

The logo features the word "NEAT" in a bold, black, sans-serif font. A yellow outline of a house roof is positioned above the letters, with its peak centered over the 'N' and its base extending from the left side of the 'N' to the right side of the 'A'.

NEAT

A solution for every home

TEAM

Doaa Alsharif - Visual Designer

Yoanna Dosouto - User and Usability Researcher

Siddhartha Gorti - Project Manager and Writer

Andrew Tat - Designer and Editor





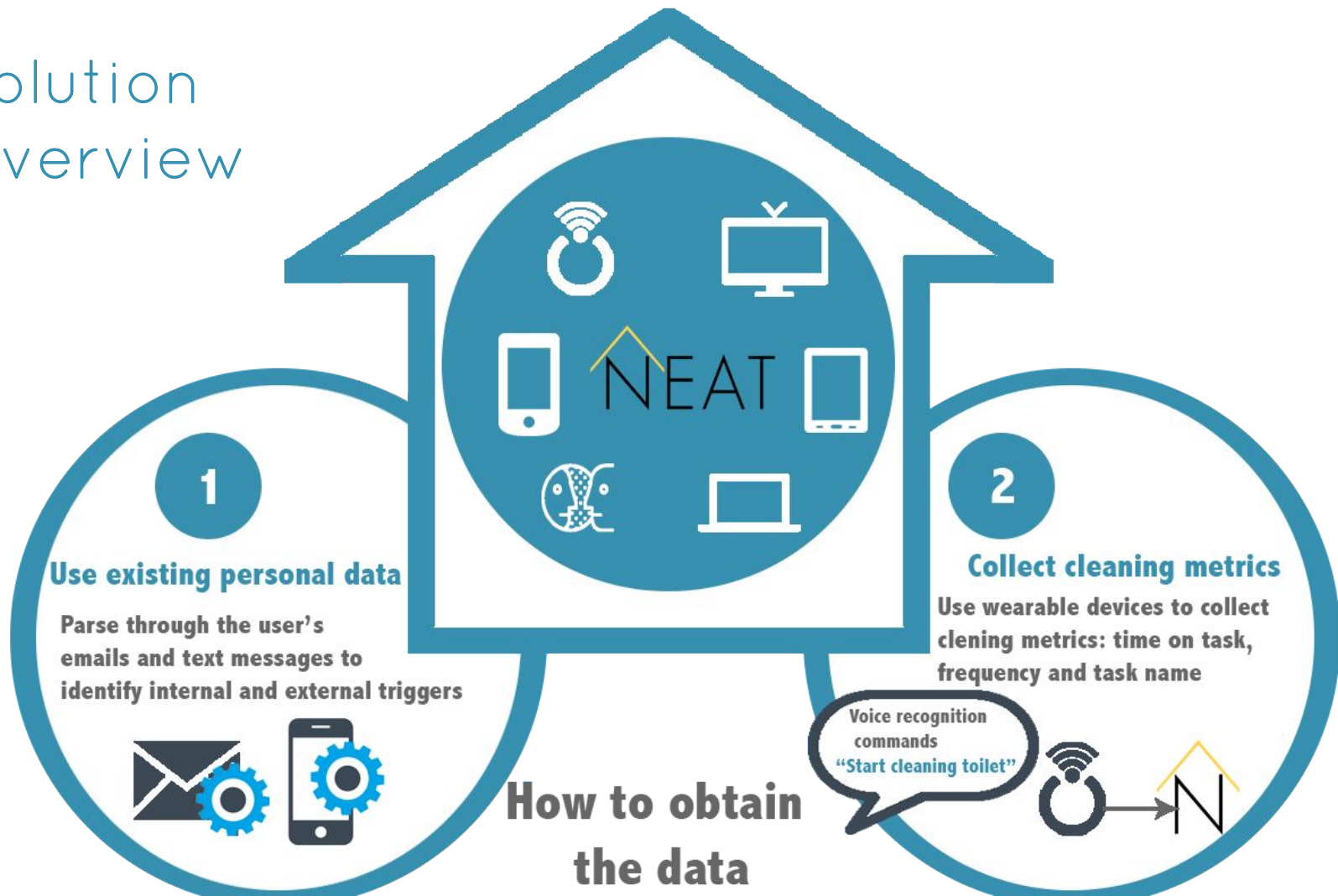
A close-up photograph of a man with dark hair and a light beard, wearing a grey t-shirt and bright yellow rubber gloves. He is leaning forward, looking directly at the camera with a slight smile. His hands are resting on a light-colored wooden surface, as if he is cleaning or working on it. The background is softly blurred, showing what appears to be a bookshelf and a lamp in a home setting.

MEET DAVE

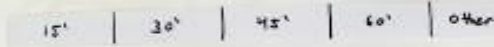
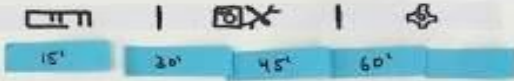
28 Year Old
Surgery Resident
Working 10 to 16 hour shifts

Source: <https://gayswithkids.com/wp-content/uploads/2015/03/guy-cleaning.jpg>

Solution Overview



INITIAL PAPER PROTOTYPE



7 Days Ago	Vacuum Bedroom	15'
8 Days Ago	Change Bedsheets	10'
8 Days Ago	Dust Surfaces	10'
5 Days Ago	Clean Floor	15'
15 Days Ago	Mop Floor	15'
16 Days Ago	Clean Windows	15'

Cleaning Chores before mom arrives		
Today	Clean bathroom sink	10'
Tomorrow	Clean toilet	15'
Tomorrow	Mop living room floor	20'
Tomorrow	Clean kitchen countertops	10'
Friday	Change Sheets	5'

Dear Sid,

Did you know that regular vacuuming can keep allergens under control and improve air quality?

Let Neat show you what you can do in just 15 mins so that you can have a clean home.

Neat



Mom is coming in 2 days

See chore plan



See chore plan



TV

Sham-
Wow

Call: 1-800-444-3456

4 ez payments of
147.73^{+SP}

Dear Sid,
Did you know that
regular vacuuming can keep
allergens under control
and improve air quality?
Let Neat show you what
you can do in just 15' mins
so that you can have a clean
home. Neat





How much time do you have to clean?



15'

30'

45'

60'

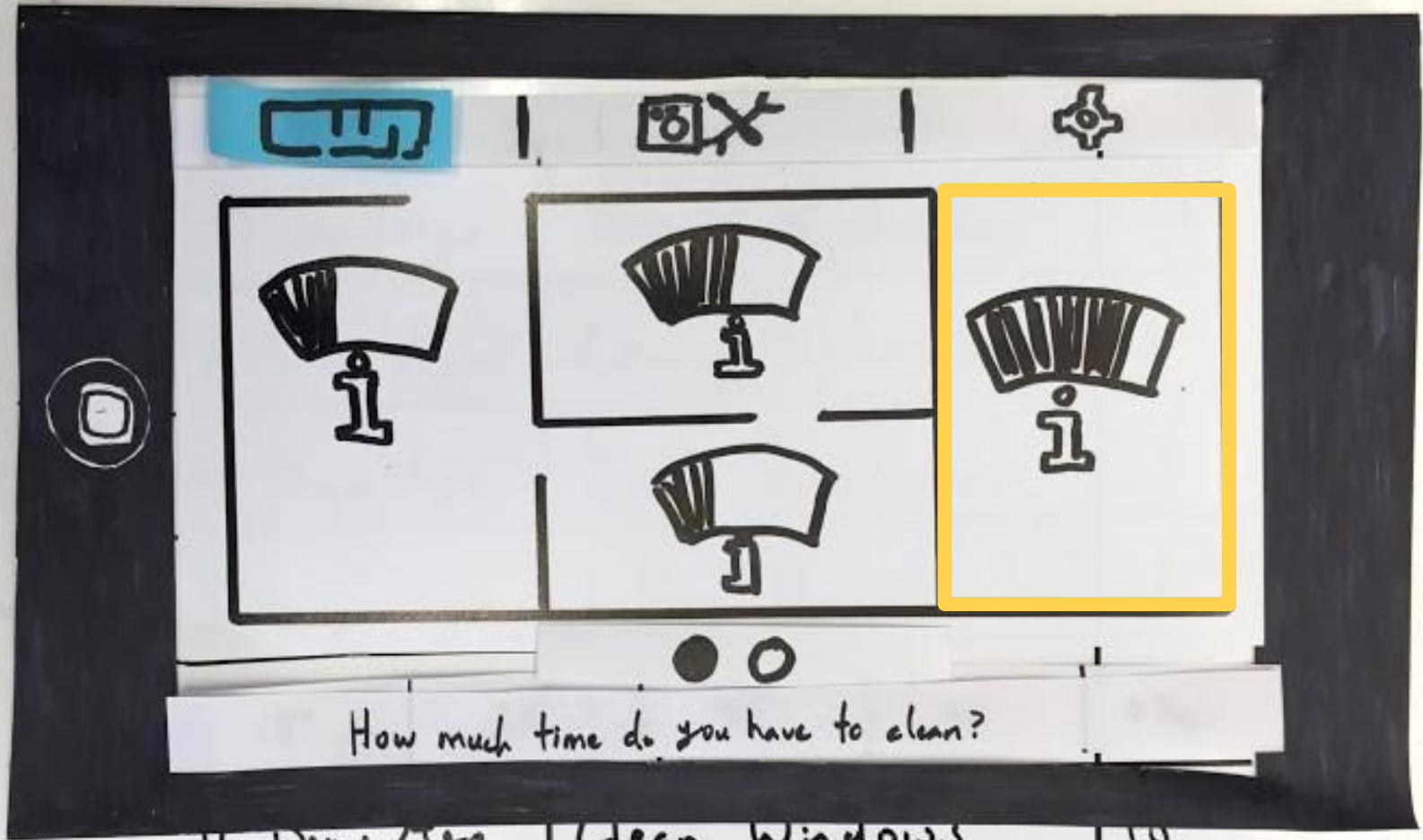
other

7 Days Ago	Vacuum Bedroom	15'
8 Days Ago	Change Bedsheets	10'
8 Days Ago	Dust Surfaces	10'
5 Days Ago	Clean Floor	15'

15'	30'	45'	60'	other
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10 Days Ago	Clean Windows	10'
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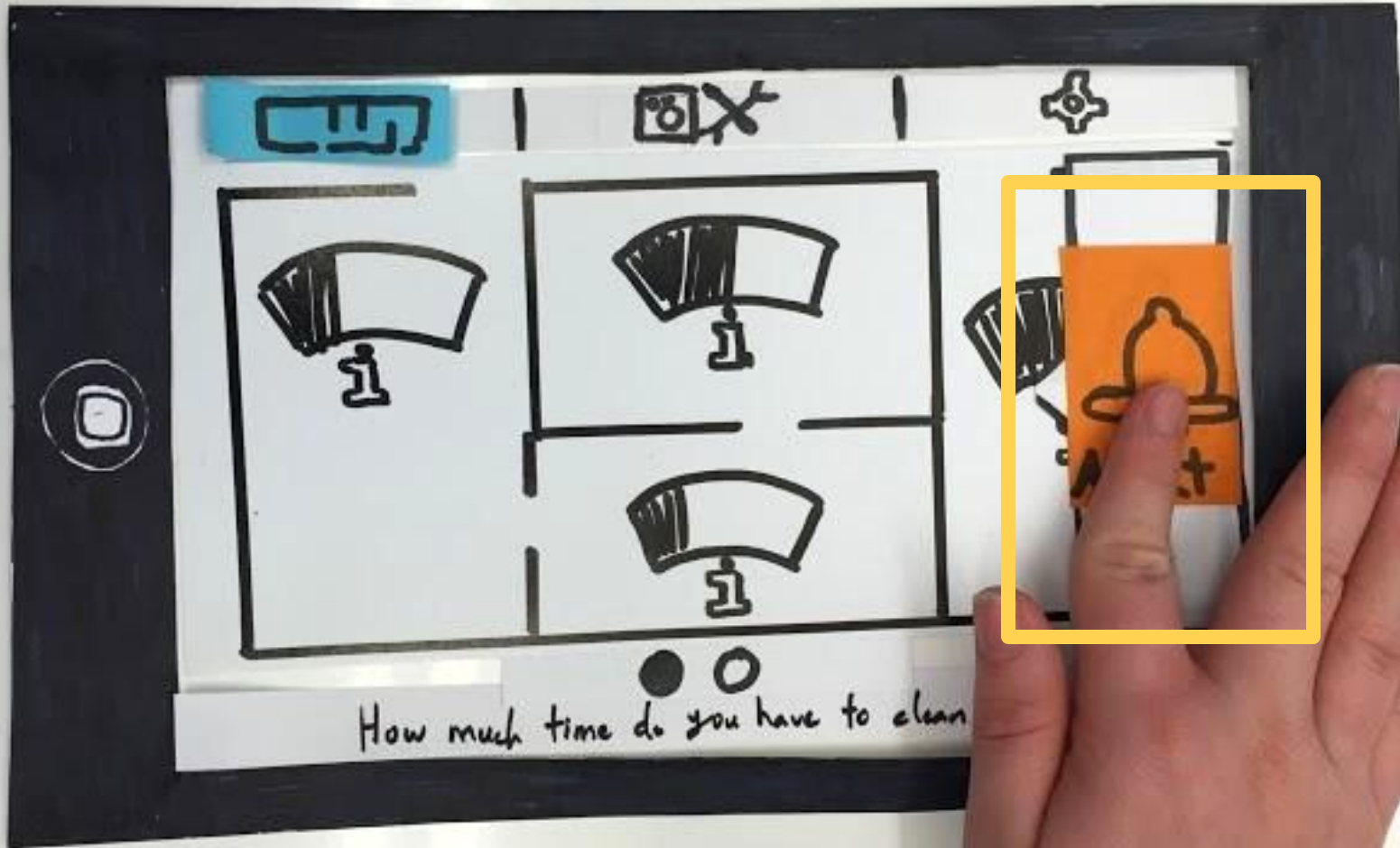


16 Days Ago

Clean Windows

10





How much time do you have to clean



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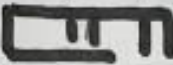


Mom is coming in 2 days

Alert

See chore plan

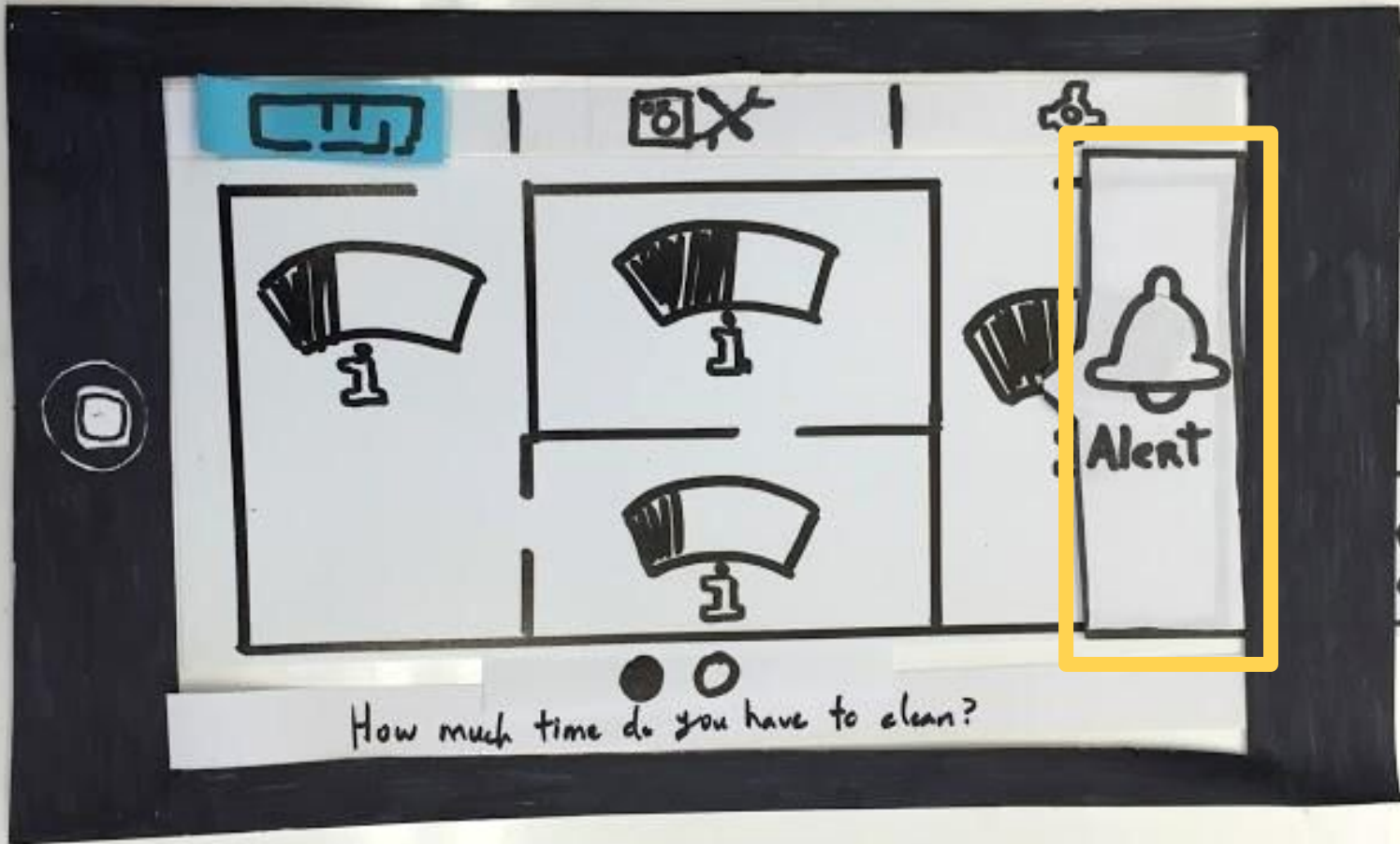
How much time do you have to clean?



			
Today	Clean bathroom sink	10'	
Tomorrow	Clean toilet	15'	
Tomorrow	Mop living room		
Tomorrow	Clean kitchen counter		
Friday	Change Sheets		







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Heuristic Violations

- Match between system and real world
- Recognition rather than recall
- User control and freedom





How much time do you have to learn?



HOUSE BLUEPRINT

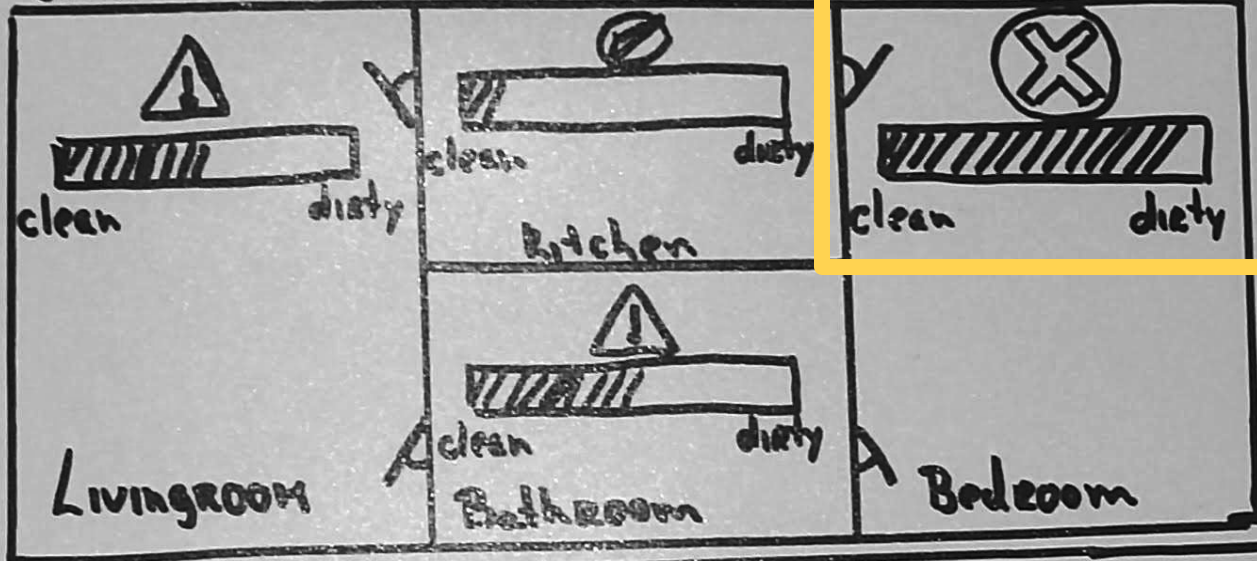


MAINTENANCE ITEMS



SETTINGS

Your Home Cleaning Status



④ How much time do you have to clean?



HOUSE BLUEPRINT

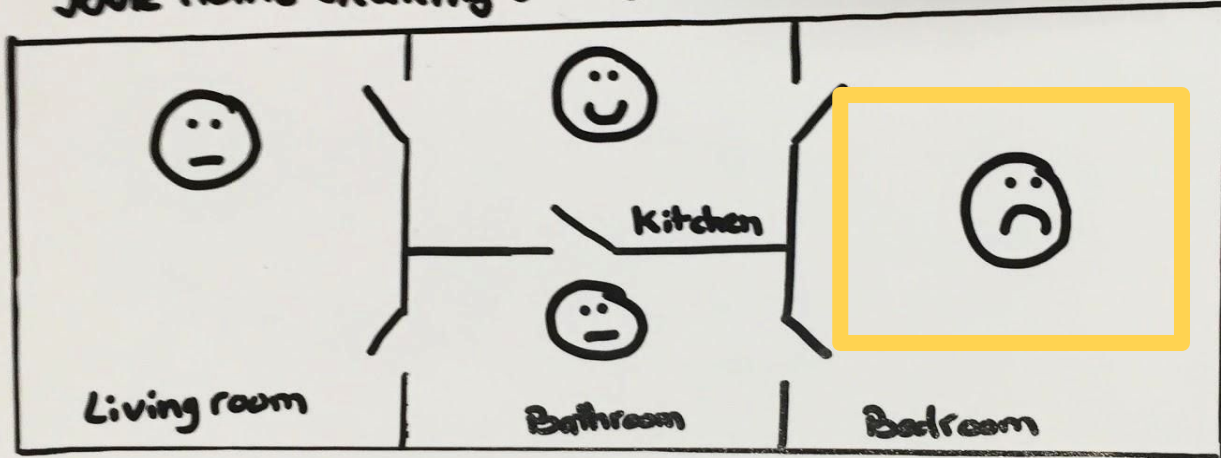


MAINTENANCE ITEMS



SETTINGS

Your Home Cleaning Status



ⓐ How much time do you have to clean?

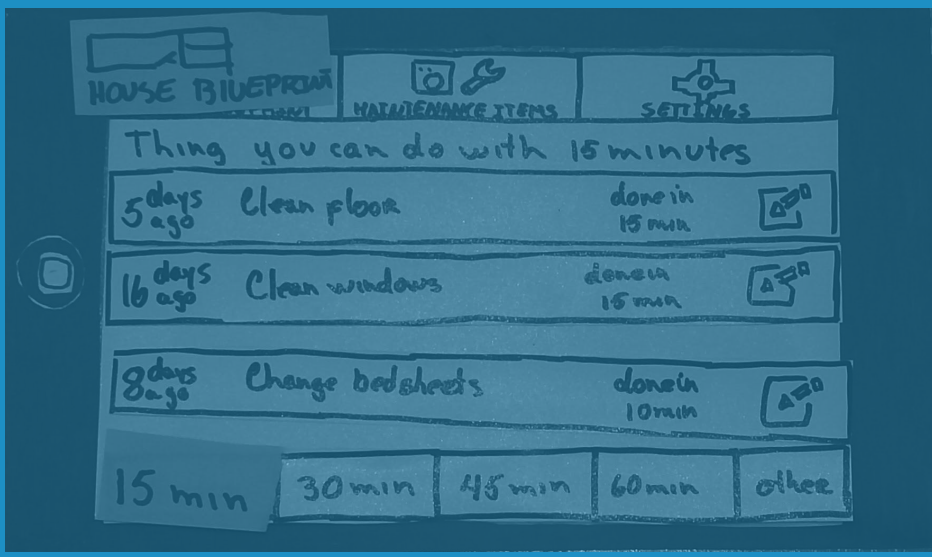
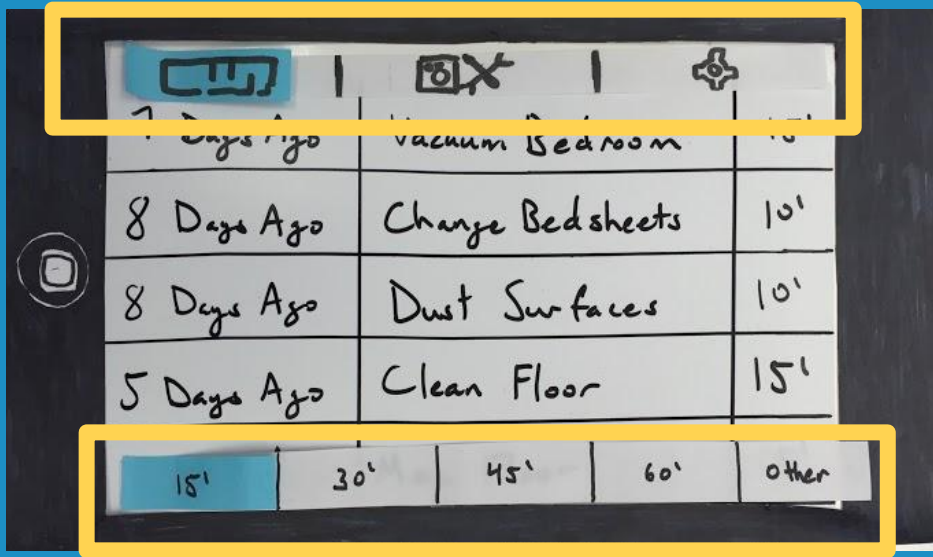
15 min

30 min

45 min

1 hour

other



Iconography required recall rather than recognition



7 Days Ago	Vacuum Bedroom	15'	
8 Days Ago	Change Bedsheets	10'	
8 Days Ago	Dust Surfaces	10'	
5 Days Ago	Clean Floor	15'	
	15'	30'	45'
		60'	other

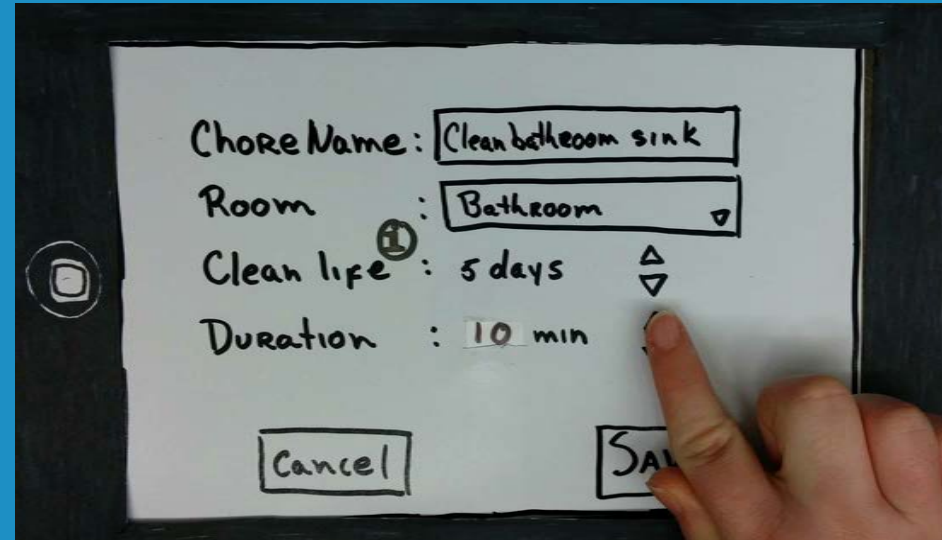
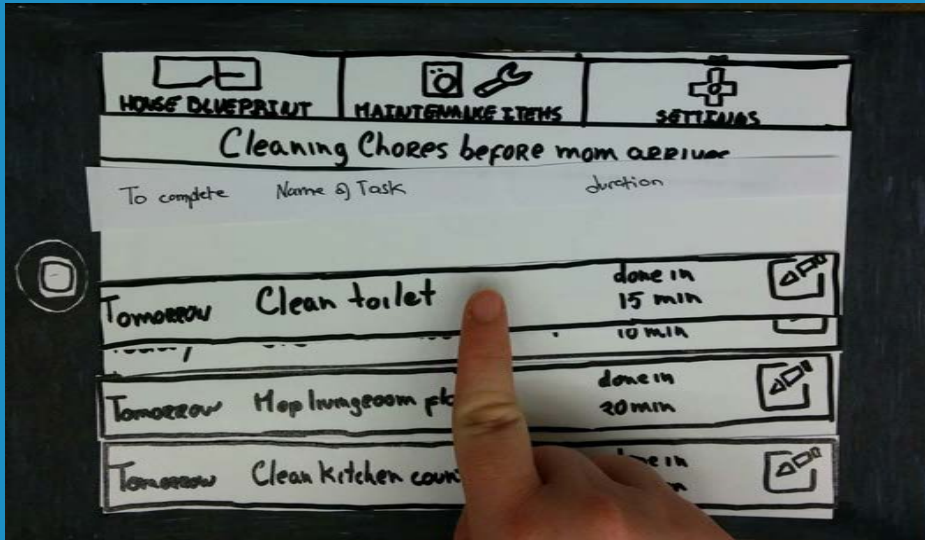
HOUSE BLUEPRINT	MAINTENANCE ITEMS	SETTINGS
1 thing you can do with 15 minutes		
5 days ago	Clean floor	done in 15 min
16 days ago	Clean windows	done in 15 min
8 days ago	Change bedsheets	done in 10 min
15 min	30 min	45 min
		60 min
		other

Iconography required recall rather than recognition



Modify order of chores

Edit chores



Chores lacked user control and freedom



Test Participants

- One HCDE Student
 - Two Friends of CI
- Participants



Usability Testing Methodology

- Provide context regarding Neat
- Convey scenarios and tasks



User Tasks

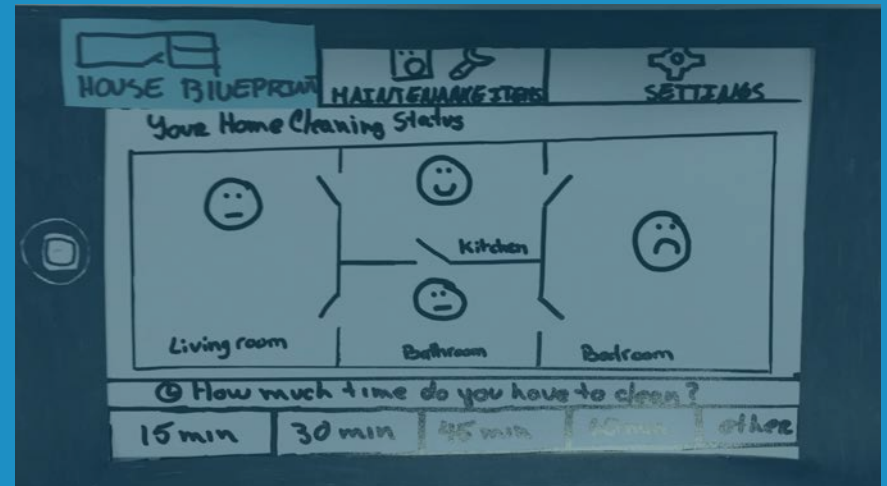
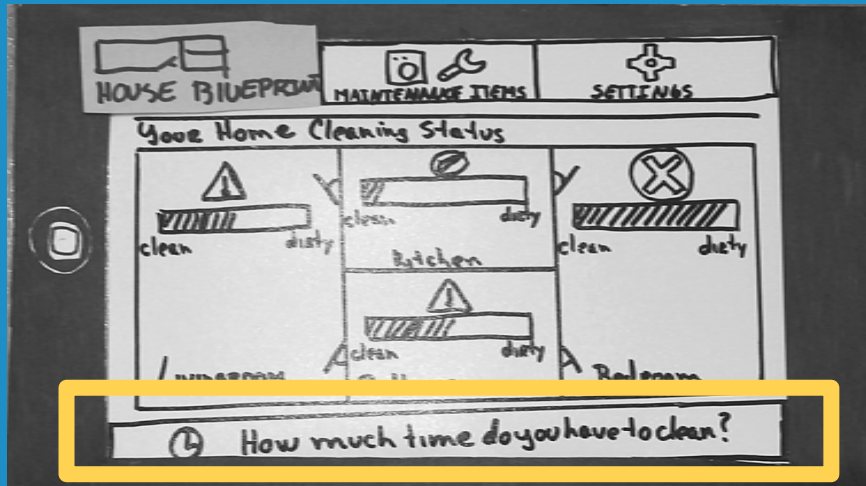
Check last time bedsheets were changed

Find what can be cleaned in 15 minutes

Learn what needs to be cleaned before mom arrives

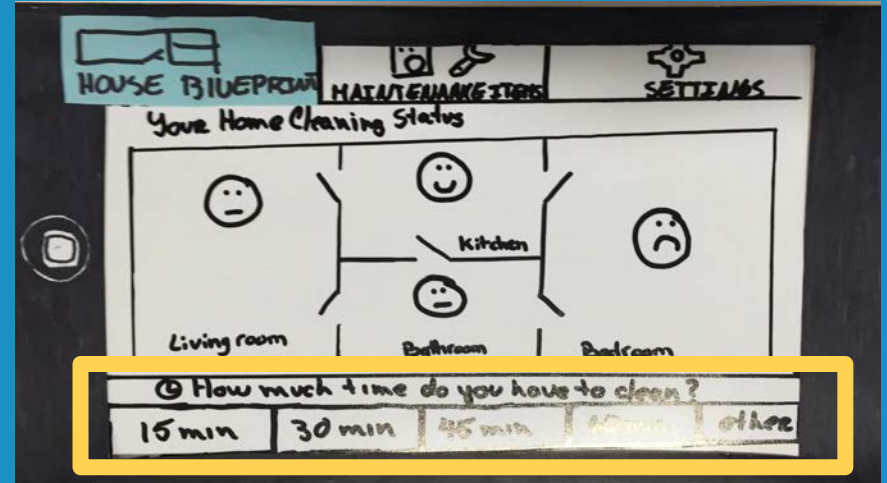
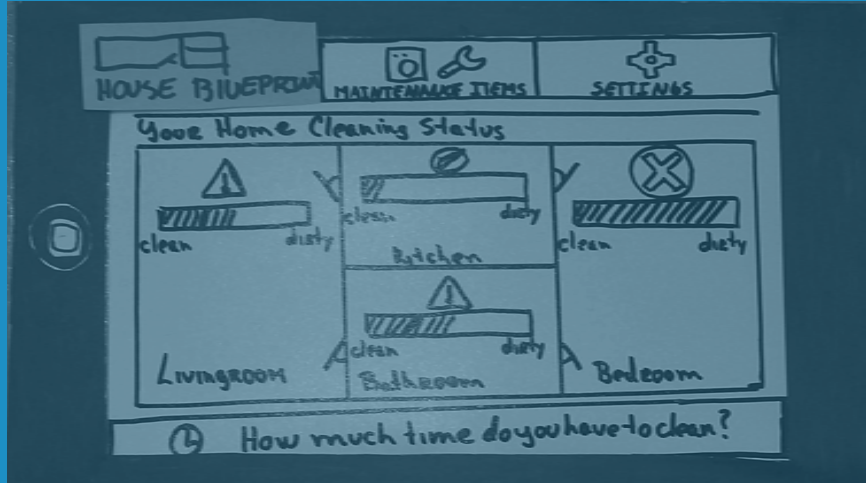
Usability Testing Results





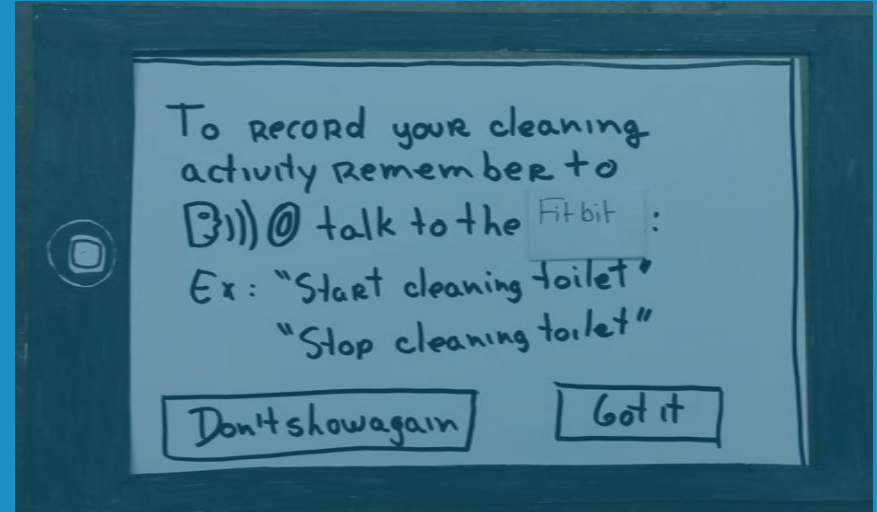
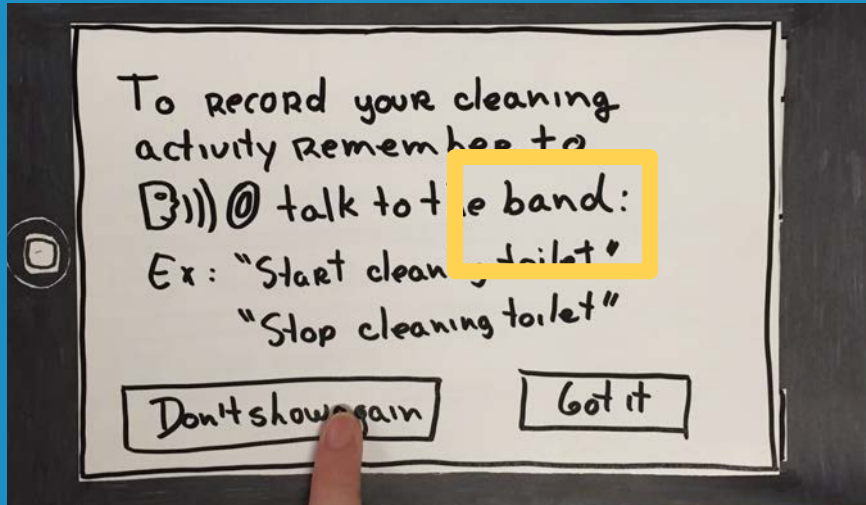
Button was not perceived as a button





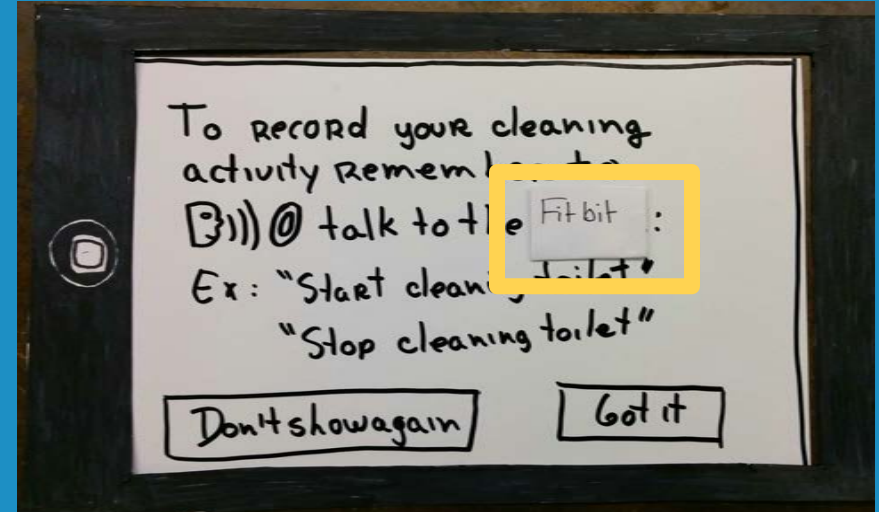
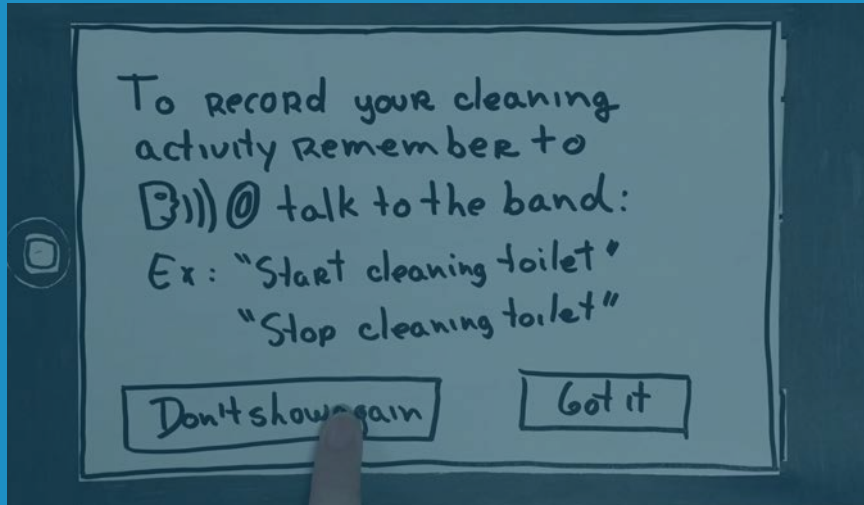
Button was not perceived as a button





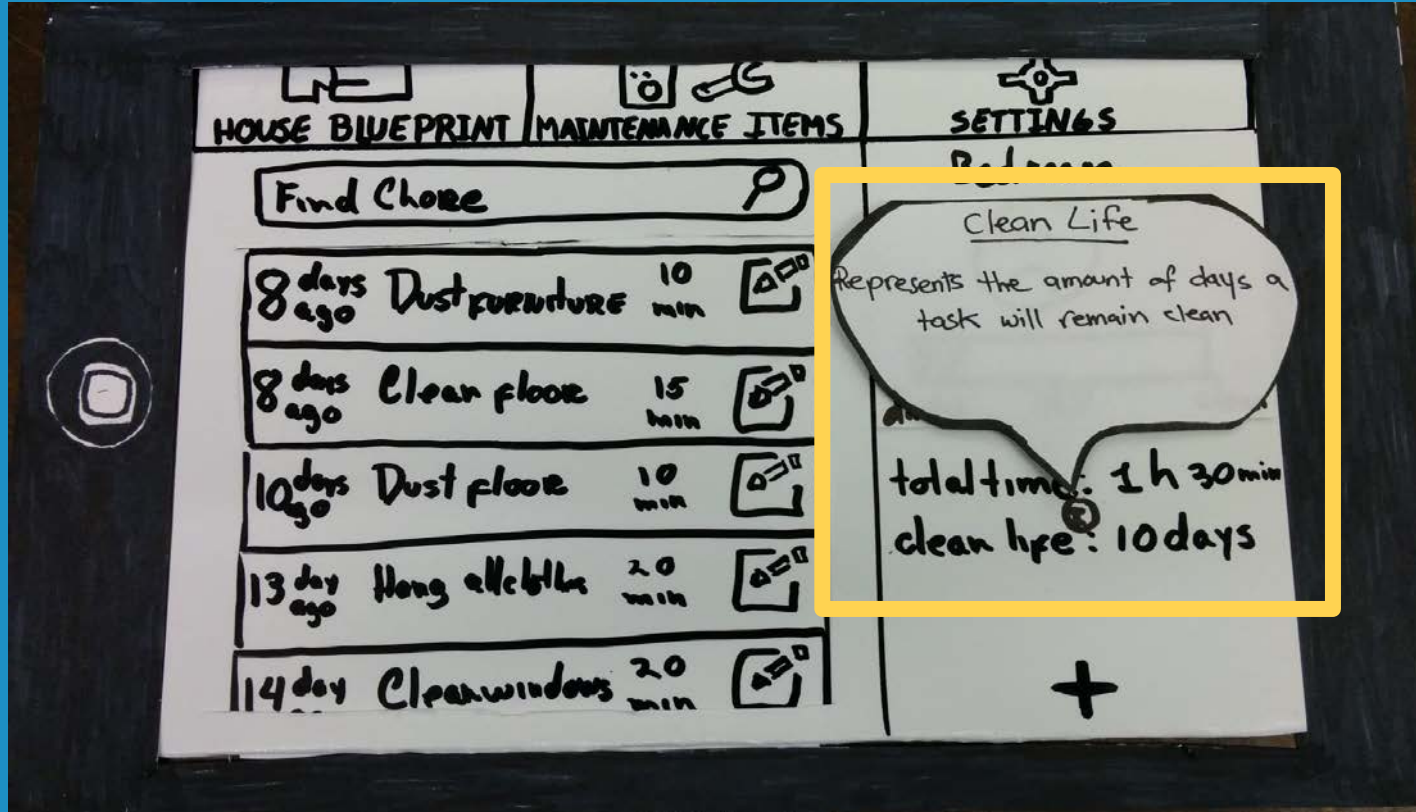
Proprietary wearable adds complexity





Proprietary wearable adds complexity





Unclear terminology



Dear Jane,
 Regular vacuuming can keep allergens under control!
 Let Nest help you keep your home in good shape.
 Learn what you can clean in 15 min.

To record your cleaning activity remember to
 @ talk to the Fitbit :
 Ex: "Start cleaning toilet"
 "Stop cleaning toilet"

Don't show again Got it

FINAL PAPER PROTOTYPE

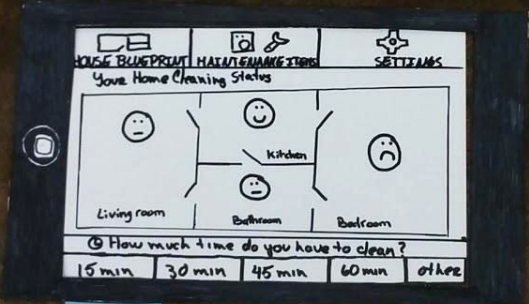
HOUSE BLUEPRINT	MAINTENANCE ITEMS	SETTINGS
you can do with 15 minutes		
Completed	Name of Task	duration
16 days ago	Clean windows	15 min
8 days ago	Dust surfaces	10 min
7 days ago	Vacuum bedroom	15 min
5 days ago	Clean floor	15 min

HOUSE BLUEPRINT



Chore Name: Clean bathroom sink
 Room: Bathroom
 Clean life: 5 days
 Duration: 12 min

Cancel Save



Alert

Mom is coming in 2 days

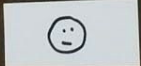
See chore plan Not now

see chore plan



HOUSE BLUEPRINT	MAINTENANCE ITEMS	SETTINGS
Cleaning Chores before mom arrives		
To complete	Name of Task	duration
Tomorrow	Clean toilet	15 min
Today	Clean bathroom sink	12 min
Tomorrow	Mop living room floor	20 min
Tomorrow	Clean kitchen countertop	20 min

15 min



Change sheets

Clean Life
 represents the amount of days a task will remain clean



HOUSE BLUEPRINT	MAINTENANCE ITEMS	SETTINGS
Find Chore		
8 days ago	Clean floor	15 min
10 days ago	Dust floor	10 min
13 days ago	Hang clothes	2.0 min
14 days ago	Clean windows	2.0 min
15 days ago	Change bedsheet	10 min
16 days ago	Organize drawers	2.0 min

Bedroom

dirty 10% clean

total time: 1h 30min
 clean life: 10 days

+



Dear Jane,

Regular vacuuming can keep allergens
under control!

Let Neat help you keep your home in
good shape.

Learn what you can clean in 15 min.

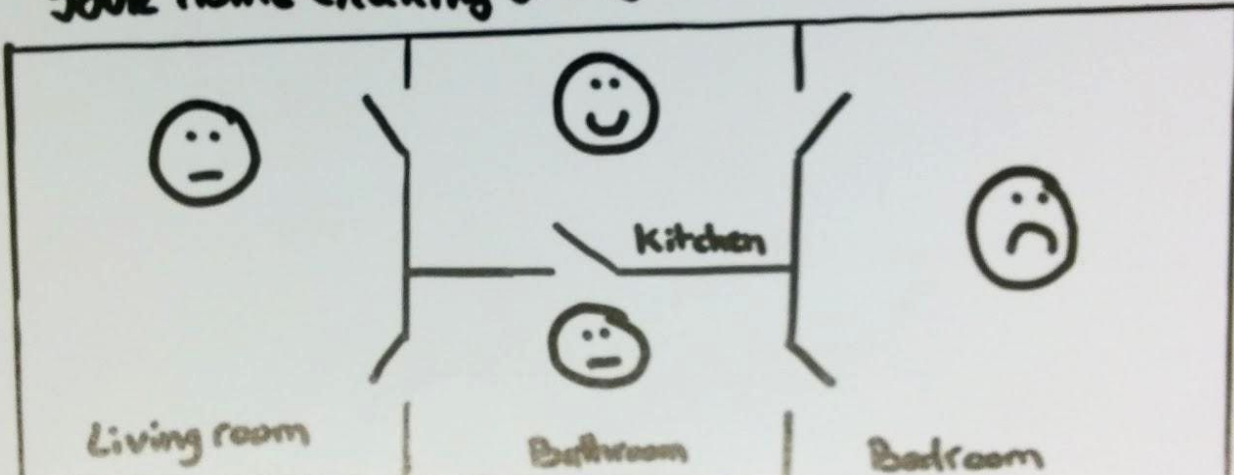


HOUSE BLUEPRINT

MAINTENANCE ITEMS

SETTINGS

Your Home Cleaning Status



How much time do you have to clean?

15 min

30 min

45 min

60 min

other



HOUSE BLUEPRINT



MAINTENANCE ITEMS



SETTINGS

Things you can do with 15 minutes

Created Name Task duration

16 days ago

Clean windows

done in 15 min



8 days ago

Change bedsheet

done in



8 days ago

Dust surfaces

done in 10 min



7 days ago

Vacuum bedroom



To record your cleaning activity Remember to

3))) @ talk to the Fitbit :

Ex: "Start cleaning toilet"

"Stop cleaning toilet"

Don't show again

Got it



HOUSE BLUEPRINT

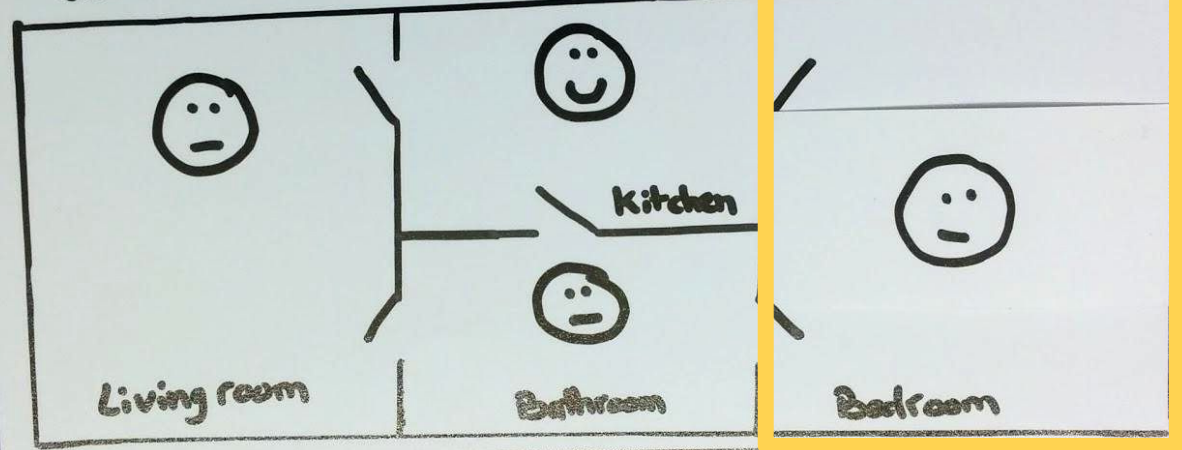


MAINTENANCE ITEMS



SETTINGS

Your Home Cleaning Status



How much time do you have to clean?

- 15 min
- 30 min
- 45 min
- 60 min
- other

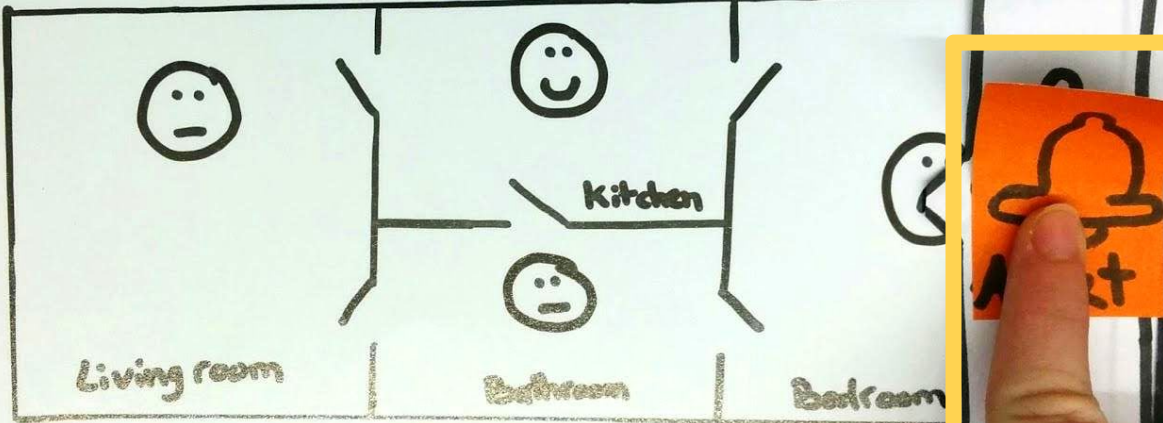


HOUSE BLUEPRINT

MAINTENANCE ITEMS

SETTINGS

Your Home Cleaning Status



How much time do you have to clean

- 15 min
- 30 min
- 45 min
- 60 min

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HOUSE BLUEPRINT

MAINTENANCE ITEMS

SETTINGS

Your Home Cl

Living room

Alert

Mom is coming in 2 days

See chore plan

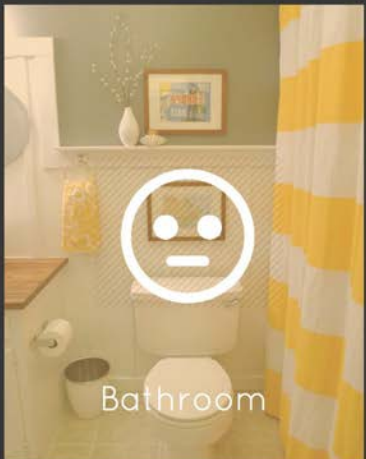
Not now

- 15 min
- 30 min
- 45 min
- 60 min
- other



Digital Mockup





How many minutes do you have to clean? - 15 +

View



Overview
Maintenance
Settings

Cleaned	Chore	Duration	
9 days ago	Dust furniture	15 minutes	
9 days ago	Clean floors	20 minutes	
9 days ago	Dust floors	15 minutes	
12 days ago	Clean windows	10 minutes	
11 days ago	Hang clothes	20 minutes	
30 days ago	Neat drawers	30 minutes	
10 days ago	Change sheets	20 minutes	
8 days ago	Clean lamps	10 minutes	
8 days ago	Wash curtains	15 minutes	

Bedroom

Dirty
20%
Clean

Total Time: 1h 30m

Clean Life[®]: 10 Days

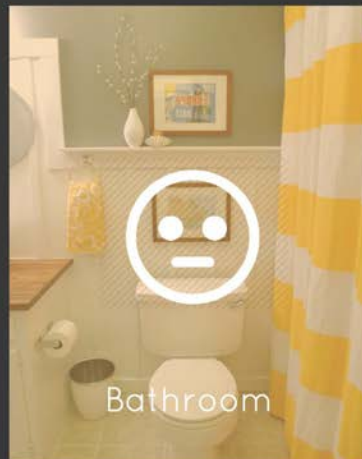
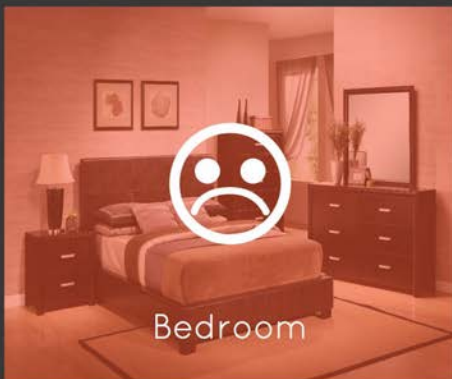
New Chore



Overview

Maintenance

Settings



How many minutes do you have to clean?

-









15

+

View











THINGS YOU CAN DO WITH 15 MINUTES

Cleaned	Chore	Duration
9 days ago	Vacuum bedroom floors	15 minutes 
9 days ago	Clean bathroom floors	15 minutes 
9 days ago	Dust furniture in bedroom	15 minutes 
12 days ago	Clean windows	10 minutes 
11 days ago	Dust livingroom floors	15 minutes 
10 days ago	Clean kitchen counter	10 minutes 
8 days ago	Change sheets	10 minutes 
8 days ago	Clean lamps	15 minutes 



THINGS YOU CAN DO WITH 15 MINUTES

Cleaned	Chore	Duration
9 days ago	Va	15 minutes 
9 days ago	Cl	15 minutes 
9 days ago	Du	15 minutes 
12 days ago	Cl	10 minutes 
11 days ago	Du	15 minutes 
10 days ago	Cl	10 minutes 
8 days ago	Change sheets	10 minutes 
8 days ago	Clean lamps	15 minutes 

To record your cleaning activity, remember to talk to your Fitbit:











Ex: "Start cleaning toilet"
"Stop cleaning toilet"

Don't show me again


Got it



THINGS YOU CAN DO WITH 15 MINUTES

Cleaned	Chore	Duration
9 days ago	Vacuum your bedroom	15 minutes 
9 days ago	Change bed sheets	15 minutes 
9 days ago	Dust your lamp	15 minutes 
12 days ago	Change bed sheets	10 minutes 
11 days ago	Dust your lamp	15 minutes 
10 days ago	Change bed sheets	10 minutes 
8 days ago	Change sheets	10 minutes 
8 days ago	Clean lamps	15 minutes 

We have noticed you vacuumed your bedroom. Great job!



What about doing something else now that you are in a cleaning mood?

No, thanks **Ok**




Overview


Maintenance


Settings



How many minutes do you have to clean? - 15 +

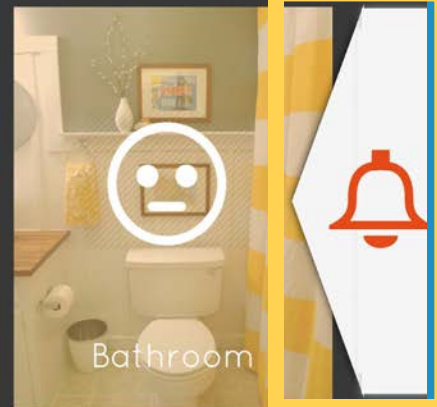
[View](#)




Overview


Maintenance


Settings



How many minutes do you have to clean? - 15 +

View




Overview


Maintenance


Settings




Mom is coming in 2 days!

NOT NOW







SEE CHORE PLAN

How many minutes do you have to clean? - 15 +

View



CLEANING CHORES BEFORE MOM ARRIVES

Cleaned	Chore	Duration
Today	Clean bathroom sink	10 minutes 
Today	Clean toilet	15 minutes 
Tomorrow	Mop livingroom floors	15 minutes 
Tomorrow	Clean kitchen counters	15 minutes 
Tomorrow	Hang clothes	20 minutes 
Friday	Organize bookshelf	25 minutes 
Friday	Change sheets	10 minutes 

New Chore



SUMMARY

Conventions are not affordances

Designer concerns are important

User concerns are paramount





NEAT

A solution for every home

QUESTIONS?