



TechWise

Med-Fi Prototype #2 & Usability Study

Personalized Older Adult Technology
Education

Our Team!



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Agenda

- Interface Redesign #1
- AI Application
- Study Overview
- Top Findings
- Interface Redesign #2

Redesigned Tasks

Simple

Complete a puzzle to earn in-game money.

Moderate

Install a purchased technology in your home.

Provide personal interests and information to complete onboarding.

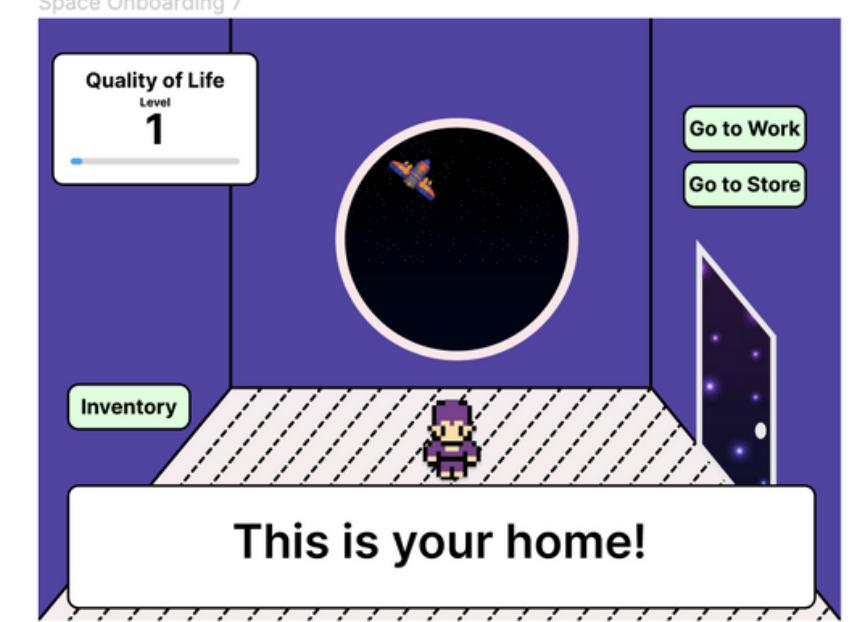
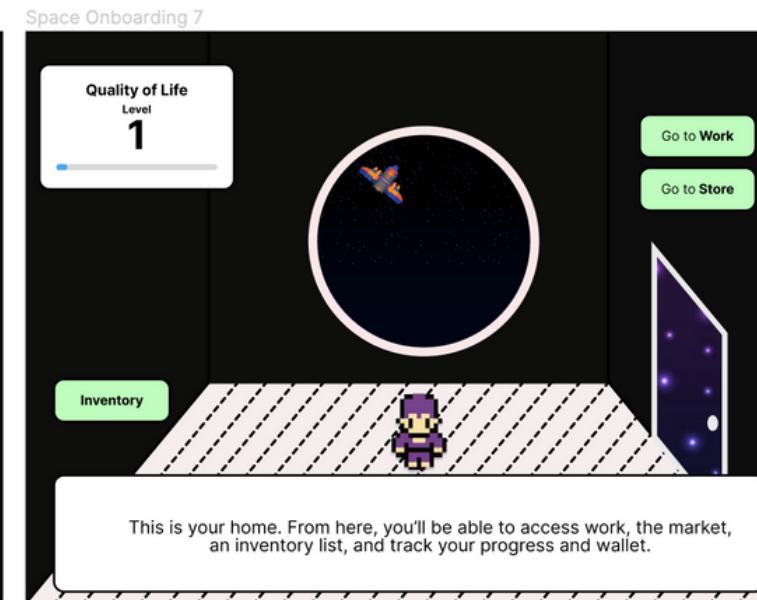
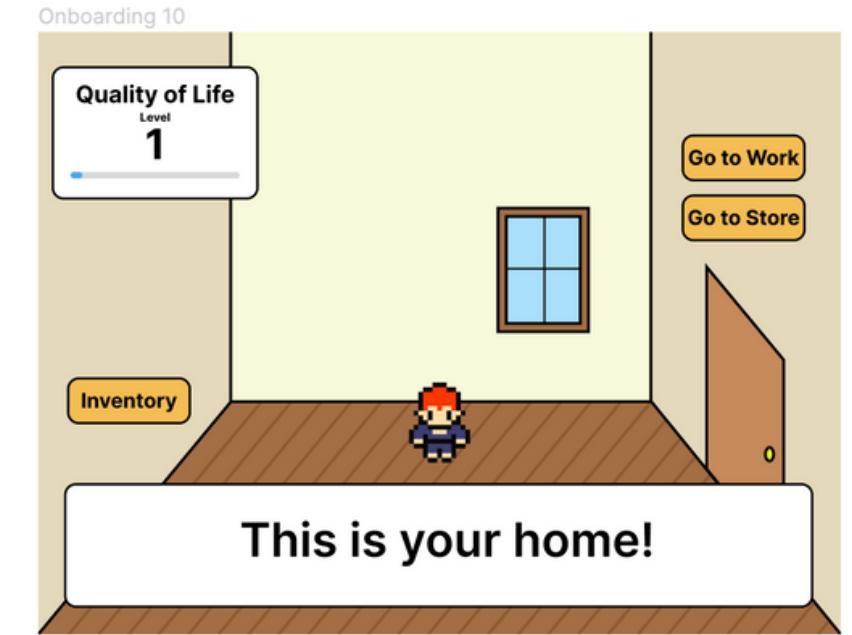
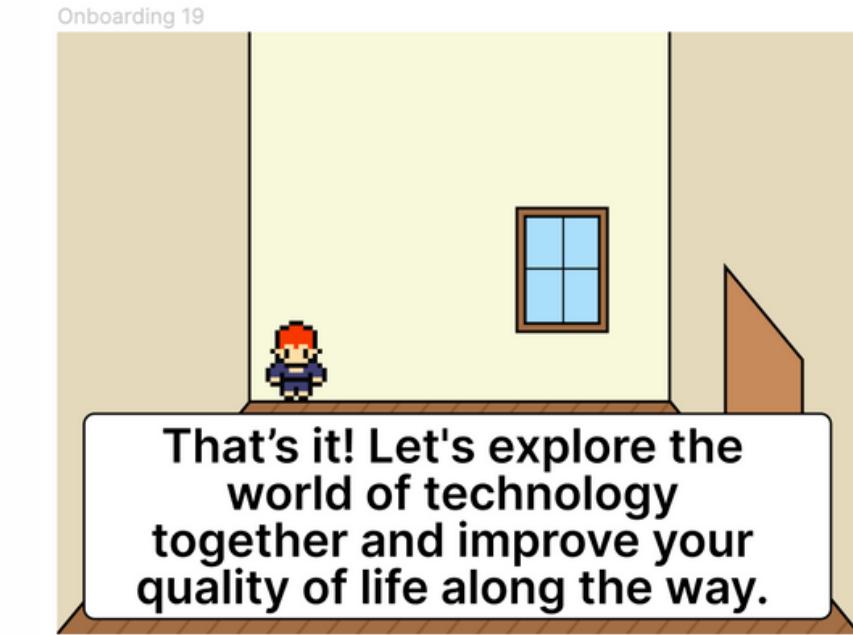
Complex

Purchase a piece of technology at the market and learn about it.

Redesign #1

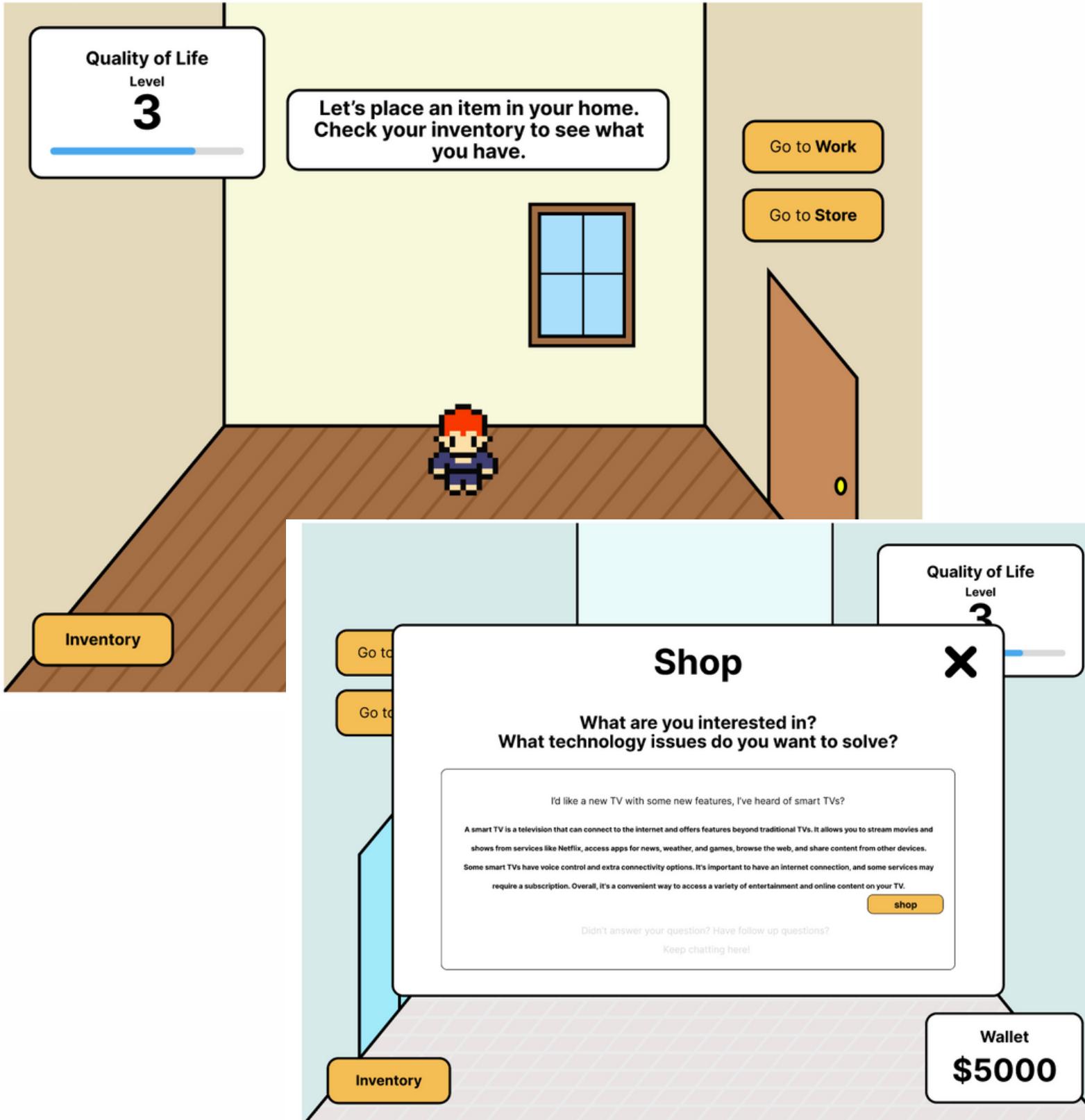
Figmas: #0 Med-Fi -> #1 Med-Fi

Feedback: readability & accessibility

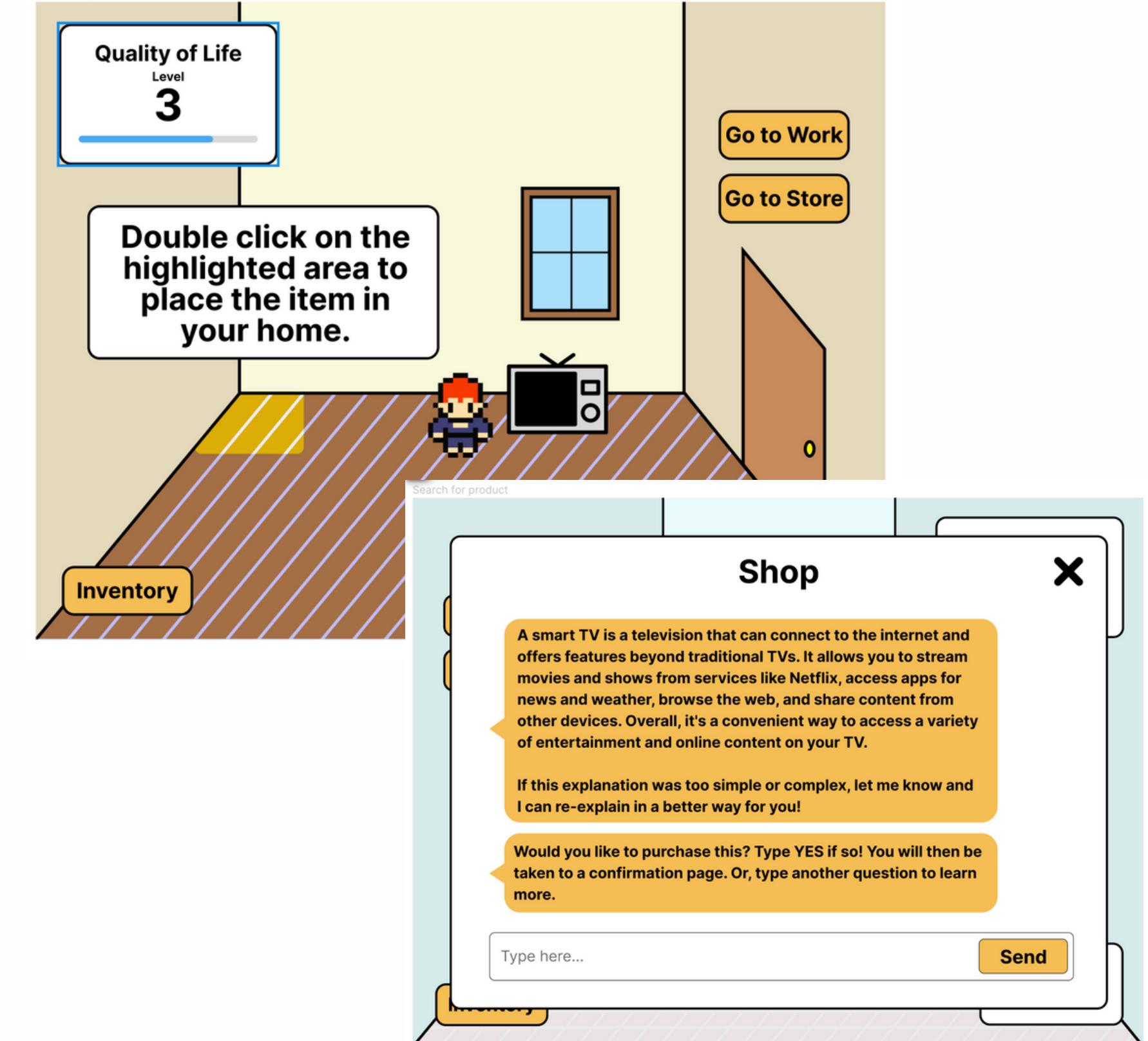


Feedback: readability & accessibility

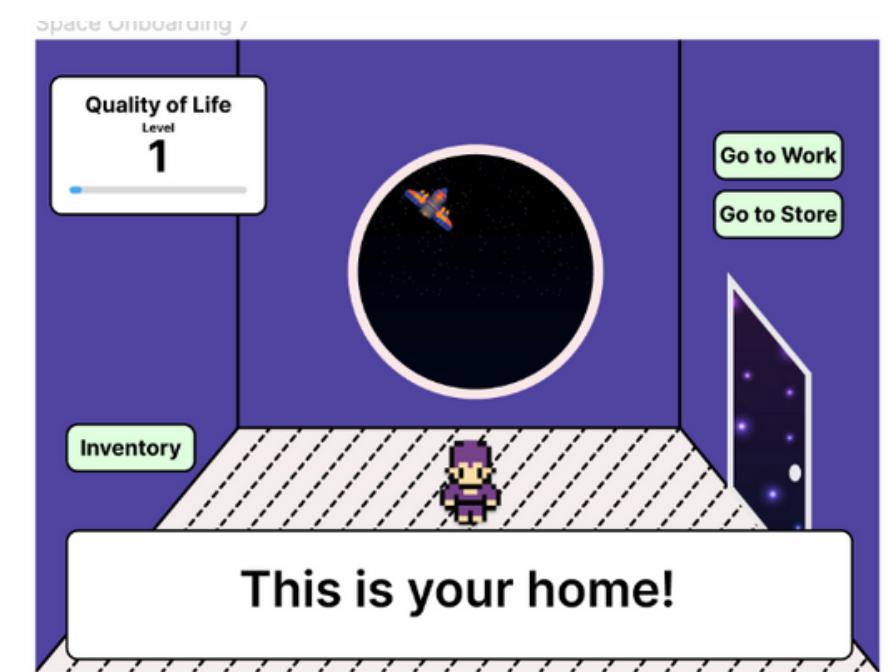
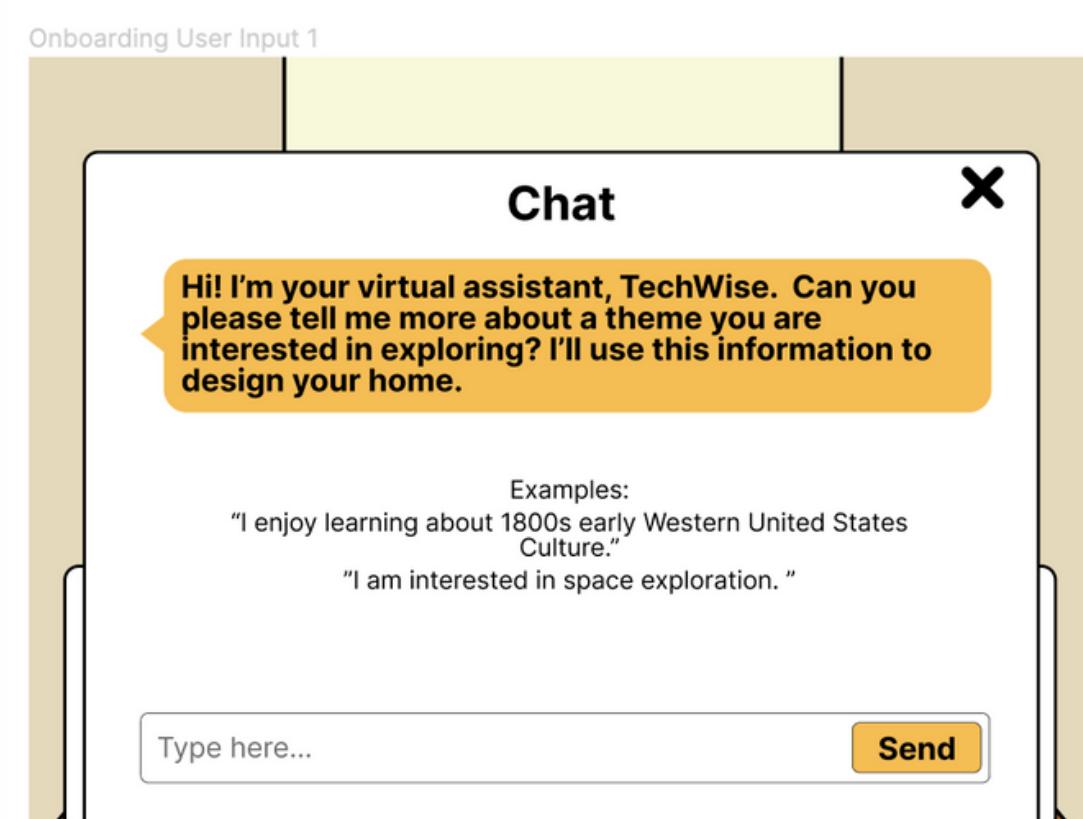
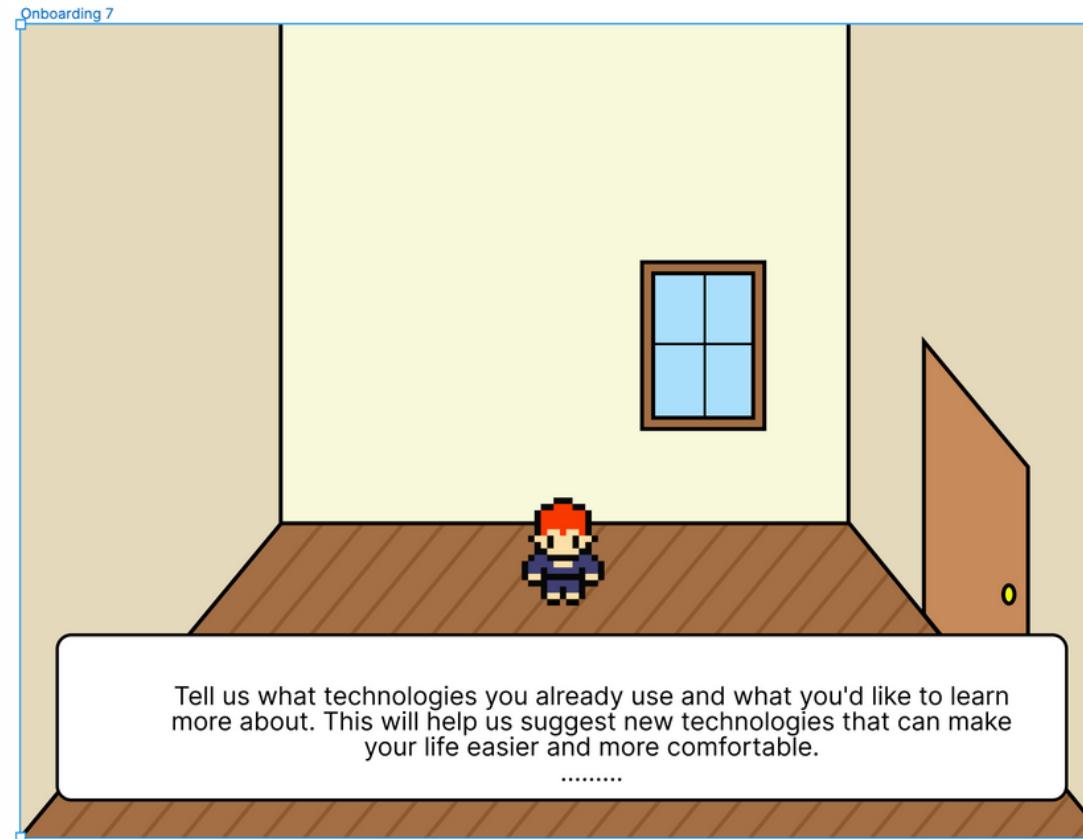
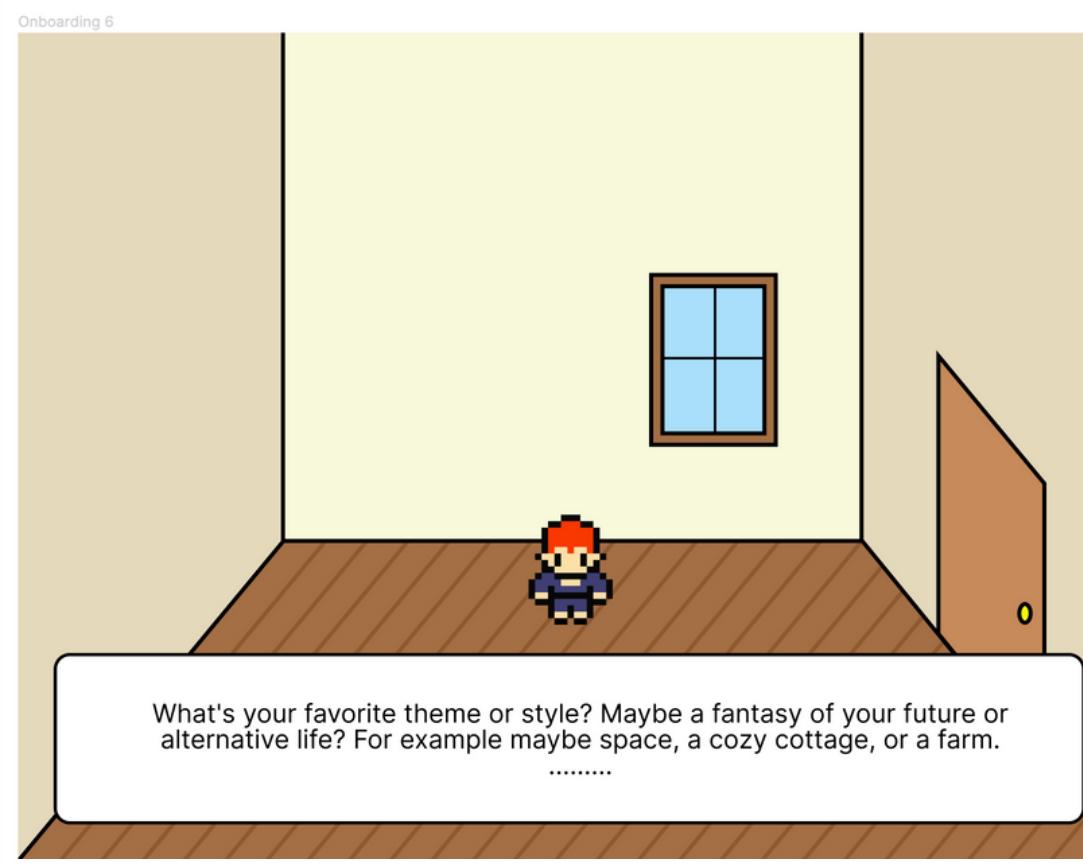
Inventory Placement 1



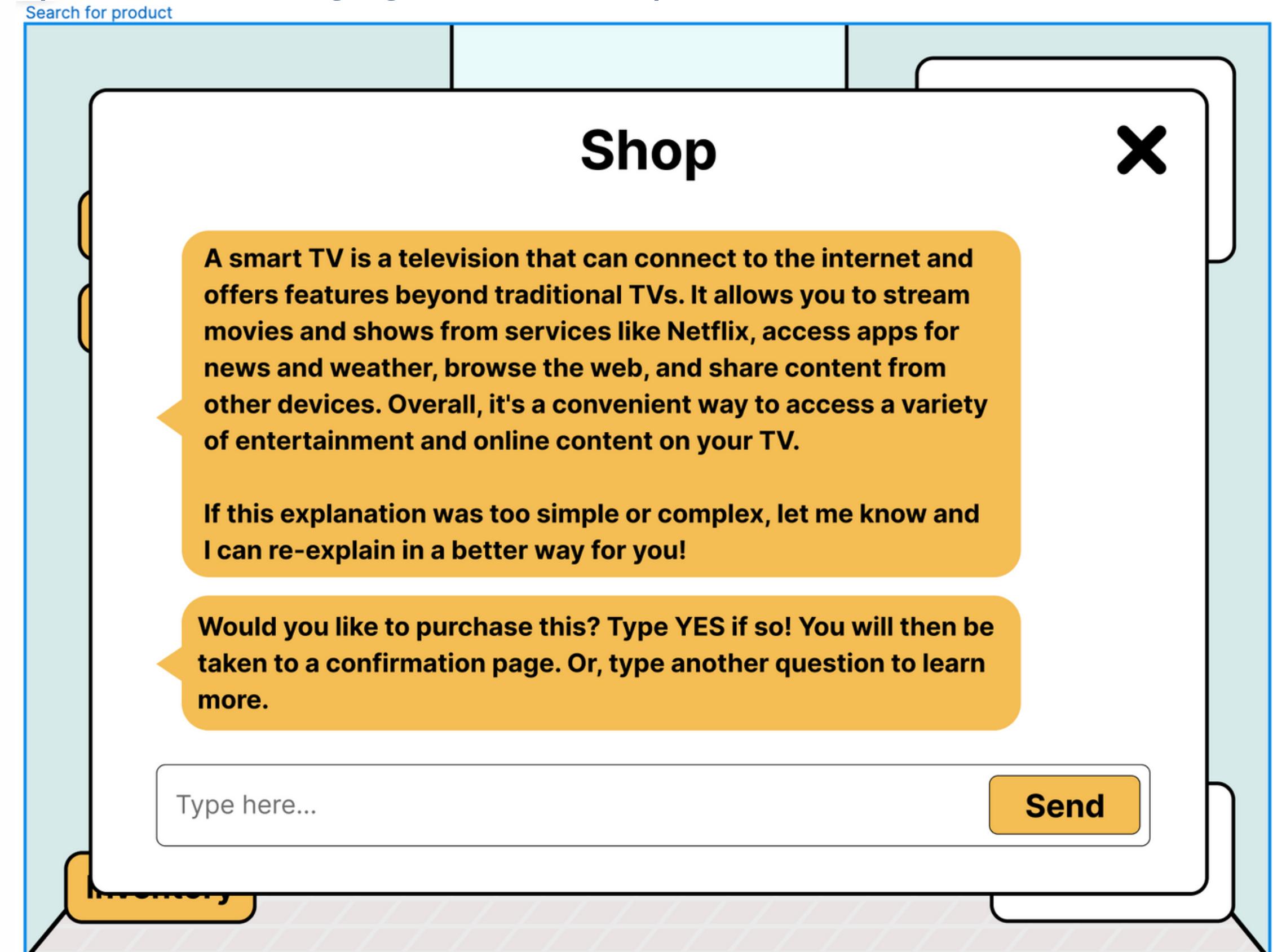
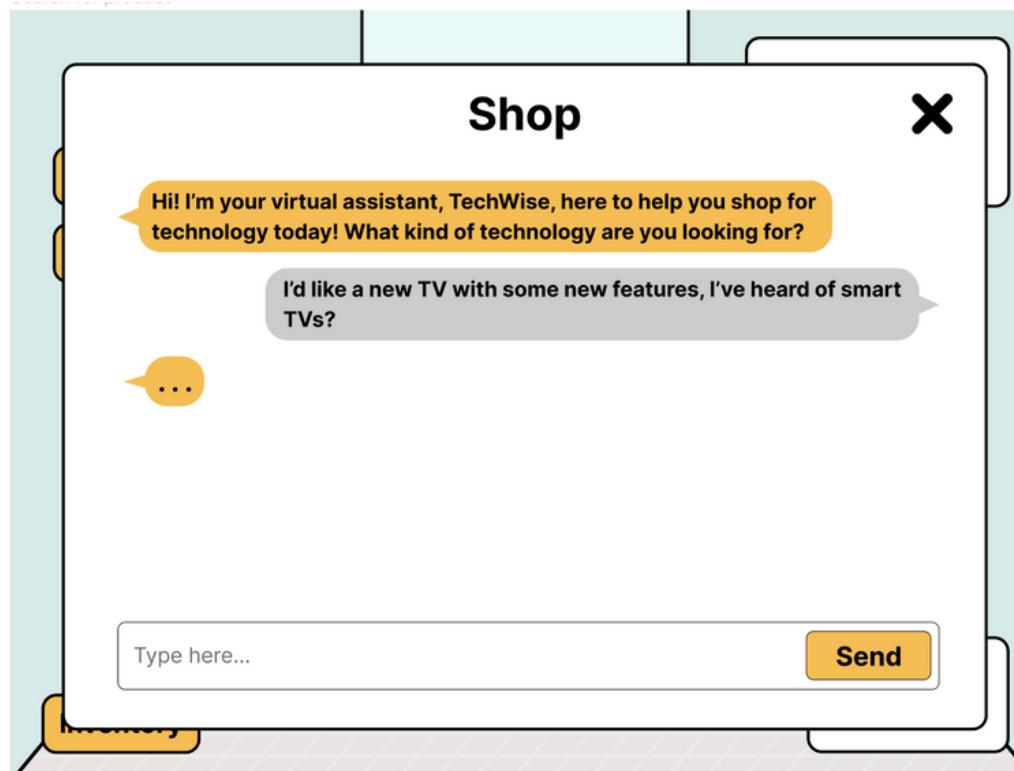
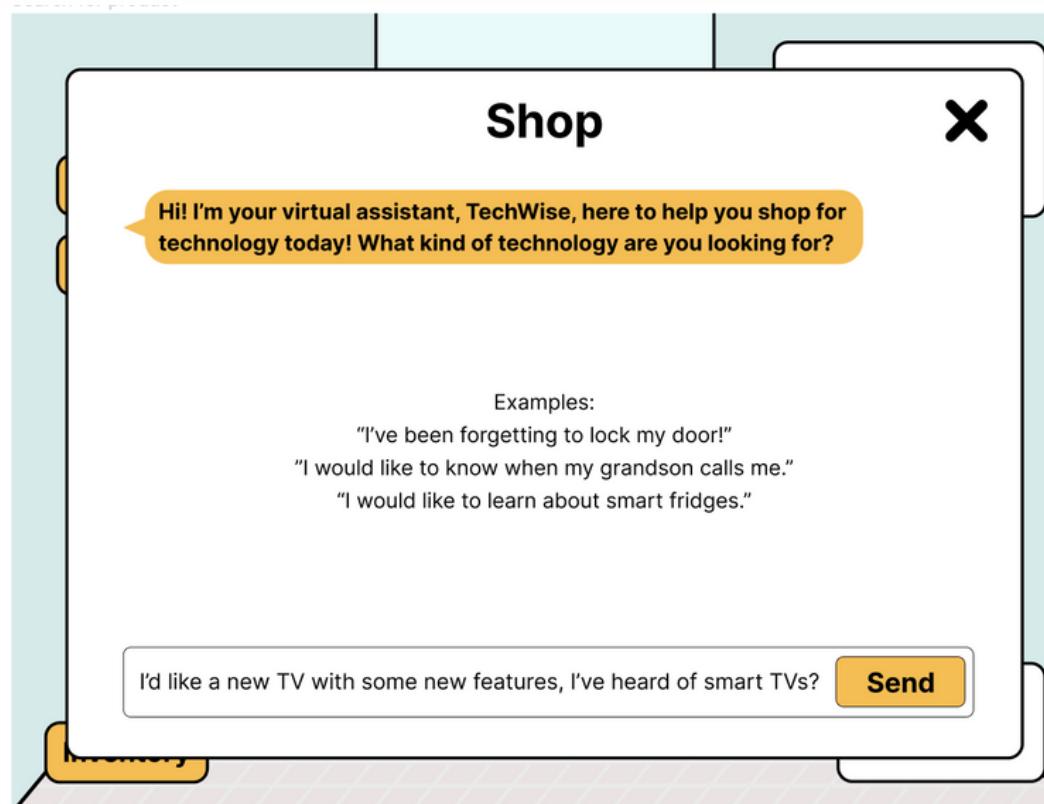
Inventory Placement 3



Feedback: personalization & highlight educational aspects

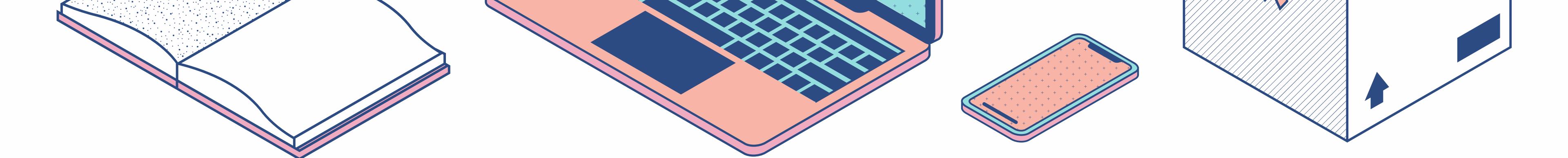


Feedback: personalization & highlight educational aspects



Usability Study

How do users respond to the redesign? How do they feel about the language? Can users navigate the new task?



Usability Study Plan

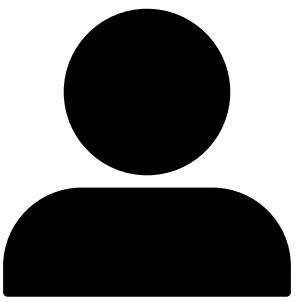
Target Audience: adults 65+, variety of technology & gaming history

Recruiting: snowball sampling

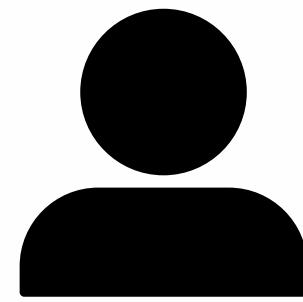
Test Plan: formal usability study following discussion guide



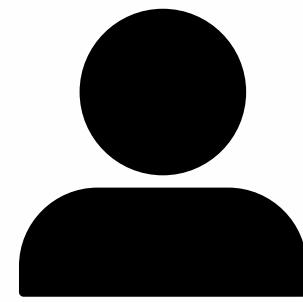
Usability Study



76M "[technology]
causes me a lot of
grief"



68F "great experience
[with technology]
because I am patient"



83F "fairly good at
technology"

Top 3 Findings

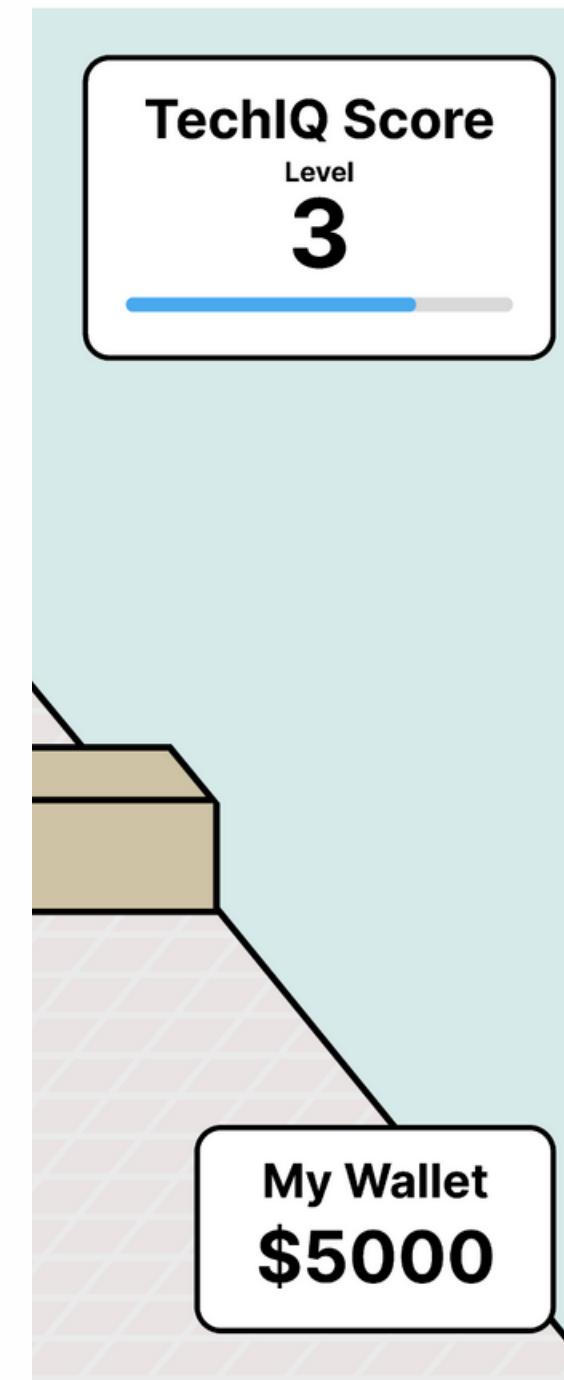
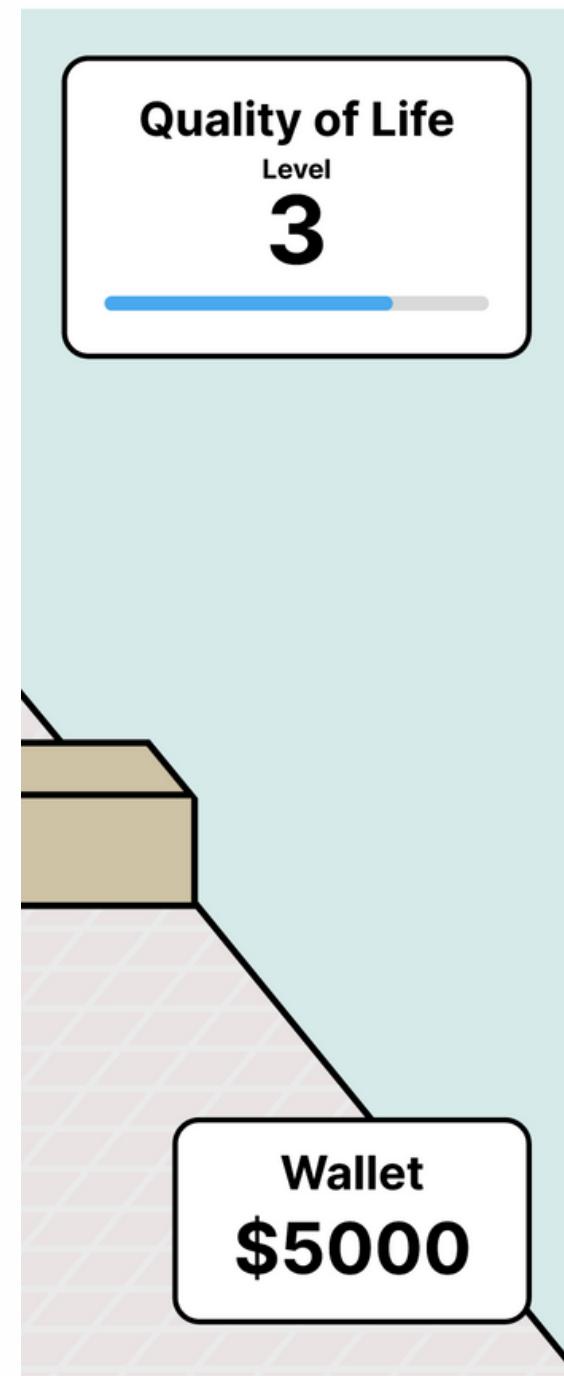
#1: LANGUAGE	#2 ONBOARDING INPUT	#3 STREAMLINED EDUCATION
<p>Unclear and slightly antagonizing wording</p>	<p>Difficult coming up with ALL devices they own or coming up with a theme</p>	<p>Learn about technologies from a pre-listed curriculum, rather than having to know what to learn</p>
<ul style="list-style-type: none">• "I don't like the quality of life score"• "I don't get it, why is it quality of life, technology doesn't always improve my quality of life"• preferred full spellings: "application" instead of "app"• "I don't think the wallet is clear, I want it to say something like my wallet."	<p>"I think it should be a list, or a 'check-list' so that we can just pick the technology that we have."</p> <p>"I don't get the theme that doesn't make any sense to me at all"</p>	<ul style="list-style-type: none">• "I don't want to have to type in ideas for technology. I might not even know what I want or what would be good in my home so seeing more would make it easier to decide."

Resign #2

Figma

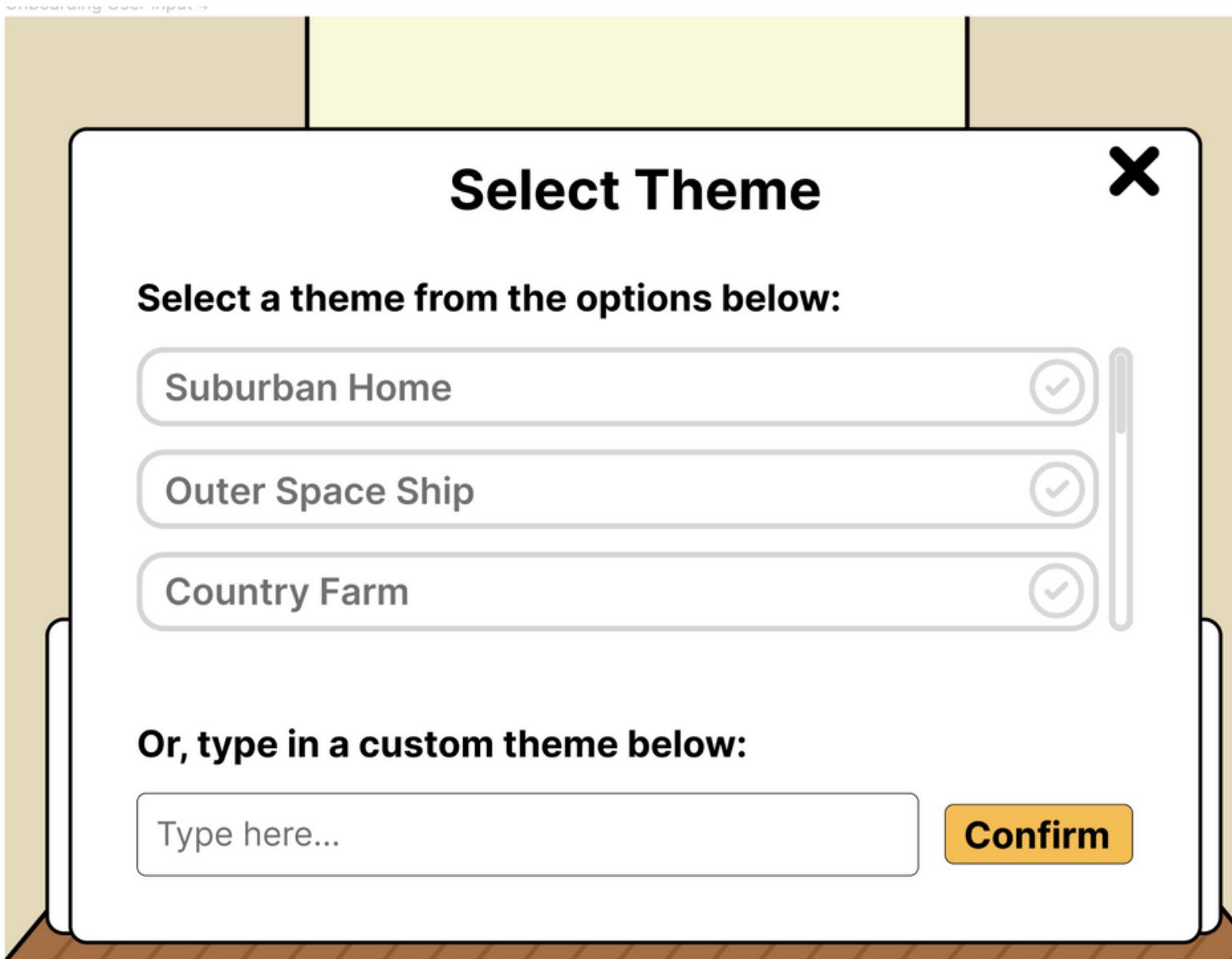
Redesign #2

Feedback: language

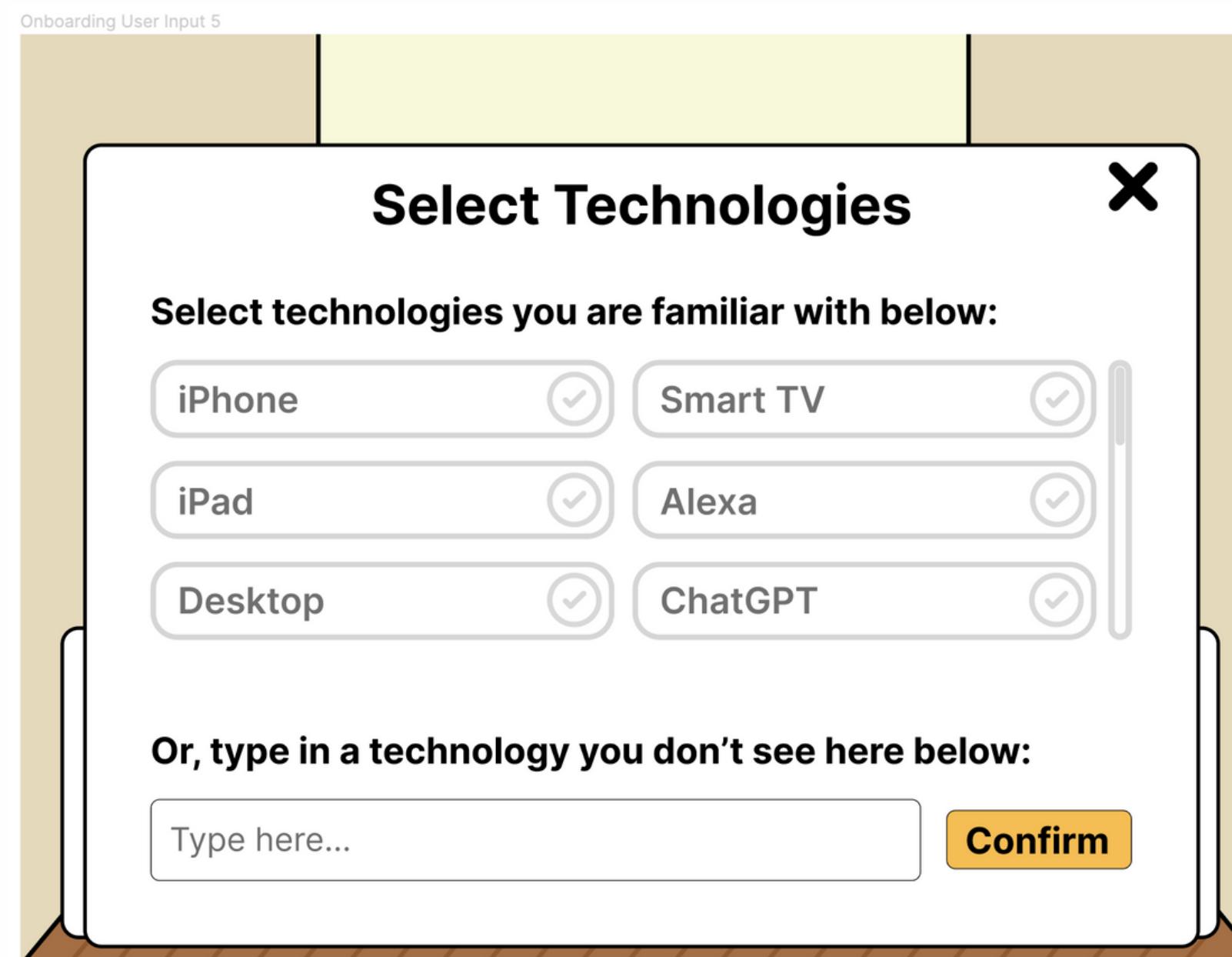
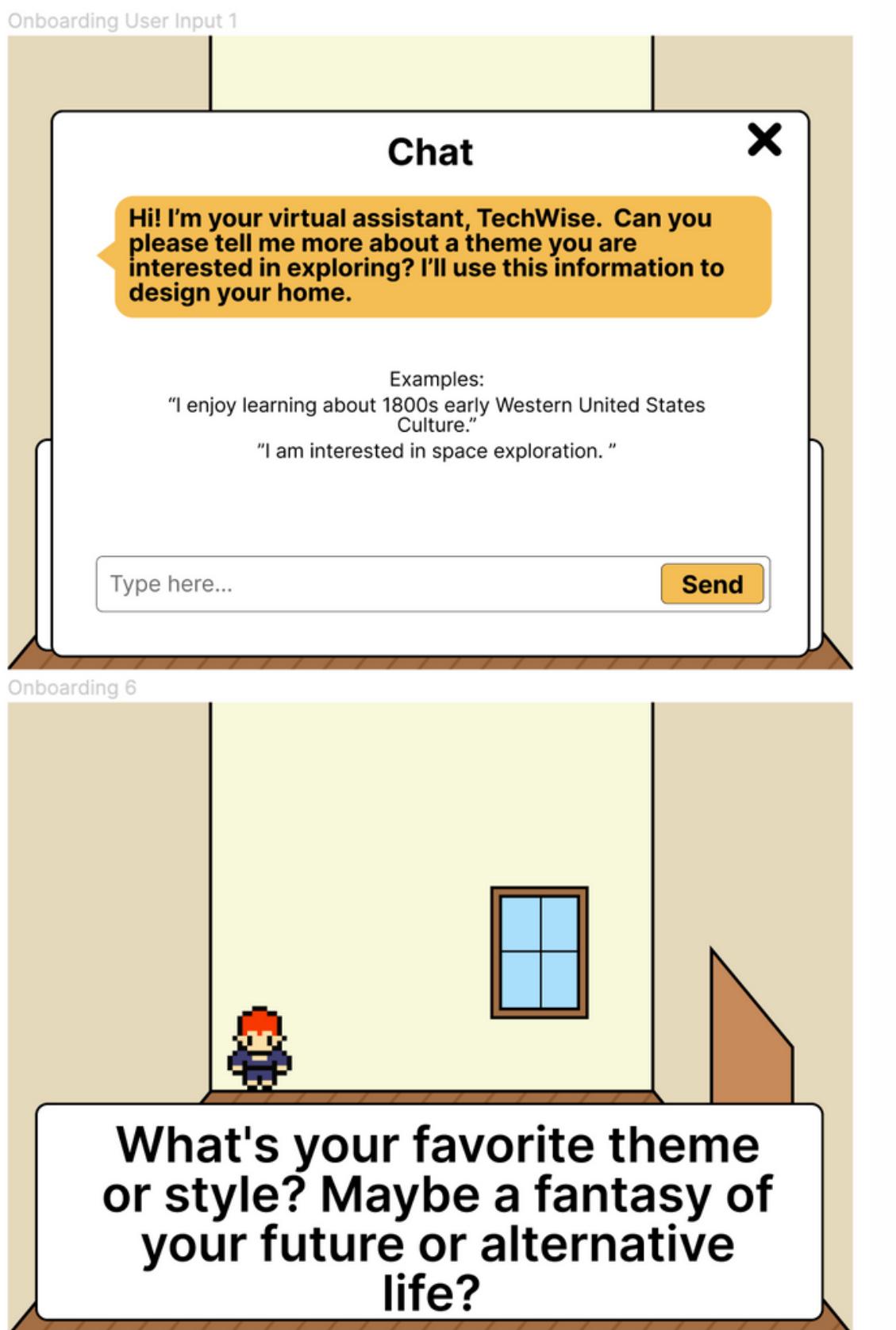


Redesign #2

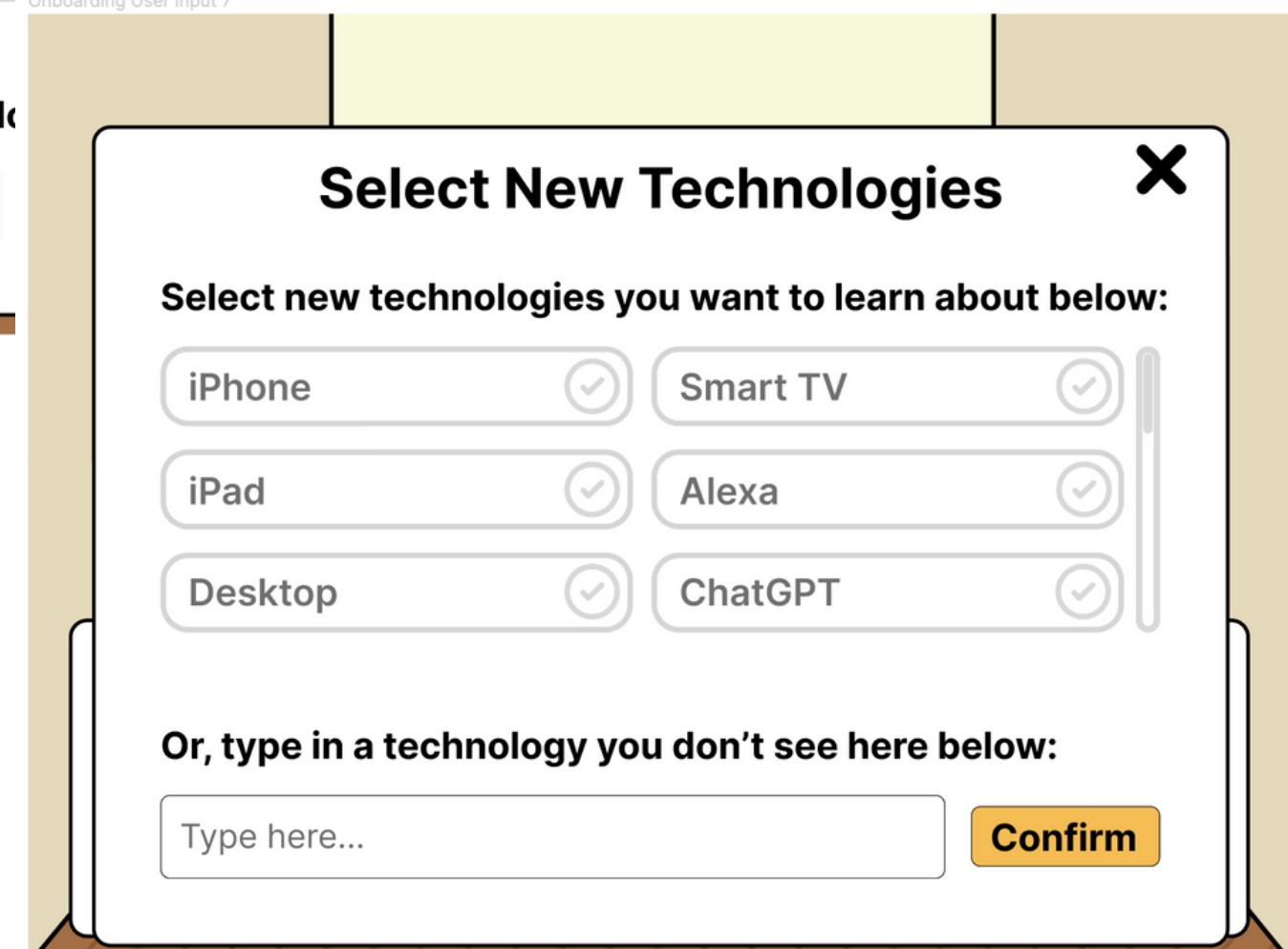
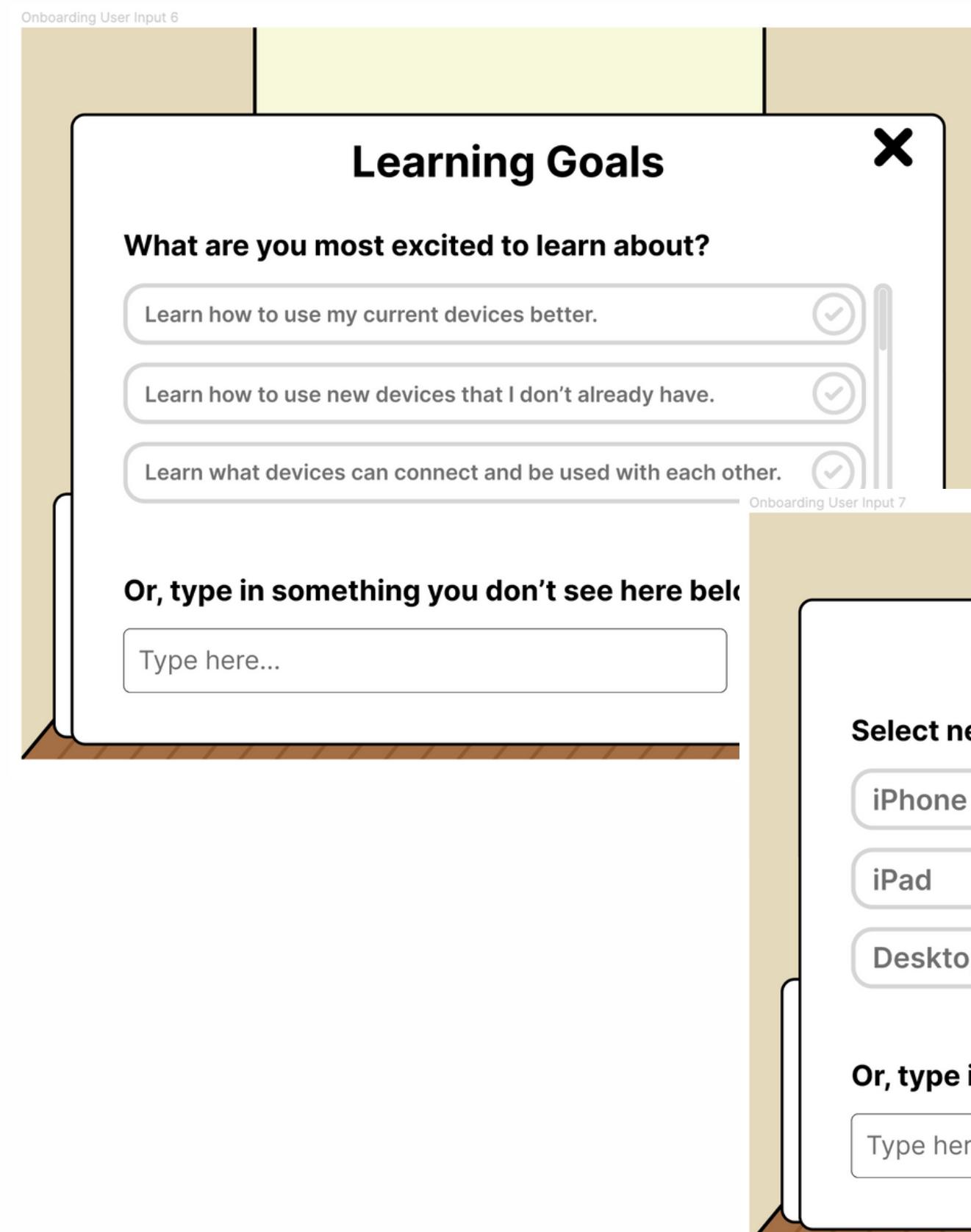
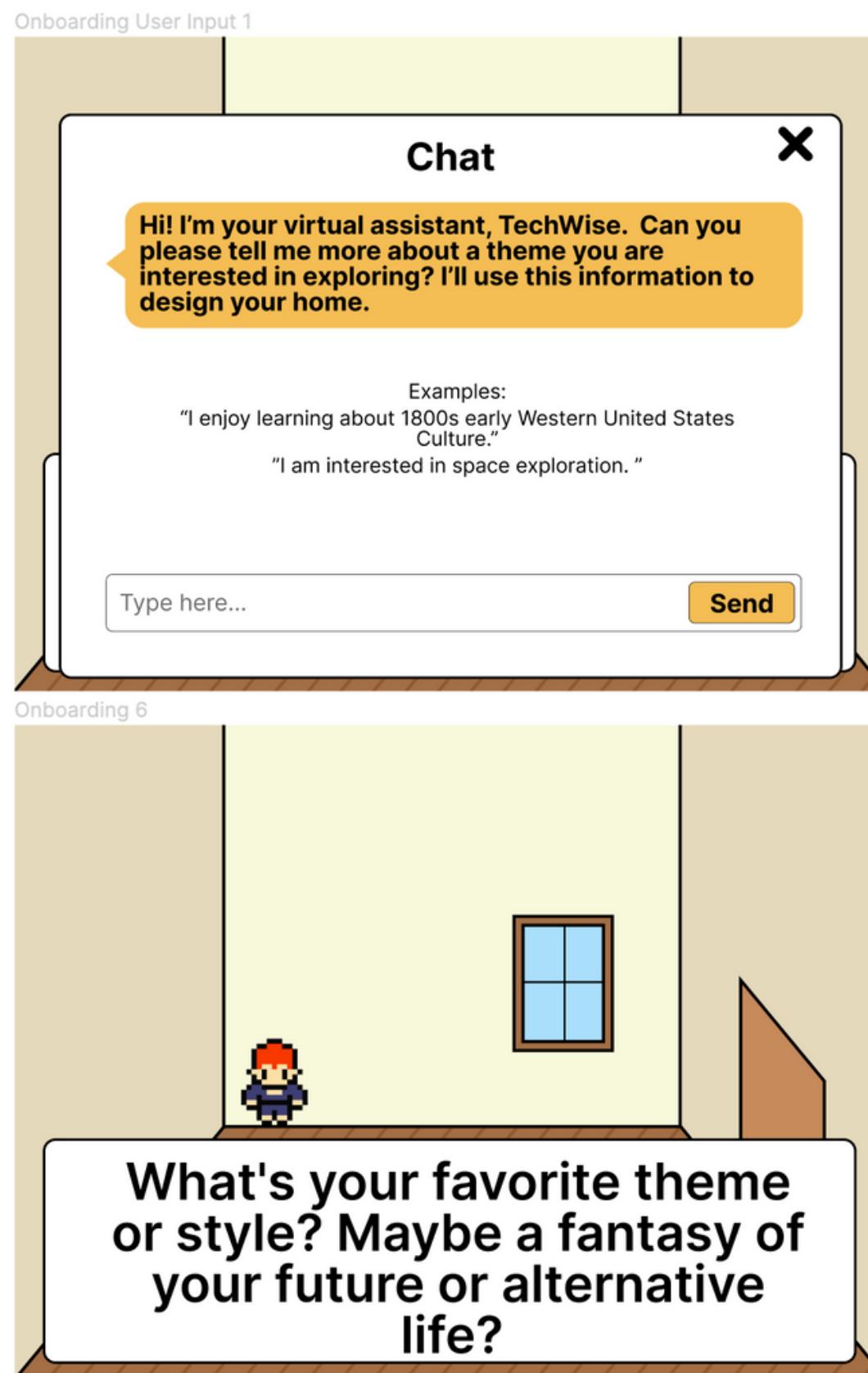
Feedback: onboarding



Feedback: onboarding

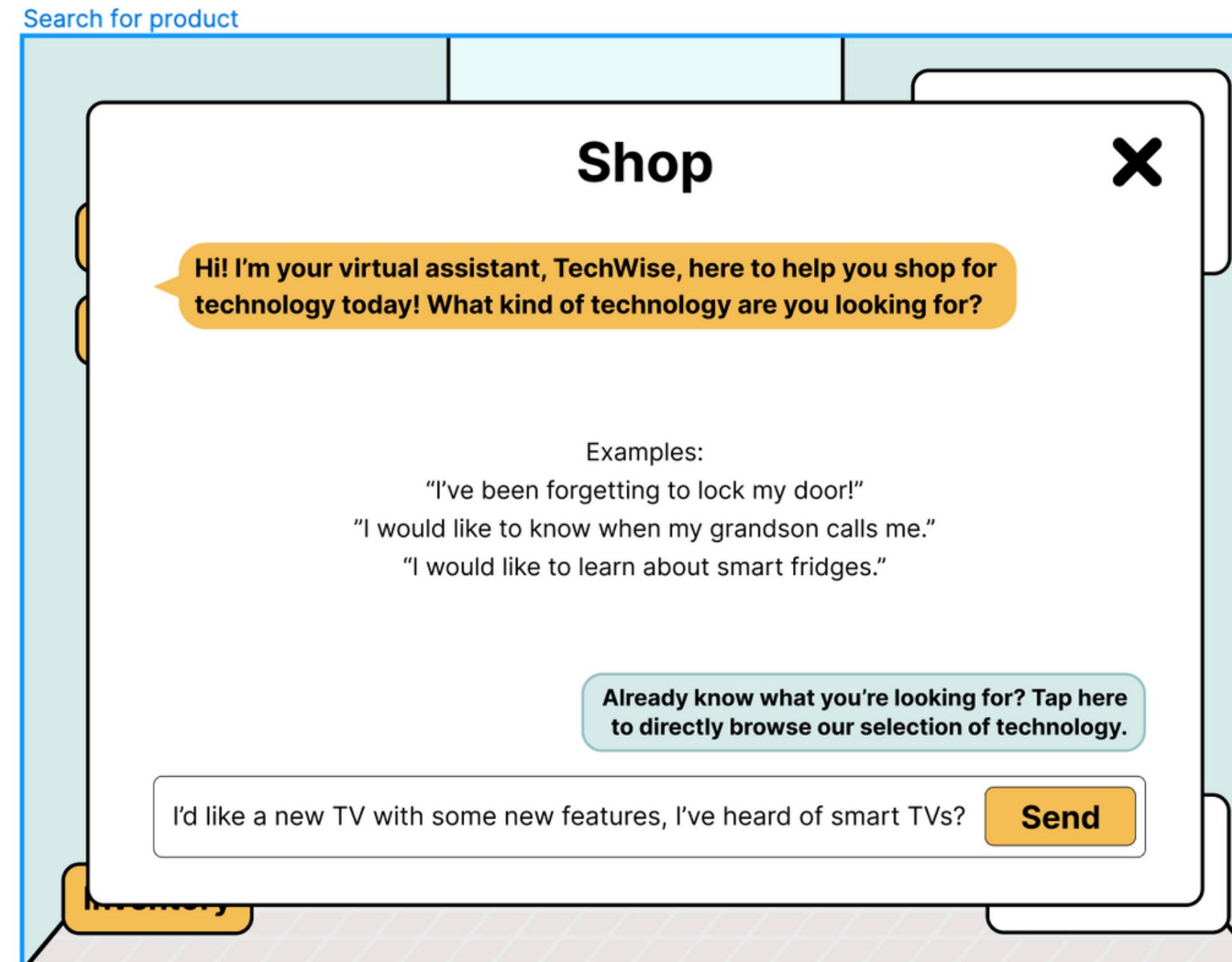
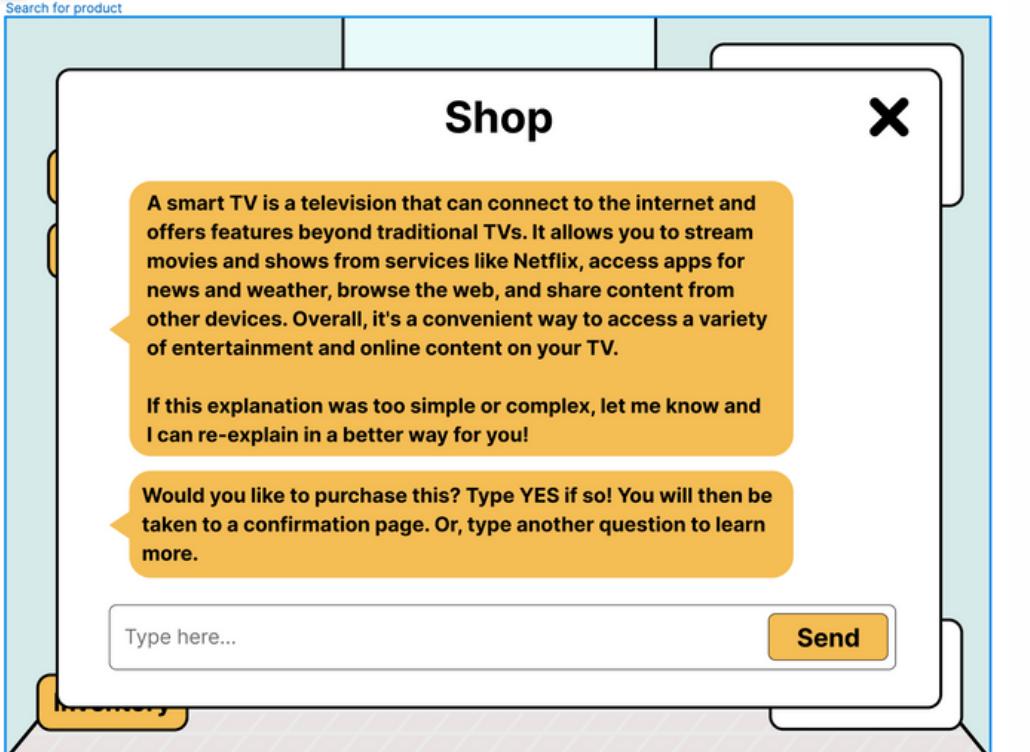
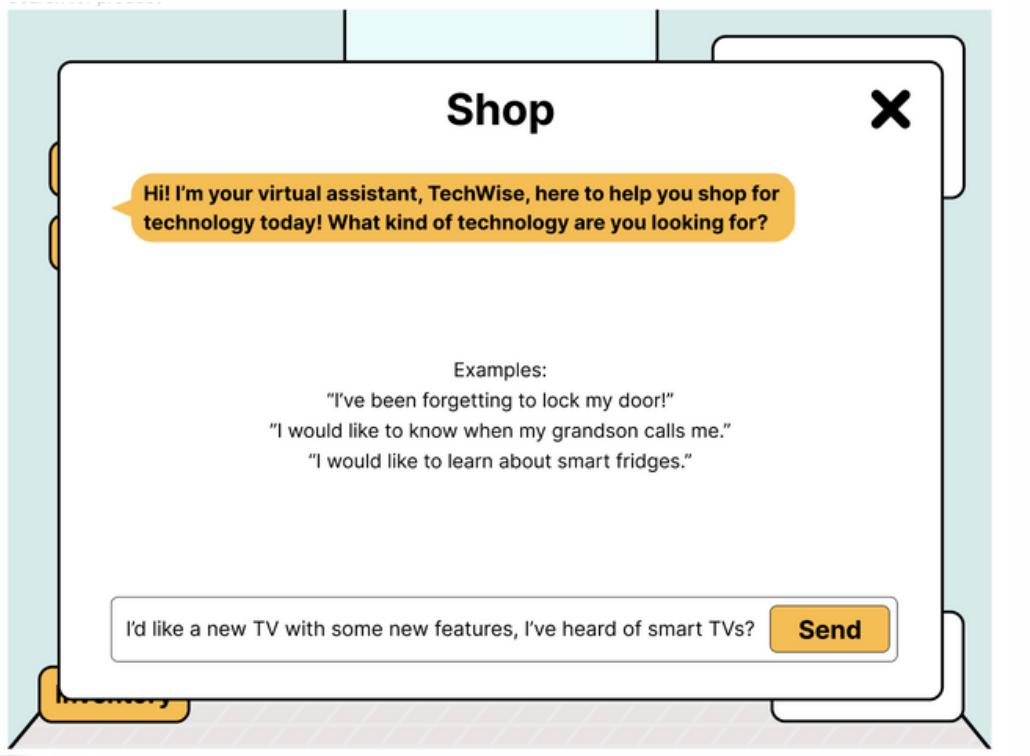


Feedback: onboarding

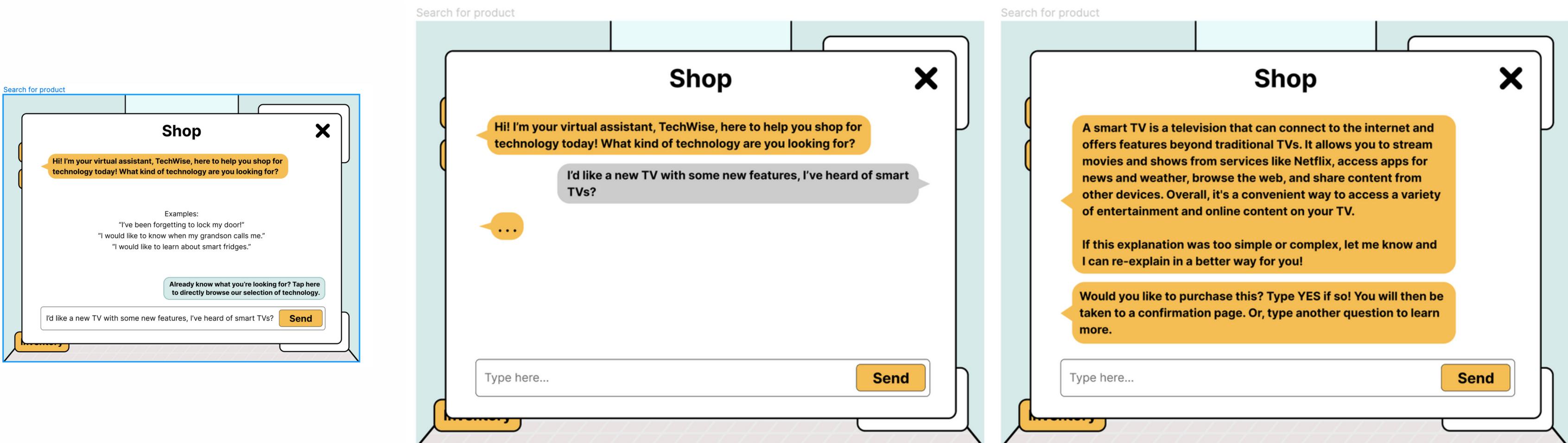


Redesign #2

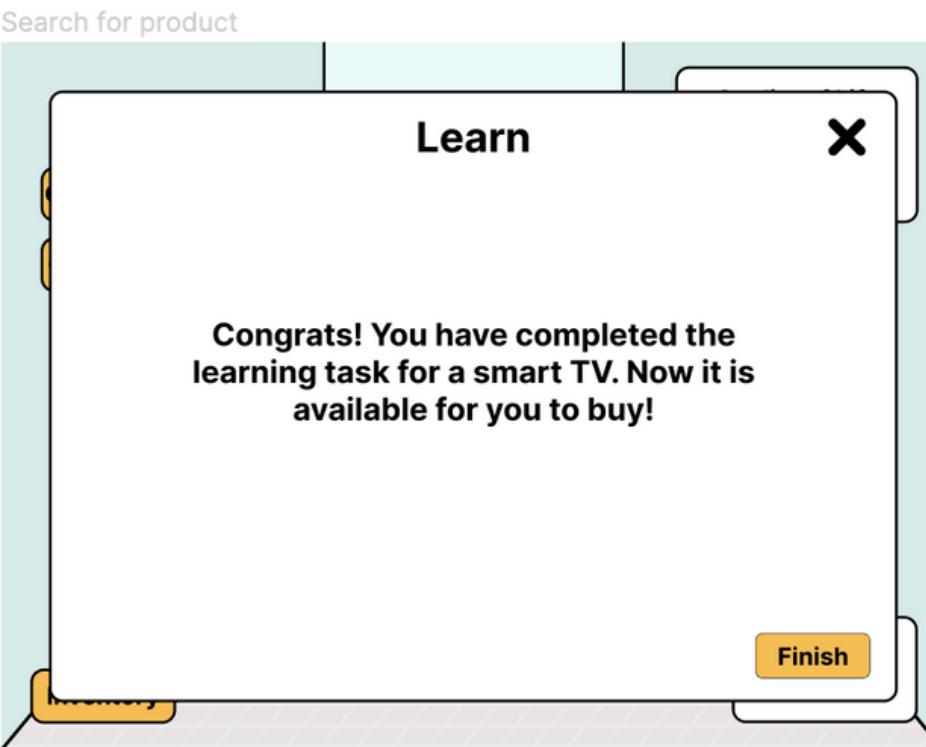
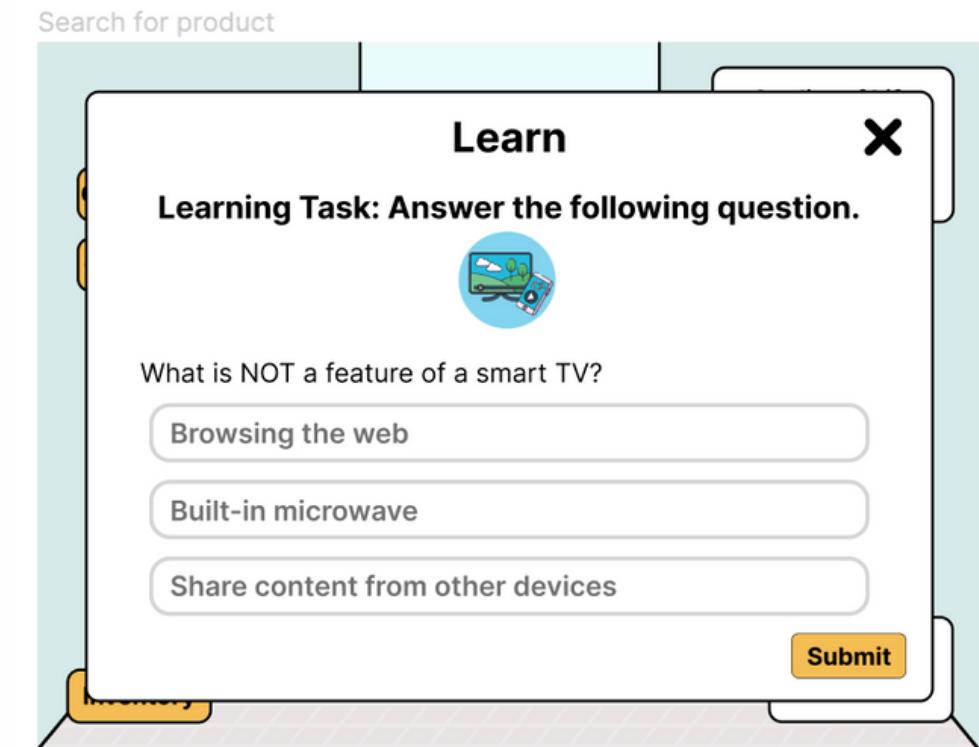
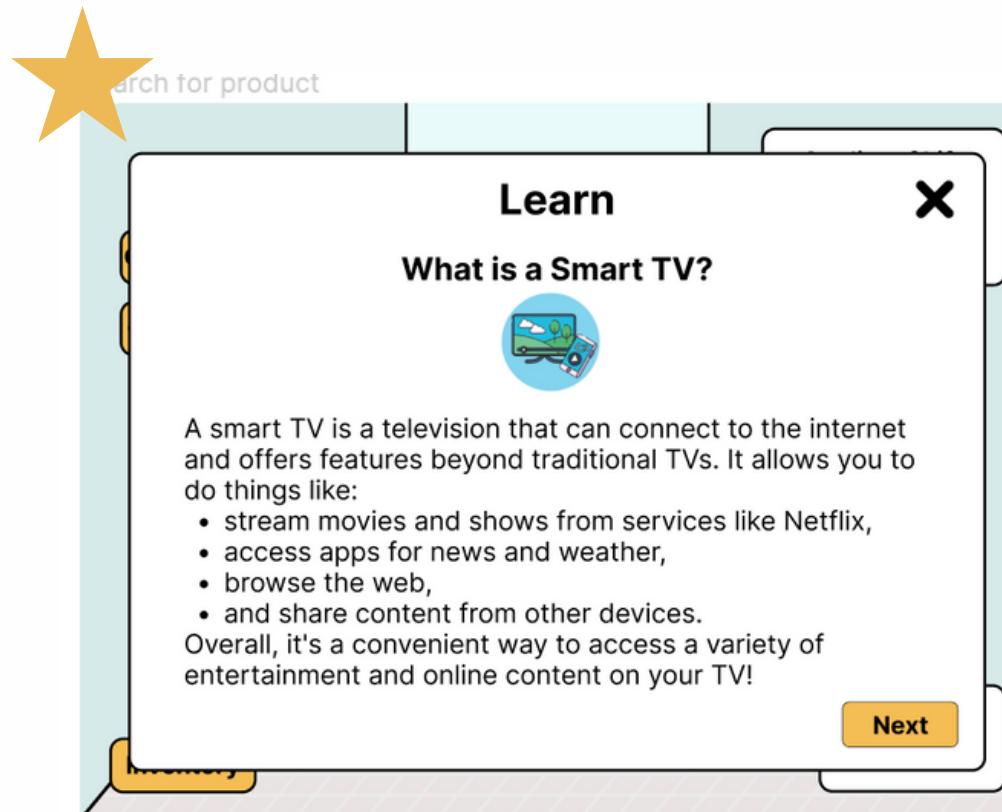
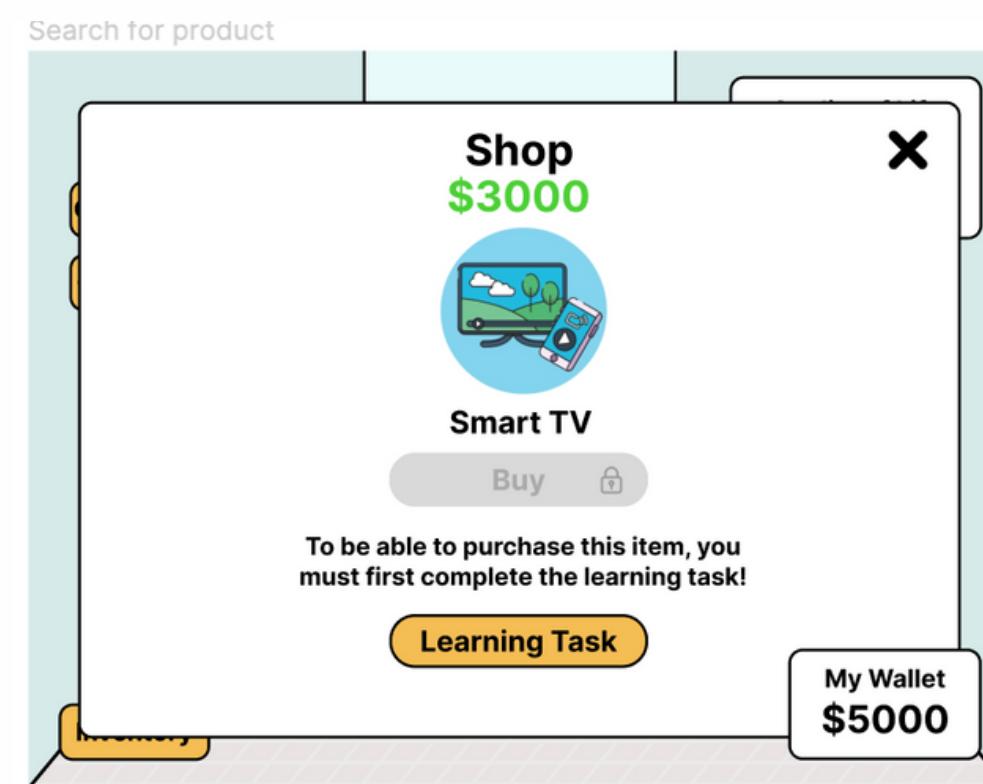
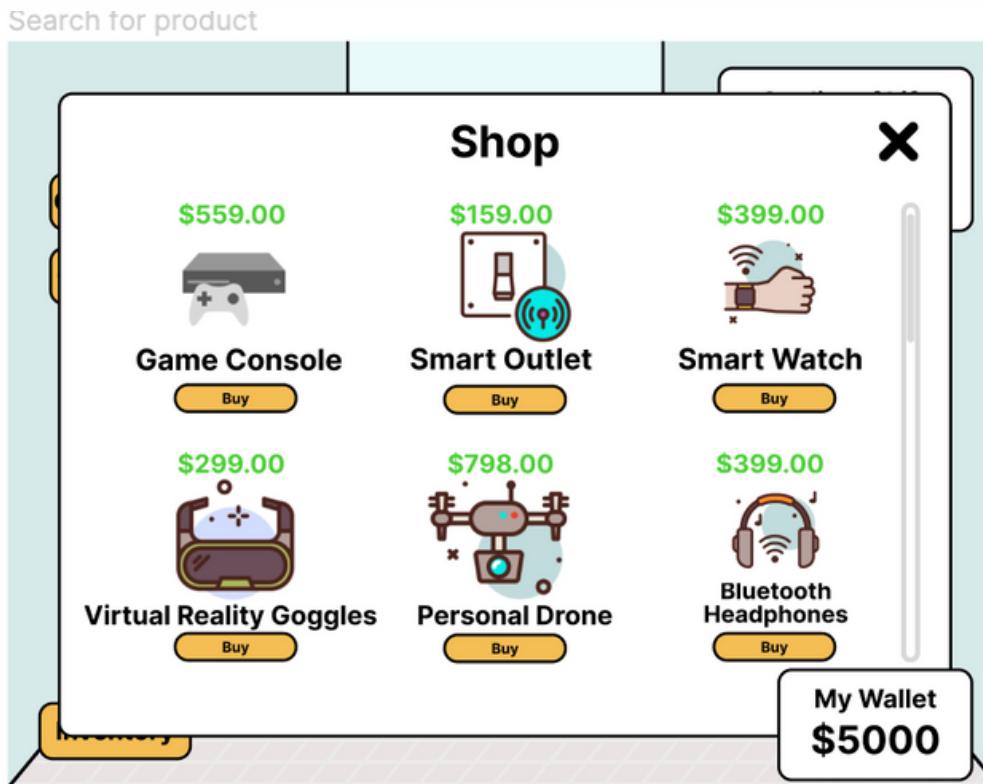
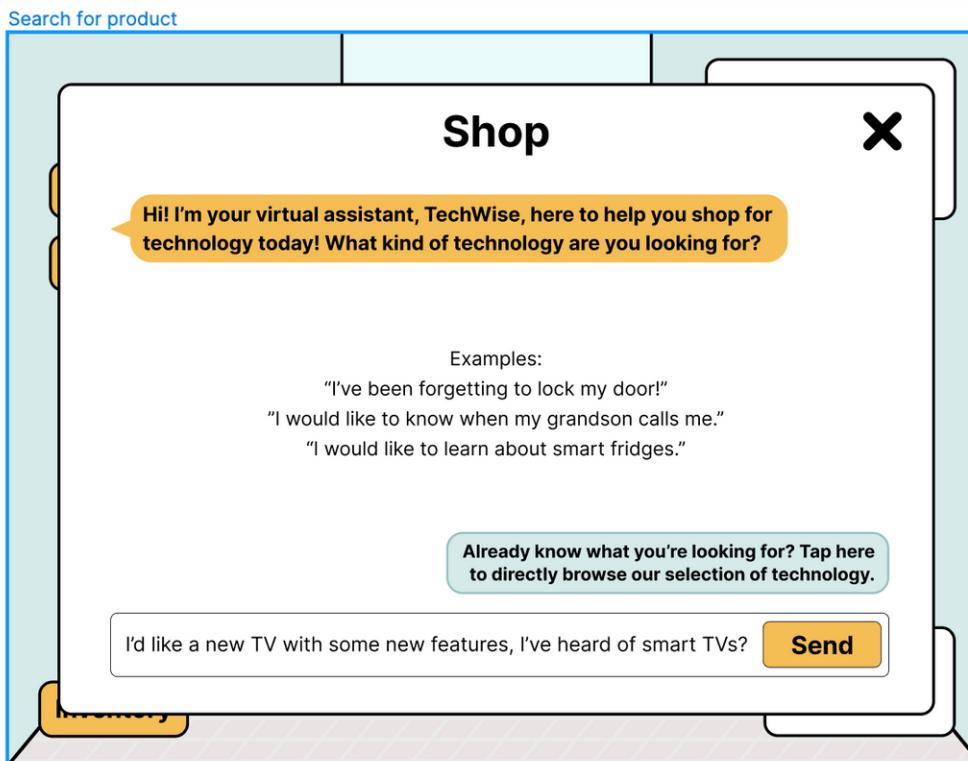
Feedback: educational aspect



Feedback: educational aspect



Feedback: educational aspect

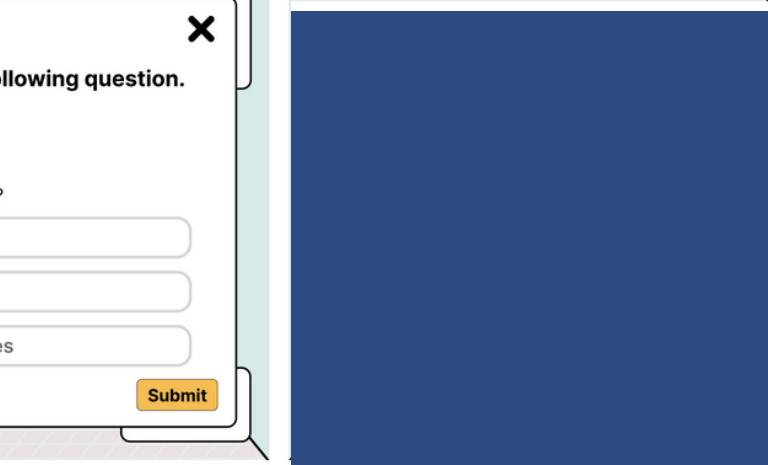
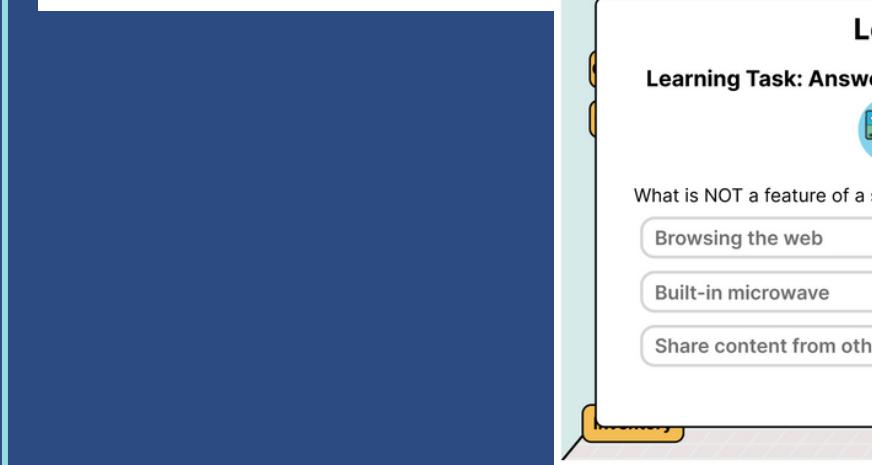
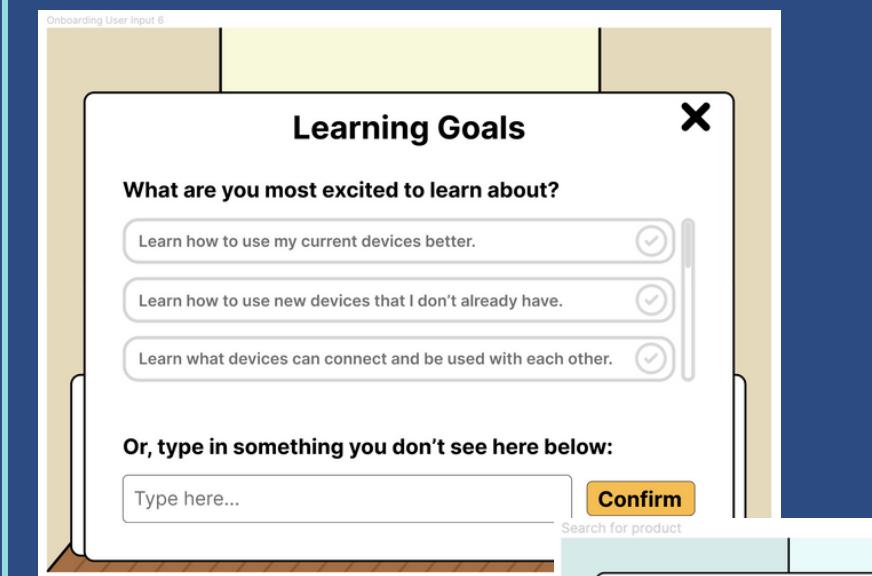
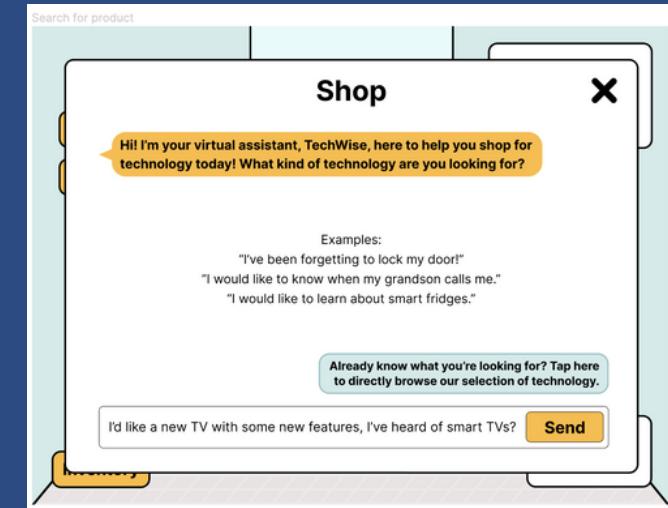
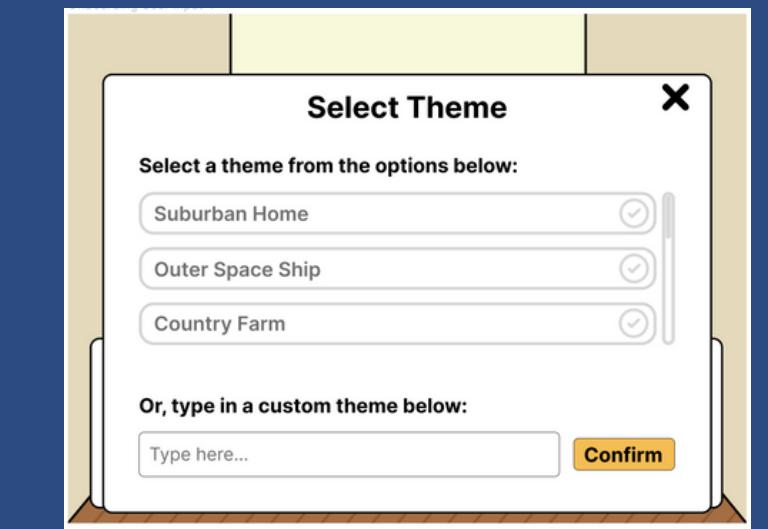


AI Application

Customized theme

Chat interface

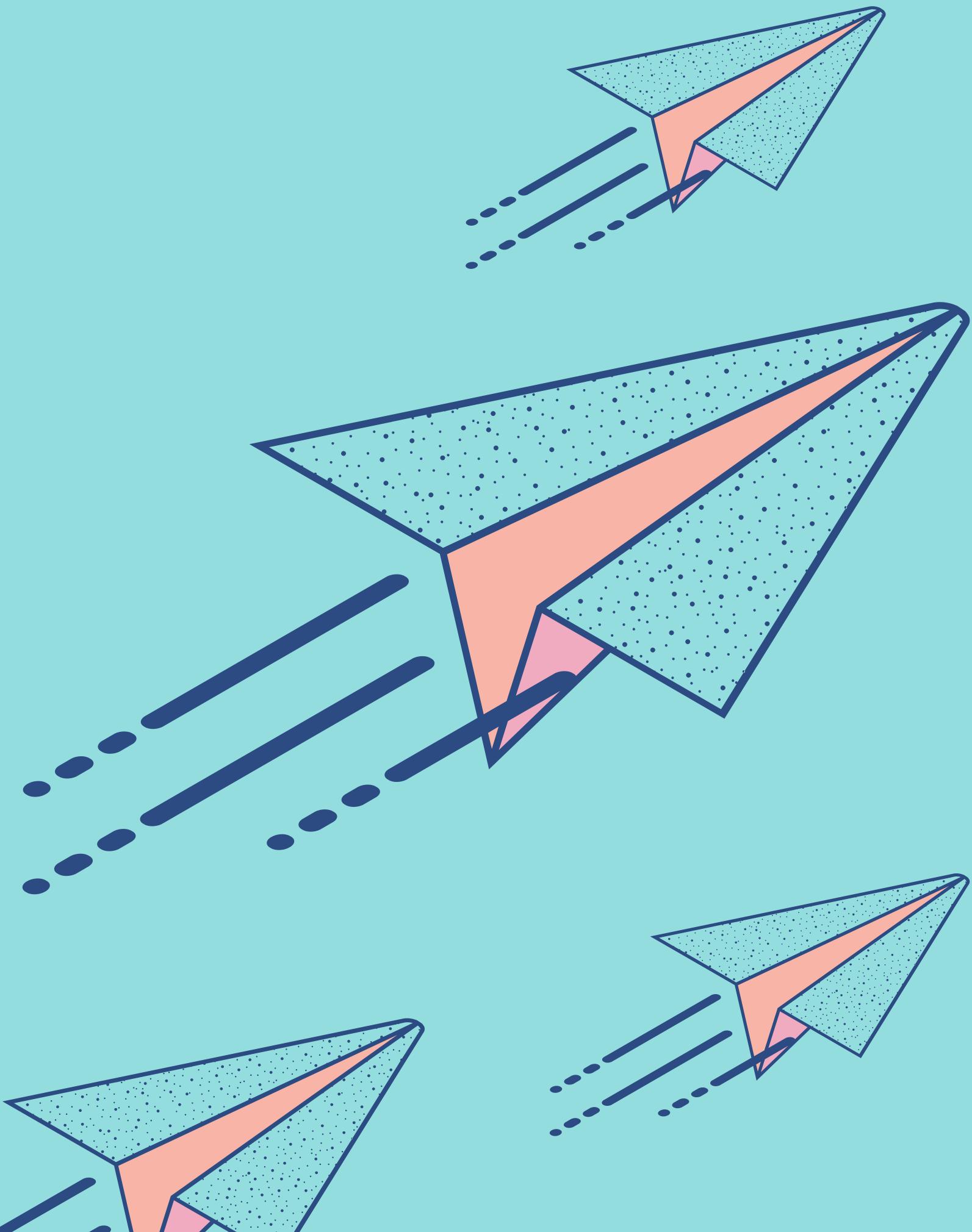
Customized education



Thank you!

Questions? Feedback?

We're curious about the two paths to education,
how to bring this education to the "real world"
more



Appendix

Discussion Guide

Introduction

Hi, thanks so much for your time and joining us today. I'm ____ and this is _____. Just to give you a little context on us, we're all in Designing Solutions for Global Grand Challenges together this quarter, and we're here to learn about how older adults approach technology education. This interview shouldn't take long and you're welcome to stop at any time.

Before we start, we're wondering if you are okay with us recording this interview and if you have any questions?

Great — let's start with a few background questions!

Initial Questions

- How old are you?
- How would you describe your experience with technology?
- What types of technology do you own?
- How do you feel about technology in general?
- Do you regularly enjoy playing games on your iPad or phone?

Background

Great, thank you for answering those questions! The purpose of this interview is to test a few interactions on an early prototype for an app we are working on developing. Currently, this is a rough prototype and some things don't work or aren't connected to anything. If that happens, we might ask you to imagine that it works or tell us what you think would happen if that area works.

The app we are working on is called TechWise, and it is a game that aims to teach older adults about technology. The premise is that you control a character who lives in a home and would like to install different types of technologies to increase their quality of life score. You can earn in-game coins by solving puzzles, you can use those coins to purchase technologies at the store, and you can install those technologies in your simulation home. These are the basic interactions that we would like to test through our prototype!

Procedure

To conduct this testing process, we will show the prototype screens through zoom. Pretend that these screens are what you see on your iPad screen as if you are playing the game, and please tell us where you would click or go and we will click to update the screen for you. For example, this is the starting screen (show starting screen). If we click on the "start" button, you can see that the screen changes to take us to another screen. Does that make sense?

Great, then we can get started with the tasks we'd like you to complete.

Tasks

Task 1: Onboarding

"To get things set up to play the game, imagine you must go through the process of onboarding. You come to the first screen and this is what you see. Try to go through this process, and please talk out loud as you go through the experience and share what you are thinking."

I

Task 2: Play a game to earn coins

"Imagine you want to go to work to earn some coins to buy a new piece of technology. You come to the first screen and this is what you see. Try winning some coins, and please talk out loud as you go through the experience and share what you are thinking."

Task 3: Purchase an item & learn about it

"Imagine you want to buy a new piece of technology, perhaps a smart TV because that is something you have heard about. You come to the screen and this is what you see. Try buying a smart TV, and please talk out loud as you go through the experience and share what you are thinking."

Task 4: Add the item to your home

"Now that you've purchased an in-game smart TV, imagine that you want to add it to your home now. You come to your home screen and this is what you see. Try adding the TV to your home, and please talk out loud as you go through the experience and share what you are thinking."

Wrap-Up

- What are your overall impressions of this app?
- Anything confusing?
- Anything you particularly liked?
- Any more thoughts about what we looked at today?

Alright ___, thank you so much again for your time today! That was the last of our questions. Do you have any questions or anything to add? Do you have anyone else that would be willing to or interested in talking to us?