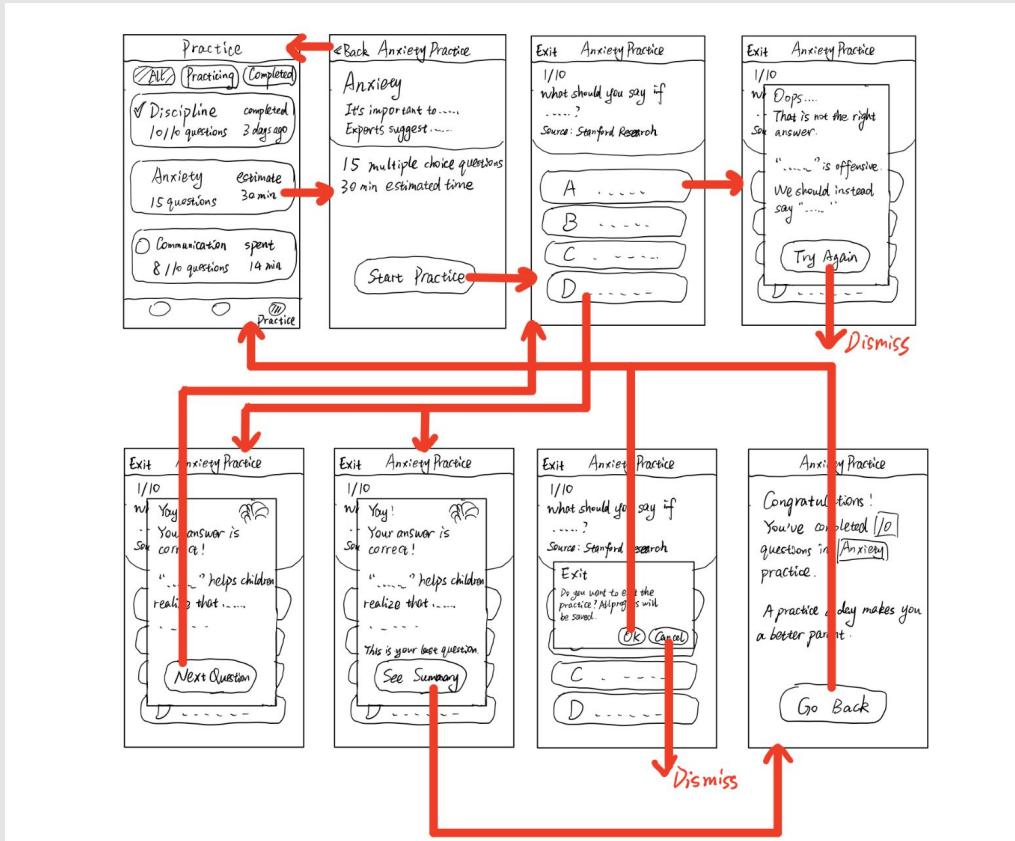
The image contains six hand-drawn sketches of a mobile application interface, likely for a smartphone, focused on parenting advice and community interaction.

- home**: A landing screen with a "nurture" tab selected. It shows a welcome message, an affirmation, a post from "Robert, father of 13 yr girl" about a breakup, a post from "Dr. Greene" about tips for teenagers, and a "community conflict resolution practice".
- Search**: A search screen with a "Search community" bar and a "Recommended topics" section. Topics include "#teenagers", "#time", "#discipline", "#adoption", "#...", and "#...". Below is a "Trending Now" section with five items: 1. School application, 2. Open Communication, 3. Sex education, 4. Bullying, and 5. Friendship.
- filter**: A filter screen titled "Filters" showing options for "Kid's age" (0-2, 2-5, 6-14, 15-24, 24 above), "Kid's gender" (boy, girl, non-binary), and "Poster condition" (certified expert, dad, first-time parents, mom, divorced, single).
- read a post**: A post detail screen for "My son is playing video games". It includes hashtags "#discipline" and "#screenetime", a timestamp of "10 mins.", and a reply from "Robert (+follow)" about being the father of a 11-yr-old boy.
- Ask a question (V1)**: A question creation screen with a "Post" button. It shows a user "D [public]" and an "Anonymous" option. The text input field says "Type your question here...". Below are sections for "Select topics" (#teens, #Screen, #love, #cruise, #grades, #preschool) and "Invite experts to answer" (Dr. Thaphoon, Dr. Greene).
- Ask a question (V2)**: A second version of the question creation screen. It has a "Post" button and a "public v/limited" option. The text input field says "Type here". Below are sections for "Title" (Type here ...), "Description" (Type here ...), "Select topics" (#teens, #Screen, #love, #cruise, #grades, #boys), and two checkboxes: "Only experts can answer" and "Post anonymously".
- Add a reply 2**: A reply creation screen with a "Post" button. It shows a user "D 30 [public]" and a timestamp of "2 mins". The text input field says "Type here". Below is a "B1:=:" input field with a grid.
- Add a reply 1**: A second version of the reply creation screen. It has a "Post" button and a "public" option. The text input field says "Type here". Below are sections for "Title" (Type here ...), "Description" (Type here ...), "Select topics" (#teens, #Screen, #love, #cruise, #grades, #boys), and two checkboxes: "Only experts can answer" and "Post anonymously".

Annotations in the sketches include "click" and "click ✓" indicating user interactions with specific UI elements like buttons and input fields.

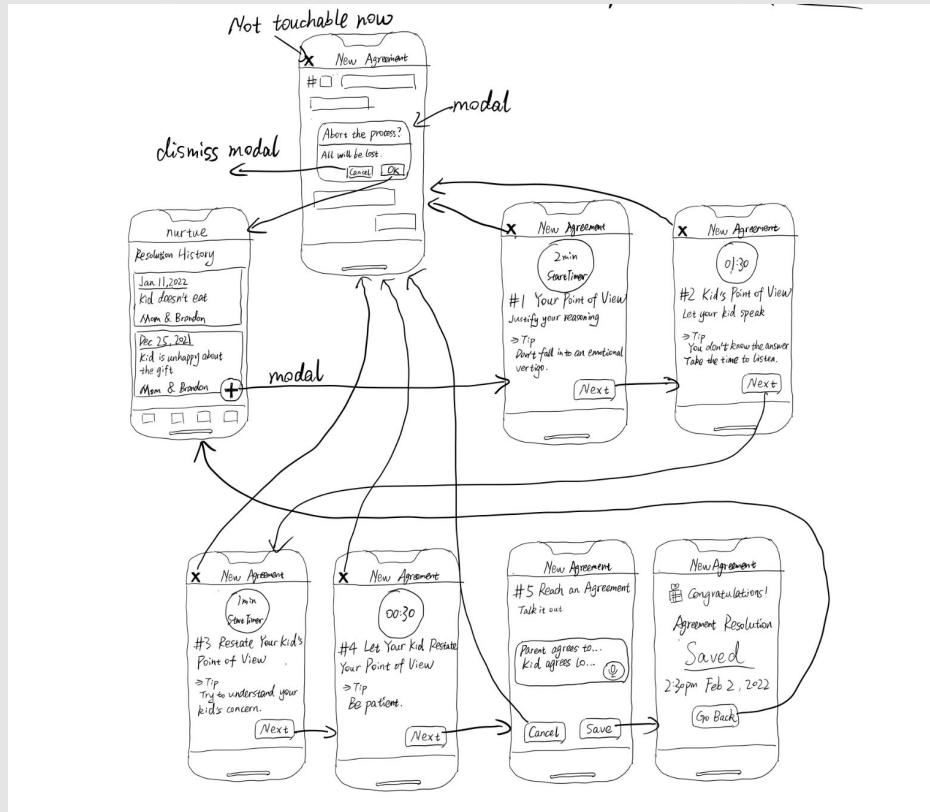
Revised Moderate Task Sketches

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



Revised Complex Task Sketches

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



Additional Med-Fi Prototype Screens

