THOUGHTBUBBLE

Overview
Tasks
Revised Interface Design
Prototype Overview

TEAM MEMBERS

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VALUE PROPOSITION

GET HELP TALKING ABOUT THE TOUGH QUESTIONS. EXPAND YOUR BUBBLE

PROBLEM & SOLUTION

People often find it difficult to have conversations about identity or personal experience. For the most part, they fear not knowing how to ask these questions in a sensitive manner, or worry about offending and indirectly hurting others.

We propose a solution that helps people to be forthcoming about identities and experiences they're willing to share, guide their friends in framing tough questions, and facilitate a larger conversation across multiple identities.

TASK DEFINITION

TASK 1 | ASK AN ANONYMOUS QUESTION (SIMPLE)

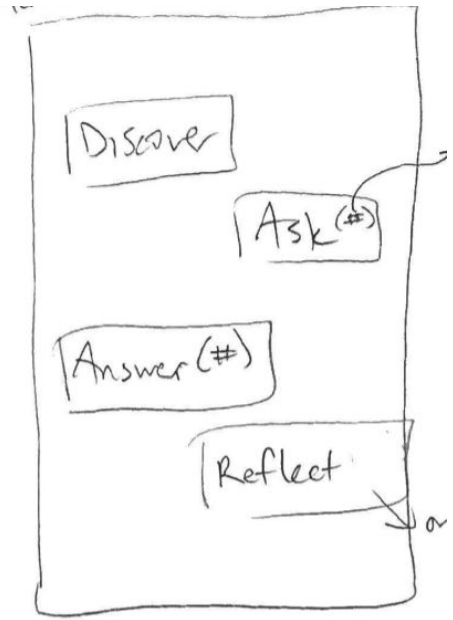
TASK 2 | ANSWER/CRITIQUE A QUESTION (COMPLEX)

TASK 3 | REFLECT ON WHAT YOU LEARNED (MODERATE)

PROBLEM 1 | DIFFICULTIES IN NAVIGATING BETWEEN TASKS

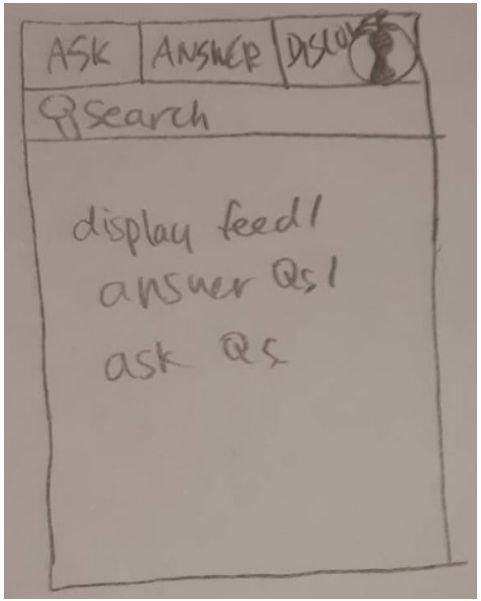
BEFORE

We had a main page where users could choose what they would like to do. All the interviewees had difficulties switching from one task to the other. They had to press back button multiple times to reach the home page.

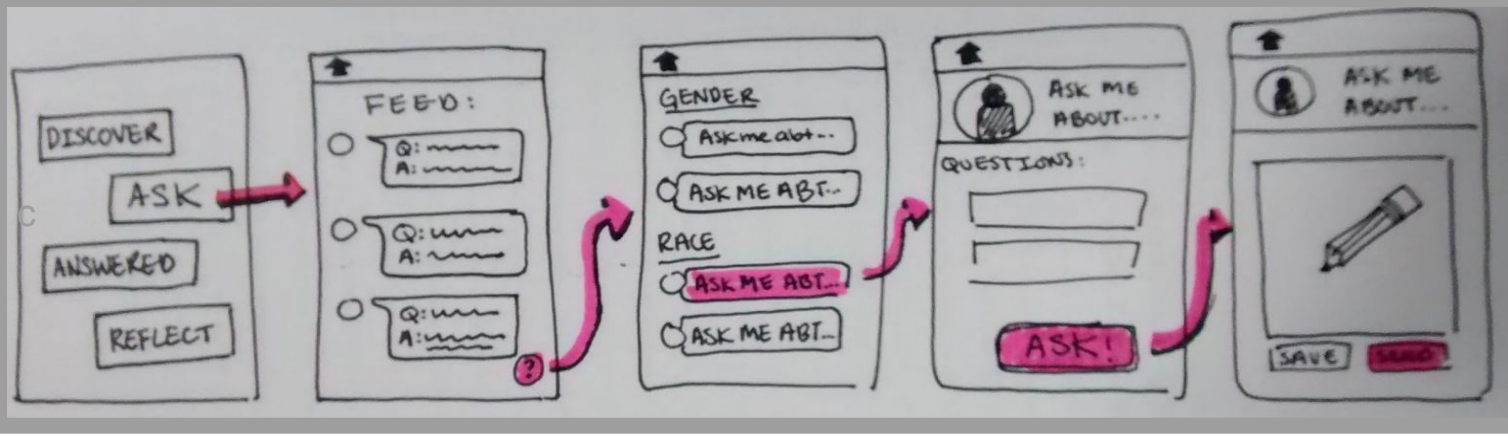


AFTER

Instead of using the main page, we implemented a bright-color navigation bar on the top part. Users would be able to know which features they could use and navigate between the tasks more easily.

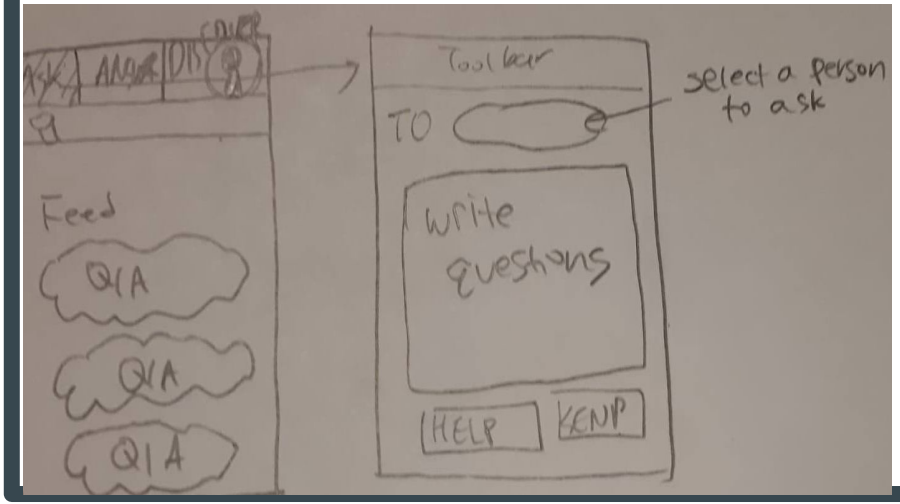


PROBLEM 2 | DIFFICULTIES IN ASKING QUESTIONS



BEFORE

There were too many screens that the user has to go through to ask a question.



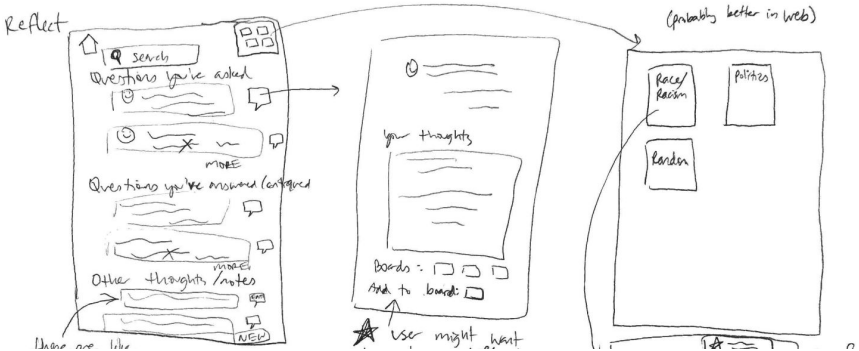
AFTER

As the users would expect to ask question right after they enter the ask feature, the other scenes are unnecessary. We thus got rid of the intermediate scenes -- when the user is on the “ask” page, they can just ask questions.

PROBLEM 3 | DIFFICULTIES IN USING THE REFLECTION PAGE

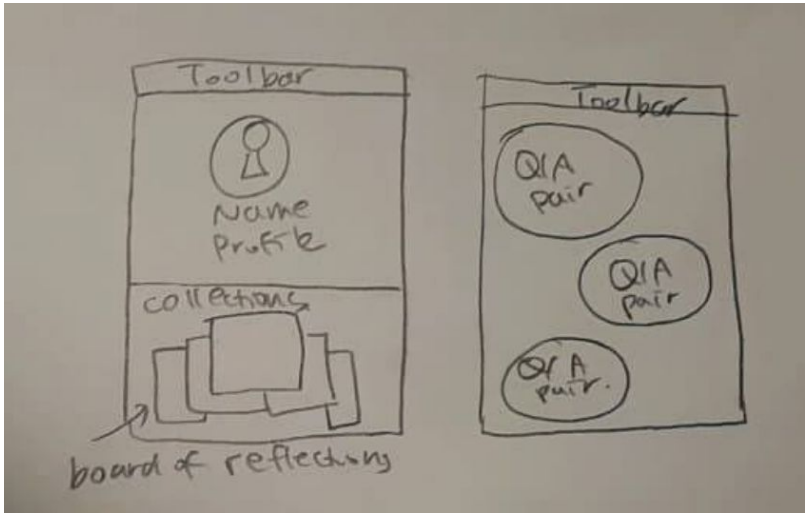
BEFORE

Users were confused why they have to save questions in the reflection page -- they wanted to save questions directly from the questions and answers feed. Reflection page has too many features, so users were not able to utilize the core functionality -- crafting and saving their new thoughts.

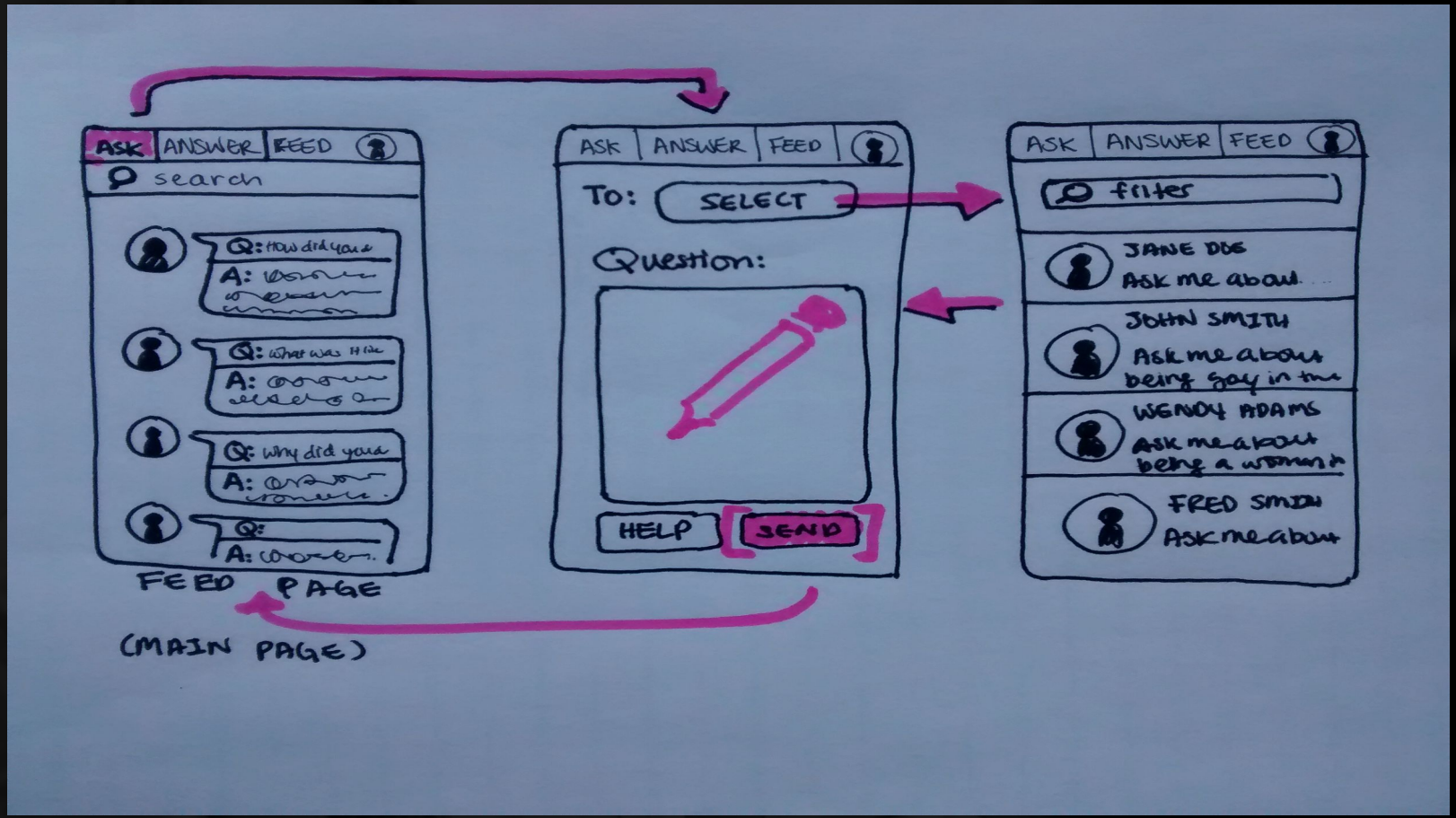


AFTER

We integrated reflection page with the profile functionality. Rather than having the reflection page, users can directly save questions and answers from their feeds and view them in the profile.



TASK FLOW 1 (MARVEL) | ASK AN ANONYMOUS QUESTION



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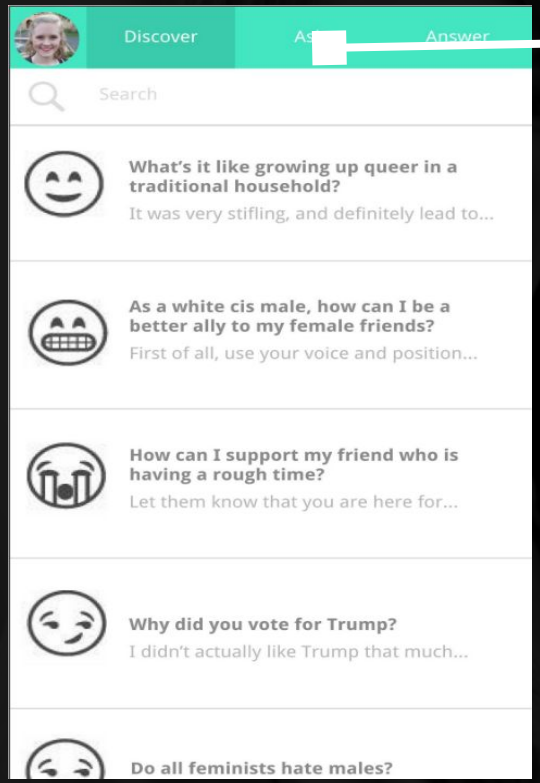
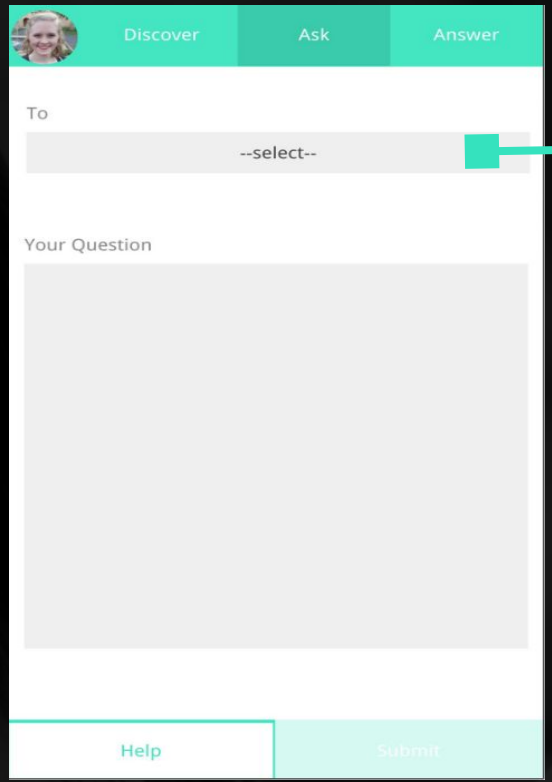
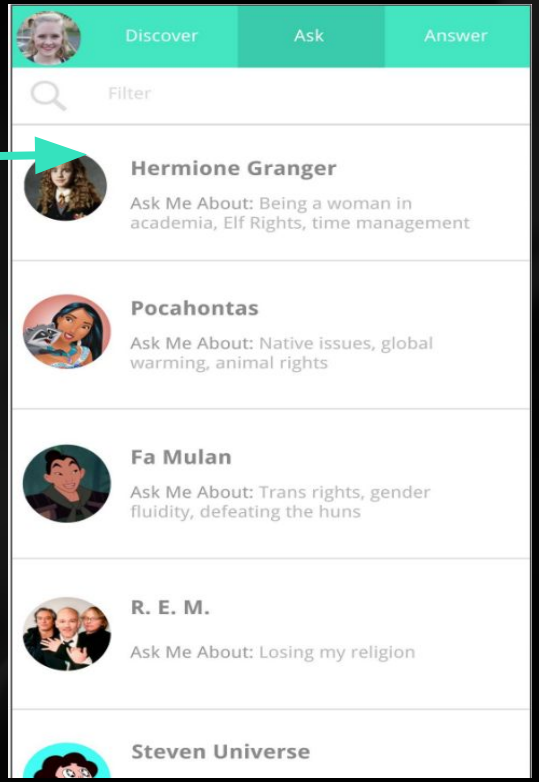


MAIN PAGE

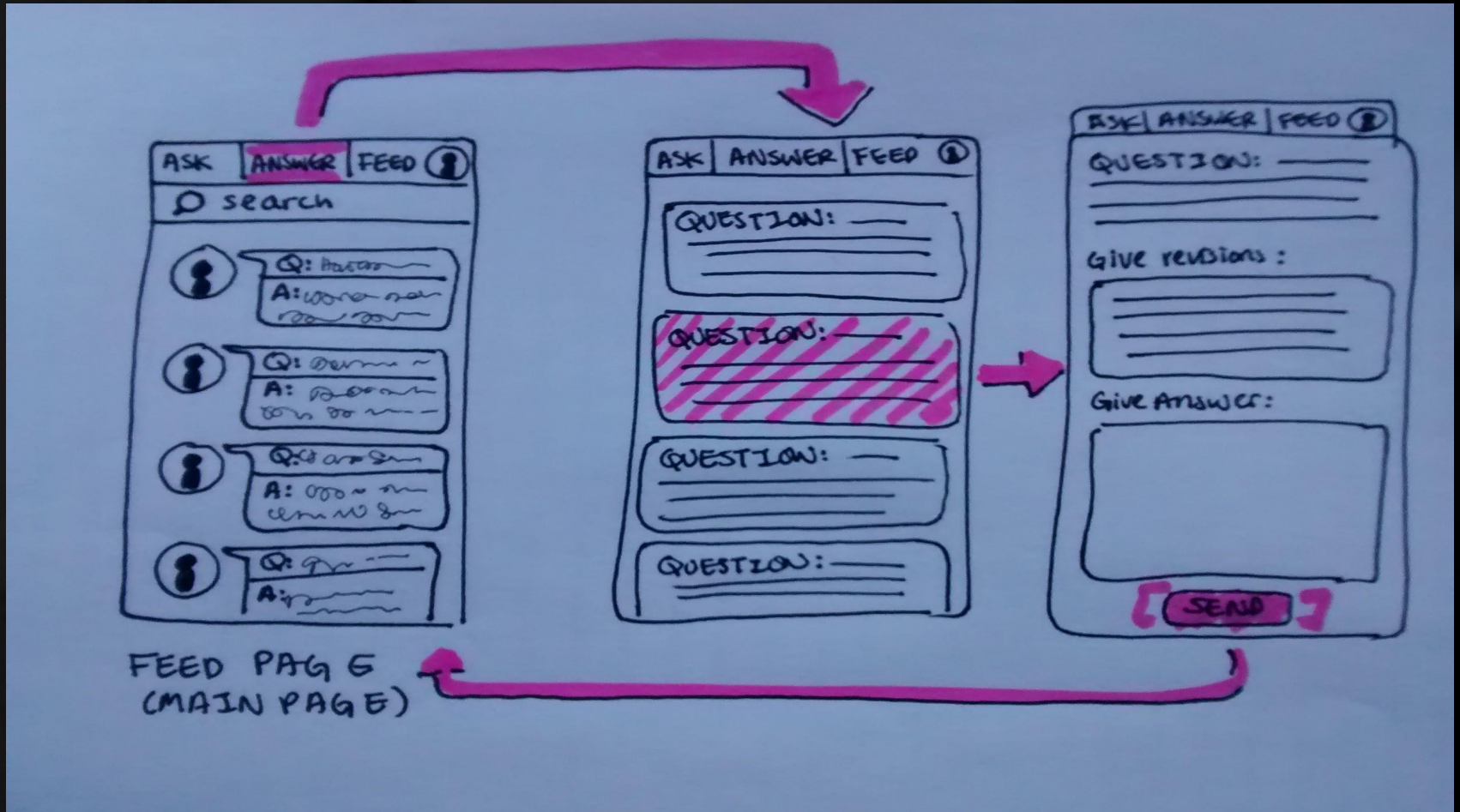


DEFAULT "ASK" PAGE



"SELECT PAGE"

TASK FLOW 2 | ANSWER/CRITIQUE A QUESTION



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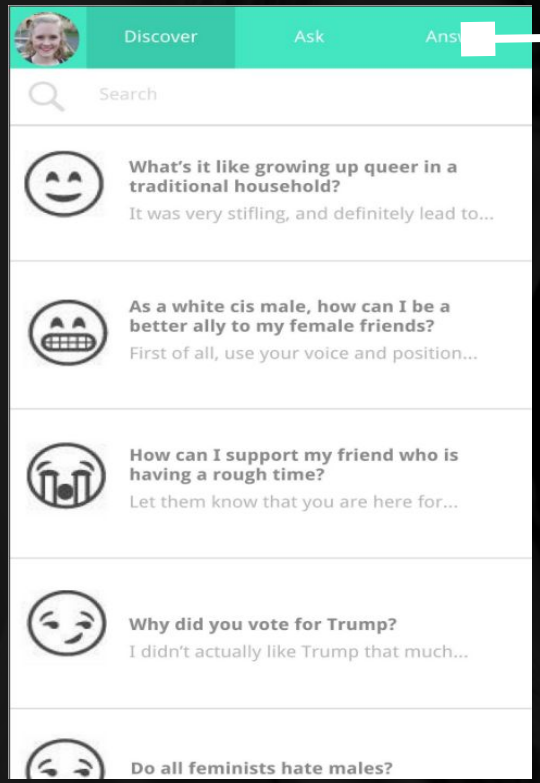
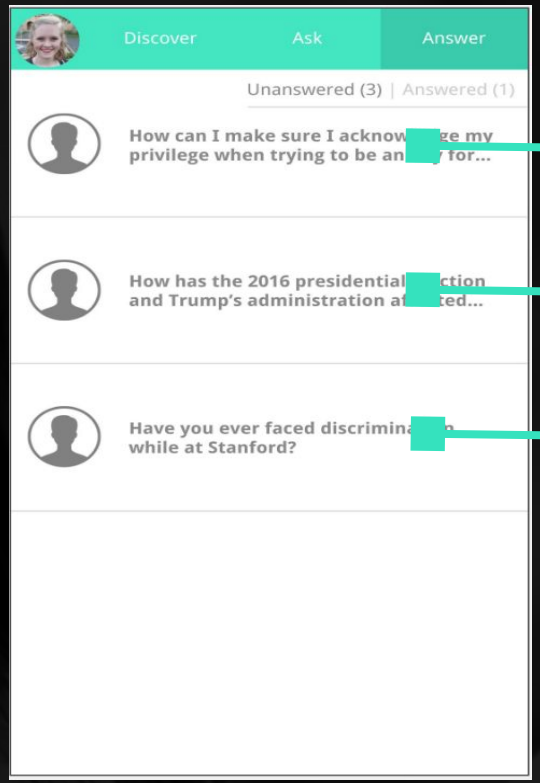
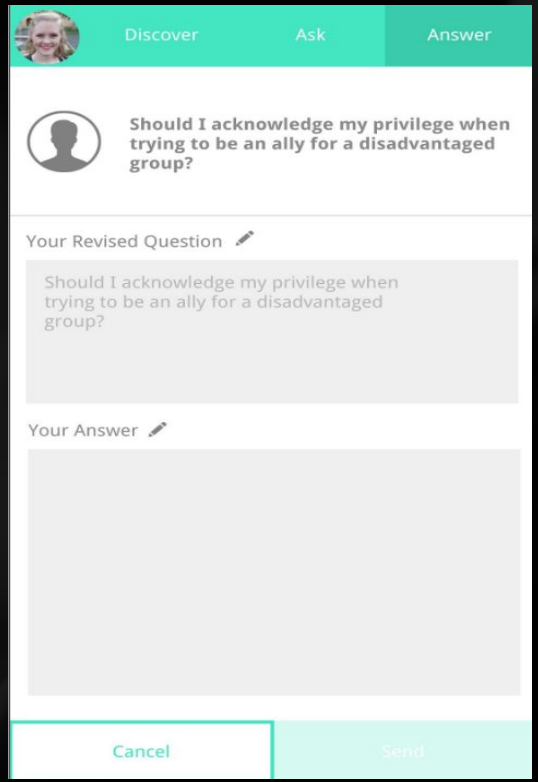


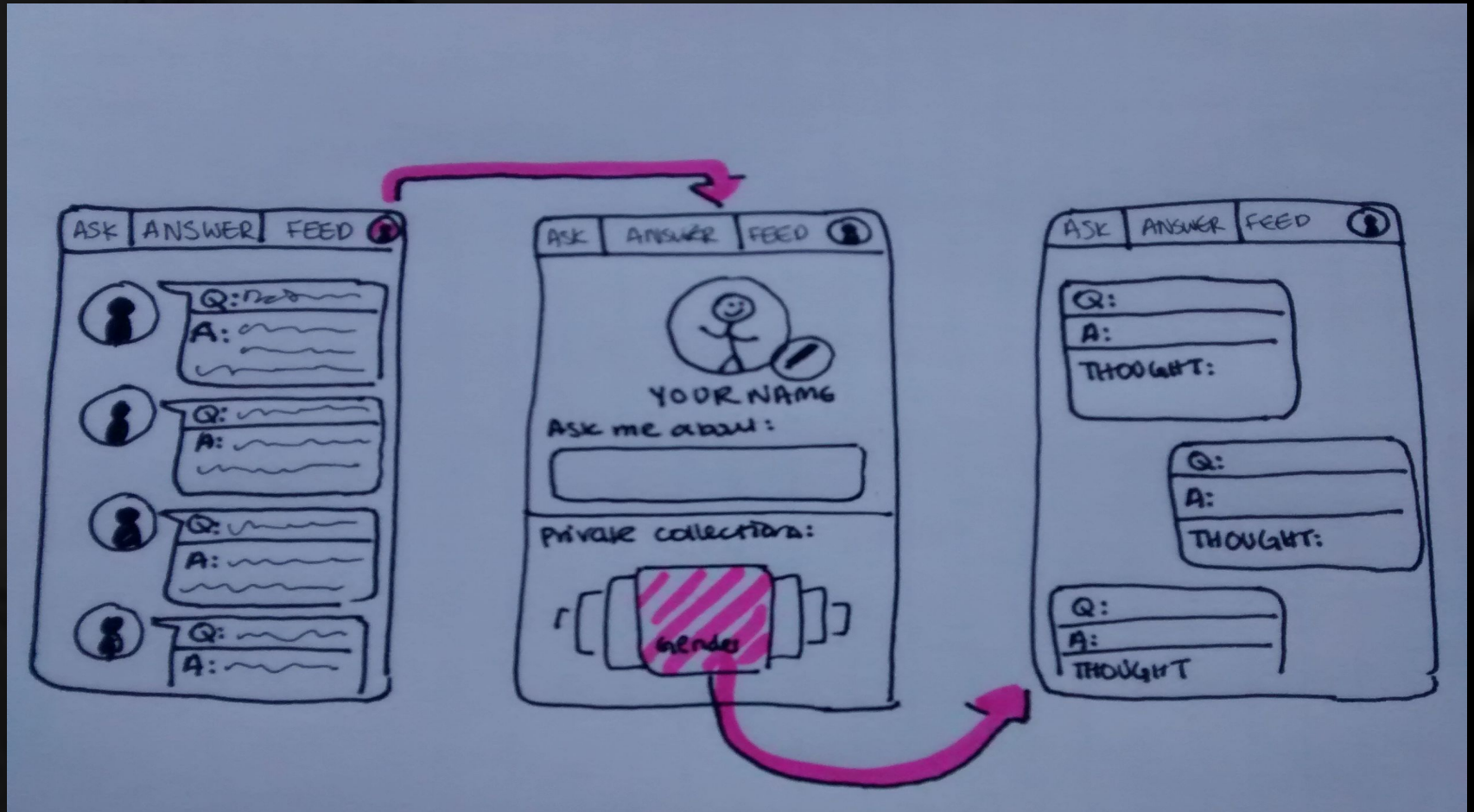
MAIN PAGE



DEFAULT "ANSWER" PAGE



TASK FLOW 3 | REFLECT ON WHAT YOU LEARNED



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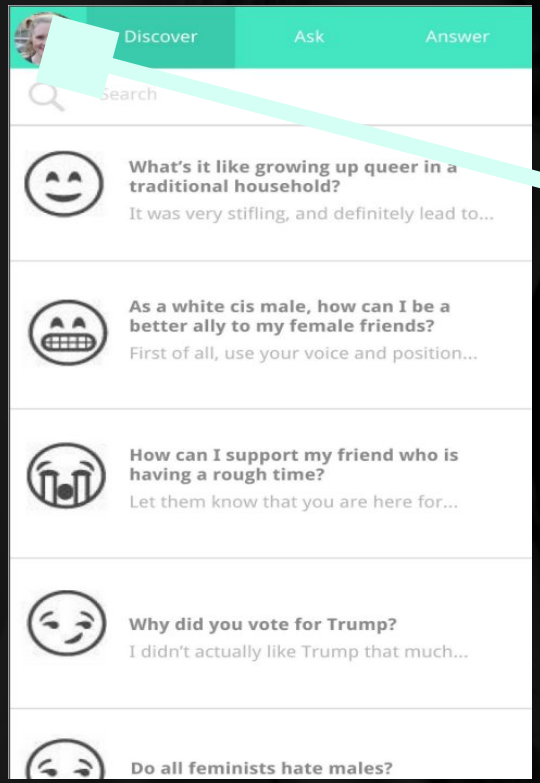
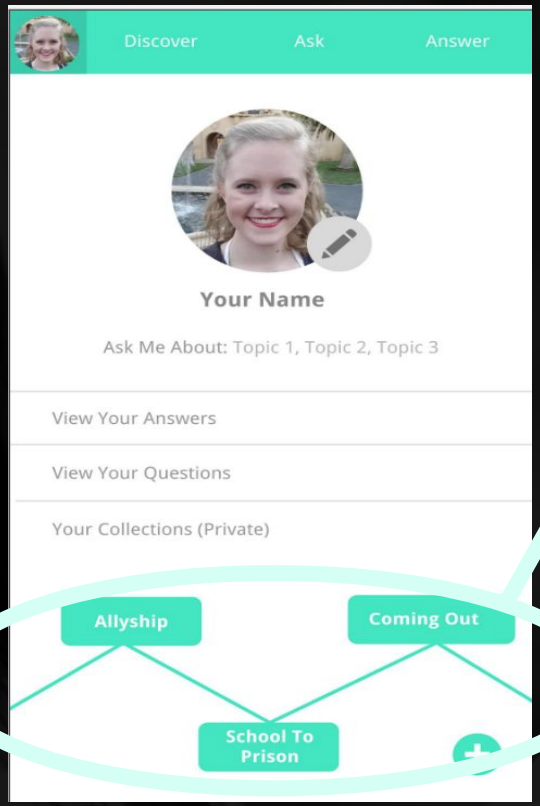
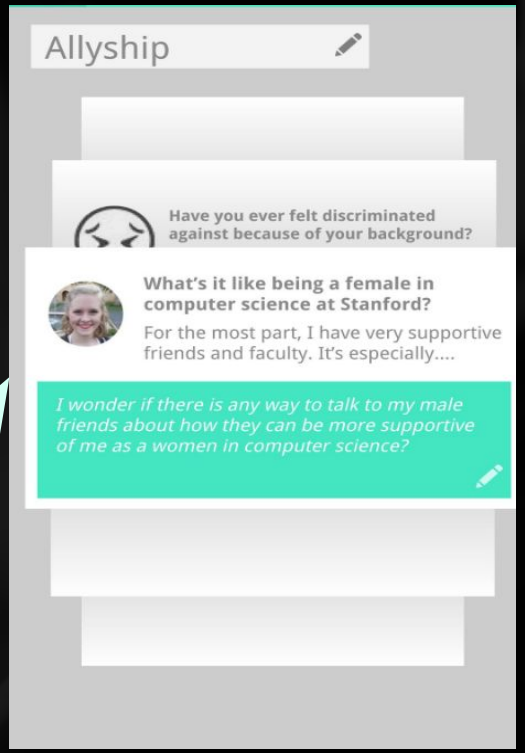


MAIN PAGE



PROFILE

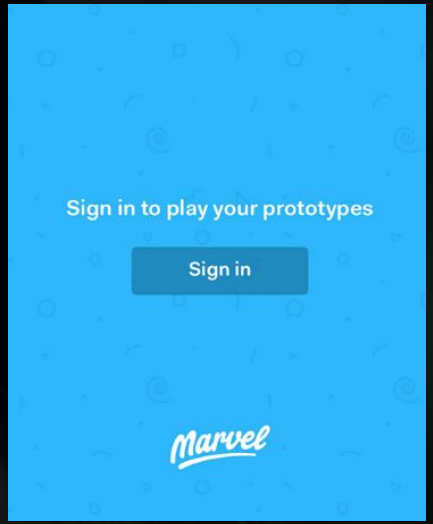


COLLECTIONS OF REFLECTIONS

PROTOTYPING TOOLS

MAKING SCREENS

GOOGLE DRAWINGS



MARVEL

PROTOTYPING

PROS

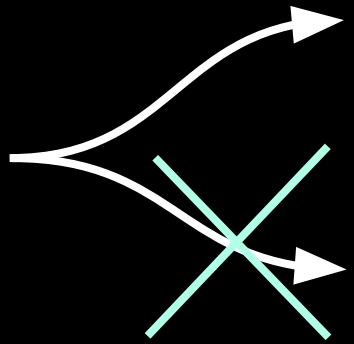
- Can duplicate the transitions on multiple screens
- Can comment on the prototypes

CONS

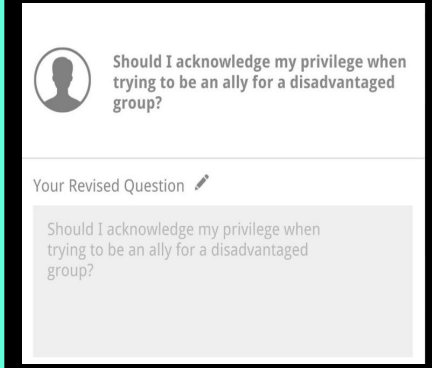
- Changes that users made are not persistent -- they do not remain in the DB
- Impossible for marvel to remember the previous actions and make transitions accordingly

Limitations/tradeoffs of the current prototype

Changes are not persistent because we did not use any database



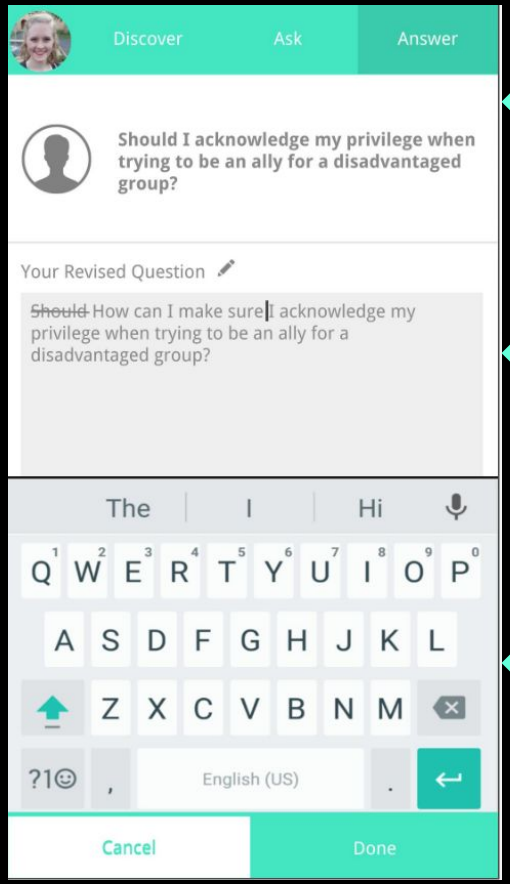
Decided on using only one flow -- users would not be able to choose among different orders



The flow for revising questions is very constrained because we did not want to lose users with complex functionality

Concentrated more on fixing design problems and addressing the challenges rather than giving an app unique styles

Wizard of Oz / Hardcoded features



Hardcoded #1

Most of the questions and answers were hardcoded because we would not have user-generated input in the prototype.

Hardcoded #2

When the user is revising the question, the user will tap on the textbox. Here, we hardcoded where to highlight, where to cross out, and what to write in the textbox.

Hardcoded #3

We use keyboard to ask user to type. Once user taps any of the keys on the keyboard, we filled the textbox with hardcoded text.