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| Paper Title | Exploring the Feasibility of Video Mail for Illiterate Users |
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**Summery Table:**

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**Summery Paragraph:**

This paper is written in response to the work done by the author, which is actually an asynchronous communication between the two illiterates. In this study the author is making an approach to capture the approach of the typical Postman service, where message is written on the paper in the form of letter and then then the Postman holds that to the concerned person at the location mentioned on the envelope. ICT, information and communication technologies are been used all over the world to support the undeserved communities for the socio economic purposes. This paper suggests that in the past applications for illiterates used graphical icons, minimal texts, voice annotation, easy navigability and the use of numbers for numerate illiterates. Most of the applications so far for illiterates includes in the field of agriculture and health. In this study author is exploring whether and how the asynchronous communication like email is built on standard protocols and then be made accessible to illiterates.

Currently there are a large number of illiterates in the world and for them is a very difficult task to remember the login names and passwords, so it is needed to make them understand and learn the things. The first step is to make such user interfaces that should have graphics most probably handmade sketches, numbers rather than the use of texts, voice feedback and consistent audio help. In the second step as revealed from the study and then query based approach is applied by using both voice and video for communication between novice illiterate users. Pictorial passwords are used for the illiterate user recall and usability as proved so far by the researchers. The author conducted his research on three slums of the people of Bangalore, India. People of this area were either functionally illiterate, low level of education up to grade 4 or of no experience of whatsoever experience of computers. This was done with the help of an NGO’s named as Stree Jagruti Samiti (SJS), which has had an established presence in these three communities for 15 years. People of this community were very frank in in showing themselves illiterate and most of them were women working at households speaking commonly Tamil and Hindi.

The prototype for the asynchronous video mail system was developed iteratively with high fidelity and was maintained and amended for three times. During the initial design and mental model where a post-person picture is shown side by side which is actually for the assistance of the user. Numbers are used as user names and pictures are used as passwords. Remembering both login names and passwords were difficult and vertical scrollbars, colors coding was confusing. Animations is needed for going to other window. These drawbacks were covered up to some extent in the second prototype, where self-picture is used as login name. Start and stop buttons are also added in order to record the message. Here in the second prototype still the users were confusing in accomplishing their tasks and failed most of the time in selecting the appropriate option from the multiple options. Users were irritated by the controls no related in accomplishing the task and they were stocked most of the time during creating their account, where they were asked to give their names in the text boxes. Video mail was used most of the times. Some users were feeling exhausted in remembering the order of the picture password. Application was also providing them more than one path for accomplishing the task and visual elements were also confusing for these. In the final prototype application was enhanced by replacing the picture password with numeric one as in Katre [8]. Alternative options were confusing that of audio, ink and text and retaining only video mail and the postal metaphor. The author selected 20 participants from the target community 10 male and female each of 25-45 years old. In the first experiment the participants were first guided then leaved to perform different tasks, then after 10 days they were again made to sit against the system and do perform the same set of tasks. Overall each participant took 5-20 minutes in the first experiment and 5-10 minutes in the second experiment for performing a task. Males remained faster than females. Overall this system worked well but still there remain some holes to be filled in the future work like the audio assistance is a bit confusing as the commands from the assistant were not gained in exact manner by the user, Future work of his is deployment of this at a limited area.