nexus

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Karolina Pyszkiewicz - CDO II
Matthew Yang - CDO III
Chaeng Saltz - CDO IV

nexus

noun

a connection or series of connections linking two or more things.

Overall Problem

- Retirement home residents are lonely
- Activities do not cater to everyone

Contextual Inquiry (Interview)

“Andy”

- Former philosophy/religion prof.
- Lived in many different places
- Lots of life experience

Not “Andy”. Picture for illustration purposes only.

Contextual Inquiry (Interview)

“Clara”

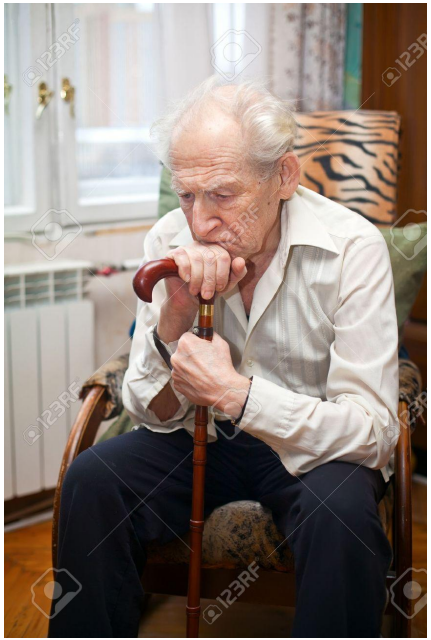
- In her 90s
- No experience with technologies: computers, phones, etc.
- Days are “lonely”, and missing human connection
- Not interested in planned activities such as trivia

Not “Clara”. Picture for illustration purposes only.

Contextual Inquiry (Interview)

“George”

- In his 80s
- Appreciates consistent social interactions
- Also finds his days lonely
- Not a frequent user of technology



Not “George”. Picture for illustration purposes only.

THIS IS A BIG PROBLEM NOW
#PointTakenPBS

Tasks

Initiating new mentor/mentee connections	Mentor-mentee follow up communication	Viewing activities and hobbies of other residents
Finding nearby activities	Finding other residents interested in same activity	Starting meetings and events

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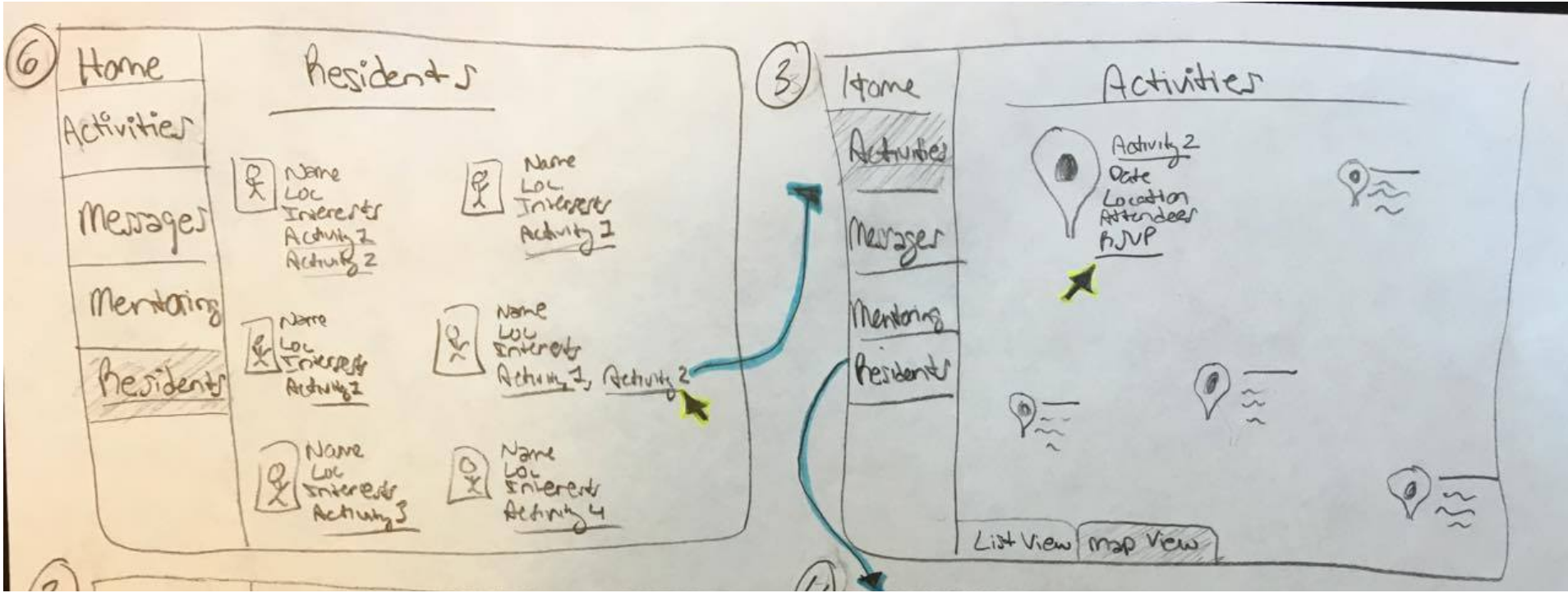
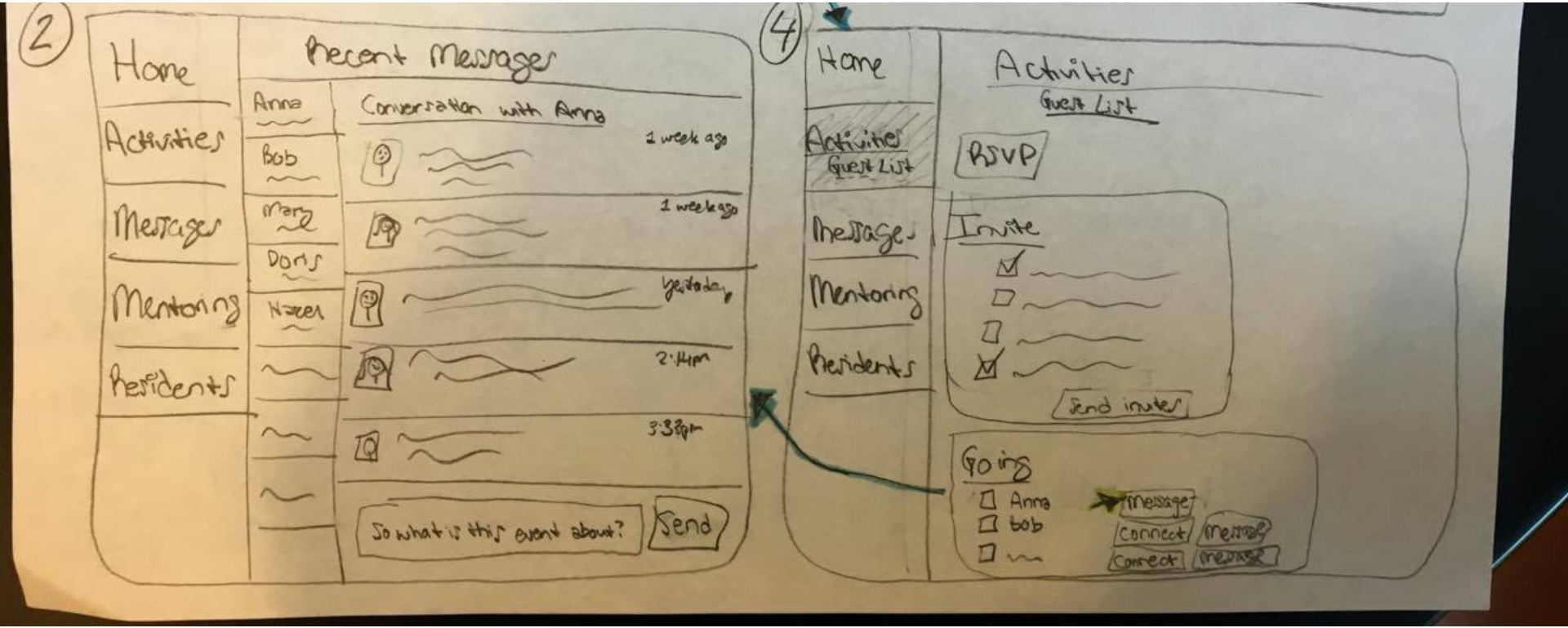
Design Sketches

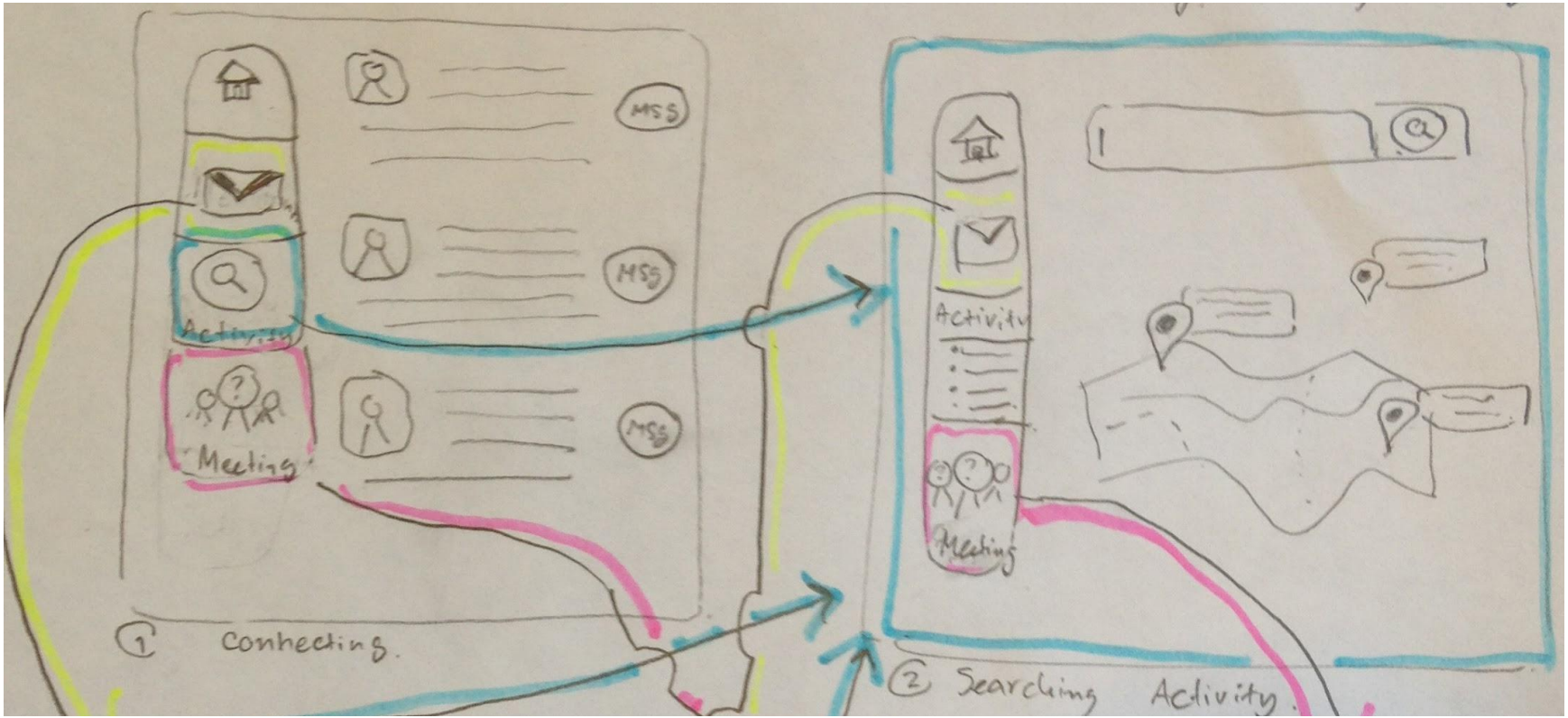
Sketch #1


6
Home
Activities
Messages
Mentoring
Residents
Residents
Name
Loc
Interests
Activity 1
Activity 2
Name
Loc
Interests
Activity 1
Name
Loc
Interests
Activity 1, Activity 2
Name
Loc
Interests
Activity 3
Name
Loc
Interests
Activity 4
3
Home
Activities
Messages
Mentoring
Residents
Activities
Activity 2
Date
Location
Attendees
RSVP
List View
map View

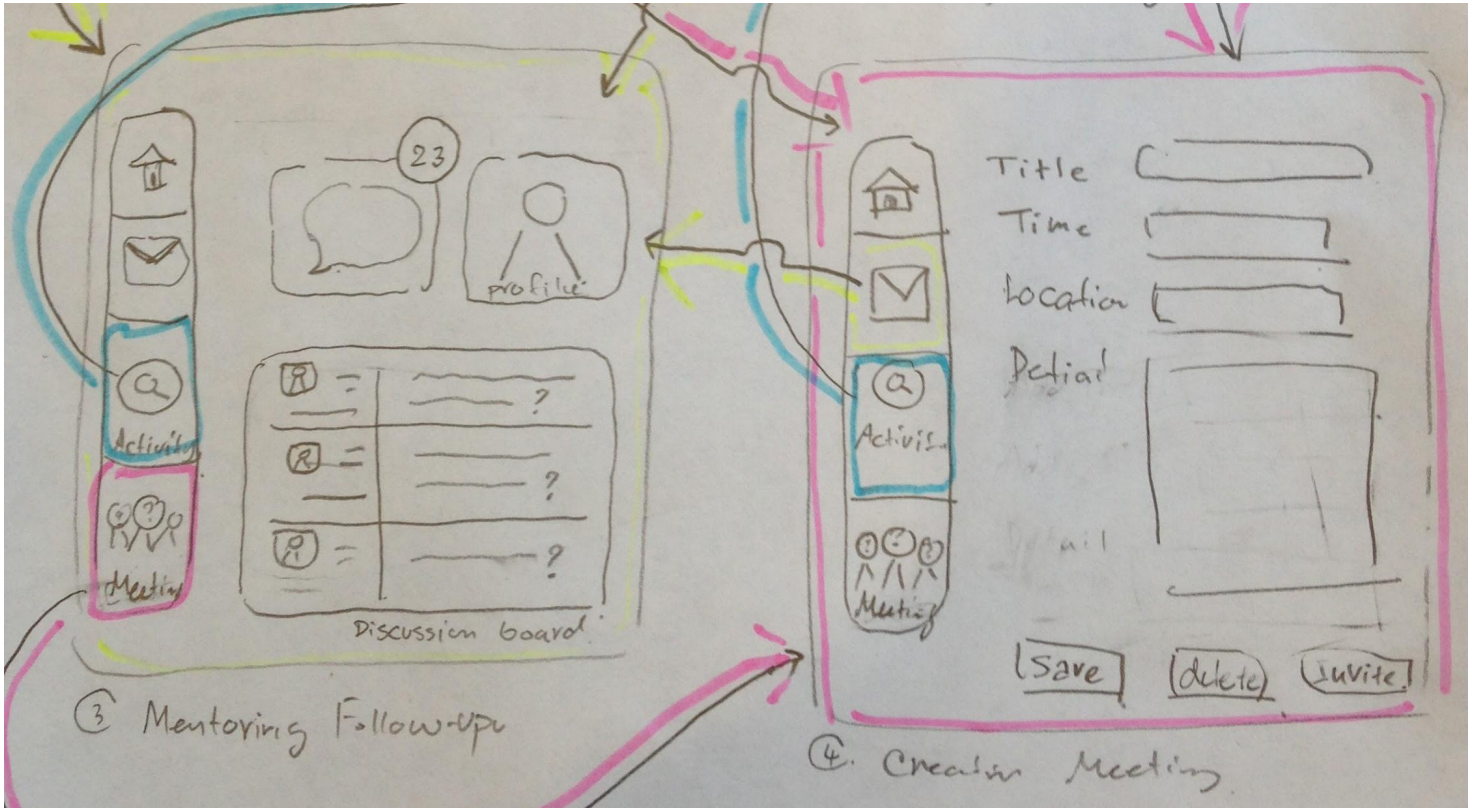
Sketch #1


2
Home
Activities
Messages
Mentoring
Residents
Recent Messages
Anna
Bob
Mary
Doris
Conversation with Anna
1 week ago
1 week ago
yesterday
2:14pm
3:38pm
So what is this event about?
Send
4
Home
Activities
Guest List
Messages
Mentoring
Residents
Activities
Guest List
RSVP
Invite
Send invites
Going
Anna
bob
message
connect
message
connect

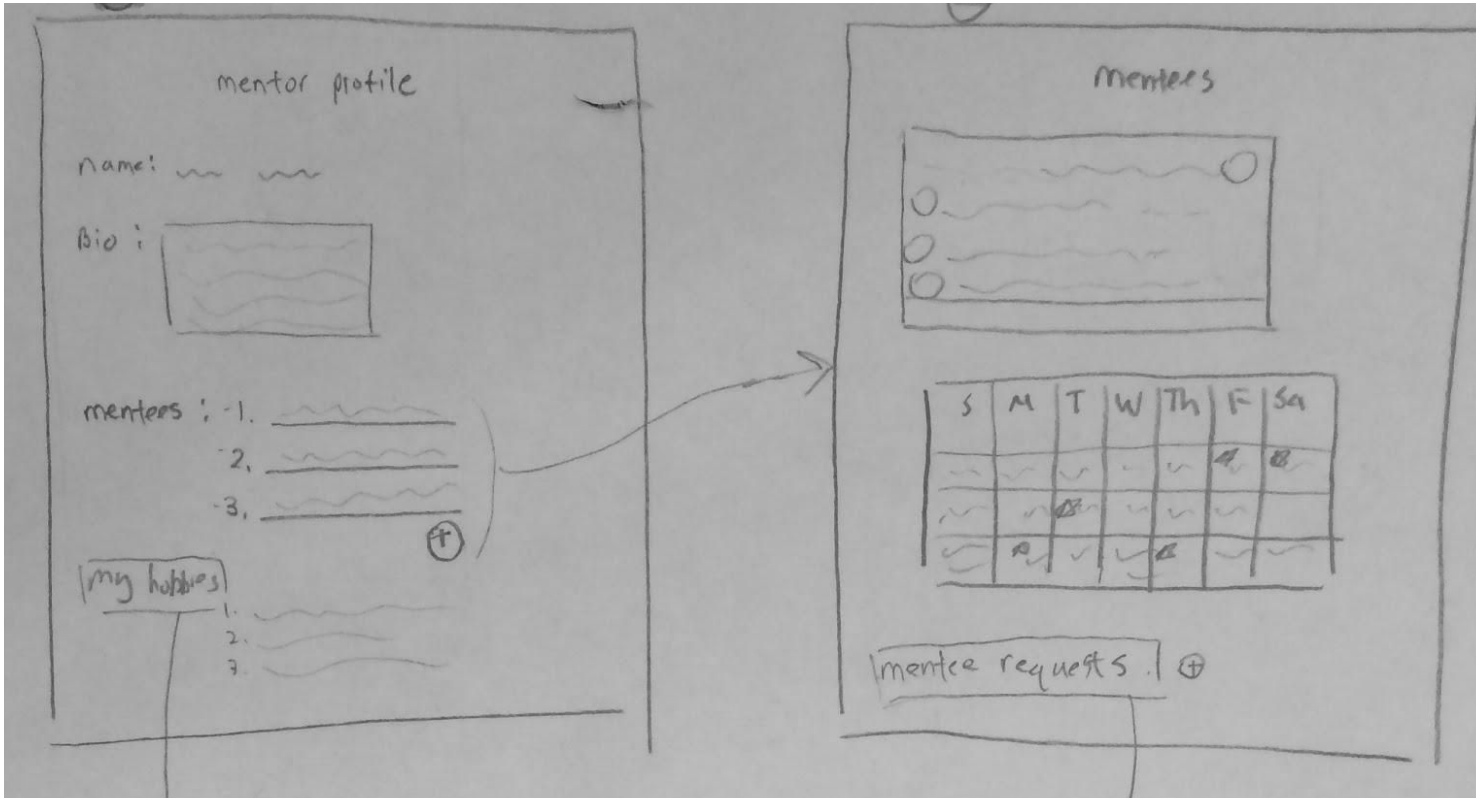
Sketch #2


Activity
Meeting
1 Connecting.
Activity
Meeting
2 Searching Activity

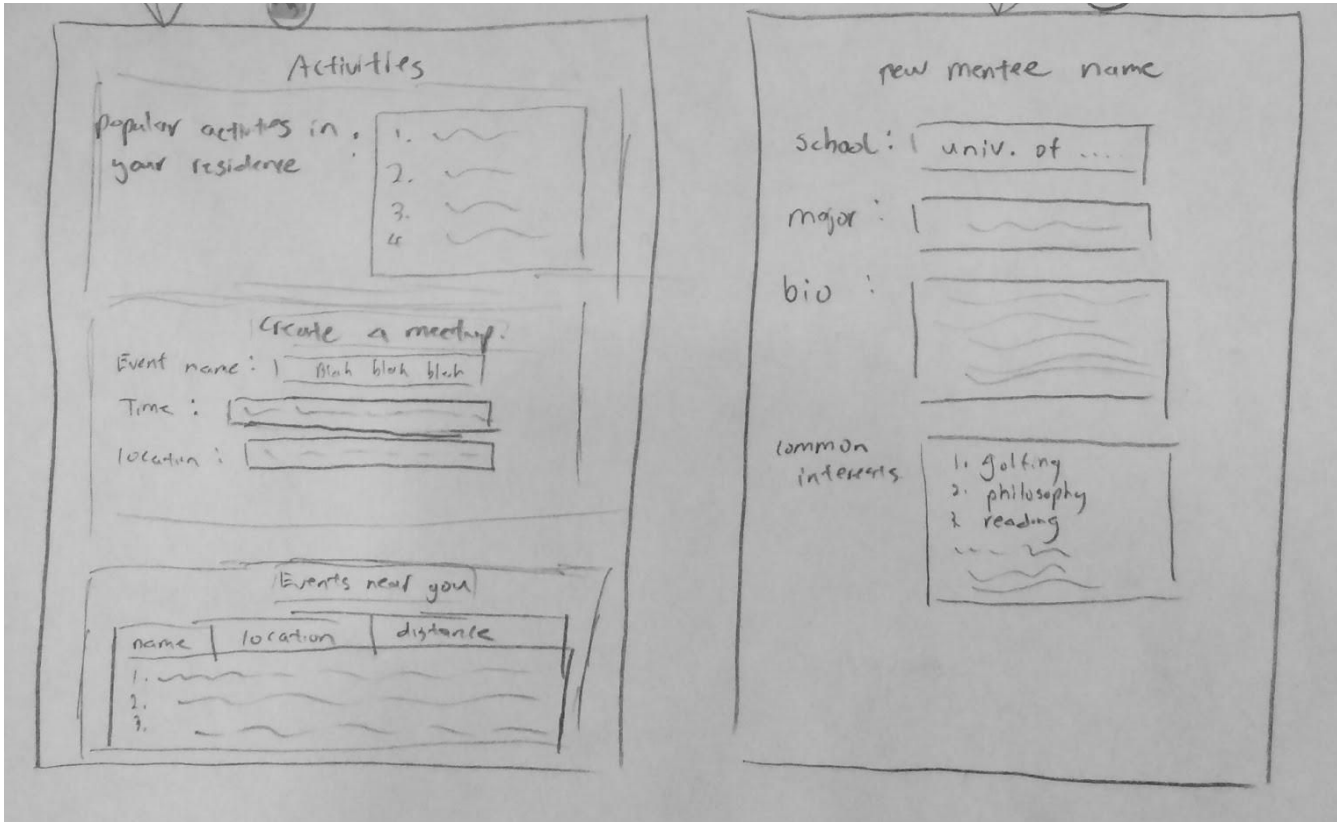
Sketch #2


23
profile
Activity
Meeting
Discussion board
3 Mentoring Follow-up
Title
Time
location
Detial
Activity
Meeting
Save
delete
invite
4. Creation Meeting

Sketch #3

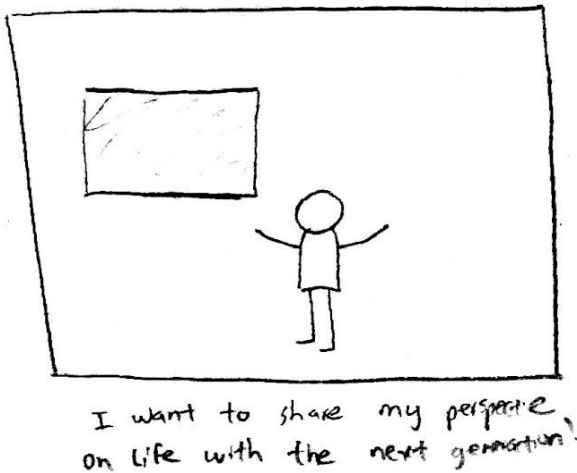

mentor profile
name:
Bio :
menters : 1.
2.
3.
my hobbies
1.
2.
3.
menters
S M T W Th F Sa
mentee requests

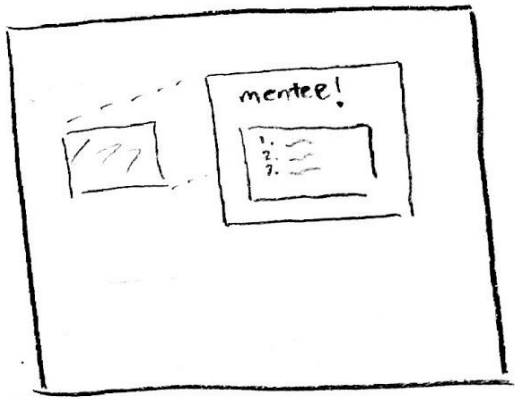
Sketch #3

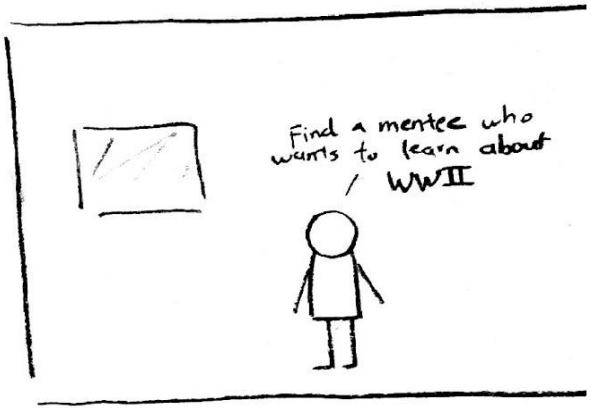

Activities
popular activities in your residence
1.
2.
3.
4
Create a meeting
Event name :
Blah blah blah
Time :
location :
Events near you
name
location
distance
1.
2.
3.
new mentee name
school :
univ. of ...
major :
bio :
common interests
1. golfing
2. philosophy
3. reading

Storyboards

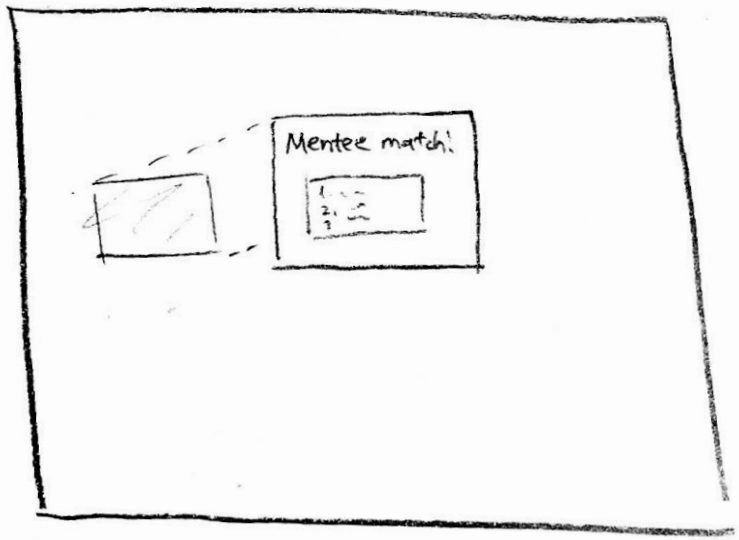
Storyboard #1

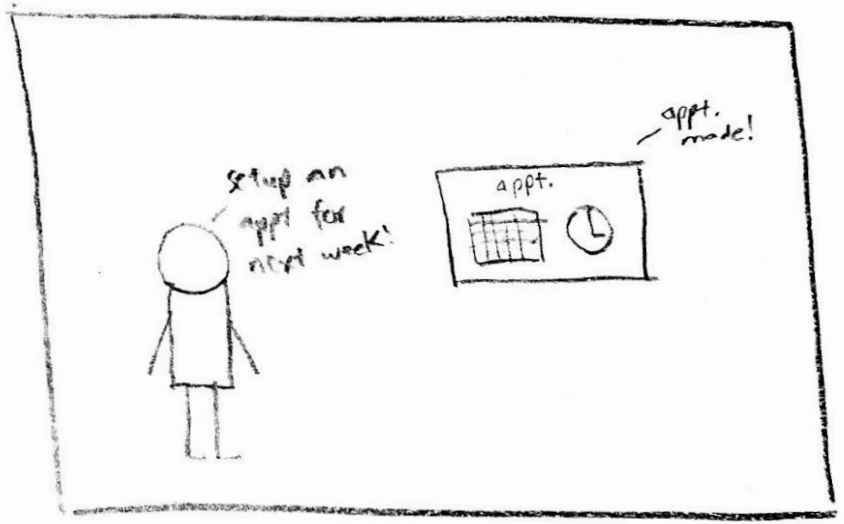




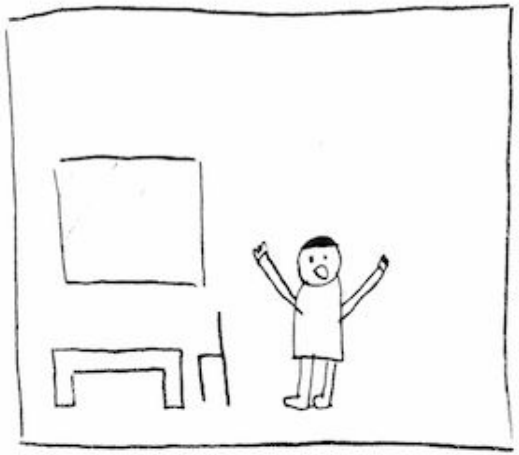


Storyboard #1

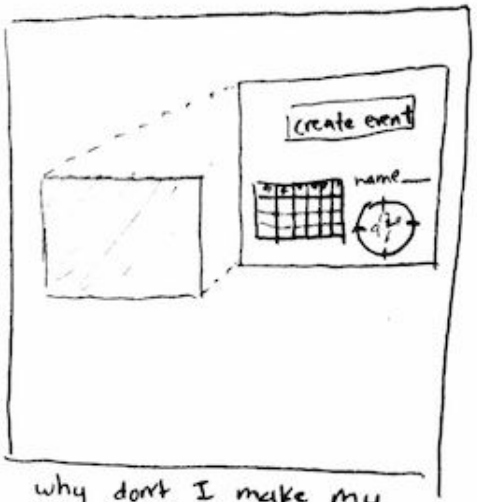




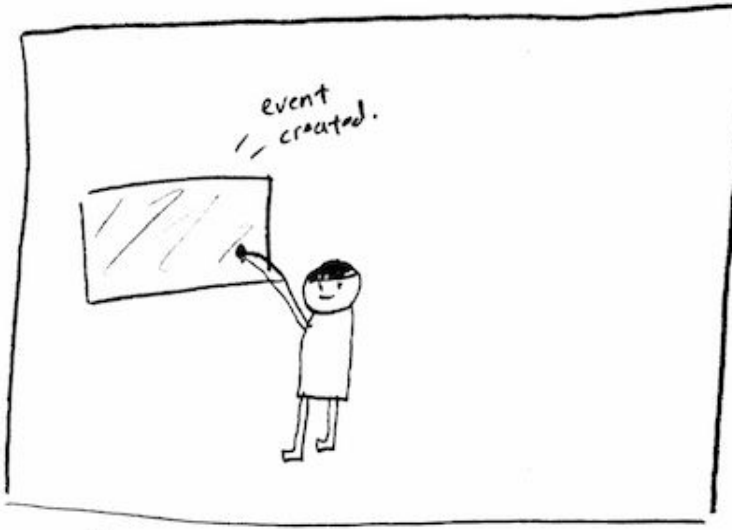
Storyboard #2



All the planned events are boring

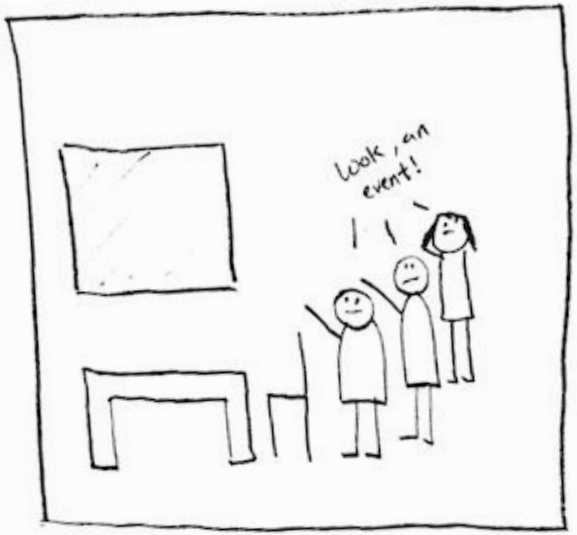


why dont I make my own event?

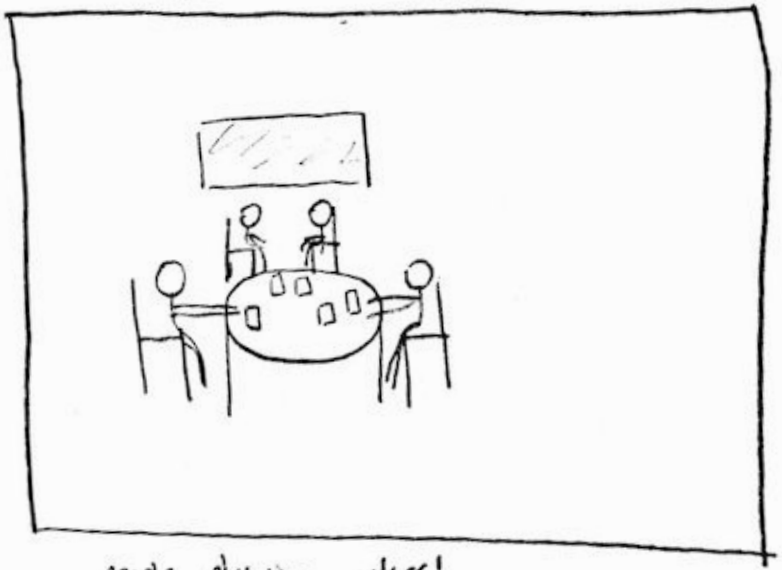


making a poker event for tonight.

Storyboard #2



* Hours later... others notice event.



people playing poker!

Summary

- Don’t make assumptions about what the user wants
  - Empathize with stakeholders
- Have a conversation instead of interview
- Retired people are usually apprehensive of technology
- This is a real, systemic problem
- There are no good solutions, yet

Thank You