

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





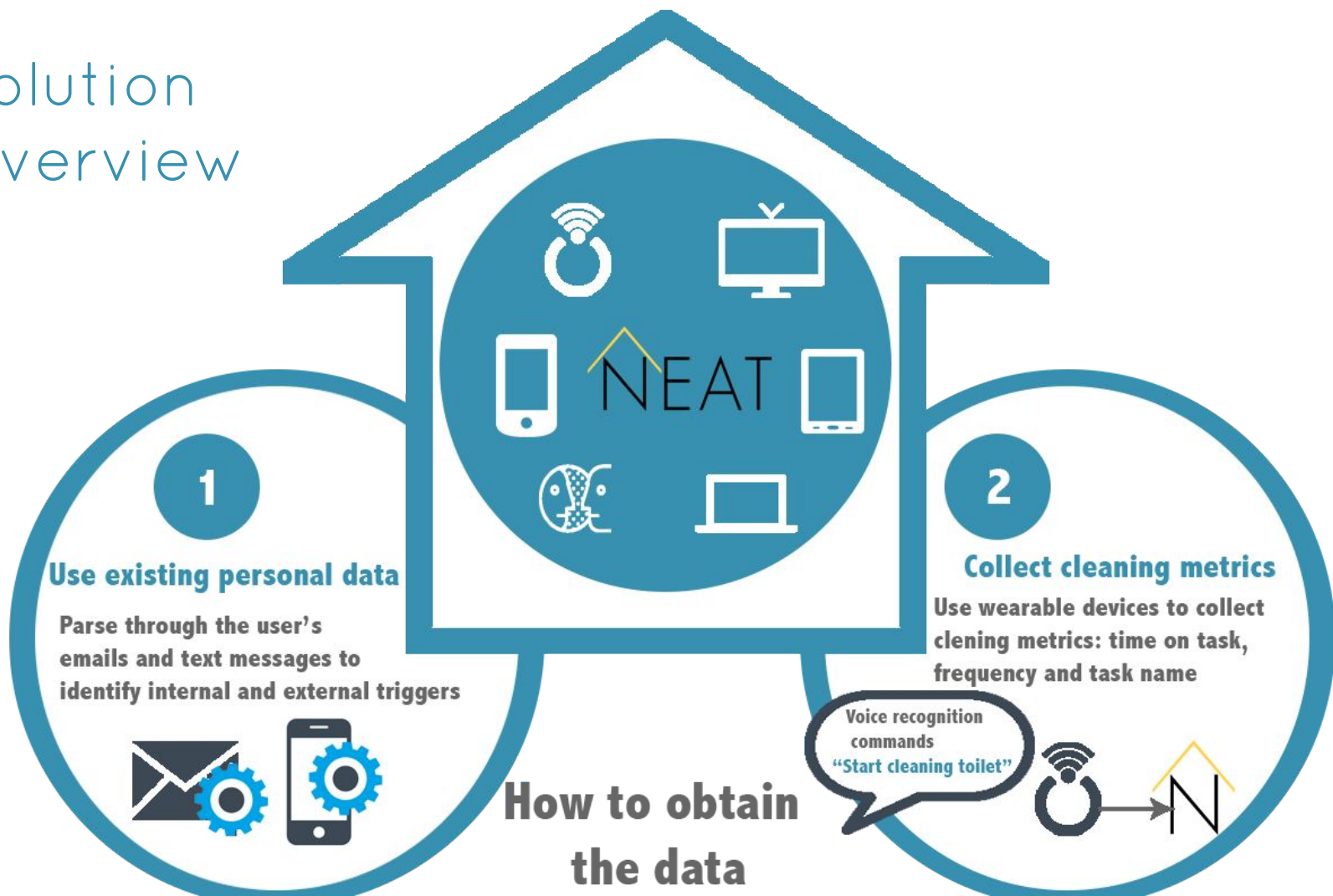
A close-up photograph of a man with short, dark hair and a light beard, wearing a grey t-shirt and bright yellow rubber gloves. He is leaning forward, looking directly at the camera with a slight smile. His hands are resting on a light-colored wooden surface, possibly a table or countertop. The background 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



TV

Sham-
Wow

Call: 1-800-444-3456

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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'

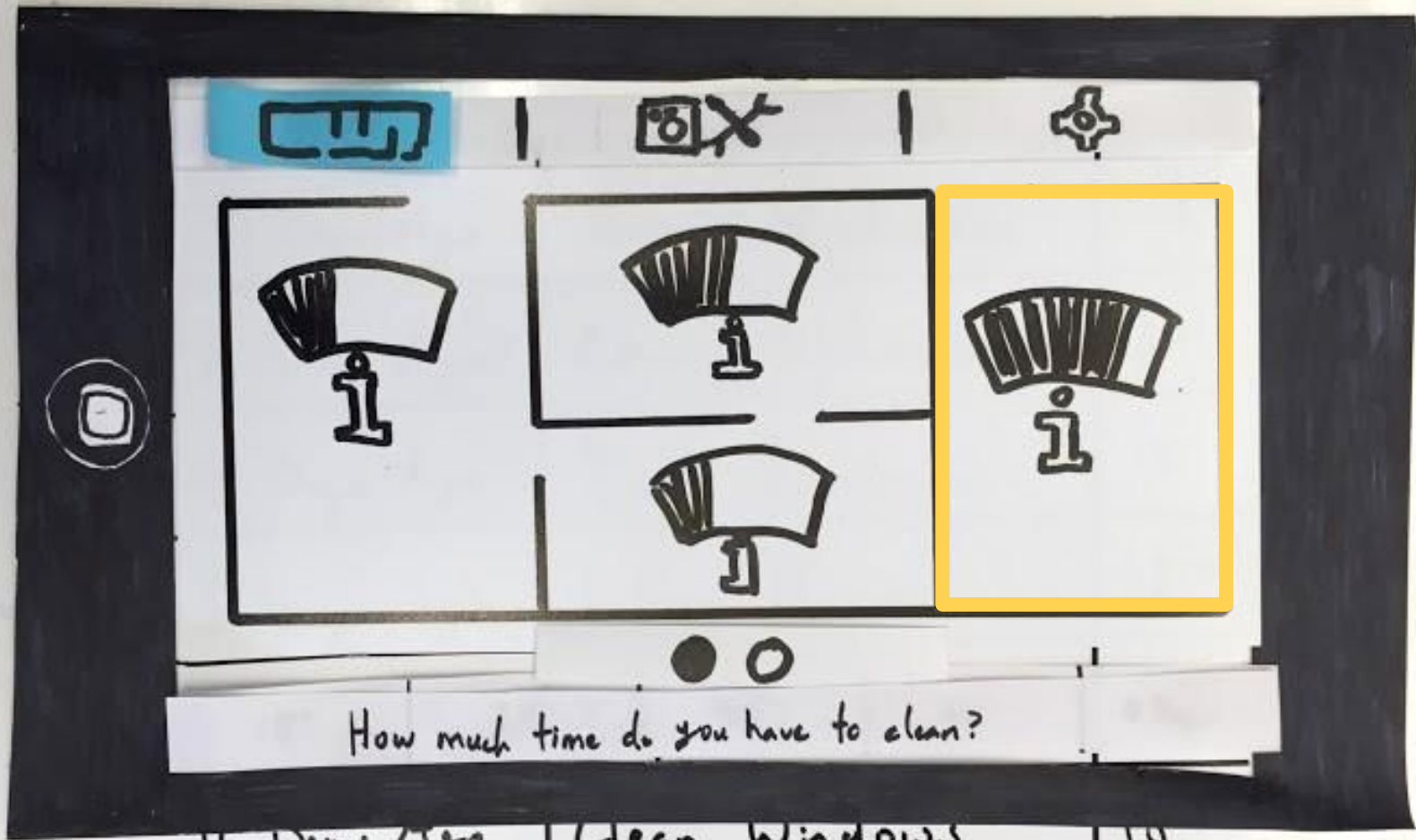
other

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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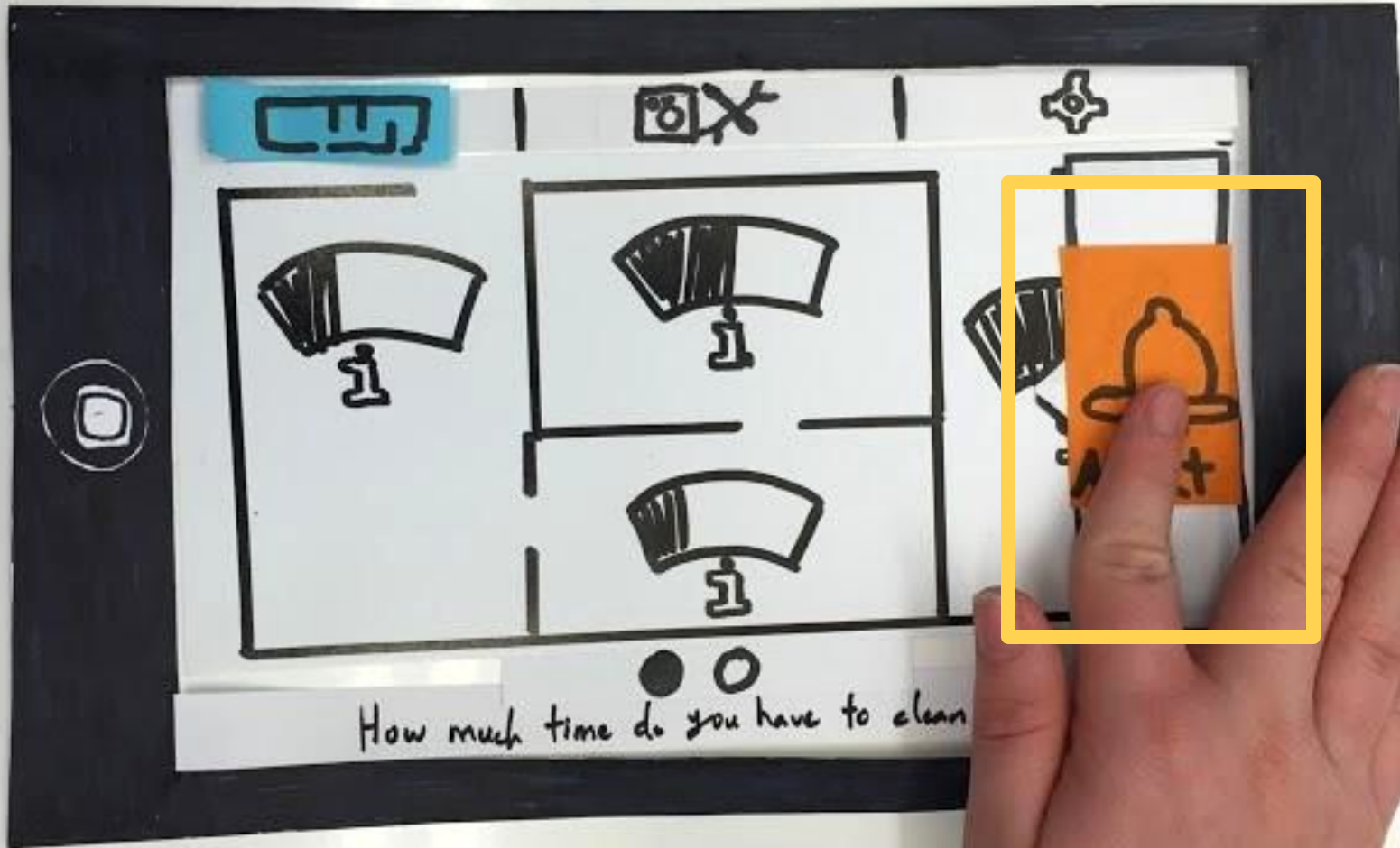


16 Days Ago

Clean Windows

10





□

📷 ✖

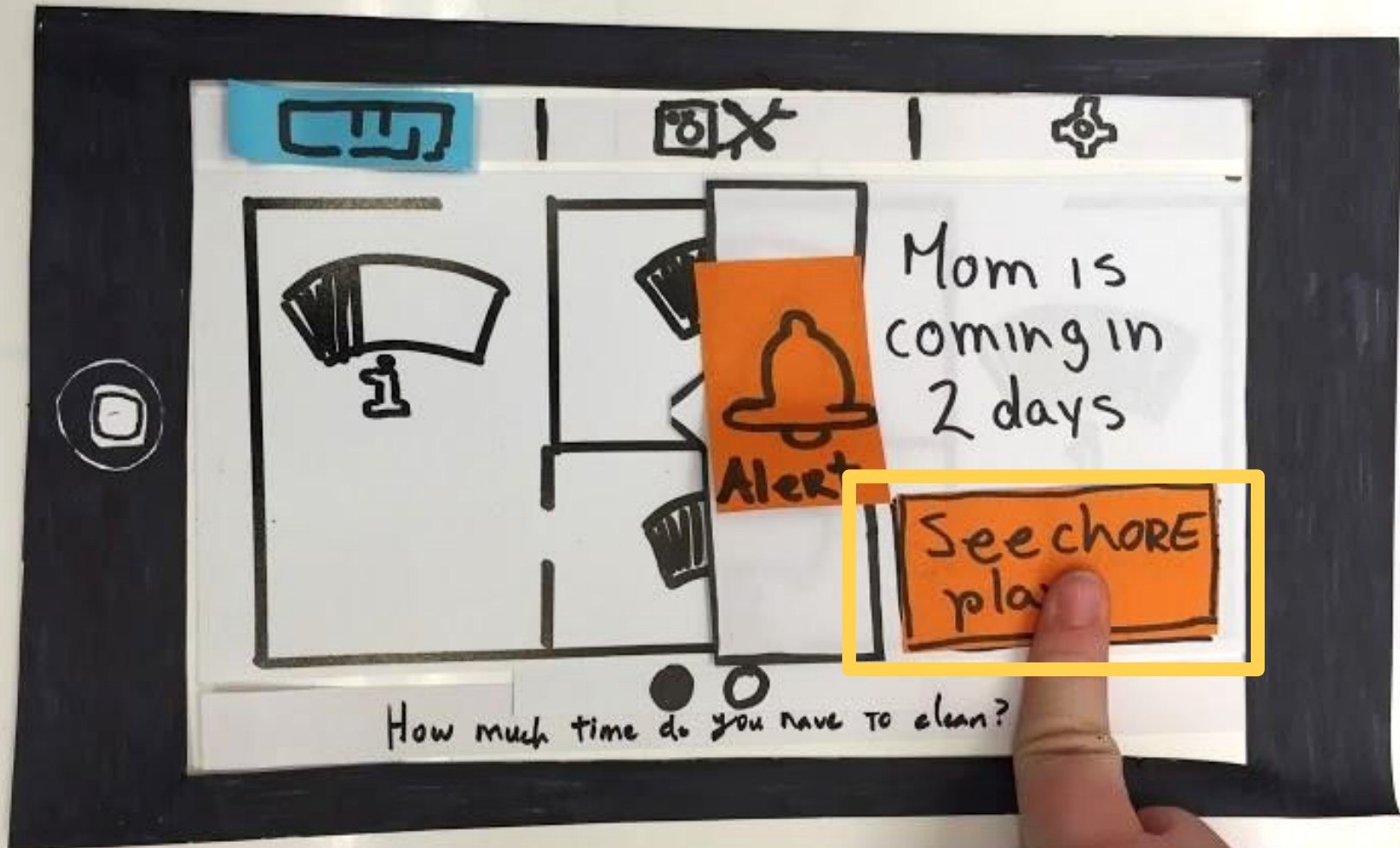
⚙



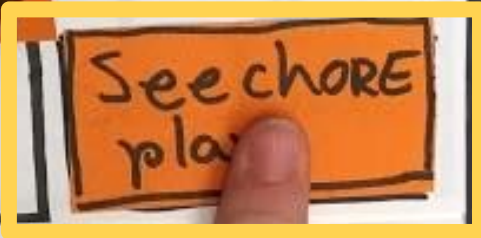
How much time do you have to clean

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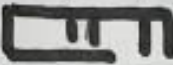




Mom is coming in 2 days



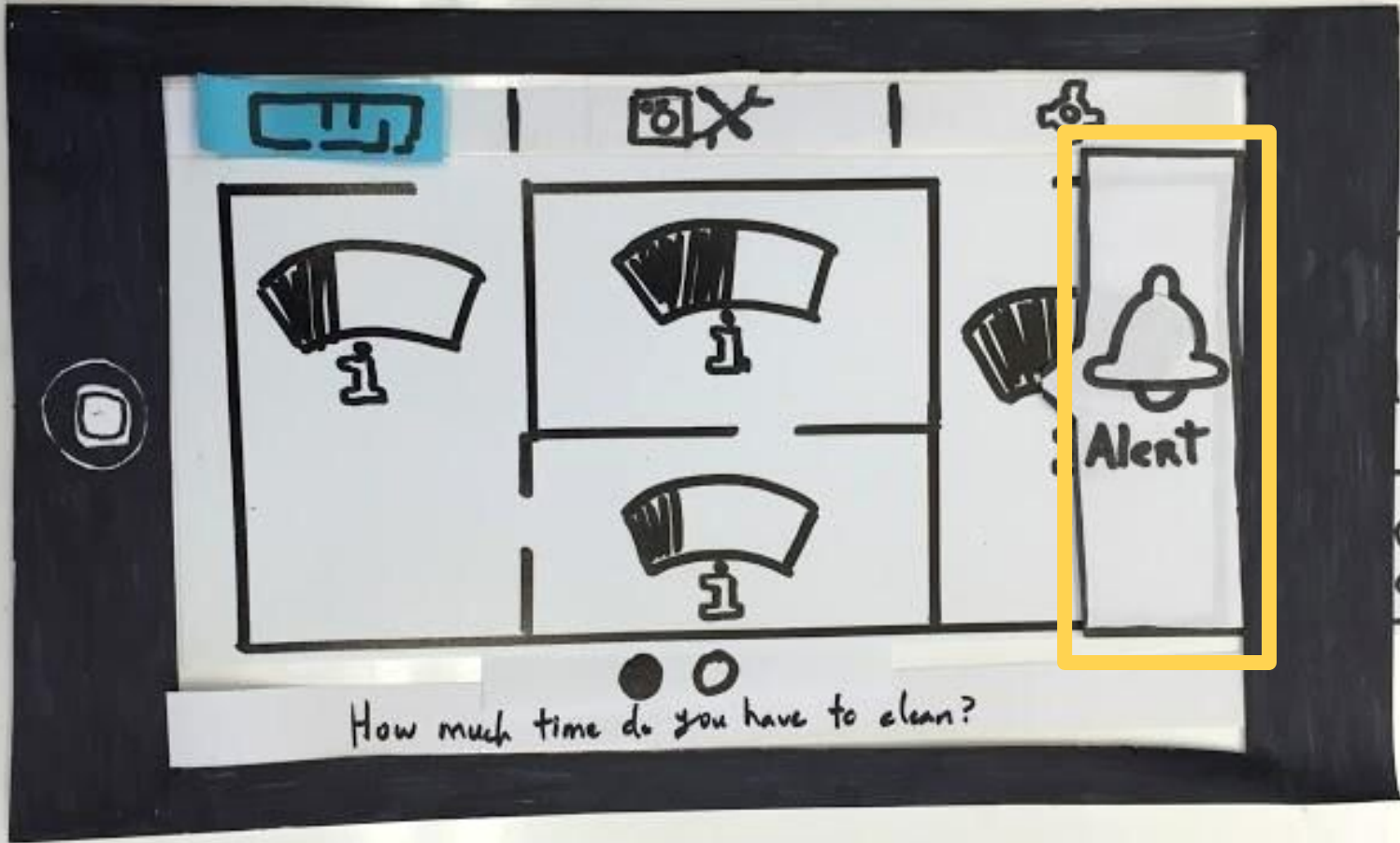
How much time do you have to clean?



			
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

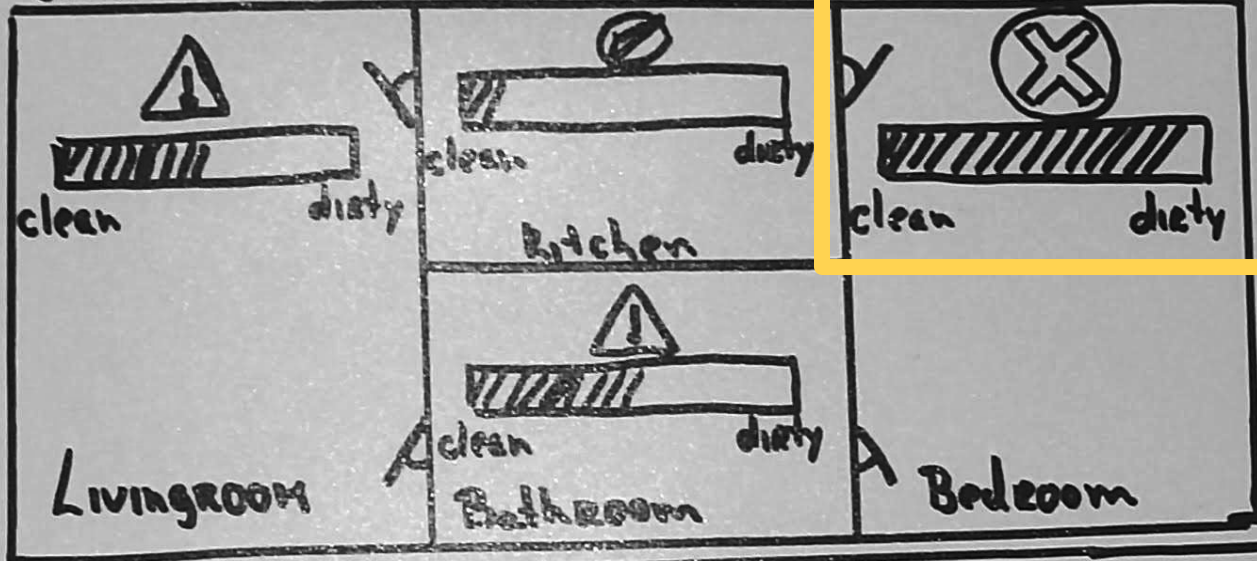


MAINTENANCE ITEMS

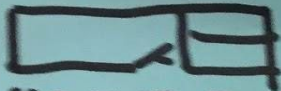


SETTINGS

Your Home Cleaning Status



④ How much time do you have to clean?



HOUSE BLUEPRINT

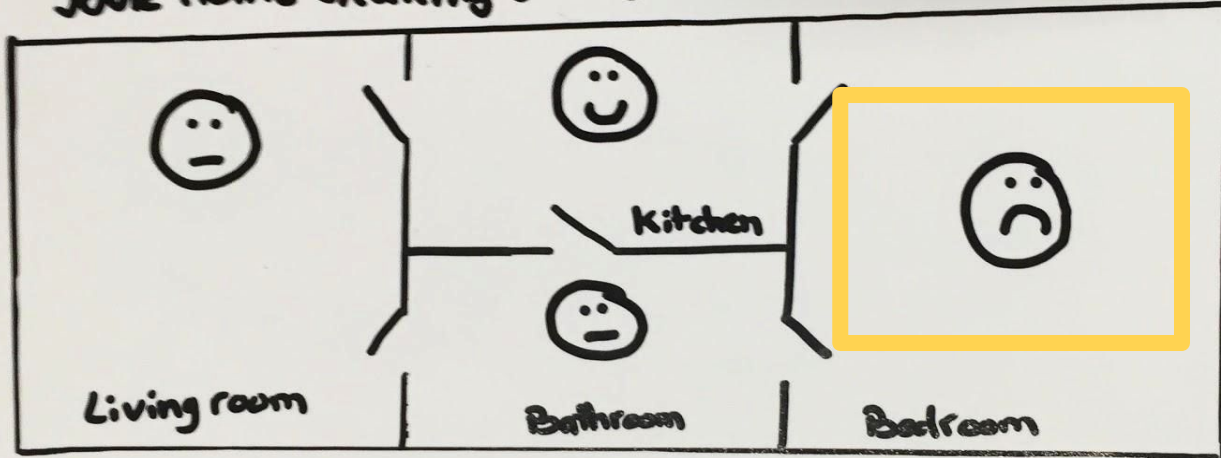


MAINTENANCE ITEMS



SETTINGS

Your Home Cleaning Status



ⓐ How much time do you have to clean?

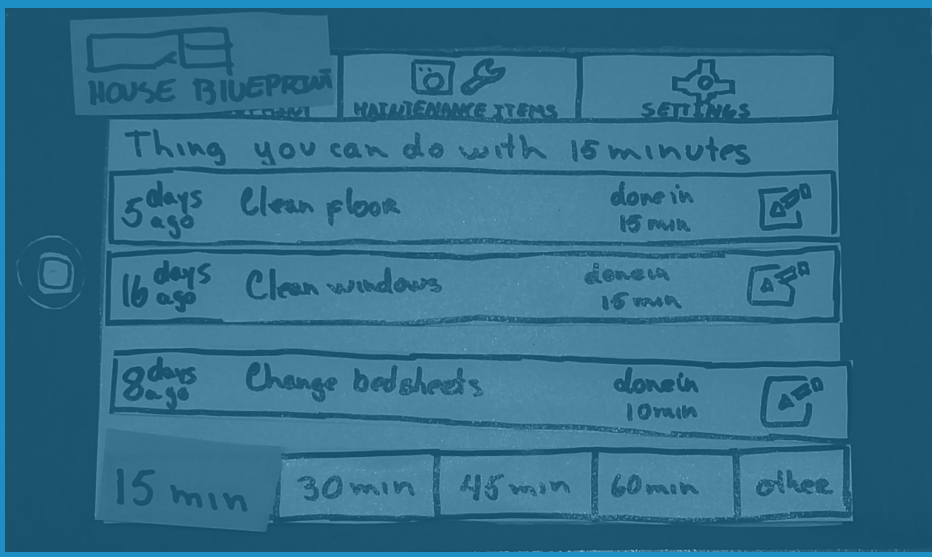
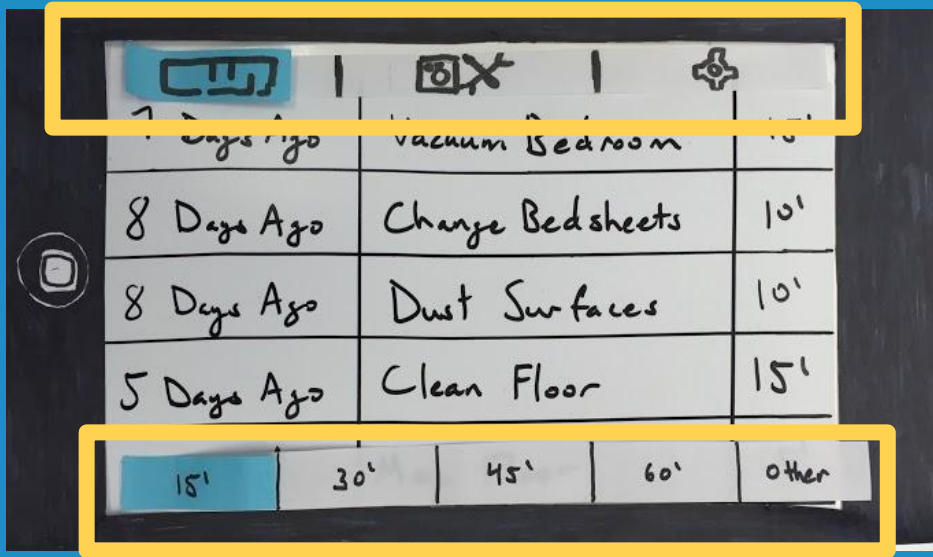
15 min

30 min

45 min




1 hour







other



Iconography required recall rather than recognition



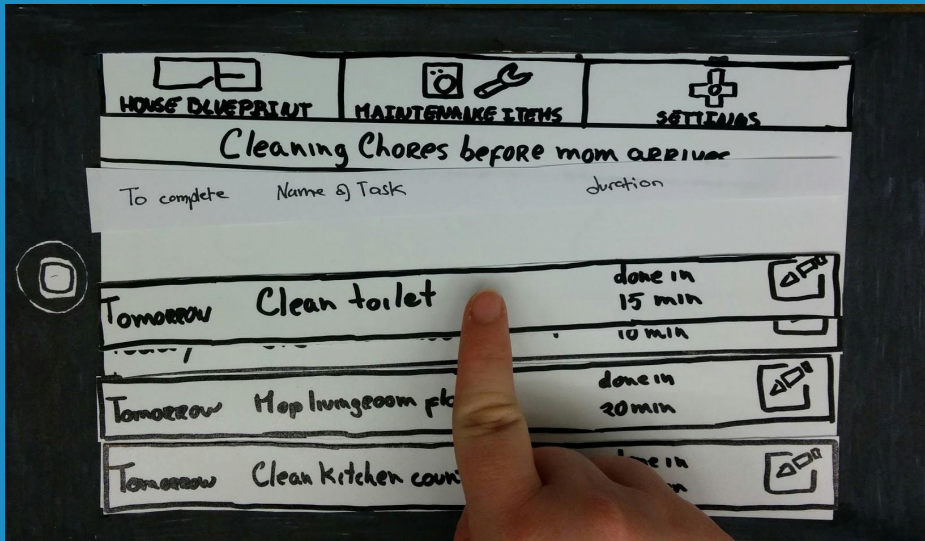
			
7 Days Ago	Vacuum Bedroom	15'	
8 Days Ago	Change Bedsheets	10'	
8 Days Ago	Dust Surfaces	10'	
5 Days Ago	Clean Floor	15'	
		15'	30' 45' 60' other

		
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

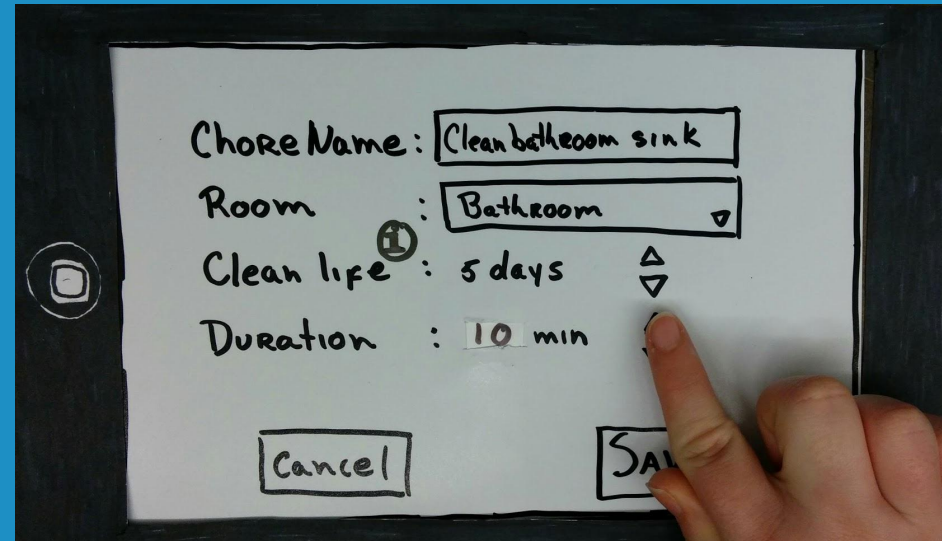
Iconography required recall rather than recognition



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

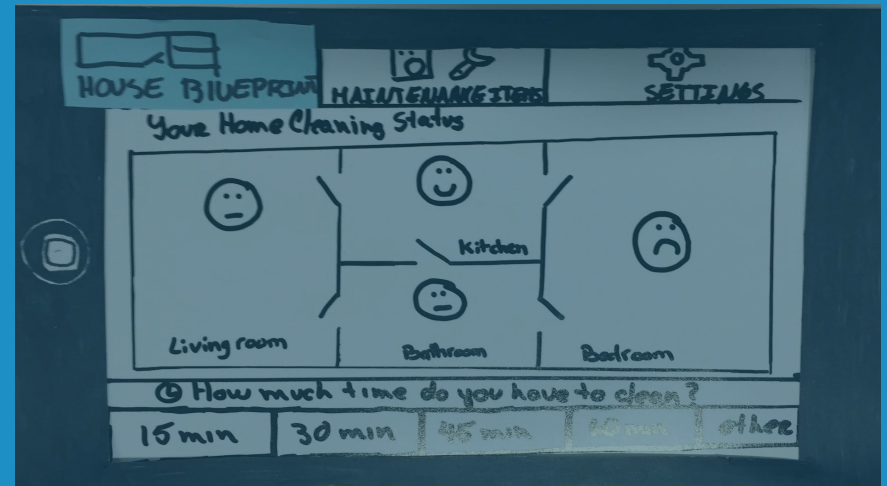
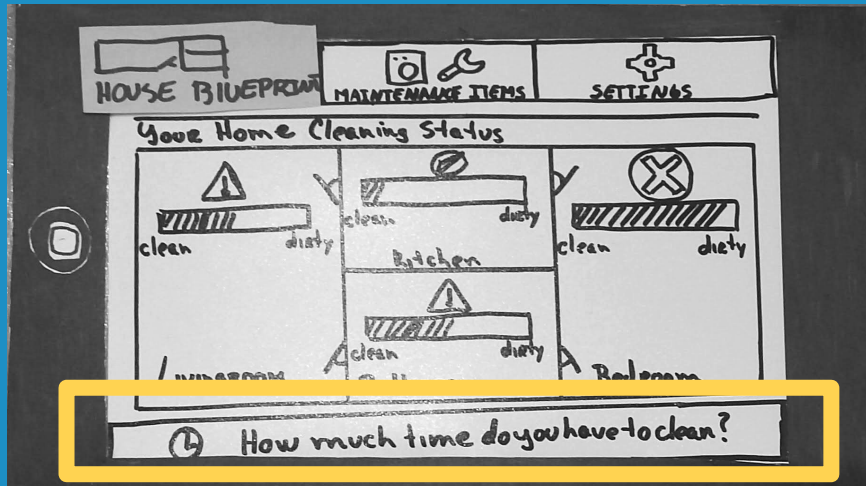
Check last time bedsheets were changed

Find what can be cleaned in 15 minutes

Learn what needs to be cleaned before mom arrives

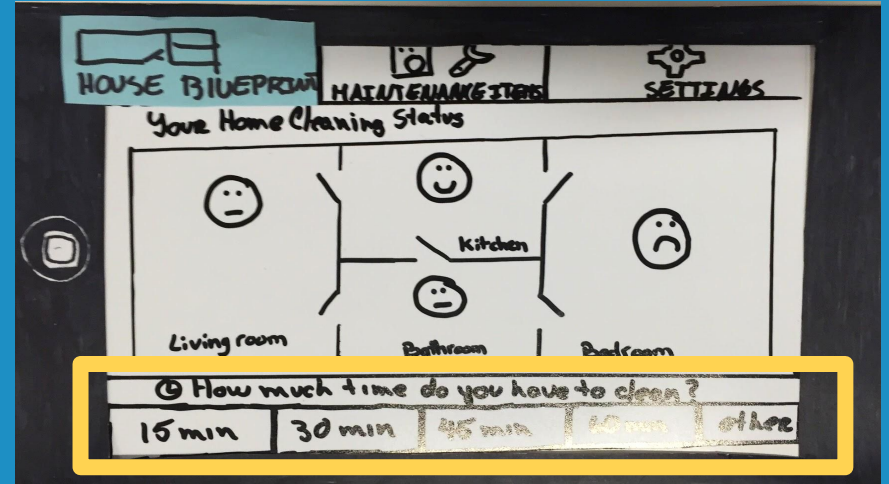
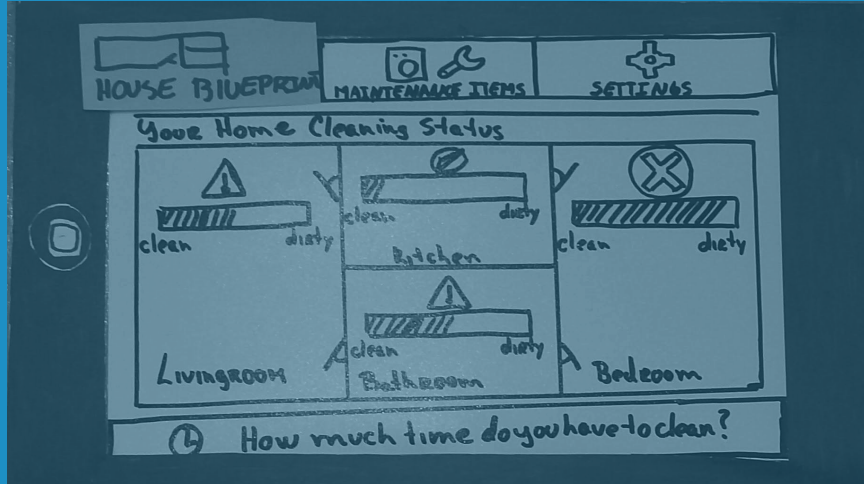
Usability Testing Results





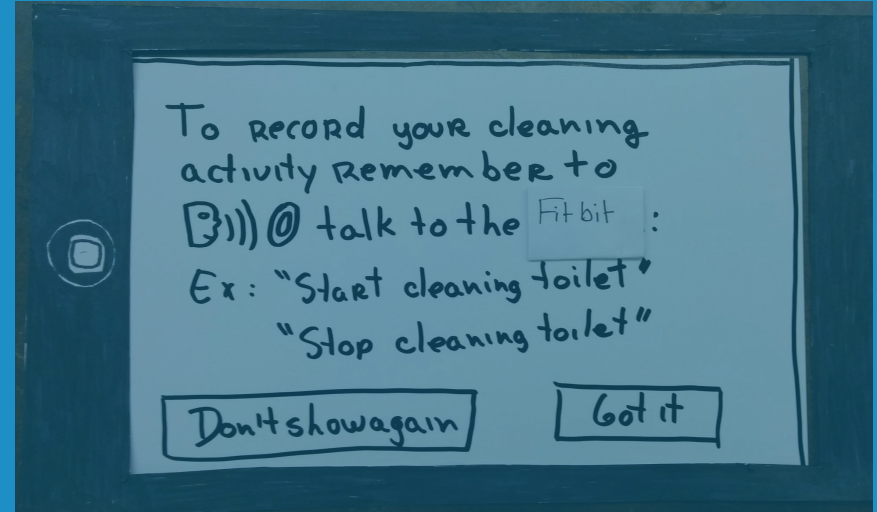
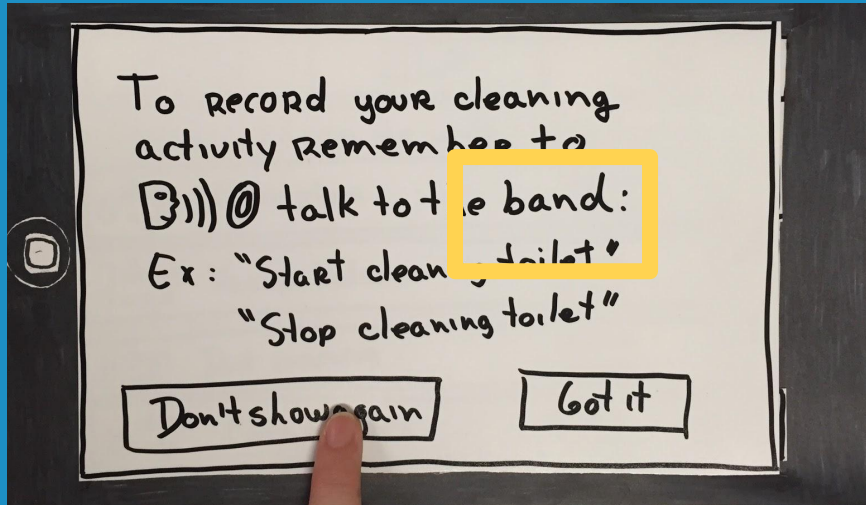
Button was not perceived as a button





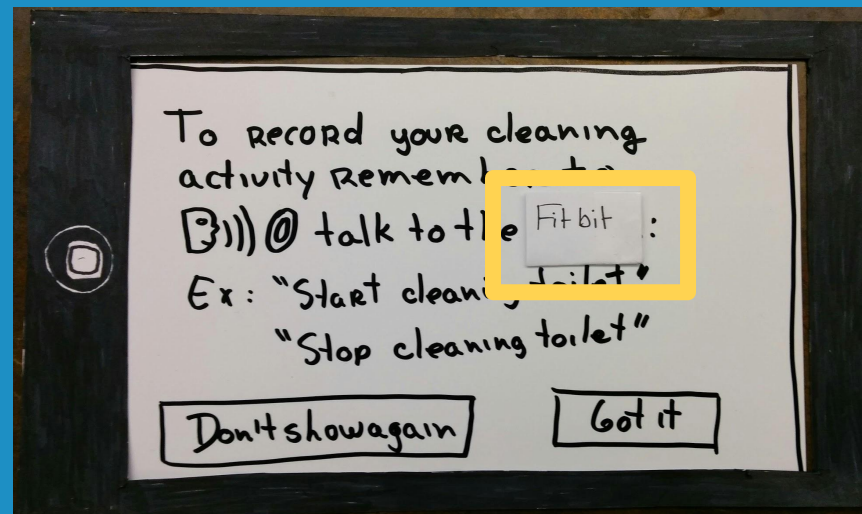
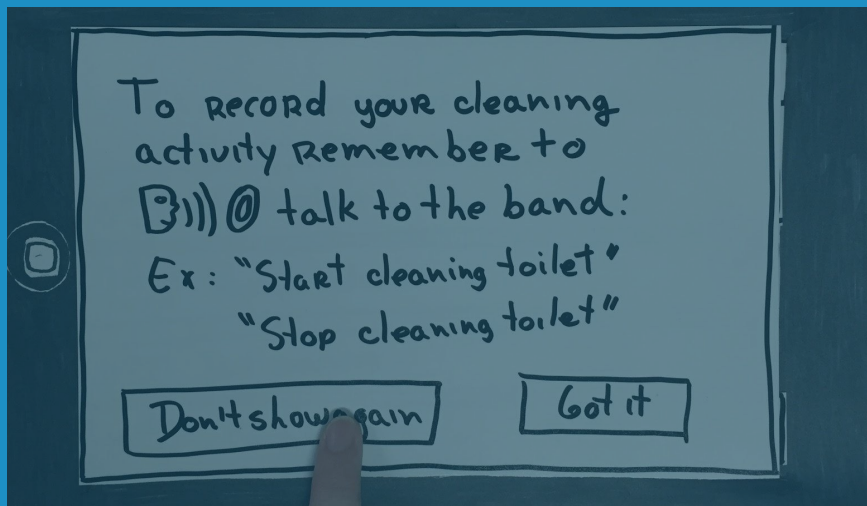
Button was not perceived as a button





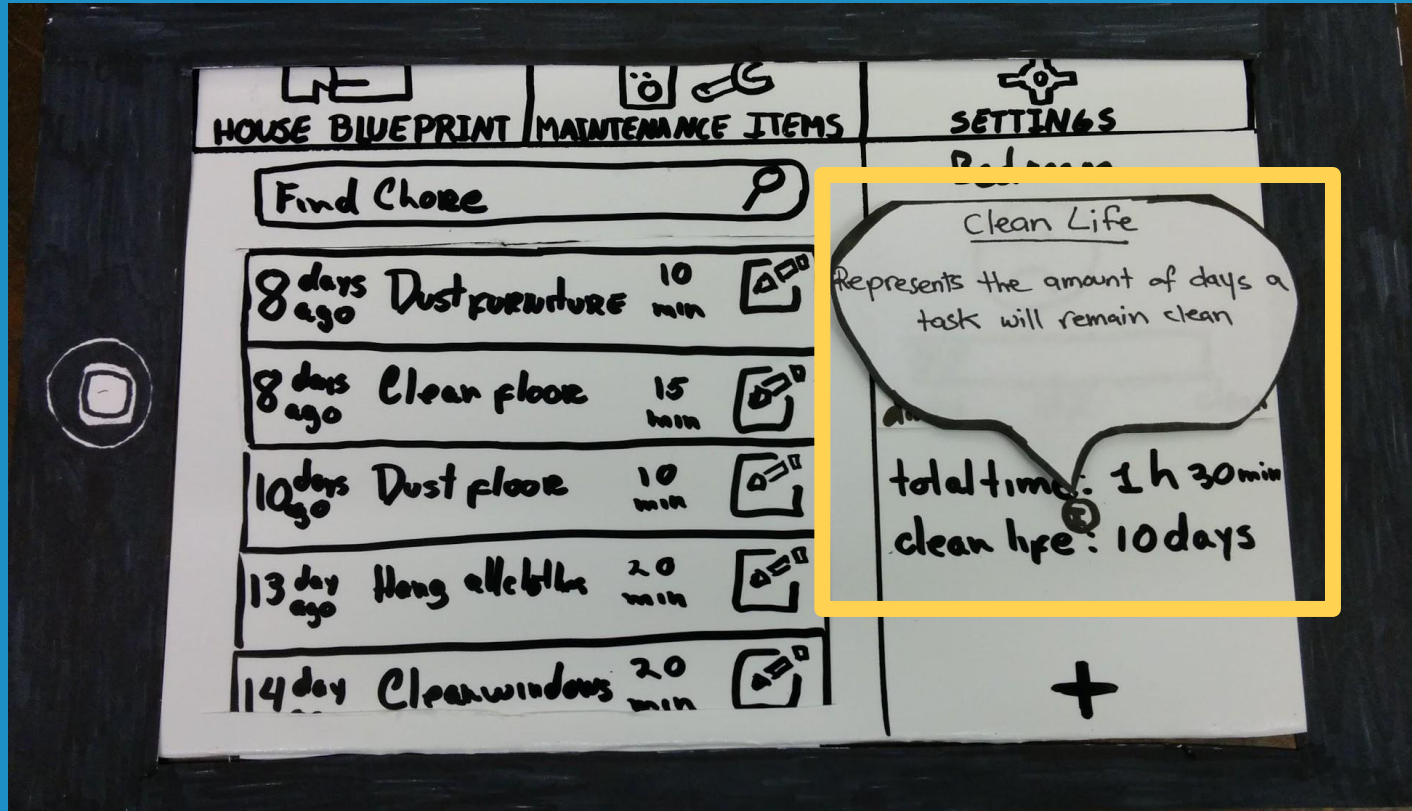
Proprietary wearable adds complexity





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.

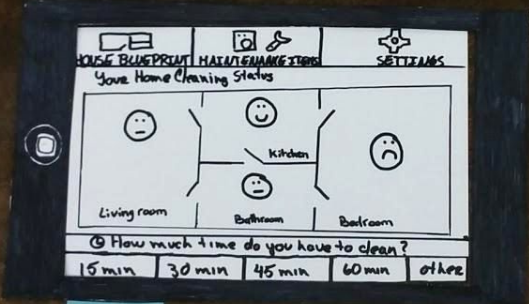
To record your cleaning activity remember to
 @ talk to the Fitbit :
 Ex: "Start cleaning toilet"
 "Stop cleaning toilet"

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



15 min



Change sheets

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



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	done in 15 min
Today	Clean bathroom sink	12 min done in 15 min
Tomorrow	Hop lounge room floor	done in 20 min
Tomorrow	Clean kitchen counter top	done in 20 min

HOUSE BLUEPRINT	MAINTENANCE ITEMS	SETTINGS
Find Chore		Bedroom
8 days ago	Clean floor 15 min	 dirty 10% clean total time: 1h 30min clean life: 10 days +
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	



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.

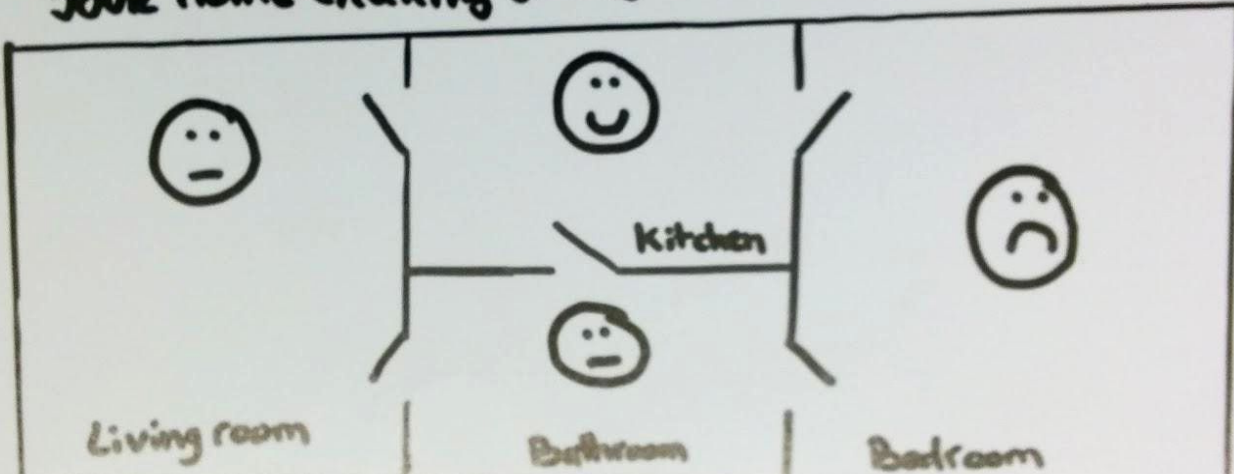


HOUSE BLUEPRINT

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

Category Name of 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

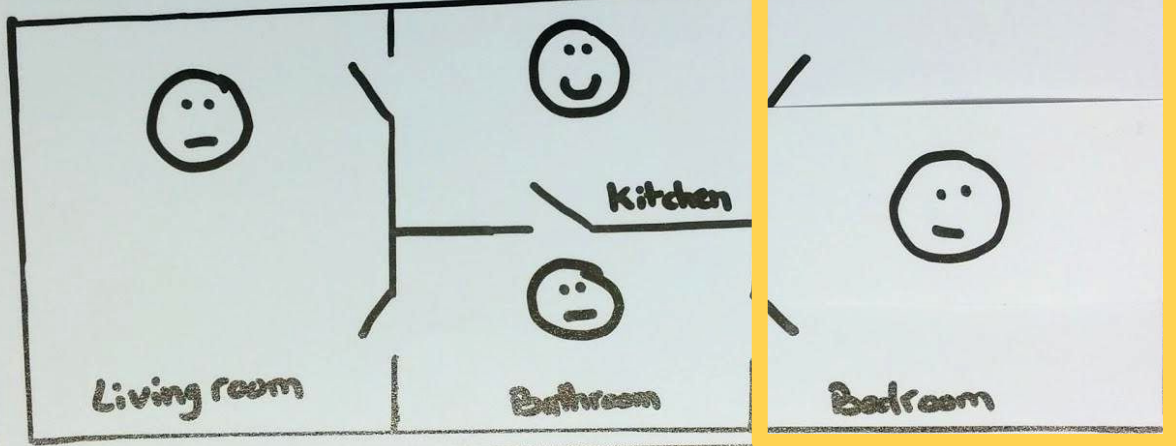


HOUSE BLUEPRINT

MAINTENANCE ITEMS

SETTINGS

Your Home Cleaning Status



How much time do you have to clean?

15 min

30 min

45 min

60 min

other

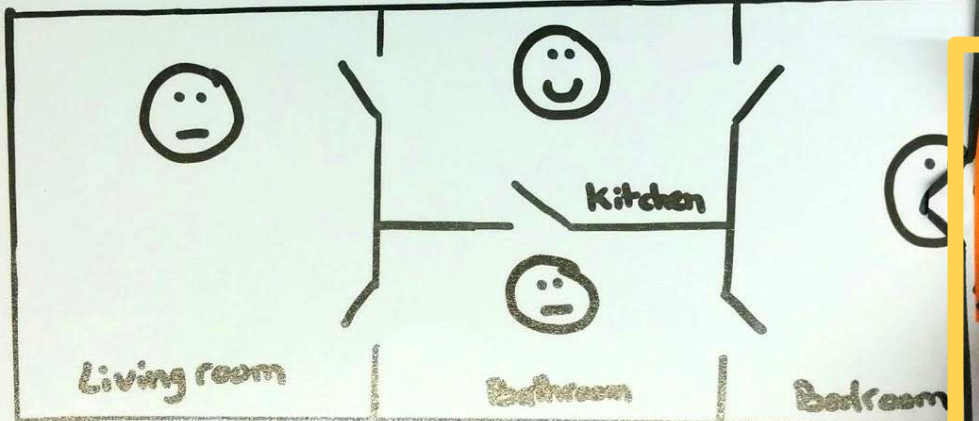


HOUSE BLUEPRINT

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



Mom is coming in 2 days

See chore plan

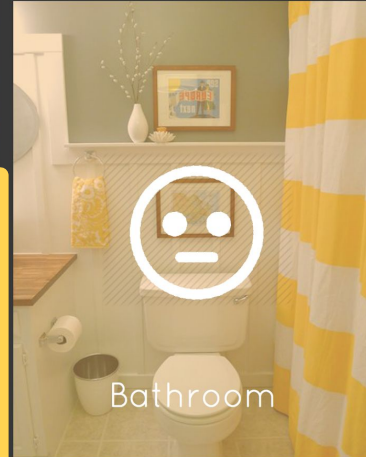
Not now

- How to use
- 15 min
- 30 min
- 45 min
- 60 min
- other



Digital Mockup





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

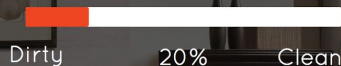
View



Q Search

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



Total Time: 1h 30m

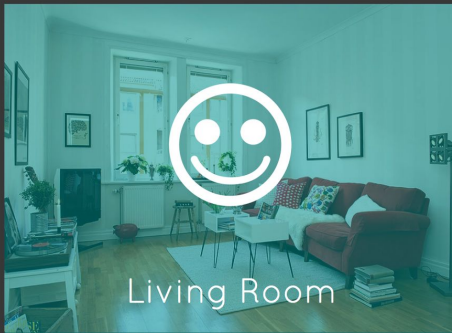
Clean Life[®]: 10 Days

New Chore

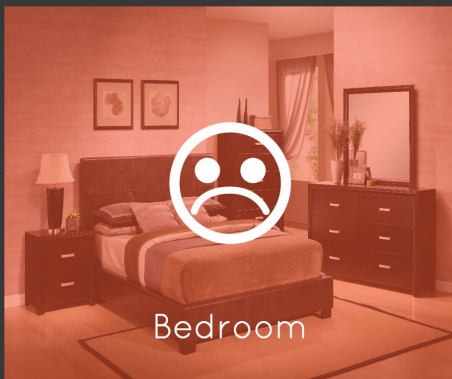




Kitchen



Living Room



Bedroom



Bathroom



How many minutes do you have to clean?

- 15 + View





Overview



Maintenance











Settings

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 sheets	15 minutes 
9 days ago	Dust your lamp	15 minutes 
12 days ago	Change sheets	10 minutes 
11 days ago	Dust your lamp	15 minutes 
10 days ago	Change 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

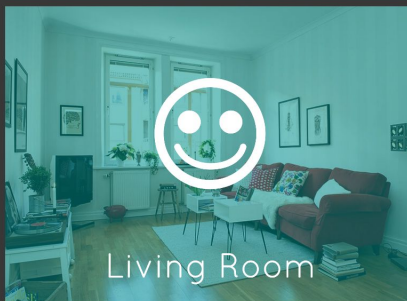
Ok




Overview


Maintenance


Settings



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

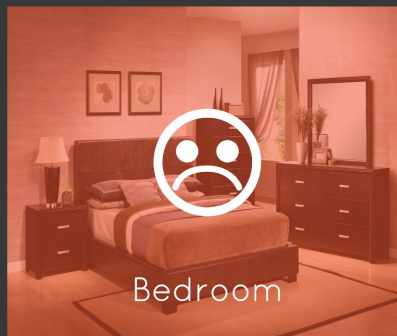
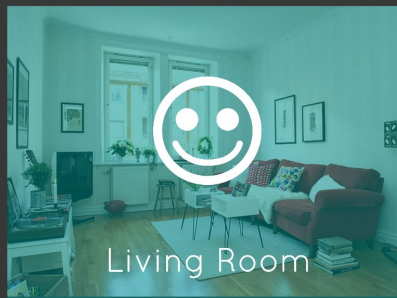
[View](#)




Overview


Maintenance


Settings



How many minutes do you have to clean?



15



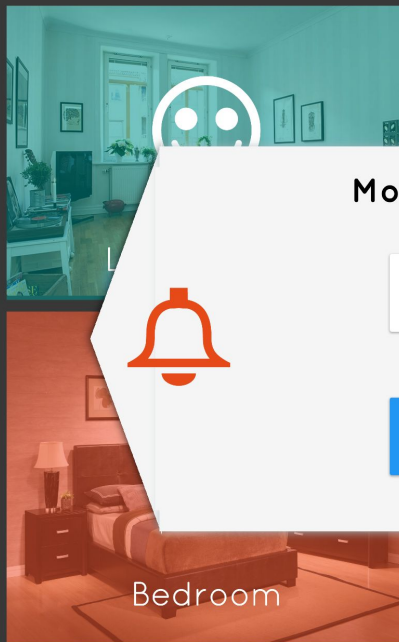
[View](#)




Overview


Maintenance


Settings



Mom is coming in 2 days!

NOT NOW



SEE CHORE PLAN

How many minutes do you have to clean?



15



View





Overview



Maintenance



Settings

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



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 'E' and its ends extending over the 'N' and 'A'.

NEAT

A solution for every home

QUESTIONS?