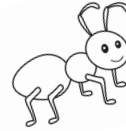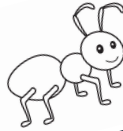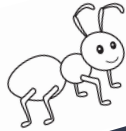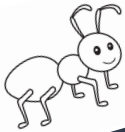# The Carpenter Ants

Assignment 5

Agenda

- SafetyNet Mission

- Selected Interface

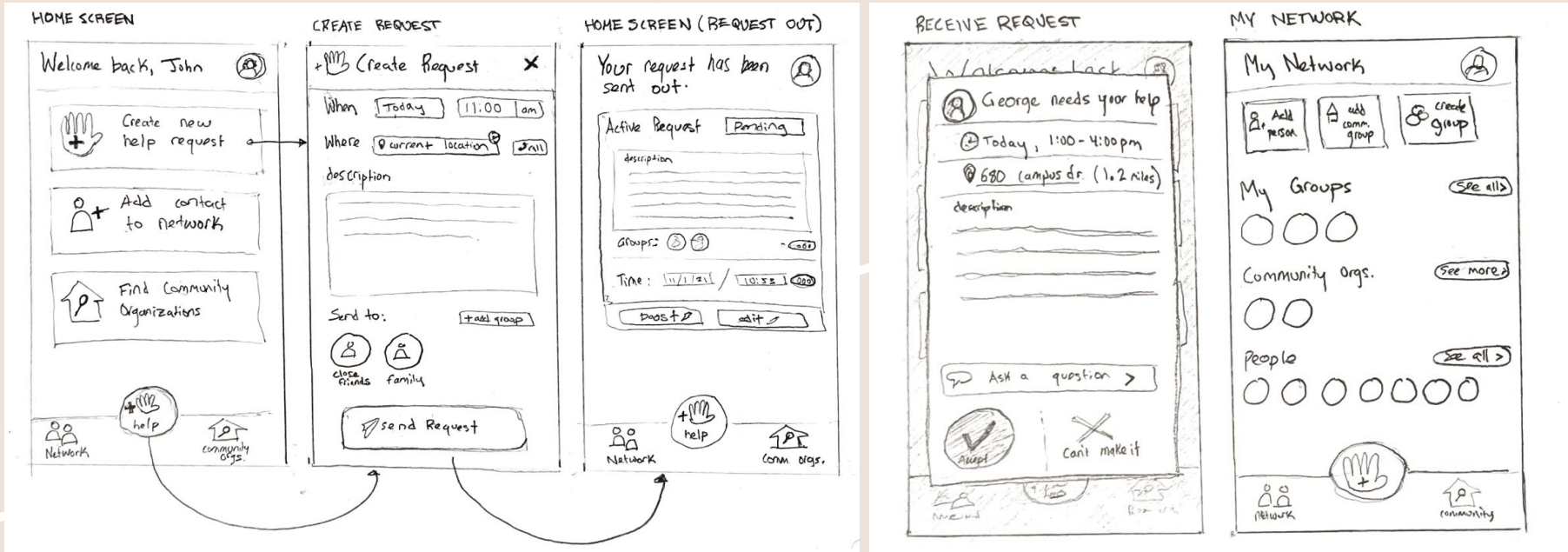- Lo-Fi Prototype

- Tasks

- Methodology

- Results/Changes

# SafetyNet

The support you need, guilt-free.

Solution Overview:

Disabilities often lead to a sense of guilt in asking for help on a daily basis. In order to eliminate this feeling of a burden from the lives of those who need assistance, we introduce **Safety Net**, a help-request platform that leverages one's personal, trusted network to decentralize the asking process. Add friends, family, and trusted individuals to your entourage so that next time you need to ask the inevitable, you are supported by the ones you love. If you don't have a network, you can connect with one of our trusted community partners. Your net will be notified and see how helpful they've been to successfully distribute the deeds for you, leaving you to simply select helpers from your net.

Selected Interface: Mobile
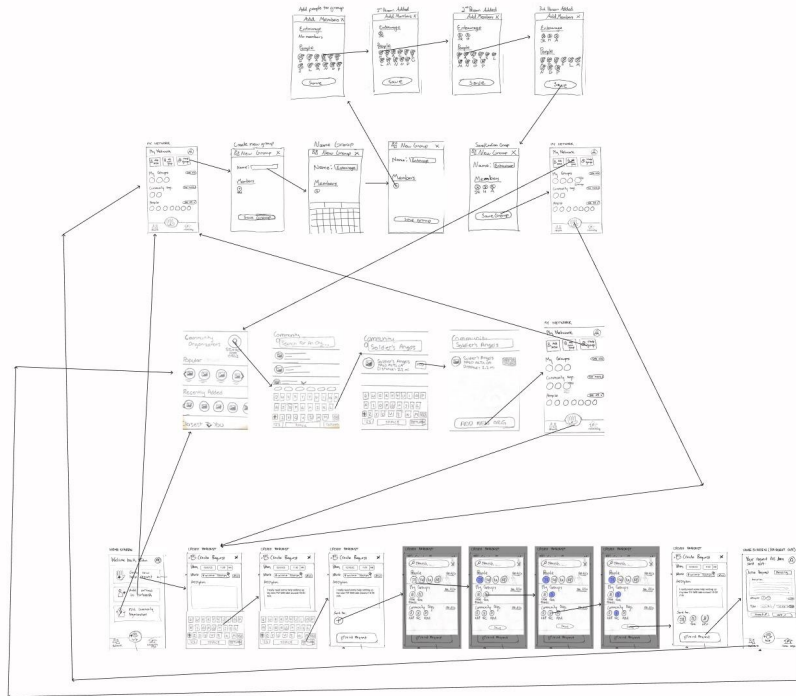
Selected Interface: Mobile
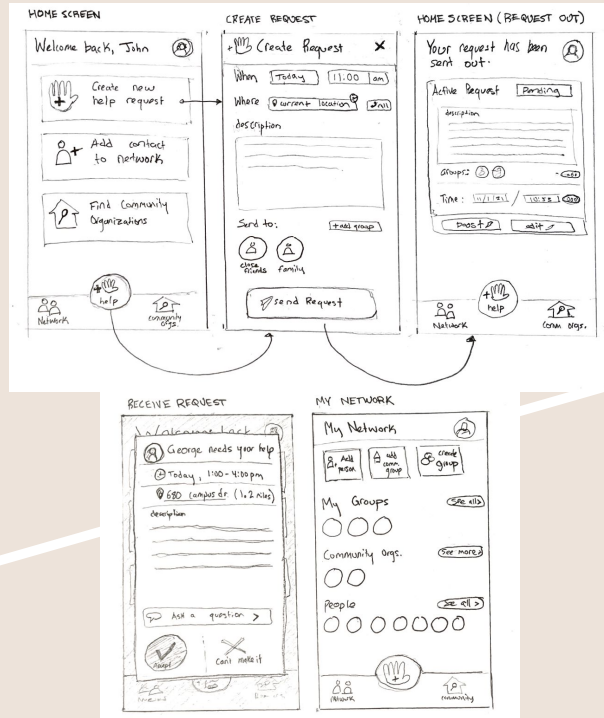
We chose a mobile interface because...

- <u>Accessibility</u>: Users need to be able to request help whenever they need it

- <u>Convenience</u>: Requesting/providing help should be as streamlined as possible

Lo-Fi Prototype

Structure

- Screens drawn on paper and uploaded to Marvel Pop

- Interaction:
  - Send out help request
  - Create new friend group
  - Search for and add new community organization

- Any one task could be accessed from the end of another one

Simple Task: Sending out a request
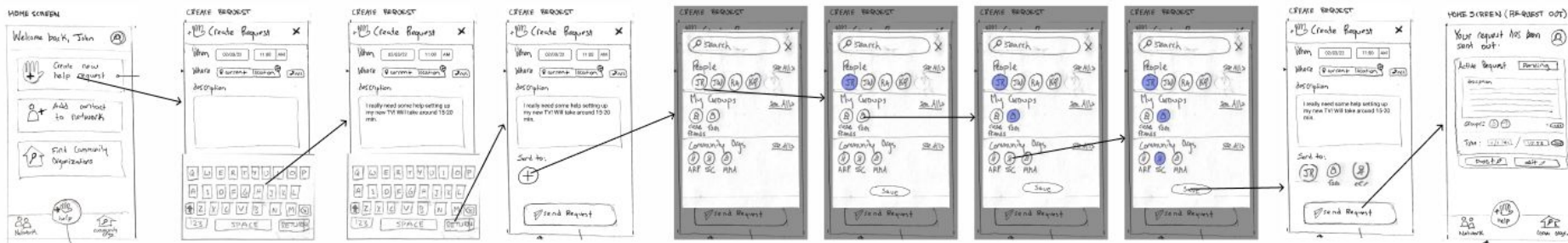
Users create a new request, setting the date, time and message, and then select who in their SafetyNet they will reach out to. Finally they send the request and can view the pending request.

Moderate Task: Adding a new friend group
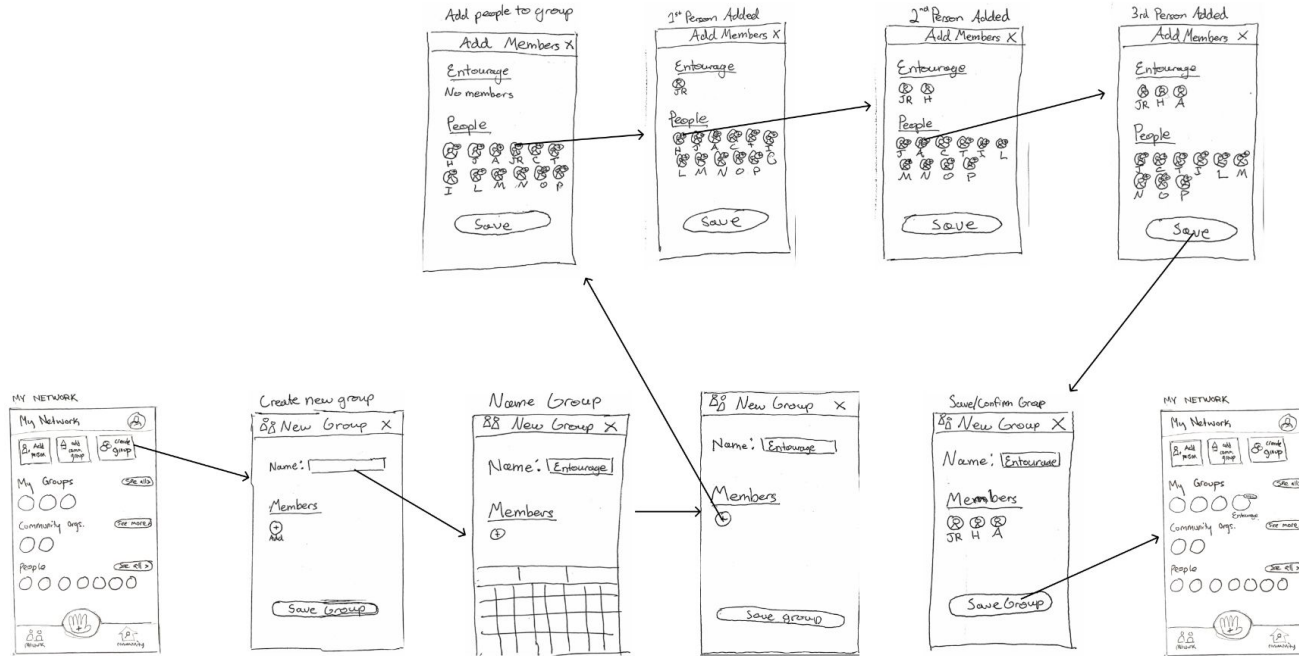
Complex Task: Connecting with community

Users explore community organizations by popularity and locality or search for an organization using the search bar. Finally, they can add the organization to their network.

Testing Methodology

Participants:

- One stanford student, a sibling, and a caretaker

Environment:

- Tested over Zoom by sharing screen and using Marvel prototype program

Roles:

- *Facilitator*: Ryan
- *Demo-er/recorder:* John
- *Note taker:* Kathryn
- *Observer:* JR

Measures:

- Erroneous navigation clicks
- Questions on higher level concepts (post overview)
- Facial expressions

Procedure:

- Solution overview + platform demo
- User creates help request (simple)
- User creates new friend group (moderate)
- User searches for and add new community organization (complex)
- Wrap up questions and comments

Results

1. **Community organization role was unclear**

   - More info on orgs—what it is, how big it is, how comfortable they feel with them
   - Mistaken for groups they can be a part of rather than groups that can assist the user

Results

2. **Separation of network into individuals, groups, and community organizations had mixed reviews**

   - Liked the separation of network because you don't want to have to add every individual every time and there are certain groups you ask for help in certain situations
   - Not completely clear on how the groups differ and can be used in different situations
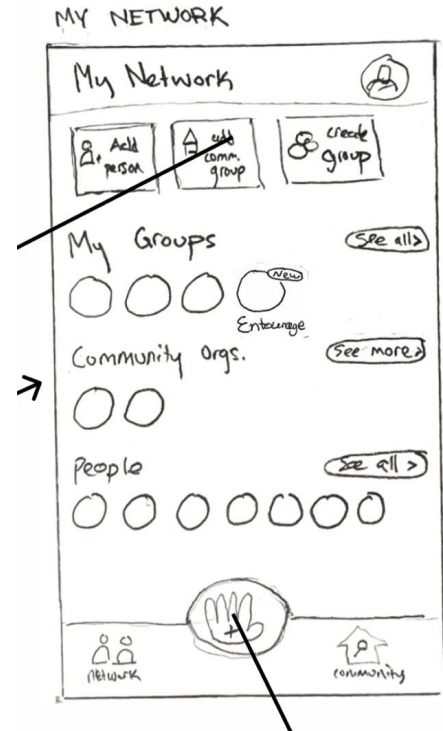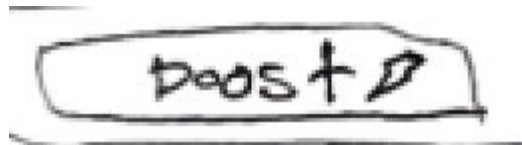
Results

3. **Users didn't understand certain features, but had good intuition about what they would do**

"Why are there multiple help buttons? Which do I click?"

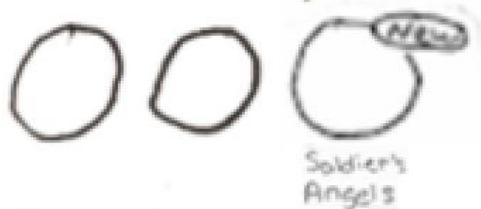"What does boost do? It probably sends out a reminder notification."

"What does this button do? My best guess is it searches for community organizations."

Results

4. **Loved to see how new groups added were highlighted on the main screen immediately after**

   - *"Ohh okay, cool."*
   - *"Wow, there it is."*

Potential UX Changes

HOME SCREEN

Welcome back, John

Create new help request

Add contact to network

Find Community Organizations

help

Network

community orgs.

Community

Soldier's Angels

Soldier's Angels
PALO ALTO, CA
Distance: 2.2 mi
ADD

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123   SPACE   RETURN

- Multiple buttons for same action is confusing—change to one
- Add information about community organizations/click feature to explore about them before adding
- Have a tutorial or "guided" pop-ups for first interaction with less intuitive actions (e.g. Boost)
- Make the community organization and network tabs more intuitive in what they afford

Summary

➔ Educating users during onboarding about how app works for senders and respondents is a must.
➔ Language is really important and could use more thought(people, groups, community org, etc.)
➔ Need to give users the information they need to make decisions (community org. adding)
➔ Need to have better defined pages (Networks/Community Orgs. have a lot of overlap)

Thank You

Questions?