

**Group 6 Members:** Dalilah Earley, Deborah Barndt and Ignacio Fite Lopez

**Project Title:** Pin Base Application

**Project Idea:** Family Tracking App

**Goals for redesign:** Goal 1: Add family member, Goal 2: Add babysitter/caregiver member, Goal 3: Create a schedule for family member, Goal 4: Locate someone's location

**Goal 1: Add family member - *Deborah Barndt***

1. Log in/Sign up
2. Go to menu icon
3. Click add family member option
4. Allow access to contacts
5. Select family member from contact list
6. Click invite
7. Select method to invite person through text message
8. Send text message
9. Invited person receives text message
10. Invited person downloads application and accepts invitation to be added

**Goal 2: Add babysitter/caregiver member - *Dalilah Earley***

1. Log in/Sign in
2. Go to menu icon
3. Click add caregiver option
4. Allow access to contacts
5. Select caregiver from contact list
6. Click invite via text message
7. (Caregiver confirms) User receives confirmation
8. Set caregiver schedule (either user or caregiver)
9. Select days and times when caregiver is with child(ren)
10. (Either user or caregiver) confirms schedule

**Goal 3: Create a schedule for family member - *Ignacio Fite Lopez***

Previous goals that need to be fulfilled:

- Add family member or babysitter/caregiver member
1. Login/Sign up
  2. Select family member to add the schedule for
  3. Pick the day or days for the schedule
  4. Pick the starting time
  5. Pick the end time
  6. Choose the maximum time out of the zone allowed
  7. Define the location/area
  8. Submit for permission to deviate (this function allows the child or babysitter/caregiver to ask for permission to deviate from the schedule/location and avoid notifications and warnings)
  9. Choose the type of notification to get if the schedule is not followed
  10. [Optional] Link the schedule with another one right after
  11. [Optional] Set the route from one to another
  12. [Optional] Set the travel times and maximum allowed deviation

**Goal 4: Locate someone's location - *Dalilah Earley***

1. Log in/Sign in
2. Go to menu icon
3. Click on Family option
4. Click on person's name
5. Select option to see current location
6. View map
7. Click on person's icon
8. View exact location
9. [optional] provide user with the ability to see future locations on same page
10. [optional] provide user with ability to see past location within the last 24 hours on same page

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**Research:** For personas and importance of our application idea

**Grandparents/Elders Data:**

- “More Grandparents Than Ever” by Sharon Jayson (March 20, 2017)  
<https://www.nytimes.com/2017/03/20/health/grandparents-population-census.html>
  - U.S. has 69.5 million grandparents as of 2014
  - Number of grandparents has grown 24% since 2004
  - All adults age 30 and older, 37% are grandparents as of 2014
- “National Grandparents Day 2017: Sept. 10” (July 12, 2017)  
<https://www.census.gov/newsroom/facts-for-features/2017/grandparents-day.html>
  - Grandparents as caregivers 7.3 million living with their grandchild who is under 18 years old in 2015
  - 642,852 number of grandparents who has a disability and were responsible for their grandchildren
- “Facts and Figures” from Alzheimer’s Association  
<https://www.alz.org/alzheimers-dementia/facts-figures>
  - 1 in 10 people age 65 and older (10%) has Alzheimer's dementia.
  - 1 in 3 seniors die with Alzheimer’s or another dementia.

**Parents & Children Data:**

- “The Age That Women Have Babies: How a Gap Divides America” By QUOCTRUNG BUI and CLAIRE CAIN MILLER (AUG. 4, 2018)  
<https://www.nytimes.com/interactive/2018/08/04/upshot/up-birth-age-gap.html>
  - New parents tend to be older in general. The average age of first-time mothers is 26, up from [21 in 1972](#), and [for fathers it's 31](#), up from 27.
- “Survey: Many Youngsters Home Alone After School” by Anjetta McQueen (September 11, 2018)  
<https://abcnews.go.com/Health/story?id=117979&page=1>
  - One in five children ages 6 to 12 are regularly left without adult supervision after school, according to a survey of working parents.
- “73% of Teens Have Access to a Smartphone; 15% Have Only a Basic Phone” (April 8, 2018)  
[http://www.pewinternet.org/2015/04/09/teens-social-media-technology-2015/pi\\_2015-04-09\\_teensandtech\\_06/](http://www.pewinternet.org/2015/04/09/teens-social-media-technology-2015/pi_2015-04-09_teensandtech_06/)
  - 73% of teens have access to a smartphone
- “Parents, Teens and Digital Monitoring” by Monica Anderson (January 7, 2016)  
<http://www.pewinternet.org/2016/01/07/parents-teens-and-digital-monitoring/>
  - 16% used monitoring tools to track teen’s location w/ his/her cellphone
  - Surveying parents of children 13-17 years of age
- “Mobile Kids: The Parent, The Child and The Smartphone” (February 28, 2017)  
<https://www.nielsen.com/us/en/insights/news/2017/mobile-kids-the-parent-the-child-and-the-smartphone.html>

## WHY ARE PARENTS GETTING THEIR KIDS WIRELESS SERVICE BEFORE THEIR CHILD TURNS 13?

Agree/strongly Agree, among those likely to get their child wireless service



- 
- “To start, the report looked at the age that kids get a smartphone. Slightly less than half (45%) of mobile kids got a service plan at 10-12 years old. The most predominant age when kids got a service plan was age 10 (22%), followed by 8 years old (16%) and ages 9 and 11 were tied at 15%. The mobile child also skews more male (56%) than female (44%), with at least one in five being Hispanic. Among 10-12-year-olds, the highest percentage of age represented was age 10 at 34%. The vast majority (93%) are on the same plan as their parents, and 72% have all mobile wireless services including voice, messaging and data.”

### Caregivers Data:

- “Care.com Releases Statistics from First Annual Babysitter Survey” (March 23, 2015)  
<https://www.care.com/press-release-carecom-releases-stats-from-babysitter-survey-p1186-q58281696.html>
  - Who Are Families Hiring? If you’re between the ages of 20 to 25, certified in CPR, First Aid or safety training, *and* a non-smoker, then you are the preferred sitter for many families.
- Childcare Workers from Bureau of Labor Statistics  
<https://www.bls.gov/ooh/personal-care-and-service/childcare-workers.htm>
  - Number of Jobs: 1,216,600
  - “Nannies work in the homes of the children they care for and the parents that employ them. Most often, they work full time for one family. They may be responsible for driving children to school, appointments, or afterschool activities.”

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**Personas**



### **Persona 1: John Smith**

John, who is 47 years old, is married to Amy, who is 43 years old. Together they have three children: Olivia (15), Ethan (12), and Emma (7). John and Amy's two oldest children have phones, which is very common for children their age. Since Olivia is a teenager who enjoys many after-school hangouts with friends and extracurricular activities, John and Amy decided that Olivia has to use a family tracking app so John and Amy can keep track of her location after school.



### **Persona 2: Jessica Graham**

Jessica is 20 years old. She is a college student who works as a babysitter for two families. Jessica works as a part-time babysitter for the Smith family. She watches their 7-year-old Emma every day after school from 2:30pm until 6:00pm when Amy, Emma's mother, arrives home from work.

Jessica also works for another family. Two times a week for a few hours, Jessica takes care of 2-year-old boy Wiley and 4-year-old girl Jacqueline for the Johnson family. Wiley's mother Danielle works part-time remotely but sometimes needs a babysitter to watch Wiley when she runs errands for the house or goes into the office for a meeting. Danielle's husband Ryan works for a marketing company downtown. Jessica takes Wiley and Jacqueline on outings at the local park to play at the playground. She also takes them for walks, to the museums, play dates with the neighbors, and to the zoo. Jessica uses a tracking app to let Wiley and Jacqueline's parents know where they are going throughout the day, so their folks can stay informed.



### **Persona 3: George Thompson**

Amy Smith's father George is 72 years old. George and his wife Claire of 50 years have enjoyed an active senior citizen life by traveling to some of their favorite states in America. He also spends time with his grandkids whenever he can. George used a tracking app when he and his wife were travelling around the country, so that his daughter Amy could know where he was and feel more at ease knowing that he was safe. Though recently, Amy has noticed that her father's mind is not as sharp as it used to be. George went to the doctors and was diagnosed with dementia so Amy is glad that she and her father use a tracking app, especially because Amy does not want her father to be one of the missing or wandering elders on the news.



### **Persona 4: Olivia Smith**

Olivia just turned 15 years old and is involved in sports and afterschool clubs at her high school. She usually has a very busy schedule during the week and studies with a group of her fellow classmates on Tuesdays at the library. She has a cell phone to check in with her parents at home and to call them when she needs to be picked up. However sometimes she forgets to inform her parents of what her daily plans are due to her busy schedule, so she found an app that would track her location and also her family's. This way the app could let her parents know where Olivia currently is and will be.

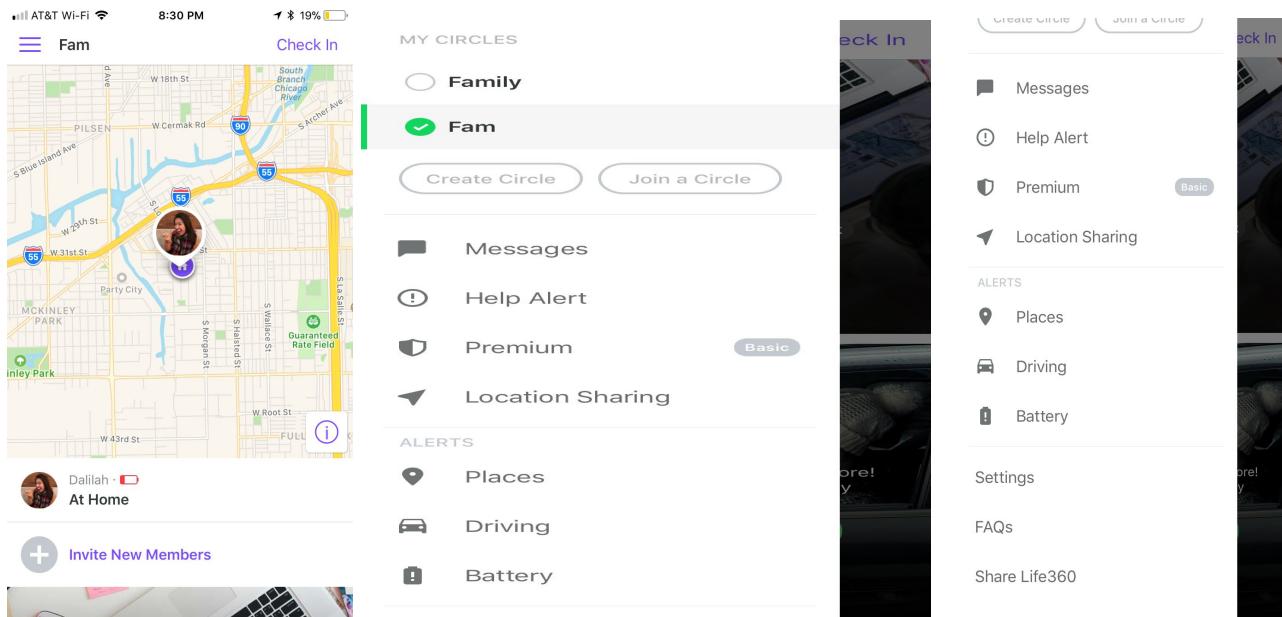
**Group 6 Member:** Dalilah Earley  
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**Project Idea:** Family Tracking App  
**Contextual Inquiry:** Add family member  
**Interface:** Life360

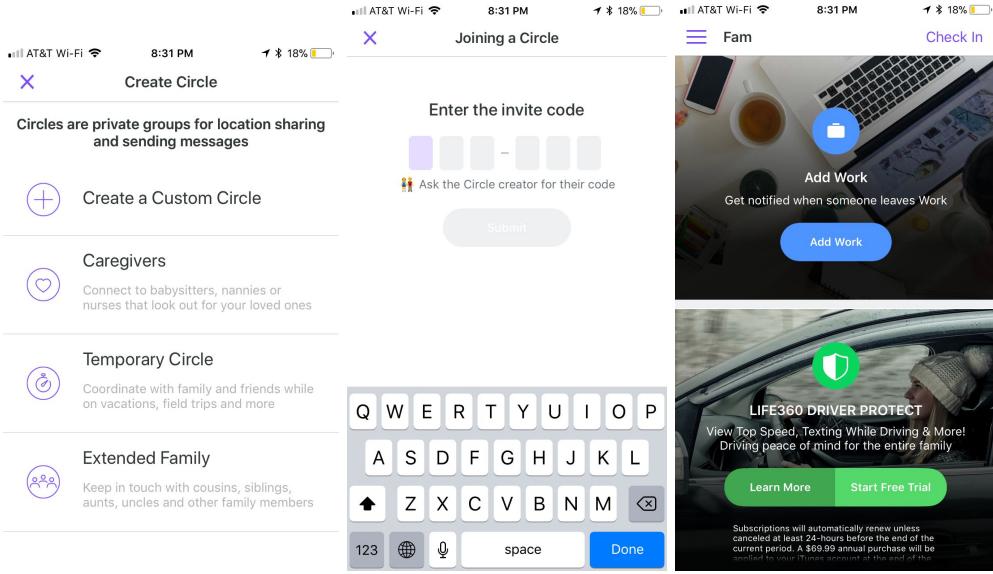
**\*Note:** The only difference between goal 1 and goal 2 using the Life360 application is there is a built in button to create a Circle (group is called Caregivers). Therefore, a CI only on goal 1 (Add family member) will have the same results.

### Description of Interface:

The Life360 application is available for customers with iPhone and Androids. The application was first released in 2008. It allows for families and friends to stay connected in terms of being able to send messages and see one another's location. The main ability of the app is to see the current location of the people added via the home page map. The Life360 app also has a Places option where family and friends can create a place like home, school or work and choose to be alerted when they arrive, leave or both. Another feature is the ability to send a check in of your current location to a family member or friend. The last feature is the Driving Alert option, which allows family members and friends to be notified/alerted when driving too fast, phone usage and other driving events.

### Photos of Interface:





### Description of Goal:

Use the application called Life360 to add a family member for location sharing. For trial, you can add me using my phone number at (312)952-1747.

### Steps to add a family member:

#### One way:

1. Click on app
2. Click on + Add Member on home page
3. Send code to family member via text or email
4. Type in name of family member, number of family member, or email of family member
5. Click send either via text or email
6. Wait for family member to receive text or email
7. Family member must then click on link to download Life360 application if they do not have it
8. Family member must then Sign up or Login to Life360
9. Family member must then click on Home Icon
10. Family member must then click Join a Circle
11. Family member must then enter the invite code they received
12. Family member must then click Submit

#### Second way:

1. Click on app
2. Click on menu icon
3. Click on create a custom circle or add to a current circle
4. Give a name/title to custom circle & click submit
5. Click on Invite New members from home page
6. Send code to family member via text or email
7. Type in name of family member, number of family member, or email of family member
8. Click send either via text or email
9. Wait for family member to receive text or email
10. Family member must then click on link to download Life360 application if they do not have it
11. Family member must then Sign up or Login to Life360
12. Family member must then click on Home Icon

13. Family member must then click Join a Circle
14. Family member must then enter the invite code they received
15. Family member must then click Submit
16. Family member must then click “Join” to the question “Would you like to join these people?”

#### **Description of First User:**

The user is a married female, who is 67 years old. She is a mother of two grown adult males in their late 40s. She is a grandmother with two grandchildren. She is familiar with smartphones and currently owns a iPhone 5c. The user works at Guaranteed Rate Field (White Sox's Park) from mid-Spring to mid-Fall.

#### **Initial Interview Questions w/ First User:**

01	Me: Are you familiar with using smartphone applications?
02	<i>User: Some of them</i>
03	Me: What applications do you use on a daily or weekly basis?
04	<i>User: Email app, Pinterest, Clock app, AMC theatre app, ICON theatre app, Yelp,</i>
05	<i>Weather app, Safari app, Photos app</i>
06	Me: Have you ever used an application to track/see a family member's location?
07	<i>User: No</i>
08	Me: Have you used an application called Life360 before?
09	<i>User: No</i>
10	Me: Would you ever be interested in using an application to see family members'
11	locations?
12	<i>User: Maybe to track grandpa (her husband) and my grandchildren when I need to pick</i>
13	<i>them up from somewhere.</i>
14	Me: What would you expect from a family tracking application?
	<i>User: Location for the past and present</i>

#### **First user's response to goal:**

The user first clicks on the application. Then she clicks on the menu icon. She then clicks on the “Join a Circle” button on the side menu. When she sees the new page appear saying “Enter the invite code”, she becomes confused and tells me she is going to try and input phone number there. The phone number is too long and does not fit the six boxes provided for the code. I ask: “If that doesn't work, what will you try next?” The user asks me for the code and I tell her: “I do not have one, maybe you should try something else?” She returns to the side bar menu and clicks on “Create a circle” button. The user becomes confused on the text box that appears next to name the circle. She turns to the side bar and scrolls down to “Share Life 360”. I receive the

invite she sends me via text message but it only sends me the link to download the app. I ask her to try something else since I did not receive a message to join your group. She goes to the menu again and clicks on "Create a Circle". There are four options for her to choose from: "+ Create a Custom Circle", Caregivers, Temporary Circle, and Extended Family. She tells me that she is going to choose "Temporary Circle". A new page comes up and she allows the default name "Temporary" to be the name of the circle by clicking the button save. I reminder her to find a way to add a family member. She clicks on "Invite New Members" on the "Temporary home page". She sends me the code via text. I receive an error saying "Invalid code" when I type in the right code. I check my data to make sure it is on for the app. It was not. Once I turn my data on, I am able to plug in the code and accept the user's invite to join their "Temporary Circle".

#### **First user's problem(s) with interface:**

Confusion with naming a circle after pressing "Create a circle".

Confusion with all the ways to add a family member to one's circle.

Wrong error message when wifi/data is not on to type in a code to join someone's circle.

#### **Description of Second User:**

The user is married female, who is 42 years old. She is a mother of two children. She is mainly a stay at home mother, but has had many part-time jobs. Currently, she is a volunteer for a nonprofit organization in Chicago. The user is familiar with smartphones and at the moment has an Android.

#### **Initial Interview Questions w/ Second User:**

01	Me: Are you familiar with using smartphone applications?
02	<i>User: of course</i>
03	Me: What applications do you use on a daily or weekly basis?
04	<i>User: Facebook, Gmail, Google Maps</i>
05	Me: Have you ever used an application to track/see a family member's location?
06	<i>User: Yes, AT&amp;T Family</i>
07	Me: Have you used an application called Life360 before?
08	<i>User: I did</i>
09	Me: Would you ever be interested in using an application to see family members'
10	locations?
11	<i>User: Yes</i>
12	Me: What would you expect from a family tracking application?
13	<i>User: Accurate points of location and the ability to see where someone has been</i>
14	

#### **Second user's response to goal:**

The user clicks on the Life360 application. She announces that she will click on “Invite new member” option located below the map view on the home page. She selects the message option to send the invite code via text. She types in her son’s name to add him to her “Circle” on Life360. She waits for her son to accept her invitation to be added to her “Circle”. Once her son accepts, she sees that he is now listed in her Circle.

**Second user's problem(s) with interface:**

The user had no problems with adding a new member, which is probably due to her experience with the application.

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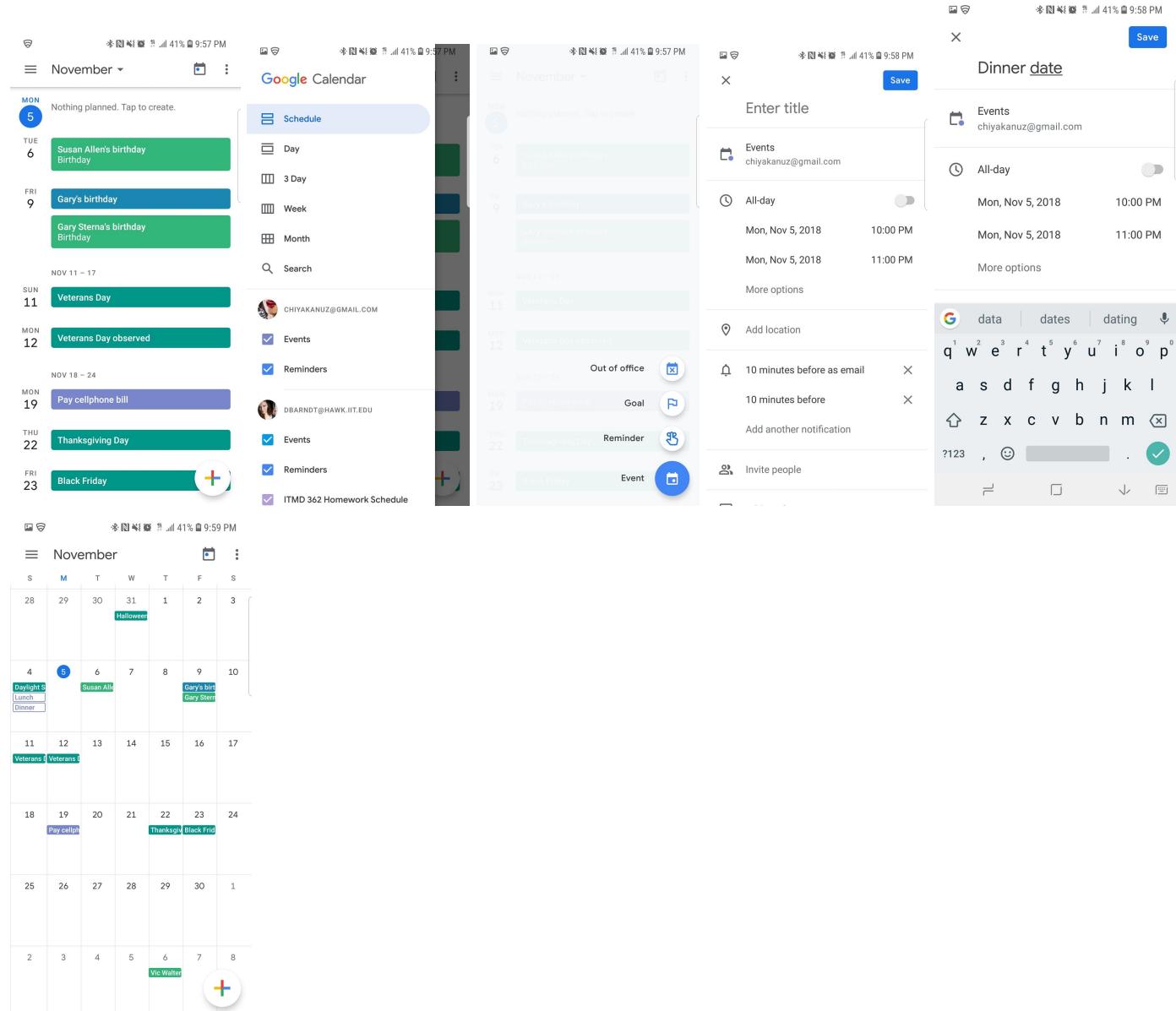
**Contextual Inquiry:** Create a schedule for family member

**Interface:** Google Calendar

### Description of Interface:

The Google Calendar is a cloud-based interface that has different views available when you open the application which are: schedule, day, 3 days, week, and month. The default view is under schedule, which allows you to scroll through the month week by week. Each event created is colorized differently to differentiate it from the others, and similar events are colored the same. The application also automatically syncs with other events that are entered in other calendar applications that are available on the device and on your contacts. This interface also syncs with the Google Keep Notes to remind you about tasks and what you still need to do on your lists.

### Photo of Interface:



**Description of Goal:**

Create an event using the calendar application and share it with a family member or friend.

**Steps to create a schedule and share it with a family member or friend:**

1. Click on Google Calendar application
2. Click on plus sign in bottom right corner
3. Select Event to create event for your schedule
4. Put the name of your event
5. Pick the day for your event
6. Pick the start time
7. Pick the end time
8. Add location of event
9. Set notification/reminder of event
10. Share/invite family member to event
11. Select color indicator of event
12. Click save to save to calendar
13. Repeat steps for each event scheduled

**Description of First User:**

The user is a 35 year old male. He is a financial accountant at a law firm downtown, and he has a very busy schedule at work. The user is familiar with using a smartphone and currently has a Samsung Galaxy Note 8. The user also has a desktop computer that he built himself, and an Acer Aspire F15 laptop.

**Initial Interview Questions with First User:**

01	Me: Have you used a calendar application before?
02	<i>User: Technically yes</i>
03	Me: How often have you used a calendar application?
04	<i>User: Twice a month</i>
05	Me: What do/would you use a calendar application for?
06	<i>User: Scheduling meetings at work. Reminding myself of bills to pay.</i>
07	Me: What do/would you look for when choosing a calendar application?
08	<i>User: Is it already installed on my system</i>
09	Me: Do/would you share your calendar with others? If so, with who and why do you share it?
11	<i>User: Yes, my work calendar is shared with other co-workers so they know my availability.</i>
12	

### **First user's response to goal:**

User is 35 years old, and seemed confident that they could create a schedule and share it with someone. They first searched for the app icon called calendar, then clicked on it to open it. The app then opened to their calendar view. Next, they clicked on the day that they want to plan out on the month. The user was then given a pop up that showed what day they selected, and then hit the plus sign. The next screen that he was shown on the app is to create an event. The user then decided to plan out for lunch, so he named the event "Lunch". After naming the event, they then selected the start time at noon and end time at 1pm. Then the user checked the setting for where the event will be set to, which was his gmail calendar and turned off the alert notification. Next, the user selected to share the event with a friend who will then get a notification of the event that they were invited to. The last thing the user did for this event was clicked on the save button to save the event to their calendar.

Then the user created an event for dinner by selecting the same day. When the prompt screen for the day popped up, the user then hit the plus sign. The event creation screen then displayed, and the user named the event "Dinner". Then they set the start time for 6pm and the end time for 7pm, and then set the alert notification off because they didn't need a reminder. The user noted that when they had deleted enough reminders the app seems to yell at you. Next, they clicked on the share event with a friend and selected the friend who will then get a notification and saved the event to their calendar.

The last task of sharing the entire calendar with someone became difficult for the user. They first tried to complete the task by checking the settings on the mobile application, and scrolled through the list. Then they clicked on one of the calendars on the list, which just turned off the calendar and then turned it back on. Next, they tried clicking on the day once again, but it just lead him to create another event. The user then stated that they were not entirely sure how to share a calendar in the mobile application. Then they accidentally closed the application in search of how to share the calendar, and quickly re-opened the application. The user held down on the event for a longer period of time, and a prompt came up asking the user how they wanted to share the event. The options for sharing the event that were given were via text or a calendar file. They first selected the notification via text, and then selected the person that they want to text the event to on the friend's Google hangouts. Lastly, the user then tried the other option of notifying the user via calendar file. So they held down on the event screen again, and the new share option popped up once more. The user clicked on share event, and then selected the option calendar file. Once the calendar file was selected, the user was prompted to select how they wanted to share the calendar file. They then chose to send the calendar file on their friend's phone and hit send. The user then tried once more to share the entire calendar on the mobile application, but was unable to find a way to share the calendar. They felt that it had to do something with making it public or private, but they could not find that in their settings on the application.

### **First user's problem(s) with interface:**

Can only share events with people on mobile device.

Must use the desktop version of interface to share the entire calendar.

### **Description of Second User:**

The user was a male, who is 16 years old. He is a high school student, who plays sports after school. The user is familiar with using smartphones and currently has a Motorola G6 phone. He also owns a Macbook Air laptop.

### **Initial Interview Questions with Second User:**

01	Me: Have you used a calendar application before?
02	<i>User: No</i>
03	Me: How often have you used a calendar application?
04	<i>User: Never</i>

05	Me: What do/would you use a calendar application for?
06	<i>User: Looking at dates</i>
07	Me: What do/would you look for when choosing a calendar application?
08	<i>User: it's ability to do the job - to show me the calendar</i>
09	Me: Do/would you share your calendar with others? If so, with who and why do you share it?
10	
11	<i>User: No</i>
12	

#### **Second user's response to goal:**

The user first found the Google calendar application on there home screen of their Motorola G6 phone. The user announced that he was going to click on it. Then the user clicked on the menu to see what options were there. He turned to the main page of dates listed. The user stated he was scrolling to "Thanksgiving". The user found November 22nd, which is the day Thanksgiving falls on this year. He clicked on already automatic event called "Thanksgiving" on November 22nd. The user seemed confused, I asked "What are you trying right now?" He answered "Make an event on Thanksgiving." After not being able to edit Thanksgiving, the user went back to the home page. He found the add event button at the button right hand side. The user announced he was making an event now. He named the event "Event" and set the event for today (November 4th) from 6-7pm. I reminded the user to share the event with a family member or friend. The user clicked on the edit icon of event page he created. He scrolled to the invite people option. He choose to invite a family member by email. The user confirmed the amount of people he wanted to add to the invite by clicking done. Then the user confirmed that he wanted to send the event he made to a family member by clicking the save button.

#### **Second user's problem(s) with interface:**

Simple confusion with editing an event but the user found a solution quickly after.

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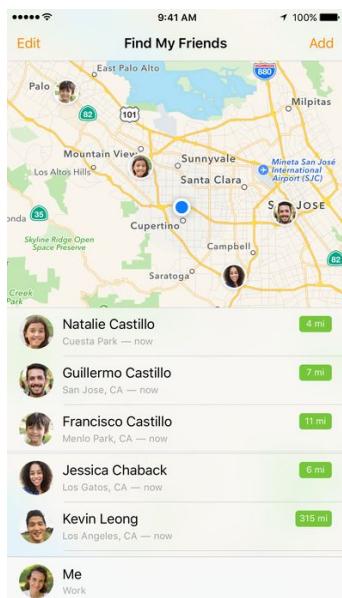
**Contextual Inquiry:** Locate someone's location

**Interface:** Find my Friends (iPhone App)

### Description of Interface:

The Find My Friends application is an app made by Apple that allows users to track other users and/or family members location's with their permission. It has a simple interface, on the top half it shows a map with the other users locations and on the bottom half it displays a list with the names of friends and family members that are sharing their location. The location can be shared in one-way where only one user shares and the other is an observer or in two-way where both are sharing and observing.

### Photo of Interface:



### Description of Goal:

Use the application called Find my Friends to locate someone's location.

### Steps to find another user:

1. Log in/Sign in
2. Wait until the map loads
3. Tap on the desired friend if it is not loaded by default
4. Check for a more accurate address if required

### Description of First User:

The user is 50 years old and has used the app before but has some questions about it. He has the app installed on his phone and uses it mainly to track family members.

### **Initial Interview Questions w/ First User:**

01	Me: Have you used find my friends before?
02	<i>User: yes, but I'm not that good at it.</i>
03	Me: How often do you use it?
04	<i>User: once a month to look for one of my kids.</i>
05	Me: What do you use it for?
06	<i>User: to see how far my kids are from the house.</i>
07	Me: Why did you choose this application?
08	<i>User: because a friend recommended it to me.</i>
09	Me: Do you share your location with others? If so, with who and why do you share it?
10	<i>User: Yes, I don't care others knowing where I am.</i>

### **First user's response to goal:**

The app requires login only the first time it is used, so the user didn't have to log in and this step was skipped automatically. Then the app starts loading the map and each person listed location's. Once that finished, the user clicked on the person he wanted to know the location of and that person's location was shown in a full screen.

The process was very quick, intuitive and easy.

### **First user's problem(s) with interface:**

The only major problem with it is the loading time, but the rest of the interface is pretty well done and didn't present any problem.

### **Description of Second User:**

The second user is 22 years old. She babysits kids on a regular basis although she doesn't use any application for that.

### **Initial Interview Questions w/ Second User:**

01	Me: Have you used find my friends before?
02	<i>User: yes.</i>
03	Me: How often do you use it?
04	<i>User: once every three months.</i>

05	Me: What do you use it for?
06	<i>User: to see where my dad is.</i>
07	Me: Why did you choose this application?
08	<i>User: because I don't think there is another application similar to it.</i>
09	Me: Do you share your location with others? If so, with who and why do you share it?
10	<i>User: Yes, with my family, I don't like other people to know where I am at.</i>

**Second user's response to goal:**

As it happened with the other user the goal was performed very quickly, the login was not necessary and she was able to locate the person just by doing some scrolling in the persons list (it was not visible right away). She was able to instinctively scroll down to find the person she was looking for thanks to the good design or her previous experience with the app.

**Second user's problem(s) with interface:**

No problems were found.

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**Project Idea:** Family Tracking App  
**Heuristic Analysis:** Life360

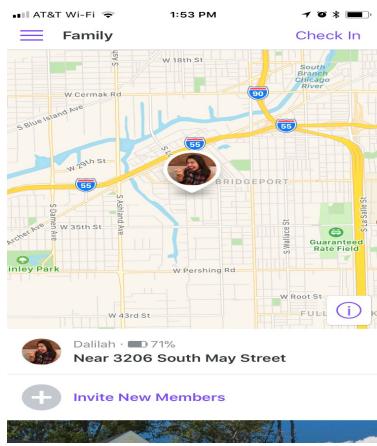
### Description of Interface:

The Life360 application is available for customers with iPhone and Androids. The application was first released in 2008. It allows for families and friends to stay connected in terms of being able to send messages and see one another's location. The main ability of the app is to see the current location of the people added via the home page map. The Life360 app also has a Places option where family and friends can create a place like home, school or work and choose to be alerted when they arrive, leave or both. Another feature is the ability to send a check in of your current location to a family member or friend. The last feature is the Driving Alert option, which allows family members and friends to be notified/alerted when driving too fast, phone usage and other driving events.

### Heuristic Analysis:

#### 1. Visibility of system status

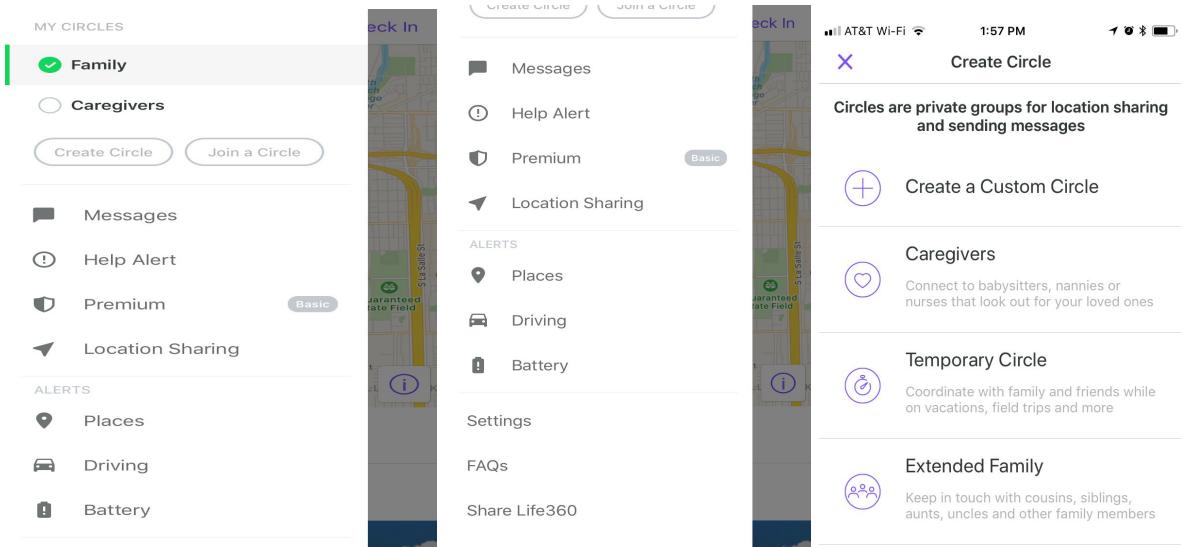
- If a user is on the home page, they can see where members of their "Circle" are by seeing their picture pinned on the map. Below the map the "Circle" members' names will appear with a description of their location to the right of their name. Location is the most important feature of Life360 so having the home page dedicated to showing "Circle" members' location is an appropriate visual feedback.



- Something that could be added to the description of the location is in small font the time that the member arrived to the location giving other members an idea of how long each member has been at their location.

#### 2. Match between system and real world

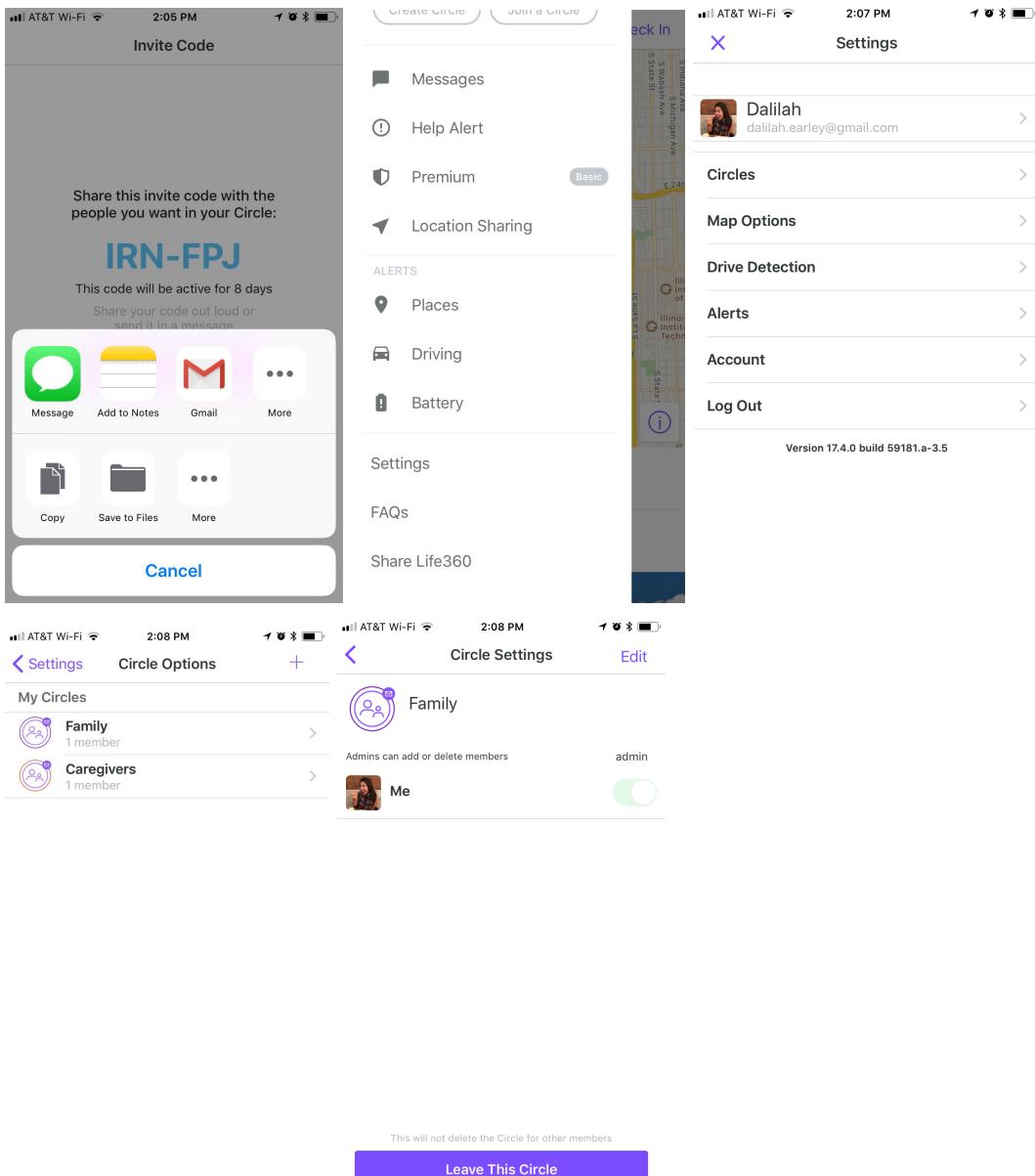
- The terminology used in Life360 is similar to other customer based applications. The menu has the following common words: Messages, Help Alert, Premium, Location Sharing, Places Driving, Battery, Settings, FAQs, and Share. One word specifically used in Life360 that is not common is the use of the word "Circle" to represent a group. If an application needs to define what a main word in their application means that is not a good sign. My suggestion would be to change the word "Circle" to the word "Group".



On the top of the menu bar there are two buttons, one to “Create Circle” and one to “Join a Circle”. Circle is defined when a user clicks on “Create Circle” when a new page appears and at the top in bold states: “Circles are private groups for location sharing and sending messages”. The icons used for the buttons “Caregivers”, “Temporary Circle” and “Extended Family” match the real world symbols that could be used to express those three options.

### 3. User control and freedom

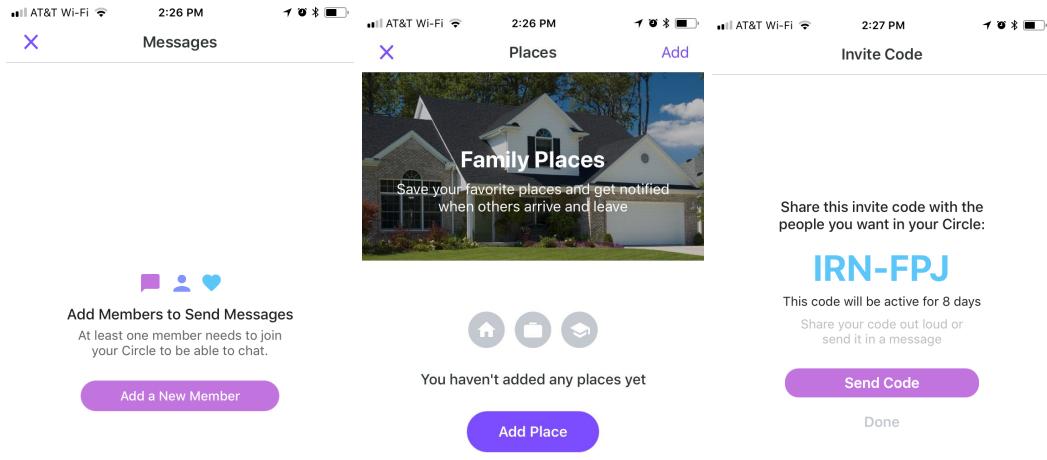
- The users of Life360 are given a lot of control in regards to having as many “Circles” as they want, choosing who they want to specific “Circles” and the away they can send invites. Users can send other individuals a code to join their “Circle” via text, email, Facebook, Whatsapp, and more.



- b. In order to edit a “Circle”, a user must go to the side bar menu, scroll down to Settings, click on Settings, and then chose the option “Circles”, select what “Circle” they want to edit to finally be able to delete members, oneself, or become “admin”. I believe the current process to edit a “Circle” is too tedious for users. I would suggest an edit icon button to be on the corners of the named Circles found on the top of the side menu bar to give users a fast way to edit specific “Circles” they choose.

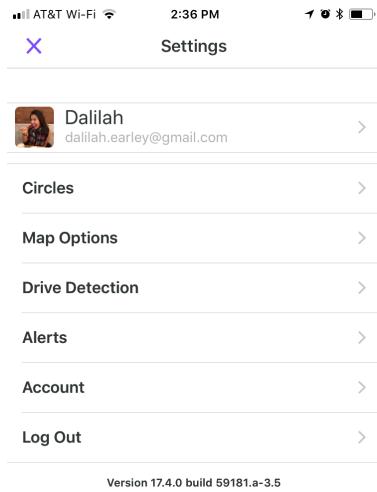
#### 4. Consistency and standards

- a. Overall the layout, font size, colors, and text are consistent throughout the application. I only found one inconsistency in the color and size of buttons on some pages. Life360 has two different colors and sizes for buttons when they should just have one.



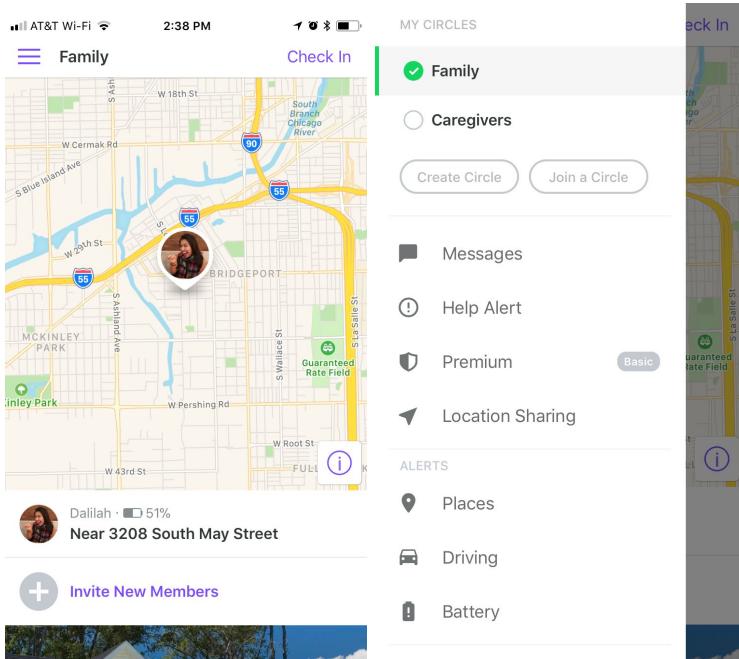
## 5. Error prevention

- The log out button is not found on the side menu bar like most applications rather it is hidden in the Settings option. These might be the case to have users not accidentally log out and then forget their password or it might be that Life360 wants users to always have easy access to the application by not having users login and logout as much.



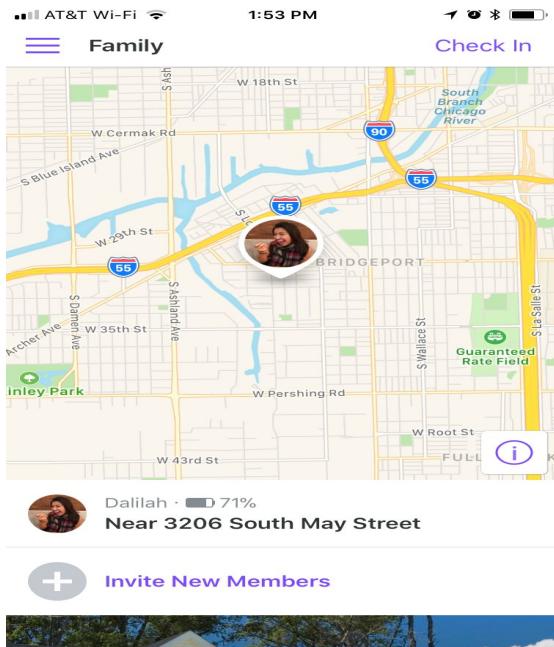
## 6. Recognition rather than recall

- On the side menu bar, the user has the option to choose what “Circle” will appear on their home page. Once on the home page, the title of the “Circle” will appear next to the menu icon. This title layout helps users not have to recall what “Circle” they choose to see on their home page, rather the user just has to look at the top horizontal bar to see the title of the “Circle” chosen.



## 7. Flexibility and efficiency of use

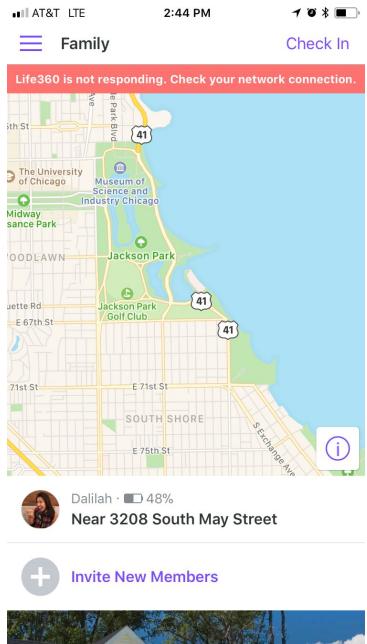
- The options on the home page allow the user flexibility and easy access to important uses. The user can automatically see where individuals in their “Circle” are located with the map taking up most of the home screen. A user can press the “Check In” button to notify their “Circle” of where they are. The user also has the automatic option to add a new member to the “Circle”, which is located just below the map view. The user also has the option to click on the purple “i” in a circle to see the map in a different option; users have three options (auto, street, or satellite view). The home page is has a lot of quick options for users to choose from.



## 8. Aesthetic and minimalist design

- Life360 only uses the colors gray, black, purple, blue and green. The app design is very minimal with font size and text that is easy on the eyes. There is a good amount of white space.

- b. My only critic would be that their logo has pink and purple but once in the application there is no use of pink. Life360 lacks an overall branded feel due to the over amount of simplistic and lack of uniqueness in design.
9. Help users recognize, diagnose, and recover from errors
- a. When cellular data is turned off for the Life360 app, the application has a pop-up notifying the user when they first open up the app. At the top of the home screen's map a red bar will appear with white words saying: "Life360 is not responding. Check your network connection." If the user goes out of the application and back in the red bar will stay until the network connection is fixed but the pop-up does not appear.



10. Help and documentation
- a. Life360 has FAQs (frequently asked questions) as an option on their side menu bar. The user is given a search bar to input a specific question/problem as well as nine other built in options, which are: Common FAQs, Location, Drive Detection & Analysis, Account Management, Circles - Your Private Maps, Features, Places and Alerts, General, Privacy Policy + TOS. Once a user clicks on an option a new page appears with specific questions. Then the user clicks on a question to receive an answer. I think having quick access to answers to common questions/problems is very user friendly of Life360 and I do not have any suggestions to give, in regards to "help and documentation".

AT&T Wi-Fi 2:40 PM

AT&T Wi-Fi 2:40 PM

AT&T Wi-Fi 2:40 PM

[Close](#) [Help](#)

Describe your problem

Common FAQs >

Location >

Drive Detection & Analysis >

Account Management >

Circles - Your Private Maps >

Features >

Places and Alerts >

General >

Privacy Policy + TOS >

[Help](#) [Common FAQs](#)

Most Common Troubleshooting Steps >

What are the Plus and Driver Protect plans and how much do they cost? >

How can I add a new member to my Circle? >

I received an invite code from a friend/family member - what should I do with it? >

I created a Circle and the app gave me an invite code - how does it work? >

Can I accept an invite for someone else? >

Why can't I create an account with my phone number? >

What phones will run Life360? >

Does it work with my Apple Watch? >

The message "Google Play Services Updating" stops the map from loading. >

[Common FAQs](#) [Question](#) [Contact Us](#)

**How can I add a new member to my Circle?**

**To invite someone to join your Circle:**

1. Go to the Map screen
2. Tap "Invite New Members" toward the bottom of your map to view your invite code
3. Tap "Send Code" to send invitations to everyone you want in your Circle. Your invitation will contain a special link as well as the code itself and may be sent via text, email, or any of the messaging apps on your phone
4. Each person will need to install the Life360 app on their own mobile device and create their own Life360 account consisting of a functional mobile phone number, personal password, and profile

**Watch this quick video to see more:**

Was this helpful? [Yes](#) [No](#)

**Group 6 Member:** Ignacio Fite Lopez

**Project Title:** Pin Base Application

**Project Idea:** Family Tracking App

**Heuristic Analysis:** Find My Friends (only available for iPhone)

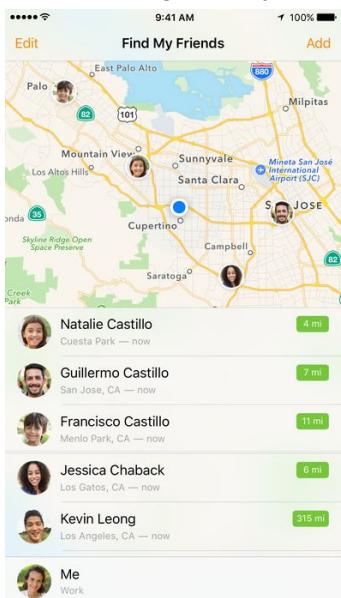
### Description of Interface:

The Find My Friends application is an app made by Apple that allows users to track other users and/or family members location's with their permission. It has a simple interface, on the top half it shows a map with the other users locations and on the bottom half it displays a list with the names of friends and family members that are sharing their location. The location can be shared in one-way where only one user shares and the other is an observer or in two-way where both are sharing and observing.

### Heuristic Analysis:

#### 1. Visibility of system status

- When the users log in (they only have to log in the first time they open the app) they see right away the closest friends to their location. That's very nice because it gives the information the users want right away.



- Sometimes the localization of the person is not available, the app should explain this situation better to the user to make it more understandable.

#### 2. Match between system and real world

- The terminology used in Find My Friend is similar to other customer based applications, the application is very simple and therefore doesn't use that many words, but the ones used are alright.
- As it was said there are not that many words and I couldn't find any wrong terminology being used.

#### 3. User control and freedom

- The app allows the user to control their location sharing very easily with a simple switch button, allowing users to go "undercover" without their friends knowing.

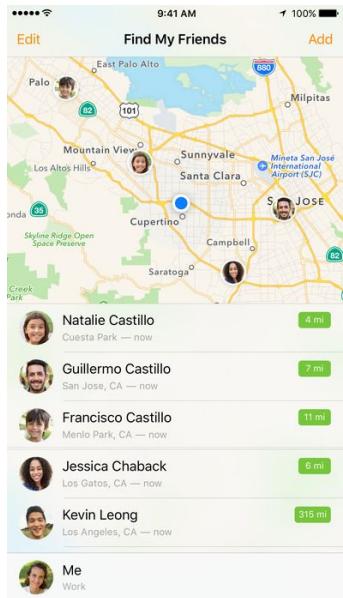
- b. The app doesn't have that many options and no groups for temporary friends can be created, limiting the potential of the app. I would suggest to implement this feature to make the app more useful & attractive.

#### 4. Consistency and standards

- a. Overall the layout, font size, colors, and text are consistent throughout the application. Since the app doesn't have that many screens it is hard to be inconsistent, nevertheless, they have made a good job.

#### 5. Error prevention

- a. There are no error prevention features implemented on the app.



- b. When you swipe on top of the name of an user it shows a star and a delete button, if you swipe and tap by mistake on the delete the app doesn't ask for verification. I would suggest that a pop-up asks the user for confirmation to make sure he/she really wants to delete the friend.

#### 6. Recognition rather than recall

- a. In general the app does a good job making the actions easily recognizable, specially by placing friend's faces on their location so they are easily identifiable.
- b. As a suggestion to improve this aspect I would change the Add button with a + sign (top right corner).

#### 7. Flexibility and efficiency of use

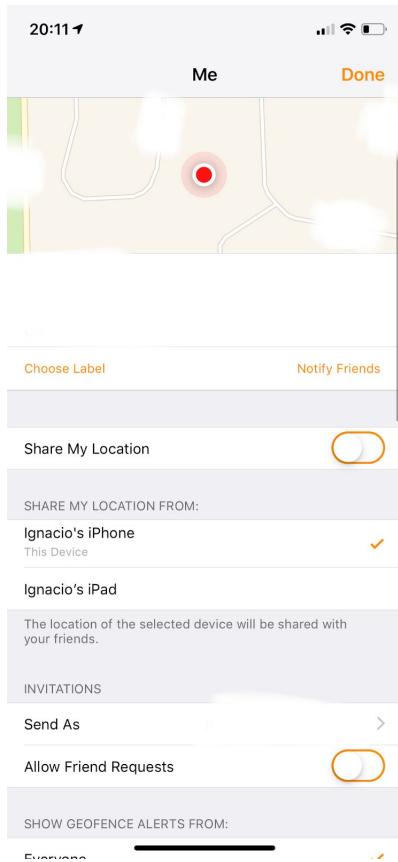
- a. The app is very efficient, it gives the user what they want (which is a friend location) right away without any action.
- b. However, sometimes it takes a while to load a friend location, this is because the app has to ask in the background for it and wait until it is given back.

#### 8. Aesthetic and minimalist design

- a. The app has a very minimalist design, it has one main screen (the one shown in the screenshots before) and several support screens, but everything is centered around the main screen. The aesthetic is simple and easy to understand.

## 9. Help users recognize, diagnose, and recover from errors

- When the user decides to turn off it's own location the app informs him/her very well as it can be seen in the screenshot below, by changing the location symbol to red.



## 10. Help and documentation

- The App has a Help menu a little bit hidden, however, it is very complete. It includes a lot of FAQs (frequently asked questions) covering every possible topic. It can be all read without leaving the app.
- I would change the location of the help section to make it more accessible to the user.

**Group 6 Member:** Deborah Barndt  
**Project Title:** Pin Base Application  
**Project Idea:** Family Tracking App  
**Heuristic Analysis:** Google Calendar

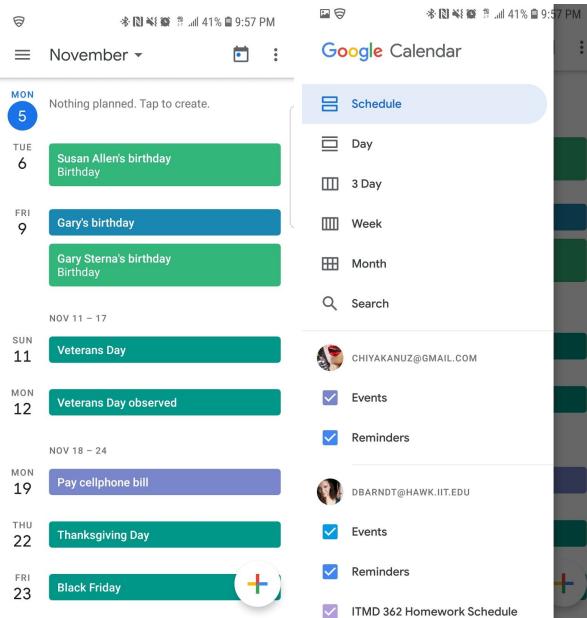
### Description of Interface:

The Google Calendar is a cloud-based time-management and scheduling interface that was developed by Google. It allows users to create and edit events, allows reminders to be enabled, event locations, and users can enable or disable the visibility of the calendars that they create. The interface has different views available when you open the application which are: schedule, day, 3 days, week, and month. The default view is under schedule, which allows you to scroll through the month week by week. Each event created is colorized differently to differentiate it from the others, and similar events are colored the same. The user interface of Google Calendar also allows the user to import events from other calendar applications and with support included. This interface also syncs with the Google Keep Notes to remind you about tasks and what you still need to do on your lists.

### Heuristic Analysis:

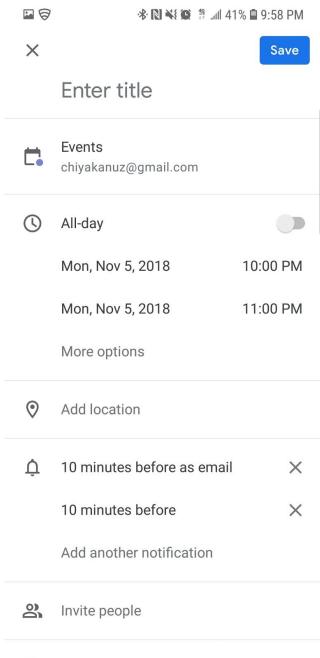
#### 1. Visibility of system status:

A good design feature of the interface is that when you open up the application, it automatically loads to the current day and week in their default schedule view. Another good feature is that each event is colorized in similar groups. The user can easily switch between the different views by clicking on the hamburger menu icon. A bad design feature with the scheduling view is that there is a lot of scrolling going on. A suggestion would be to default the view to show the month first instead, so the user will be able to know what is scheduled for the entire month.



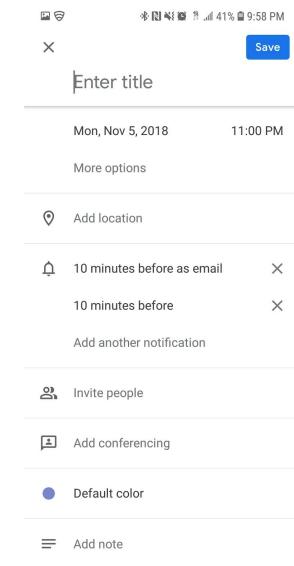
#### 2. Match between system and the real world:

Google Calendar is set up similarly to a wall calendar that a user would hang up at home, but allows the user to take and have their calendar with them at all times. Another good design feature of Google Calendar is that it allows the user to digitally send an invite or share events with friends and family, which is similar to sending an invitation in the mail but faster. Unfortunately one bad feature of the mobile version is that users cannot share or collaborate on a calendar together, that feature is only available on the desktop version. A suggestion to solve this problem would be to add the collaboration feature to the mobile version as well.



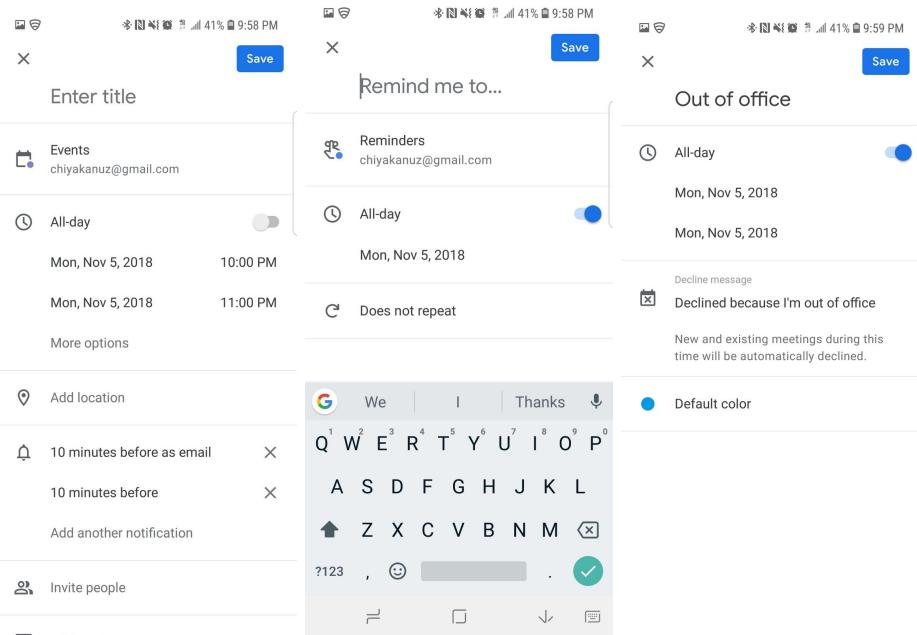
### 3. User control and freedom:

There is an easy to abort feature when first clicking on the plus sign to create an event if you click anywhere else on the application screen it will revert back to the previous screen. However, when the user clicks on the back arrow to go back to the previous screen when they begin creating an event it goes back to the previous screen but still creates the event. The only way to cancel from creating an event is by clicking on the X in the top left corner. A suggestion would be to add cancellation to the back arrow on the phone as well.



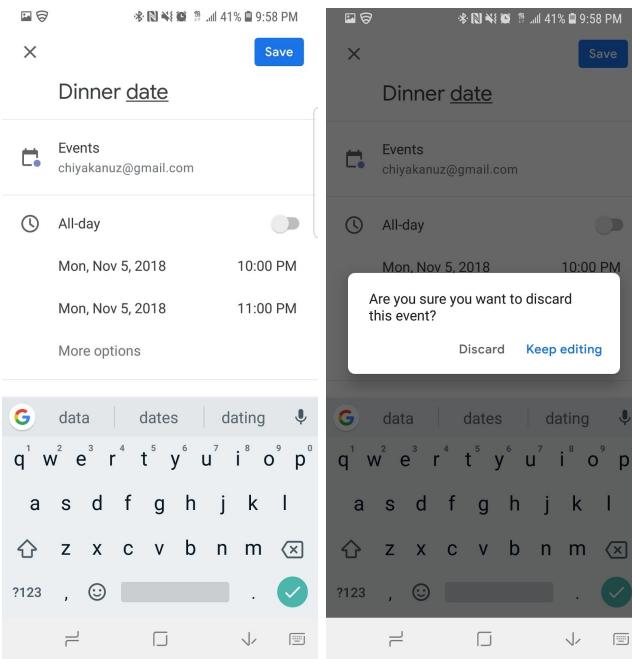
### 4. Consistency and standards:

The interface has the same layout for each of the creation options, which makes it easy for the user to know exactly how to enter the information. The font size is a large enough size to make it easy for the user to read when creating events for their schedule. However if the user is on the month view, the font size is smaller in order to fit the entire month on the mobile screen. A suggestion would be to eliminate the start of the next month on the bottom, in order to allow the font size of the month shown to be larger for readability.



## 5. Error prevention:

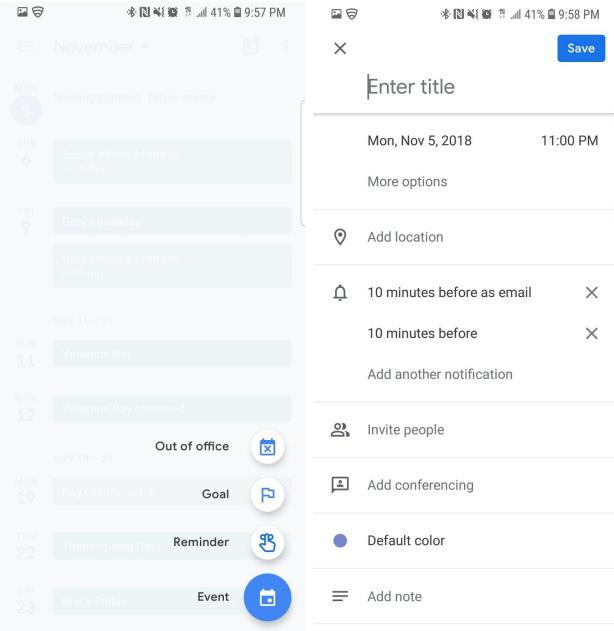
If the user clicks the X to close the event while they are in the process of creating an event, there is a confirmation screen that pops up asking if the user is sure they want to cancel. It is easy for the user to recognize when they turn off notifications from the events by clicking the X to close notifications. An error message is displayed if the user turns off notifications for two events. A suggestion to fix this would be adding a confirmation pop up to allow the user to confirm their selection or change their mind.



## 6. Recognition rather than recall:

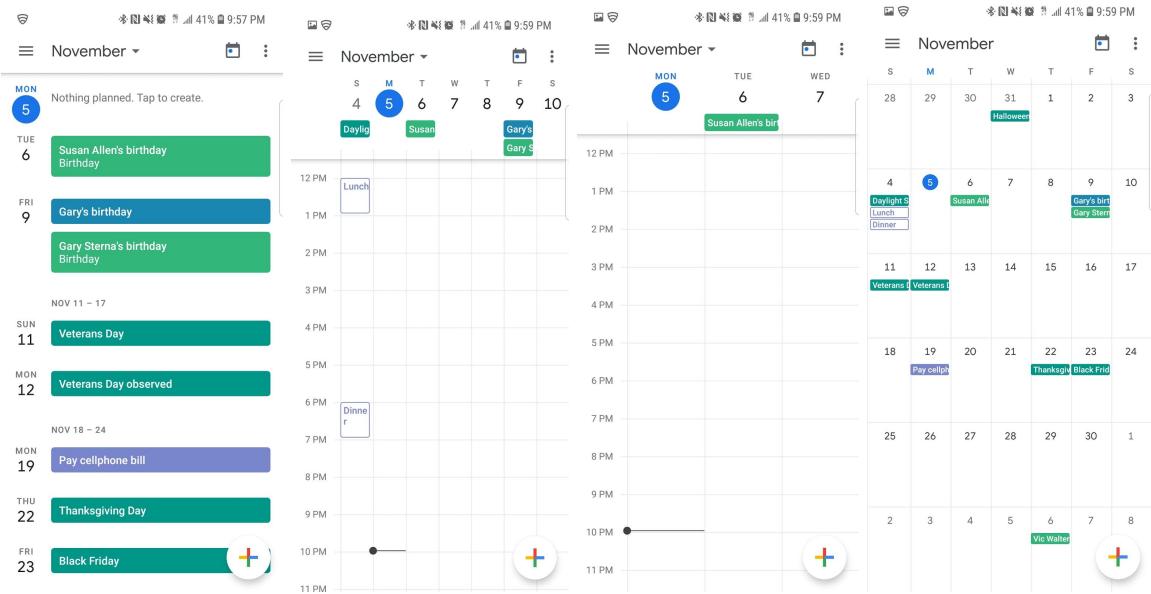
Google Calendar's interface has a good use of menus in the event creation process and allows for short typing for the title. All of the options when creating the events are visible to the user, along with a button to add more on some of the options such as notifications. The interface does remember which view you had left the calendar in, so when the user reopens it that same view is displayed. There is no auto-fill in feature

however for this interface. If they added the auto-fill in to the mobile version it would allow the users to create events quicker and would require less clicking or typing.



## 7. Flexibility and efficiency of use:

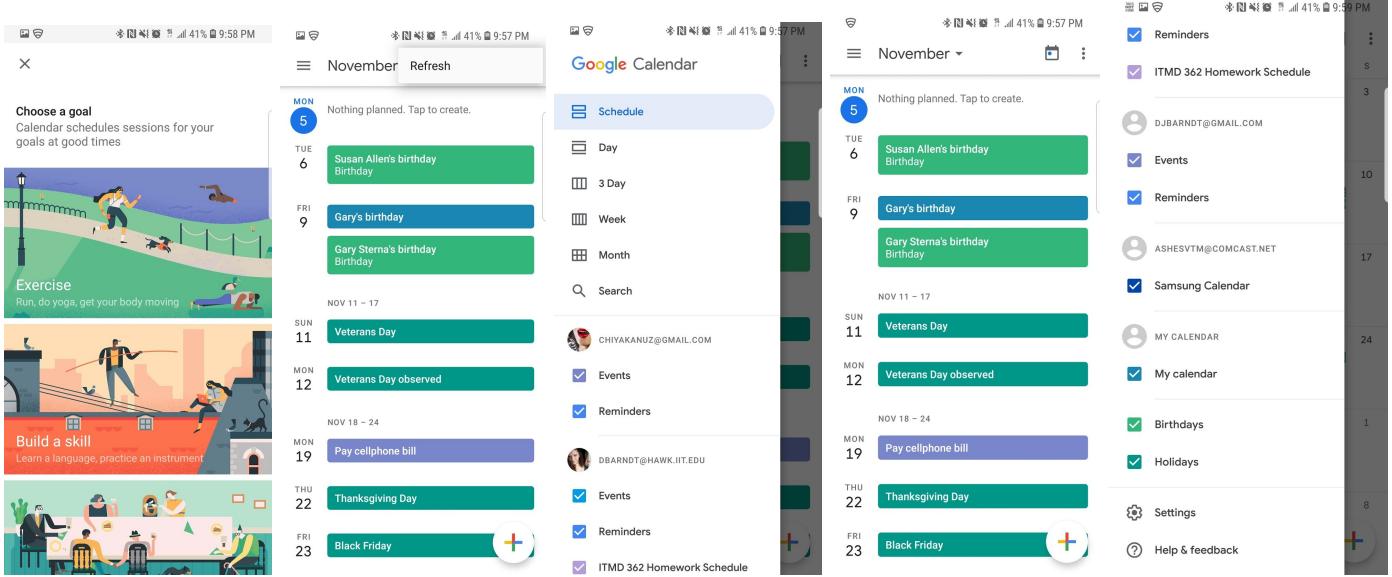
The interface jumps directly to the current week and day when the application is initially opened, and displays the schedule view which is a good design feature. When the user begins creating an event, it sets a default start and end time for an hour. However there are no shortcuts or ability for the user to reuse previously entered information, which can be a poor design feature. A suggestion to fix this would allow the user to save certain preferences to allow the user to customize their calendar even more.



## 8. Aesthetic and minimalist design:

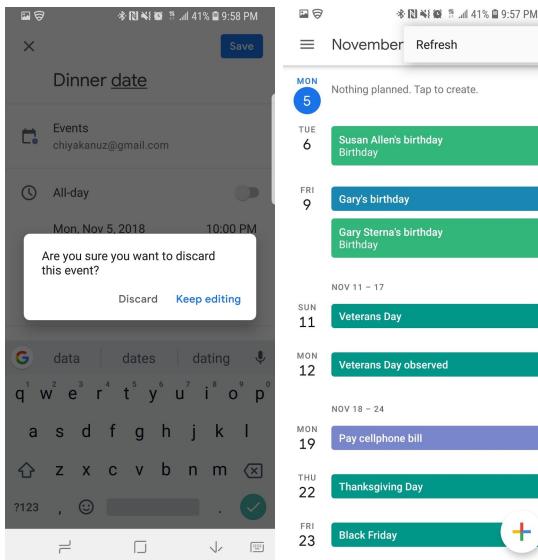
The Google Calendar interface has a similar graphic design to all of the other google applications, which is a great design feature that is used for this app for ease of recognition. There is a good use of balance and white space, so the application does not look too cluttered. Few fonts and colors are used that give an appropriate contrast. However, some of the colors might not be distinguishable to users who are color blind. A

suggestion would be to use colors that are easily distinguishable between instead of shades and placing them in similar areas.



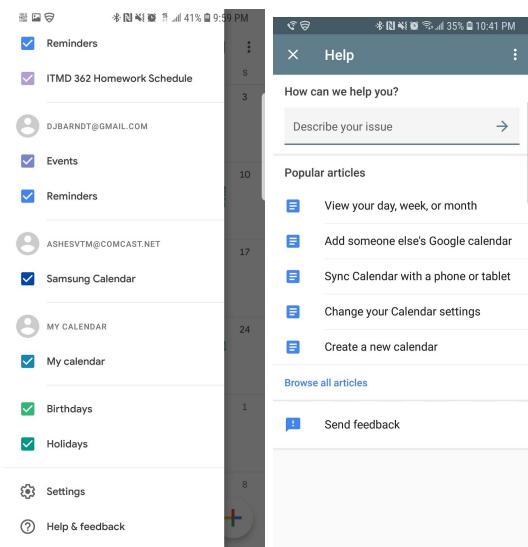
## 9. Help users recognize, diagnose, and recover from errors:

It is easy for the user to recognize when they turn off notifications from the events by clicking the X to close notifications. An error message is displayed if the user turns off notifications for two events. A suggestion to fix this would be adding a confirmation pop up to allow the user to confirm their selection or change their mind similar to the confirmation message that pops up when they click on the X when they are in the process of creating the event. This would allow the user to recover quicker from errors that were made.



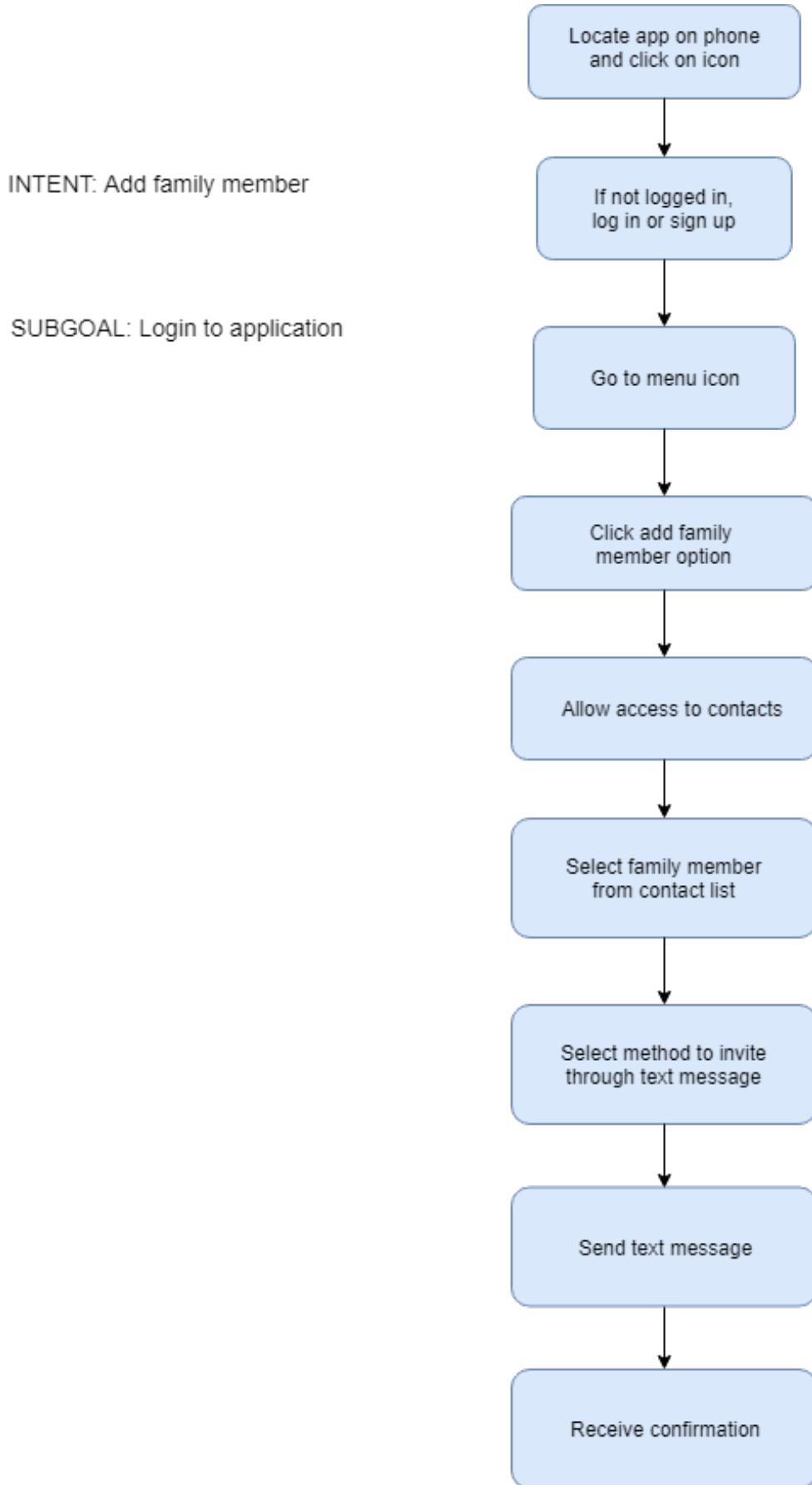
## 10. Help and documentation:

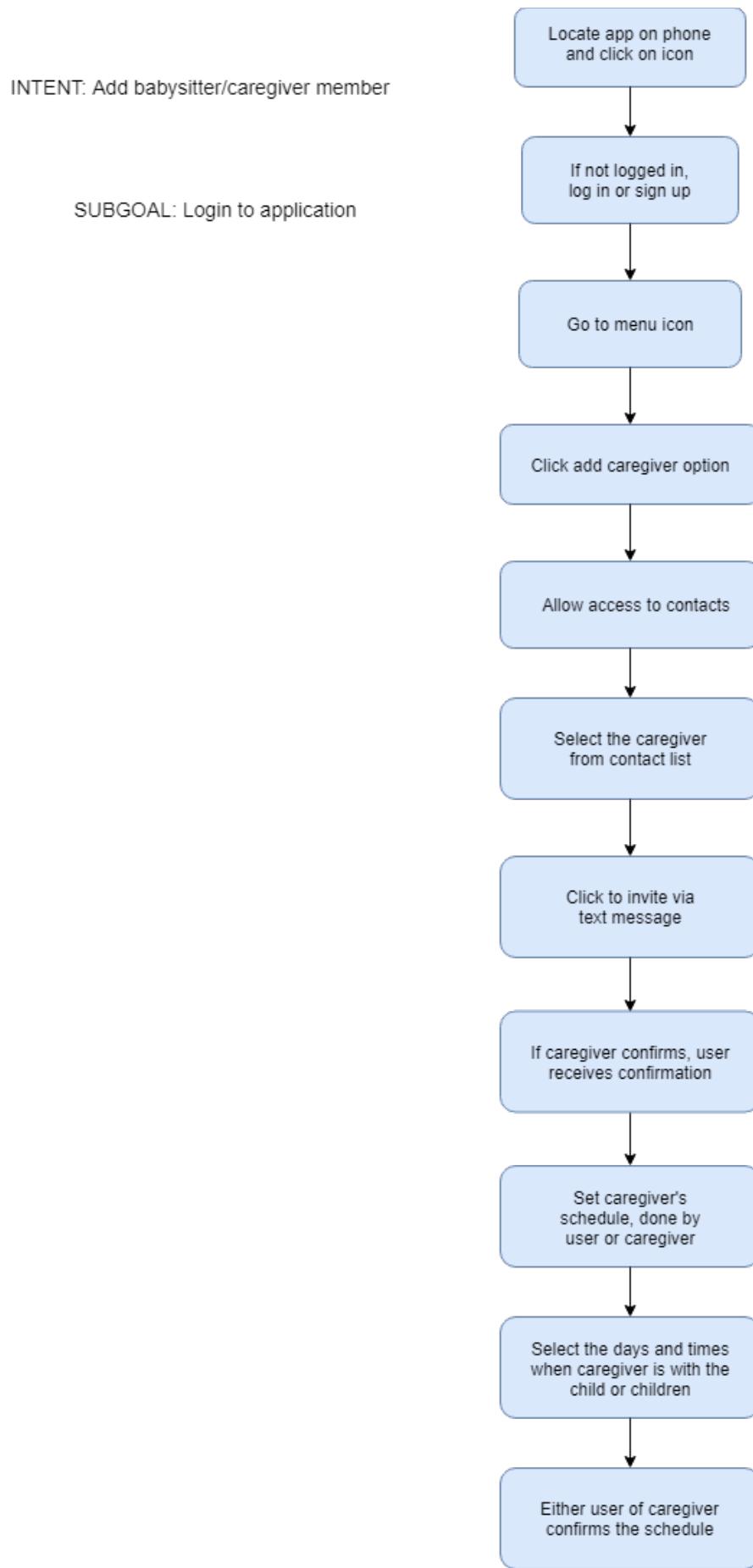
The help and feedback section is easily found by the user inside the menu, and is labeled with the wording “Help and Feedback”. Then the user is asked to describe their issue or they could choose from popular articles to solve their problem. While having a help section is good, the bad part is that the user has to scroll all the way to the bottom in order to get to it. A suggestion would be to move the help section up on the menu or have it accessible on the main screen via a question mark icon.



## Research links for further information on interface:

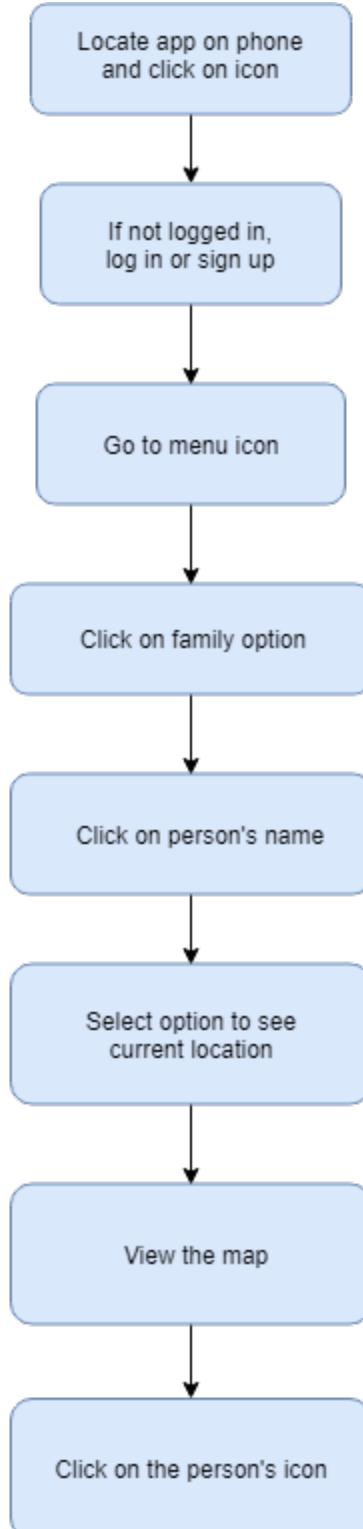
<https://blog.hubspot.com/marketing/google-calendar-tips>





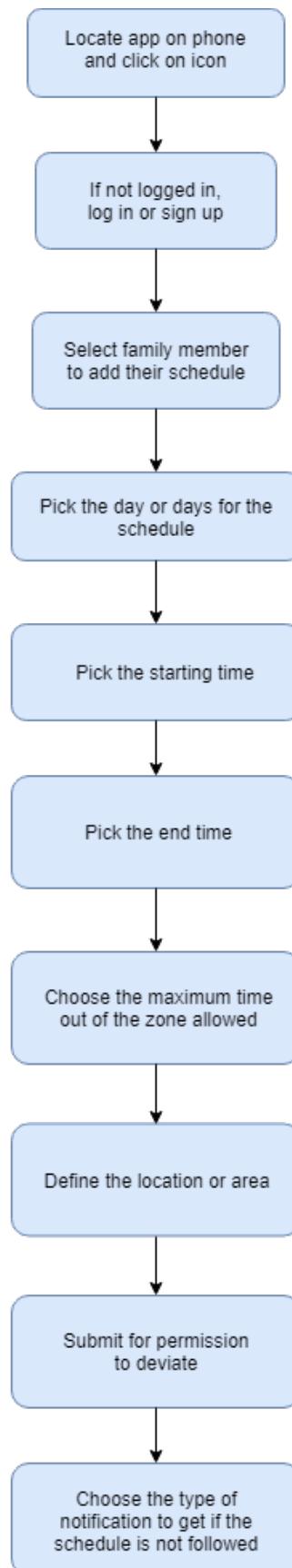
INTENT: Locate someone's current location

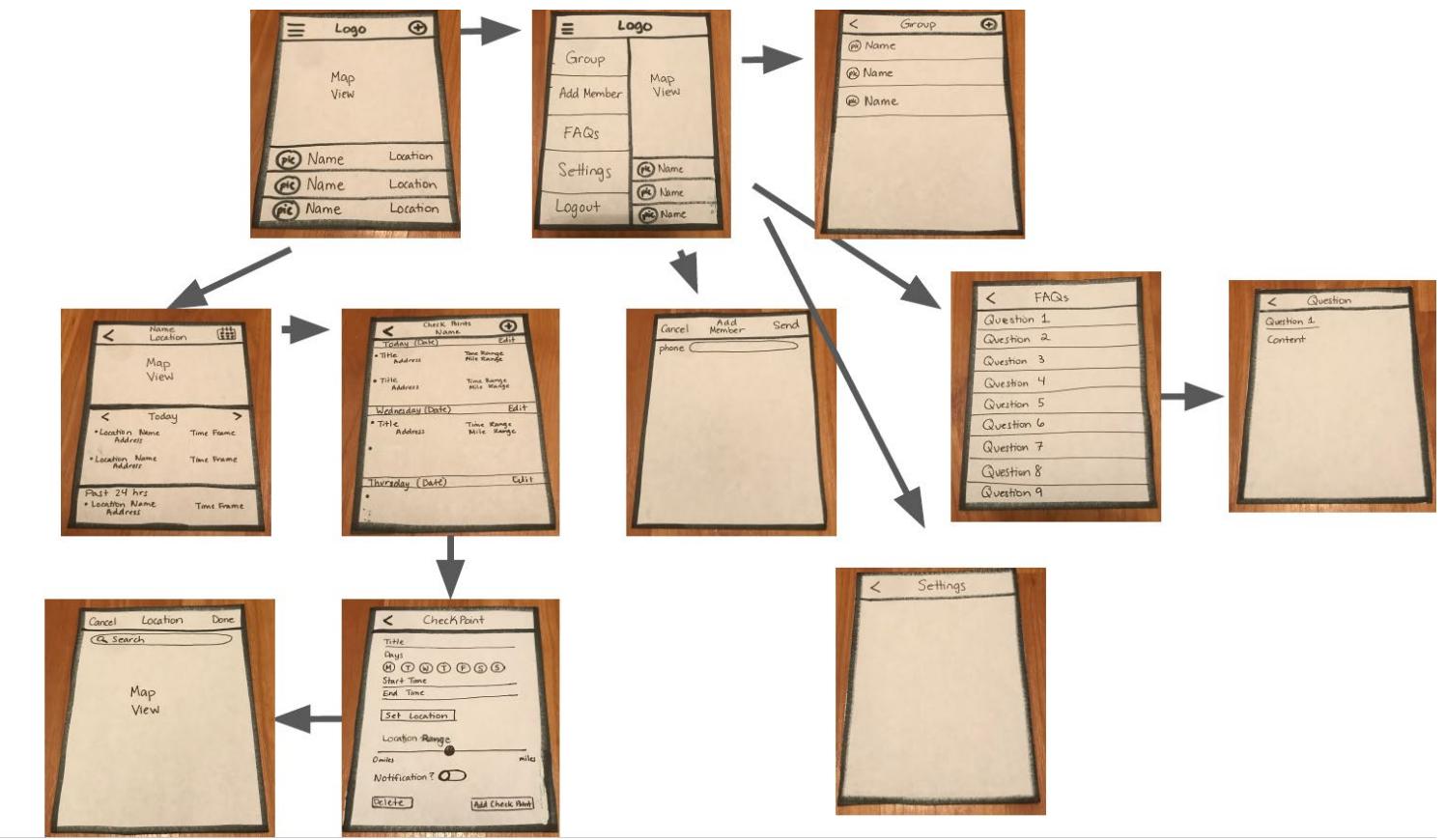
SUBGOAL: Login to the application



INTENT: Create a schedule for family member

SUBGOAL: Have family member or  
babysitter/ caregiver member added



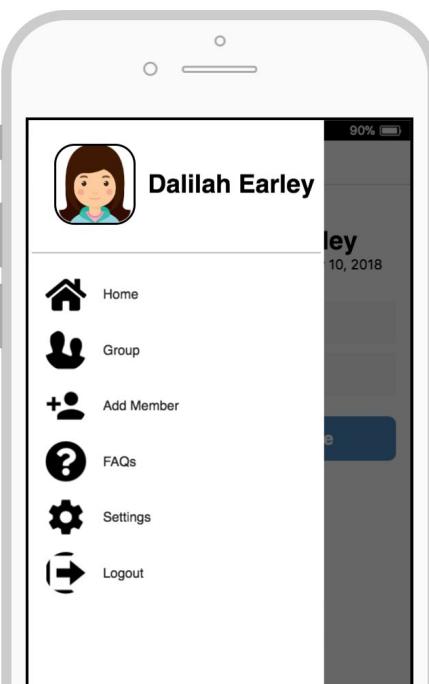
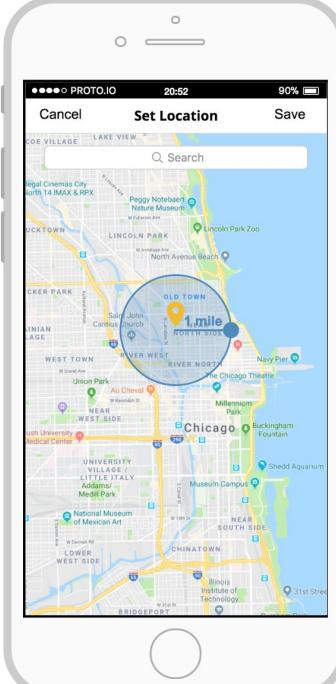
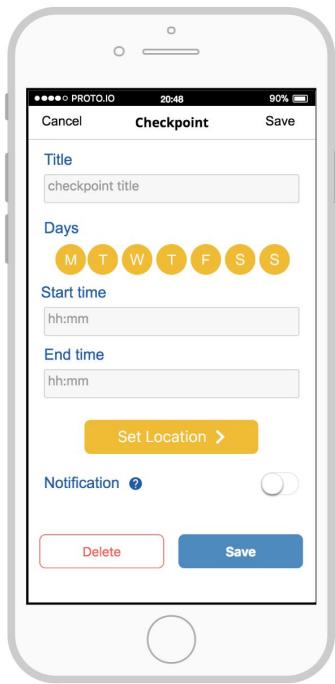
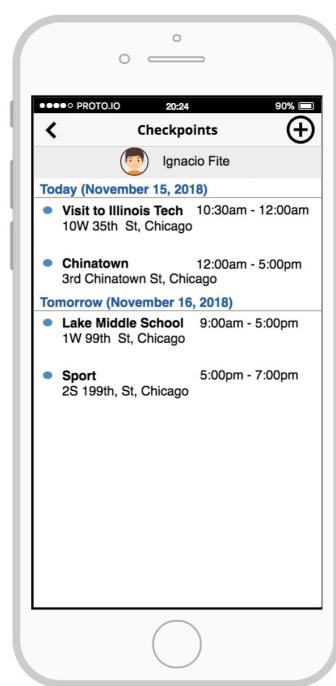
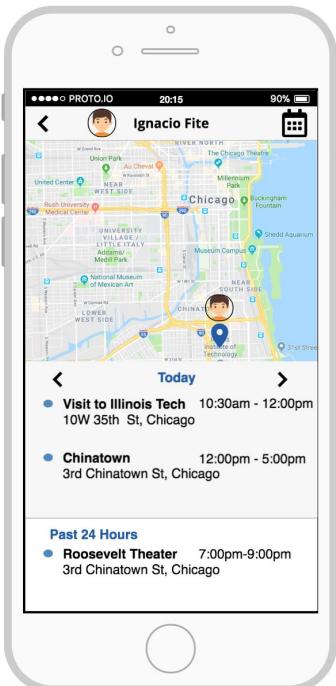
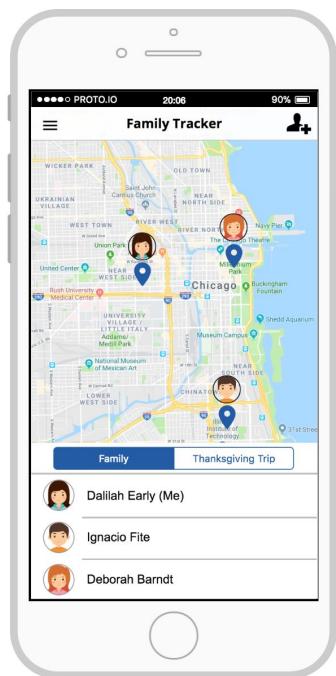
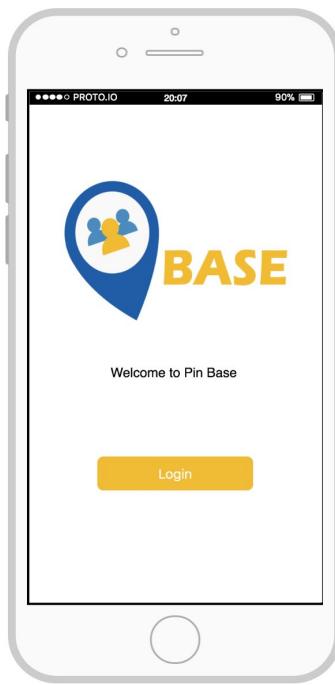


**Group 6 Member:** Dalilah Earley, Deborah Barndt, Ignacio Fite Lopez

**Project Title:** Pin Base Application

**Project Idea:** Family Tracking App

**Low Fidelity Prototype:** using proto.io (<https://proto.io/>)

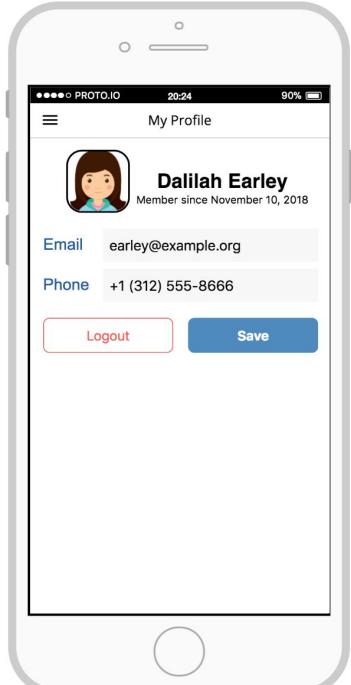
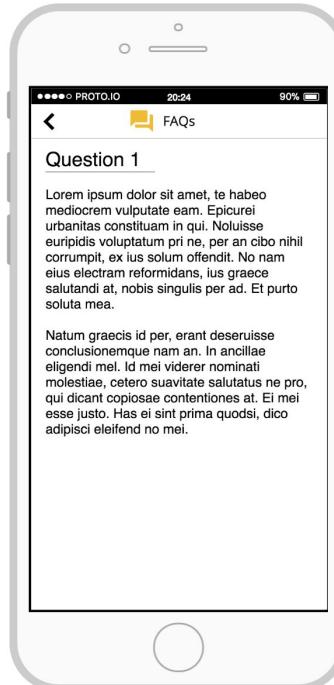
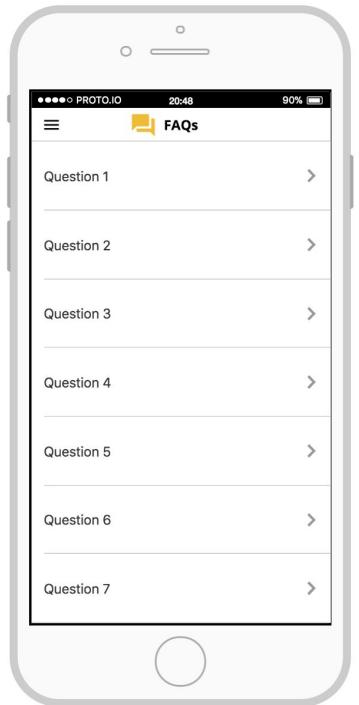
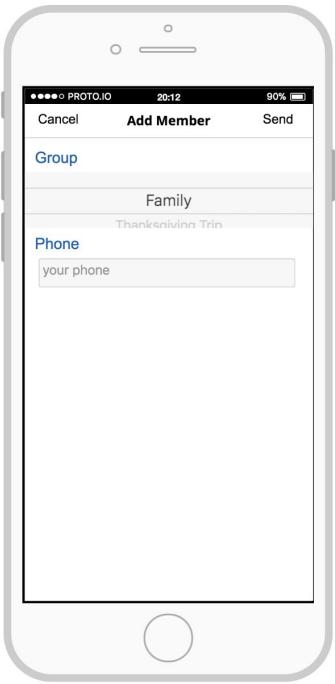
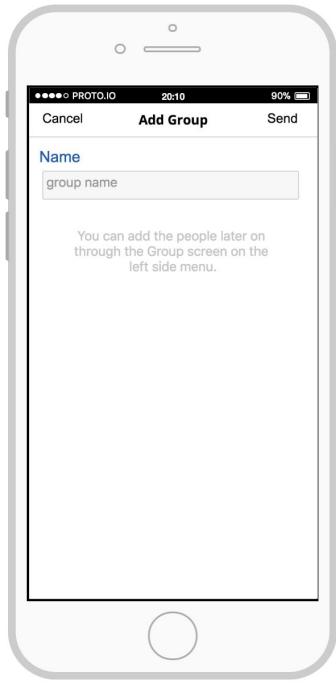
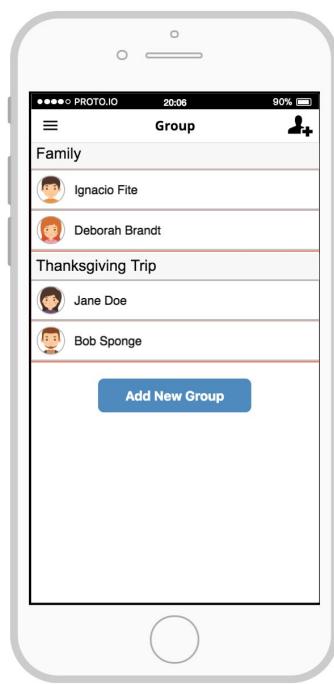


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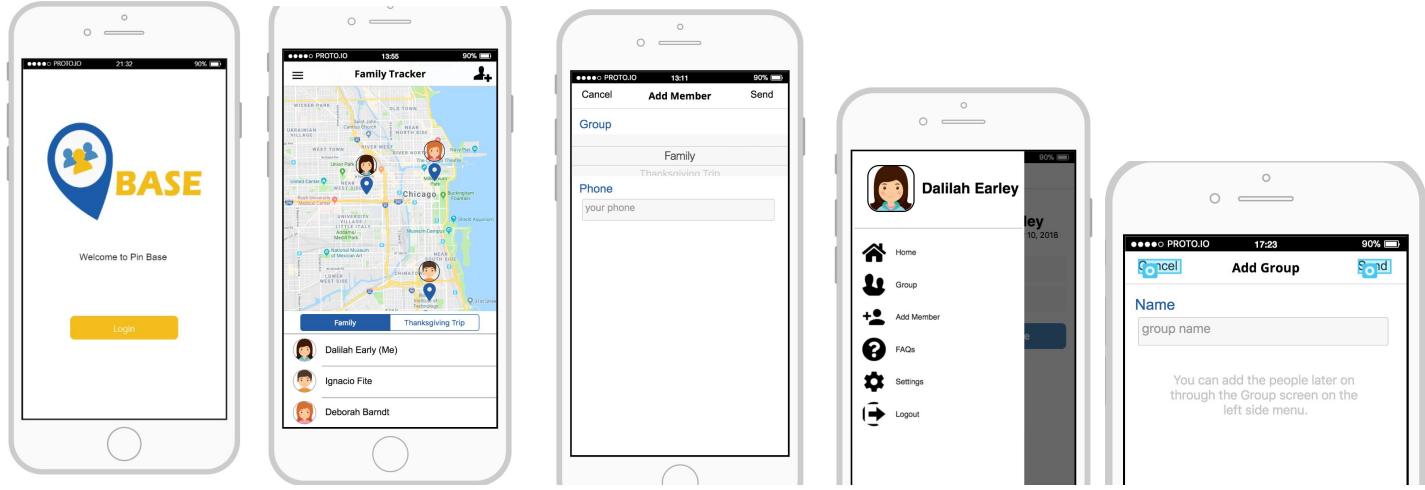


**Group 6 Member:** Dalilah Earley  
**Project Title:** Pin Base Application  
**Project Idea:** Family Tracking App  
**Contextual Inquiry:** Add family member  
**Interface:** Pin Base

### Description of Interface:

Pin Base application is designed to give families, caregivers, and friends a better and simpler experience when it comes to navigating the location of loved ones. Our unique scheduling system allows for users to create “checkpoints” of where, when and how long an individual plans to be at a particular location.

### Photos of Interface:



### Description of Goal:

Use the application called Pin Base to add a family member for location sharing by inviting someone using their phone number.

### Steps to add a family member:

1. Click on login button
2. On home page click add person icon
3. Select Group to add too
4. Type in phone number of person you want to add
5. Click send
6. Added person invited receives a text message
7. Added person downloads app
8. Added person creates a login
9. Added person logs in application
10. Person accepts being added to the group

### Description of First User:

The user is a married female, who is 67 years old. She is a mother of two grown adult males in their late 40s. She is a grandmother with two grandchildren. She is familiar with smartphones and currently owns a iPhone 5c. The user works at Guaranteed Rate Field (White Sox's Park) from mid-Spring to mid-Fall.

## Initial Interview Questions w/ First User:

01	Me: Are you familiar with using smartphone applications?
02	<i>User: Some of them</i>
03	Me: What applications do you use on a daily or weekly basis?
04	<i>User: Email app, Pinterest, Clock app, AMC theatre app, ICON theatre app, Yelp,</i>
05	<i>Weather app, Safari app, Photos app</i>
06	Me: Have you ever used an application to track/see a family member's location?
07	<i>User: No</i>
08	Me: Have you used an application called Life360 before?
09	<i>User: No</i>
10	Me: Would you ever be interested in using an application to see family members'
11	locations?
12	<i>User: Maybe to track grandpa (her husband) and my grandchildren when I need to pick</i>
13	<i>them up from somewhere.</i>
14	Me: What would you expect from a family tracking application?
	<i>User: Location for the past and present</i>

### First user's response to goal:

The user clicks on the yellow login button. The home page then appears and the user clicks on the button that says "Family". The user asks: "How would you add someone?" as she clicks on the name Ignacio to see what happens. She says "Oh, I am tracking someone." Then she clicks on the calendar icon to see what it does. She says "You want me to add someone. I don't know how to add someone." I suggest trying a way to go back to the main page. She clicks the back arrows to get back to the home page. She identifies the menu button and the add person button on the home page. She says she didn't see the add person button before. She clicks on the add person button. She types in a phone number of a person she would want to add to the "Family" group. I ask her if she sees something to confirm that you are adding someone. She said "Yes, I can click send at the top." She clicked send and then the application returned to home page.

### First user's problem(s) with interface:

The first user had some difficulty finding a way to add a person to her group. She didn't notice the add person icon right away. She also wondered if her sending the invitation to her group worked after pressing the send button.

### Description of Second User:

The user is married female, who is 42 years old. She is a mother of two children. She is mainly a stay at home mother, but has had many part-time jobs. Currently, she is a volunteer for a nonprofit organization in Chicago. The user is familiar with smartphones and at the moment has an Android.

### Initial Interview Questions w/ Second User:

01	Me: Are you familiar with using smartphone applications?
02	<i>User: of course</i>
03	Me: What applications do you use on a daily or weekly basis?
04	<i>User: Facebook, Gmail, Google Maps</i>
05	Me: Have you ever used an application to track/see a family member's location?
06	<i>User: Yes, AT&amp;T Family</i>
07	Me: Have you used an application called Life360 before?
08	<i>User: I did</i>
09	Me: Would you ever be interested in using an application to see family members'
10	locations?
11	<i>User: Yes</i>
12	Me: What would you expect from a family tracking application?
13	<i>User: Accurate points of location and the ability to see where someone has been</i>
14	

### Second user's response to goal:

The second user first clicks on the login button on the first page of the Pin Base application. When the user lands on the home page she quickly clicks on the add person icon found at the top of the page. The user does not select a specific group that she wants to add a person to. The group is automatically set to "Family" since that is the first group listed. The second user asks what "Group" means. I explain the feature of group allows for organization of particular people. She types in the number of her son and clicks the send button at the top of the Add Member page. The user is then brought back to the home page as she has completed the goal.

### Second user's problem(s) with interface:

Second user had a question about what "group" stood for/meant.

**Group 6 Member:** Ignacio Fite Lopez

**Project Title:** Pin Base Application

**Project Idea:** Family Tracking App

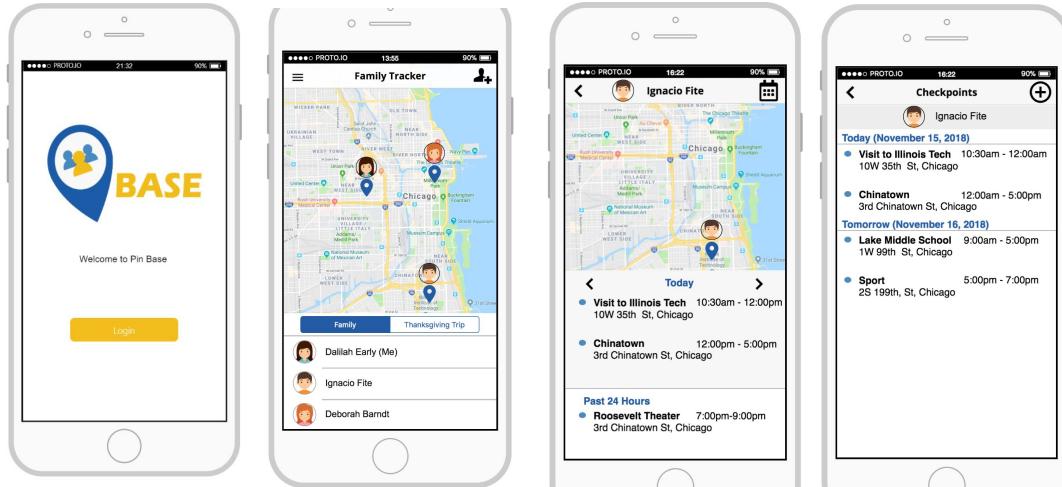
**Contextual Inquiry:** Locate someone's location

**Interface:** Pin Base

#### Description of Interface:

Pin Base application is designed to give families, caregivers, and friends a better and simpler experience when it comes to navigating the location of loved ones. Our unique scheduling system allows for users to create "checkpoints" of where, when and how long an individual plans to be at a particular location.

#### Photos of Interface:



#### Description of Goal:

Use the application called Pin Base to locate someone's location.

#### Steps to find another user's location:

1. Log in/Sign in
2. Wait until the map loads
3. Tap on the desired group to show the users of that group
4. See the location
5. Check for a more accurate address if required by clicking on the person's name.

#### Description of First User:

The user is 50 years old and has used the app before but has some questions about it. He has the app installed on his phone and uses it mainly to track family members.

#### Initial Interview Questions w/ First User:

01	Me: Have you used find my friends before?
02	User: yes, but I'm not that good at it.
03	Me: How often do you use it?

04	<i>User: once a month to look for one of my kids.</i>
05	Me: What do you use it for?
06	<i>User: to see how far my kids are from the house.</i>
07	Me: Why did you choose this application?
08	<i>User: because a friend recommended it to me.</i>
09	Me: Do you share your location with others? If so, with who and why do you share it?
10	<i>User: Yes, I don't care others knowing where I am.</i>

#### **First user's response to goal:**

The user logged in successfully and saw the name of the person he was trying to find, however he tried locating the user by zooming in on the map and couldn't do it. He also tried to hide the bottom part of the screen where the people to have a better look of the map.

#### **First user's problem(s) with interface:**

- No possibility of zooming into the interface.
- No possibility of moving the map around to have a better idea of the location.
- No possibility of hiding the bottom part of the screen to only see the map.

**Description of Second User:** The second user is 22 years old. She babysits kids on a regular basis although she doesn't use any application for that.

#### **Initial Interview Questions w/ Second User:**

01	Me: Have you used find my friends before?
02	<i>User: yes.</i>
03	Me: How often do you use it?
04	<i>User: once every three months.</i>
05	Me: What do you use it for?
06	<i>User: to see where my dad is.</i>
07	Me: Why did you choose this application?
08	<i>User: because I don't think there is another application similar to it.</i>
09	Me: Do you share your location with others? If so, with who and why do you share it?
10	<i>User: Yes, with my family, I don't like other people to know where I am at.</i>

**Second user's response to goal:**

The user also logged in without any problems, she was told to look for a different user that was not in the Family Group but in the Thanksgiving group. She found it right away, however, as it happened with the first user, she wanted to zoom in the map to see exactly where the user is and she couldn't.

**Second user's problem(s) with interface:**

- No possibility of zooming into the interface.
- No possibility of moving the map around to have a better idea of the location.

**Group 6 Member:** Deborah Barndt & Dalilah Earley

**Project Title:** Pin Base Application

**Project Idea:** Family Tracking App

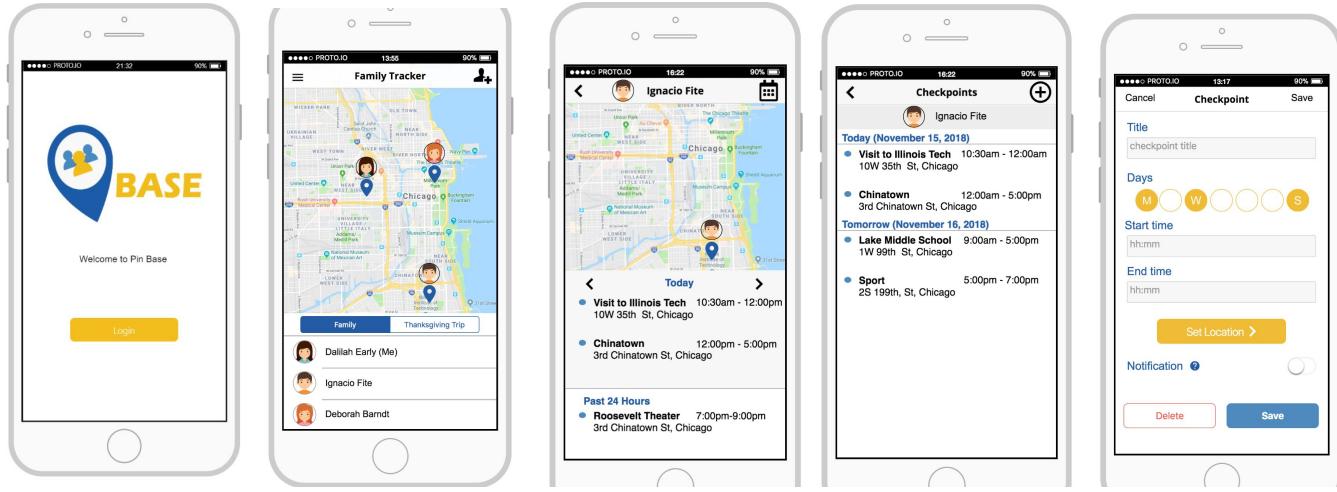
**Contextual Inquiry:** Create a schedule for family member

**Interface:** Pin Base

### Description of Interface:

Pin Base application is designed to give families, caregivers, and friends a better and simpler experience when it comes to navigating the location of loved ones. Our unique scheduling system allows for users to create "checkpoints" of where, when and how long an individual plans to be at a particular location.

### Photos of Interface:



### Description of Goal:

Create a Checkpoint (event) using Pin Base for yourself or another person in your group.

### Steps to create a schedule and share it with a family member or friend:

1. Click on Login button
2. Click on an individual listed in your group
3. Click on calendar icon
4. Click on add icon
5. Type in title for CheckPoint
6. Select days for Checkpoint to be on
7. Select start time
8. Select end time
9. Click on set location button
10. Drop pin at desired location or search for desired location
11. Set range for desired location
12. Click save button
13. Use slider to have notification when out of range
14. Save the checkpoint using Save button

### Description of First User:

The user is a 35 year old male. He is a financial accountant at a law firm downtown, and has a very busy schedule at work. The user is familiar with using a smartphone and currently has a Samsung Galaxy Note 8. The user also has a desktop computer that he built himself, and an Acer Aspire F15 laptop.

### Initial Interview Questions with First User:

01	Me: Have you used a calendar application before?
02	<i>User: Technically yes</i>
03	Me: How often have you used a calendar application?
04	<i>User: Twice a month</i>
05	Me: What do/would you use a calendar application for?
06	<i>User: Scheduling meetings at work. Reminding myself of bills to pay.</i>
07	Me: What do/would you look for when choosing a calendar application?
08	<i>User: Is it already installed on my system</i>
09	Me: Do/would you share your calendar with others? If so, with who and why do you share it?
11	<i>User: Yes, my work calendar is shared with other co-workers so they know my availability.</i>
12	

### First user's response to goal:

The user clicks on the login button and notes that he is on main page with a map with some users listed. He then clicks on the user Ignacio and takes a look at the new screen that is presented. He then takes a look at what is provided on the screen and notes that there is a back button at the top left, the arrow buttons and clicks on the left arrow button to view the past checkpoints listed. Then the user clicks on the calendar icon and looks over the next screen he is presented with, which is Checkpoints. Next he immediately clicks on the plus sign icon and mentions that this is to add something. The user then decides to click the back button to check to see what Ignacio's schedule already is, so as to not make a conflicting schedule noting that Ignacio is free after 5 and then clicks the plus sign icon again. The user then types in the title of the scheduled checkpoint to work on "homework". He then enters the start time for 19:00, assuming it is a 24 hour clock, and the end time for 21:00. The user then clicks on the day to schedule the checkpoint for Friday, but makes a note that he was not sure if that removes the day or adds the day so he then unclicks for Friday and clicks the rest of the days leaving Friday as the only one listed assuming that by clicking it removes the day. Then the user clicks on the "Set Location" button to set Ignacio's location for the checkpoint. He easily sets the location to Illinois Institute of Technology and presses save. Last, the user does not click on the notification slider and clicks on the blue save button at the bottom of the screen.

### First user's problem(s) with interface:

User was unsure if the clock to set up checkpoints was a 12 hour or 24 hour clock, and mentioned that there was no indication as to which one. The user was also unsure how setting the day for the checkpoint worked. He was not sure if clicking on the day added the day or removed the day from the schedule.

### **Description of Second User:**

The user was a male, who is 16 years old. He is a high school student, who plays sports after school. The user is familiar with using smartphones and currently has a Motorola G6 phone. He also owns a Macbook Air laptop.

### **Initial Interview Questions with Second User:**

01	Me: Have you used a calendar application before?
02	<i>User: No</i>
03	Me: How often have you used a calendar application?
04	<i>User: Never</i>
05	Me: What do/would you use a calendar application for?
06	<i>User: Looking at dates</i>
07	Me: What do/would you look for when choosing a calendar application?
08	<i>User: it's ability to do the job - to show me the calendar</i>
09	Me: Do/would you share your calendar with others? If so, with who and why do you share it?
11	<i>User: No</i>
12	

### **Second user's response to goal:**

The second user clicks on the Login button. The user says he is going to click on one of the people listed, he clicks on Ignacio. The user looks at the new page presented and clicks on the calendar icon. Once the user is on the Checkpoints page, he says he is going to click on the add icon because he assumes that will lead him to creating a new event. The user types in the School to be the Title of the Checkpoint. Then he selects M button representing Monday. I ask the user what days he has selected and he says Monday. The user types 8:00 for the start time and 5:00 for the end time. The user then clicks on set location button. He drags the pin to Lane Tech High School on the map and then presses save. The user does not touch the slider to set a notification. I ask the user if he wants to set a notification for the checkpoint he is creating and he tells me that he does not. He then presses the save button found at the bottom of the screen in blue.

### **Second user's problem(s) with interface:**

The second user did not have any problems with creating a checkpoint but did notice that there are two save buttons on the Checkpoint page.

**Group 6 Member:** Dalilah Earley, Ignacio Fite Lopez, Deborah Barndt

**Project Title:** Pin Base Application

**Project Idea:** Family Tracking App

**Heuristic Analysis:** Pin Base

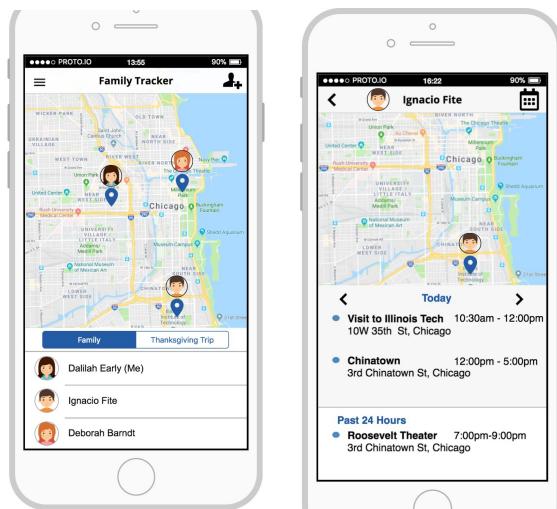
#### Description of Interface:

Pin Base application is designed to give families, caregivers, and friends a better and simpler experience when it comes to navigating the location of loved ones. Our unique scheduling system allows for users to create “checkpoints” of where, when and how long an individual plans to be at a particular location.

#### Heuristic Analysis:

##### 1. Visibility of system status

- a. The home page of the application gives users a simple and organized view of their group's location with a map view with pins. The user knows what group is being displayed by the buttons below the map. In this example, “Family” and “Thanksgiving Trip” are the two groups made. Users visually know that group called “Family” is active due to the button having a blue background. Users also have the ability to add another member to their “Family” group by clicking the add icon at the top or users can click on the menu icon to see the other options offered by the application. If a user clicks on an individual's name, the user will be brought to a new page, where a person's past, current and future locations are shown.
- b. The exact current location of the individuals in the group called “Family” is difficult to see in the map view, I would suggest the exact current location of each individual be visually represented in text next to each individual's name.



##### 2. Match between system and real world

- a. The icons chosen for the menu options are common real world icons that match the options provided to the user by the Pin Base application.

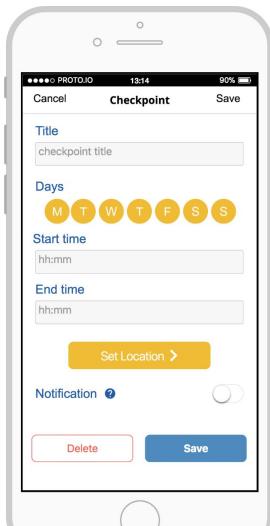


### 3. User control and freedom

- The ability to create events or “Checkpoints” as Pin Base application calls them gives users the ability to create common destinations for their week(s), such as work and school, which occurs Monday through Friday. Users are given the ability to view one another’s schedules as long as they are in the same group.
- The “Checkpoints” page can be provided by changing the visual appearance of the buttons used to select Days. When the buttons have not been selected, they should have a yellow outline, white background and the letter should be in yellow. When a button is selected they should have a yellow outline and background and the letter should be in white.
- The “Checkpoints” page does not provide users with the ability to edit an already created “checkpoint” this is important to fix because users should have the freedom to edit or delete “checkpoints” as needed.

### 4. Consistency and standards

- Each page except the login page has two buttons at the top horizontal bar, whether it be a menu, add a particular element, back button, cancel or save button. The consistency trains users to pay attention to the top horizontal bar, especially in accessing important buttons.
- Checkpoint page is confusing due to having two “save” buttons and two buttons doing the same thing, specifically “cancel” and “delete”. The buttons at the top either need to be changed to serve another purpose or the buttons at the bottom need to be removed.



## 5. Error prevention

- a. Throughout the application, users have “Cancel” and back buttons to exit out of pages quickly if they find themselves no longer wanting to complete a certain action.

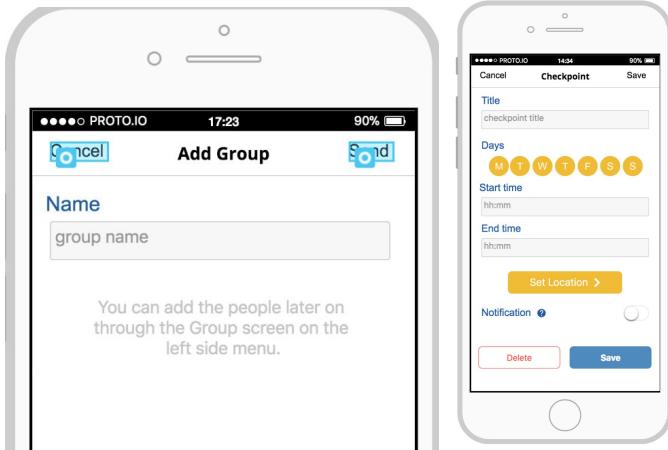
## 6. Recognition rather than recall

- a. The “Checkpoints” feature allows users to quickly recognize where their group members have been, where they currently are, and where they plan to be. Users have the ability to title their locations as well making an address simpler to understand and more recognizable.



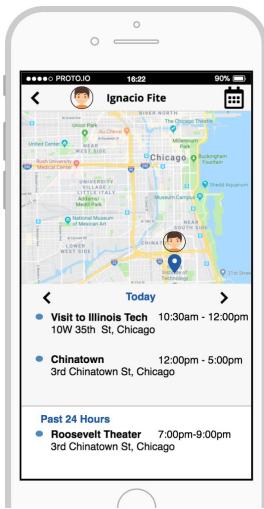
## 7. Flexibility and efficiency of use

- a. The Pin Base application provides users with the ability to create many groups giving users the ability of flexibility and organizational efficiency.
- b. The “Send” button found on the top horizontal bar of the “Add Group” page should be changed to “Save” because the word “Send” does not make sense, in regards to creating a new group and trying to save it.
- c. Selecting start time and end time can be made more user friendly by having adding a way to select times as well as select AM or PM. AM and PM selection are currently missing from the application.



## 8. Aesthetic and minimalist design

- a. The page that shows an individual's past, current, and future could be made more simplistic. Since there are arrows provided for the user to flip to the past and future, it seems redundant to have "Past 24 Hours" below the container that allows users to flip through days.



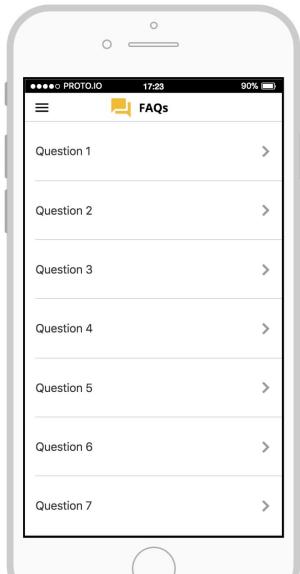
## 9. Help users recognize, diagnose, and recover from errors

- a. The application's layout has consistent titles and texts to help users identify what is available to them and guide them throughout the application.
- b. "Your phone" text is confusing since user needs to type in name or number of another individual to add them to an existing group. This text should be changed so users can successfully add other members.



## 10. Help and documentation

- a. The Pin Base application offers built in Frequently Asked Questions. If the user clicks on the menu icon, they can find FAQS option above the Log Out option. FAQs built into the application gives users quick access to answers to questions they may have.



**Group 6 Member:** Dalilah Earley, Deborah Barndt, Ignacio Fite Lopez

**Project Title:** Pin Base Application

**Project Idea:** Family Tracking App

**Final Prototype:** using proto.io (<https://proto.io/>)

