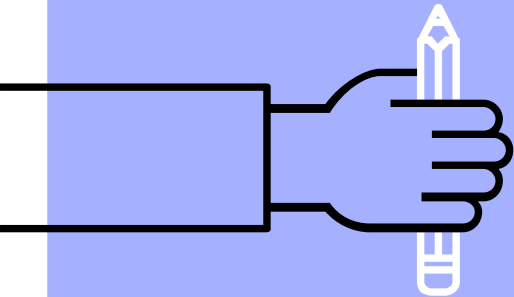
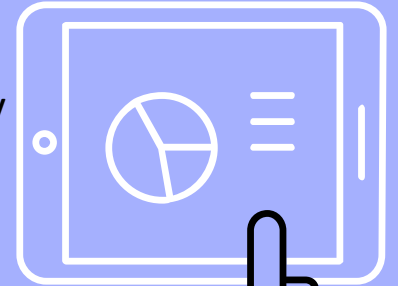


DIGIFAM

Alleviating Loneliness Among the Elderly



Mimi Ruo, Lisa Vo, Rachel Zigman

Overall Problem

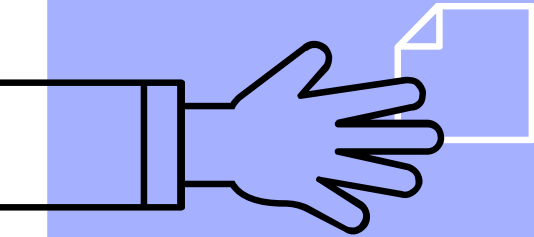
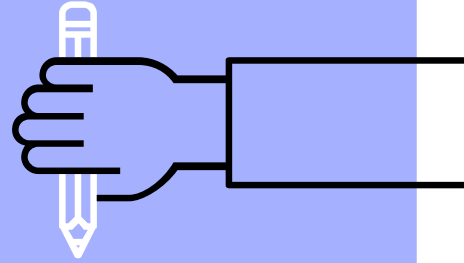
Tech-oriented society

Elderly often left behind or forgotten

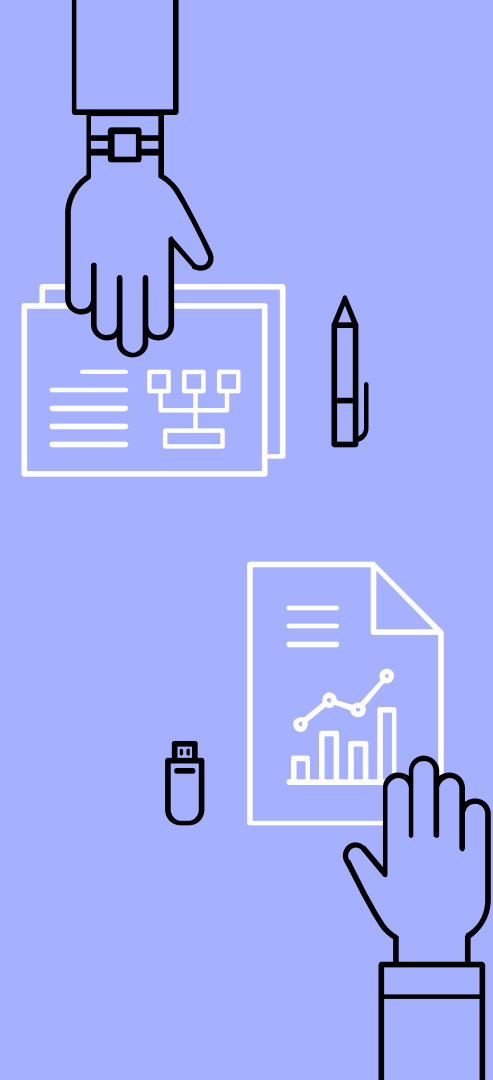
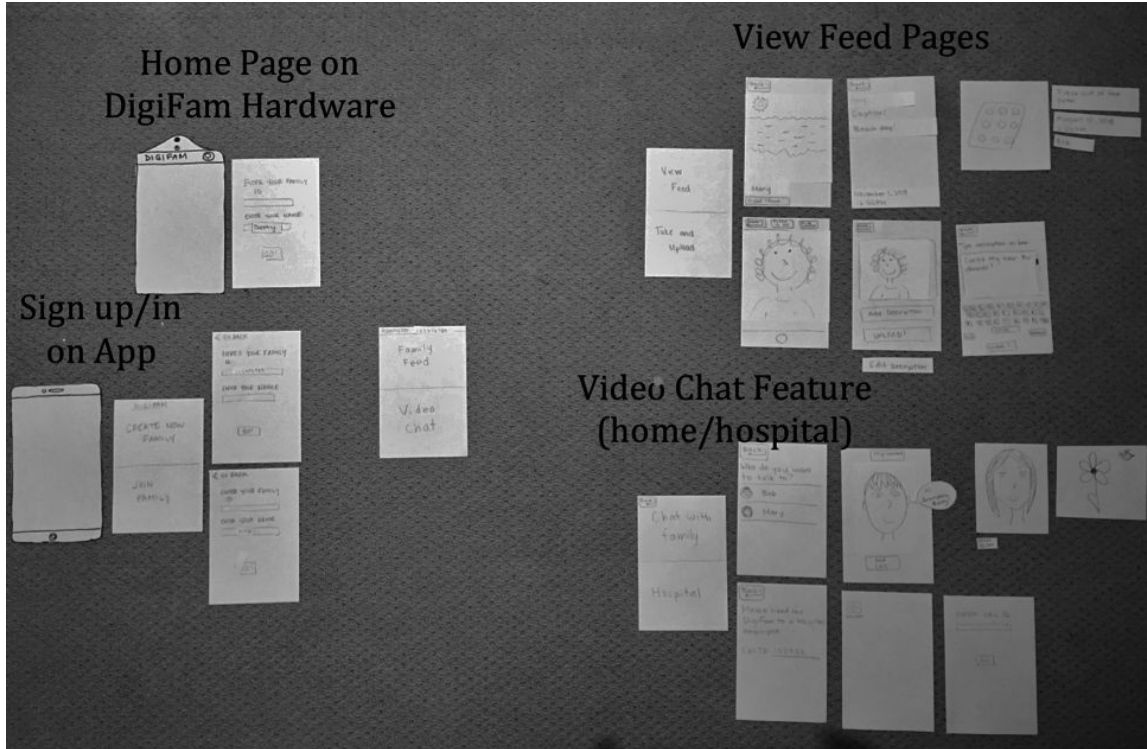
Feelings of loneliness, isolation, lack of communication



Initial Paper Prototype



Overview

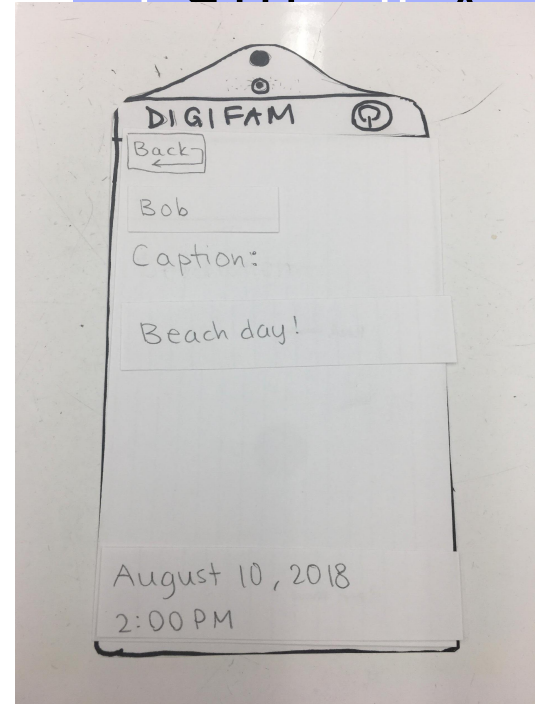
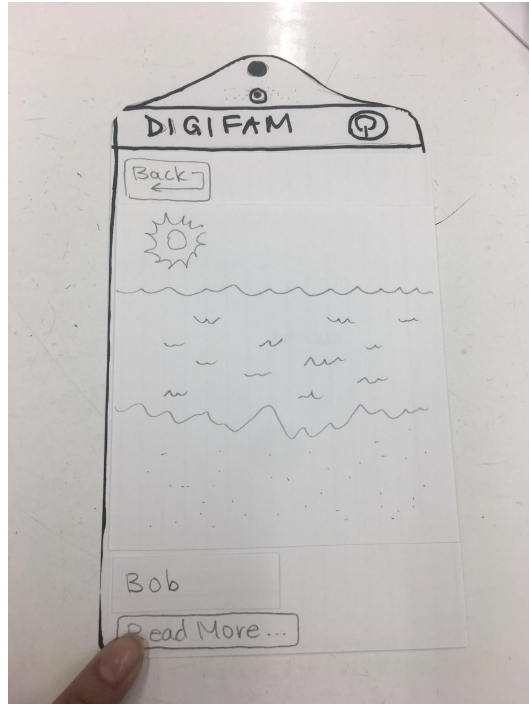
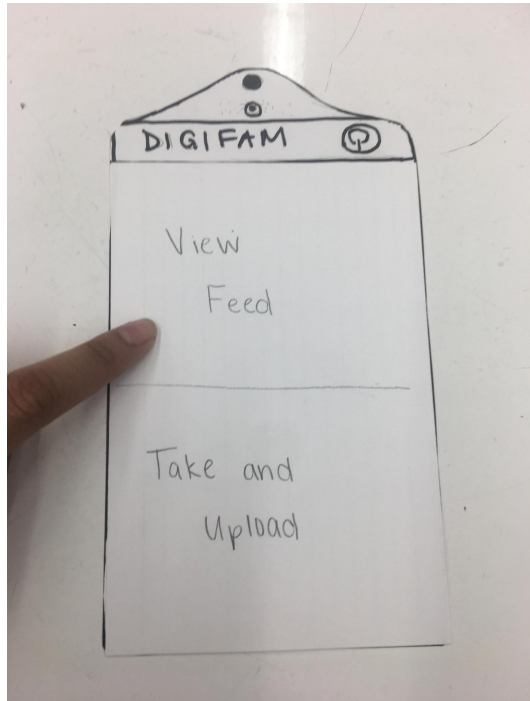


Tasks

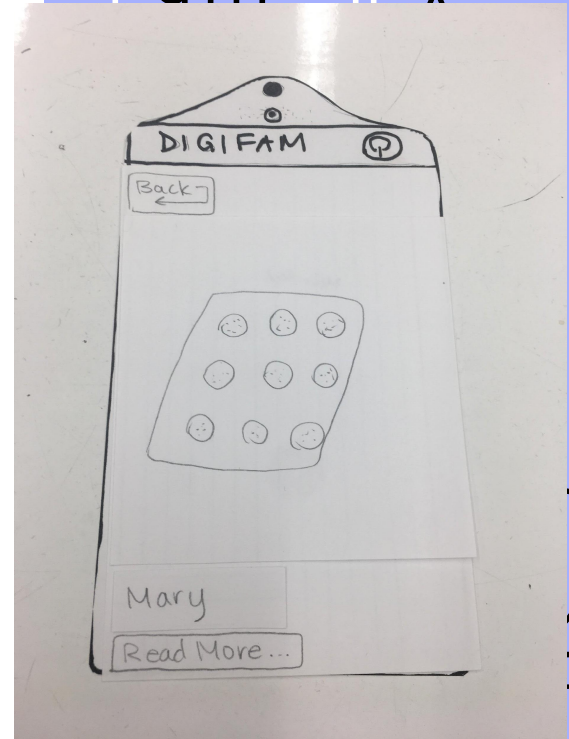
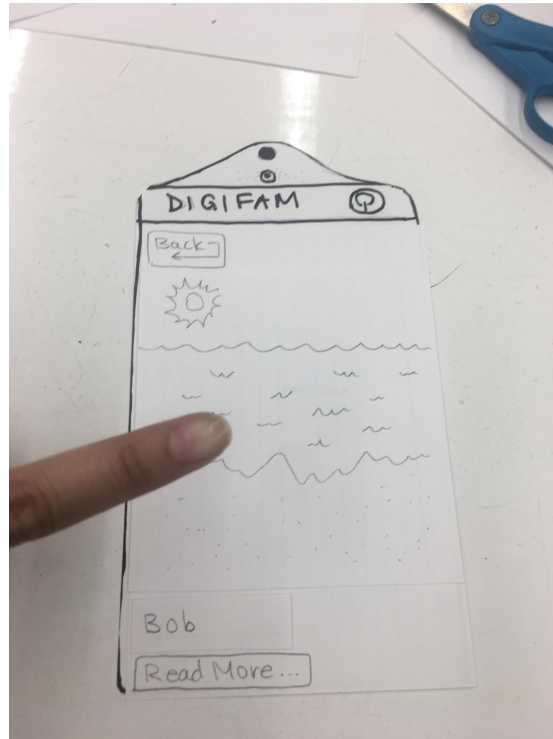
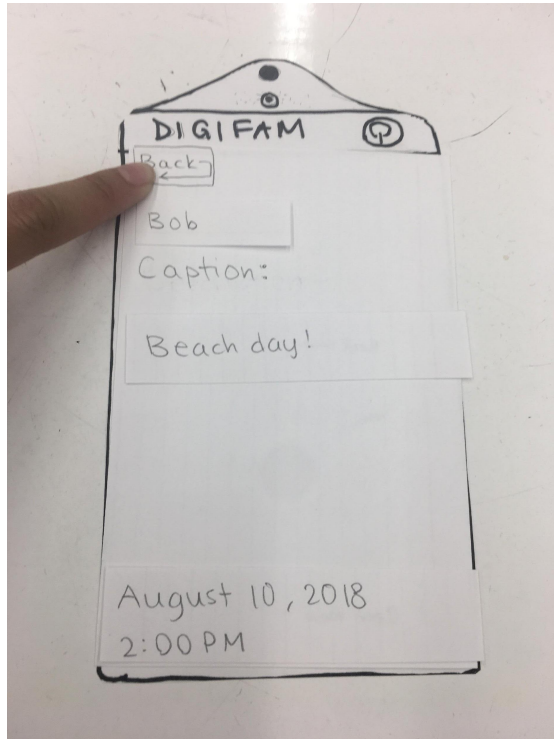
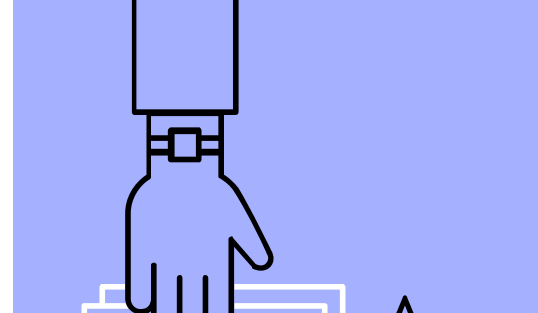
- ▶ Task 1: View photo updates from family
- ▶ Task 2: Remote accompaniment at hospital



Task 1: View photo updates from family

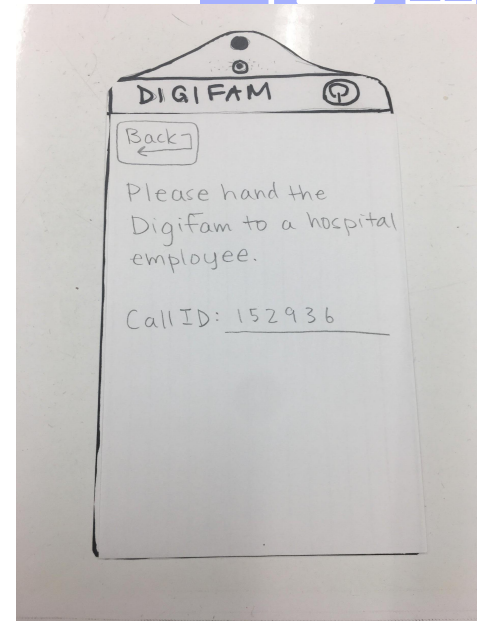
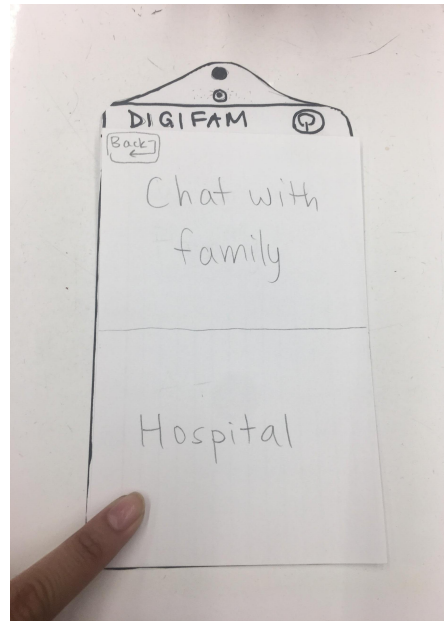
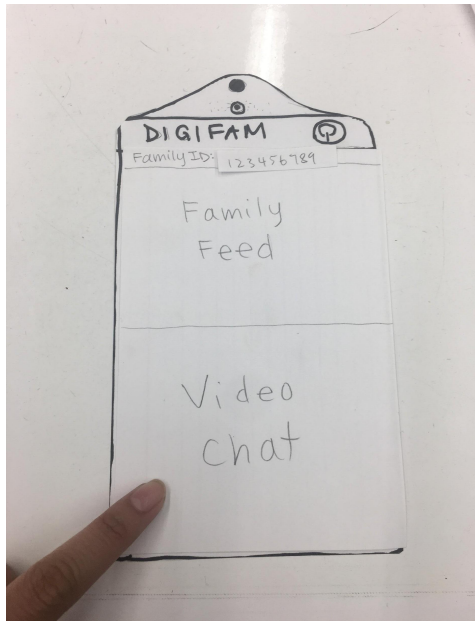


Task 1: View photo updates from family



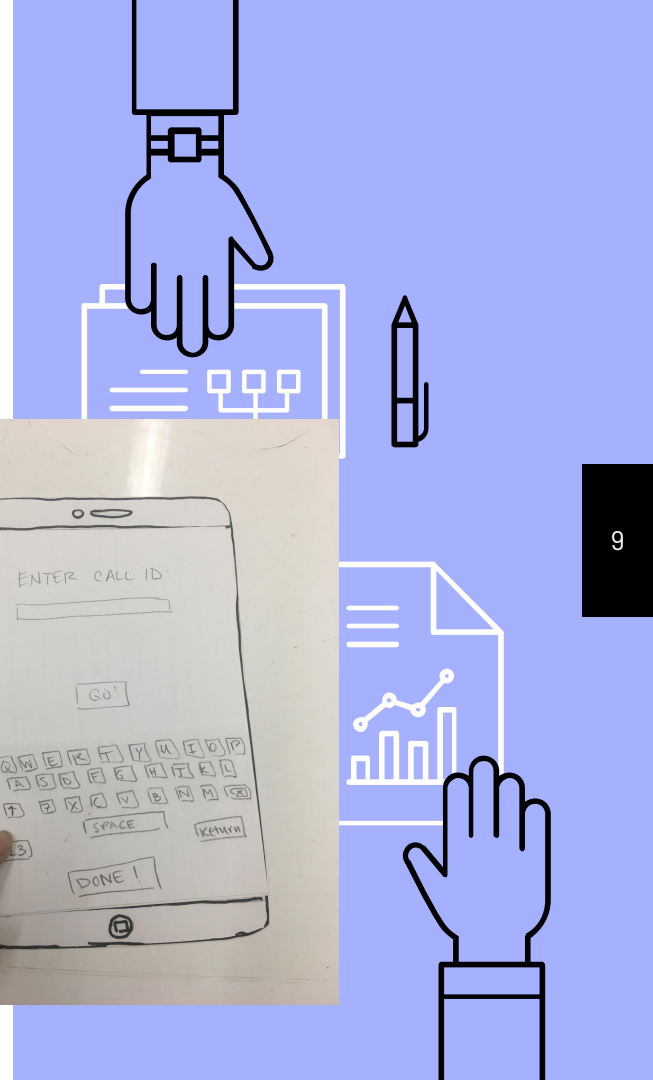
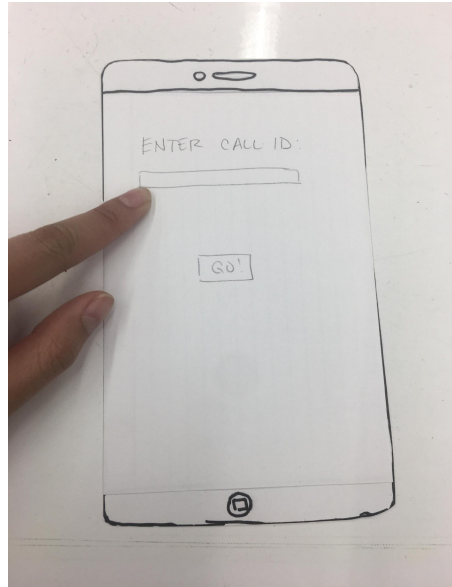
Task 2: Video call for hospital visits

- ▶ On DigiFam device



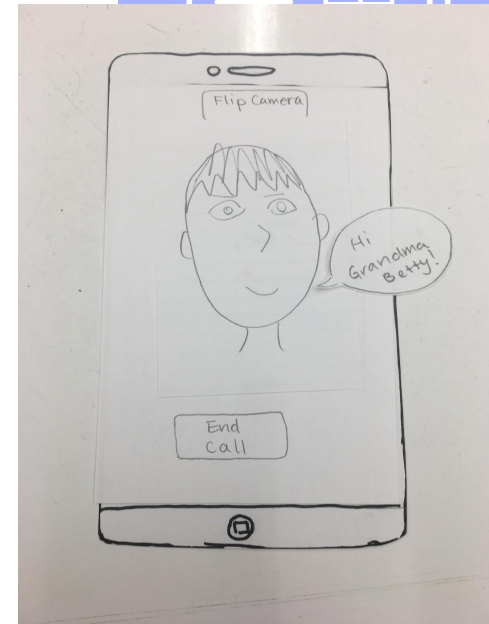
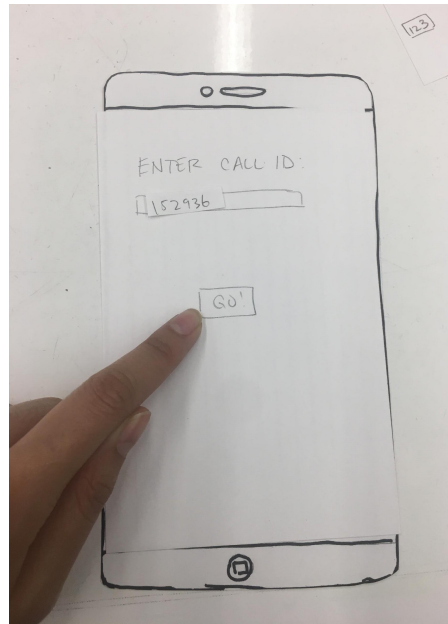
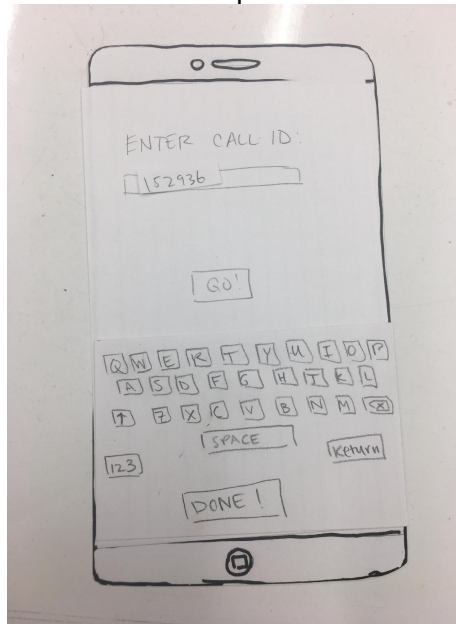
Task 2: Video call for hospital visits

- ▶ On hospital device

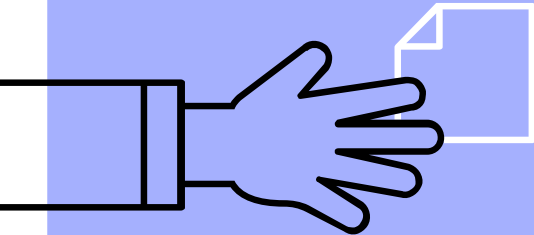
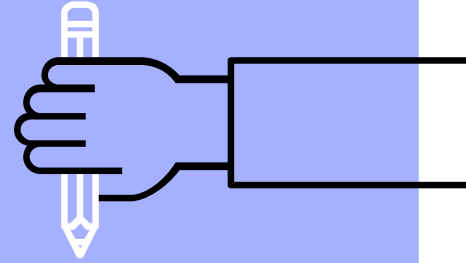


Task 2: Video call for hospital visits

- ▶ On hospital device



Testing Process and Results



Testing Process

- ▶ Introduce domain and goal
- ▶ Introduce two primary tasks
- ▶ Make observations and evaluations during and after testing



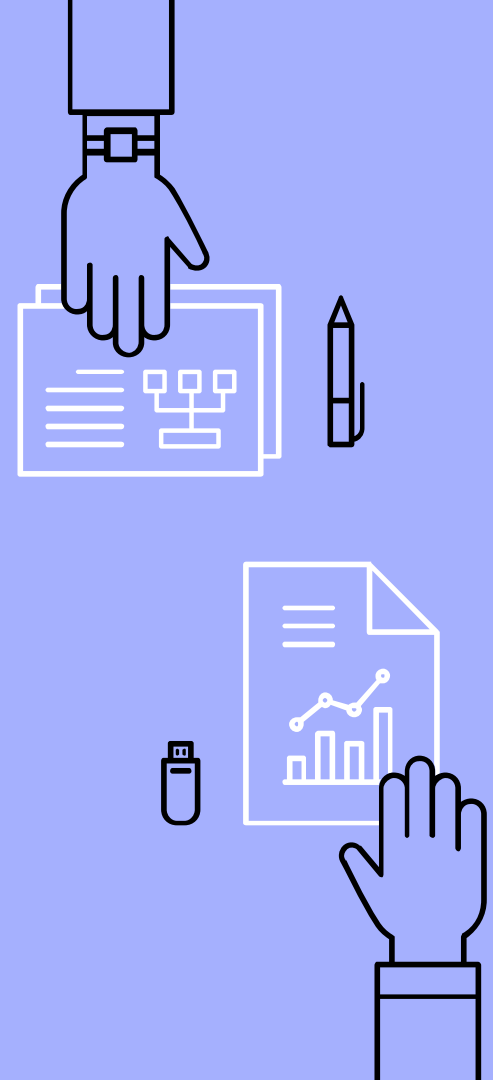
Process Refinements

- ▶ Before
 - Gave too much guidance
 - Asked too broad of questions
- ▶ After
 - Interviewees were given less guidance
 - Asked more specific questions



Testing Results

- ▶ Icons may be confusing to older people
- ▶ Social media jargon may be confusing
- ▶ No volume buttons
- ▶ No screen to view self during video call

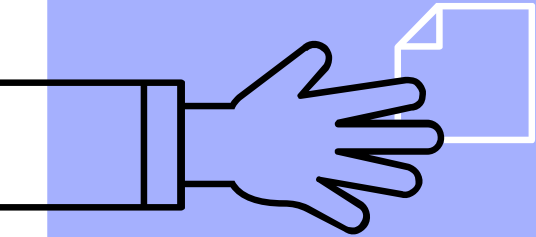
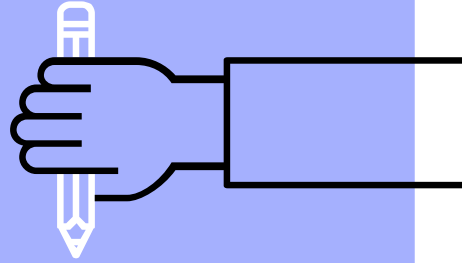


Design Refinements

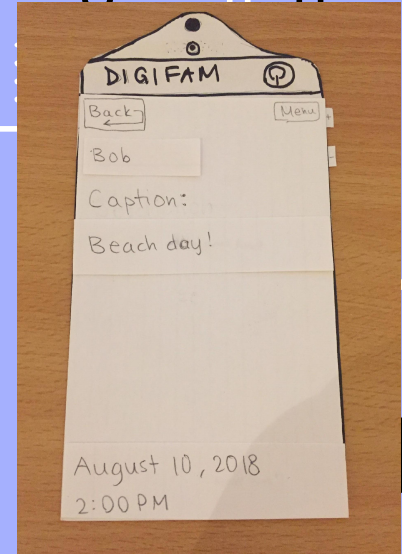
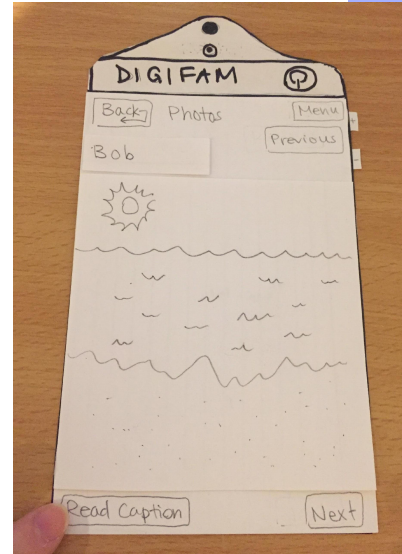
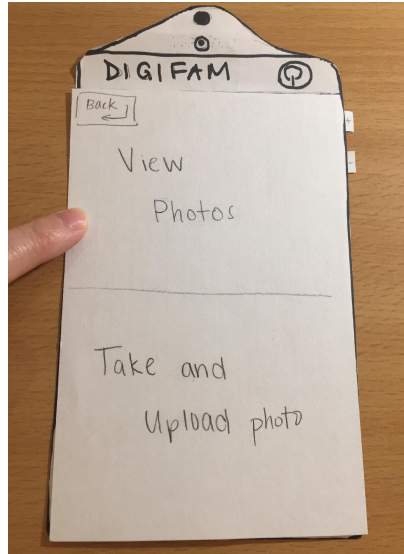
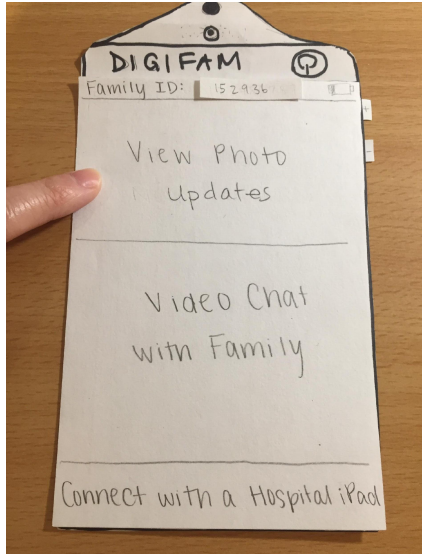
- ▶ Change icons to words
- ▶ Remove unfamiliar jargon
- ▶ Add physical volume buttons on side
- ▶ Add screen to view self during video call



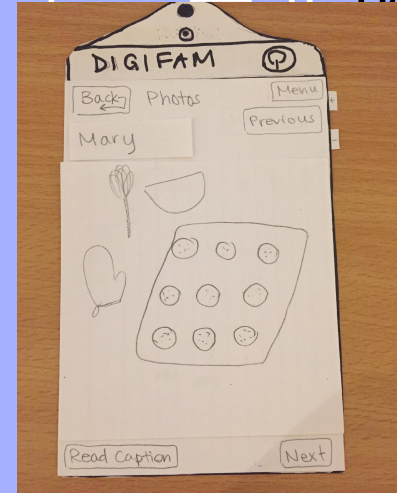
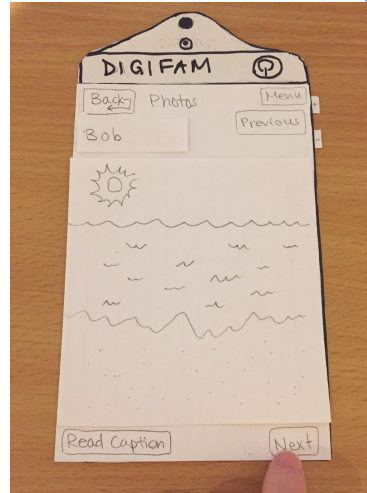
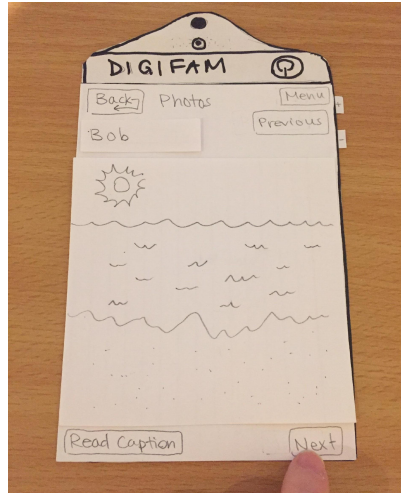
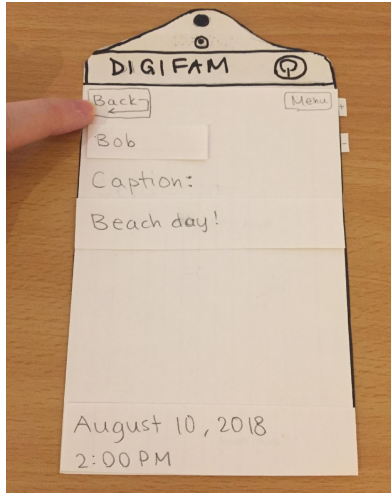
Final Paper Prototype



Task 1: View photo updates from family

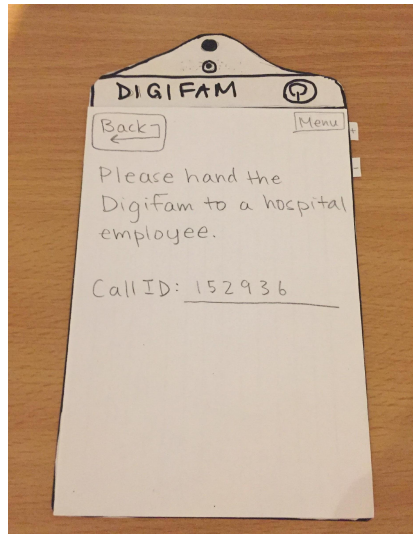
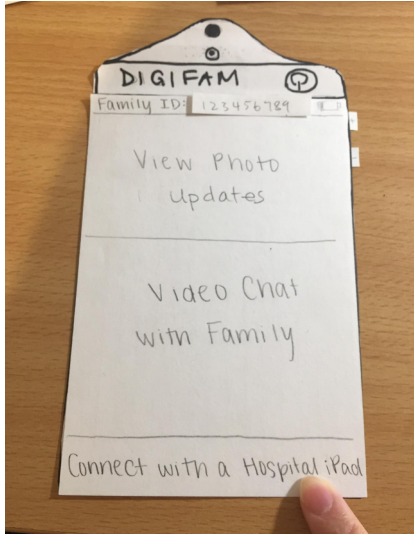


Task 1: View photo updates from family



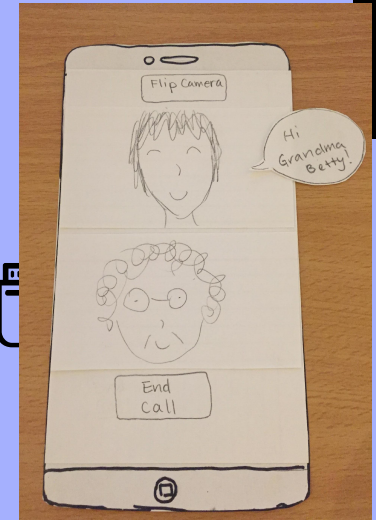
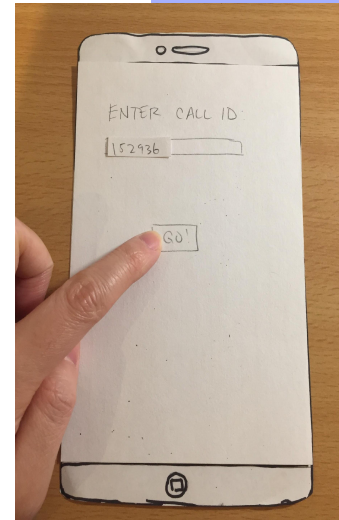
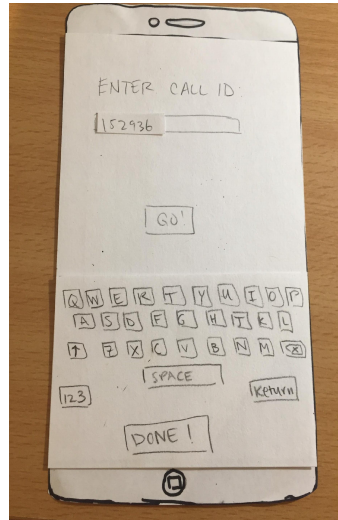
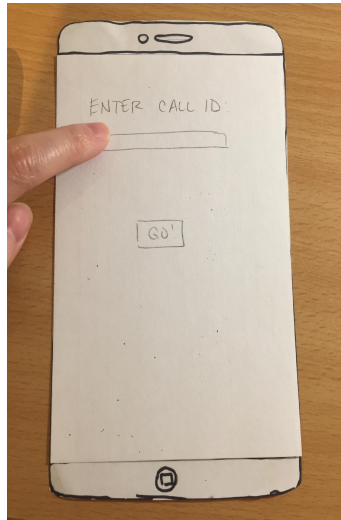
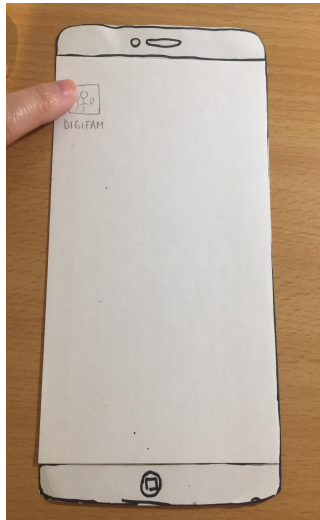
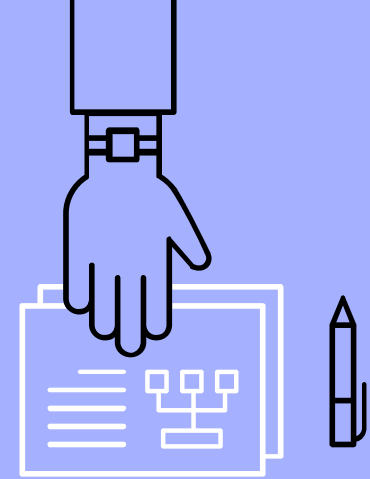
Task 2: Video call for hospital visits

- ▶ On DigiFam device

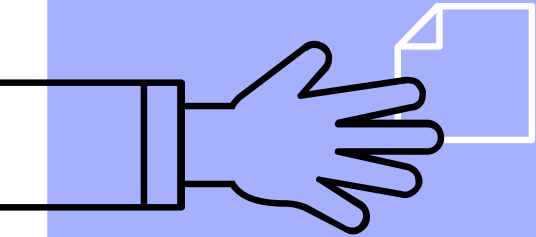
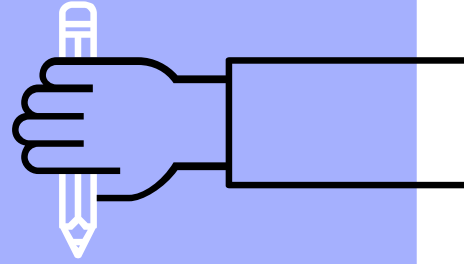


Task 2: Video call for hospital visits

- ▶ On hospital device



Digital Mockup





Enter Family ID:

Click to type

Enter Your Name:

Click to type

GO!

21:27

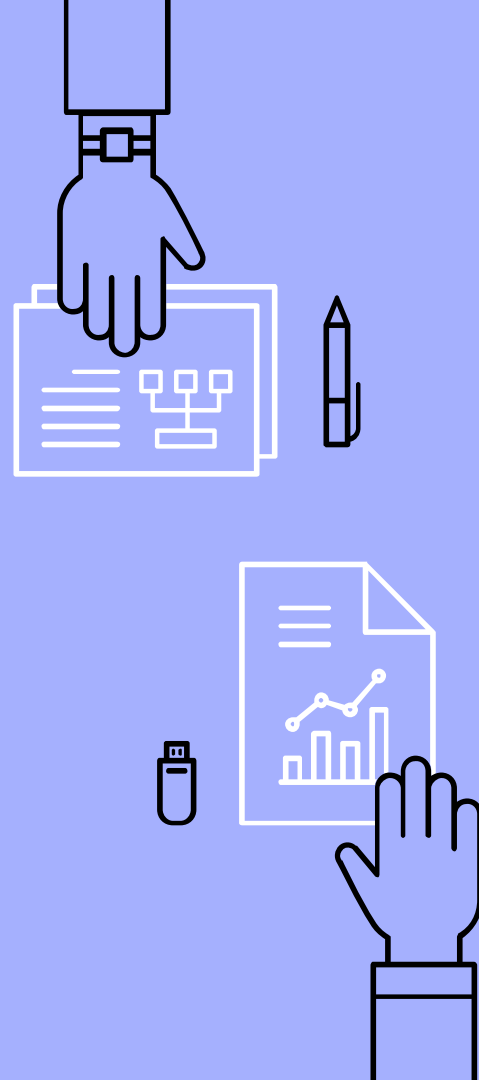


Family ID: 9825731

View Photo Updates

Video Chat With Family

Connect With Hospital iPad



Task 1: Viewing photo updates from family

← Back to Home

View Photos

Take and Upload
Picture to News
Feed

← Back Menu

Susan



Read Caption Next

← Back to Photos Menu

Susan

Baked chocolate chip cookies today using Grandma Betty's recipe! They are delicious! :)

June 10, 2018 12:38pm

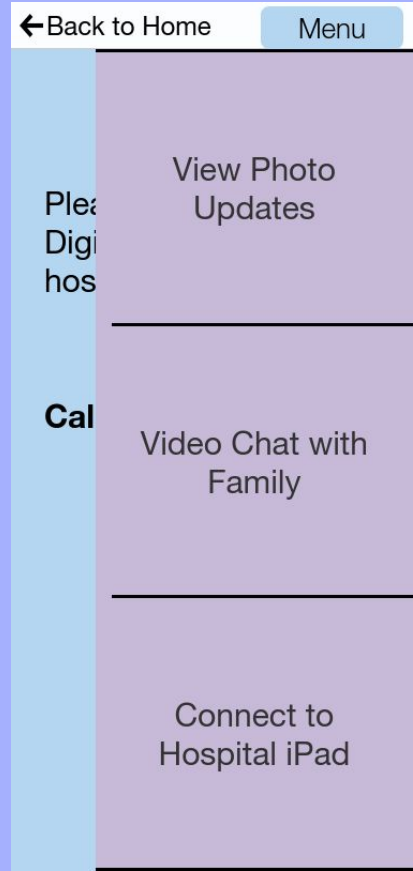
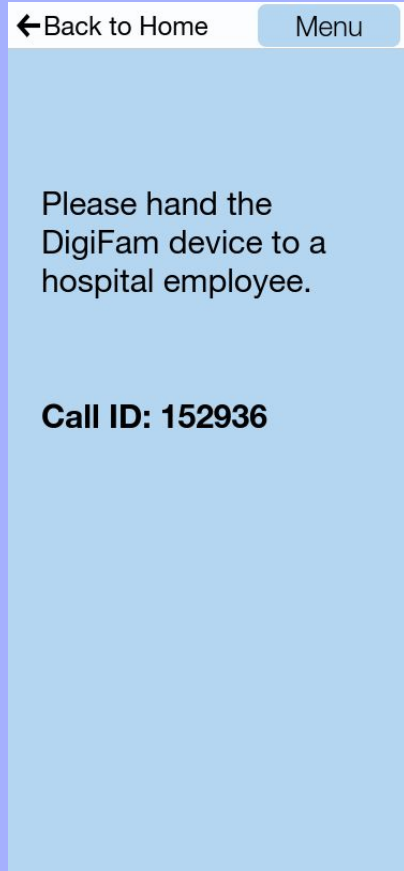
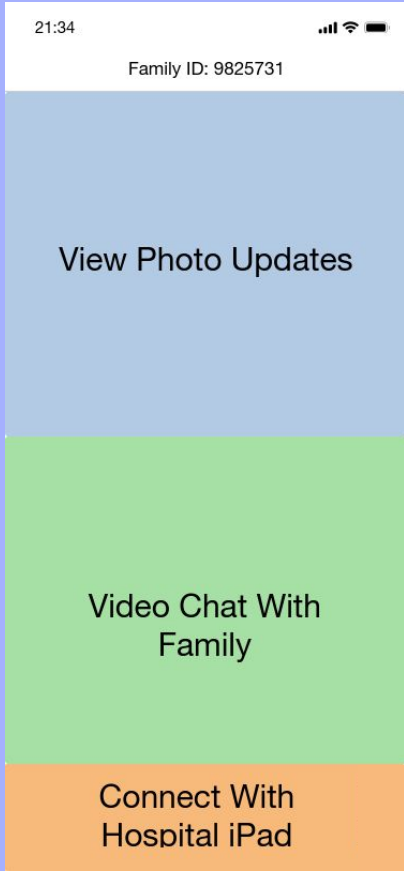
← Back Menu

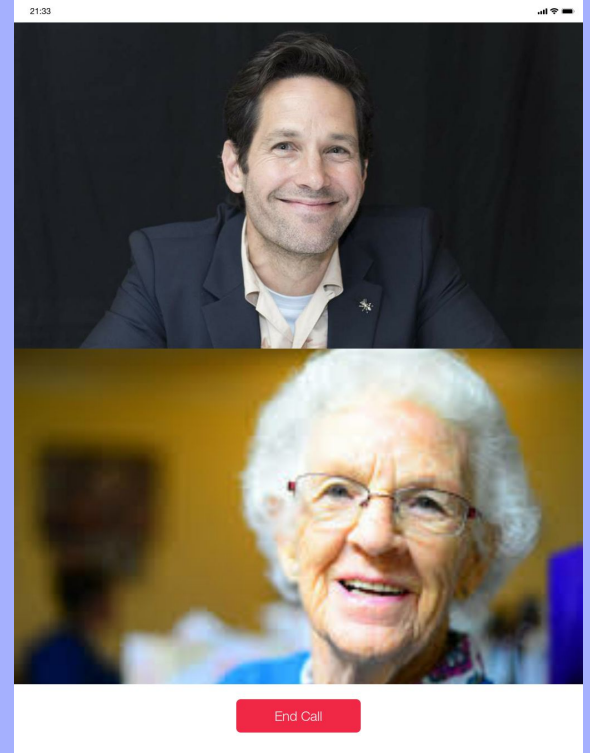
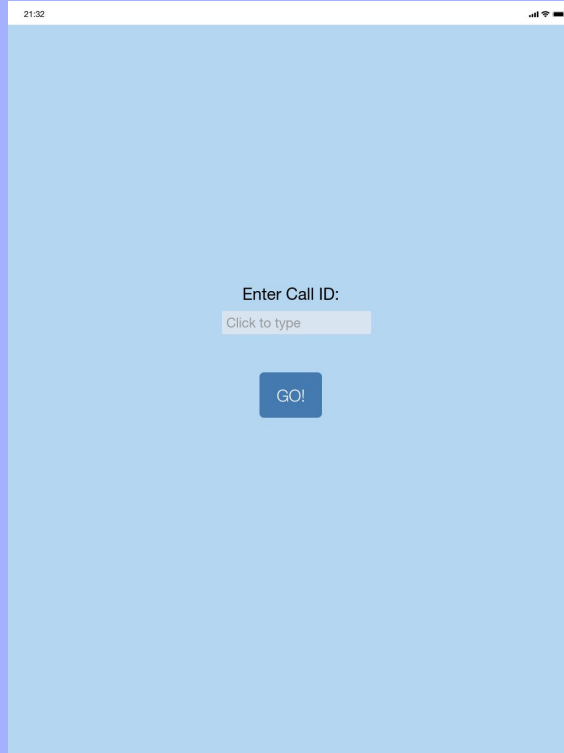
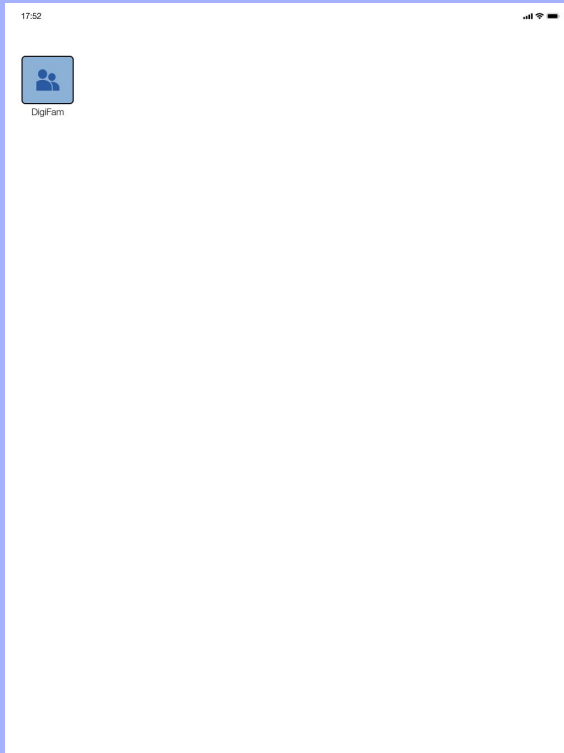
Brian Previous



Read Caption

Task 2: Video call for hospital visits





(Hospital iPad)

THANKS!

Any questions?

