Scenes for Saving the World

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Class 03

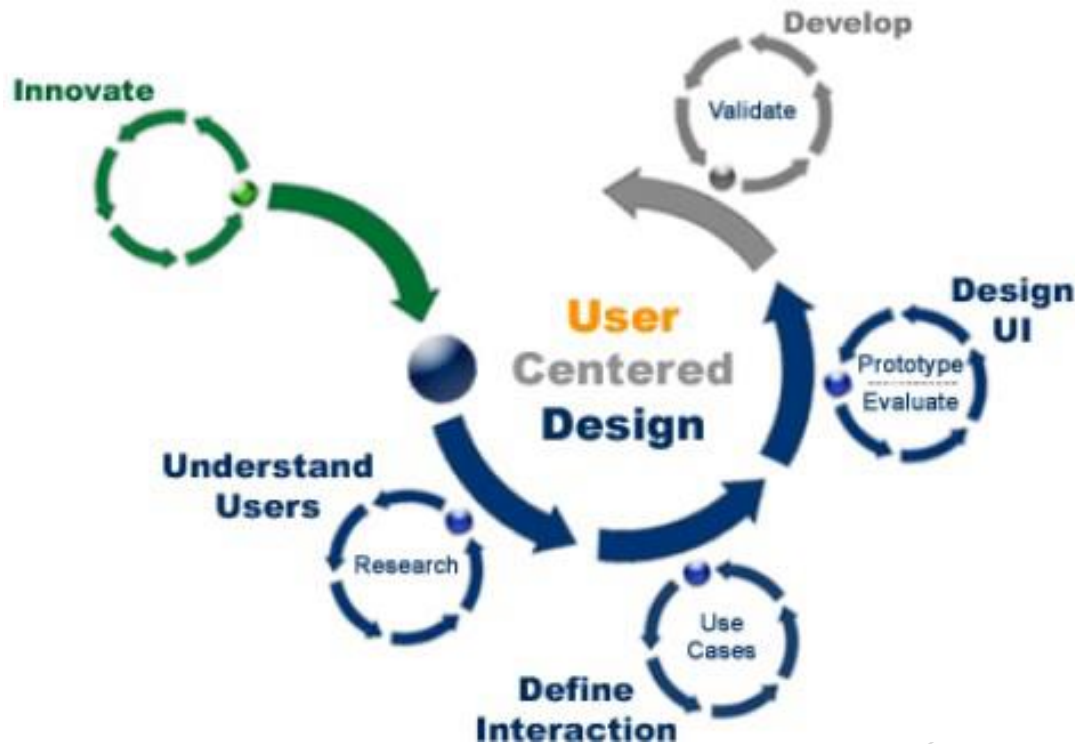# What have we done, so far?

- **Idea** for Interactive System

- Identify users (**Personas**)

- Understand users' **motivation**

- **Today:** Describe **proposed solution in action**

What is all this for?

▶ User-centred Design Methodology

User-Centred Design

▶ Focus on who are the users and what they need

▶ Collaborate with users to find and validate the solution continuously

Project Logbook

▶ Already available in **eLearning**

▶ It provides a structure for the different stages of your project

▶ Download it and fill it with your content

▶ Carefully read the hints that are provided and ask if you have any question

Understanding Users

▶ Personas and their Motivations

 ▶ I will check on this, today

▶ You can ask potential users if the Personas describe their overall profile
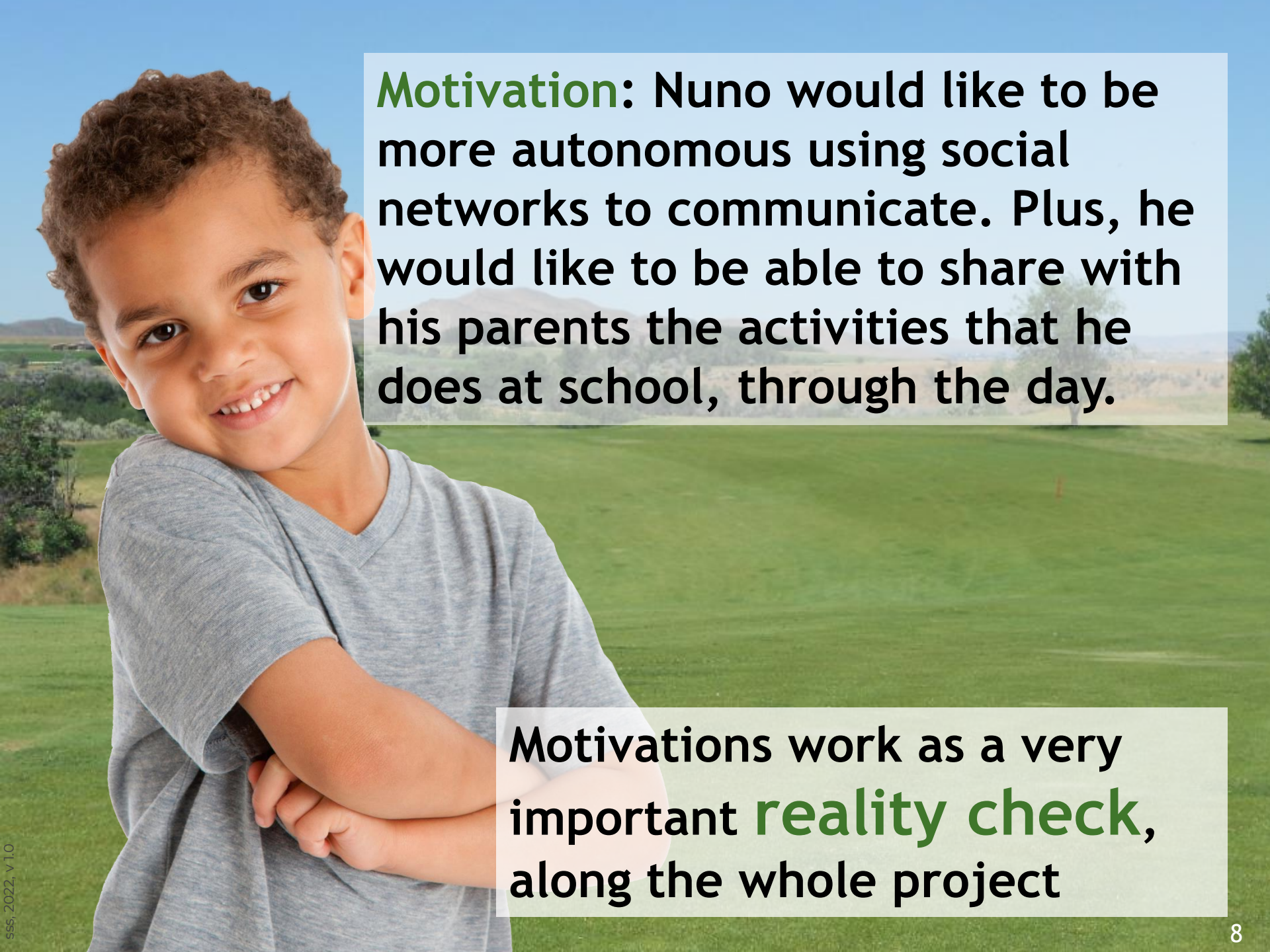
Francisco is a 50 years old Internal Medicine Physician who obtained his degree one and a half years ago. During the courses he took he never had specific education about geriatric patients and how to diagnose them regarding the CGA. The first contact he had with it happened about one year ago, when he started his work in Aveiro's Hospital. Besides his studies, he enjoys jogging at least twice a week and going to the movies **[…]**

Motivation: Francisco would like to improve the way he applies CGA during his daily practice to enable its more extensive use.

Motivations, motivations, motivations...

Motivation: Nuno would like to be more autonomous using social networks to communicate. Plus, he would like to be able to share with his parents the activities that he does at school, through the day.

Motivations work as a very important **reality check**, along the whole project

OK, I know all about my users! Can I start designing my interface, now?

"PATIENCE YOU MUST HAVE my young padawan"

Motivations

▶ Personas have motivations as an **expression of their needs**

▶ They **provide a goal** that we should consider for the solution to develop

▶ **But how do we explain the possible solution?**

How can Personas be used for design and development?

Context Scenario:
a short story/scene telling part of the user's routine while using an envisaged system

Scenarios

▶ **Short scenes illustrating, <u>for example</u>:**

▶ **Where** will the system be used?

▶ For **how much time**?

▶ What **activities** does the Persona need to perform?

▶ Expected **end results** of using the system

▶ How much **complexity** is permited based on the Persona skills and frequency of use?

Francisco is a 30 years old Internal Medicine Physician who obtained his degree one and a half years ago. Besides his studies, he enjoys jogging, at least twice a week, and going to the movies with his girlfriend.

During his studies he never had specific training about geriatric patients and how to diagnose them considering CGA. The first contact he had with CGA happened about one year ago, when he started his work in Aveiro's Hospital.

His patients usually present several pathologies, tend to display multiple geriatric syndromes, and have autonomy problems in daily life activities, such as cleaning up their homes, doing

Personas as actors in movie scenes

Francisco performs a CGA assessment— *Francisco opens the application and sees a welcome message which* <u>informs him about the key features of the application.</u> *He is informed that* <u>only the standard features are activated,</u> *and additional functionalities are available for activation from the menu. He* <u>explores the information regarding the application of CGA</u> *and reviews some of the* <u>scales that he usually applies, during his practice.</u> *He experiments with filling a few and checks the computed results.*

Context Scenario:

Nuno just finished an activity he was performing during speech therapy and he would like to <u>take a picture</u> to keep it and <u>share the moment</u>. To do so, he only needs to access the system and touch the icon corresponding to the camera, available on the main menu. The system takes the picture and <u>saves it automatically</u>. ...

Be open-minded and creative

Do not think about technology, yet

Nuno Rocha, born on February 20th, 2005, in Aveiro, Portugal, lives with his parents and a 13 year old sister. At the age of two he went to a Child Development appointment, at the district hospital, because his parents suspected that something was wrong, after which he was sent to an autism exam at the Paediatric Hospital of Coimbra. At the age of three, he was diagnosed with an Autism Spectrum Disorder (level 2 in the scale of severity), with associated cognitive deficits.

He is attending the 4th grade at Anadia's Primary School, benefiting from a Structured Teaching Unit (STU) delivering him a structured learning model (TEACCH) and the application of interdisciplinary

General characterization of the child

School and

Context
Scenario:

Scene 2: Comment picture taken

Next, the application displays the edit menu so that Nuno can choose an option: <u>attach an emotion to the photo</u>; add a <u>comment</u> to the photo; or share it in his diary so that Nuno's family and friends can be aware of what he is doing at school. Choosing the first option, <u>six different emotions</u> are presented, and Nuno picks the one associated with laughing. Going back, he

wants to <u>add a small text </u>explaining what he was doing, and, after that, he chooses to share it in his diary.

Scenarios express WHAT the system will do NOT HOW it is done

Remember, not all people in a design and development team have technical skills

Context Scenario:

Scene 2: Comment picture taken
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e.g., **HTA**

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Scenarios depict the tasks and features that need to be addressed

Prescribing medication to Lurdes — The physician needs to be careful since Lourdes already takes medication for other health issues and the drug he is going to prescribe must not interfere, causing new health complications. Since he needs to consult medication-related criteria, which is not visible by default, he heads to the settings menu. He browses a list of the modules that can be activated and deactivated and proceeds to <u>activate the Clinical Criteria module</u>. Francisco consults the app and <u>searches for the name of the medicine he has in mind</u>. The app tells him that medicine should be avoided for a health issue Lourdes already has. Francisco then proceeds by <u>using the Start criteria</u> that inform which drugs are best for certain conditions.

How can we start building Scenarios?

Brainstorming

▶ Think about how you can help the Persona reach the motivation

▶ **No idea is a bad idea!**

▶ Do not think about if it is technically possible, but **if it is the best way to provide what the user needs**

Are My Scenarios Going the Right Direction?

When designing scenarios, a few rules can help you check if you are following a good path:

▶ If you **look into the Persona's motivation**, is the scenario describing something that helps the Persona to fulfil it?

▶ If you needed to give the scenario to someone to film it, **does it have enough detail about how exactly things are happening**?

▶ **Ask a potential user if the scenarios makes sense!**

Task 03

▶ Discuss your Persona with the teacher

▶ Each member of the group will build a scenario for the system that will be used by the Persona

▶ Improve scenarios by discussing them among all members