

Otter

Low-fi Prototyping & Initial Usability Testing

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Mission Statement/Value Proposition

Reflect/Reconnect.

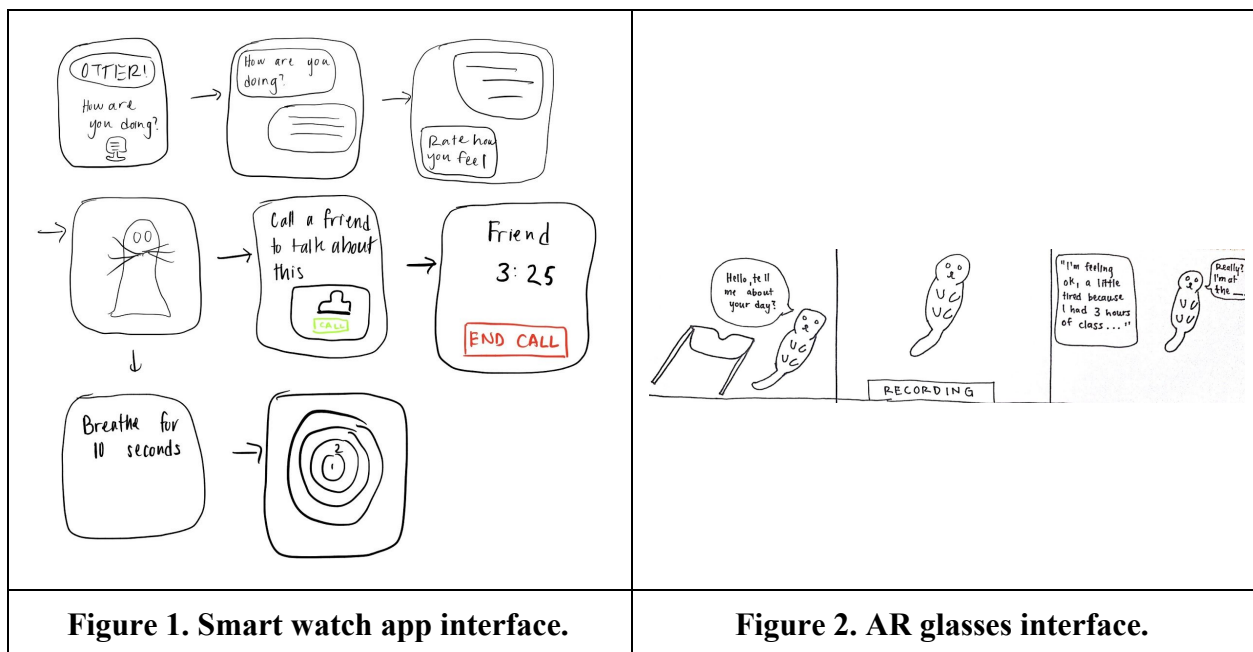
Problem/Solution Overview

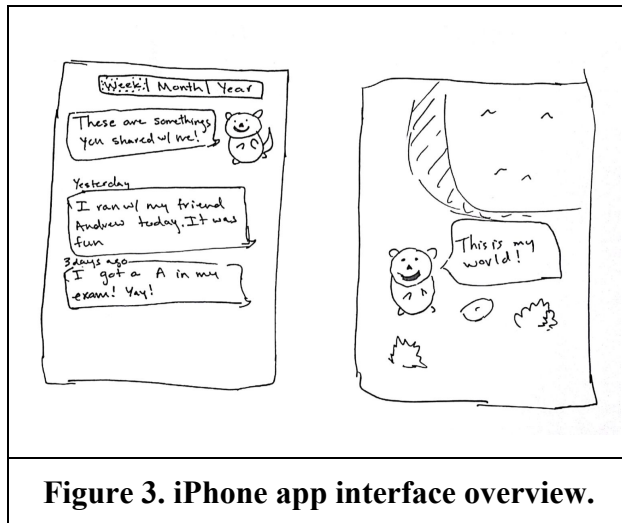
One of the major findings of our needfinding process is that individuals who are non-high need do not have personalized treatments/actions they can do to help make them feel better. Our application is built to ensure that individuals are able to reflect upon their days, weeks and months, not only in what has happened in their life, but also how they felt and other questions to reveal insights for the user. In addition, with this consistent reflection, they will be able to set goals of creating habits that aid their personalized mental health practice. Lastly, the application aims to help reconnect individuals with their support structures whether it is their friends or family members.

Sketches

Overview of Interface Designs

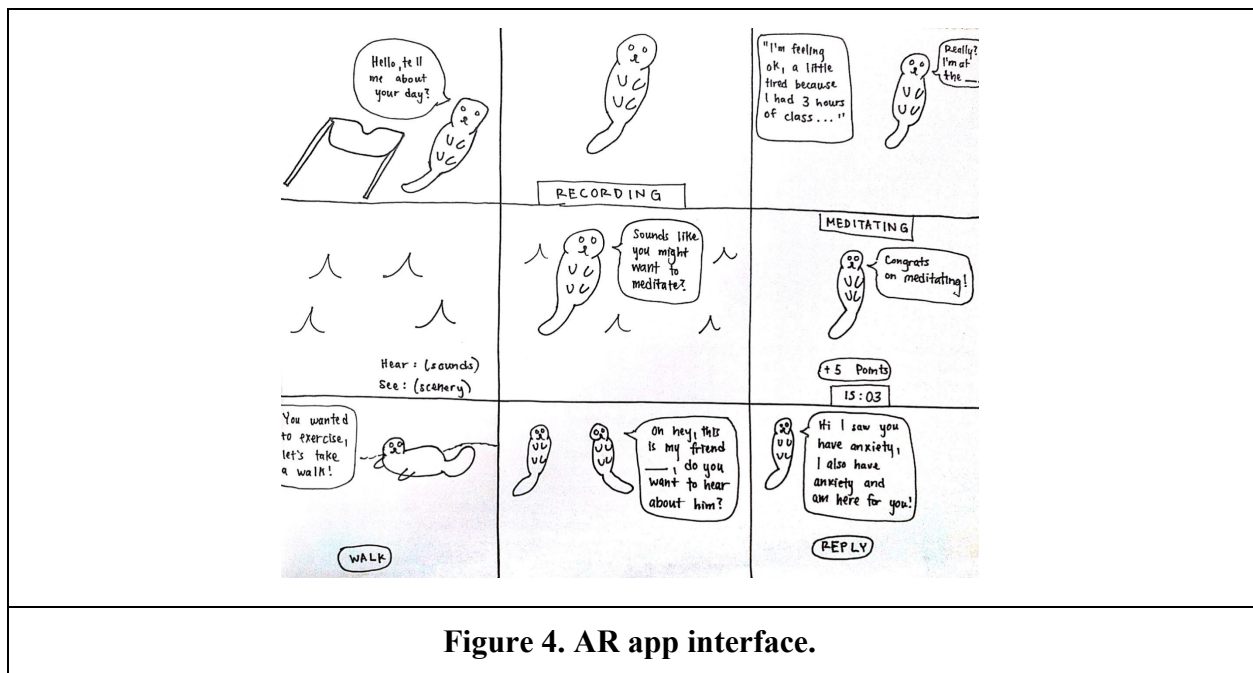
We sketched three different interfaces for our designs: a smartwatch, AR glasses and an iPhone. While we thought about the physical manifestation of otter, due to the constraints of the class as well as our team's skillsets, we decided not to move forward with the idea.





Top Two Interface Designs

We chose an artificial reality app through AR glasses and the iPhone mobile application concept sketches as our top two interface designs. We chose these two interfaces because the smartwatch app would not have enough interactivity for the user to engage with otter. Moreover, we felt that the smartwatch interface does not have the ability to adequately complete the three major tasks we've set forward, particularly with reconnecting with other individuals and one's support system.



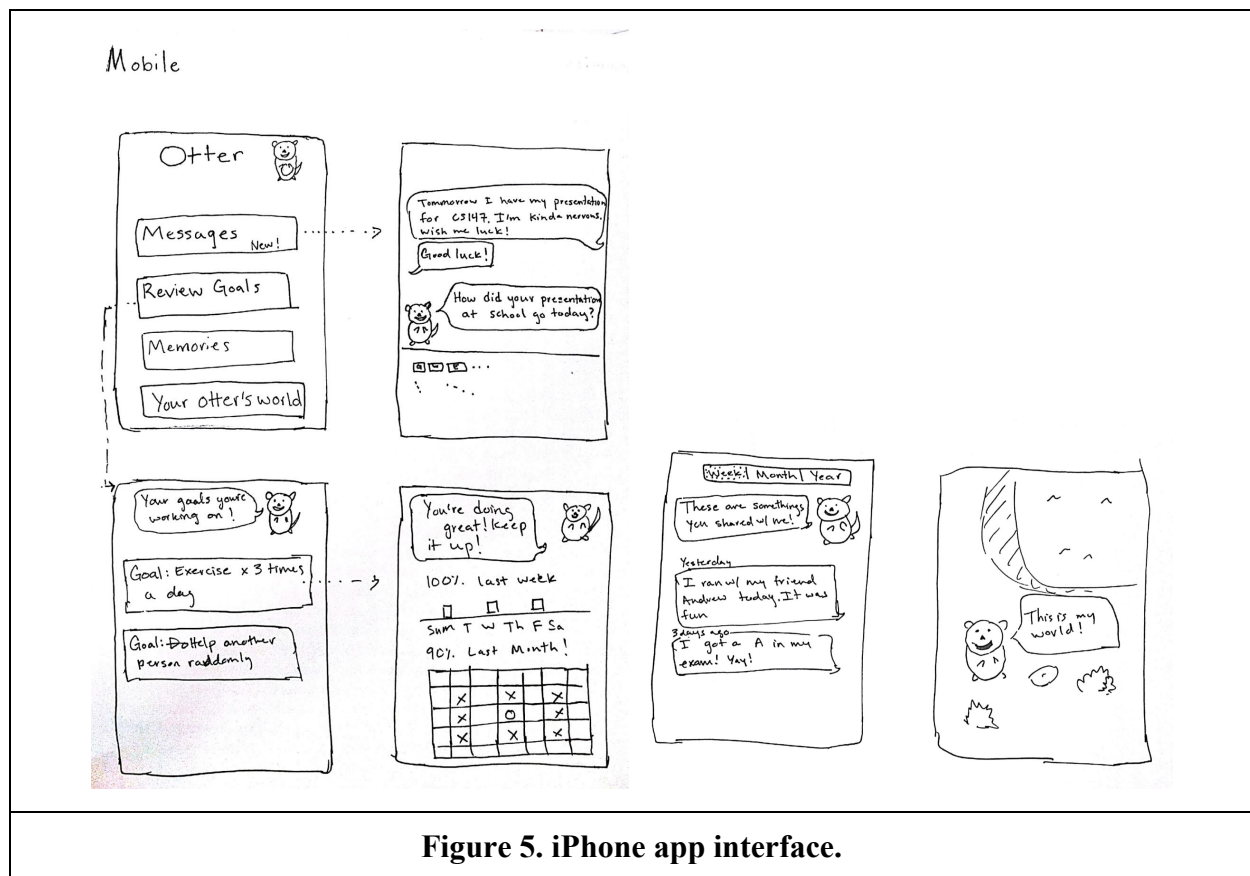


Figure 5. iPhone app interface.

Selected Interface Design

Decision Rationale:

We decided that the iPhone app interface is our top design because it is more accessible, feasible and allows for easier completion of the three tasks that we have decided on as a team.

iPhone App Interface:

Functionality: Allows for completion of tasks in a more tactile way that is more familiar through typing.

Pros:

- more feasible
- can have clear social aspect
- has clear options
- accessible
- familiarity on user engagement w/ mobile device
- can take 'otter' with you

Cons:

- how to get user to come back
- more on facilitating calls when too shy
- what if no 'friends'
- more on what else can otter give

<ul style="list-style-type: none"> • a companion that is easily accessible • allows more facilitation of reflection → ex “breathe for 10 sec” • allows for journaling day by day 	
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AR Glasses Interface:

Functionality: Interacts with a VR otter using voice and buttons on the glasses hardware, which is outside the feasibility of this course.

Pros: <ul style="list-style-type: none"> • interacts more with user • incorporates both of their settings • person has something with them • engages with more sense 	Cons: <ul style="list-style-type: none"> • unsure how to approach • feasibility • not enough time • scope may be too big • gaining people to share their stories with others
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Storyboards for 3 Tasks:

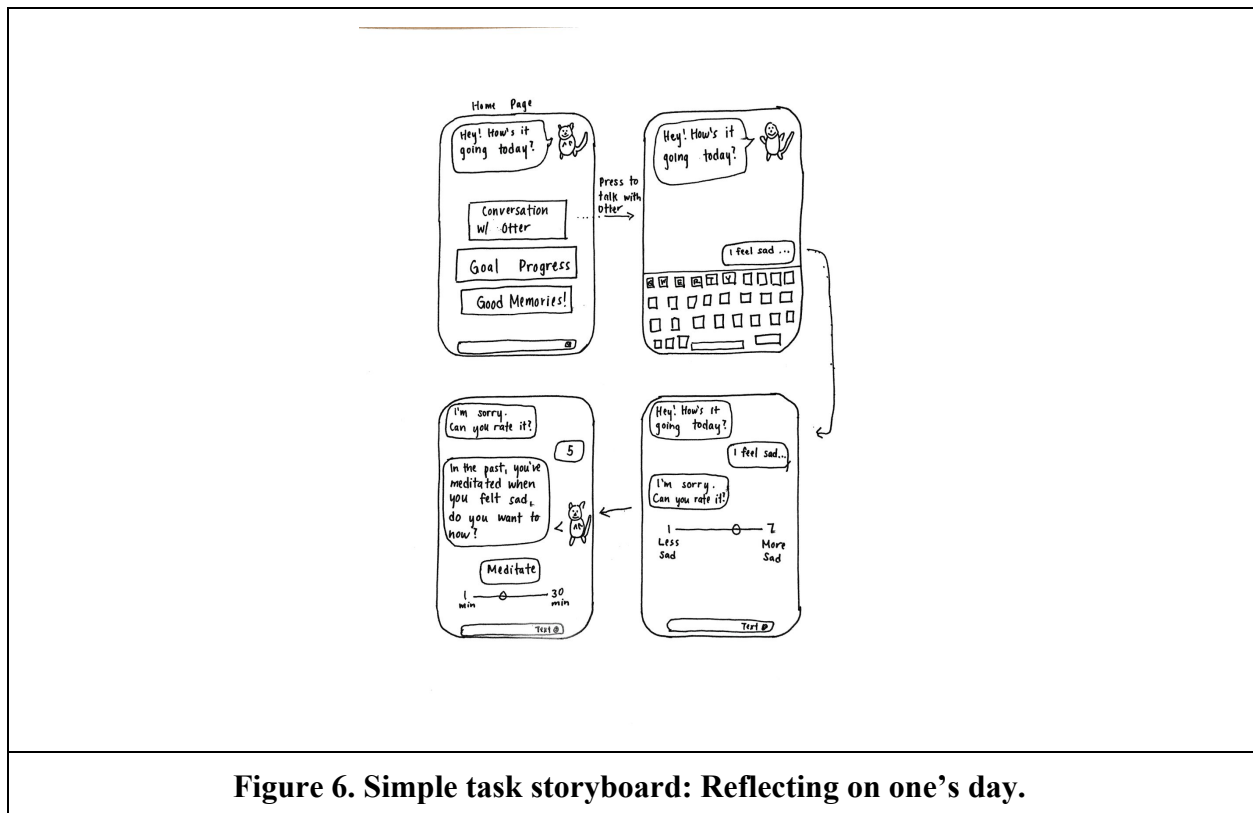


Figure 6. Simple task storyboard: Reflecting on one's day.

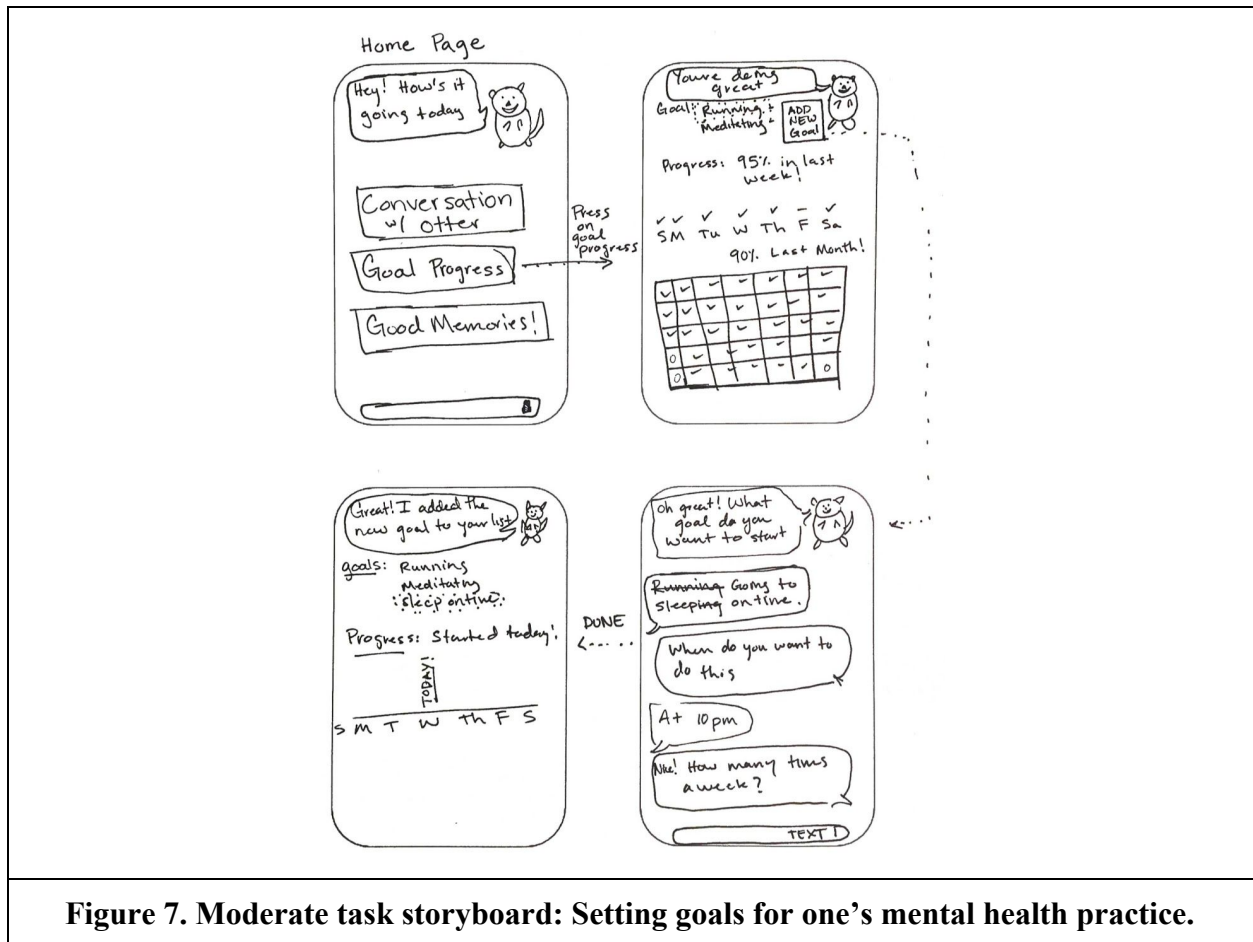


Figure 7. Moderate task storyboard: Setting goals for one's mental health practice.

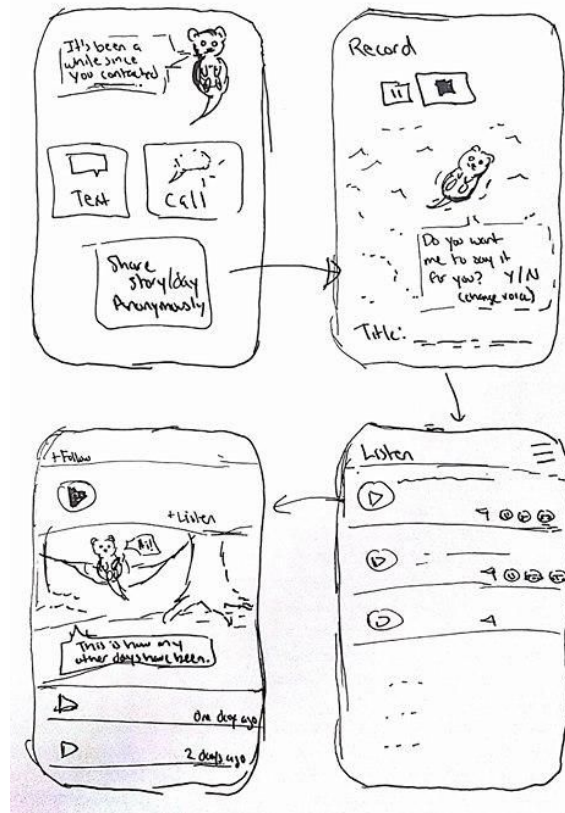


Figure 8. Complex task storyboard: Reconnecting with others and sharing stories/feelings.

Prototype Description

We use paper and a flair pen to prototype three key features which equate to our three main tasks which is all used by the user interface.

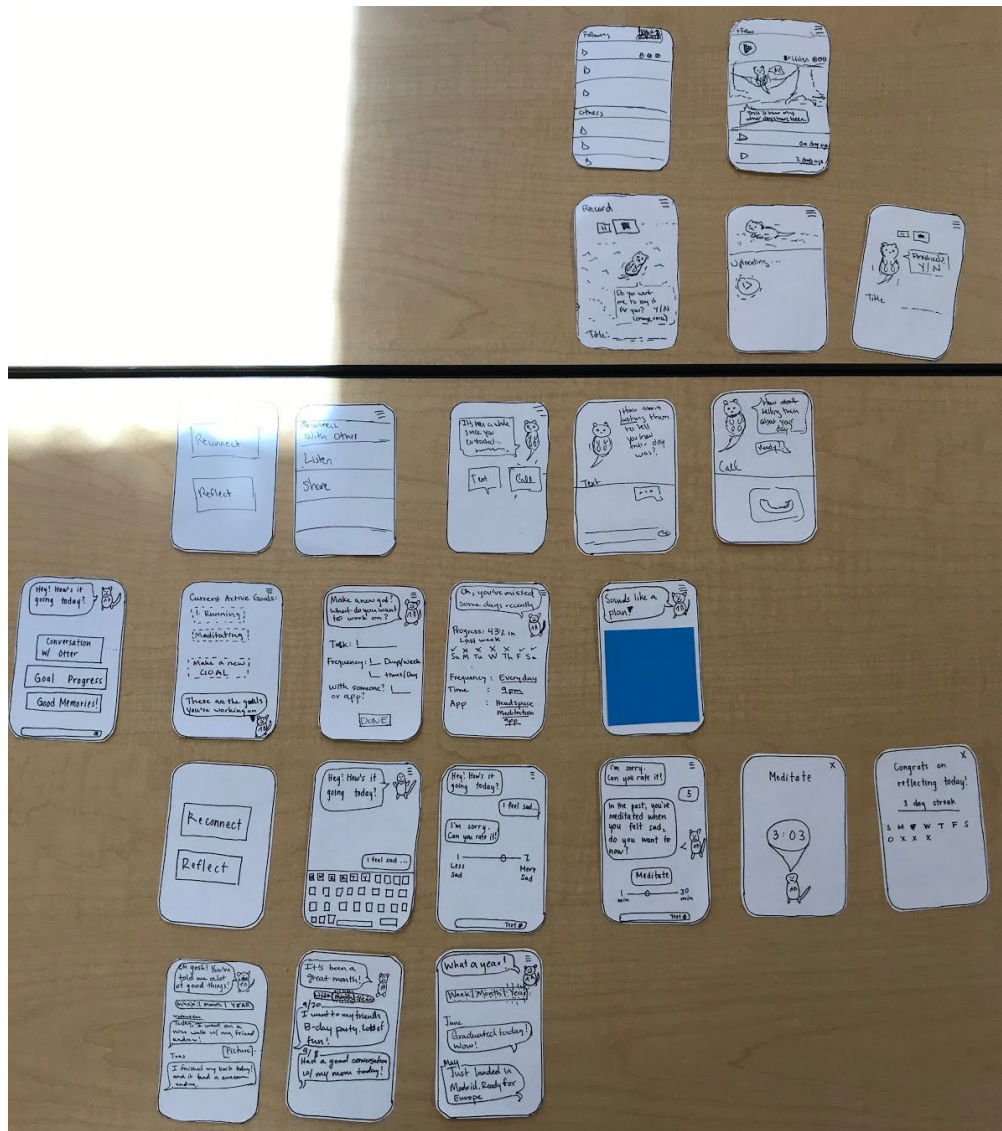
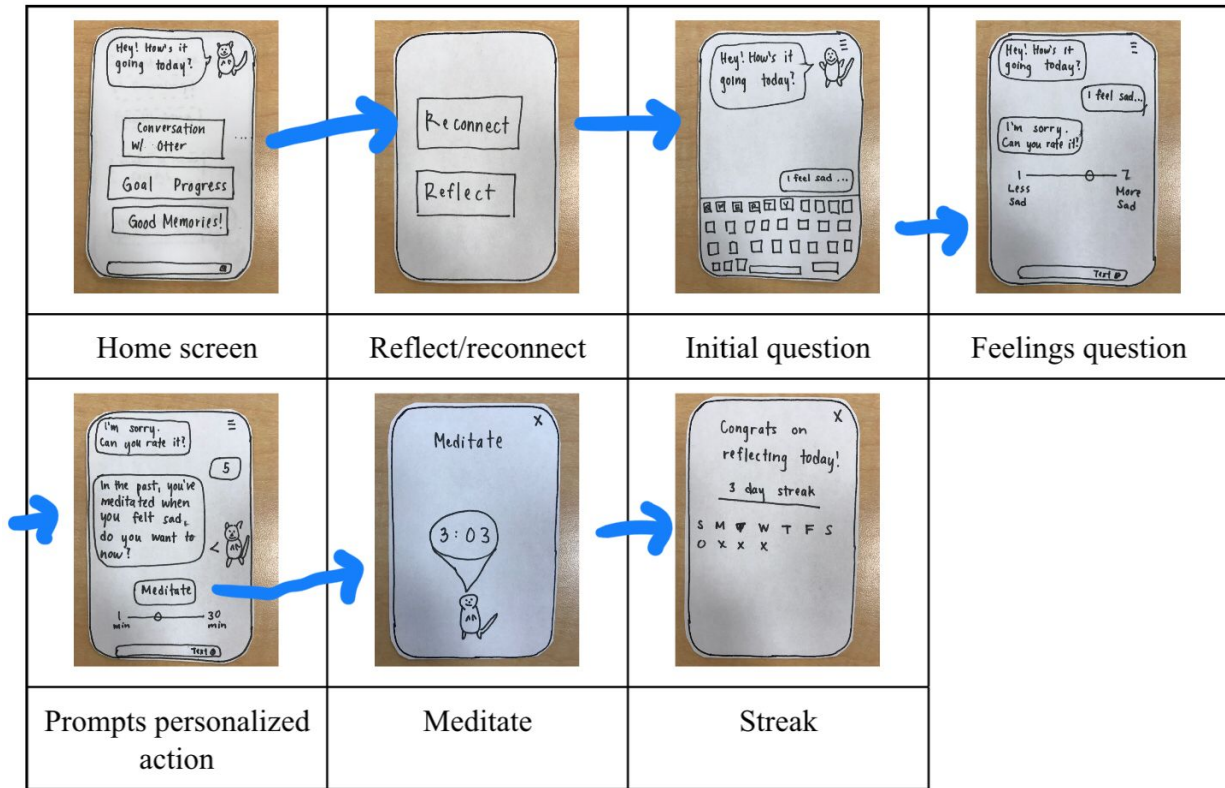


Figure 9. Overview of lo-fi prototype.

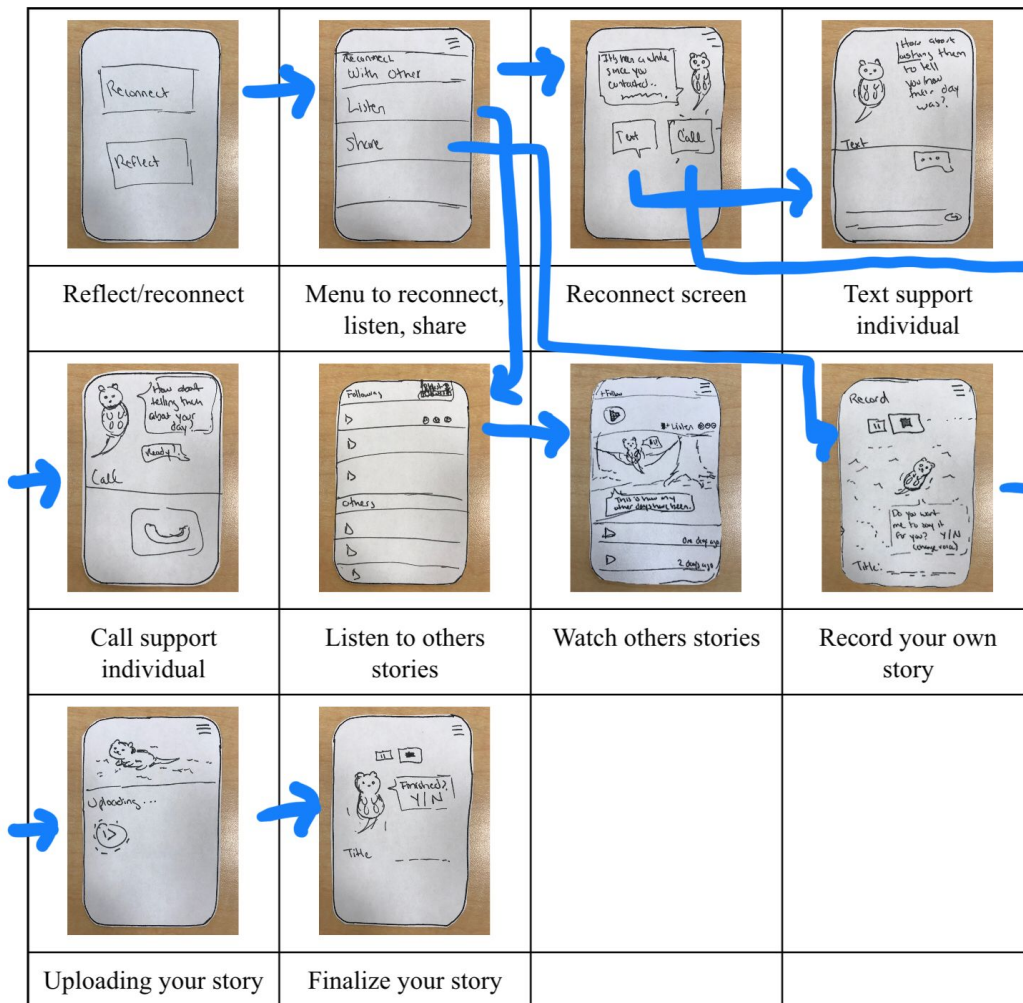
Simple Task:



Moderate Task:



Complex Task:



Methods

Participants

We reached out to possible participants via word of mouth, emailing list, our own personal networks, personal networks. We were looking for participants who had an interest in their own mental health, and had thought about or currently had practices that were done to protect and strengthen their mental health. We succeeded in attaining a engaging group of participant. The first participant was a woman in her 30s who is interested in mental health, especially as it affects her students. We interviewed her at her office, which was quiet and free from distractions. Our second participant was a researcher at the medical school who practices meditation and exercises a few days a week. We interviewed him at a cafe, which although had plenty of people, was quiet and allowed for prototyping exercise. The last participant was an undergraduate student who values mental health, and has thought about meditating, but has not done so yet. We interviewed her at a open work area, which was quiet at the time.

Tasks

For our low fidelity prototype we gave the user three tasks which were 1) reflect on one's day and communicate with Otter on how their day was 2) create a new goal for yourself with regard to their mental health practice 3) to record and share their own story about their feeling and any experience they were willing to share.

Test Measures

For our lo-fi prototype we searched for people who had did not know about the project we interacted with, to maximize the novel experience of the app and the underlying value proposition. This meant that individuals may have some difficulty interacting with the user interface. Therefore we assess the following criteria:

- Signs of frustration: We placed special attention to any spoken, or nonverbal signs of frustrations such as voicing their frustration ("Why does it do X?"), or facial expression of frustration (eg frowning). We aim to find the cause of their frustration when interacting with the application and to help identify areas of improvement and possible fixes.
- Signs of confusion: We also took careful note to identify places where participants were confused about the user interface. We aimed to notice any questions, or facial expressions that indicate their confusion to find where our apps needs to redesigned.
- Signs of satisfaction: We also wanted to identify areas where our participants received satisfaction from the app. We aimed to see if there smiles, nods, or verbal signs of positive interaction to identify areas of further development to maximize appeal.

Procedures

For all experiments we used our paper prototype made of paper, and drawn user interfaces as featured previously. For the first interview 2 out of the 3 members were present, but the last two had all 3 members. We divided the role as follows: Ian acted as the computer and demonstrated, Sonia acted as the notetaker, and Gustavo as the introducer and recorder. Participants were requested permission to record their interaction with user interfaces and all agreed.

Results:

Results:

1st participant: Our first participant did have understand the functionality of the application but did have periods of confusion about the the certain features. She appreciated the idea of having an agent communicate with her; but was confused about the suggestion of meditation. She did not understand what that would entail. She was also confused on how to interpret goal making and reviewing task. She was unsure about what the purpose was of the screen intended to review

her progress that she has done. She also did not understand why the goal page was encouraging her to set up with another app.

2nd participant:

The second user had more positive experience. Since he practices meditation in an irregular basis, the app suggestion to meditate was met with a positive response. He immediately understood that the next interface that the app provided was for meditation and was a countdown. He expected music or some soundtrack to accompany the meditation portion of the app. He understood the goal planning and progress report, and thought it was a good idea. He was confused about sharing his experience. He said that he is usually a person who does not like to share his personal experiences with others openly; however, he thought that perhaps because the voice alteration provided anonymity that may encourage him to participate. However, this task did present him challenges with understanding the user interface. He did not understand what the functions were for the buttons that we intended to be the play, share, and record.

3rd participant:

The third user was very engaged with the app, to the point where she was actively playing the role of the computer without being prompted to. She understood the buttons, transition and purpose of most of the functions. She indicated that she has a lot of experience with social media apps and therefore was more natural to her. Her first task was completed quickly, understanding that Otter assessed, provided a suggestion of meditation and carried it through. She did have a confusion about having a conversation with Otter. For the second she clicked on goal progress right away, and then made a goal of eating home-cooked meals. For the third task, she was unsure about the option of connecting, and did not make the connection with sharing or listening to others' stories.

Discussion

When examining the user testing results, we found some common themes:

- Several points of confusion for users especially surrounding the goal of certain interfaces such as reviewing their goal progress interface or the sharing and listening to other stories.
- Mixed responses to sharing personal stories. Some participants viewed sharing their stories as too personal, while others saw that it was an opportunity to share and engage with their friends and family.
- Navigation was a consistently a problem for all users. Participants viewed the lack of obvious back buttons, forward buttons made it hard to navigate back and forth.

Clearly, we have our work cut out for us to redesign, and rethink some of the task processes. Especially the task about reconnecting with others. This task was met with some resistance, part

of from the ambiguity of the interface but also from the nature of the task itself. Some participants did not understand what some of the buttons did, while other were unsure about sharing personal stories. We need to rethink and reevaluate how we are meeting the value proposition of reconnecting and see if we can redesign and reengineer how we are meeting this. We also need to work on making the buttons more intuitive to communicate to users their purpose. We have some promising work such as the Otter's check in function and the goal progress.

Word count (excluding titles): 1553

Appendix

Writing

Raw Notes

Observer

Person #1

-Notes:

1st Task : Reflect

-

-

-really liked give advice 1:11ish

-1:25 confused on meditate button

-interpreting 1:55 meditate button<- really took some time over meditate

-why everyday 2:52 meditate

Likes congrats 3:10ish

-Reflection :pretty cool that I reflected; first liked it was quick & hit button & suggested something for her to do when feeling that way liked that if you don't have friend or someone who doesn't understand; something to do to feel better; something to debrief

2nd Task: Set new goal & observe previous goals

-confused on how to interpret goals 35sec

-58sec interpreting progress of goals

-Making new goal : 1:50ish

-Task: Drinking water 2:17

-3:08 confused on screen interface

Reflection

-looking at progress of goal seemed motivating or lacking

-interested in reminders of goals to change

-not sure on how integrated app would work with Otter

-
3rd Task:

- 0:08 confused on how to go about 3rd task
- reword
- Shared
- 1:12c confused on uploading
- 1:48 confused on wording of what Otter does at recording
- also 3:48 confused how to follow other people & interpreting others profiles

-
Reflection:

- confused
- do reflections can listen in other voices? What does "following" mean vs "others"
- understanding like instagram
- portion confusing "Not sure what I did lol"
- c

Person #2 Areli

To Reflect & Communicate with Otter on How Day was Task 1:

- first now sure on what convo w/ otter means:
- 47 sec typing into otter
- doesn't rate day/feelings
- unclear on rating system earround 1:40
- 2:30 also took time understanding meditate screen & recommendation on sounds
- 3:16 similar streak from other meditating app
 - does find streak/progress encouraging but stopped using other app as not priority
 - seemed like he gave up on keeping up with other meditating app and wasn't sure otter

Reflection:

- texting with otter interesting
- felt intuitive to use Cone?

Task 2:

- Seemed to take some time ponder his next step
 - goals personalized? or ...
- 52 sec: not sure on which frequencies meant what
-
- 2:18 unclear on blue screen also
 - seemed tested on how to exit that screen

-expected sad face to reflect progress <-how does progress make Otter feel(4ish min)

-would like to see tips on why its important for you to start meditating or some reason you made this goal to remind you of initial reason

-

Reflection:

Confused by frequency & "app thing?" ex: colons show need input time

-not as intuitive

-

Task 3:

-not sure how to get started on goal:

-38ish sec : not liking sharing reflections with others

-on listen screen <-I need better handwriting :/

-1:50ish min taking time to understand social aspect of app

-really confused on at 2:40ish <- not sure on play button, not sure what would be playing day they submitted recording <-specific to people

-still not hitting proper back button

-4:37 -> doesnt like sharing things w/ people don't know

-likes voice changing option->depersonalizes since more comfortable sharing

=

Reflection:

-end of 3rd task

-felt less natural -> more social mediaish, doesnt expect from something would download to reflect, expects ore from TWitter FB,

-doesnt really like to share

-feels pushed to have FB, doesnt like sharing wouldnt have FB if wasnt necessity

-voice changing

-removes from narrative you're about to share

-no one can tell who they are (good/bad) so people share crazy and a lot of things online ->

StoryCore podcast kinda similar

Person #3:

Task 1:

-confused on wording of convo with otter

-how to reflect -> reflects by viewing good memories rather than covo wwith otter

-looking around 3min with meditation seemed confused on how to go about reading the screens

Reflection:

-Main screen not as intuitive

-not sure on what reconnect means

- likes tracking meditates because wants to start
- range of sad was easy to give self a goal
- thinks otter is a char in app or something speaks to on a regular basis bcuz maybe dont have a friend

Task 2:

- clicked on goal progress right away
- interpreting app integration
- understood progress views
 - of goals
- made goal of eating home-cooked meals
 - said with a friend
- stuck on blue screen
 - wants visual outline0>graph of what she wants to do
 - seemed unsure
 - pi chart of sources ex: recipes you can try out
 - or apps recommended

Reflection:

- thinks that main screen from progress to current Active goals was confusing and not intuitive
- useful to track progress
-

Task 3:

- also didnt understand Reconnect as a method to share
- "oh ok" understood voice changing
- understood uploading as loading screen
- made a call and text by

- need to work on handwriting
- understood other users as following

Reflection:

- tripped up over loading screen & uploading & recording was in one step
- was simple
- didn't add too much didn't get lost
- listening <-likes podcasts and listening to others stories
- hesitatnt to share story-> likes voice changing as would be more encouraged to share story
 - record as verbal diary is good cuz saying it out loud
 - a lot in like Youtube or podcasts
 - where podcasts are more formal & sees otter as more casual/less intimidating

-cuz speaking to otter