

memento

Build your vision. Remember your journey.

Team Members:

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Problem-Solution Overview

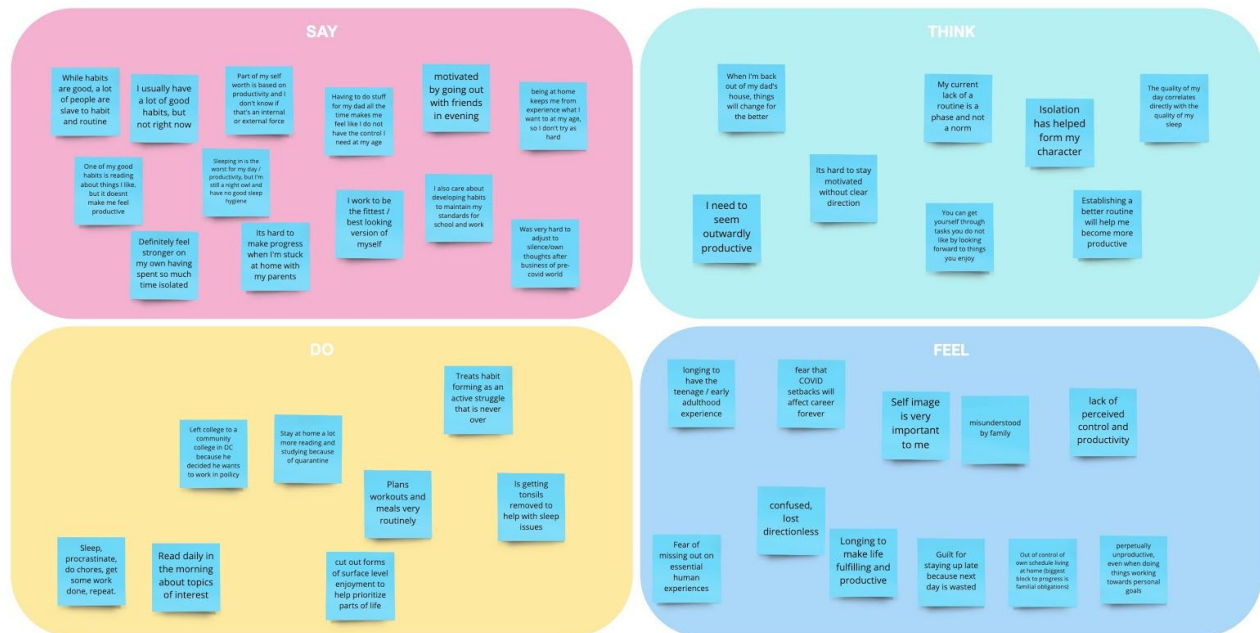
The constant stimulation of modern life makes it difficult for us to set goals with intention and make meaningful memories. We wanted to offer users a solution that wasn't focused around productivity and task completion, but rather provided a space for growth and reflection. Memento helps us to set growth oriented goals (visions) and keep track of memories (mementos), prompting us to reflect along the way to orient us in our journeys

Needfinding Interviews

First, we interviewed Jennifer, a 39-year old from Herndon, Virginia who is busy being a teacher and dance coach alongside her role as a new mom. We began our process by asking her about her daily habits, what made her feel productive, and what made her feel in control, and were intrigued when she told us that “Staying busy makes it easier to be productive.”



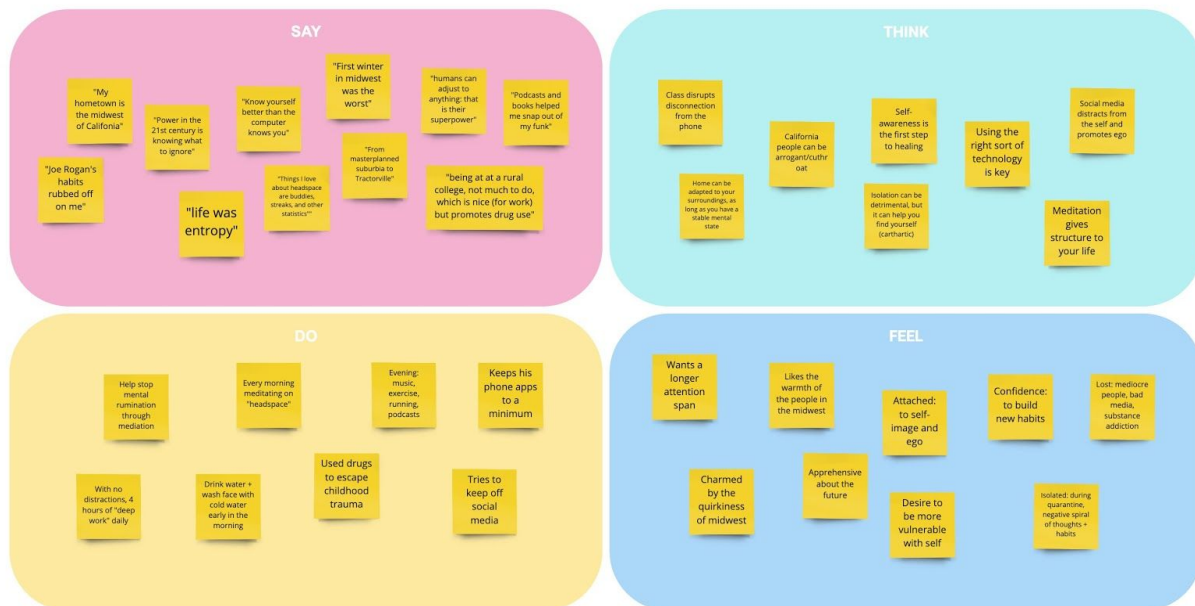
Next, we interviewed Andrew, a 20 year old from St. Petersburg, Florida with severe ADHD undergoing a major life transition. We followed the trail of interest from our first interview and asked about his productivity, to which he answered that, "Part of my self worth is based on productivity; I don't know if that's an internal or external force."



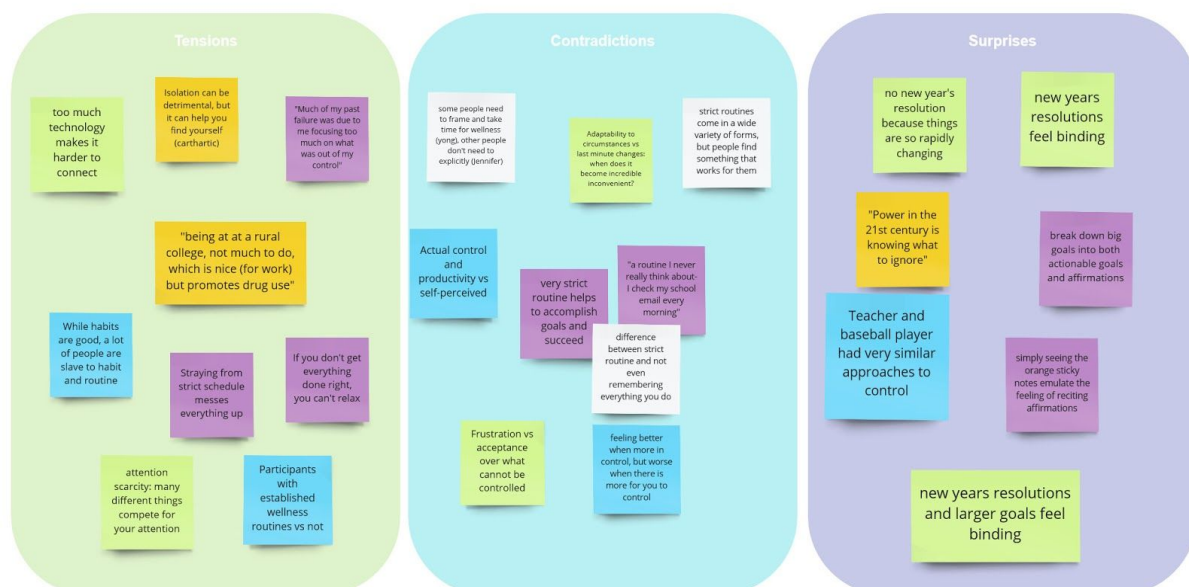
Next, we interviewed Justin, a college sophomore from Philadelphia, Pennsylvania and student athlete with a busy baseball schedule. When we asked him about control, he told us that, "Much of my past failure was due to me focusing too much on what was out of my control."



Finally, we interviewed Yong, a college junior from Irvina, California recovering from substance abuse. Through his journey, he'd developed a strong sense of how to make personal progress: "Power in the 21st century is knowing what to ignore."



After we interviewed all the candidates, we compared their answers and put together a list of tensions, contradictions, and surprises. Some key takeaways included realizing the importance of the control/no control



POVs and Experience Prototypes

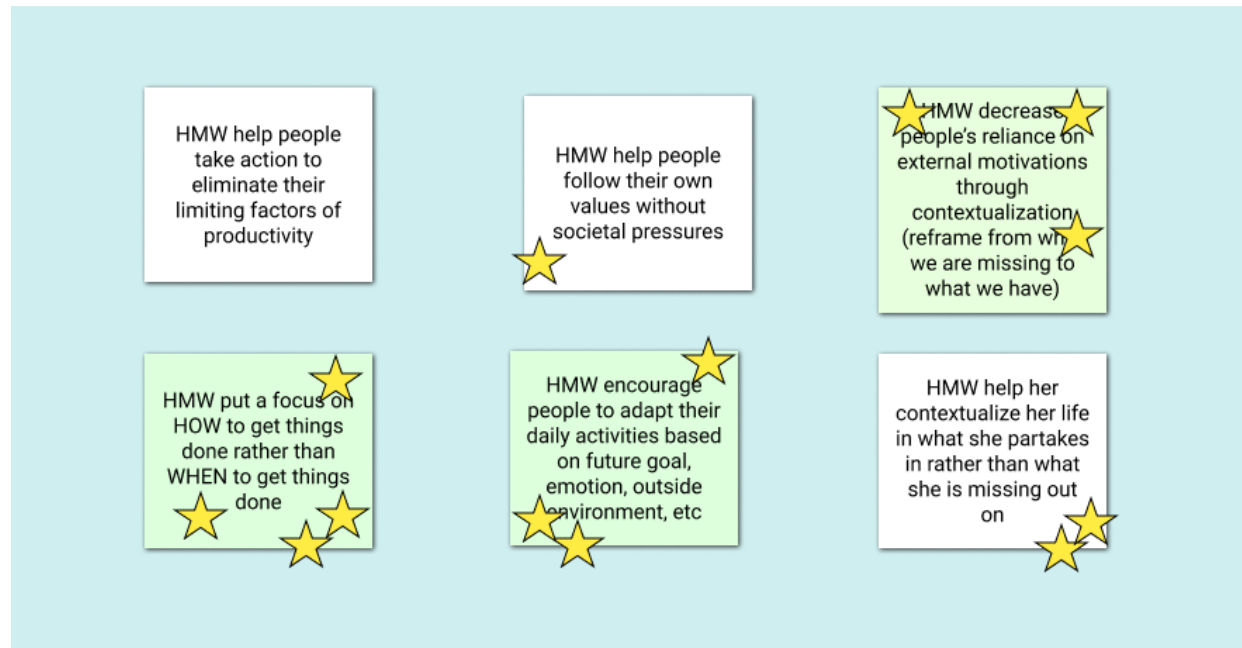
POVs:



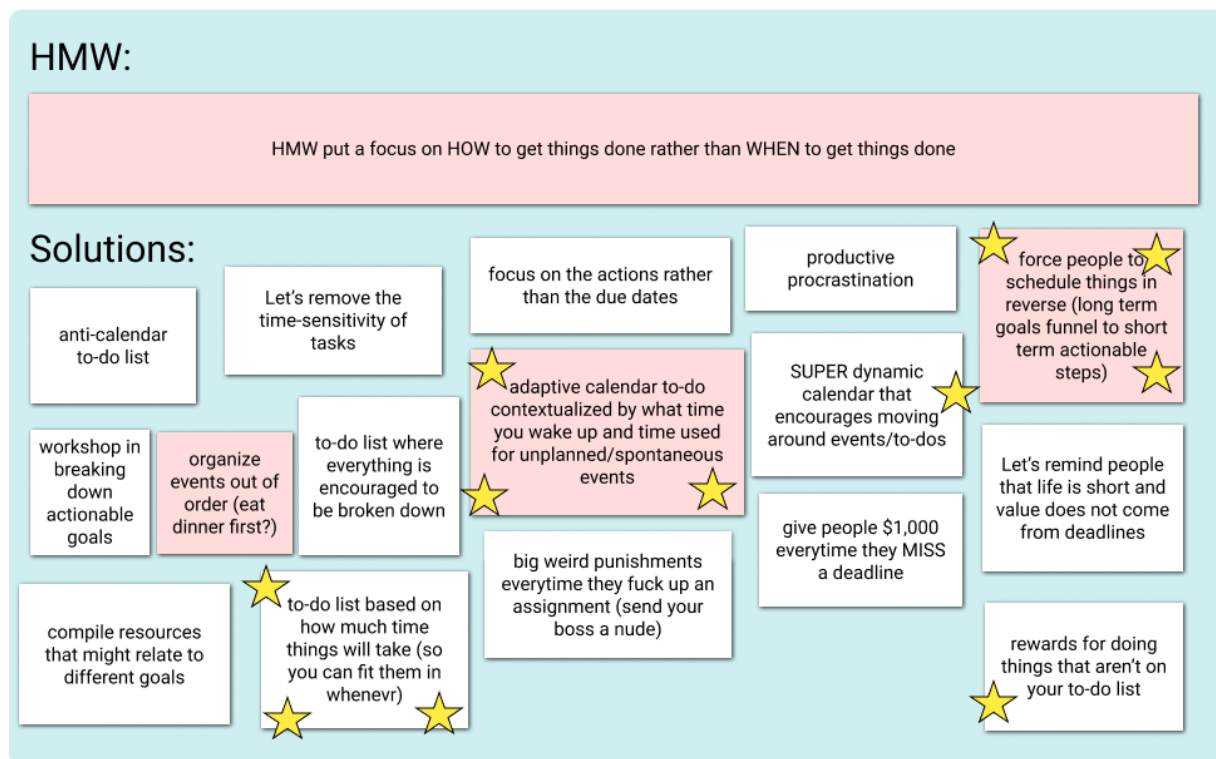
These POVs helped us generate the following initial insights and potential needs

- Bridging the gap between perceived and actual productivity
- Filtering media consumption
- Regular and deliberate sleep (control?)
- Distinguishing between controllable and non-controllable

Based on these initial insights, we generated around 50 HMWs and voted on our favorites. We then chose the top 6, and voted again on our top 3.



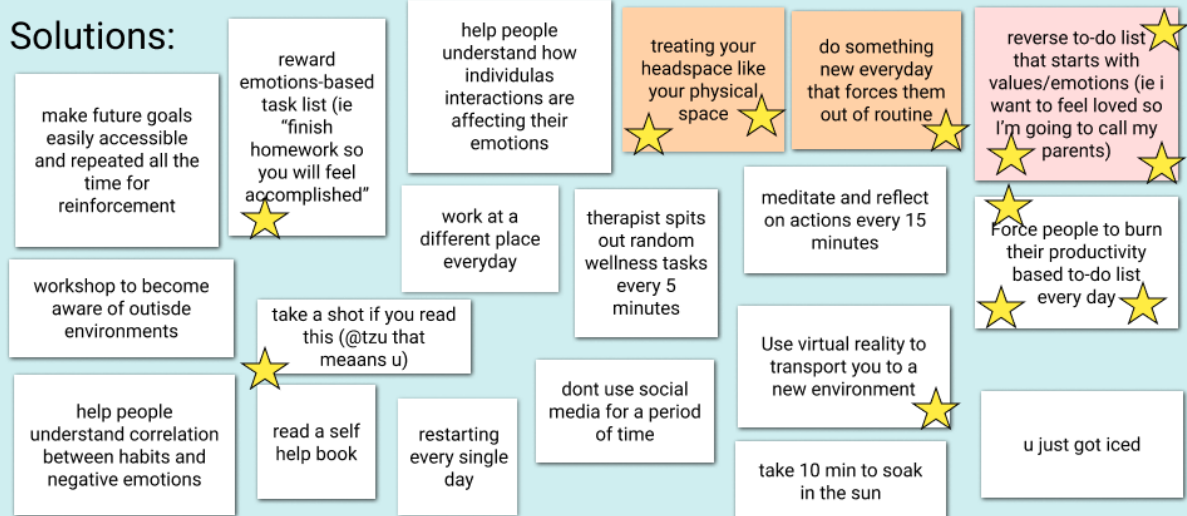
- We then brainstormed solutions for each of these POVs, and voted on our favorites to inspire our experience prototypes



HMW:

HMW encourage people to adapt their daily activities based emotional and environmental goals

Solutions:



HMW:

HMW decrease people's reliance on external motivations through contextualization (reframe from what we are missing to what we have)

Solutions:



Experience prototypes

○ Prototype 1: The Funnel

■ Solution

- A 'reverse to-do list' that begins with planning based on emotions and long term goals vs short term work

■ Assumptions

- Help focus on emotional needs over external expectations of productivity
- Result in higher emotional wellbeing
- Lower the barrier to action by breaking down bigger goals into small steps

■ Instead of a productivity based lists, participants were asked to make a list starting with long term needs and emotional ends-in-themselves, and work backwards to specific tasks.

■ Participants were asked to go into tasks with the intention of working towards these long term goals, and asked to write down how they felt at the end of each task, and end of the day.

■ What worked:

- Discovering tasks through emotional needs
- Boosting internal motivation through goal setting
- Feeling better about doing things that aren't strictly productive

■ What didn't work:

- Time-consuming
- Too much effort to do regularly knowing themselves
- No incentive, still stressful

○ Prototype 2: Switching it Up

■ How might we encourage people to adapt their daily activities based on their emotions and environments?

■ Solution: Encouraging trying a new headspace or physical space every day

■ Assumptions: Increase mental wellbeing, boost creativity, variability will remove the emotional burden from challenging activities

■ Participants moved to a new location to work for every new task/class of the day. They were asked to go to places they've never worked

before and later to reflect on how it affected their productivity, attitude, and emotions.

- Results + Validity:
 - What worked:
 - Felt refreshed
 - More engaged with work and people (good balance)
 - Working in commonspace increased comfort with roommates
 - moving provided time for a short break to do something different (get water, a snack, etc)
 - What didn't work:
 - Some tasks took too long
 - Regular workspace was impossible to move
 - Meetings and calls still had to be taken in private
-
- Prototype 3: Rememory
 - Participant was asked to look through camera roll to find memories and describe emotions.
 - What worked:
 - Positive/neutral memories made her feel positive
 - Focused on self and emotions rather than others
 - What didn't work:
 - Negative memories resulted in negative emotions
 - Didn't experience retrospective growth
 - Surprises
 - linear vs discrete memories
 - control and emotions
 - New Learnings
 - In the moment vs looking back
 - Neutral memories skew towards mood

- Validity
 - Assumptions about positive emotions were valid
 - Assumptions about negative emotions were not
- Why?
 - Nostalgia enhances emotions
 - think about our memories in context of our current mood
- New Assumptions
 - Looking at old memories can reframe them in context of current mood

Design Evolution

Memento encourages us to keep track of our memories and reflect along the way to orient us in our journeys. We were most intrigued by the results of the “Funnel” and “Rememory” experience prototypes because of their highlighting how we might shift mindsets and increase mental health using relatively simple exercises. We combined these two into a prototype that aims to shift the focus away from completion of everyday tasks and internalized expectation of productivity towards long-term personal growth and reflection. Instead of a “to-do” list, it became a “done” list.

After combining two of our experience prototypes, we filmed a concept video for it. With this concept in mind, we generated many variations of mobile and alternative UIs, and used the aspects of our favorites in our low-fidelity Figma prototype. We tested this prototype with participants to highlight what changes we would need to make for the medium-fidelity prototype.

We had three tasks for our prototype. The simple task was to create long-term goals, moderate was to track personal progress, and our complex task was to practice personal reflection. We chose the first task because we noticed that participants often had trouble setting long term goals for themselves that were not completion oriented.

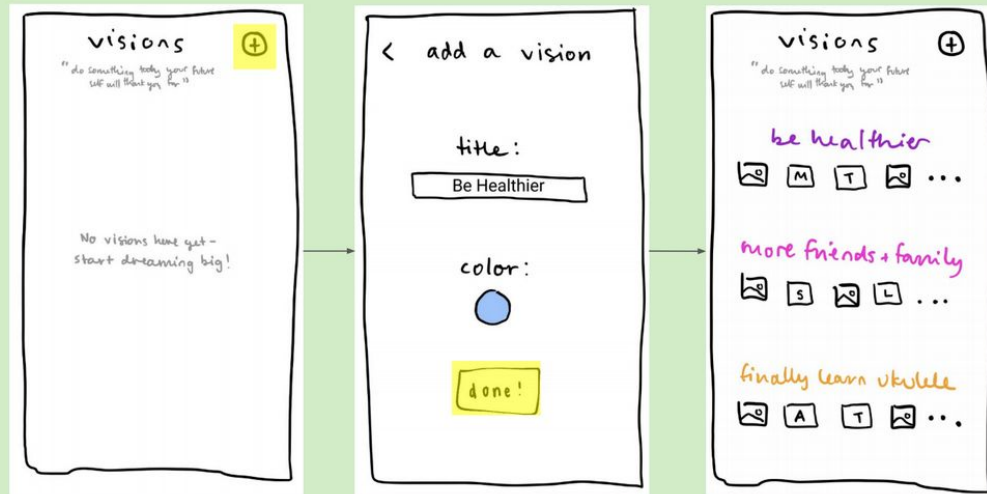
We chose the second task because we realized participants often spend more time focusing on what they have to do than what they have already done. This makes people feel less productive, and impedes them from contextualizing their achievements

The third task was chosen because of our findings from the rememory prototype: revisiting and reflecting on old memories can change the way in which we perceive present and past selves. By focusing our reflections around gratitude and reflection, we hoped to evoke these feelings in relation to memory.

LowFi task flows:

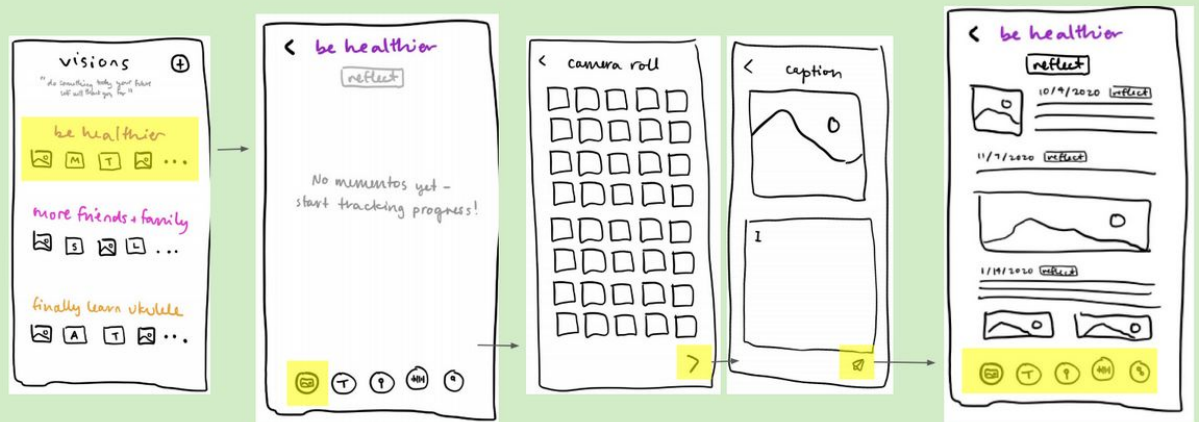
Task Flow 1

Simple:
set long-term goals/visions



Task Flow 2

Medium:
Track personal progress



Task Flow 3

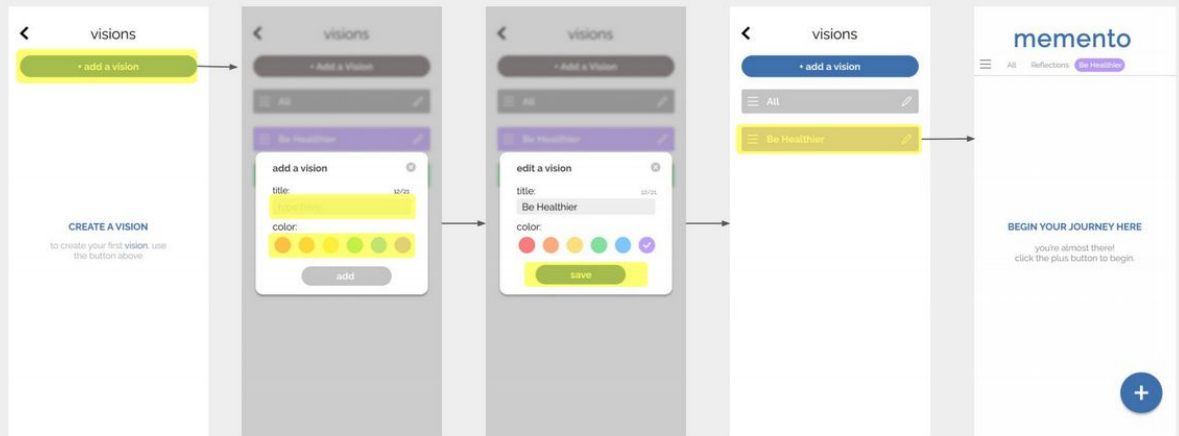
Complex:
Accomplish long-term visions and
practice personal reflection



MedFi task flows:

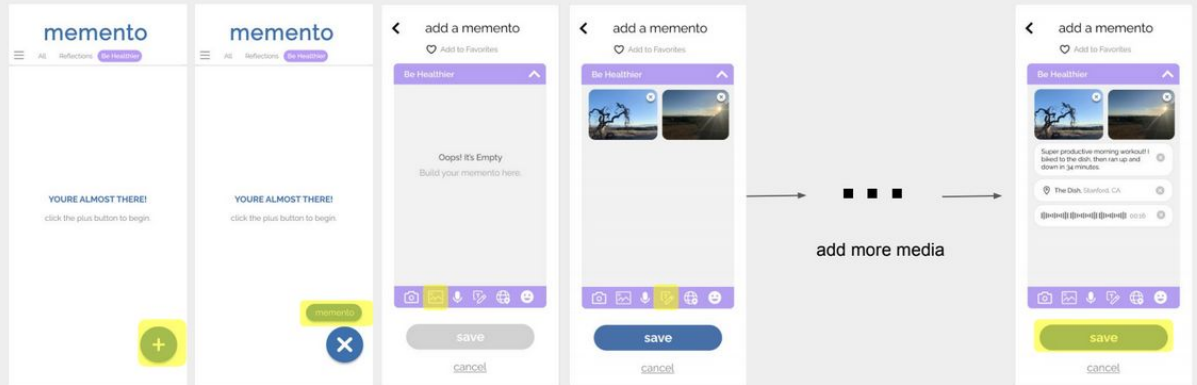
Task Flow 1

set long-term goals/visions



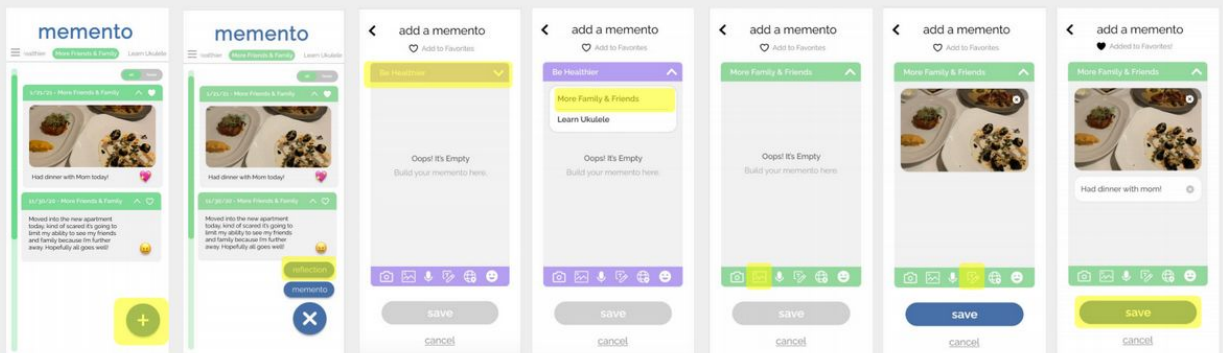
Task Flow 2a

track personal progress (adding a multi-media memento)



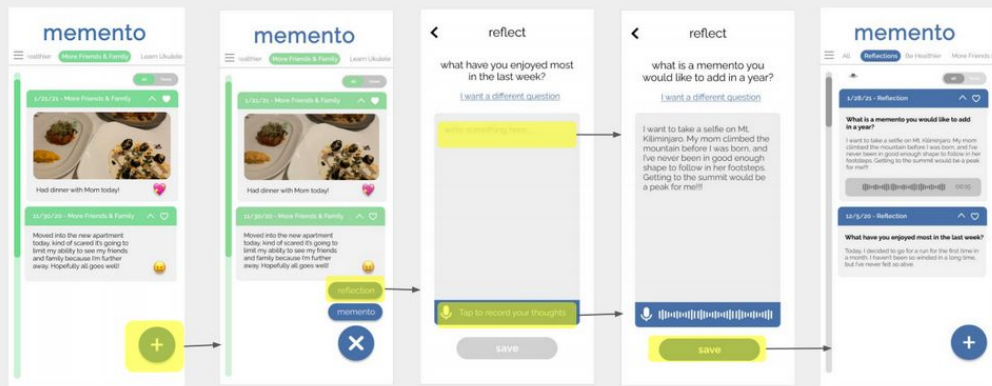
Task Flow 2a

track personal progress (adding another memento)



Task Flow 3

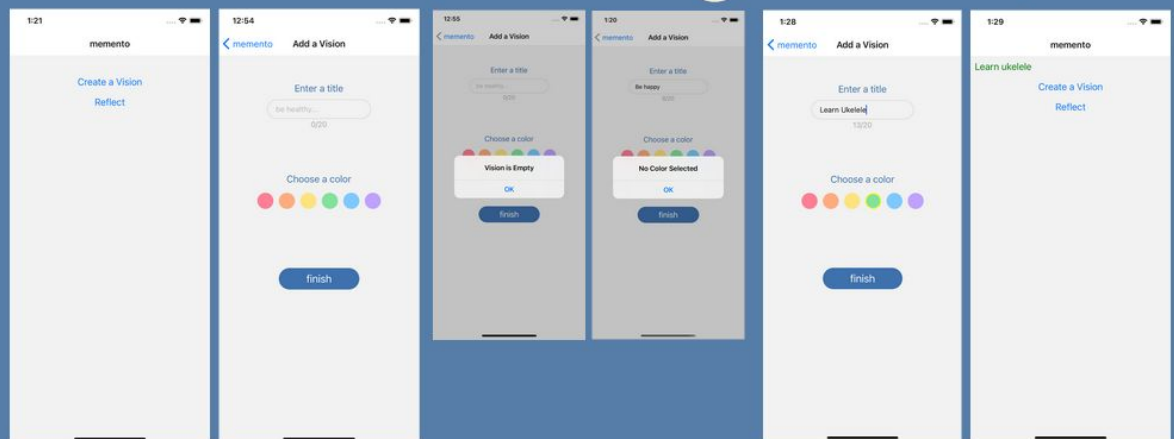
accomplish long-term visions and practice personal reflection



Hifi task flows:

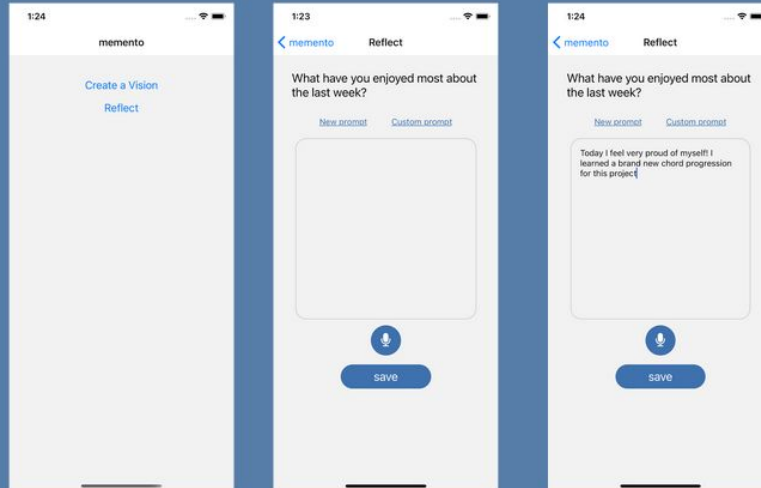
Implemented Features:

Task flow 1 (creating a vision)



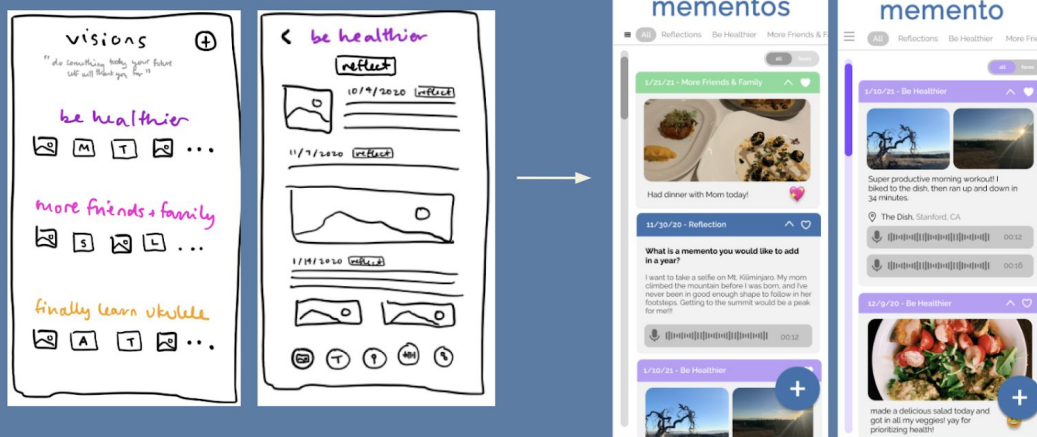
Implementing Features:

Task flow 3 (Reflections)



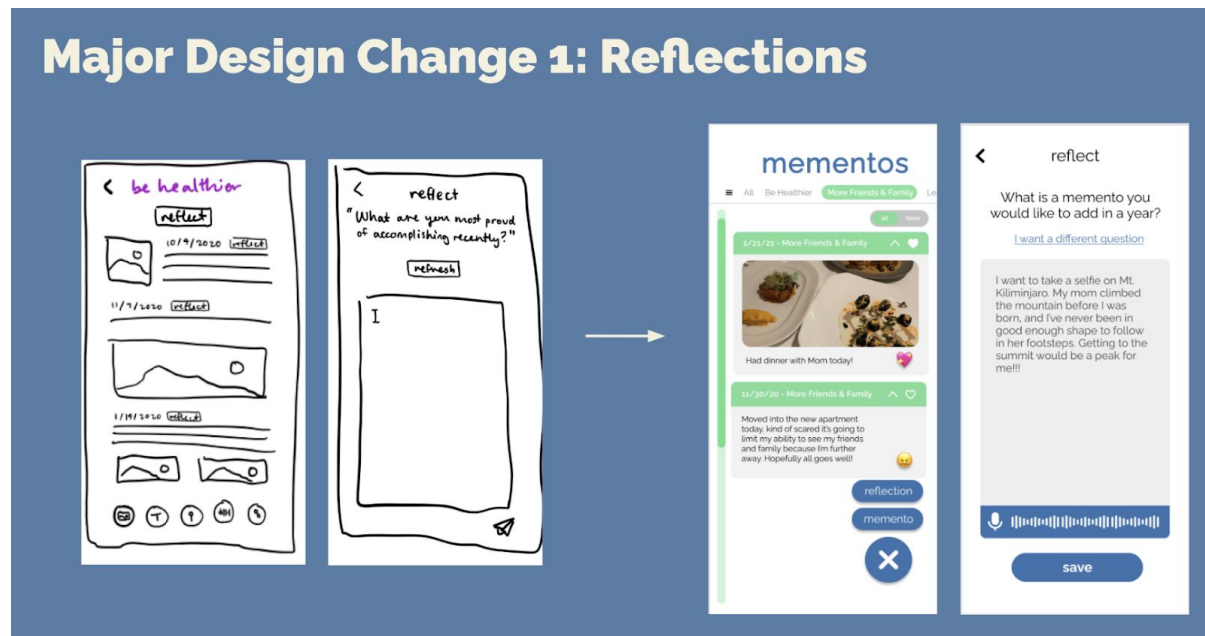
Changes from Low-fi to Med-fi Prototype

Major Design Change a: Visions Home Screen



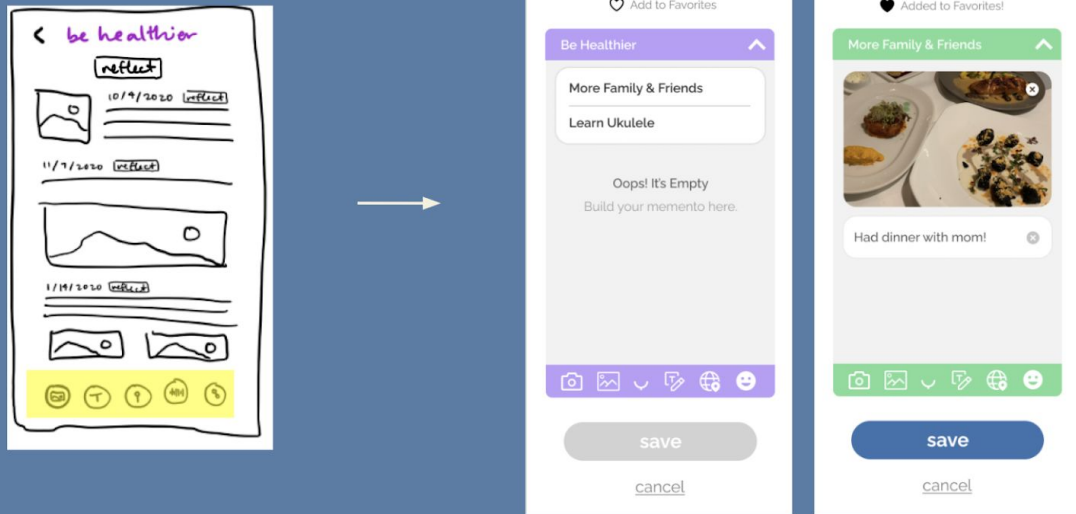
In the original lowfi prototype, “Home Screen” only showed the collection of visions and small thumbnails of media. There was no access to “add mementos” from the

home screen and no access to reflect from the home screen. Now, Homescreeen includes both visions and mementos, can add a memento from home screen, and can add a reflection from home screen. Mementos distinguished by different header colors representing the corresponding vision. Mementos also can simply be sorted by “All” instead of by visions. There is also a separate category for “Reflections.”



In the low-fi, users can reflect on both individual mementos and overall visions. However, users were confused about what the difference between reflections were and they could only reflect via text entry. “Reflect” and “Add a memento” are separate buttons. In the med-fi, users can only reflect on overall visions. We wanted to focus more on the larger vision than each individual memento and approach them more holistically. Users can reflect via text entry or voice memo (or both). We wanted to be able to provide a more raw, unfiltered, and convenient stream of thoughts. Also “Reflect” and “Add a memento” accessed through the same plus button.

Major Design Change 2: Adding mementos



In the low-fi, there were 5 buttons at the bottom of the screen that allowed individuals to add different forms of media. However there was no visual signaling that these buttons allowed you to “add” something. The focus was on specific media. In the design change, there is a single button that can add both mementos and reflections. Users can add multiple forms of media for memento. We wanted to focus on the “moment” rather than the media attached to each important moment.

We had 28 Severity 1 and Severity 2 violations and 21 Severity 3 and Severity 4 violations. Most of them were in the H7: Efficiency of Use and H4: Consistency & Standards.

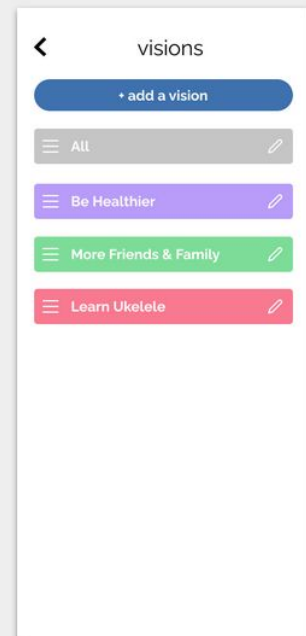
Severity 3-4 Issues

Med-Fi Prototype Limitations

- editing a vision with pencil nonfunctional
- horizontal scrolling capability of top menu

Design Fix

- already intended to work in Hi-fi prototype!



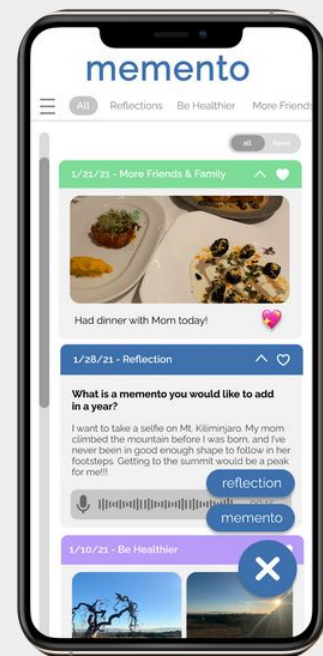
Severity 3-4 Issues

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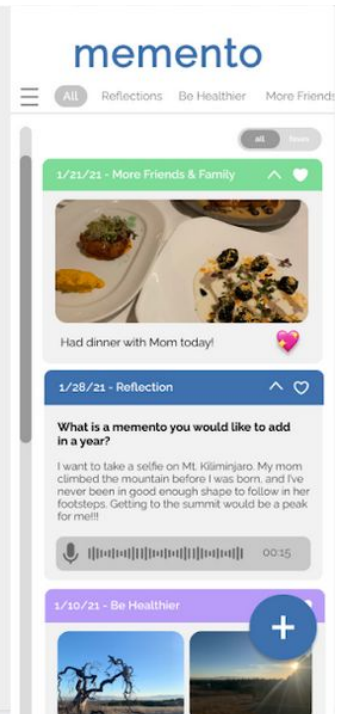


Heuristic Evaluation Analysis:

Homepage Feed

Violations

- Difficult to see all mementos from a vision at once
- Difficult to track progress since mementos are so large
- Reflections in top menu leads to category confusion
- ^ button on mementos not functional

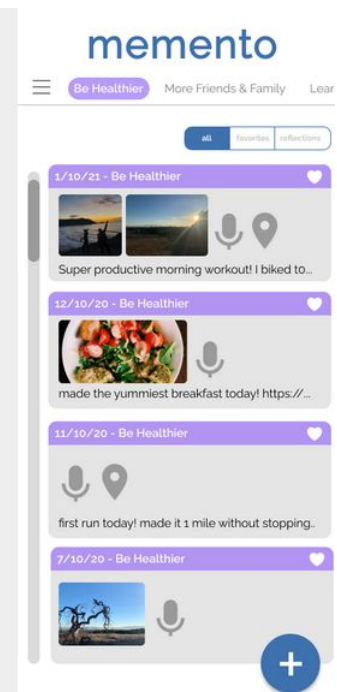


Design Change 1:

Homepage Feed

Design Fix

- move reflections from top menu to toggle bar
- Thumbnails of homogenous size
- Remove the ^ button → click to expand memento

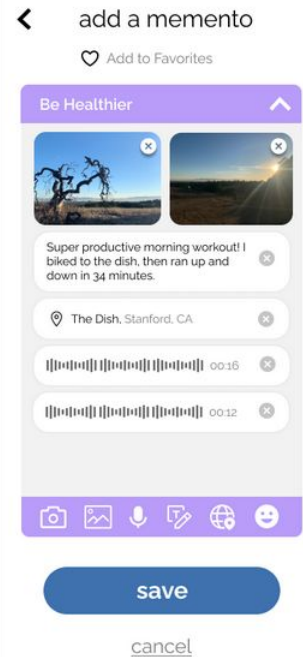


Heuristic Evaluation Analysis:

Adding/viewing a memento

Heuristic Violations

- Cancel/delete buttons discard the memento the user is working on
- no option to delete a memento once created

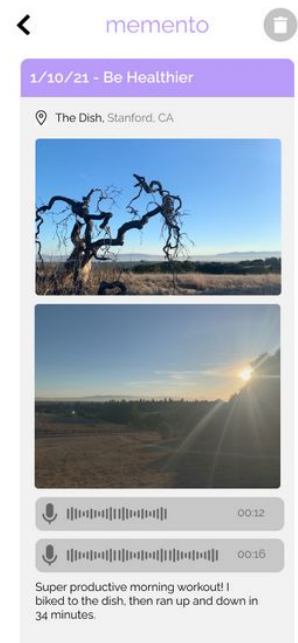


Design Change 2:

Adding/viewing a memento

Design Fix

- Details page for each memento
- Allow user to delete memento on details page
- "Are you sure" for when users try to cancel and information is populated



Heuristic Evaluation Analysis:

Reflections Process

Heuristic Violations

- No help/documentation for reflections
- Prompts are randomly generated (can't select prompts)
- User can't recall mementos when responding to prompts

< reflect

what is a memento you would like to add in a year?

[I want a different question](#)

I want to take a selfie on Mt. Kilimanjaro. My mom climbed the mountain before I was born, and I've never been in good enough shape to follow in her footsteps. Getting to the summit would be a peak for me!!!



save

Design Change 3:

Reflections Process

Design Fix

- Onboarding for 1st time reflections
- Option to create your own prompt
- Thumbnails of mementos on reflection screen

< reflect - Be Healthier

what is a memento you would like to add in a year?

[new prompt](#)

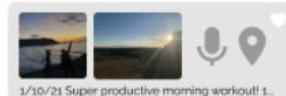
[custom prompt](#)

I want to take a selfie on Mt. Kilimanjaro. My mom climbed the mountain before I was born, and I've never been in good enough shape to follow in her footsteps. Getting to the summit would be a peak for me!!!



save

mementos

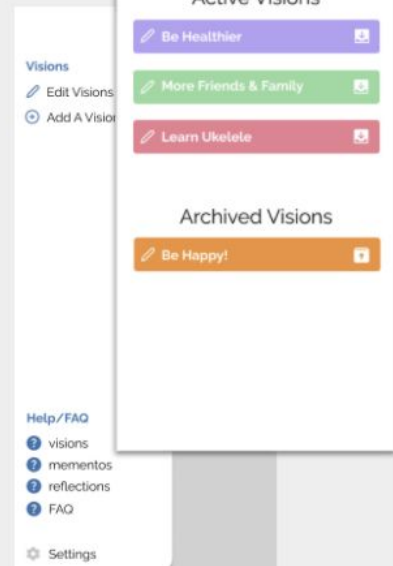


Design Change 2:

Hamburger Menu

Design Fix

- Visions overview
 - Archive/Edit visions
- Help/Documentation
- Settings



Other Design Changes

From Severity 1/2 violations

- Consistency in bolded text and capitalization
- Standardize **important** clickable components
- Presentation of text in memento view
- Empty state (change the "oops, its empty")

Final Prototype Implementation

We built our high-fidelity prototype with React Native and Expo, and we used Apple's Xcode. Our team collaborated through github working in short development sprints. Expo was very useful in allowing us to test our prototype as it was being built, but we ran into several issues with version control. We ran into several roadblocks with dependencies that were not included in our package.json in spite of the --save flag being used, but we were able to work around this by using different libraries.

Hard-Coded Elements:

- In order to create a fully-functioning app, we hardcoded certain elements so that users could get a "feel" for interacting with all the different elements
- A list of visions and mementos are preloaded on the app, which were entered by the memento team.

Limitations:

- Due to time constraints for this project, the following features have yet to be implemented.
- When a user adds images, location, or audio to a memento/reflection, this information is auto-populated. Users cannot add their own forms of media, or add multiple images (They can, however, add their own text caption!)
- The ability to delete media from the 'add a memento' screen is not fully functional. Currently, users can delete media by clicking on the icon again to remove the med
- Although there are two methods of adding a vision (from the Visions page or from the "+" on the homepage, only the homescreen flow is fully functional.
- The "edit/delete" functions for mementos and visions have not been implemented yet.
- The datasets for visions in the settings/archive screen is not connected to the data in the main memento feed screen, so archiving does not update app state appwide.
-

Summary & Next Steps

The next steps for our prototype would be to address some of the limitations through coding, such as making sure that all of the data is processed correctly and making sure that we have an understandable onboarding process. Since many of our team members are taking flex quarters next quarter, we are planning on continuing development of the app. Once some of these limitations have been addressed, we are planning on re-testing with users so that we can improve our design/UI/UX. We also want to potentially release the app on the app store once we have done this, and start considering issues of product marketing and branding, to bring the app to market.

These were the main takeaways from this project:

- It's difficult to keep a balance between a narrow and broad scope, as both have their pros and cons. Focusing on the problem too early can be detrimental.
- Do not come into user research with bias or ideas that are too fully formed, the participants have the most valuable information
- Early needfinding phase and reframing problems are underrated.
- Designs, objects, and overall UI must be intuitive, extrapolating well from data.
- Attention span of users is imperative.
- Always assume your end user knows less than you think
- Onboarding/in-app education is imperative.
- It's difficult to incorporate a simple app for everyday use. In the future, we would want to add an onboarding/tutorial for the user.