mobiQuad

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ListAssist

Low Fidelity Prototyping

Introduction

The two conceptual designs presented in mobiQuad's last report had a defining difference in that one model would have been better suited for a smartphone application, while the other model worked better for normal mobile phones.

We chose to develop the application for normal mobile phones because most of the surveyed population did not own smartphones. We wanted ListAssist to serve a greater percentage of the interested population. Despite basing the prototype on one conceptual model, aspects of the other conceptual models found a way into the prototype.

During the Prototyping phase, mobiQuad found many challenges stemming from the constraints of screen size as well as working within the set of function buttons that are on most normal mobile phones. Many details like menu and control placement, semantics, and order could have been debated for hours—ultimately, our decision was to let the usability testing help determine these details.

Drilling down into the three scenarios presented here unveiled a minutia of details that we had not initially thought of. Most likely, there are many others we have not yet realized, emphasizing the importance of evaluation and iteration.

Navigational keys used for prototype:

LS   D   RS
D CS D
D

LS Left Soft key
RS Right Soft key
 D Directional arrows
CS Center button

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Add a New Item to a New List

Task Description

This scenario will take the user through the steps of creating a new item and assigning it to a new list. The user will initiate the new item creation from the main screen. After inputting a name, she will use the list assignment field as a shortcut to creating a new list. For the item, the only fields the user will specify are its name and the list the item belongs in. For the list, only the name will be specified by the user.

Use Case ("happy path")

1] User launches ListAssist on the mobile device. The user is now looking at the ListAssist's main screen, which shows all of the lists the user has defined.

The user presses the right soft key to select the "New Item" option.
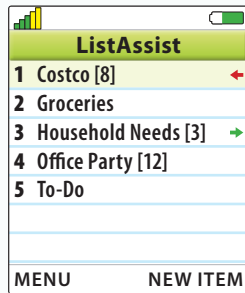
2] This opens the "Item Details" screen with blank fields to enter a new item. By default, the initial active field is the blank "Name" field. The "List" field defaults to the list that was highlighted when "New Item" was selected.

3] While the "Name" field is high-lighted, the user enters the name of the item using the keypad. The user presses the down direc-tional arrow to move on to the "List" field.
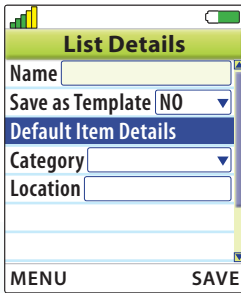
ListAssist
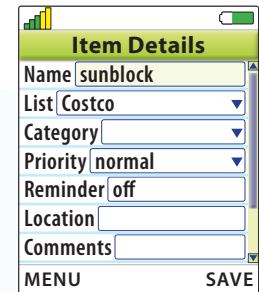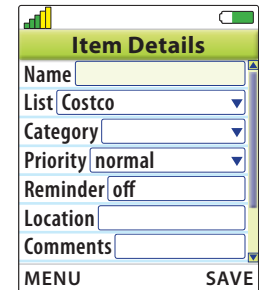
Scenario One

4] On the "List" field, the user presses the center button. This brings up a menu, which shows all of the lists the user has defined. The menu defaults to the "New List" option.
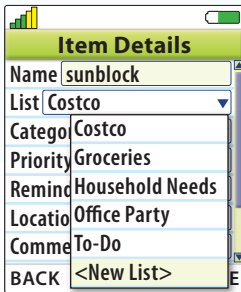
5] The user is now looking at a blank "List Details" screen to create the new list.
By default, the blank "Name" field is selected.

6] The user enters the name of the list in the same manner as she entered the item's name. The user selects "Save" on the list entry screen.
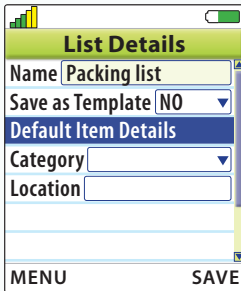
7] This brings the user back to the "Item Details" screen. The new list name now appears in the "List" field. The user selects the "Save" option using the right soft key.
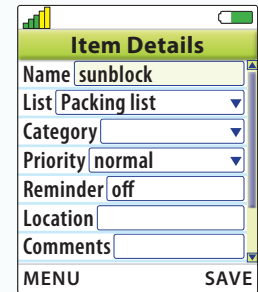
8] The item is added to the newly created list. The user is taken to the list view of the new list, which shows the items and completion status of the list.
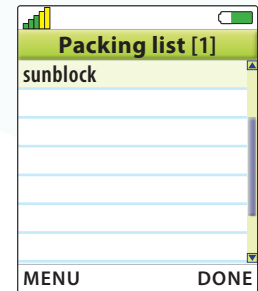
Questions and Concerns

1] Will it be obvious to the user that Name and List are required fields for the creation of a new item?

2] How will we indicate required fields without using too much screen real estate?

3] Is it intuitive that the user can create a new item prior to creating a new list by creating a new list from the new item's Item Details "List" field?

4] Is it intuitive that the user must Save the new list to return to the New Item screen?

5] Is it clear to the user how to cancel a new item or list?

6] Does the comments field expand? It looks very small on the screen.

7] Is it obvious how to return to the main screen or ListAssist home page from anywhere within the application? (a more general question, not necessarily specific to this scenario)

8] Is it obvious how exit the ListAssist app entirely? (a more general question, not necessarily specific to this scenario)

9] On the "List" field of the Item Details, why does the drop down default to the last item?

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Scenario Two

Going Shopping (marking off items and closing a list)

Task Description

The ListAssist user has already created a list which contains items. The list is named "Costco" and contains items such as light bulbs, a cake, and napkins. While the user is at this store, she will mark off items as she adds them to her cart—a "marked off" item will be displayed on screen by a red line through the text. Once she is finished shopping at Costco, the list will be "closed". This will clear any marked off item and keep the items that she wasn't able to purchase on the list for later use.
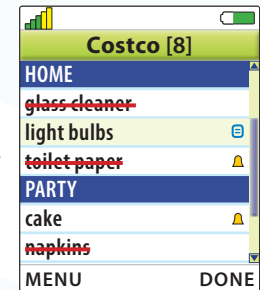
Use Case ("happy path")

1] User launches ListAssist.

2] The user is now looking at the ListAssist main screen, which shows the names of all of the lists the user has defined.
The user will highlight the "Costco" list and click the center button.

3] This will take the user to a screen that displays the items that are on the Costco list.
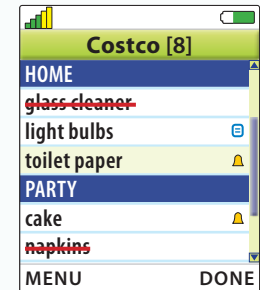
4] As she is shopping and adding items to her cart, she'll highlight the item by scrolling with the up and down directional arrows. She'll click the center button on her key pad to toggle whether the item is marked off or not. Marking off an item will draw a red line through the item name.
Once the user purchases the items in her cart, she will "close" the list by clicking the right soft key, "Done".

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5] This will open a confirmation screen which will ask the user whether she would like to remove all marked off items in the list. The user chooses "Yes" by pressing the right soft key.
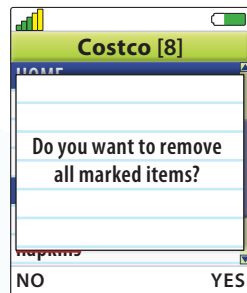
6] This takes her back to the main screen and all items that had been marked off will be removed from the list. This list will not be deleted, even if all items within the list are marked off.

Questions and Concerns

1] Is the mark-off functionality "hidden" by being triggered by a button press and not having an explicit menu option?

2] Is the meaning of the term "mark" clear to a user?

3] What happens if a reminder is set and the item is marked off? Is the reminder still set or is it cancelled? Is it still set, but deactivated while the item is marked off?

4] Is there a possibility that the user would like undo all changes to a list when the user attempts to close the list?

5] Should we provide an option to mark/unmark all items?

6] Is it obvious or intuitive what "Done" does?
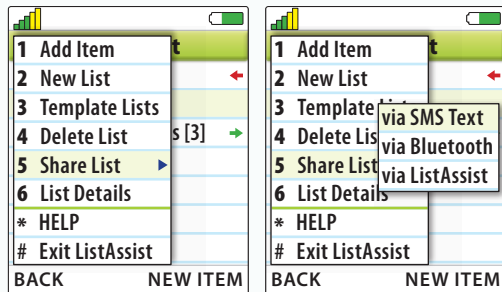
ListAssist

Scenario Three

## Sharing a List via SMS Text Message

Task Description

The user has a list of things she needs, but no time to pick them up herself. She would like to send the list to someone else so he can help her out. However, he is not yet a ListAssist user, so she will use the SMS Text feature found on most modern mobile phones. The user locates the list she wants to share and then chooses whom to share it with from her phone's contacts and what items (all or unmarked) she wants to include. She may also attach an optional note to the list. When this simple information is entered, ListAssist creates an SMS text message and sends it to the selected contact.

Use Case ("happy path")

1] While on a list, user clicks the "Menu" soft key and selects "Share List" ▶ "via SMS Text".

2] The user is now looking at the Share by SMS screen of ListAssist.

3] By default the current list is selected and shown in the "List" field. The user accepts this default.

4] By default, the option to send unmarked items is selected. The user presses the down directional arrow to focus on the "Items" field and clicks the center button.
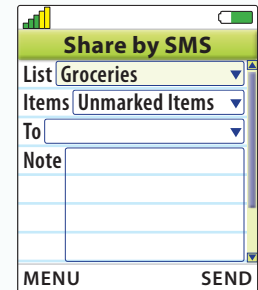
5] A menu appears allowing the user to choose whether to send the entire list or just unmarked items. The user uses the down directional arrow to select "Entire List" and presses the center button.
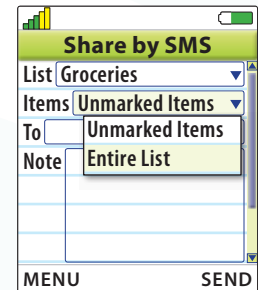
6] The user is returned to the "Share by SMS" screen and the "Items" field indicates "Entire List".

7] The user presses the down directional arrow to get to the "To" field and presses the center button.

8] This brings up the "Contacts" screen within ListAssist, which draws contacts from the phone's address book. The initial focus is on the search field. The user may enter the beginning of a name to search, use the down arrow to access the Matches field and scroll

through the contacts. The user may also arrow up and click the center button to change "Search Contacts" to "New Number" and then enter a new phone number.

9] The user decides to search and enters the first letter of the recipient's name (e.g. "B") using the keypad.

10] ListAssist searches for matches in the phone's contact list and filters out non-matching entries in the Matches field. When the user sees the desired name she uses the down directional arrow to access the Matches field.

11] The user uses the directional arrows to select the desired name and presses the center button to select it.
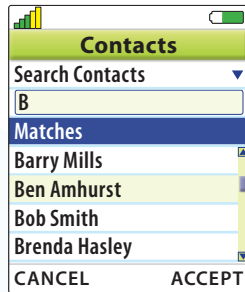
12] The user is returned to the Share by SMS screen.

13] The user presses the down key to access the "Notes" field and enters a short message using the keypad. The notes field scrolls if text does not fit in the box on screen.

14] When finished, the user clicks the "Send" soft key and ListAssist creates and sends the text message.
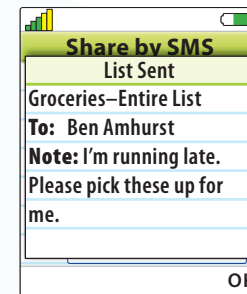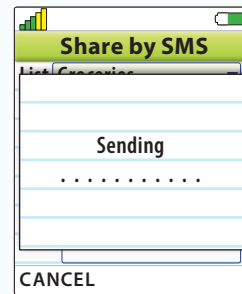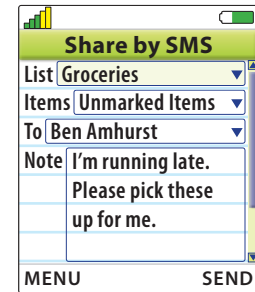
15] The user is taken to a confirmation screen indicating what was sent and to whom, along with a note (if entered). The user clicks the OK soft key to return to her list.

ListAssist

Scenario Three

Questions and Concerns

1] Are only available options shown if the mobile device does not support SMS and/or Bluetooth? If all options are unavailable, should the "Share List" menu be shown at all?

2] Should the user know how data is transmitted using the "via ListAssist" option, in order to gauge if it will add to their mobile bill?

3] Is the meaning of the term "via ListAssist" clear to the user? (since the sharing option is initiated from within ListAssist, all sharing may be construed as "via ListAssist")

4] How does the user go back to the Search Contacts drop-down menu when using the up/down keys to navigate through the "Matches" list?

5] Should the user have the choice to search for contacts by first name or last name?

6] Should users be given the option to send lists of only marked items, so that the receiver knows what items someone has already obtained?

7] Does the average person know the term "SMS Text"? Or should a more generic "Text Message" term be used?

8] Will the user understand the term "Unmarked Items"?

Contributions

Carlos Delgado

Scenario One,
Questions for all scenarios

Maggie Hong

Introduction, Prototype images,
document design/compilation

Melissa Schulte

Scenario Two,
Questions for all scenarios

Josh Varga

Scenario Three,
Questions for all scenarios

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Brainstorming and deciding on
scenarios to represent. Collaborative
work on screen layout and semantics.
Everyone gave constant feedback
and edited several iterations of
the document.

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