DiarWe: Interactive Medium-Fi Prototype

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Team DiarWe

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Value Proposition

Interactive journaling to **connect, share,** and **learn** between generations.

Problem + Solution Overview

Problem

People are all, in some capacity, part of some intergenerational relationship. Whether it's grandparents with grandchildren or parents with children, **miscommunication** and **disconnect** are prevalent due to generational differences in slang, pop culture, technology, historical events, etc.

Solution

To reduce these barriers, we aim to **bridge** these generational gaps through **interactive journaling** – harnessing **deeper connections** and facilitating **personal learning** experiences through sharing first POV reflections.

01.

Values in Design

Human Connection

Empower stronger relationships and facilitate a sense of intimacy between distant generations

Intuitiveness

Have a simple interface with self-explanatory navigation to facilitate smooth task flows

Accessibility

Allow users to customize their experiences when interacting with DiarWe based on their needs (ex. toggle larger font)

Privacy

Offer agency over how much users want to share about themselves on the platform

Value-Aligned Features

Human Connection

- Ability to **add friends** and view their profiles
- Feature to **share + send** entries with interactive features, such as audio recordings, photos, and songs
- Ability to **comment + react** to others' journals

Intuitiveness

- **Simple navigation bar** at the bottom
- **Extra big, circular plus icon** centered at the bottom navigation bar to highlight the journaling feature
- **"Helper captions"** that clarify the purpose of certain icons

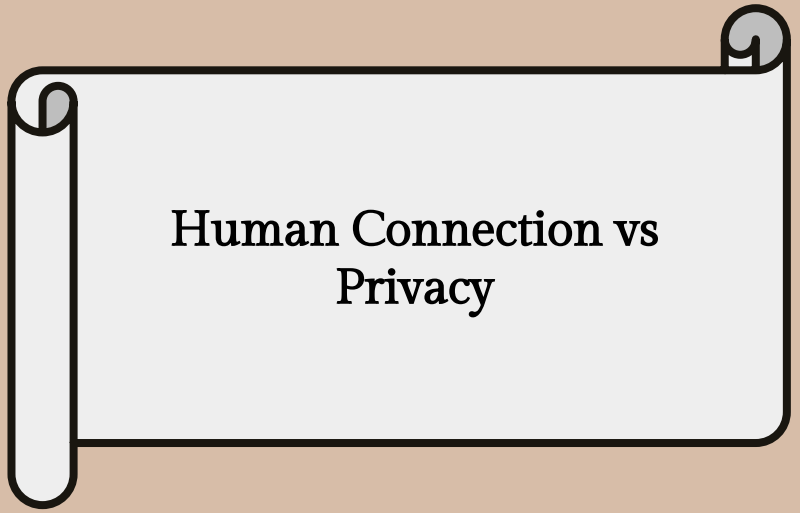
Accessibility

- Compatibility with iOS settings to **enlarge fonts**
- **Larger button designs** for clickables
- **Easy access** to an **archived calendar** view of past journals to revisit and reflect

Privacy

- Ability to **skip parts** of the journal that they **don't wish** to share about
- Freedom to share **as little or as much** as they want for any journal prompt
- Choice to share journal with **all** friends, or **select** friends

Value Tensions



One of our primary goals for DiarWe is to create deeper connections between individuals through shared journaling. However, in order for this connection to be built, users must be willing share and respond to prompts on the platform. Therefore, there exists a tension between human connection and privacy, as connection requires a degree of transparency, but we also give users full agency as to how much they wish to share on the platform.

02.

Revised Tasks

Revised Tasks

Simple

Read + react to other's journal entries

Moderate

Create a journal entry with elements of a user's choice

Complex

Create + view a customizable "vault" of past journals with others where users can group journals by theme

Former Tasks

Simple

Create a journal entry consisting of only text or audio

Moderate

Create a journal entry with images and songs

Complex

Read + react to other people's journal entries

Rationale for Revision

- We decided to **merge** our simple and moderate tasks into one task, as they had overlapping and interrelated functionality.
- Based on expert feedback, we made our former complex task ("Read + react to other people's journal entries") our **new simple task**, and made our former simple task ("Create a journal entry consisting of only text or audio") our **new moderate task**.
    - This is because reading other's journals is likely the feature that will be **most frequently used**, followed by creating a journal of your own.
- To emphasize our app's mission to bridge generations, we created a **new complex task**: Create a **customizable** "vault" of **past journals** with others where users can group journals by theme.

03.

Usability Goals & Key Measurements

Discoverable

Rationale

Accessing features on DiarWe should be **intuitive** and **discoverable**, especially when considering the older generations

Key Measurement

Counting the number of main features of our app that participants successfully discover

Results

- **3** participants were able to discover **6/6** features
- **1** participant was only able to discover **5/6** features

Learnable

Rationale

App should be **intuitive** enough so that users gain app **fluency** through repeated interactions

Key Measurement

Timing how fast participants can successfully navigate to certain features of the app

Results

- Participants were able to navigate through the app **faster** the second time around
- Older participant struggled with speed however

Discoverable

Findings

- The feature that our test users had the most difficulty discovering was the mailbox icon on the homepage (which leads to the user's feed)
- Users **did not realize** that the mailbox icon was clickable

Takeaway

- We must make it **clear** to the user as to what is clickable, perhaps through color, captions, and/or special effects

Learnable

Findings

- Despite the users having already navigated through the process of creating a journal entry, it **still took a bit of time** for some users to re-navigate due to the amount of different screens that are involved in creating a journal

Takeaway

- As the process of creating a journal includes multiple parts (voice/text, picture, song), we must **aid users** in navigating through the series of steps and buttons that allow them to complete a journal

Progress Towards Usability Goals

"You've got mail" caption to clarify that the homepage mailbox is clickable

Made "Home" footer icon more clear + identifiable

Added "Tap to Record" caption to record a voice memo journal entry

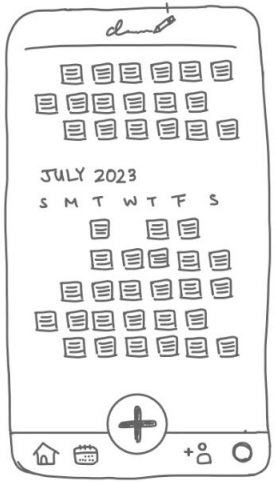
"Press to take photo" and "Click here to select a photo from your library" helper captions

"Edit" button on the journal summary page right before uploading

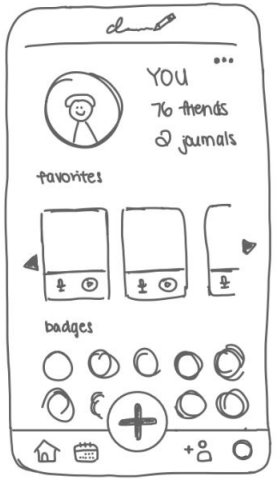
04.

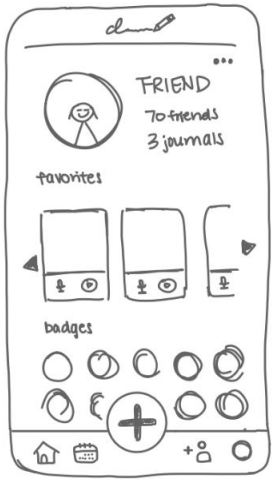
Revised Interface Sketches

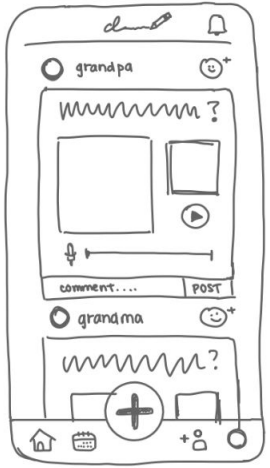
Hello, _____ !
you've got mail!


JULY 2023
S M T W T F S

add friends
CONTACTS
granny smith ADD
sally ride ADD
aaron chow ADD
emma sum ADD
ellen norpang ADD
RECOMMENDED
kate lee ADD

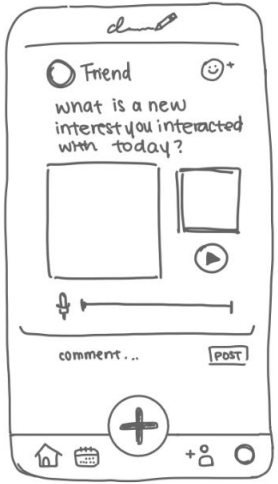

YOU
76 friends
9 journals
favorites
badges


FRIEND
76 friends
3 journals
favorites
badges

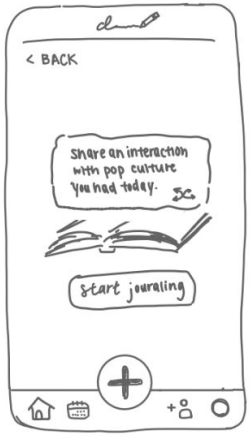

grandpa
comment....
POST
grandma

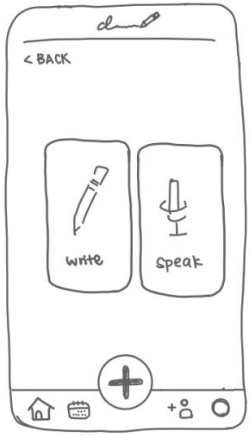
my friends
mike can
coca cola
hello there
me too
ryan cai
audrey casey

You
edit
share an experience relating to pop culture.
Comments

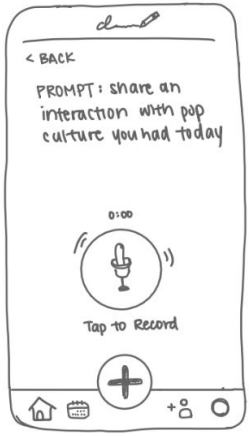

Friend
what is a new interest you interacted with today?
comment...
POST

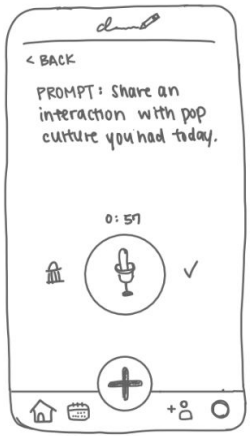
pick a prompt

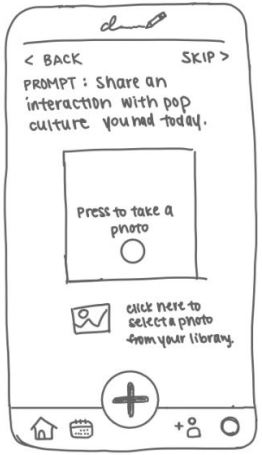

< BACK
share an interaction with pop culture you had today.
start journaling

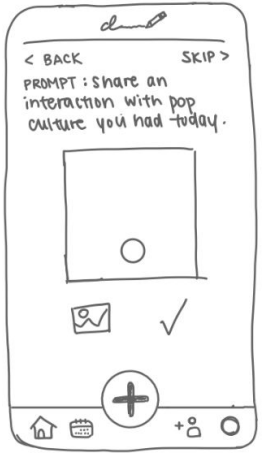

< BACK
write
speak

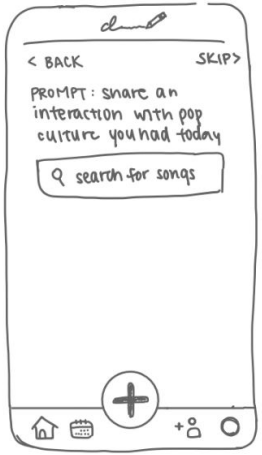
< BACK
PROMPT: share an interaction with pop culture you had today


< BACK
PROMPT: share an interaction with pop culture you had today
0:00
Tap to Record

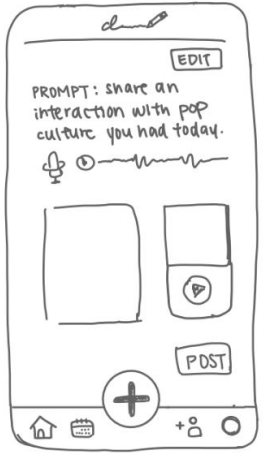

< BACK
PROMPT: share an interaction with pop culture you had today.
0:57


< BACK
SKIP >
PROMPT: share an interaction with pop culture you had today.
Press to take a photo
click here to select a photo from your library.


< BACK
SKIP >
PROMPT: share an interaction with pop culture you had today.


< BACK
SKIP>
PROMPT: share an interaction with pop culture you had today
search for songs

< BACK
SKIP>
PROMPT: share an interaction with pop culture you had today
SONG

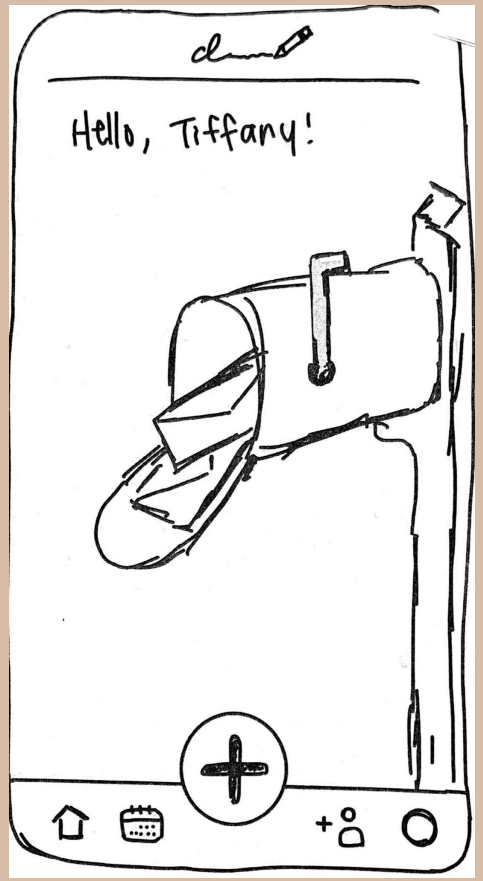

EDIT
PROMPT: share an interaction with pop culture you had today.
POST

back to home

UI Change #1

Home Button

- The revised home button, with the little door feature, no longer looks like an upload button and clearly depicts a house (improves discoverability)

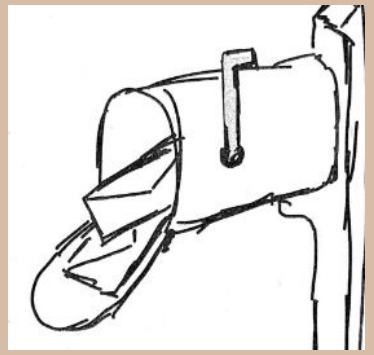


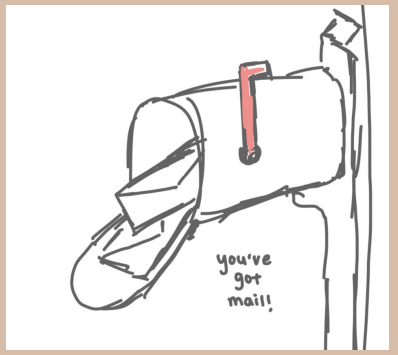
BEFORE → AFTER

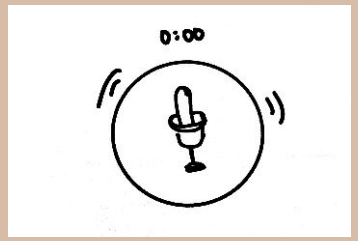
UI Change #2

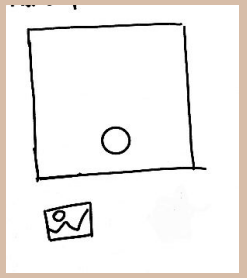
Helper Captions

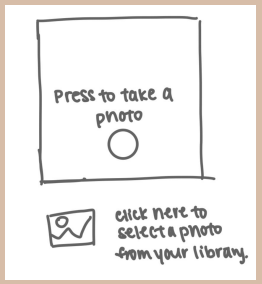
- Added helper captions throughout the app to increase learnability









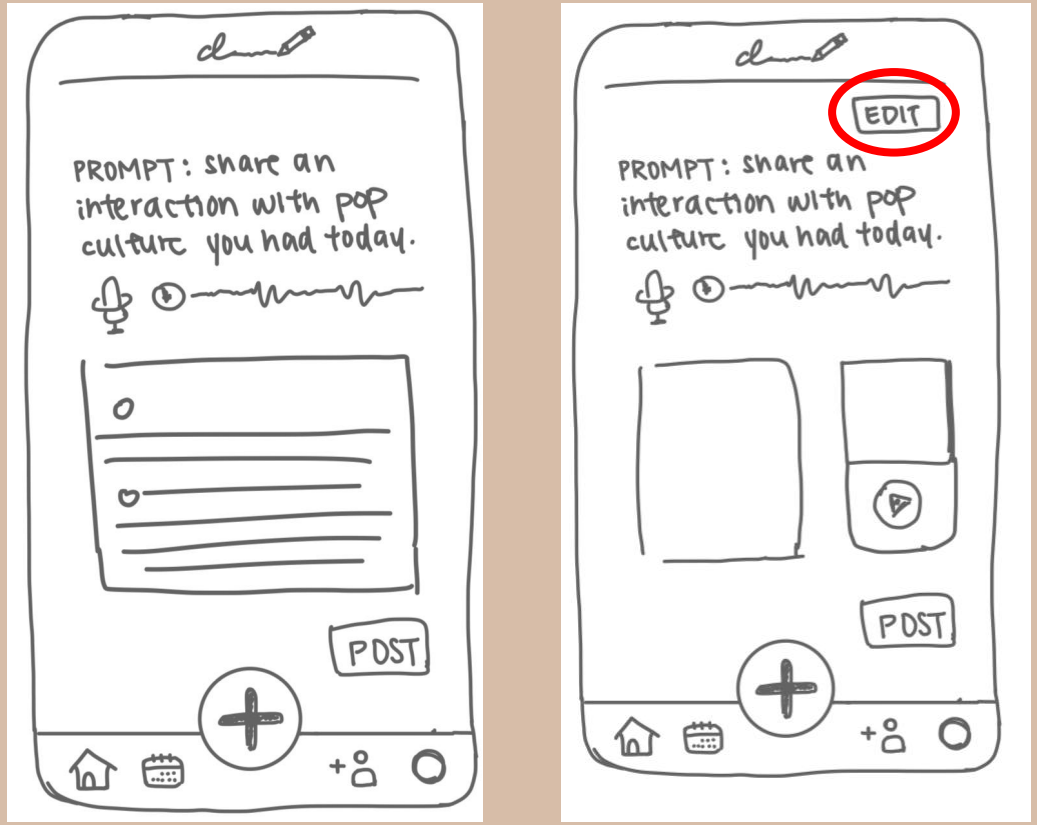


BEFORE → AFTER

UI Change #3

Edit Button

- An edit button before posting to minimize back/next button navigation and increase flow efficiency of journal creation

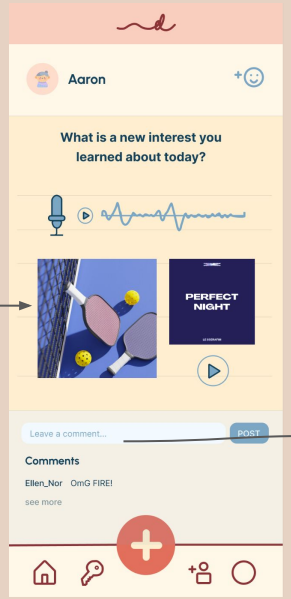


05.

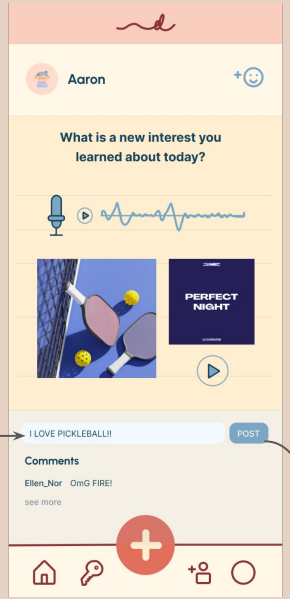
Medium-Fi Task Flows

Simple Task: Read + react to other's journal entries

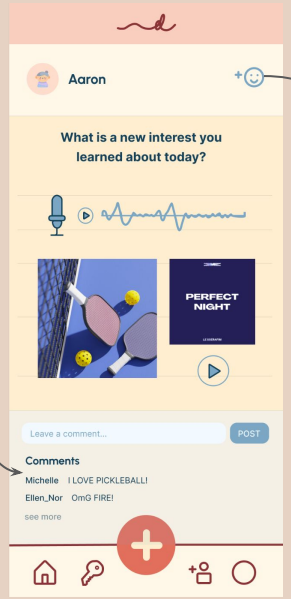
Home screen. User taps mailbox to view feed.



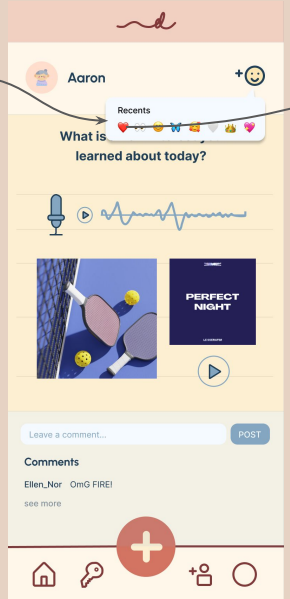
User views journal entry of a friend. Can react and/or comment on the friend's journal.



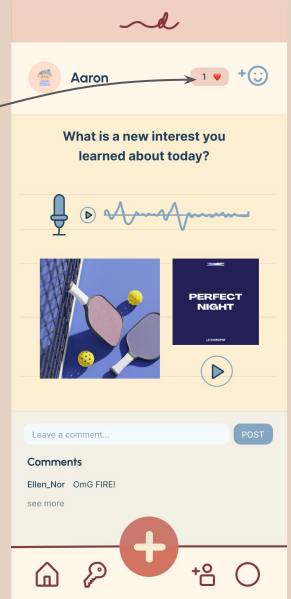
User types + posts a comment in the comment text box.



User clicks on the react icon in the top right corner

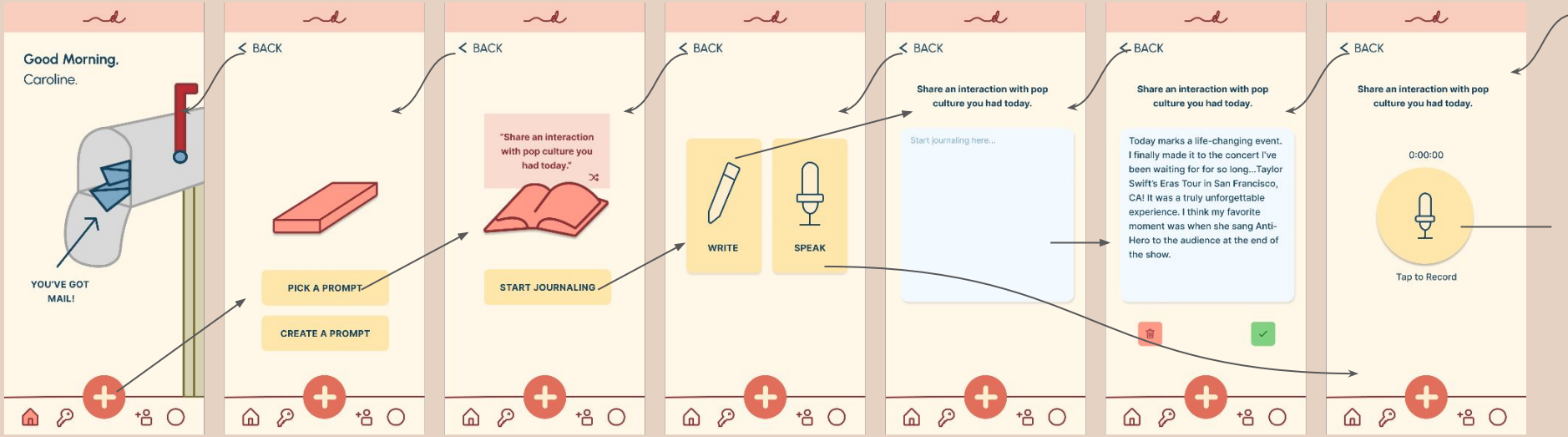


User sees various options for reactions and chooses one.



Reaction appears at the top of the friend's journal.

Moderate Task: Create a journal entry with elements of a user's choice



Home screen. User taps plus to create a new journal entry.

Pick a prompt to write.

Can shuffle to a new prompt or start writing.

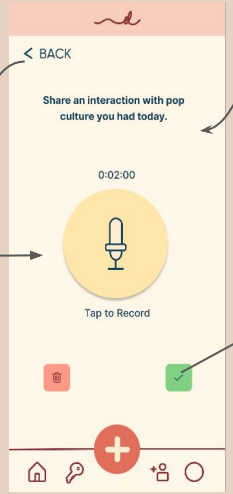
Choose to write with text or record.

Start writing.

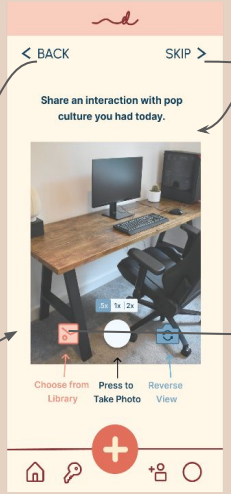
Choose to delete or save the current entry.

Tap on recording button to start record.

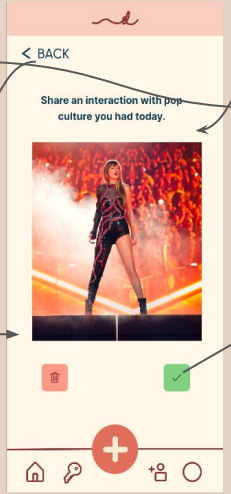
Moderate Task: Create a journal entry with elements of a user's choice



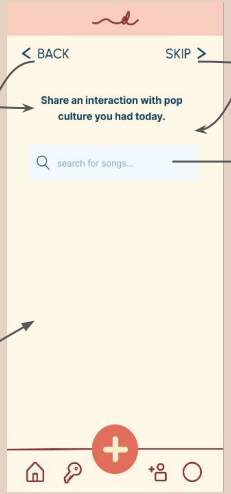
Choose to delete or save the current recording.



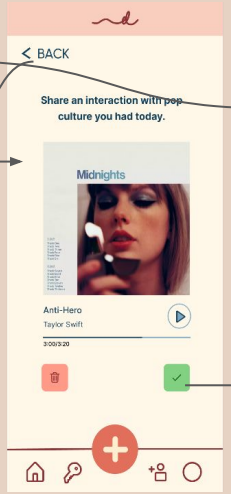
Choose a photo that matches with the prompt, with the option of taking picture or uploading photo from photo library. Or choose to skip.



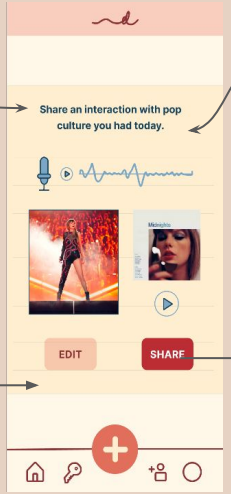
Delete current photo or save.



Pick a song that matches with the prompt, Or choose to skip.

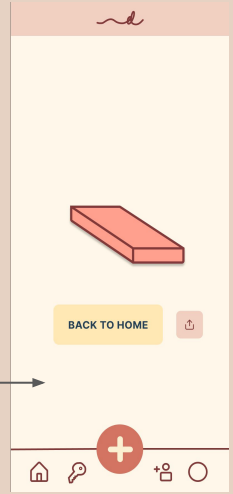


Delete chosen song or save.



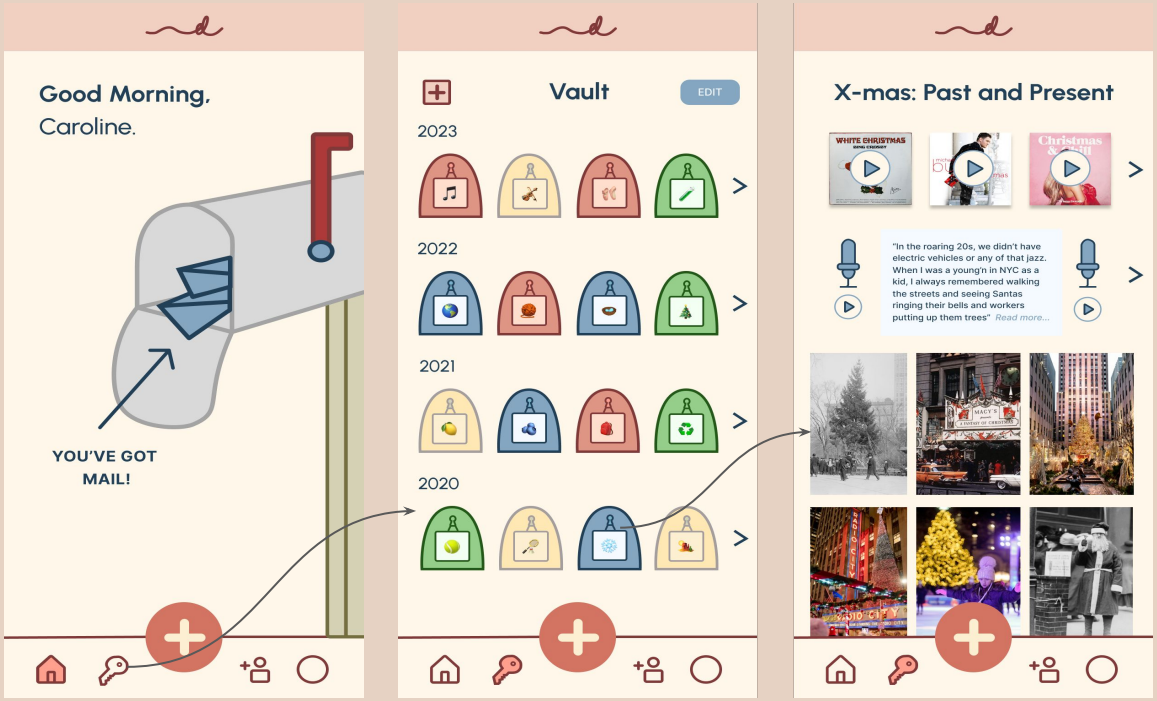
View the summary of journal entry.

Can choose to share journal with selected friends.



Journal complete! Can return to home page.

Complex Task: Create + view a customizable "vault" of past journals with others where users can group journals by theme



Home screen. User taps key icon at the bottom to view their Vault.

View gallery of collections of past journals, grouped by customizable theme

View themed collection, with archived voice/text memos, pictures, and songs

06.

Prototype Implementation

Prototyping Tool — Figma

Pros:

- Easy collaboration amongst team members
- Flexibility for developing design systems
- Ability to simulate a mobile user experience

Cons:

- Inability to determine how well our interface would display on different device types
- Posed a learning curve; may have missed unfamiliar features

Limitations

No Typing or Recording Ability

While typing up and recording entries is a core element of our UX, the prototype has **no ability to type or record an entry** at the moment.

No Music Library

While sharing a song is a core interactive element integrated in our prototype, there is **no search engine implementation** at the moment to access songs and externally link a music library.

No Camera Capability or Photo Library

While sharing a real-time or past photo is a core interactive element integrated in our prototype, there is **no way of snapping a real-time photo** or **accessing a pre-existing photo library**.

Wizard of Oz Techniques & Hard-Coded Features

Journal Archives Feature

When users view their personal journal archives via vault, they see existing journal entries on their profile despite using the app for the first time.

Journal Creation Process

Instead of allowing users to write, record, or upload images/songs, the content automatically appears on the interface after the buttons are clicked, as if the users have completed the actions.

Friends & Journal Reaction

To simulate the interaction elements of the app, we provided pre-existing friends along with their corresponding journal entries that users can react to. In reality, users would have to create their own journal entries, add friends, and would only be able to react to others' journals if their friends have posted new entries.

[Figma Link]

THANK YOU!

We hope you
enjoyed our presentation!