

Questions/Concerns/Worries

TechWise is a medium-fidelity prototype designed with the aim of bridging the gap between older adults and modern technology. Our interactive, task-oriented platform hosted on Figma, though still under development, has shown promise during usability tests with participants aged 83, 85, and 83.

Our prototype is organized into four separate task flows: "Onboarding", "Shopping Flow", "Inventory Placement Flow", and "Work Flow". This structure enables users to explore each task individually. However, this approach has limitations; for instance, some buttons are task-specific and do not function across all flows. Additionally, state persistence issues were observed, such as the balance of virtual money not carrying over between tasks.

Also, the prototype currently offers a restricted set of options within a larger pool of potential choices, limiting user personalization. This constraint is primarily due to the medium-fidelity nature of our prototype; our final product would aim to offer a broader range of choices and provide a more personalized experience.

Participants provided valuable feedback during usability testing, with an emphasis on the need for real-world tie-ins. They expressed a desire to understand the real-world implications of owning and using the tech items in the game. For instance, what additional equipment or services (like wi-fi) would be necessary for a smart TV, or what requirements a laptop might have. Furthermore, they highlighted the need for enhanced accessibility features, such as speech-to-text and text-to-speech functionalities, to cater to different user needs and capabilities.

In light of this feedback, and given the prototype's current limitations, we are keen to explore avenues that address these user needs. However, we acknowledge the challenges. Since our plan does not include coding the product, introducing certain features, especially those related to state persistence and cross-task functionality, might be challenging.

Our aim is to integrate a foundation model and generative AI into the high-fidelity version of TechWise. This AI-driven approach could offer a tailored and adaptive experience, meeting users where they are, and facilitating a learning curve that aligns with their personal capabilities and pace.

However, marrying the desire for a more personalized, real-world experience with the capabilities of AI presents unique challenges. While AI can adapt and learn from user

interactions, it can be a challenge to accurately replicate real-world intricacies and scenarios. Achieving the right balance of gamified learning, personalization, and real-world tie-ins requires careful design, rigorous testing, and a deep understanding of user needs.

In conclusion, the usability testing results have been instrumental in providing us insights into user needs and the inherent limitations of our current prototype. While we have unique challenges ahead of us, the feedback from our elderly participants has paved the path for how TechWise can evolve to fulfill its aim – to educate older adults about technology in an engaging, personalized, and real-world relevant manner.