# P7: Experience Evaluation

## Part 1: Evaluation Plan

### Application Scenario

The app we are creating is aimed toward social workers for the purpose of promoting self-care. Social workers are often overworked and do not make time to care for themselves, even if it is something as simple as using the bathroom. All features of the app aim to encourage self-care, whether it is completing a self-care activity, connecting with coworkers, or managing a personal schedule.

### Task 1: Adding an emergent case to the day's schedule

In this task, the user adds an emergent case into their schedule. It asks the user to provide details about the task, including title, duration, scheduled time if applicable, location, complete by, and optional notes. The system then takes in this information to create a selection of possible new schedules based on this information. The user will swipe through the options before confirming their final schedule changes and is then brought back to the app's home page.

### Task 2: Performing a self-care activity in the app

In this task, the user completes a self-care activity when prompted by a notification on the lock screen of their phone. If an activity has not been done yet for the day, the user will be notified after a period of time, and opening the notification will take them to the health page. They are then prompted for the amount of time they have for the activity and the kind of activity they would like to complete. Upon choosing, the AI compiles a list of possible tasks fitting those requirements with a brief description of each, and allows the user to choose which one they want to do. If they have not completed a certain type of activity for a while, there will be a pop-up asking them if they want to try that kind of activity instead. After choosing yes or no, the user will then complete the task they chose and continue. They will then be told their response is recorded and be asked if they want to add comments or complete another activity. Selecting no will take them back to the home page, and their activity is completed.

### Task 3: Requesting an appointment with a coworker

In this task, the user attempts to connect with one of their coworkers through our app's workplace group area. This area allows a user to quickly find contact information for their coworkers where they can call, email, or request an appointment after navigating to their profile. This action will take the user to the coworker's profile page where they will find a brief description, picture, and schedule of other workers. From this screen, our app provides three icons, two of which directly contact the user through the phone's operating and email systems. The other icon is a calendar and clock that will allow the user to request an appointment with their coworkers through the app's AI. Selecting this icon navigates the user to a seperate scheduling page where the AI views both schedules and provides different options based on each user's availability. Upon selecting the requested schedule, a button prompt towards the bottom will light up and allow the user to request that meeting time. Pushing request returns the user to the main workplace screen. The user will have to wait for a notification from their coworker, either confirming or denying the appointment. This notification will directly take you into an Appointment Request page that will alert the user of their co worker's decision. If a scheduled time is accepted, a confirmation message appears with an option to add that appointment directly to the user's calendar with the system's AI. This will return the user to the Home menu. If a request is a denied the user can navigate back to home via the back keys.

## Participants

The participants were college students aged 19 to 23 years old. Three of the four students are in technology/design fields. They interact with technology very regularly, so they have strong ideas about what apps/technology and design should look like. The fourth is a Geology major who has minimal interactions with technology. None of the participants have experience with social work, so the lifestyles and circumstances of social workers had to be thoroughly explained.

Participant 1: The first participant is a Geology major. In his personal life, he has a Facebook account but only uses it when necessary (e.g. keeping up with his RSO and other members). He considers himself to have only basic knowledge of smartphones and technology.

Participant 2: The second participant is an intended Design major. She is a freshman so she has not had much experience with design in a technical setting, but she draws a lot during her own time. She also uses many kinds of social media like Facebook and Instagram, and has a secondary Instagram account for posting her art. She has also worked on designing posters and flyers advertising her RSO.

Participant 3: The next participant is an Informatics and Art major who has a lot of experience with making apps and design. Although she has been in college for more than four years, art and design has been part of her education since she started college. She has completed an animation capstone and hopes to work in video game design. She regularly uses social media such as Facebook, Instagram, and Twitter, and has a secondary Instagram account dedicated to posting her art.

Participant 4: The final participant is a Computer Science major. He has used various programs and technologies since high school, but does not consider himself to be especially knowledgeable in user-centered design. He regularly uses social media such as Facebook and Instagram.

# Part 2: Simple Evaluation

## Motivation
Our motivation for conducting an evaluation for our paper prototypes is to better understand how our users will interact with our app. We want to understand how intuitive it is to perform certain crucial tasks based on our current design so that we can continue to redesign and improve our product. Our participant feedback and observations will allow us to make positive changes regarding design, functionality, and overall experience.

## Process
### 1. Context for App and User
We started the evaluation by explaining the role of our users. In order to understand the purpose of our app, they must understand the stress of a career in social work. They often do not take care of their own health because of the heavy workload, and as a result, often burnout after a few years. We then explained the purpose of our app to help combat this. We use an AI to help child social workers manage both their schedules and their personal health. By prioritizing tasks, connecting with other social workers, and completing self-care activities, our goal is to improve their daily routine. Although data on our participants in this evaluation is also important, it was unnecessary for us to conduct a pre-observation interview because we knew them and their habits prior to the evaluation.

### 2. Task Completion and Observation
In this phase, we explained the purpose of each task to our participant and asked them to complete the task with as little assistance as possible. We would prompt them which choice to pick when a screen had multiple options and would be considered a users personal preference, and not crucial to the completion of the task.

### 3. Participant Feedback
Before the participants started the tasks, we kindly asked the participants to "think out loud" as they reacted to what they were seeing. Sometimes after gauging their response during the tasks, we gave them a few reminders. After completing all tasks, we asked participants about what they found confusing or strange, what could be improved, and any suggestions they had.

**Findings**

Finding #1: Positives

Our participants had a lot of good things to say about our app. All of our participants completed their tasks without getting stuck or asking questions, and most of them did so relatively quickly. We found that our back and continue buttons at the bottom were very clear, and the users often would continue to the next page without being prompted. One of the users told us that the interface was similar enough to existing apps so that it could be easily navigated through. Lots of buttons were clear, like the add button and Jim's profile under the workplace page. The participants all gave us plenty of positive feedback with their critique.

Moving Forward: Staying Intuitive with Less Words

We want to continue to stay consistent with other apps so that new users can easily navigate our app. However, we would like to reduce the number of words and descriptions, and use more symbols or pictures. For example, at the bottom of each page we have an arrow that reads "back" and an arrow that reads "next". Ideally, we'd like to replace these with wordless arrows or other intuitive symbols so our user doesn't have to do as much reading and the page is quick and easy to skim.

Finding #2: Labelling

We aim to have more balance between informative labels and clean design. Our app tries to incorporate many features that we believe associate with each other and are all core to a worker's self care. What we found out through testing was that although all users completed each task successfully, our labels did not give them complete confidence in their actions; this was conveyed in their thinking out loud with comments such as, "I don't know know if this is right." One user explicitly stated that he would prefer more labels paired with icons, more text-heavy descriptions, and more space for important interactions with the interface.

Moving Forward: Changing Labels

Overall, we are designing for users at an intermediate level. We recognize that the participants do not accurately represent the ones we are designing for. With the numerous features of our app specific to our user group, we understand that realistically there will be a slight learning curve in completing certain tasks. However, we still want to maintain a clean design, and combining labels with icons may convolute the design. With this in mind, we will continue to consider different methods of labelling for a feasibly smooth experience to minimize this.

Finding #3: Icons

Similar to our findings about labelling, all users expressed uncertainty at some point regarding our icons. It was conveyed in what they said out loud and the time it took for them to find the correct button. More specifically, the workplace icon (signified by a briefcase) in the navigation bar caused the most controversy. Office, travel, and shopping were all mentioned in response to seeing the icon, while our intention was to represent the workplace section of the app with the purpose of connecting coworkers. (We do recognize, however, that the confusion could have been the result of unclear hand drawing.) Lack of differentiation also came up as an issue for icons—some lines between functions and their icons were blurred in the eyes of our participants. For example, in the process of completing Task 3, a user expressed that they thought the calendar icon would be associated with adding a schedule, but then corrected herself explaining that the add button made her change her mind.

Moving Forward: Adding Text or Changing Icons
We realize that the confusion about icons could have been because the prototype was hand-drawn; perhaps icons would have more clarity if they were digital and had color. For some specific cases, we will consider changing icons to communicate their functions, especially the briefcase icon. To clear up confusion about what our icons could potentially mean, we could add a word/phrase under it to explicitly states what it represents. We could add text to all the icons in the bottom bar menu, similar to other existing apps. This way, the briefcase would be labelled with "workplace" so there would be less confusion on what it is/what it represents. Another option is to change our icons so that they are more intuitive. For example, we could change the briefcase to be a laptop or the picture of the company that the user's company uploads, so that users perceive it as a workplace icon without text. Another icon that could be made clearer was the circular add button on the home page. Participant 1, the man who said he does not have a lot of experience with technologies, suggested that we add a full bar instead of a small circular button.

Finding #4: Feedback
As we were constrained to using low fidelity paper prototypes, feedback was something that was not prioritized in our testing, nor could it be expressed as clearly and quickly as a functioning app. As a result, many users did not have confidence that they were doing the correct actions even with the labels and narrated tasks. Some expressed that they would like to know that our app accepted their action.

Moving Forward: Making Feedback a Priority
We plan to incorporate response into every action. This can be achieved through shading/color manipulation to give the user confidence that their actions are being

registered. Overall, we want to strike a balance between affordances and feedback for the most streamlined experience without making the app too busy or decorated.