

Co-Design #2

Goals of the Co-Design

1. To test the effectiveness of our medium fidelity app screens
2. Gain insights on the designs of our cross-channel devices.

Miro: <https://miro.com/app/board/uXjVOAlp7yg=/>

Email (Confidentiality)

"Hello ____!

Here is the Zoom link we will be using for our event from 5 PM-6 PM today, April 6th.

<https://purdue-edu.zoom.us/j/93650658648?pwd=TjErTHI1S2NtWW5oWTF3MEdYNnFLUT09>

Meeting ID: 936 5065 8648

Passcode: 092946

Prior to joining the meeting, we kindly ask you if it is okay to share your names with the team and other participants. If you prefer to be anonymous throughout this workshop, please follow the steps presented on [this link](#) to change your name on Zoom.

During the session, we will be using a digital whiteboard to hold a few activities. When joining the link, make sure to join as a guest if you would like to remain anonymous.

Our team looks forward to seeing you this evening, thank you again for your participation!

Sincerely,

Your name & the Purdue UX Team"

Introduction - Christina

Hello! Welcome to our design workshop! Our team would like to thank you all for joining this virtual meeting this evening and we are looking forward to hearing about your caregiving experience. Just to give you a quick run through of the activities today, we will be starting off by introducing you to our design space. We will then move to a quick icebreaker to get familiar with the platform Miro which we will be using for our activities today. After the icebreaker, we will have about three different activities. The first activity will be identifying your current caregiving routines, the second involving our current mobile app designs, and the third reflecting on activities one and two. Before we begin, are there any initial questions?

Agenda

1. Provide background information (2 min) - Christina

- a. **Problem Space:** The advancement of technology has made medicine more accessible than ever for patients through the use of telemedicine devices. A multitude of devices in the patient's home are collecting data; however, there is no solution for the user to retrieve all of this information in one device or experience. The goal of our project is to create an integrated home health experience through which we have been actively creating a design concept, prototyping, and researching.
- b. **Our Team's Role:** Our team is looking to gain some valuable insights and knowledge to help our understanding of caregivers and design an experience that will assist their needs, like you, with some guiding activities to share your experiences throughout this workshop.
- c. **Participants' Role:** As our primary users, we hope to simply gain insights into your wants and needs as caregivers.
- d. **Miro:** For our co-design, we will be using the Miro board for this workshop to hold a few activities. To get familiar with how to use Miro, we will do one quick activity as an ice breaker. Also, when joining the Miro link, make sure to join as a guest for your confidentiality.
- e. Any questions?

Ice Breakers, 5 min total - Meryl

- f. *Goal: make participants feel more comfortable using Miro; get them thinking creatively*
- g. ["Would you rather..."](#)
 - i. Activity:
 1. Answer the "Would you rather..." questions (4 minutes)
 - a. Would you rather go back in time to meet your ancestors or go into the future to meet your descendants?
 - b. Would you rather play every instrument or master every sport?
 - c. Would you rather always be 10 minutes late or always be 20 minutes early?
 2. Discuss answers after each question
 3. Try to use miro for the icebreaker

2. Day in Life (User Journey but simpler) - Shree

- a. Fill in daily journey steps (Caregiving Routine)
 - i. Main responsibilities of caregiving
 - ii. Daily tasks
 - iii. Balancing work and caregiving
 - iv. Any other actions you take on a daily basis
- b. Identify areas in your routine while thinking about the most difficult parts of it.

We are now going to walk you through the application we have designed to help caregivers. Please keep in mind your routine and if any features would be or not be beneficial to you!

3. Concept Testing - Alex & Miranda

- a. Show the 3 main screens (on Miro) & show the flow using lines
 - i. **Onboarding** - Alex
 1. This is the first screen you will see when you set up your profile, your app customization, add features to the homescreen, fill in patient information, and other needed info.
 - ii. **General UI** - Alex
 1. Homepage: After setting up your account, the application will lead to the homepage with main features. Once you get to the homepage, you have these features: morning check-list with reminders and events, option to contact the doctor, check medical information, schedule appt on the app, etc.
 2. Customizable tabs: These main features are customizable and can change them at any time.
 3. Calendar: add events, to-do lists, reminders, schedule appointments, etc.
 4. Medical info: pages to show basic medical info
 5. Community screen: a social-network-style features that shows nearby caretakers within your community
 - iii. **Mental/Physical Health** - Miranda
 1. Answer questions for both mental (emotions, struggles) and physical (sleep, enough rest, meals) health
 2. 3 example results pages to help them alleviate their burden. Results will differ depending on what they pick.
 - a. Joining a community
 - b. Inviting family members
 - c. Setting reminders to take some rest
 - d. Any other helpful resources?
 3. A page with different resources to help their wellness
 4. Ask about any other resources or activities that have been helpful for them in the past experience

4. “Day in the Life” Reflection - Aidan

- a. *After concept testing, have them revisit the board and bridge the gaps of what the app supports and doesn't.*
 - i. Comment on which parts of your day or activities that could be affected by the mobile app.

- ii. How will this help you with the most difficult parts of your routine?
 - 1. *Option 2 if no response: organizing appointments, reminders, healthcare information, etc?*
- iii. Are there any features that would not benefit you and your routine?
- iv. Which part of your day is not supported?
 - 1. How would you like it to be supported? (ideate)

5. Exit Interview - Mengyu & Christina/Meryl

- a. Qualitative (open-ended)
 - i. How helpful was the onboarding experience/initial profile setup?
 - 1. Was there anything that you would like to see in the initial app set up?
 - ii. Our team has been proposing a community aspect for the app. This would allow for caregivers to connect with other caregivers to help with anxiety or loneliness. Do you think this would be a feature that you would use?
 - 1. If yes, how so, and why?
 - 2. If not, why not?
- b. Out of the different features and pages we walked you through, which three do you like and think are the most beneficial? How come?
- c. Community aspect:
 - i. We had an idea of community aspect - ask questions
 - ii. Ask about what specific aspects you want to gain from community:
 - 1. Pro tips to succeed in caregiving?
 - 2. How to balance work and caregiving?
 - 3. Social aspect?
- d. Quantitative
 - i. On a scale from 1-5, how likely would you use the “customization” feature on the homepage?
 - 1. Why did you choose that number?
 - ii. On a scale from 1-5, how likely would you use the “healthcare provider info” feature?
 - 1. Why?
 - iii. On a scale from 1-5, how likely would you use the “mental/physical health screening”?
 - 1. Why?
- e. Our end goal for our design is to make it interactive with multiple devices.
 - i. With this in mind, what other devices can you imagine this information being carried over to? Some sample devices could be an apple watch, TV notification, a smart speaker, etc.
 - 1. This can include notifications, reminders, notifications about reminders, etc.

2. With those devices, what kind of alerts or information would you want carried over?
3. .

Conclusion

1. Our team would like to thank you for your participation!

Notes: