

# UI/UX - Children Age 10



Sophia Liu, John Miller, Steven Powers,  
Erik Watterson

# What is the software project problem?

- Microsoft Word has a robust set of features that often prove difficult to learn and understand.
- This results in confusion for young children, including our target audience of children age 10.
- We felt that we could improve help menus.

# Josie E. Stockdale - Underserved Population 1/3

## Elementary School & Home Usage

- Uses a variety of google software applications, like Google Docs and Microsoft Word for daily use at school.
- Uses computer at home for entertainment, typically watching Netflix(™) or researching her favorite animal, the horse. 🐾
- Favorite movie series is Harry Potter



**10 years old**  
**4th grade student at**  
**Faxon Elementary**  
**Lives in Kansas City,**  
**Kansas**

# Josie E. Stockdale - Underserved Population 2/3

## Problem Solving Limitations

- Josie usually stores things on her desktop because she loses her documents when she stores them in folders.
- When writing documents for school she often has trouble writing complete sentences
- Processes information more slowly compared to mainstreamer.



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# Josie E. Stockdale - Underserved Population 3/3

## Strengths

- When Josie is showed how to use a new program she can learn how to use it pretty quickly.
- Has structured learning environment (school).
- Within the last year, Josie has found that she really likes to listen to music while she does her homework.
- Josie remembers the things she works on more effectively when she's rewarded for her hard work.[13]



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# Thaddeus X. Zebadiah - Mainstream Population 1/3

## Background Knowledge and Skills

- Thaddeus has been working towards his degree for 1.5 years and has become fairly proficient at using Microsoft Word and other similar word processors.
- His peers know he is quick to learn new technologies so they often come to him for help even if they know he hasn't used that technology before.
- Favorite movie series is Home Alone



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# Thaddeus X. Zebadiah - Mainstream Population 2/3

## Motivations and Strategies

- Since starting school Thaddeus has gained an interest in learning how people interact with computers. He's considering switching majors to computer science with a focus on Human Computer Interaction. Thaddeus learns best by exploring and poking at a tool before fully engaging with and researching it.



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# Thaddeus X. Zebadiah - Mainstream Population 3/3

## Attitude Towards Technology

- *Computer use at home* Thaddeus spends most of his time on the computer at home. This means if he has any issues with any technology he's using he has to figure them out himself or use the internet for help. This makes him very confident when using new technologies and solving difficult challenges.



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# What we changed to improve their experience.

- Microsoft Word contextual information improvements.
  - Extends the ability to search for a tool, and learn more about it.
  - Add the same functionality when right clicking.
  - Rapid failed uses also prompts the tooltip menu.
- Information
  - Basic usage and tips
  - An advanced tips and helpful links where there is more information about the feature.

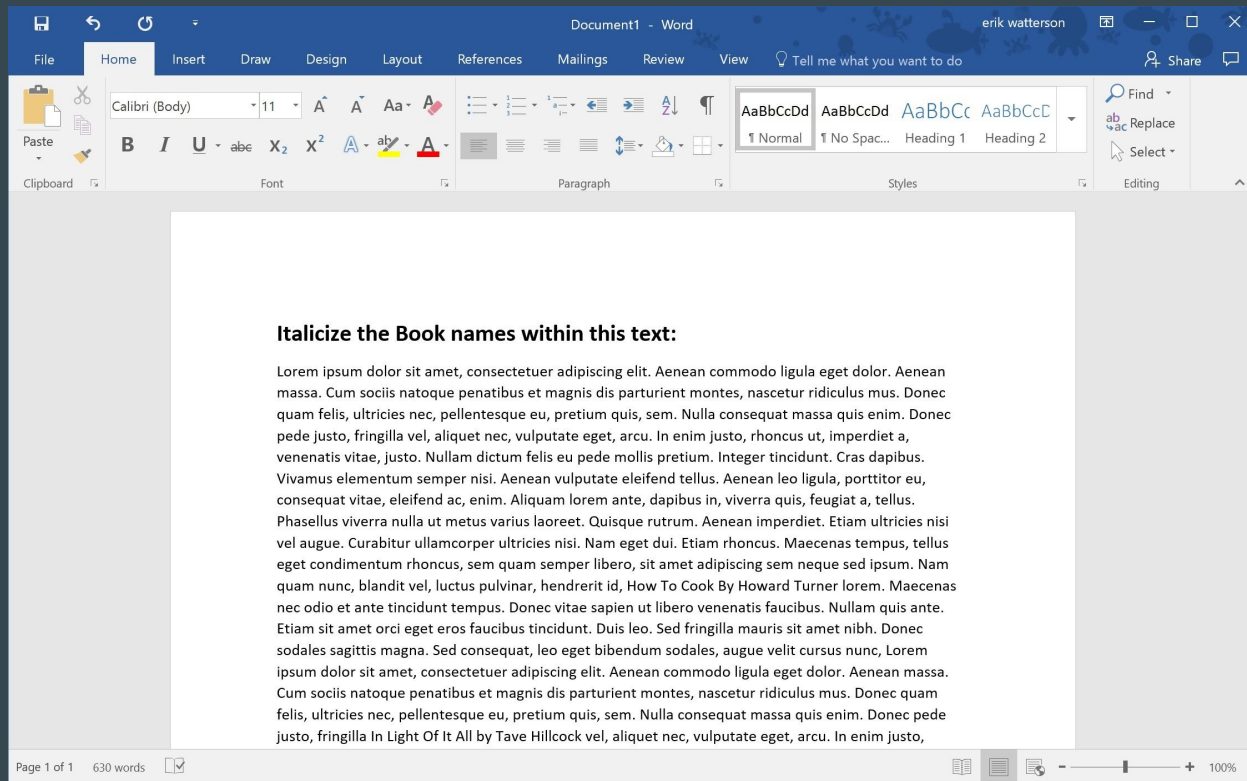
# Underserved Population Use Case

- User is tasked with italicizing a piece of text on their document.
- User searches for “italicize” in the search bar.
  - User still not clear what they are trying to do.
  - User then clicks “Get Help on italicize”
- Information pane appears detailing how to use italics.
- User takes this knowledge and highlights their text and clicks the Italic button.
- Alternatively if the user knows where the Italic button is, the user may right click the Italic button and “Get Help”
- Information pane appears detailing how to use italics.
- User takes this knowledge and highlights their text and clicks the Italic button.

# Underserved Prototype

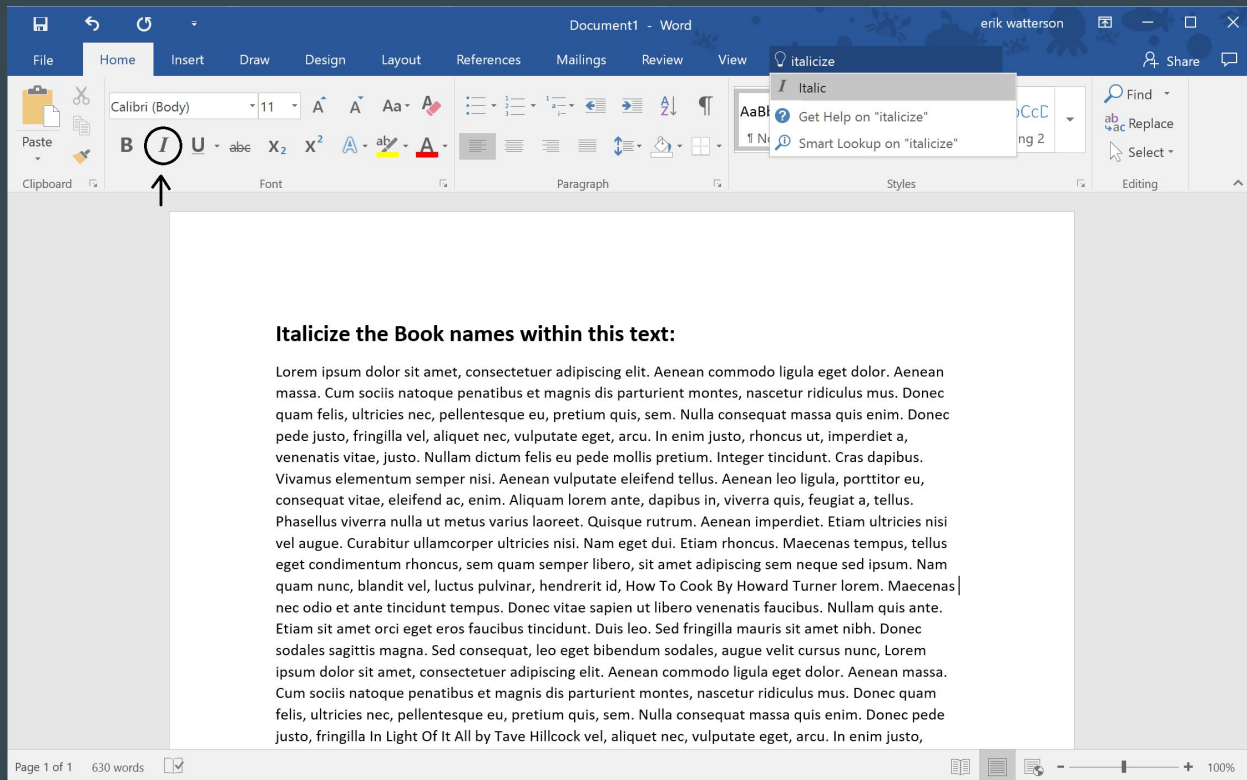
# Underserved Prototype 1/7

- Josie starts her assignment



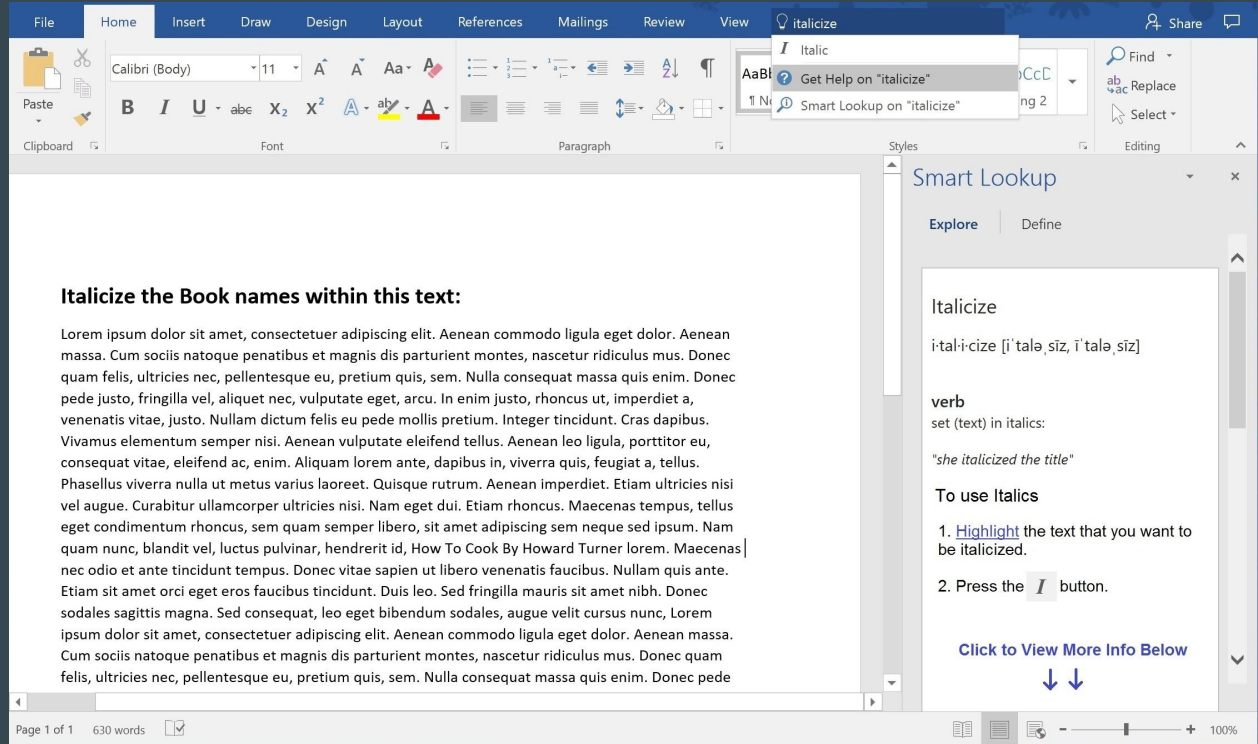
# Underserved Prototype 2/7

- Doesn't understand what "italicize" is
- Finds "Tell me what you want to do" and clicks on it
- Placeholder "Type here" appears
- Types in italicize
- Word points to the Italics button



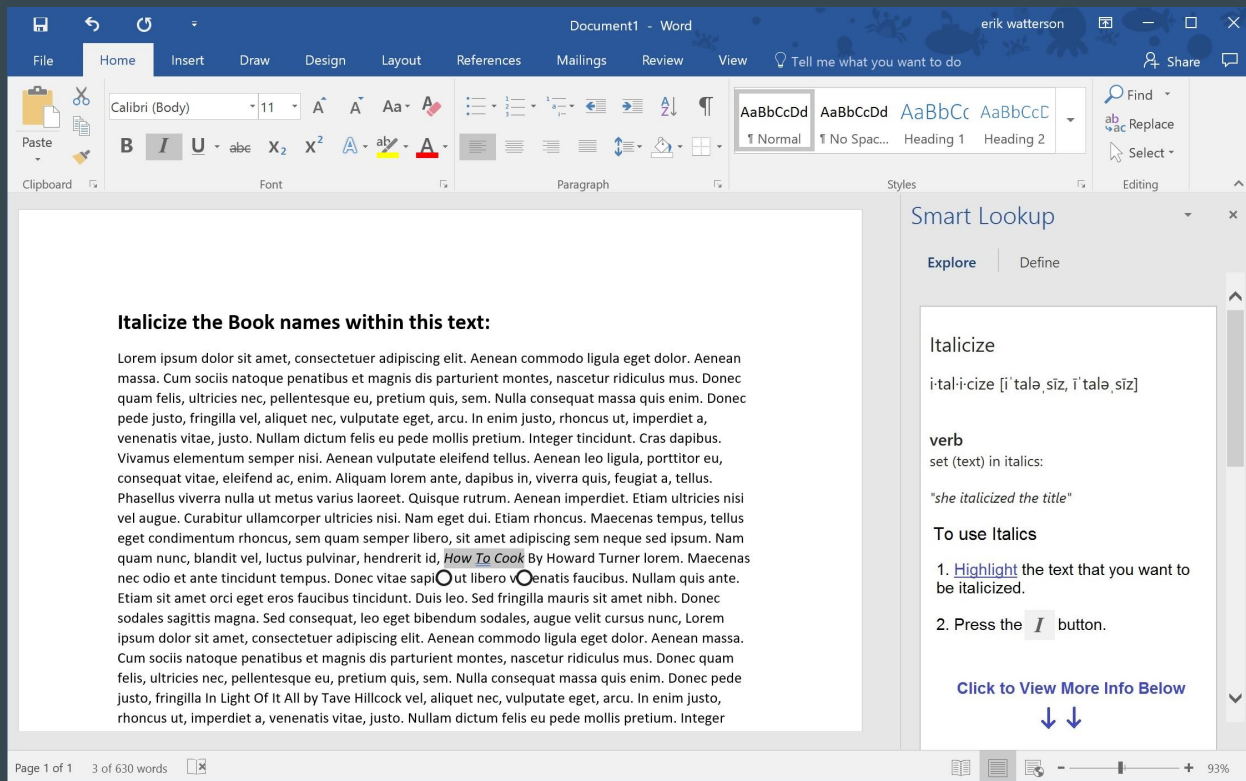
# Underserved Prototype 3/7

- Still doesn't understand how to use "italicize"
- Clicks on "Get Help"
- Help Window pops up on side, gives an example, and a tutorial
- Also a "view more information" option



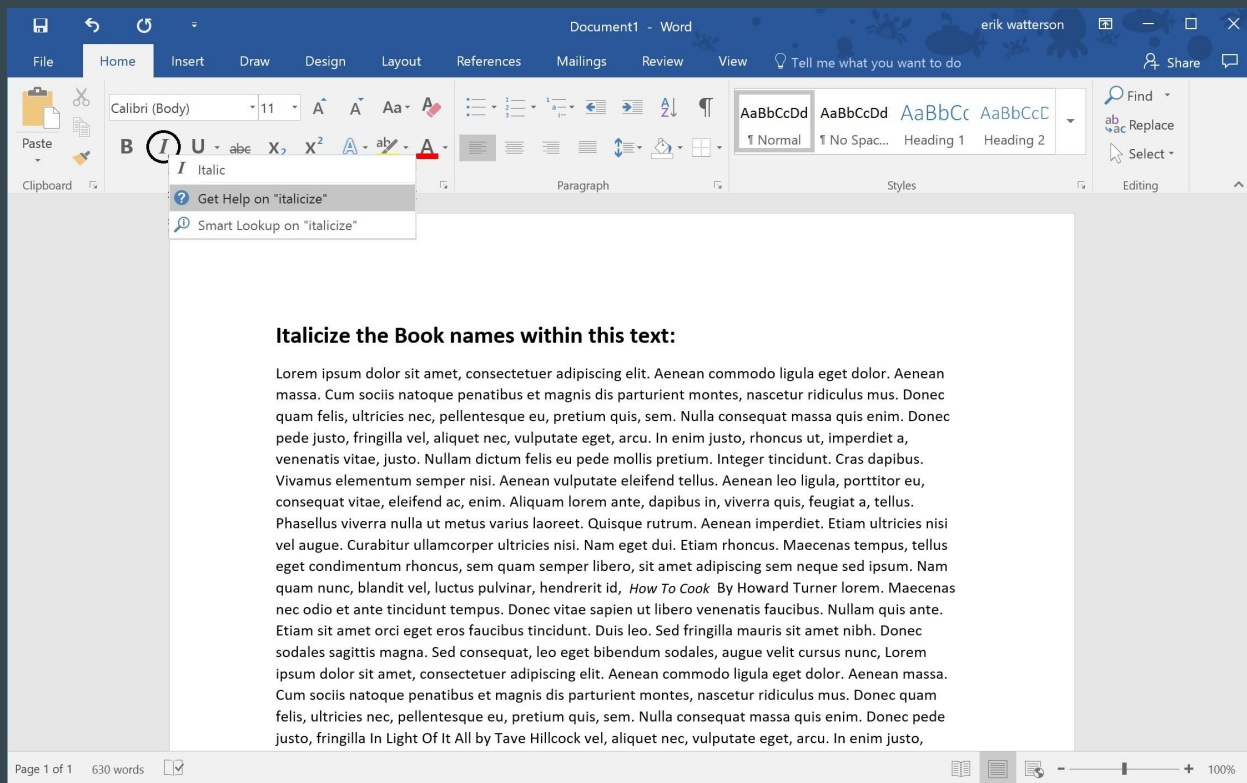
# Underserved Prototype 4/7

- Finds book name
- Follows instructions from the help window
  - Highlights
  - Clicks on the “Italic” button
- Closes the Help Window



# Underserved Prototype 5/7

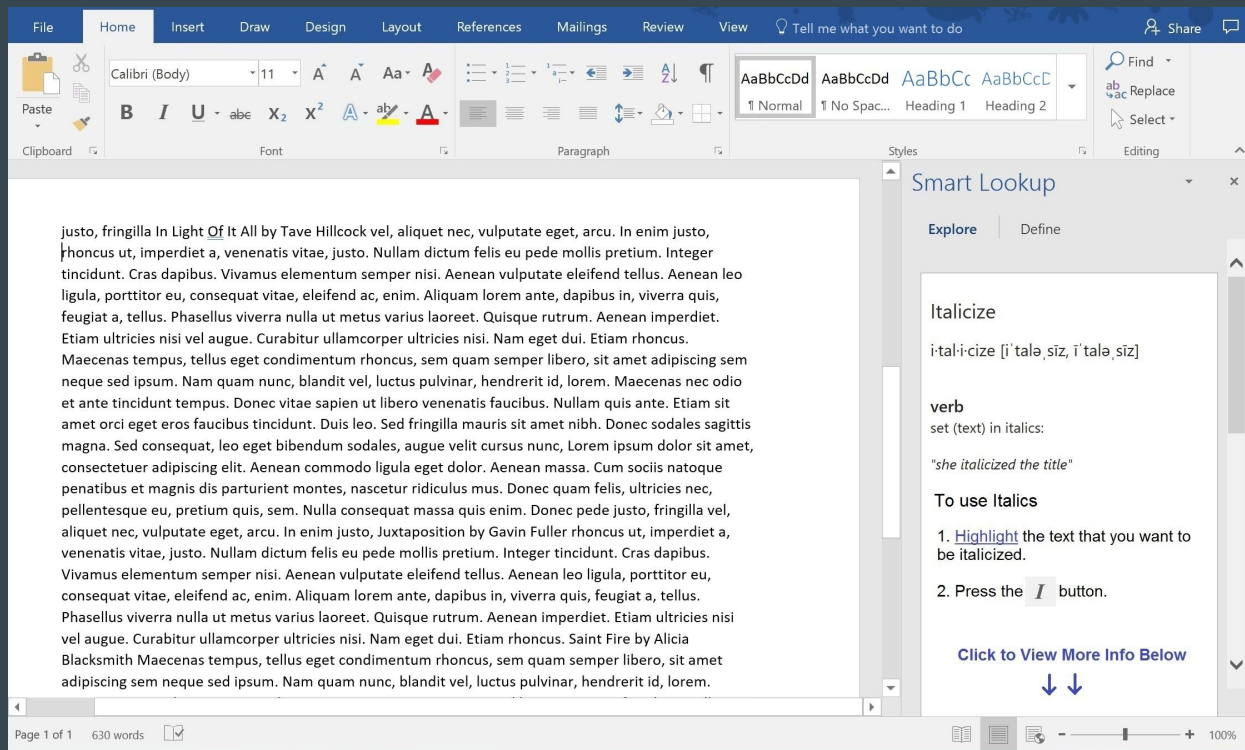
- Finds another book name
- Clicks Italics button several times and it doesn't work
- Help menu appears
- Clicks on “Get Help”





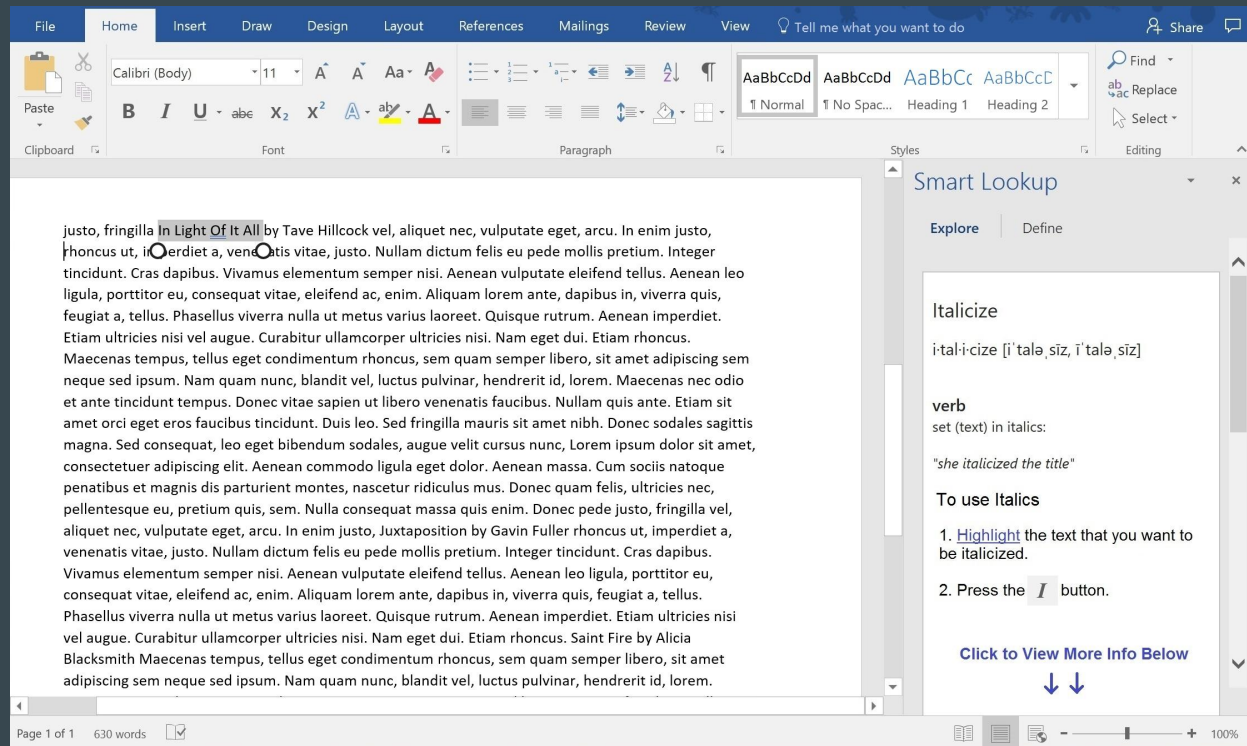
# Underserved Prototype 6/7

- Help menu appears
- Josie looks at the instructions and realizes her mistake



# Underserved Prototype 7/7

- Josie realizes she forgot to highlight the word
- Josie corrects her mistake and finishes her assignment.



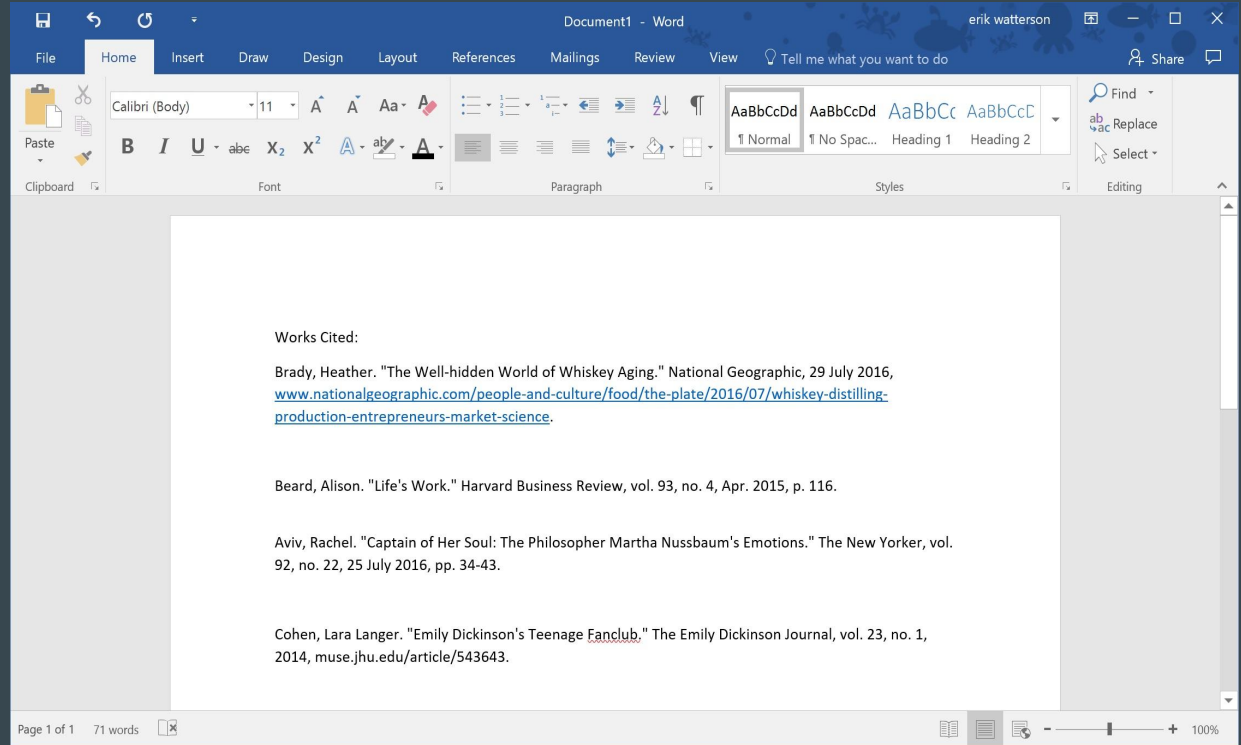
# Mainstreamer Use Case

- User is tasked with a homework assignment that uses MLA citations
- User knows where the italics button is, but does not remember how to use MLA formatting for a book title.
- User right clicks the italics button and clicks “Get Help” and selects a help section for MLA formatting appears in the right hand side of the screen
  - User sees that the titles of plays, movies, tv shows, works of art, and books are supposed to be italicized, while character names, episode titles, songs, or other proper nouns are not.
- User highlights the book title, and clicks on the “italics button”.

# Mainstreamer Prototype

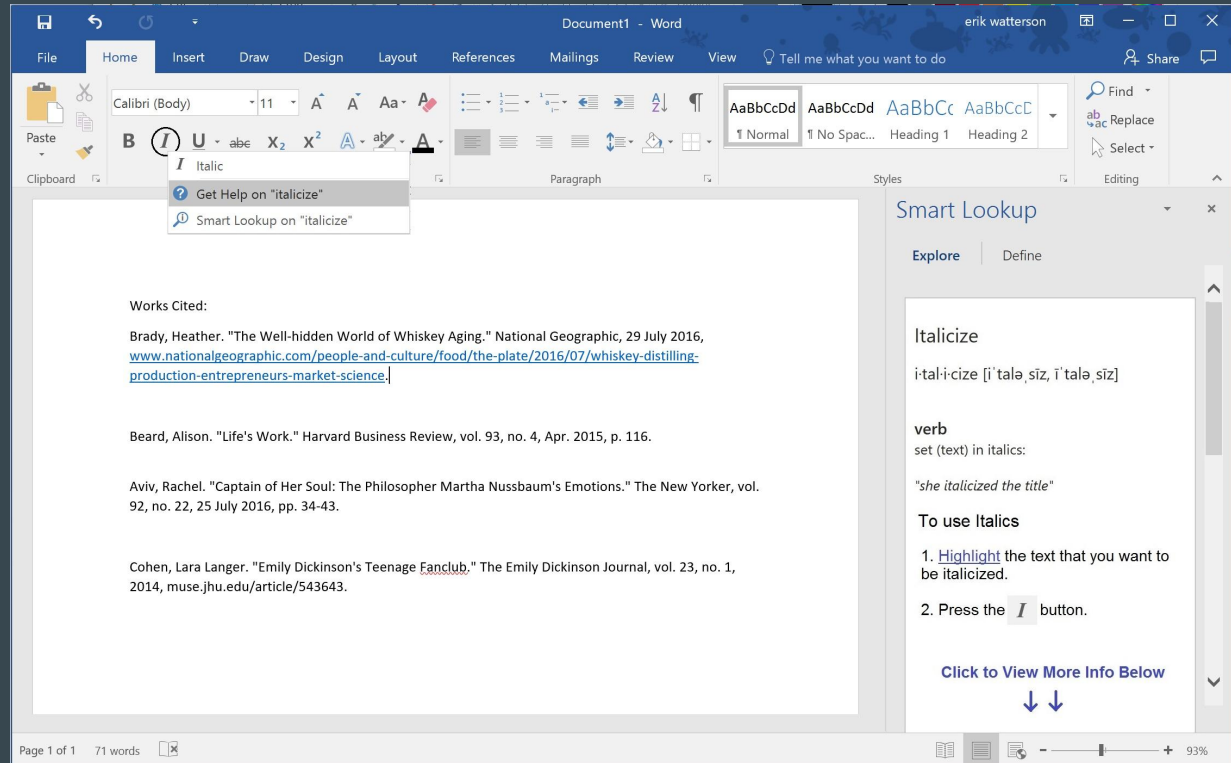
# Mainstream Prototype 1/4

- Thaddeus is working on his Works Cited page
- Forgets what to italicize using MLA formatting



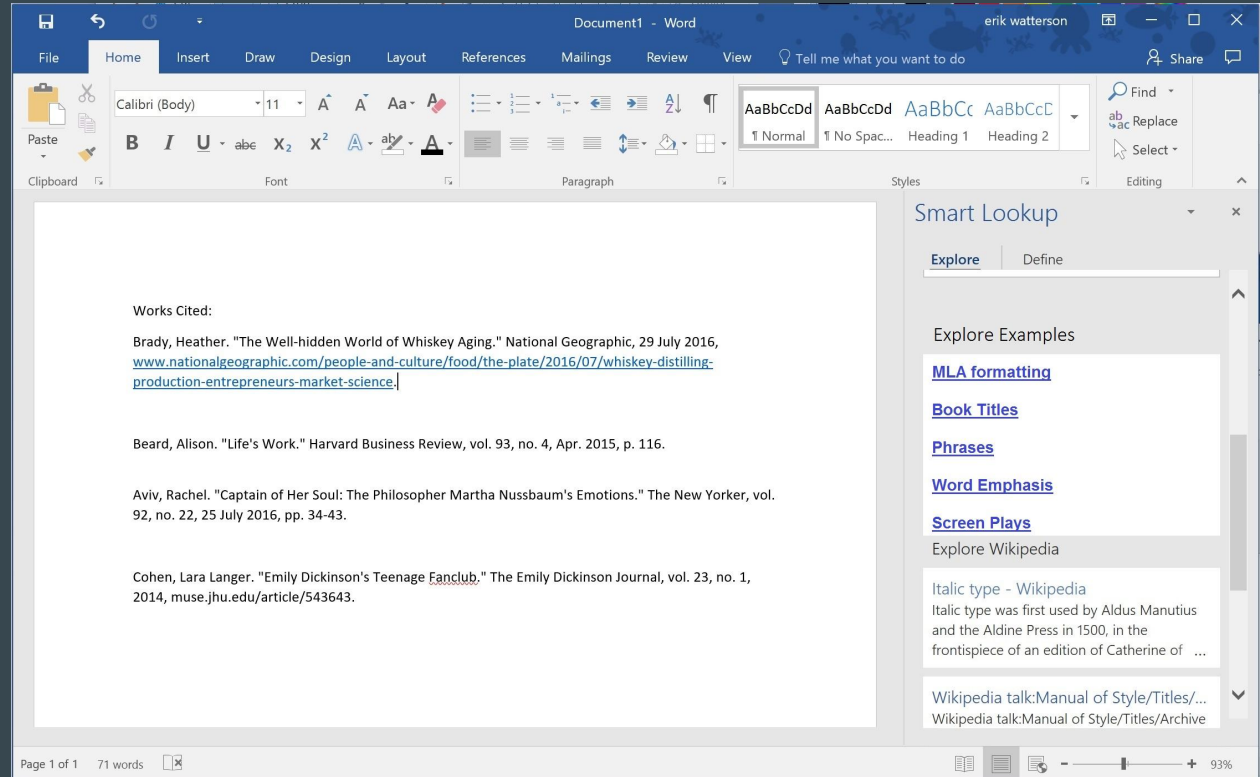
# Mainstream Prototype 2/4

- Knows where the italics button is, right clicks on it for help
- Clicks on “Get help” and a help window pops up
- Thaddeus does not see what he is looking for, so he clicks on “Click to view more”



# Mainstream Prototype 3/4

- The “view more” options shows resources for Thaddeus to see what to italicize.



# Mainstream Prototype 4/4

- Thaddeus then knows how to properly format MLA citations.

