

Completed Prototype:

<https://www.figma.com/file/JuAICXW3Js3UEXYbXsNnz3/Do-Things?node-id=0%3A1>

Design Choice:

We chose this design as we felt that it was simple and convenient while still being understandable and usable. Going into the mid-fi, our assumptions were the same as for the paper prototypes, at most 15 macros and 6 helpers, and we chose suitable designs. The Macros page we tried to make friendly and skeuomorphic, so that the screen takes the form of a pinboard with post it notes. The Contacts page didn't need to be as compact, so we opted for larger cards with a profile picture and some details that made the interface feel friendlier. We made a strong effort to make the app as accessible as possible since one of our main demographics are those who are technically challenged. We also took care to avoid design elements that may be unfamiliar or confusing, opting for clear buttons and longer phrases to help guide the user. On a general note, there were many other design choices that we made. We wanted to make things colorful to improve the visibility of elements on the screen and the distinction between them. We chose to have clear and large buttons and text for the sake of usability. A lot of our design was based on information from:

https://www.resene.co.nz/homeown/use_colr/colours-for-living.htm

User testing is contained in the User Research report. We summarize some findings below: Our product is one that has two user demographics - the people providing the help and the people giving help. We were able to recruit for the former demographic among our peers, as many of them already have experience providing some kind of technical help through other means. For the latter, we were able to ask our parents for input.

There were issues understanding the concepts behind the app such as remote assistance and macros. Some thought that they were video recordings, and we had to explain that it was an "automatic" playback of recorded actions.

However, once they were explained there was no significant difficulty in using the app, but there were some slight issues with convenience.

All testers could see the value of these apps both for its remote assistance and its recorded action capability.

Possible Changes:

- Make the transitions easier for the contacts page. Allowing swiping and snap-to.
- Moving the add user button to the top of the contacts screen for convenience.
- Make interface clearer, such as interactive buttons. Need to add design cues.
- Important to make the app look and feel modern. We perhaps leaned too much in favor of usability over design. Perhaps reduce the reliance on too many colors.
- Indicators during the playback process to show where the helper is touching.
- Consider changing the design to add a home screen from which to navigate.
- Explanatory overlay that shows what each button and page does.
- Indicators for what specific touch-based actions are being done by the recording.
- Renaming and adding subtitles to make page functions clear.

Notes from April 29:

Required a lot of introductory explanation at the start in order to understand the concept of a macro.

Jarring to be placed straight at the macro screen.

The task was a bit cumbersome because they weren't sure that they should start recording their actions. Had to repeat this section again, with more explanation, in order to get the point across.

Seeing the macros playing back actions were a bit disorienting at first, and they had to be reminded what was going on.

Fortunately, the interface was straightforward for them to understand. Once they saw a button, they knew what it did.

With a bit of experimental clicking, they easily got the hang of how to use the app. Once they had gone through all the tasks once, they did not have problems repeating the process.