

KONNEKTIV

stay in the loop

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Group 2



We were tasked with designing an interactive solution for interdependent living, using a user-centered design approach and the double diamond design process.

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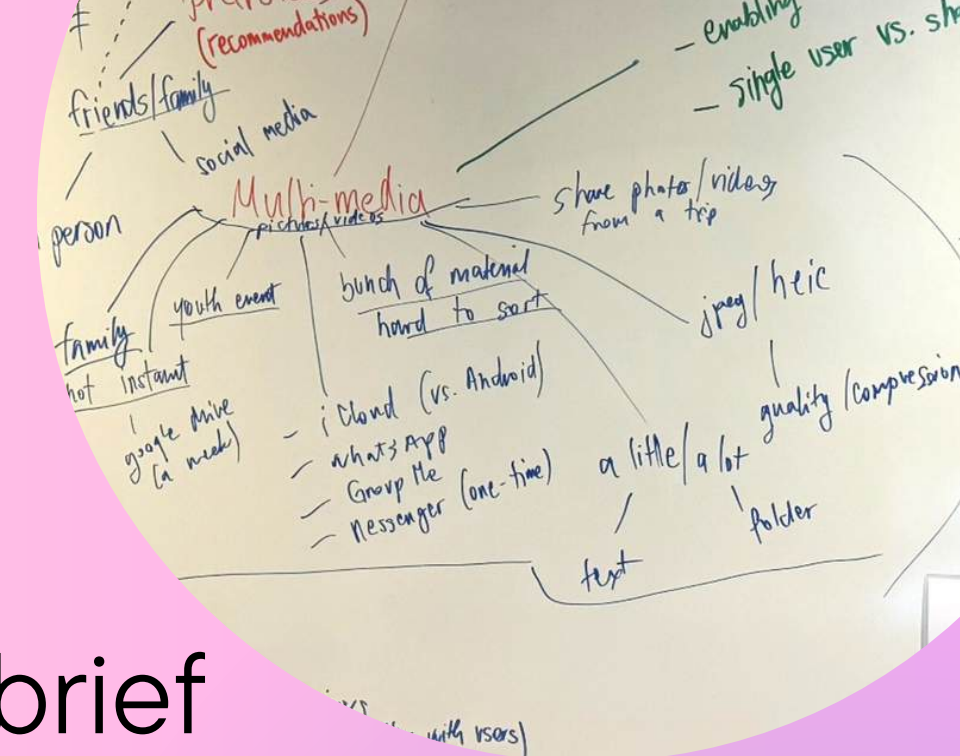
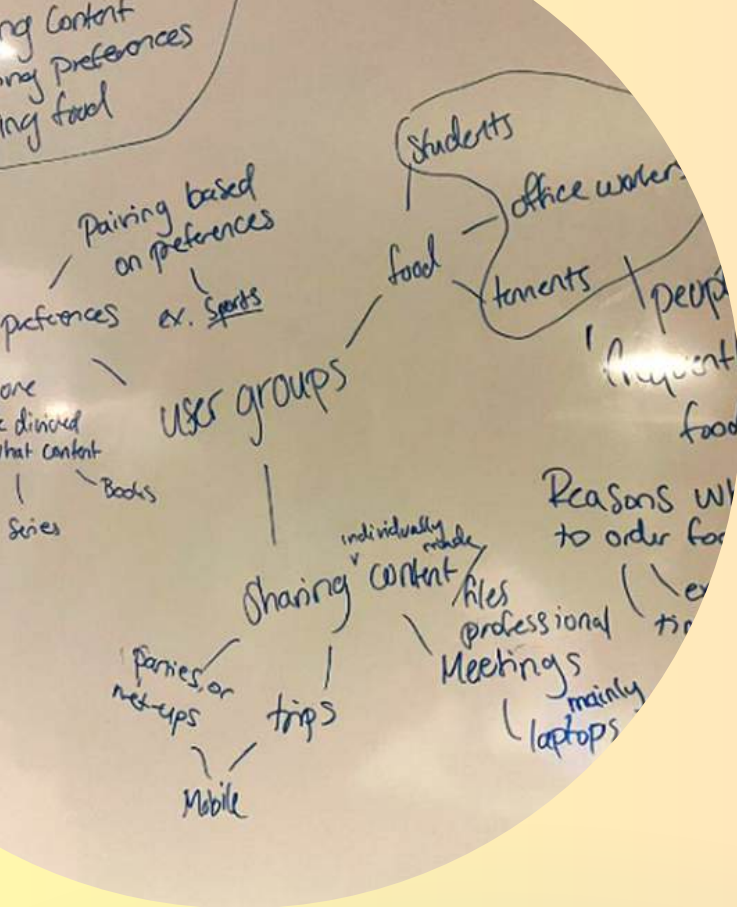
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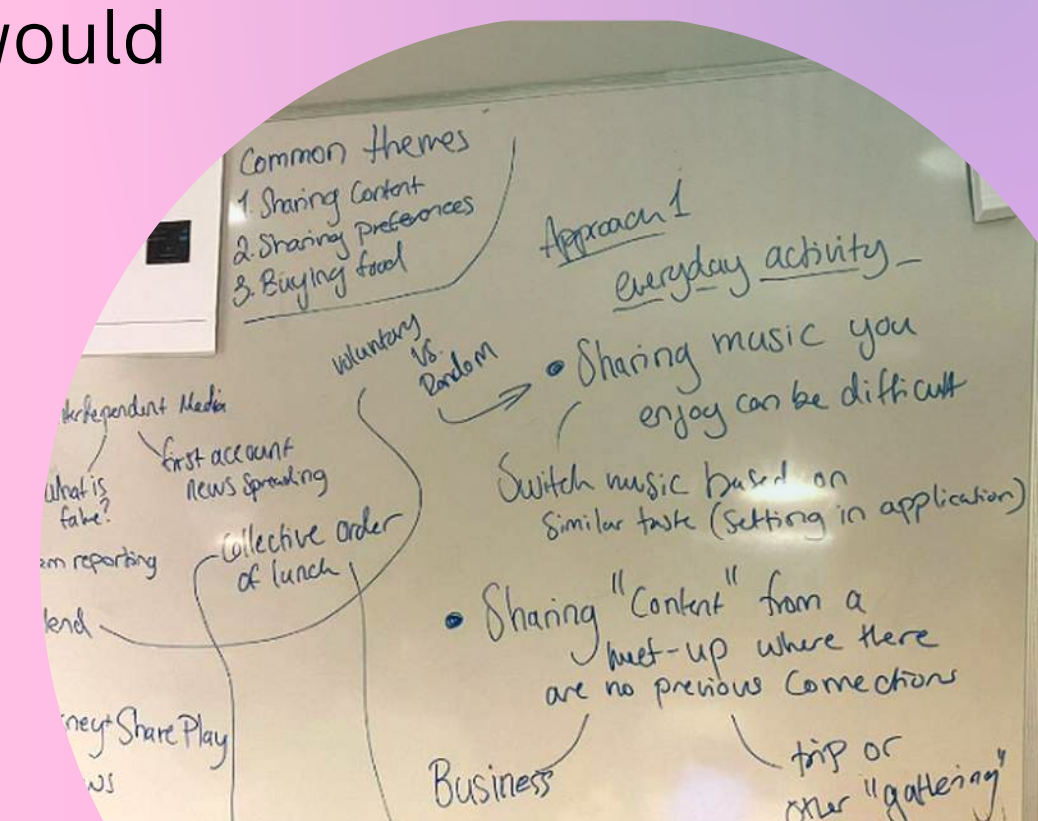
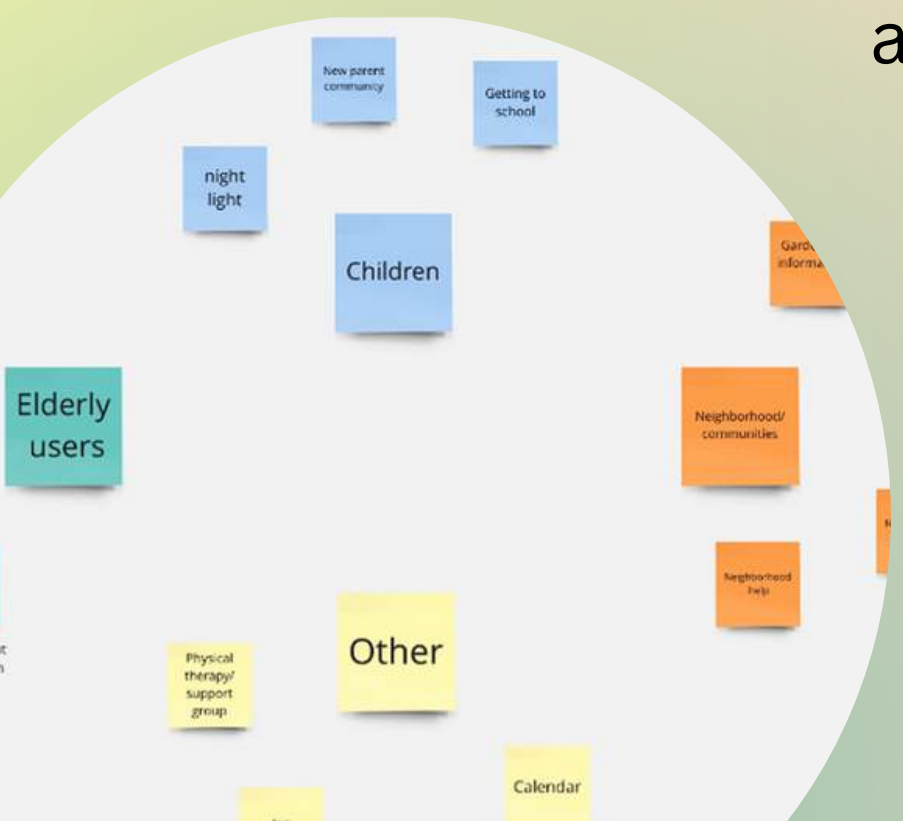
THE BEGINNING

Focus Group



Our start as a group – (Mis)interpreting the brief

Using the approaches in the brief, we brainstormed possible entry points for a interdependently-themed project – in the end realising they all had a common theme of sharing. However, our approach (and interpretation of the brief) was incorrect. Instead of focusing on finding a focus group, we tried to find problems. But this was an essential part of our beginning and defined how we would continue to work together and communicate.



Finding a starting point - The focus group



Families who travel with small children



Families who travel with grown/adult children



People engaged in co-living



Solo travelers



People under 29 who regularly take group trips

After misinterpreting the brief at first, we came up with several possible user groups.

These were our 5 favorites and from these we decided to focus on people who are engaged in co-living because we found out it was a new subject area for this and previous course run-throughs.

Narrowing the focus group

- young adults (20-35)
- engaged in co-living (a collective, not student corridor)
 - at least 3 people sharing a house or apartment with their own rooms, but other spaces like bathrooms, kitchen and living room are shared
- living in Sweden
- who are either full-time students or full-time students and part time workers



Our starting point

After we decided on a focus group, we aimed to explore how interdependence between people could alleviate the challenges faced in a co-living situation, starting by using methods of **discovery**.

DISCOVER

Desk Research | Semi-Structured Interviews

Method one

DESK RESEARCH

- Desk research was done to gain a better understanding of the topic
 - this allowed us to write better questions for the interviews later
- We found 11 different reports, blogs, bachelor and master theses, and research articles

1	Report	Living Together – Cohousing Ideas and Realities Around the World (Dick Urban Vestbro – KTH, Div of Urban and Regional Studies)	2010	http://kollektivhus.se/wp-content/uploads/2017/06/Livingtogetherwebb-1.pdf	1st international conference on collaborative housing was held in Stockholm in May 2010. Kollektivhus NU – NGO in Sweden promoting collaborative housing and other alternative wa Focus on reducing housework and enhancing work-life balance 'Shared facilities' does not necessarily mean collaboration between residents Cohousing does not state exactly what co stands for. It could be collaborative, cooperative, o Does not tackle co-living from the project definition... Living in a shared apartment did not take away privacy, compromise is possible
2	Blog	Living in a corridor vs. Living in a shared apartment (Study in Sweden)	2021	https://studynsweden.se/blogs/2021/04/24/living-in-a-corridor-vs-living-in-a-shared-apartment/	Learning new cultures and traditions from mates Price Easier to find accommodation Flatmate-meetings Social events together Chores and guests Surrounded by people that trust me and who I can trust
3	Blog	Accommodation and togetherness in Sweden: what is a kollektiv? (Study in Sweden)	2017	https://studynsweden.se/blogs/2017/02/28/accommodation_sweden_kollektiv/	The most common household in Sweden today is single persons without children and 4 out o 32 % of young adults live in accommodation with uncertain terms and conditions (short-term Homes that consist of 1-2 persons make up for almost 70% of all different household sizes in The larger households that consist of 6 persons or more compose only 2% of all households (i 49% of young adults have less than 6700 SEK/mo. after housing cost (2015) Fun, communion, shared responsibility, makes everyday life easier, sharing, outgoing and soc Individual values and needs within a group? Maslow's pyramid of needs?
4	Master thesis	Full house: Exploring the concept of shared housing through participation (Wennberg T., Wikström M., Chalmers University of Technology)	2016	https://odr.chalmers.se/items/b8500bf62e94c4d-b4e8-f8a986187966	Personal growth: mental health (belonging and connection), physical health, and having fun Putting yourself in the right environment can make a larger difference on you
5	Blog	How Coliving Changed My Life	2022	https://ray-h.liu24.medium.com/how-coliving-changed-my-life-fa2136053c72	Residents navigate between autonomy and dependency; also between privacy and social int Residents value the importance of boundaries and integrity within communal living, which al benefiting from low-key social interaction
6	Research article	Living Alone Together: Individualized Collectivism in Swedish Communal Housing (Stockholm)	2019	https://journals.sagepub.com/doi/full/10.1177/0038038519834871	The empirical findings indicate that coliving relates to five key dimensions, eight key themes Almost 50 percent of the people in the ages of 18 to 35 in Stockholm could see themselves li (United Minds, 2014) DEFINING COLIVING SPECIFICALLY: to arrange a number of smaller private rooms together wi building Primary spaces (shared - kitchen, living room, dining room) Secondary spaces (hallway, staircase, laundry room) Tertiary spaces (private spaces) Services = minimizing friction, assisting to live a seamless life together Not focusing on owning small things (how would they buy commonly used things like plates? the potential use of chatbots for information sharing and social connection within a co-living
7	Master thesis	Coliving: an emerging term without a common definition (Steding, D.)	2019	https://www.diva-portal.org/smash/get/diva2:1371948/FULLTEXT01.pdf	Generally, the residents of the co-living spaces are younger adults who expect suitable facilit Naturally, smooth communication is a must for a satisfactory co-living experience, as residen share opinions with space managers, and also build social relationships with each other. Even though I wanted to ask some questions to other residents, it was awkward and I didn't delivers anonymously, I worried less about asking questions.
8	Research article	"Knock Knock, Here is an Answer from Next Door": Designing a Knowledge Sharing Chatbot to Connect Residents: Community Chatbot Design Case Study	2021	https://dl.acm.org/doi/10.1145/3462204.3481738 https://web.archive.org/web/20211026015612id_/https://dl.acm.org/doi/pdf/10.1145/3462204.3481738	From perspective of Milan, not relevant to Stockholm, but has interesting outlines and prese Millenials value experiences over things? Main qualities of coliving can summarize as sharing, flexibility, and mobility More conveniences and flexibility without having to pay expensive rental prices for living in c Comes as a natural need to live temporarily Swedish person living with other swedes in Norway
9	Master thesis	Co-Living: The Space between Privacy & Possibility. (Milano)	2022	https://issuu.com/reehanulkarim/docs/thesis_booklet_draft_final_singles	Issues with boundaries (coming into the room without knocking/staying even though the pe Some communication issues, which leads to conflicts.
10	Bachelor's thesis	Coliving in the Sustainable City: A study of coliving as a sustainable urban housing strategy in Stockholm	2020	https://up.lub.lu.se/uvr/download?hunc=downloadfile&recordId=90353378&fileId=90403278&:text=This%20bachelor%27s%20thesis%20is%20centred%20on%20sakeholders%20have%20been%20interviewed.	
11	Blog	Kollektivtankar	2013	https://kollektivtankar.blogg.se/	

Learning about the topic

The desk research was valuable to our understanding of the user group and also the topic of collectives. Collectives are a popular housing style in Stockholm very different from living in a corridor room. The age range of tenants as well the number of people sharing a living space may affect the environment and interaction between housemates – which were key details we used when phrasing the interview questions.

Method two

INTERVIEWS

- Each person conducted 2 recorded interviews
- Interviews were semi-structured
 - We prepared an interview schedule with ethnographic questions that prompted the interviewee to talk about their experiences with co-living, and asked follow-up questions to explore other avenues.
- Interviews were 30-60 minutes, in person and online

1. Participant demographic
 - a. Name
 - b. Age during co-living
 - c. Gender
 - d. Relationship status during co-living
 - e. Student status during co-living
 - f. Work status during co-living
2. Try to get some information about the background of the individual (since we will be talking to people who come from different cultures/backgrounds which may impact their responses)
 - a. In which countries have you lived so far?
 - b. Co-living location?
 - c. Have you lived with many people before?
3. Describe the living situation
 - a. How many people have you shared an apartment/house with in your current co-living situation?
 - b. How long have you shared the apartment/house together?
 - c. Did you know each other before you lived together?
 - i. What is the nature of your relationships (friends, strangers, or a mix)?
 - d. How did you find your co-living situation?
 - e. How do you as a group decide who to bring into the co-living situation?
4. Motivation to stay/leave?
5. What are some of the best and worst things about co-living?
 - a. Is there any facility/room/equipment that you share with others? Could you describe them and how you use/divide them?
 - b. How are/were disagreements handled amongst you?
 - c. How are/were groceries and amenities/expenses dealt with?
 - d. How are chores divided?
 - i. What level of cleanliness do you prefer? (if they mention it)
6. Can you describe how you socialize with your housemates?
 - a. What was group socialization like?
 - b. Did/do you experience a sense of belonging or community during your time there?
7. If you could create or design a tool to help with co-living, what would it do?

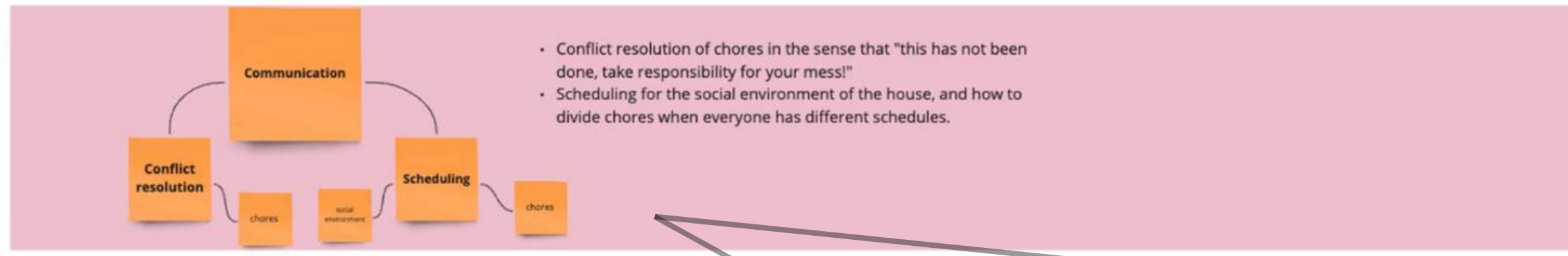
Re-defining the focus group and moving on to the next phase

After the interviews, we re-defined the age range of our focus group to 20-30 to better reflect the demographic of participants that we collected. Using the recordings, we transcribed the interviews and moved on to the next step, using methods of defining to analyse our data.

DEFINIE

Affinity Diagramming | Personas & Scenarios | POV & HMW

Top level



- Conflict resolution of chores in the sense that "this has not been done, take responsibility for your mess!"
- Scheduling for the social environment of the house, and how to divide chores when everyone has different schedules.

Second level



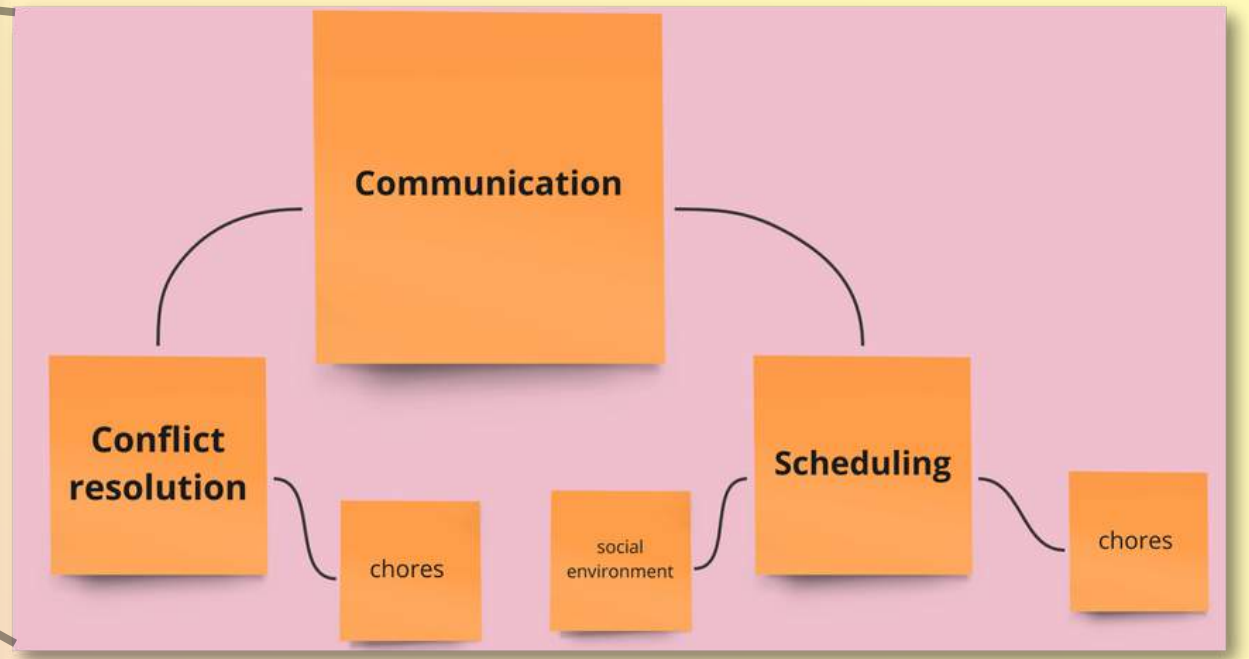
Third level



Brainstorming

Method one

CODING AND AFFINITY DIAGRAMMING



Following the workshop, we coded our interviews individually and used affinity diagramming to identify and categorise main concepts that could lead us to problem areas.

Concluding the affinity diagramming

Affinity diagramming helped us identify several key concerns of our interviewees, including the division of household chores, varying levels of cleanliness tolerance, and differing expectations for the social environment at home. While all of the issues were related to **communication** in some way, the aspects and topics of discussion were different. Therefore, we decided not to identify a single problem right away, but rather use other methods to help clarify the problem statement we should focus on.

IDENTIFYING PERSONA CHARACTERISTICS

With the insights from our interviews, desk research and affinity diagramming, we tried to focus on identifying patterns of common goals, desires, obstacles, and values that we saw in the focus group. This method gave us a clear overview of what characteristics the personas should exemplify to best reflect the focus group.



Method two

PERSONAS & SCENARIOS

We combined our main concepts into three different user personas, each representing a different issue, creating unique scenarios and POV/HMW statements for each.

We chose to pursue the persona Agneta, since her issues aligned well with the project goals and correctly addressed the topic of interdependence. We also found her scenario to be the most interesting and common out of the three.



Age: 23
Number of flatmates: 3
Location: Stockholm
Joined collective: via system matching

Klaus
Full Time Student

Goals

- Finish his degree
- Pass his classes
- Get muscles before swimsuit season

Desires

- Make new friends
- Have fun
- Learn to cook

Obstacles

- Struggling to keep up with housework
- Homework load takes up a lot of time
- Doesn't feel comfortable with his new housemates yet

Expectations

Cleanliness	<div style="width: 75%;"></div>
Communicative	<div style="width: 50%;"></div>
Organization	<div style="width: 75%;"></div>
Personal Space Needs	<div style="width: 75%;"></div>

Problem (concise): Wants to get to know his flatmates better through scheduling activities.

Scenarios

Klaus has two things on his mind: finishing his degree and pumping iron. These two things take up a lot of time in his day and don't leave him at home too long. This disappoints Klaus since his housemates seem nice and they often go out on the weekends to bars or movies. Klaus knows that they usually make plans when they are hanging out in the living room, but he can't wait around and doesn't feel like he has the authority to schedule something. Klaus needs a way to know where his housemates are going and whether or not he can join them. Klaus is determined to look like a Greek god by next summer but he doesn't want that to stand in the way of him having a little fun and making some friends.

POV statements

Klaus needs to know where his flatmates are and if he is invited because he wants to get to know them better.

HMW statements

How might we create a system for housemates to schedule social events or let each other know about upcoming events to improve the sense of community in a household?



Age: 26
Number of housemates: 6
Location: Ålta
Joined collective: via social media group

Agneta
Student and Barista

Goals

- Finish her degree
- Save money
- Become manager of the coffee shop she works at

Desires

- Go to bed early
- Have time to herself and relax

Obstacles

- Coffee shop job takes up a lot of time
- She feels like she can't be a student, work, and enjoy herself

Expectations

Cleanliness	<div style="width: 75%;"></div>
Communicative	<div style="width: 50%;"></div>
Organization	<div style="width: 75%;"></div>
Personal Space Needs	<div style="width: 75%;"></div>

Problem (concise): She needs her personal space, wants to know what "kind" of house she is coming home to - chaotic or calm.

Agneta has been bothered by something lately: Agneta has to work on weekday afternoons. She really needs to rest after she comes back from the coffee shops. Sometimes her housemates invite people over during dinnertime, which makes her worry about whether she will accidentally bump into a big social gathering. The dinner parties often runs late, and can be noisy which will keep her awake late. Sometimes, her housemates haven't cleaned up after the dinner party, and seeing a messy apartment also makes her unhappy. Agneta needs to know whether her housemates have activities in the apartment and whether the apartment looks clean when she is ready to go home.

Agneta needs to know what's going on inside her house because she might need to mentally prepare before coming home after a long day at work.

How might we create an environment in a household where housemates feel that it is okay to set ground rules as they continue to live together?



Age: 28
Number of housemates: 4
Location: Täby
Joined collective: via friend

Maya
Student and Writer

Goals

- Finish her thesis
- Get her novel published
- Find a creative community
- Get married before her sister

Desires

- A quiet place to write
- A boyfriend who isn't afraid of commitment
- Find inspiration from her housemates

Obstacles

- Rude, loud and messy housemates keep scaring away her dates
- Loud noises at night interrupt her writing

Expectations

Cleanliness	<div style="width: 75%;"></div>
Communicative	<div style="width: 50%;"></div>
Organization	<div style="width: 75%;"></div>
Personal Space Needs	<div style="width: 75%;"></div>

Problem (concise): Wants more structure around dividing the chores and to communicate without conflict that the messy flatmate should clean up after themselves.

Maya has a lot going on in her life: she's getting her PhD, working on her novel, and trying to find The One before her sister, Marta. So when Maya comes home and finds that she can't cook dinner for herself or can't work on her thesis because her upstairs housemate is blasting UK drill, she gets upset. Maya isn't very confrontational and doesn't want to create bad blood between people in the house, but she can't keep living like this and needs a way to address the issues in a way that will actually solve them.


Maya needs to be able to resolve conflicts in an easy manner because she is shy and doesn't like to create issues between people she lives with.

Maya needs more organisation surrounding chores because she is hesitant to confront her flatmates without pre-defined rules

How might we create a method for housemates to bring up or resolve issues within their house in a manner that doesn't make anyone feel uncomfortable?

Agneta

Agneta has been bothered by something lately: Agneta has to work on weekday afternoons. She really needs to rest after she comes back from the coffee shops. Sometimes her housemates invite people over during dinnertime, which makes her worry about whether she will accidentally bump into a big social gathering. The dinner parties often run late, and can be noisy which will keep her awake late. Sometimes, her housemates haven't cleaned up after the dinner party, and seeing a messy apartment also makes her unhappy. Agneta needs to know whether her housemates have activities in the apartment and whether the apartment looks clean before she is ready to go home from work.



Agneta

Student and Barista

Age: 26

Number of housemates: 6

Location: Ålta

Joined collective: via social media group

Goals

- Finish her degree
- Save money
- Become manager of the coffee shop she works at

Desires

- Go to bed early
- Have time to herself and relax

Obstacles

- Coffee shop job takes up a lot of time
- She feels like she can't be a student, work, and enjoy herself

Expectations

Cleanliness	<div style="width: 80%;"></div>
Communicative	<div style="width: 85%;"></div>
Organization	<div style="width: 60%;"></div>
Personal Space Needs	<div style="width: 85%;"></div>

POV:

Agneta needs to know what social on-goings are occurring in the house in the evening because it allows her to consider her options.

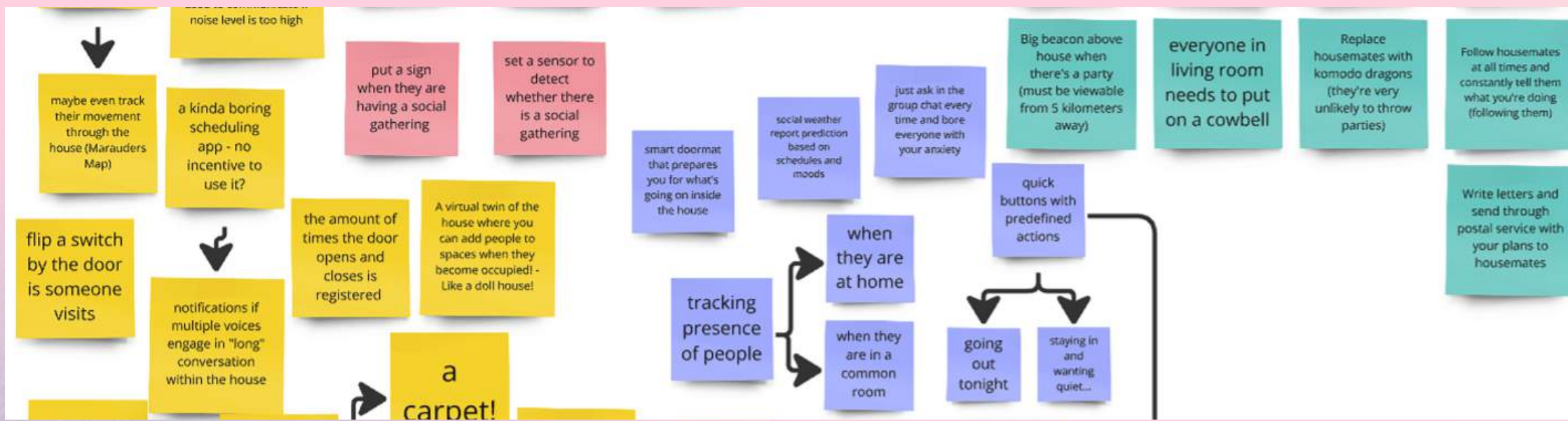
HMW:

How might we make it easier for housemates to be aware of the current social on-goings in the house?

Interdependence: It's dealing with communication among already connected individuals trying to share a common space in a considerate way, navigating different expectations and desires about the social environment of the house.

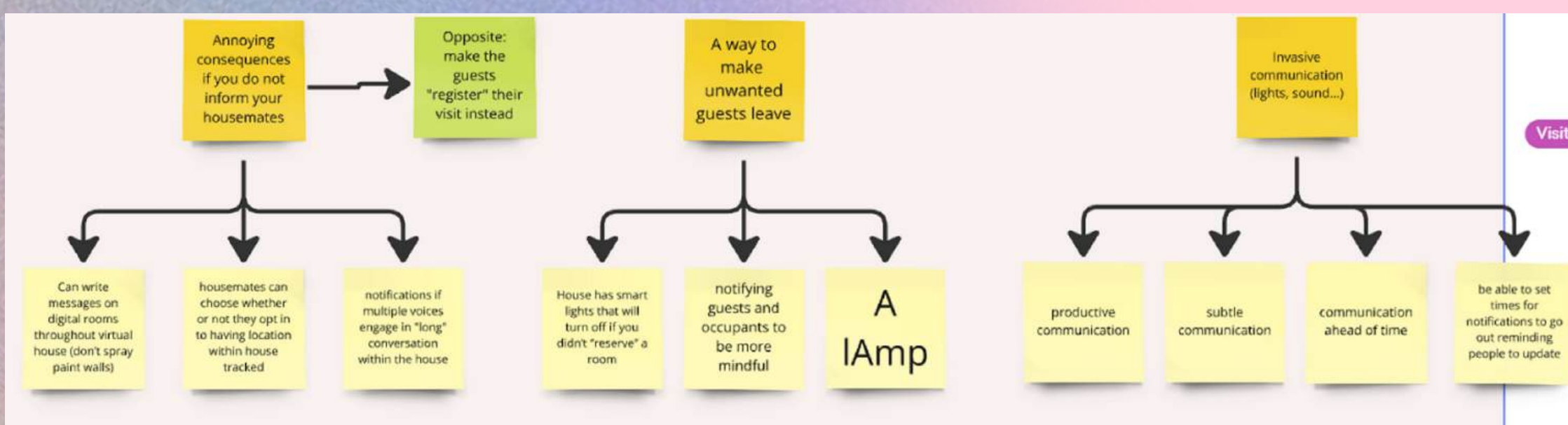
DEVELOP

Worst Possible Idea | Brainstorm & Brainwrite | Sketching | Parallel Prototyping



Worst Possible Idea

This was the first ideation method we applied in the develop phase. It was fun, productive and fruitful and even though it didn't directly lead to our final idea, certain features and aspects of the app were well thought through because we used this method.

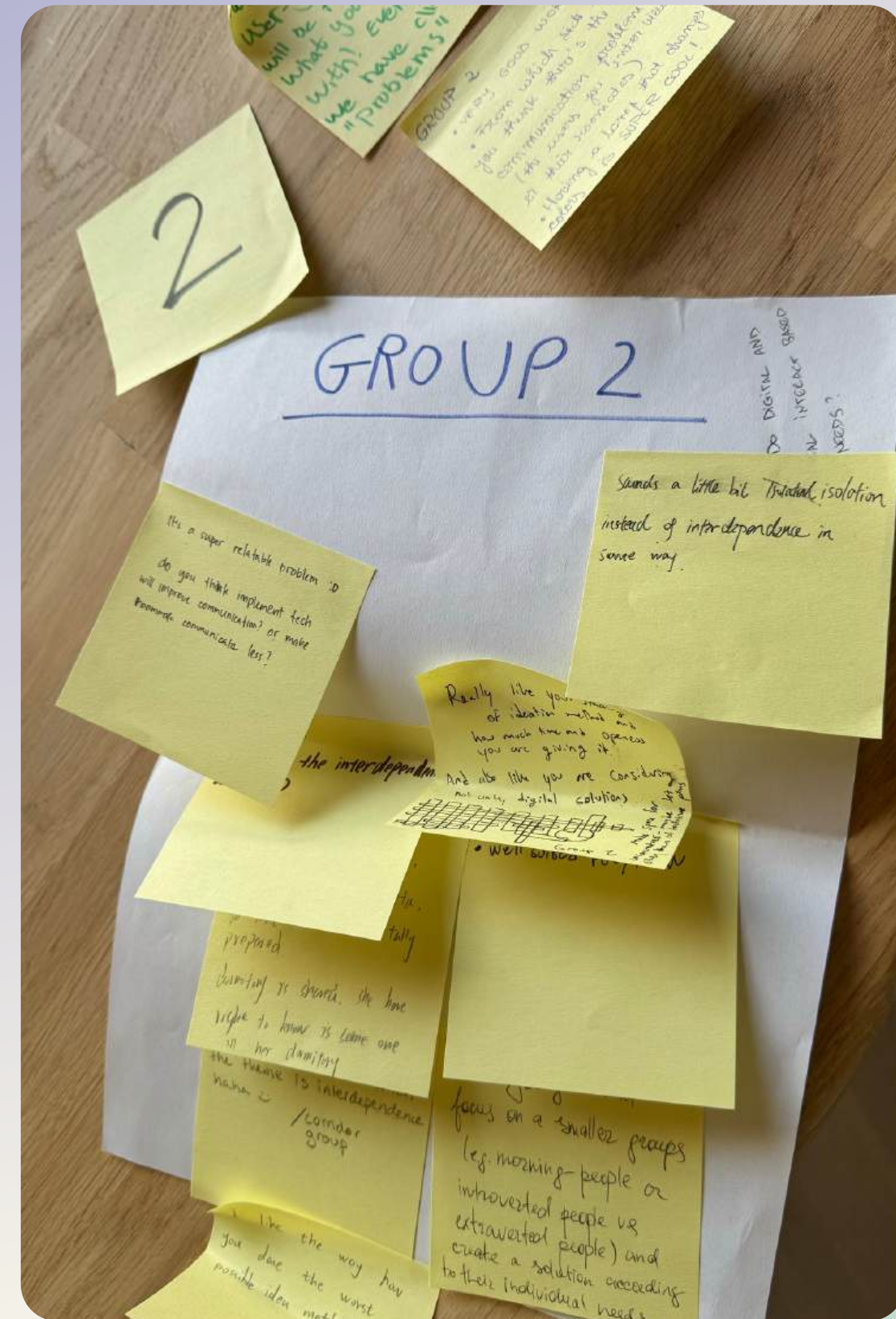


Some ideas included the use of an orphan, a version of the Marauder's Map, and exchanging the housemates for Komodo dragons.

Considering the added value

We received valuable feedback from the crit sessions. It made us think about other crucial aspects of our design:

- What's the difference between our vision and a group chat app?
- Are we encouraging in-person communication?
- How far in advance can the users be informed about the events?
- People can arrange spontaneous activities, but they also might want to schedule things right after planning them



Brain dump and brain write

Before using these methods, we were indecisive on the direction to take, if we wanted to find a **physical or a digital** solution. These methods helped us solidify the values and features we wanted to include, and to make some initial decisions.

At first, we considered the option of supplementing a digital solution with a minor physical addition. These methods ended up being valuable to us in forming a collective cohesive general idea of what the solution should entail – a great starting point for sketching!

DISCOVERY DEFINITION DEVELOP DELIVER

SHANE

- physical interaction
- voluntary, not watched, comfortable
- easy, tap something
- better for spontaneous interaction
- planning for future? egg timer with twisting
- should it look like a usual household product / or Alexa
- additional function: light, bookend, plants
- syncing up with a phone, WiFi
- what is happening VS. something is happening

- digital interaction
- easy for people to see / smart TV / digital frame
- scheduling also? iPad? another thing to purchase?
- notifications? beginning of the day? how tiring?
- push notifications or let people seek out?
- how do you tell people you need quiet time?
- profile, regular quiet hours?
- tab for every single roommate / preferences / events, just today's events, multi-day events
- app icon / widget changes color if something is happening

LUN

- actively / indirectly inform others?
- indirectly informing: magic power to take schedule/location/behaviour to evaluate mood
- loudness tracker
- actively informing: prompt user to share social plan

SARA

- extroverted vs. introverted
- tailoring to individual
- system only for extroverts
- conflict resolution? shared
- communicating needs
- prioritise needs: how to handle already adapted/compr
- pre-set ground rules
- could we contribute?
- time, areas, people, ac

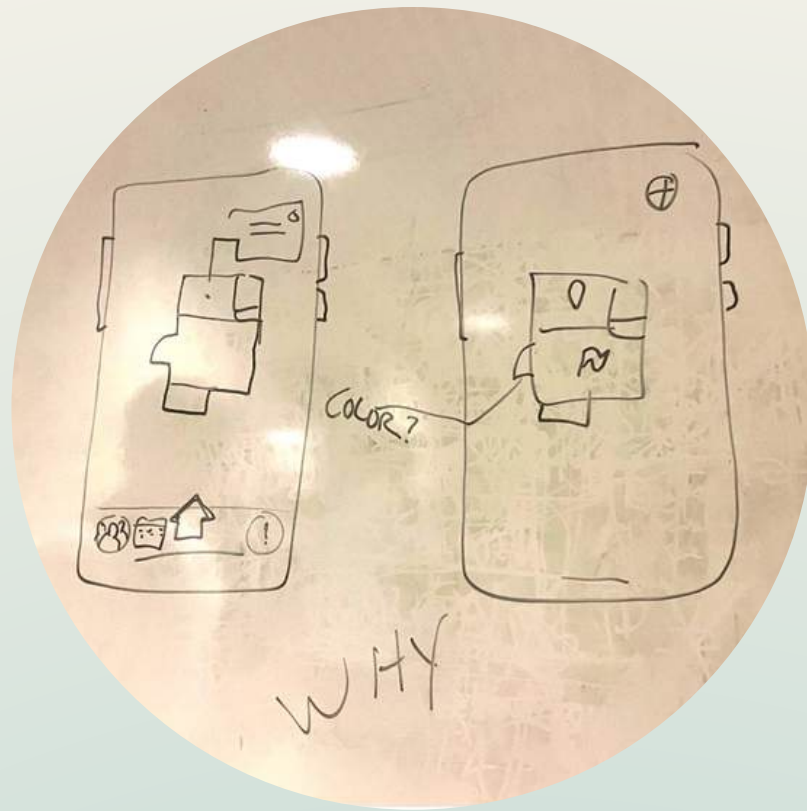
ANTONIO

- user input:
- only events that could
- very quick way to add updates
- is there anything we c
- anonymous suggestio

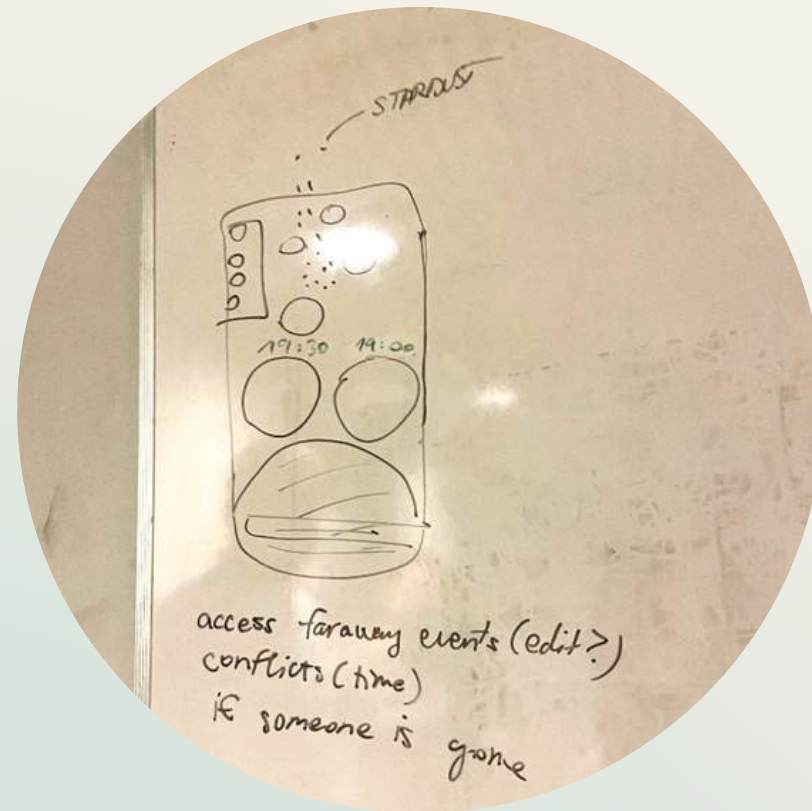
Physical Interaction

- Should be voluntary
- don't want people watched
- Should be easy, tap
- Physical products spontaneous interact
- How do we make it b
- Egg timer? Twist a occupied?
- Should it be a us

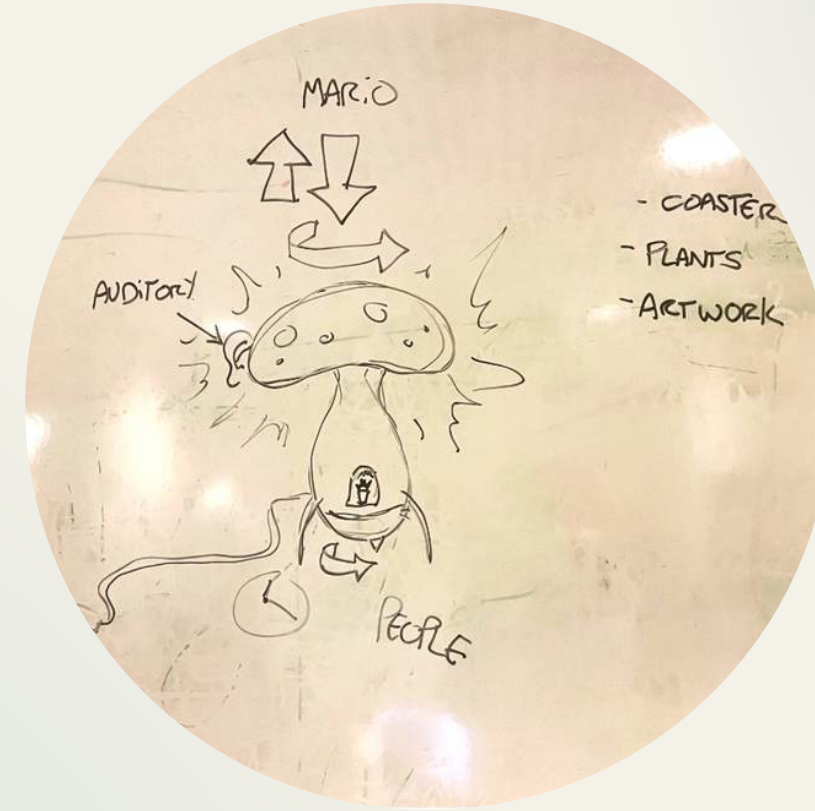
1st Iteration of Sketching - Group



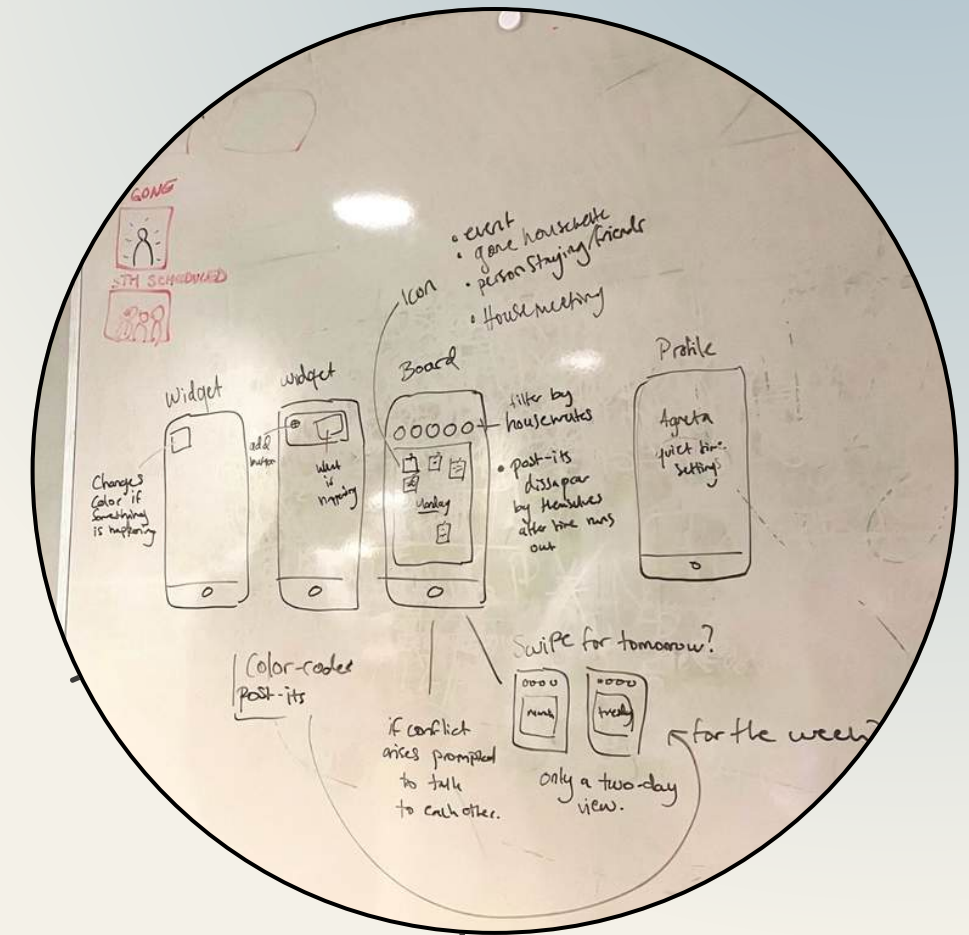
“The Marauder’s Map”



“The Star Wars scroll”



“The magical mushroom”

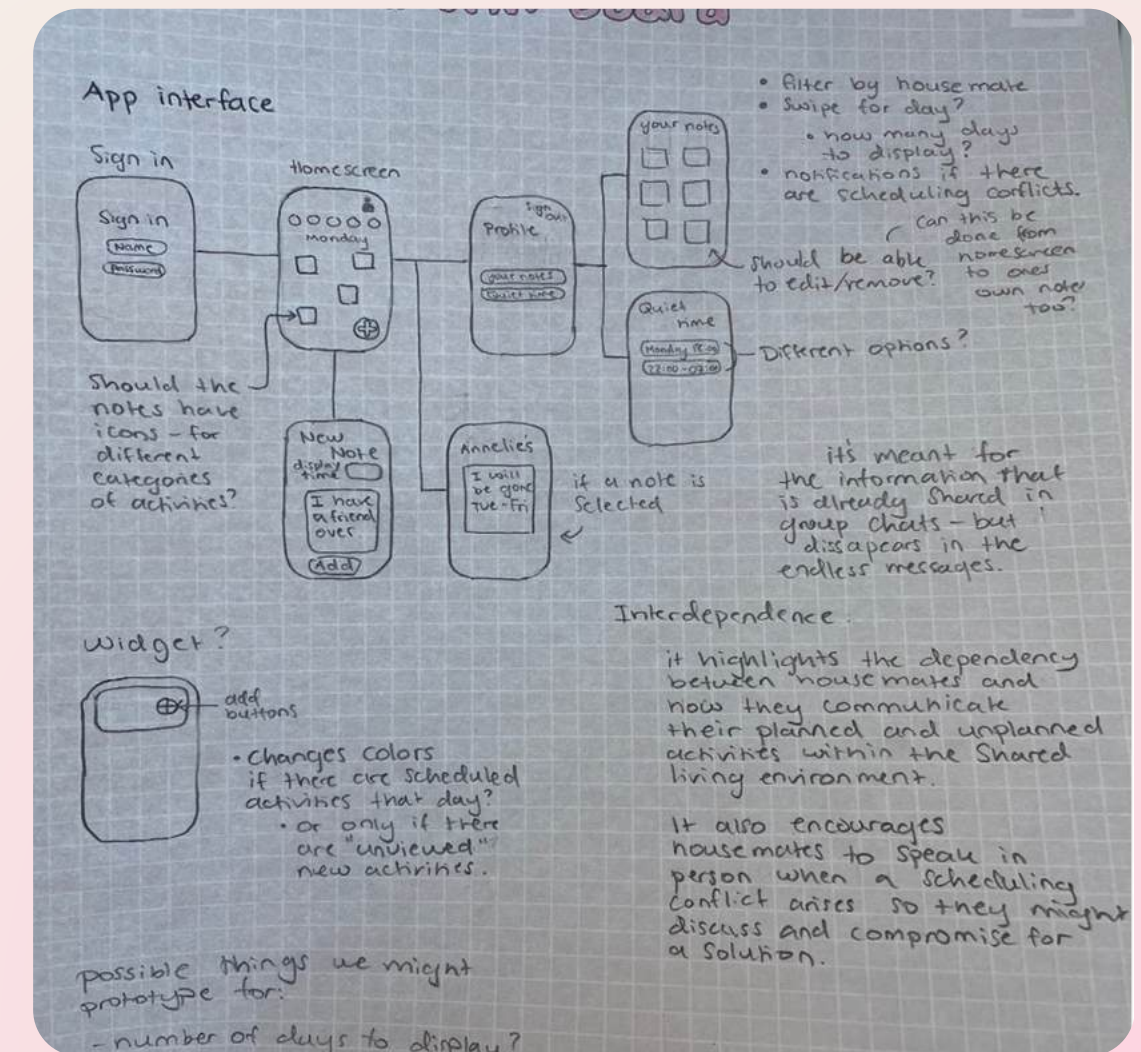
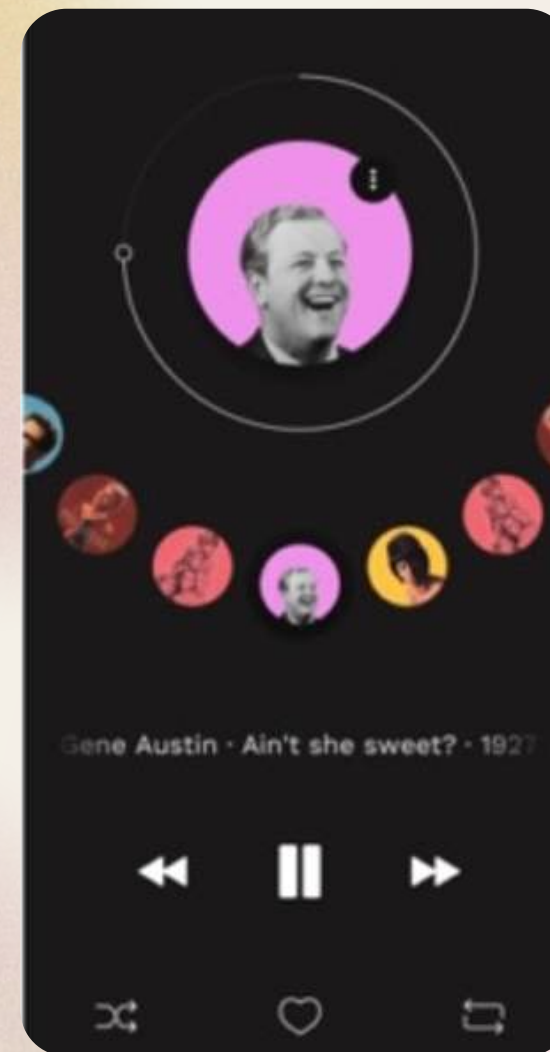
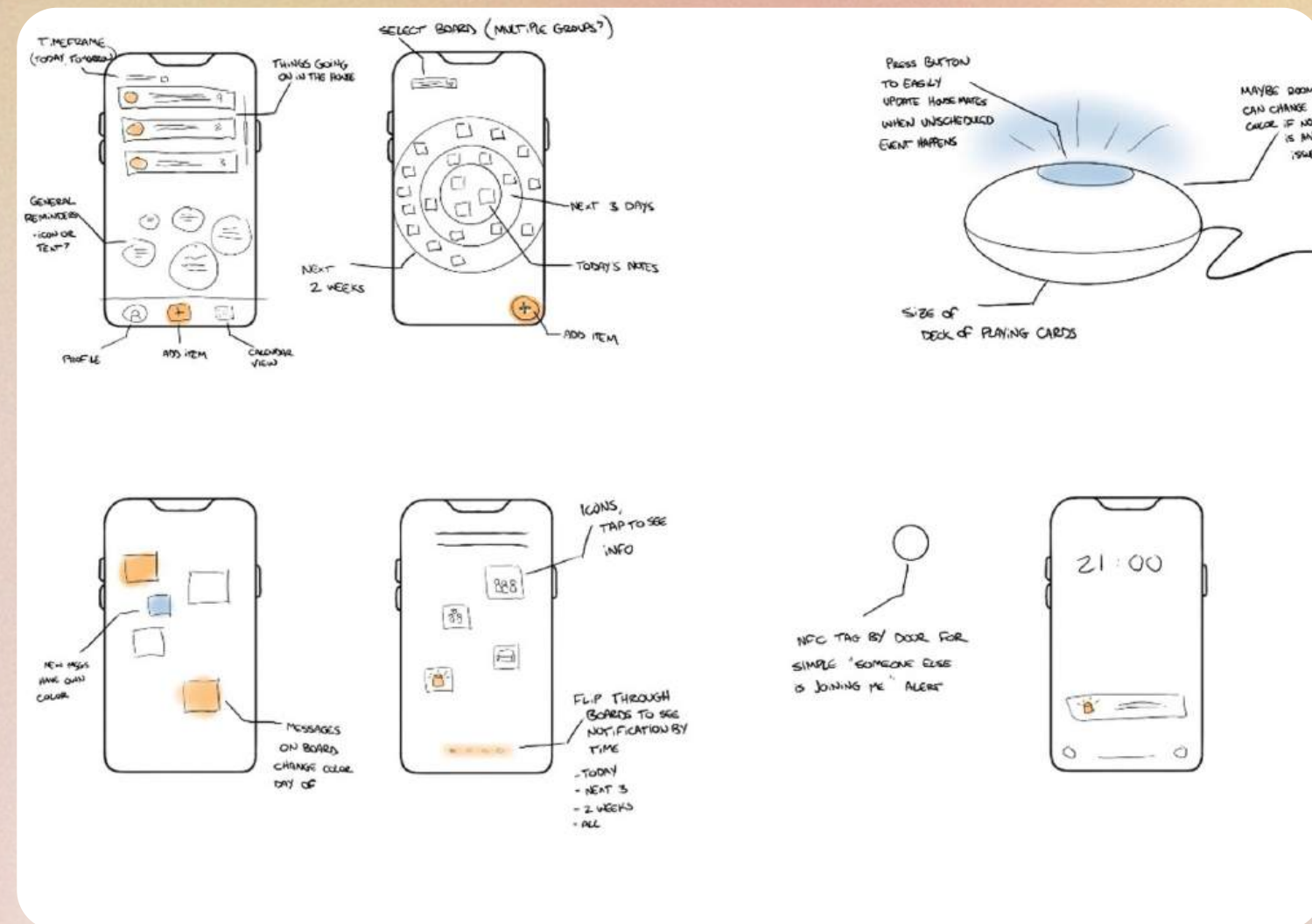


“The bulletin board”

In our first sketches, we attempted to envision different ways to present upcoming activities. Other than events, we explored and evaluated how much “booking” or displaying a physical space plays a role for Agneta and our users. We decided to move away from visualizing a layout of the apartment, as well as specifying the exact location of events taking place.

2nd iteration of Sketching - Individual

Based on the concept behind the “bulletin board”, we sketched interaction flows without the constraints of designing an actual bulletin board.

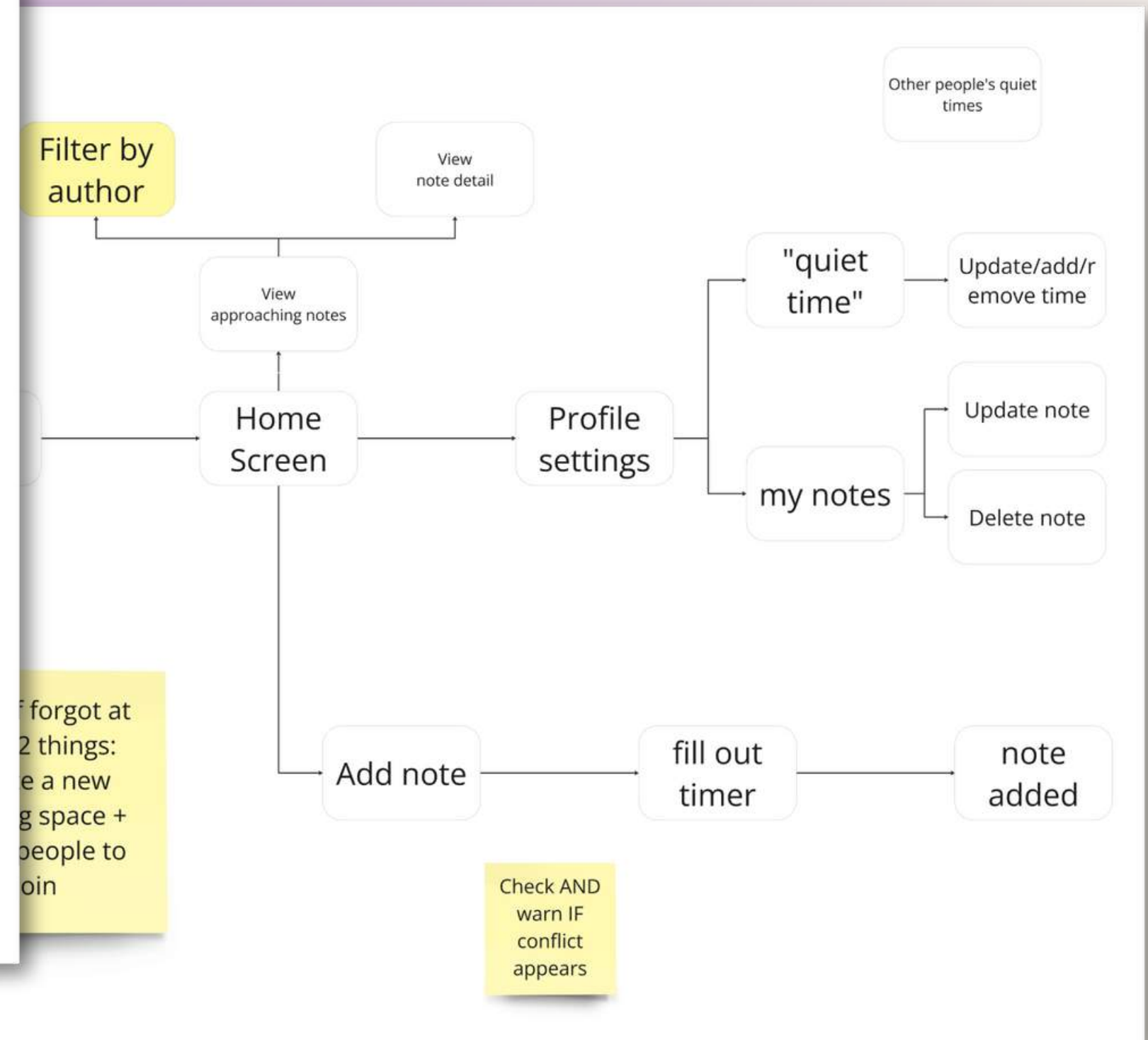


Defining essential attributes and the user flow

After the second round of sketching, we decided to start defining features and values we wanted to include, as well as planning the user flow for the prototype. They were used in the second iteration of individual sketching.

Essential attributes and the user flow

ID	Type	Description
001	Value	Don't discourage in-person communication.
002	Value	What's better than a group chat? Think about added value. (Things won't get lost in the group chat, considering spontaneous events)
003	Value	Last-minute decision to host / invite people?
004	Value	As few steps as possible as one way of user input.
005	Feature	Color-coded objects for read/unread items.
006	Feature	Widget with quick add event and list of the day's events
007	Feature	"Quiet time" schedule is personal (in profile) and is not visible to others → reworked, quiet time is a category of a note/event
008	Feature	Only see events up to 2 weeks in advance
009	Feature	If time conflicts arise notify the users and encourage conversation
010	Feature	Event categories: inviting others over (short term), inviting others over (long term like overnight), house meeting, housemate gone, other (e.g. repairs)
011	Feature	Widget changes color only if there are new notes for the day that has not been viewed
012	Feature	Notes disappear after the allotted time (moved into history view?)
013	Feature	Compatible with smart TV for easy viewing in house?
014	Value	How can we encourage users to continue using the app? --> they rely on each other, establish some form of terms of engagement.



Design scenario 1: Agneta wants to open up the app quickly to check what is going on in the house today.

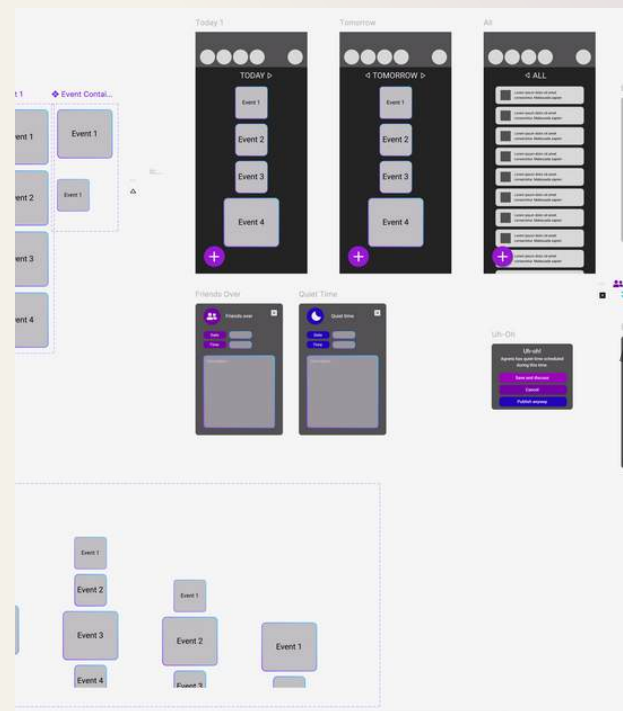
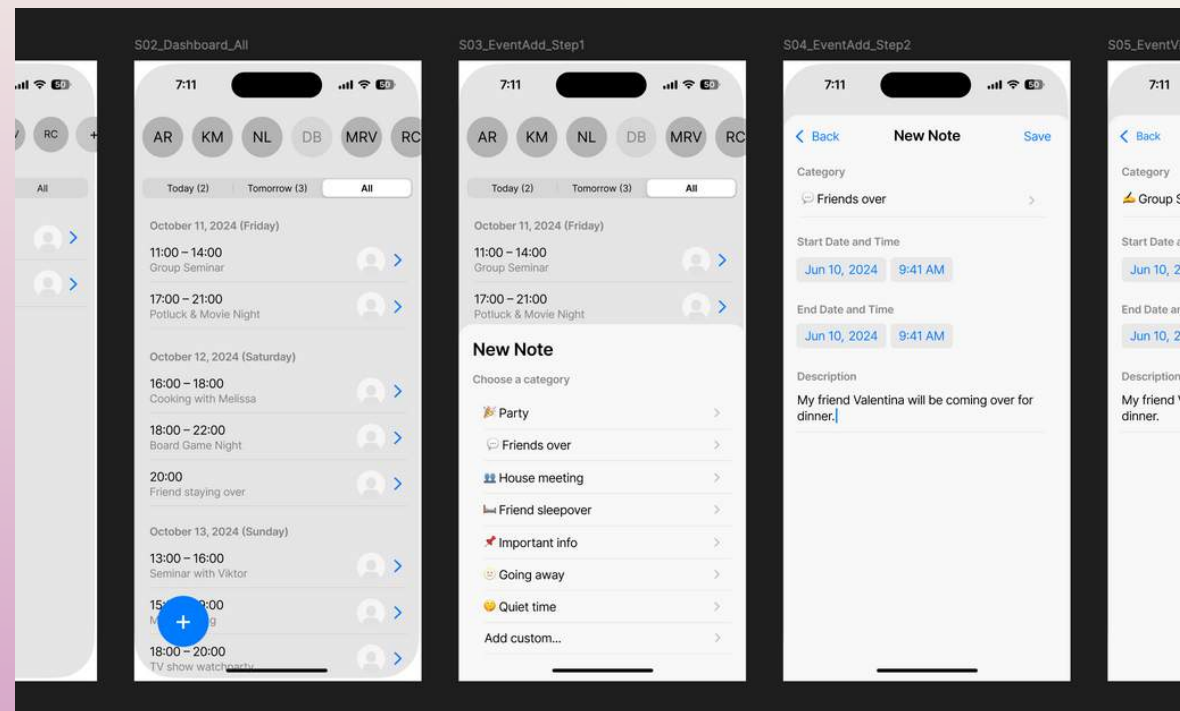
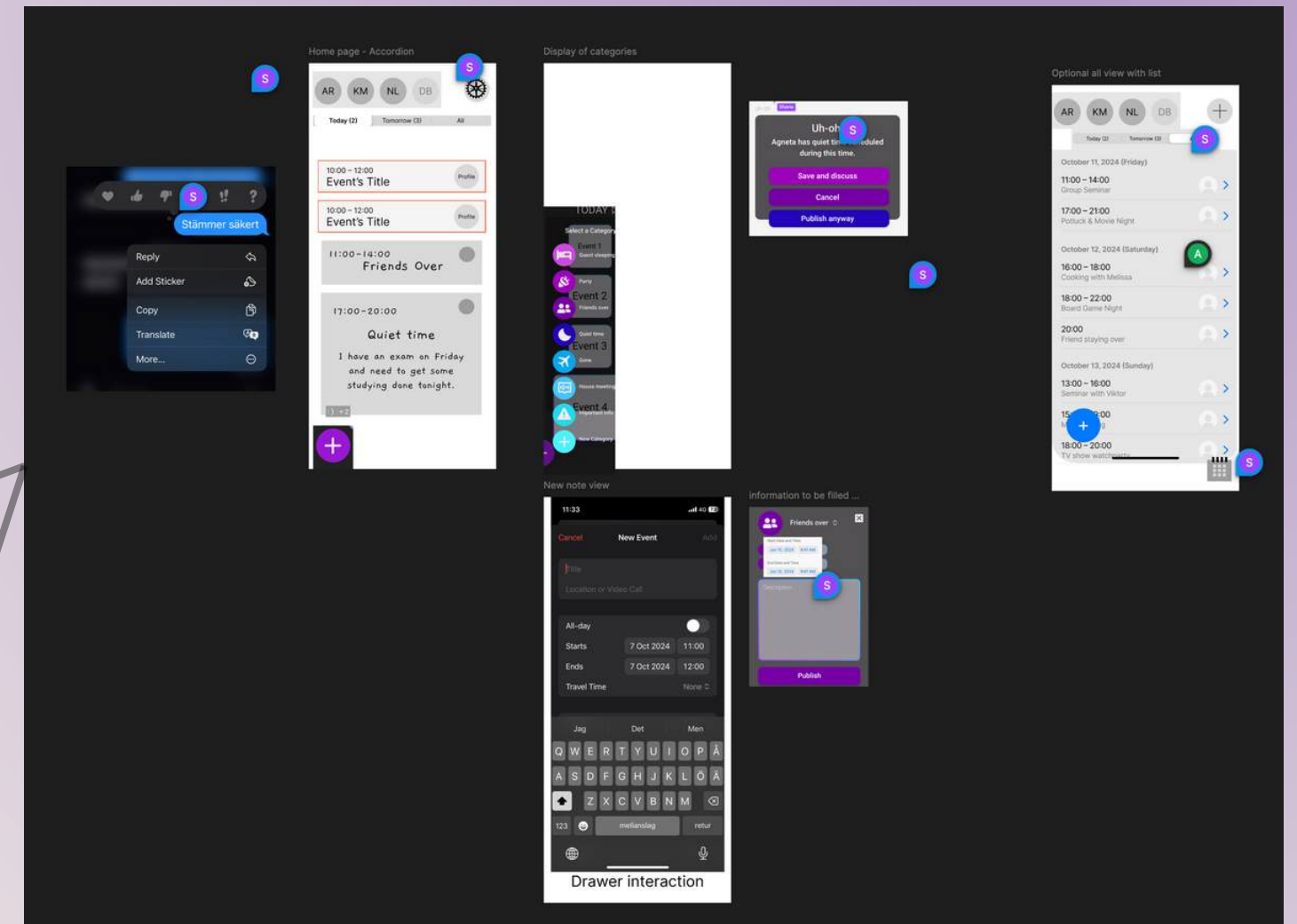
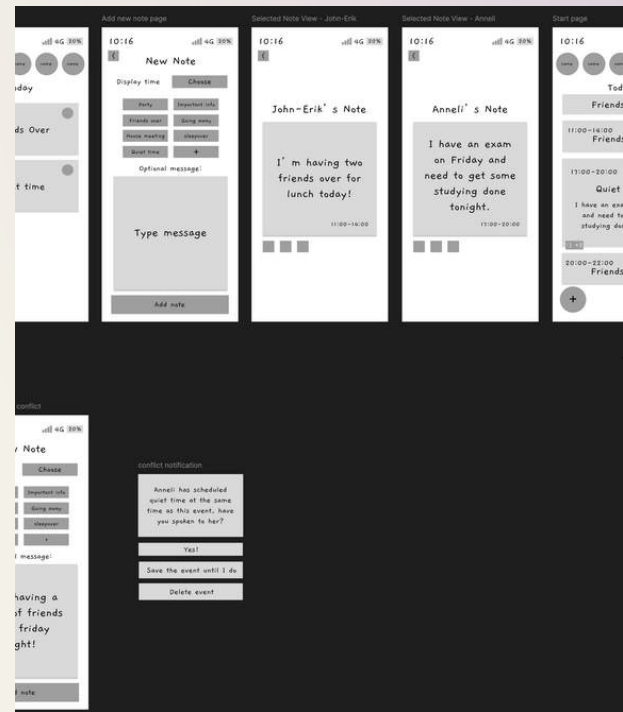
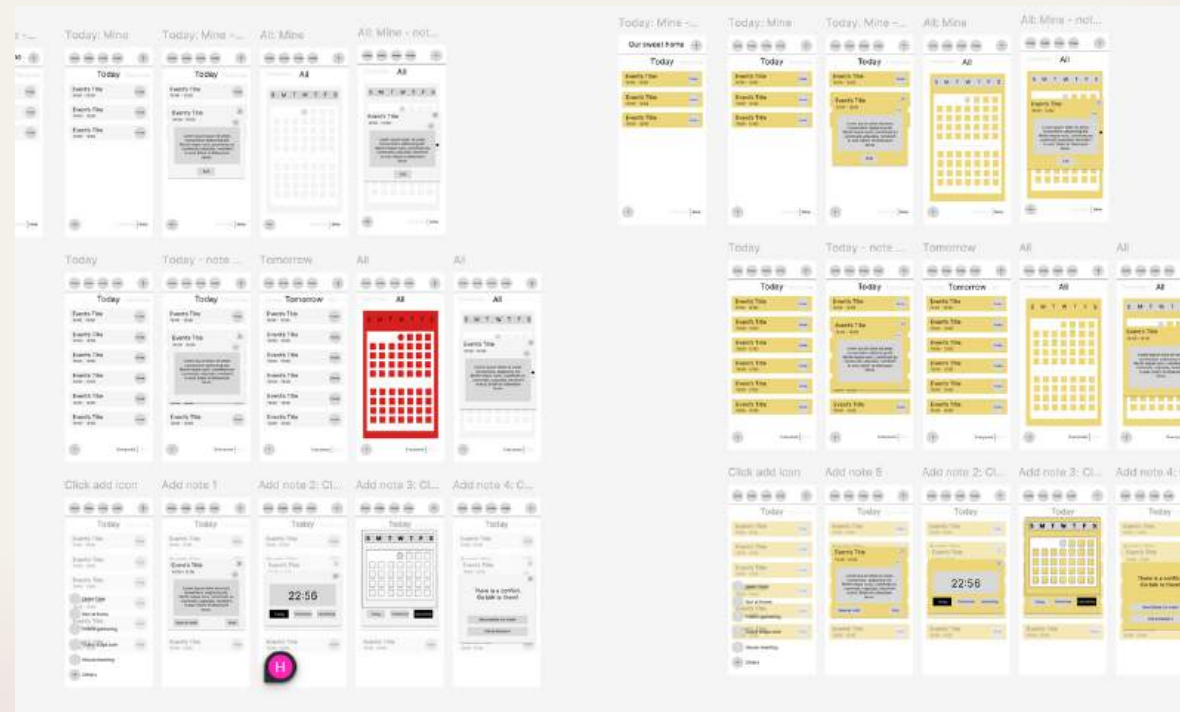
Design scenario 2: Agneta tries to add a note which conflicts with someone else's note.

Core feature 1: Users can check scheduled events on the app.

Core feature 2: Users can add and edit events to inform other housemates.

Core feature 3: Users can resolve conflicts through the app.

To find the core features of our app, we came up with two design scenarios and three core features, which in turn informed the next iteration of sketching.

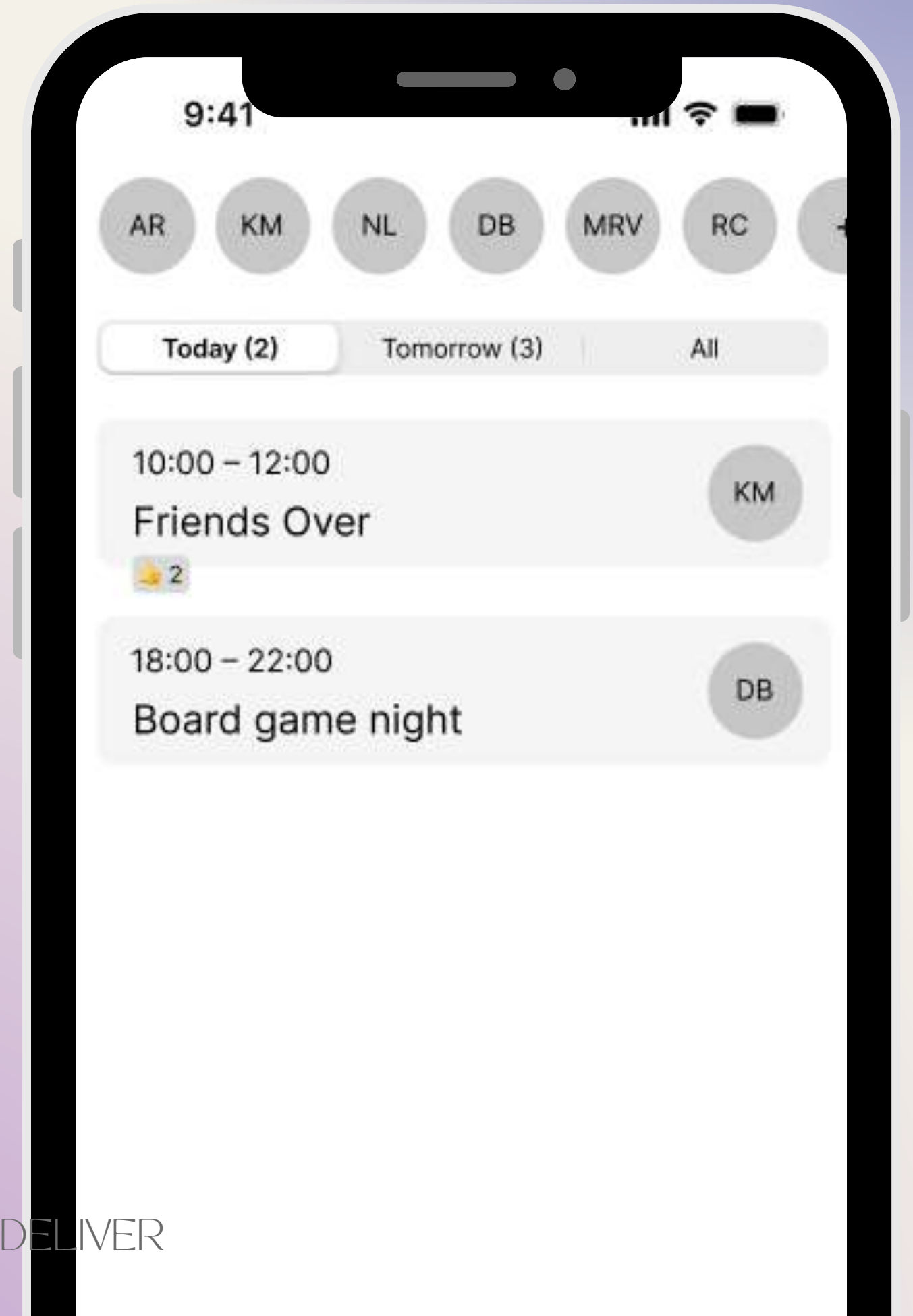
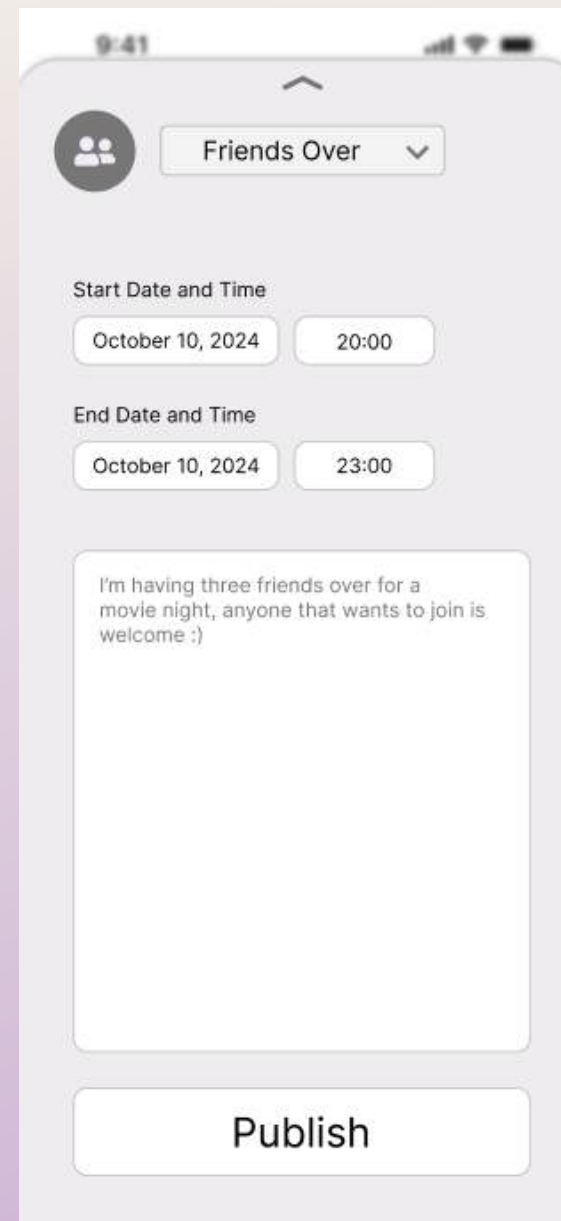
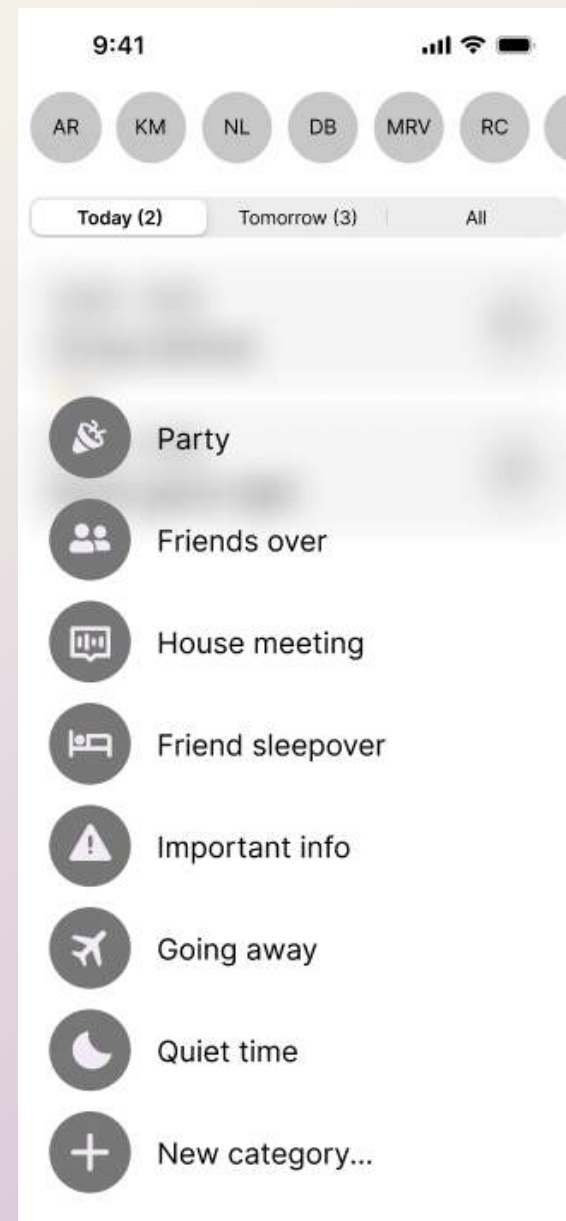
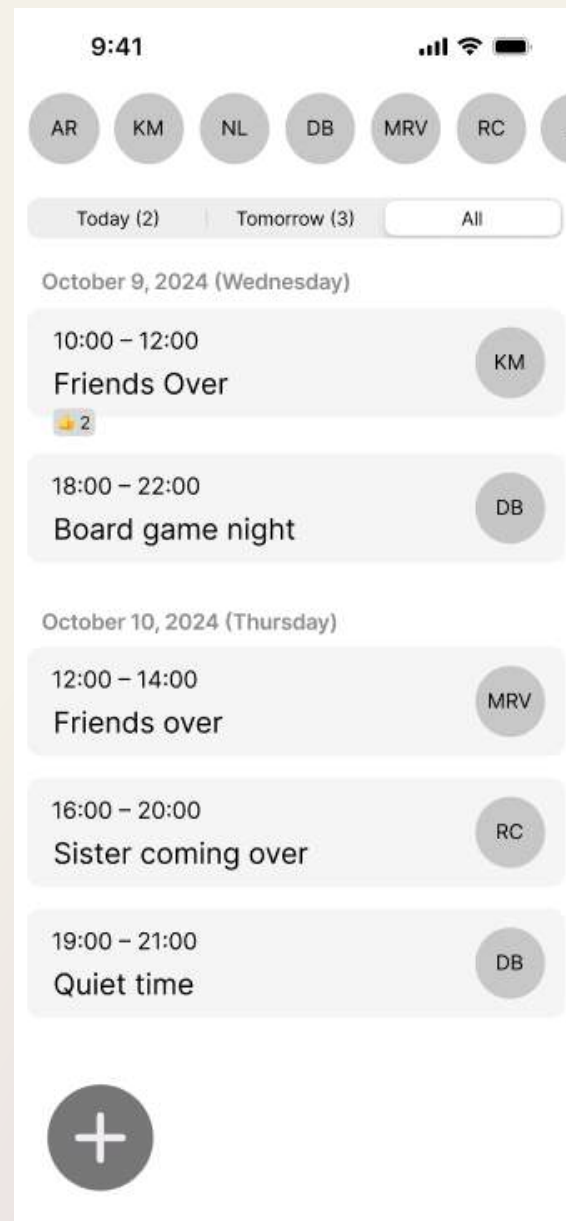


“Hi-fi sketching”

In the final step of sketching, we compared and contrasted the different “hi-fi sketches” that each group member created in Figma. Choosing the elements we liked best from each, we created a Frankenstein sketch.

The lo-fi prototype

The Frankenstein was used as a guideline when developing the lo-fi prototype.



DELIVER

Lo-Fi Evaluating | Hi-Fi Evaluating

COGNITIVE WALKTHROUGH, THINK ALOUD AND INTERVIEW

- We designed 5 tasks for user testing
- Each test was performed by 1 moderator and 3 observers
- Testers were asked to think aloud when they were performing tasks
- Moderator and observers interviewed them after the tasks, which helped us understand their thoughts and behaviors
- The time length of each test was 15 - 20 minutes

DISCOVERY DEFINITION DEVELOP DELIVER

Tester 1

- Add new event

Correctly pressed plus, and category

- Uh-Oh exit (test the drawer function)

Correctly pressed "cancel" but struggled leaving the event category page (started by pressing elsewhere)

- Filter by author

Correctly filters by author

- Check description

Correctly checks the description (confused about un-filter)

- Delete

Hard to find how to delete, did tap-and-hold as one of the attempts - comments that it is clear if this worked

- What is happening tomorrow

(missed)

- Add new group member

Correctly adds member

- Other feedback

Hard to delete event and go back from event categories (does make sense to tap back by pressing around the screen). Pull event to delete (common practice) Prefers three dots for the activity, (slack, discord etc has three dots for edit and press and hold for reactions)

Tester 2

- Add new event

Correctly presses the plus button, correctly chooses friends over category. Confused about saved draft, does swipe down to exit (change direction of arrow).

- Uh-Oh exit (test the drawer function)

- Filter by author

Tester 3

- Add new event

Correctly pressed plus trying a few times.

- Uh-Oh exit (test the drawer function)

- Chose what? Didn't select

- Filter by author

Chose author correctly,

- Check description

Checks correctly

- Delete

Didn't find the function.

- What is happening tomorrow

Goes to tomorrow correctly

- Add new group member

Finds the button and in

- Other feedback

In terms of the interaction edit and delete?

Initials - for fun and feature (avatar, color etc)

Why press the initials for there.

Publish anyway - panic scheduling conflict (a calendar)

Tester 4

- Add new event

Pressed plus, and chose second attempt (pressed new category "movie night")

- Uh-Oh exit (test the drawer function)

Chose an option and sw

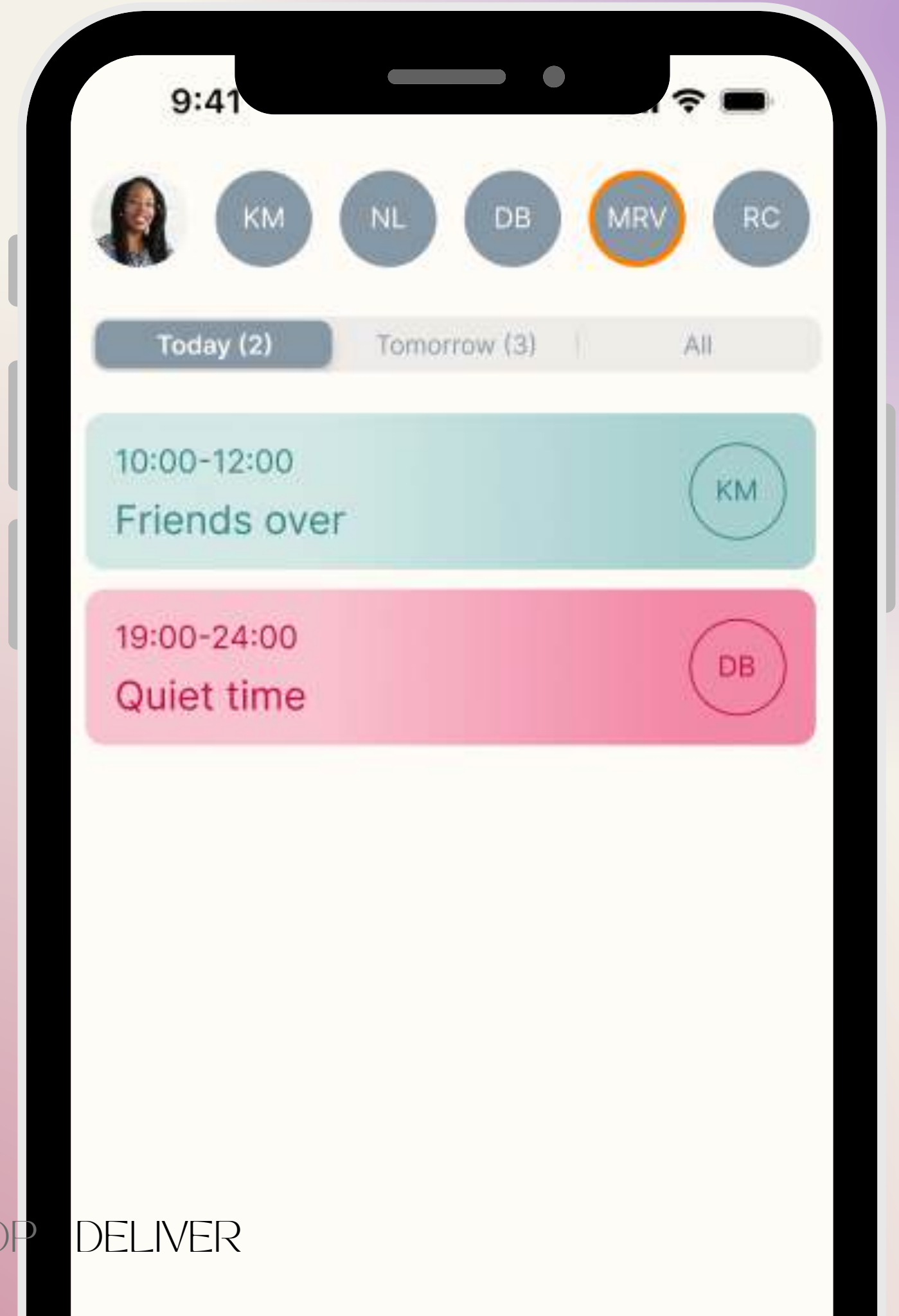
- Filter by author

Evaluation take-aways

This was a really great opportunity for us to see how someone who was unfamiliar with our app would try and use it. Overall, the feedback was positive and the testers were able to easily complete the main tasks.

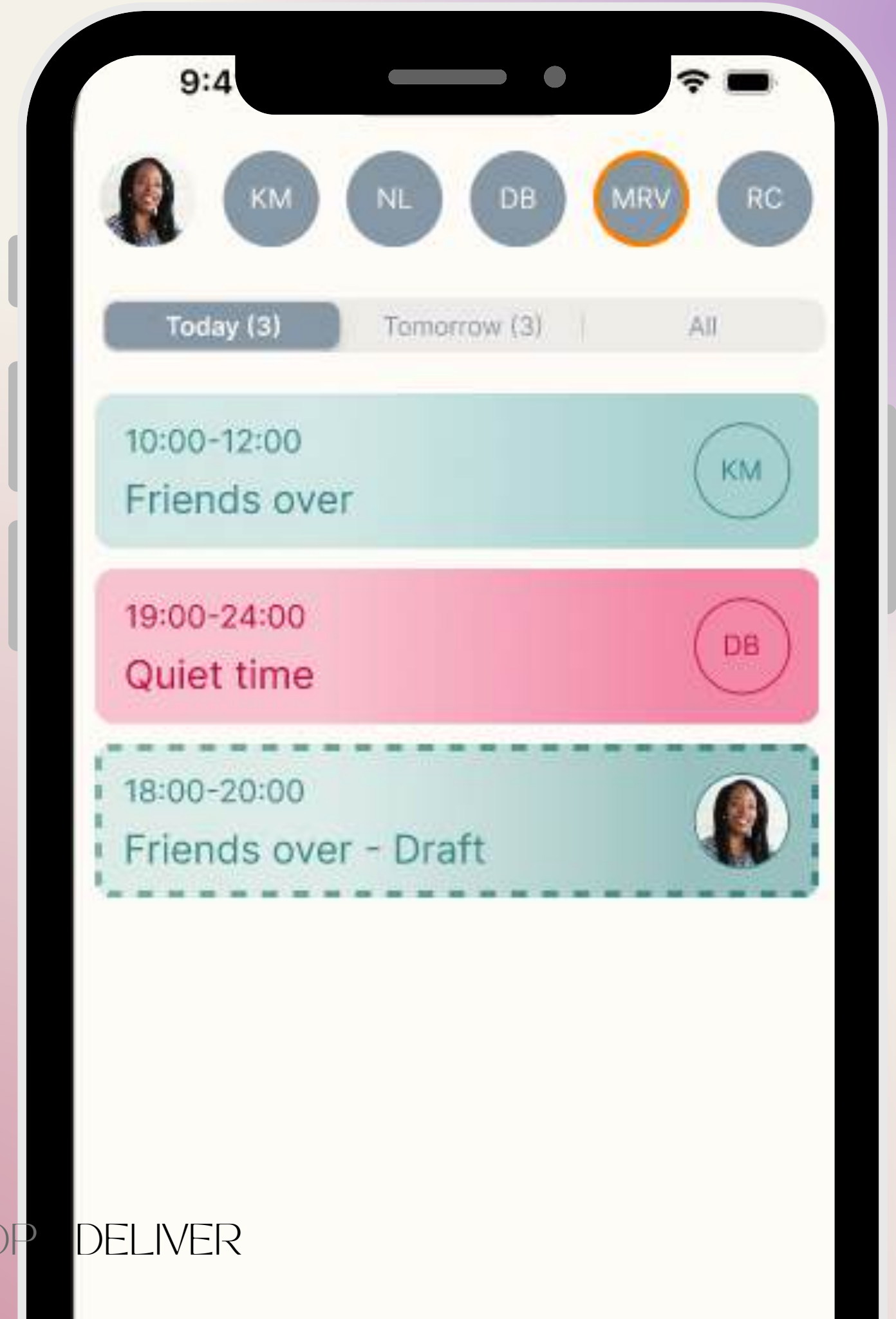
However, there were some points of confusion and bugs that we didn't foresee – like the edit and delete event functions being difficult to access – and some of the semantic choices that we made for the conflict pop-up leading users to think that there was an error. This feedback was very valuable and we took it with us to our final hi-fi prototype.

FINAL PROTOTYPE



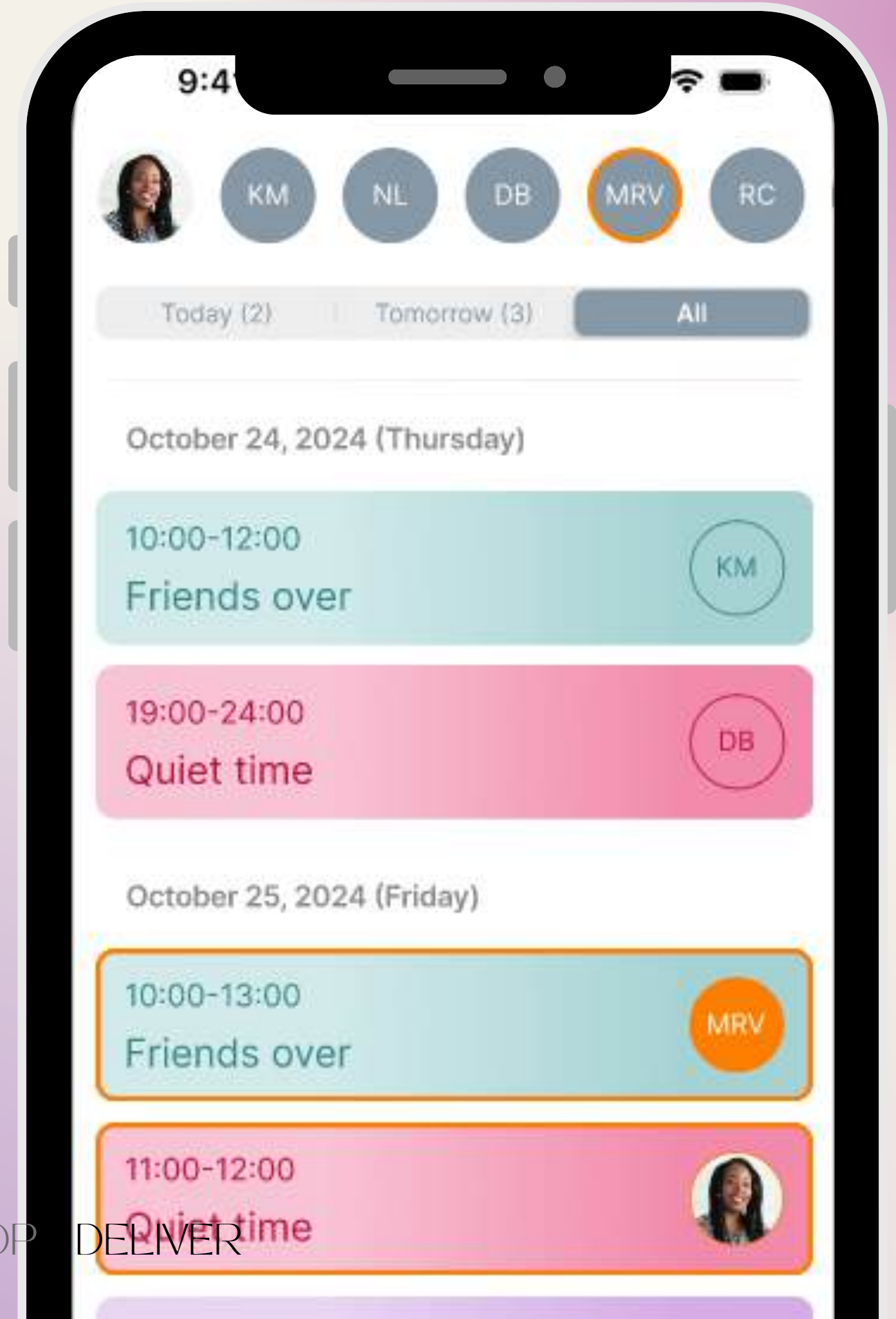
THE DASHBOARD

- focus is placed on today's and tomorrow's events
- easy to add events quickly
- filter by author at the top
- can edit, delete, resolve conflicts and react to events with a quick swipe



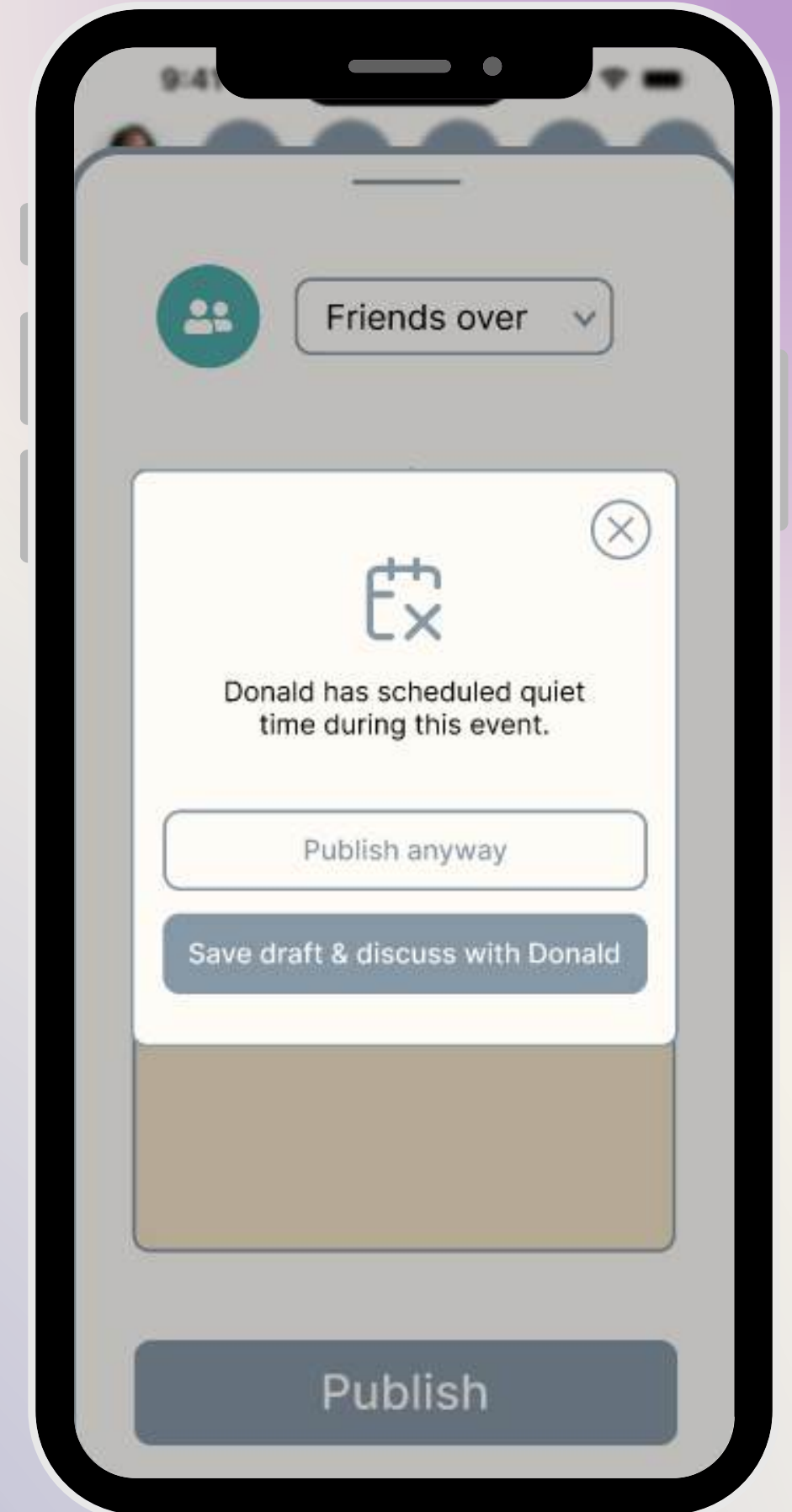
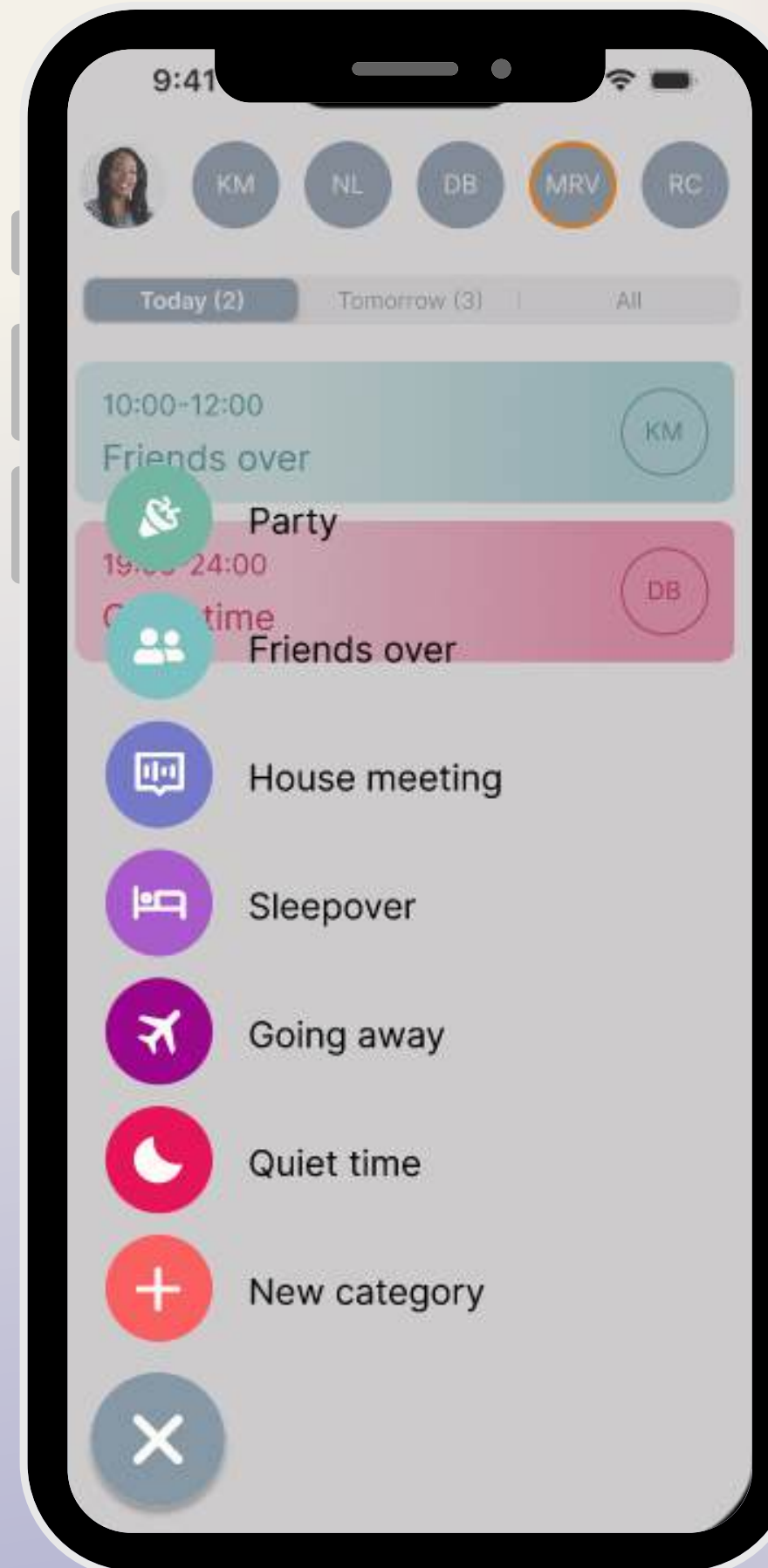
THE ALL VIEW

- All events that have been scheduled
 - past and present
- Conflicting events can easily still be accessed when the user filters by author



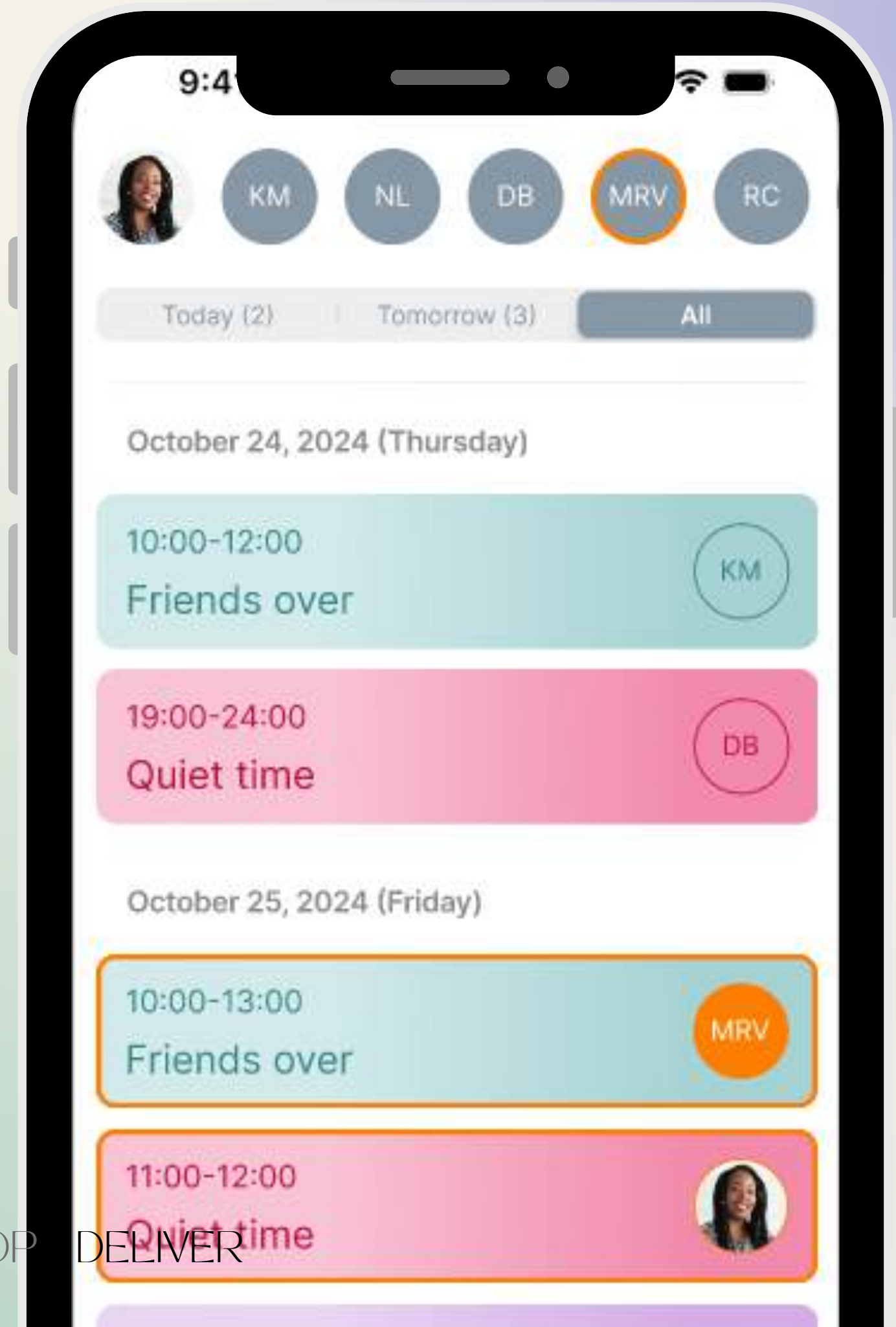
EVENT CREATION

- Users are first taken to an overlay where they choose their event category
 - they can create a new category if none apply to them
- Users then suggested to add time frame and description
- If there is a conflict they will get a pop-up message



RESOLVING CONFLICT

- Conflicting events that have not been discussed are highlighted with an orange border
- The profile of a housemate that you have conflicting events with is also highlighted
- To resolve both parties has to press “resolve” on their respective event



User Testing

ROUND TWO

Most of our users were able to navigate the app well upon testing. Some issues did still pop up, but they were fairly minor and varied enough person by person that we could not find substantial patterns to work on.

This was a great experience and made us more confident in our design.

Shane's notes from user testing:

- Was able to add event and understood the meaning of the popup and what to do
- Slightly confused when the save draft button took him back to category selection rather than home page
- First tried to tap out of the category overlay before hitting the x button at the bottom
- Filtered by author and checked description easily
- First tried looking at the top bar for an edit option then swiped on event to edit it
- Navigated today/tomorrow/all easily
- Quickly figured out how to add new member
- Other feedback: liked the color scheme
- Other feedback: curious if there were any incentives to use the app, how do you motivate people to use it?
- Other feedback: the orange border on the conflicts confused more than alerted that something was wrong, maybe try a bright red or red text rather than just the border
- Thought it was really cool

Sara's user test:

- No issue adding an event and understood the discuss with Donald thing
- Had difficulty un-filtering but thought it was intuitive once she understood how
- Had difficulty finding the resolve conflict button but thought it was intuitive once she understood how
- Liked the app, said that it would be useful in her

Antonio's notes from user testing:

- No issue adding an event and understood the meaning of the popup and what to do
- Slightly confused when the save draft button took him back to category selection rather than home page
- Filtered by author and checked description easily
- First tried looking at the top bar for an edit option then swiped on event to edit it
- Navigated today/tomorrow/all easily
- Quickly figured out how to add new member
- Other feedback: liked the color scheme
- Other feedback: curious if there were any incentives to use the app, how do you motivate people to use it?
- Other feedback: the orange border on the conflicts confused more than alerted that something was wrong, maybe try a bright red or red text rather than just the border
- Thought it was really cool

Lun's note from user testing:

- Resolving conflicts
- Even if it's resolved the scheduled event remind me I should time.
- I want to easily check adding event notes
- Update events is also
- I want to be unfiltered the profile rows
- Can easily find and

(Theoretical) next steps

- Add a function “Save draft” when creating a new event.
- Add a function to display all conflicts with my events.
- Improve the visualization of conflicts (tying the conflicting events together).
- Improve the visuals to hint horizontal scrollability (for the profiles and the events).
 - a cut-off for the user profiles
 - a small animation for the events.
- Improve the navigation in the All tab (calendar view).
- Improve the display of available (non-quiet) times when creating a new event.
- Perform more user tests (but in person on a tablet or phone instead of a computer)

Lesson learned #1:

Always have a clear idea about your next steps.

Lesson learned #2:

Quantity over quality in shorter but multiple brainstorming sessions.

Lesson learned #3:

Always set Terms of Engagement in groups.

Lesson learned #4:

If unsure, ask for help, no matter how early on.

Lesson learned #5:

Time spent on misplaced efforts is not a loss – it's a greater opportunity for a new start.

Lesson learned #6:

Thinking in terms of a narrow user group does not mean we are not designing for various types of people.

Lesson learned #7:

There exists a multitude of common problems to be identified and solved, even in narrow user groups.

Lesson learned #8:

Getting to know what our peers were working on and what they thought about our ideas was more helpful than expected. We did not take notes on the feedback we received, so we will focus on that much more.

Lesson learned #9:

Having multiple main problem areas does not work out in the long-term because we are solving problems one by one.

Lesson learned #10:

Be brave and don't hesitate to make early decisions on main problem areas if they feel right based on collected data.

Lesson learned #11:

It will not always be possible to connect multiple different problem areas, and that's not the goal.

Lesson learned #12:

While desk research usually provides a general truth and overview, it is helpful to use to know that interview data is on track and well grounded.

Lesson learned #13:

Our personas had very different contexts and goals due to undefined singular main problem area during affinity diagramming. They ended up being a tool for us, aiding us to make our final choice.

Lesson learned #14:

Write, read and refer to previous notes, mistakes and findings more often.

Lesson learned #15:

A narrow POV and HMW does not mean we won't be designing for other users too.

Lesson learned #16:

No matter how indirectly we work together on possible solutions, discussing a variety of options still gives way to a unified direction.

Lesson learned #17:

Even when you feel like you have only "a mess" to present, that doesn't mean that others might not see more clearly through it. Nevertheless, have a clear action plan.

Lesson learned #18:

If you feel like you're stuck, try changing your environment and look for more inspiration.

Lesson learned #19:

The pressure to come up with a solution can easily be alleviated with a little humor.

Lesson learned #20:

Giving time to exploring potential solutions individually allowed for even more potential approaches.

Lesson learned #21:

Taking time to make sure everyone is on the same page regarding every feature and value set the foundation for successful development.

Lesson learned #22:

Always be prepared that the activity can suddenly open/close the diamond even more than you expect it to.

Lesson learned #23:

Resist the urge to continue prototyping until burning new questions are resolved.

Lesson learned #24:

From very same thoughts and conclusions, there is a variety of further outcomes and solutions.

Lesson learned #25:

Identifying the features and visuals we like about other prototypes is equally important to revisiting and reflecting on our own prototypes.

Lesson learned #26:

A variety of skill sets and experiences really comes in handy when needing to make quick but important decisions.

Lesson learned #27:

The 5-user-rule for testing was confirmed, we uncovered the majority of our existing, and potential usability problems!

Lesson learned #28:

Interactions most commonly found in chat apps will not be so commonly used in calendar apps. (Context is key!)

Lesson learned #29:

Emotions and emotional states are important. Try designing for various contexts the users might find themselves in.

Lesson learned #30:

Try to set a proper structure for every deliverable as early as possible, even if it needs to be revisited later.