



Team Kiwi!

Medium-Fi #3 Prototype & Evaluation

TechWise: Older Adult Technology
Education

The TechWise Team!



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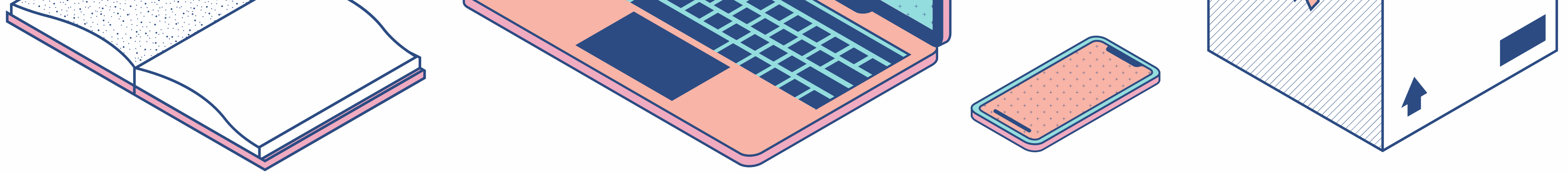


Mission Statement

To provide equitable educational opportunities for older adults to learn more about technology in a personalized manner.

Value Proposition

Empowering older adults to have fun pursuing technology education and navigating the digital world securely.



Problem

Older adults have trouble discerning what technologies might benefit them; learning about new technologies is overwhelming because there are many options.

Solution

Create a game that aims to teach older adults about different types of technologies based on their needs and technology history.

Heuristic Evaluation

Heuristic Evaluation Results

TOP FEEDBACK FROM OUR EVALUATION

3 x Severity 4
4 x Severity 3

Severity 4 Problem: There are no indications of accessibility throughout the app.

Fix: Add audio (text to speech, speech to text) or additional personalized settings

Severity 4 Problem: There is no way to go back throughout the shopping or inventory flow.

Fix: Add in back arrow on modal to all of the screens in the shopping or inventory flow.

Severity 4 Problem: There isn't an option to help users understand interact with the chat or get help with current technology.

Fix: Add a help button that pops open a chat.

User Testing

Testing for answers

HOW DESIGN CHANGES IMPROVED USER EXPERIENCE
AND QUESTIONS WE WANT TO ANSWER



Would the ability to have text-to-speech/speech-to-text make using the application easier?

Do users feel as if they can flow freely through the application?

Are users learning about technology in ways that make it possible to integrate learning into the real world?

Participants



Jillian

- an 83-year-old from rural Ohio
- she enjoys using technology and is open to learning
- has multiple personal technology devices



Robert

- an 85-year-old from the Sacramento area
- Feel confused by technology
- Uses a smart TV, Email, Desktop, ect



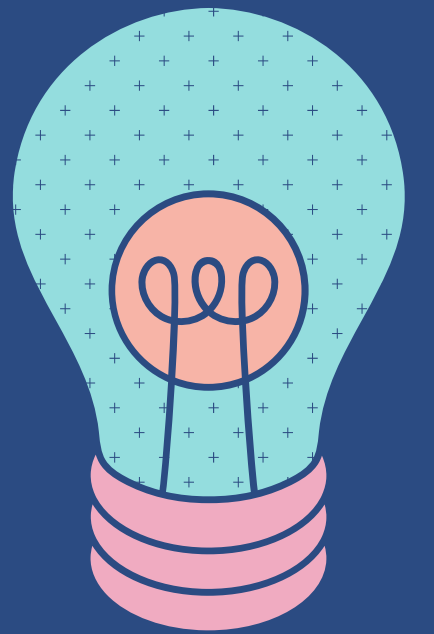
Deloris

- an 83-year-old from Sacramento Area
- Likes using her phone, but stressed by other technology
- Uses Ipad, Iphone, Smart TV

“Oh, that's good; I would certainly like to learn more about a **c-h-a-t-g-p-t.**”

PARTICIPANT JILLIAN

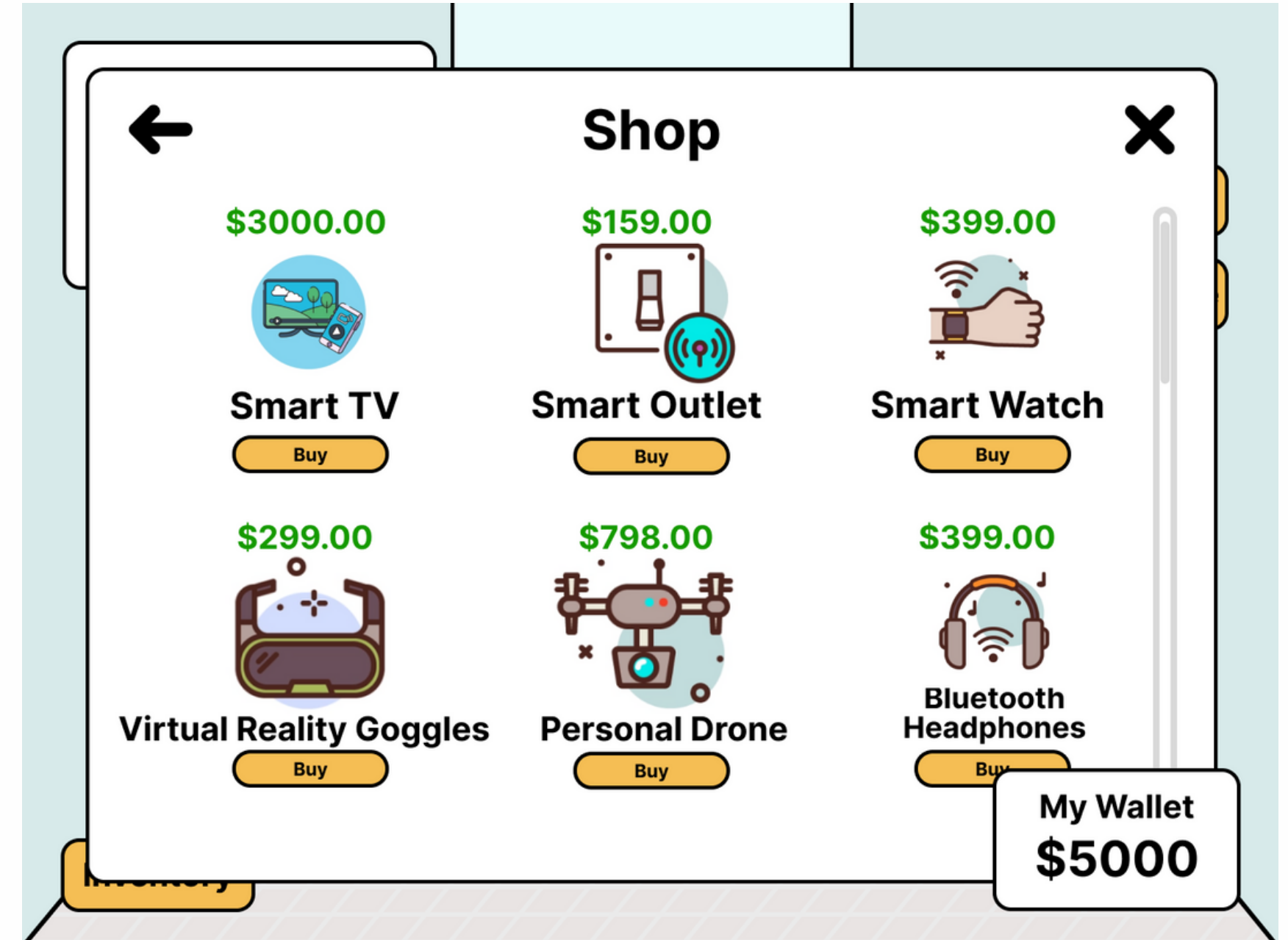
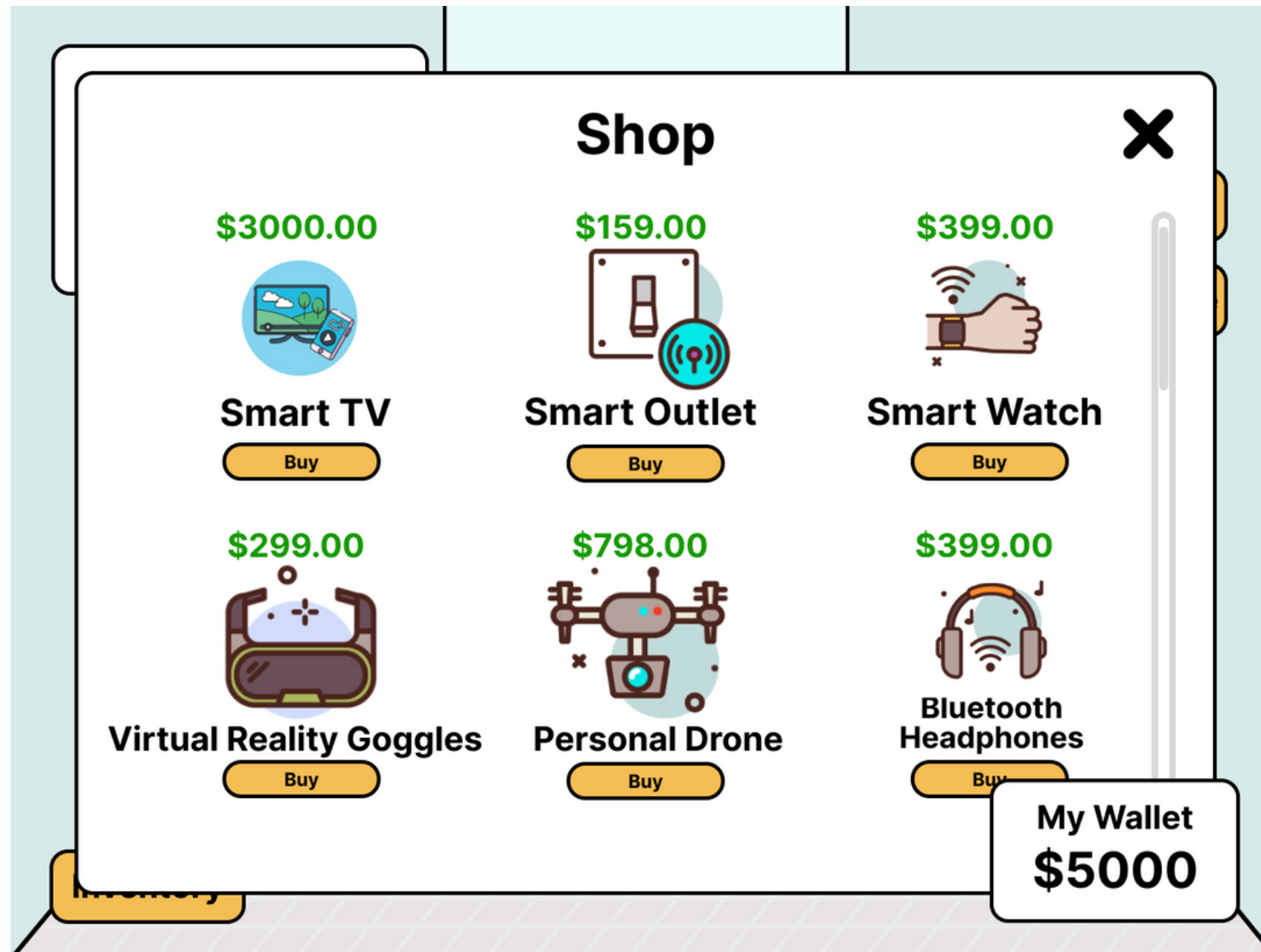
What do older adults think about generative AI?



“I have no idea what on earth **ChatGPT** is. That's a bad name”

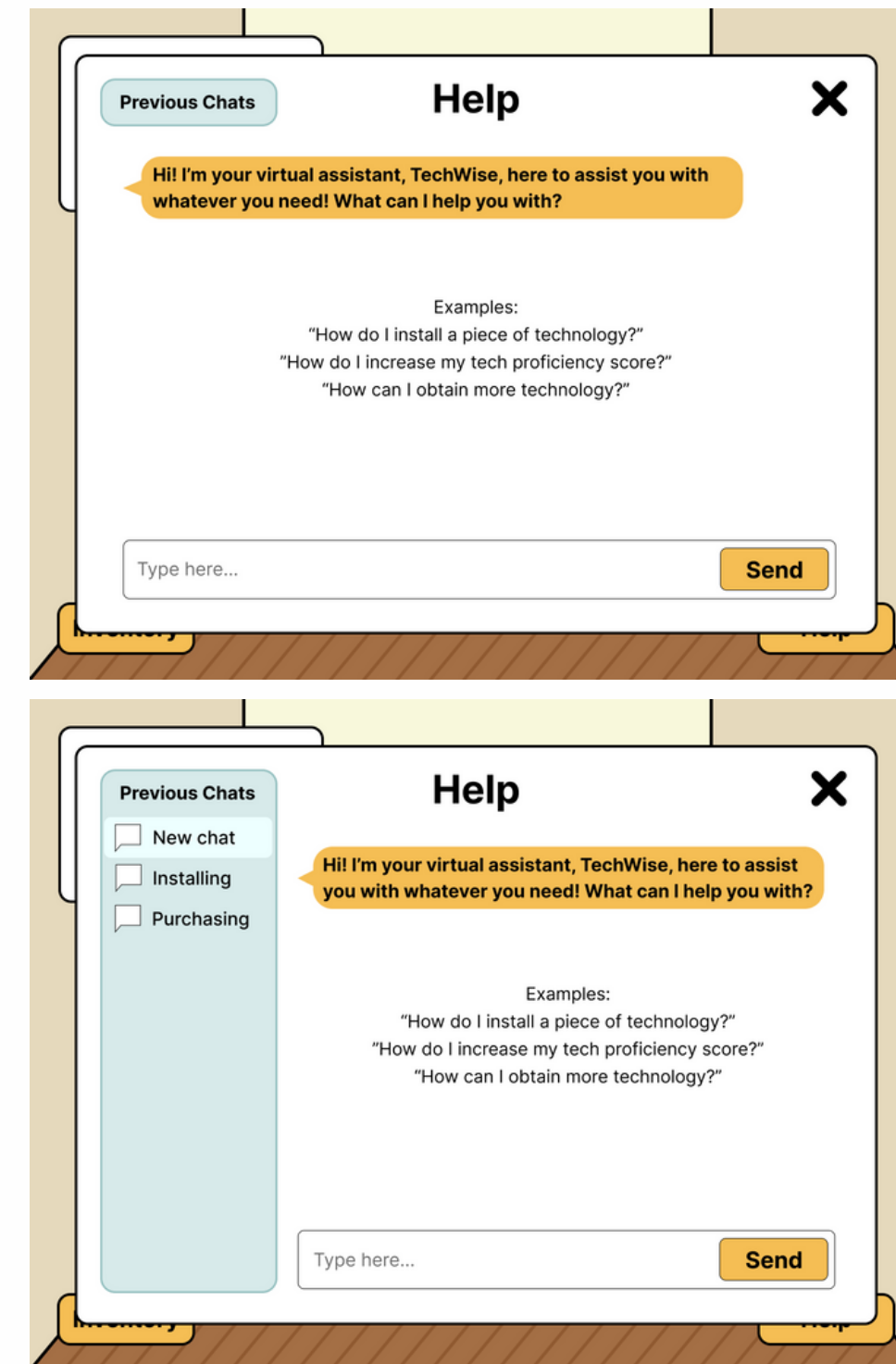
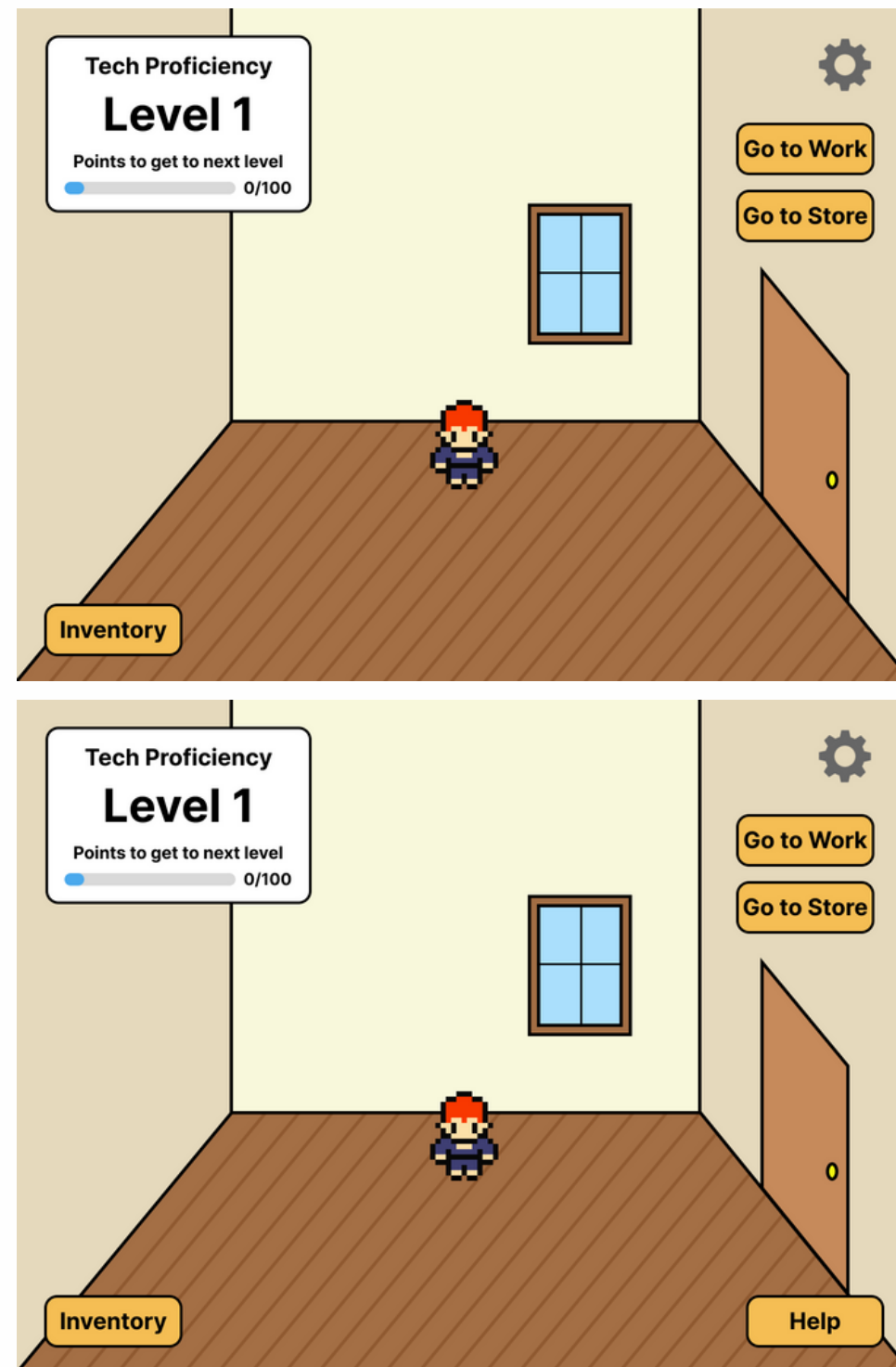
PARTICIPANT ROBERT

Design Changes



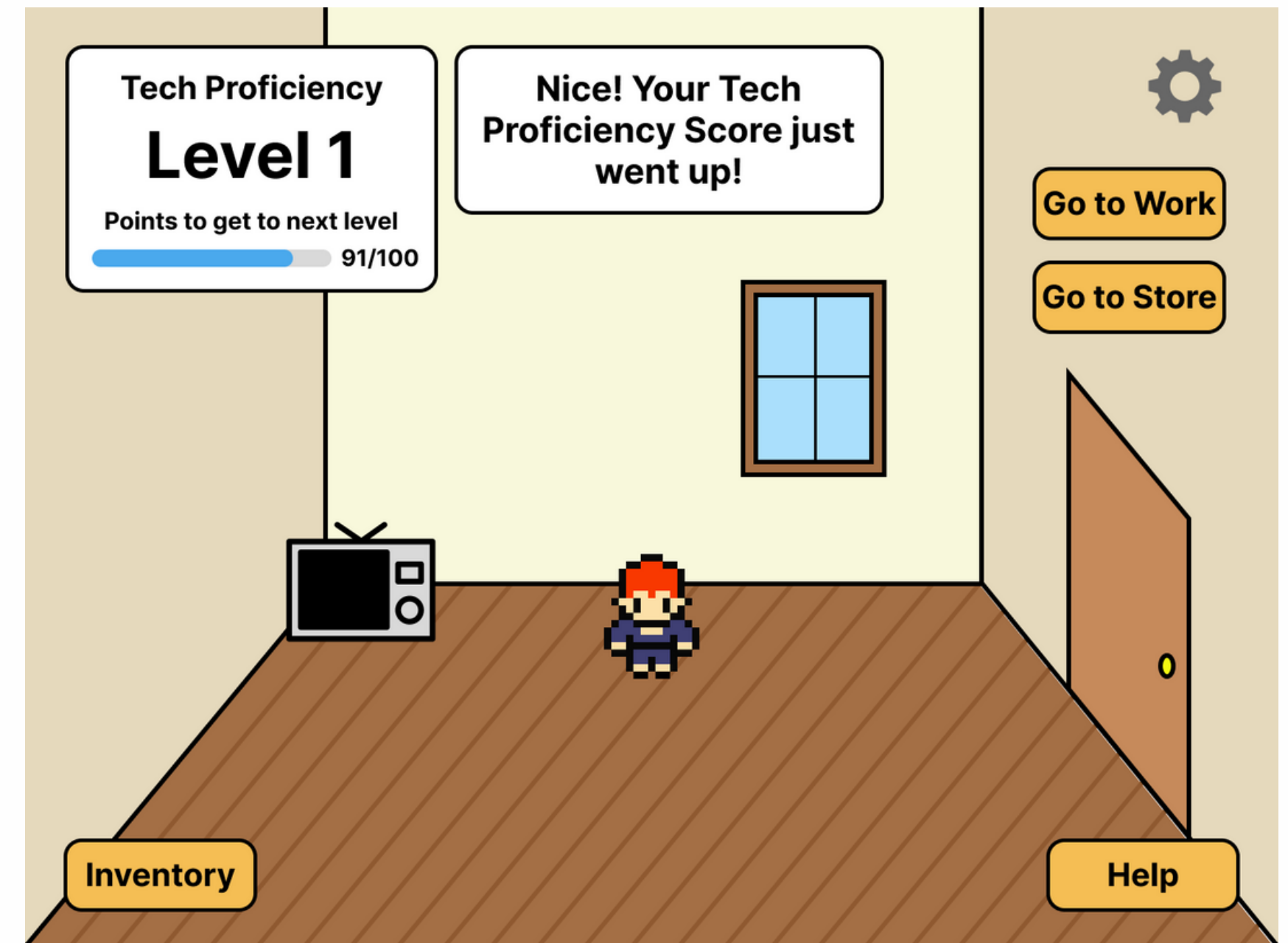
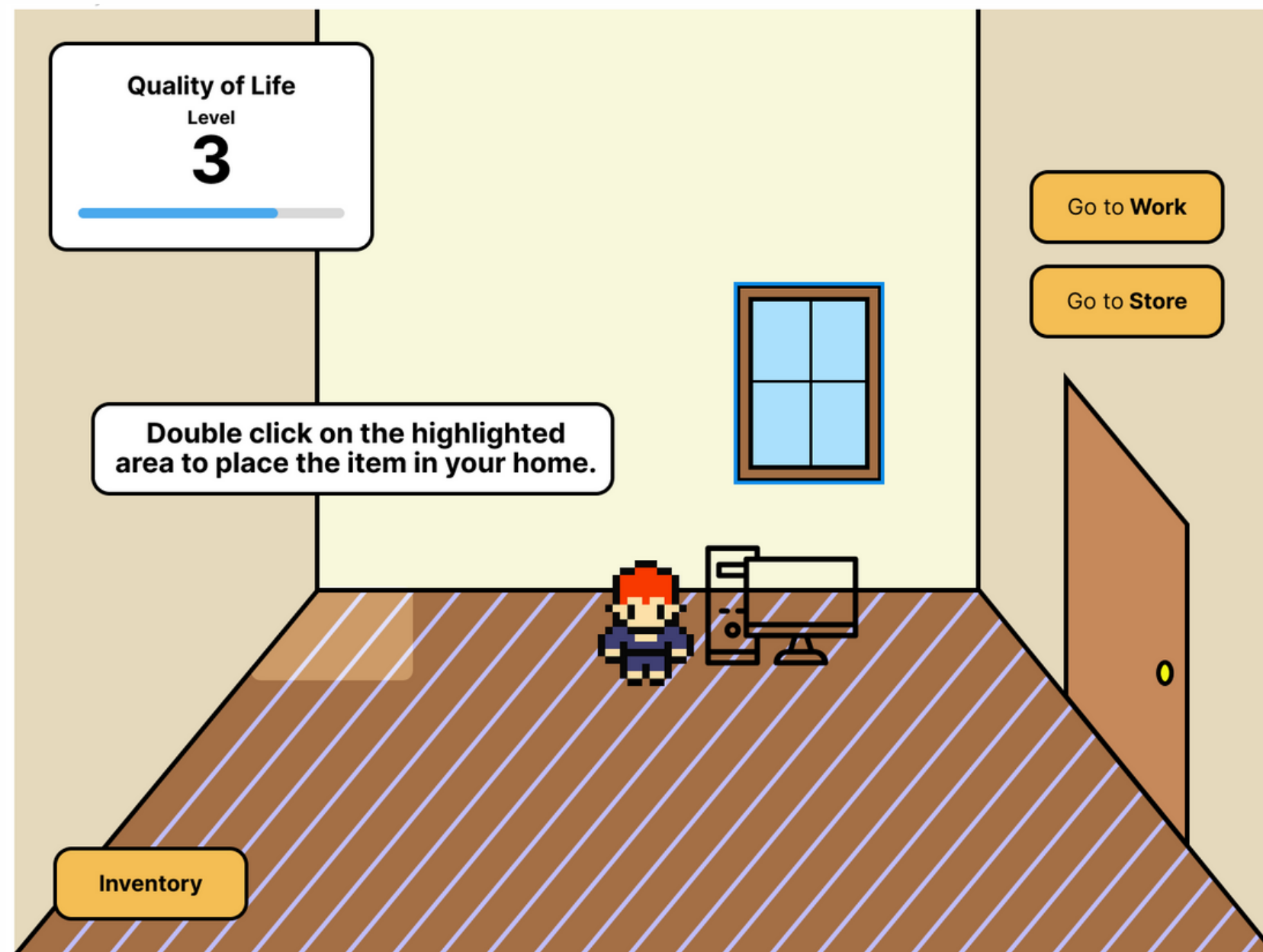
Severity 4 Change: Navigation Control

Design Changes



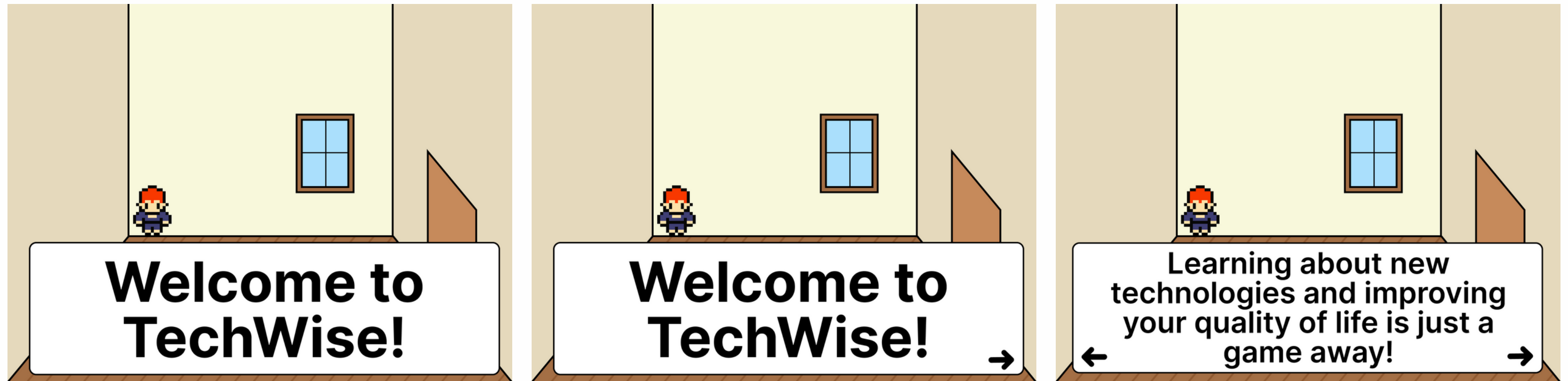
Severity 4 Change: Allow user to get help

Design Changes



Severity 3 Change: Status Bar

Rapid Iterative Testing Changes



User suggestion: Add navigation arrows to on-boarding text

Rapid Iterative Testing Changes

Select Theme ✕

Select a theme from the options below:

- Suburban Home ✓
- Outer Space Ship ✓
- Country Farm ✓

Or, type in a custom theme below:

Type here... **Confirm**

Select Theme ✕

Select a theme from the options below:

- Suburban Home ✓
- Outer Space Ship ✓
- Country Farm ✓

Or, type in a custom theme below:

Type here... **Confirm**

User suggestion: Hard to read light grey, need more contrast even for selectables



Summary and Next Steps

- Overall, participants found the game to be fun and maintain or expanded their interest in technology through play
- Participants would like more 'real-world' tie-ins
- Gameplay needs more adaptive controls and options, users over 80 tend to want more accessibility
- Participants want more options to select instead of typing response
- The game is achieving learning goals

Thank you!

Questions or feedback?

