

Lo-Fi Tutorial Prototype

Users downloaded a low-fidelity tutorial prototype and progressed through.

Using the prioritized app map, the tutorial was designed and linked together using InVision. The focus was on usability so animation was only made for the splash pages. Four iPhone users downloaded the prototype and progressed through the interactive prototype. Their confusion provided insights on how to improve the app and changes were made immediately after each round.



REBECCA
age 27
status engaged
text occasionally



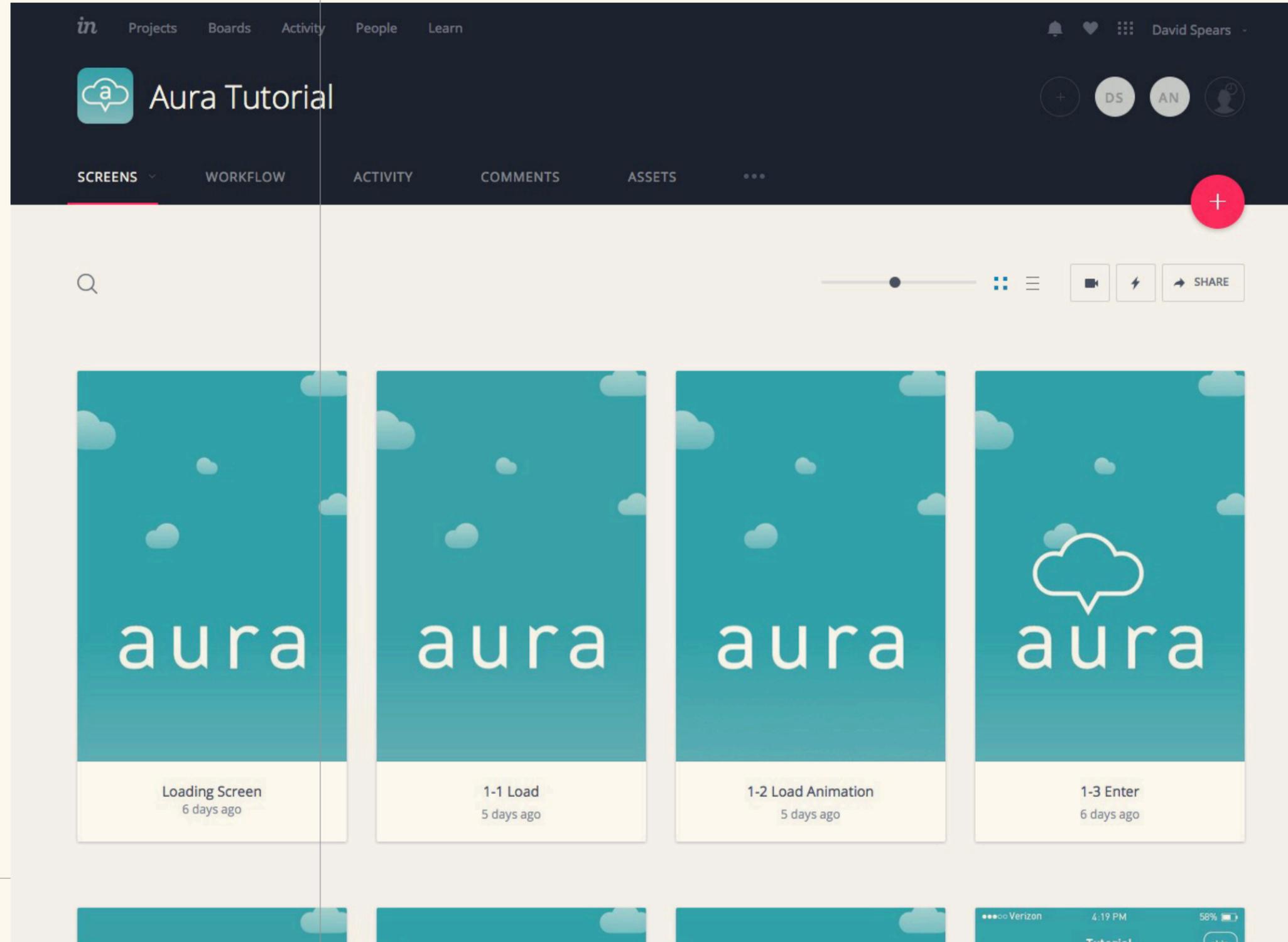
ALLISON
age 37
status dating
text frequently

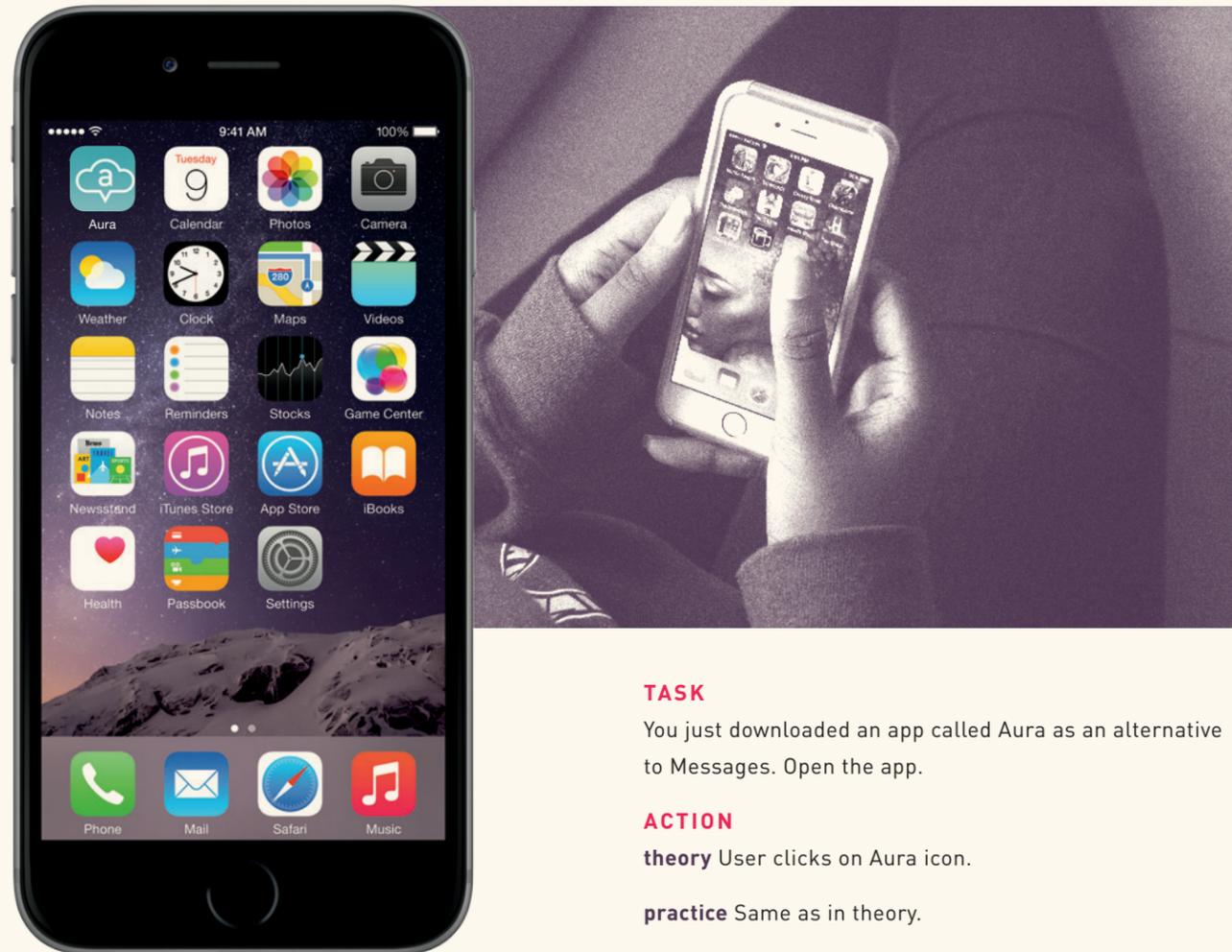


BOBBY
age 34
status dating
text frequently



AMBER
age 20
status single
text frequently





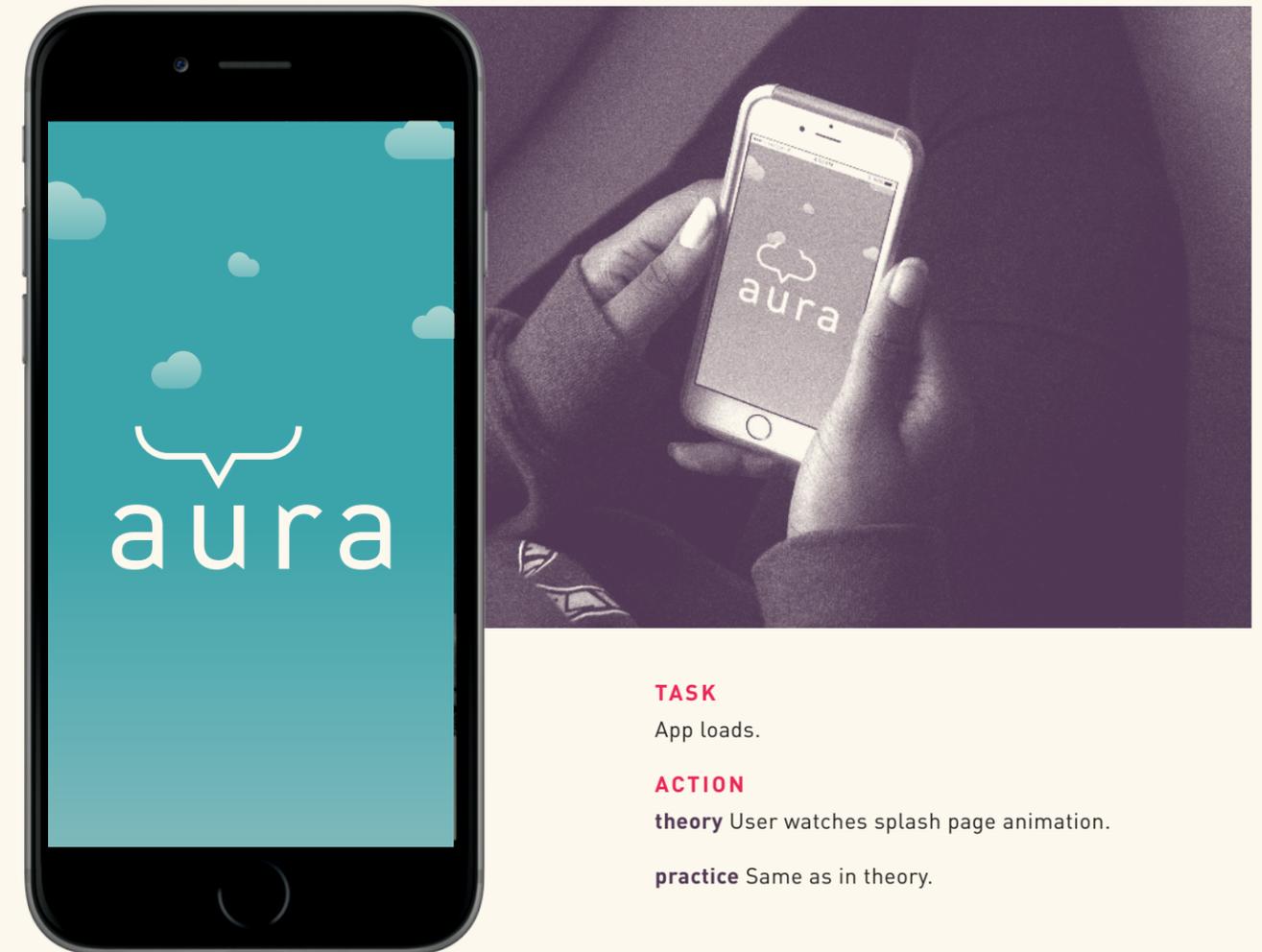
TASK

You just downloaded an app called Aura as an alternative to Messages. Open the app.

ACTION

theory User clicks on Aura icon.

practice Same as in theory.



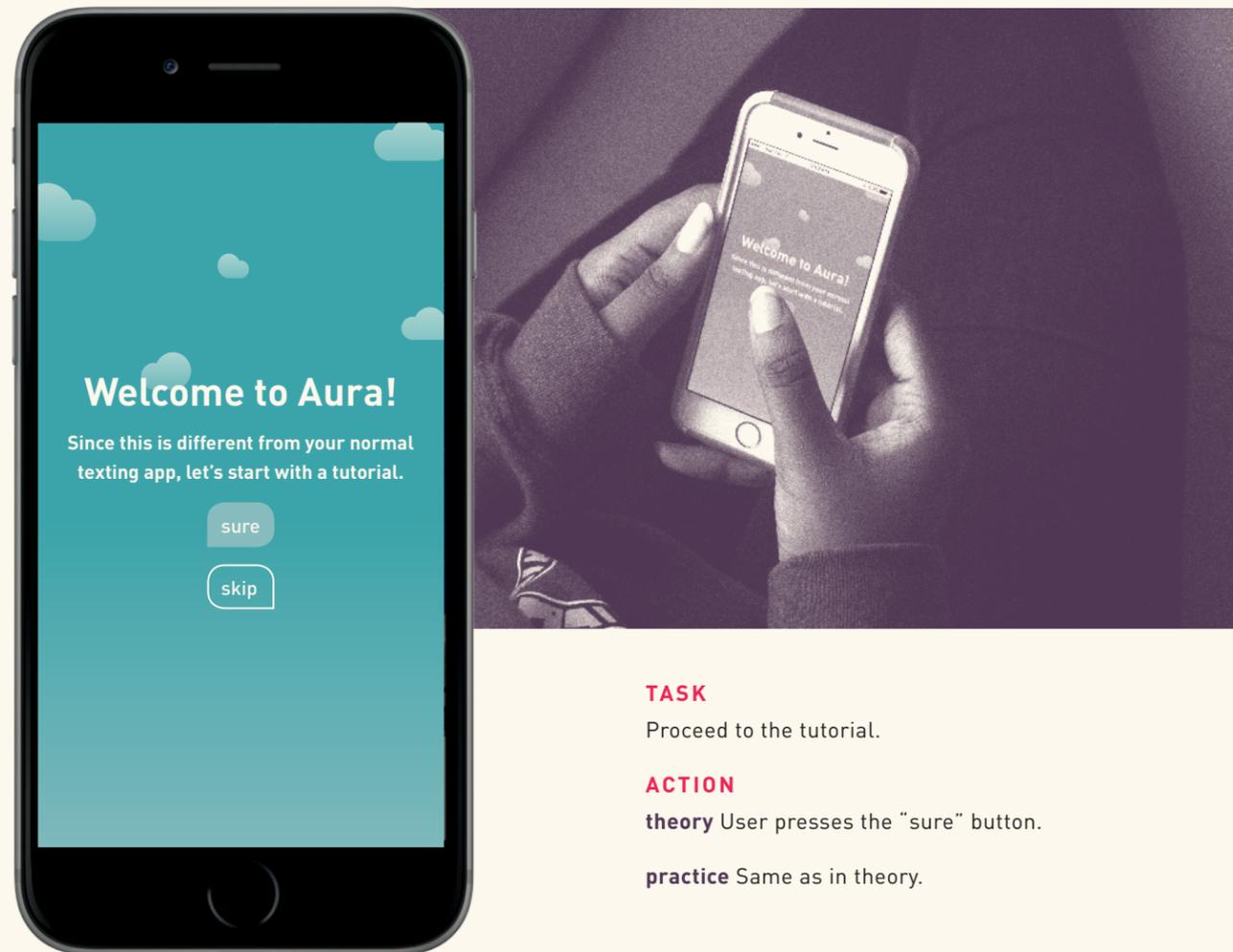
TASK

App loads.

ACTION

theory User watches splash page animation.

practice Same as in theory.



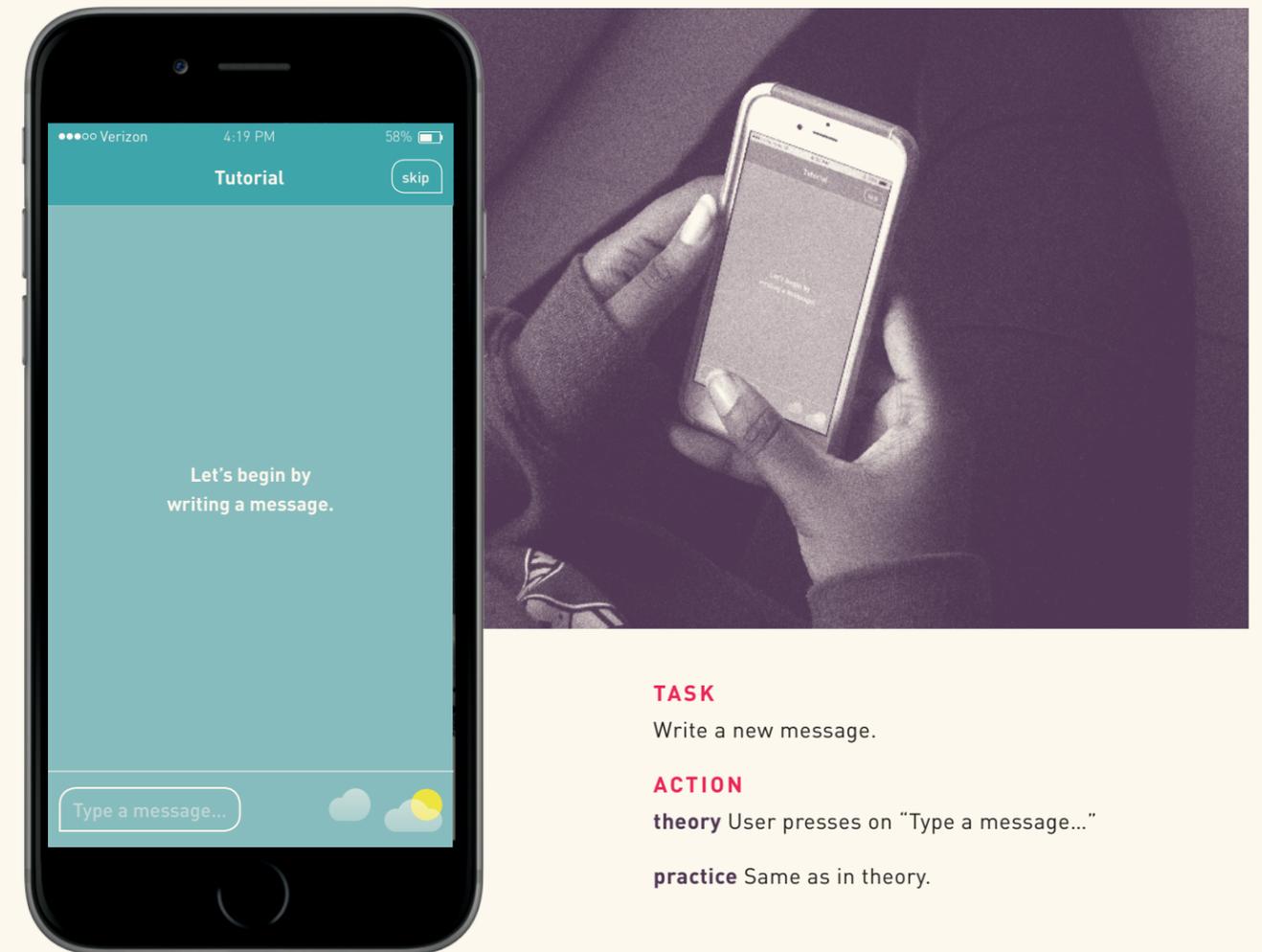
TASK

Proceed to the tutorial.

ACTION

theory User presses the "sure" button.

practice Same as in theory.



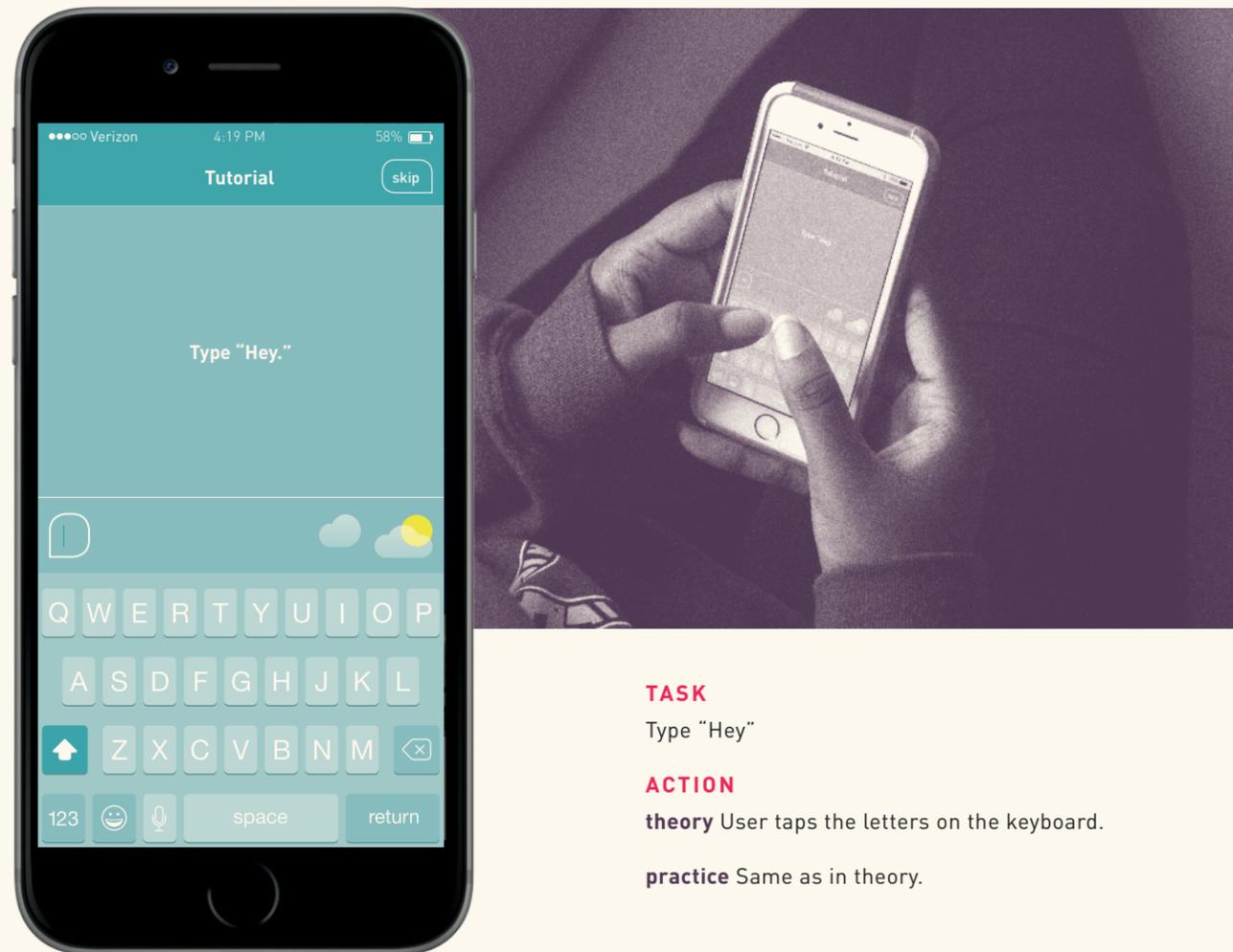
TASK

Write a new message.

ACTION

theory User presses on "Type a message..."

practice Same as in theory.



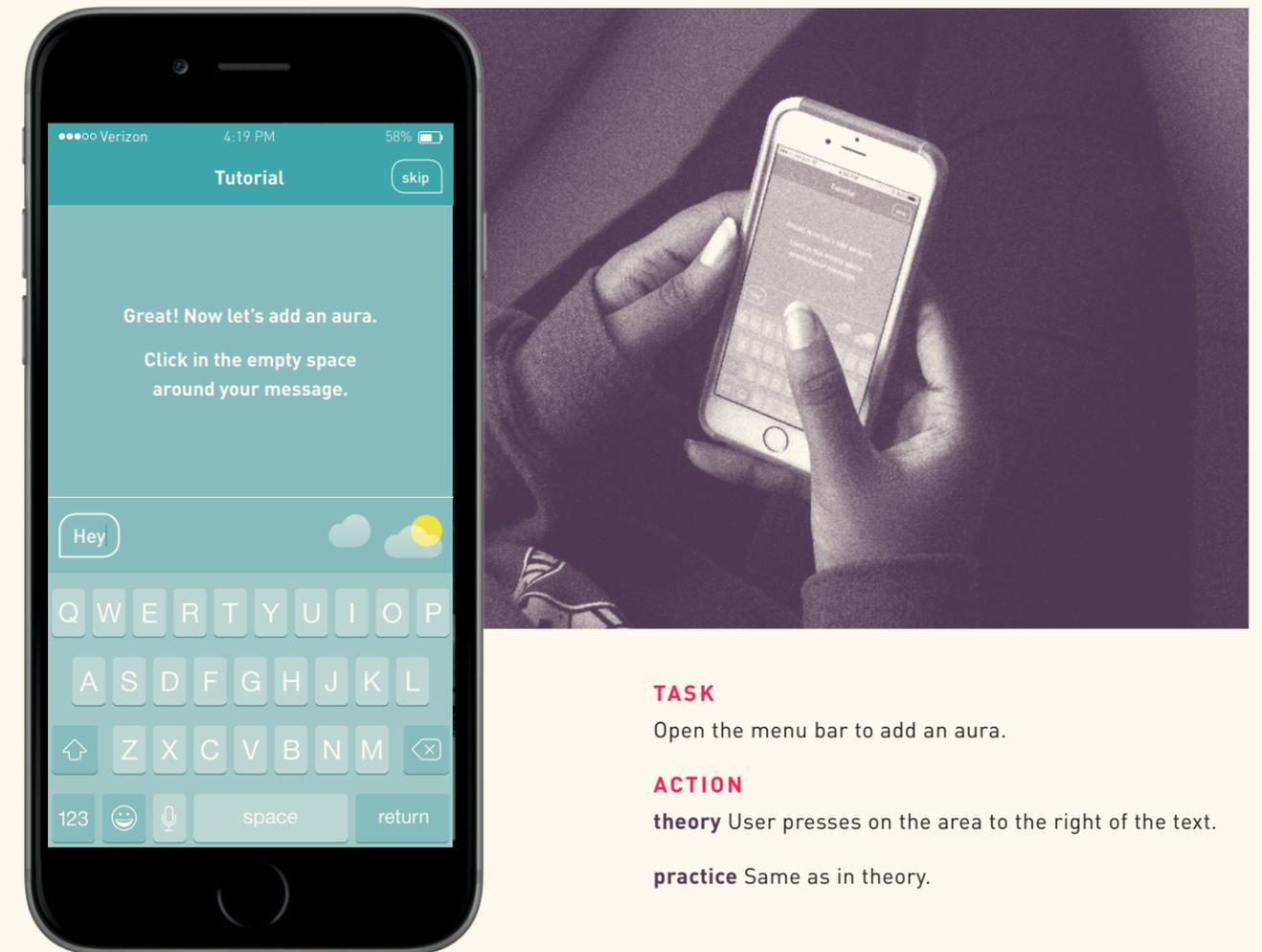
TASK

Type "Hey"

ACTION

theory User taps the letters on the keyboard.

practice Same as in theory.



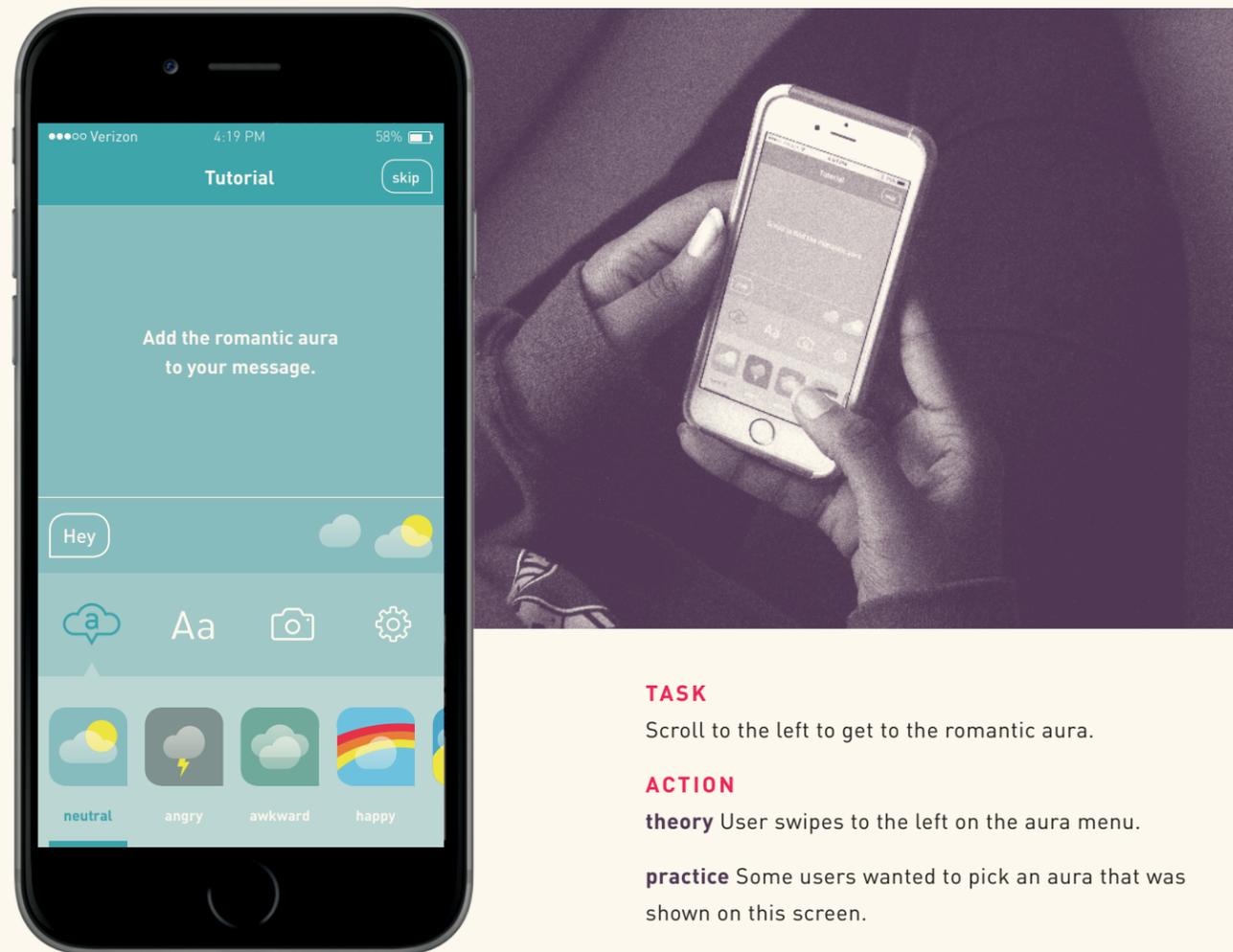
TASK

Open the menu bar to add an aura.

ACTION

theory User presses on the area to the right of the text.

practice Same as in theory.



screen is different due to rapid user testing

TASK

Scroll to the left to get to the romantic aura.

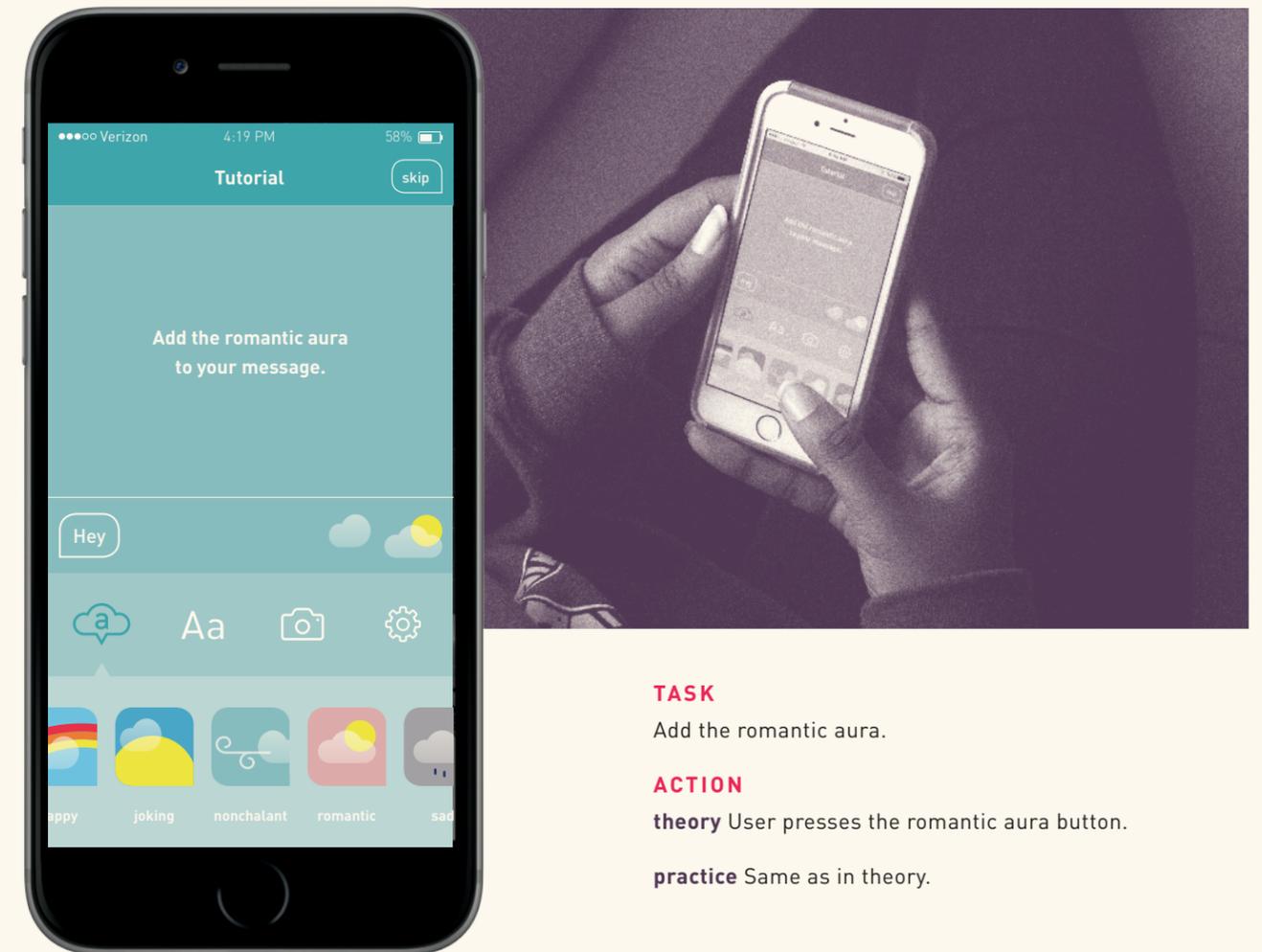
ACTION

theory User swipes to the left on the aura menu.

practice Some users wanted to pick an aura that was shown on this screen.

INSIGHT

Need to explicitly instruct users to scroll.



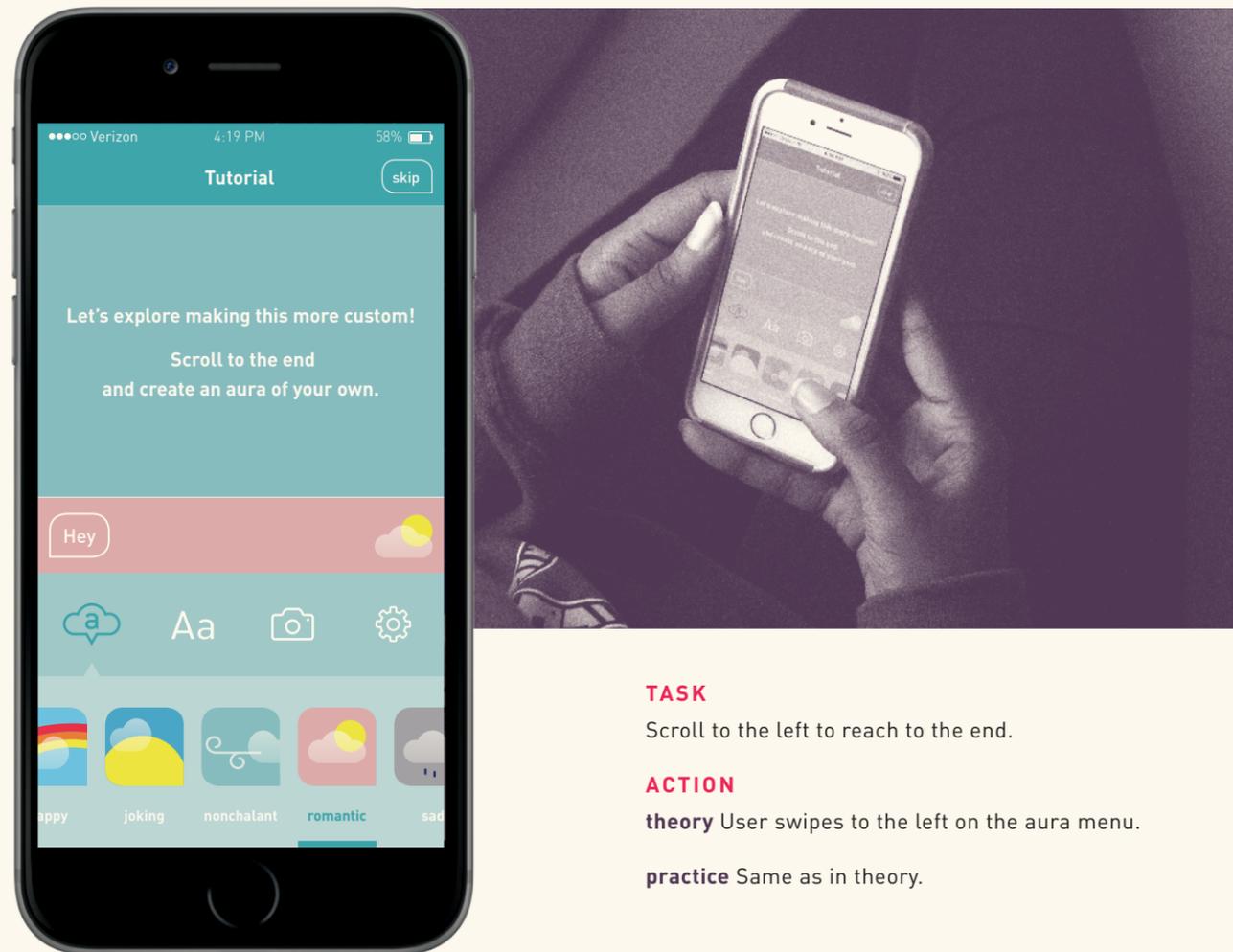
TASK

Add the romantic aura.

ACTION

theory User presses the romantic aura button.

practice Same as in theory.



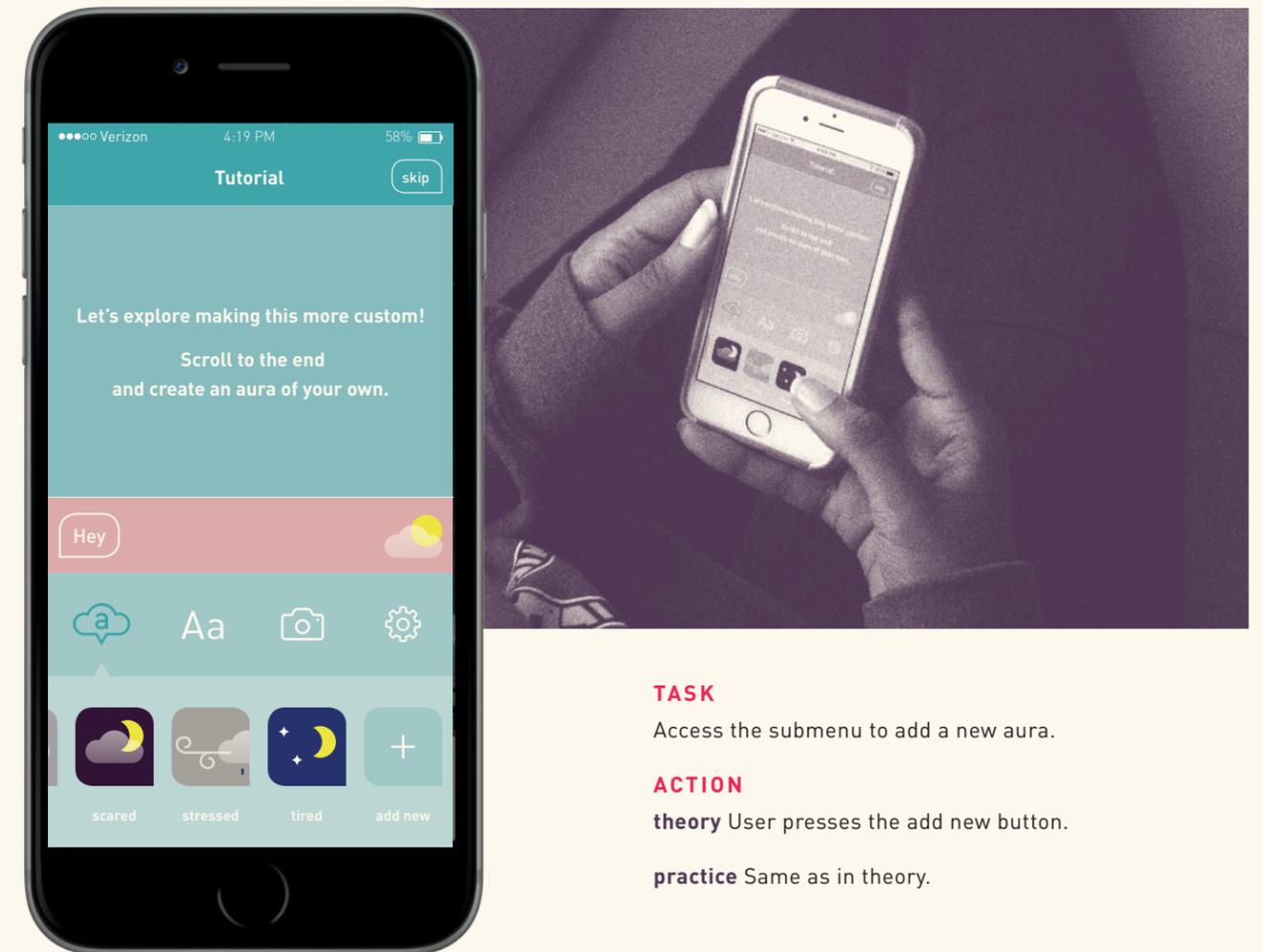
TASK

Scroll to the left to reach to the end.

ACTION

theory User swipes to the left on the aura menu.

practice Same as in theory.



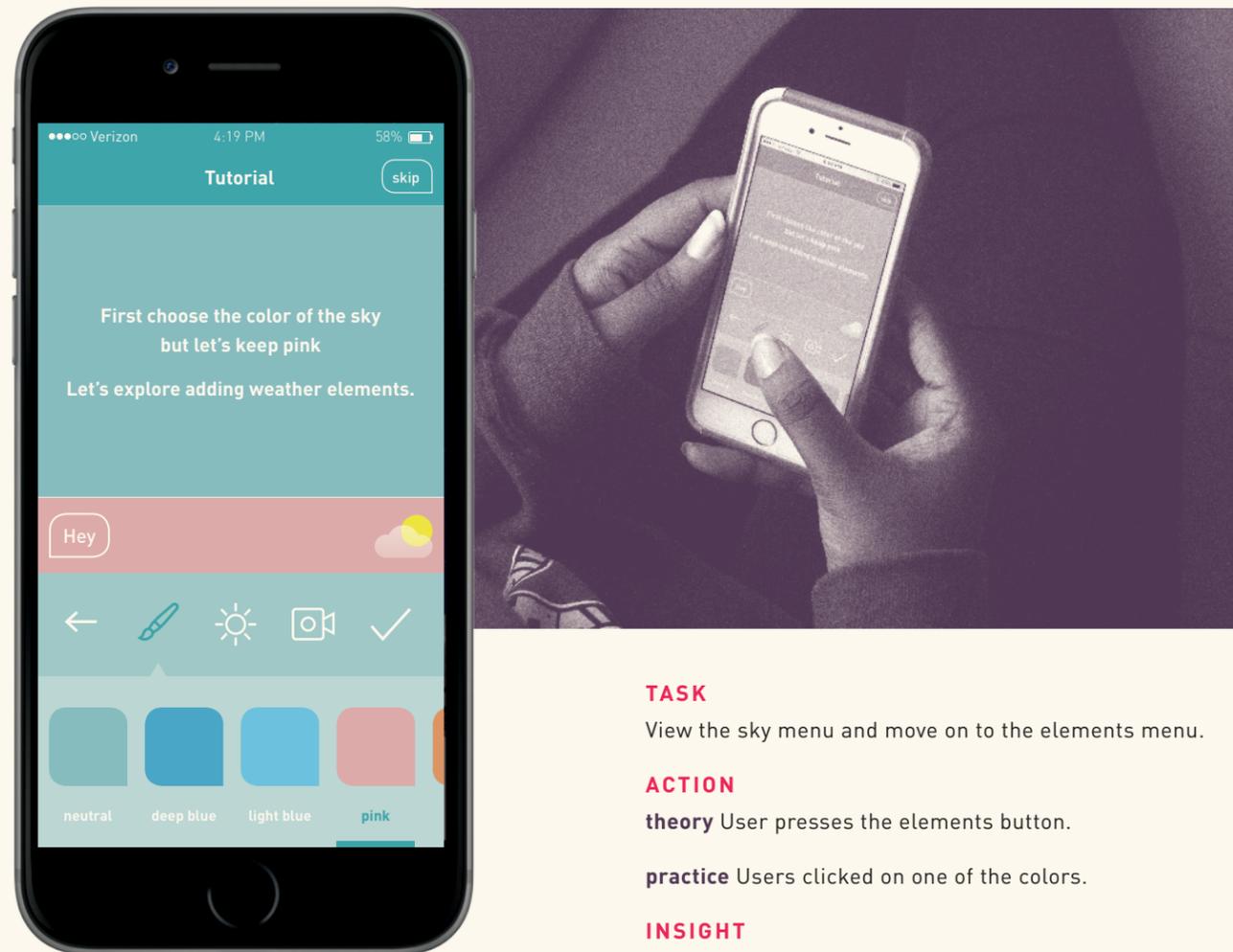
TASK

Access the submenu to add a new aura.

ACTION

theory User presses the add new button.

practice Same as in theory.



TASK

View the sky menu and move on to the elements menu.

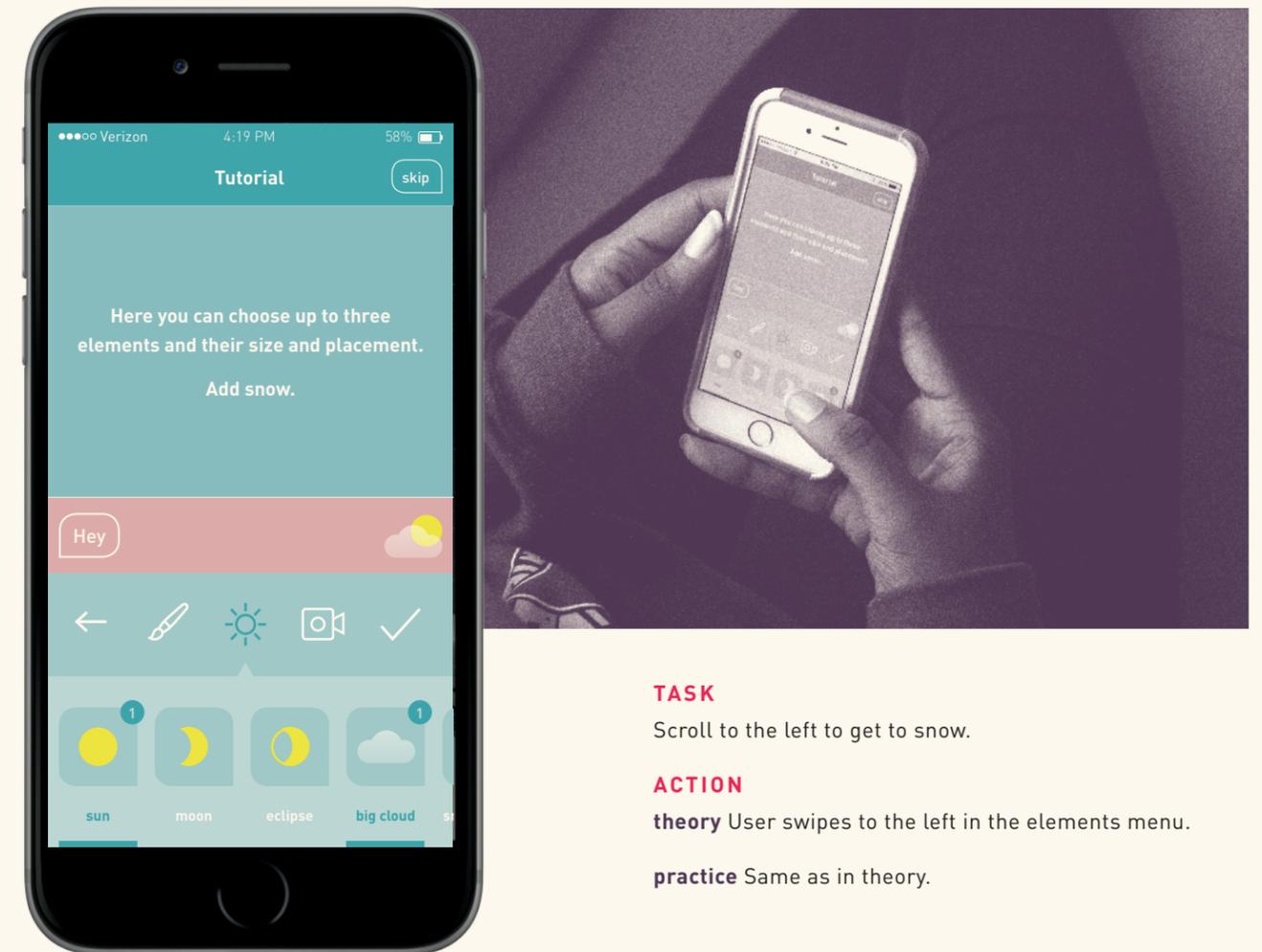
ACTION

theory User presses the elements button.

practice Users clicked on one of the colors.

INSIGHT

The instructors read as if the user should choose a color instead of moving on. Users are quick to action without reading so instructions need to be short.



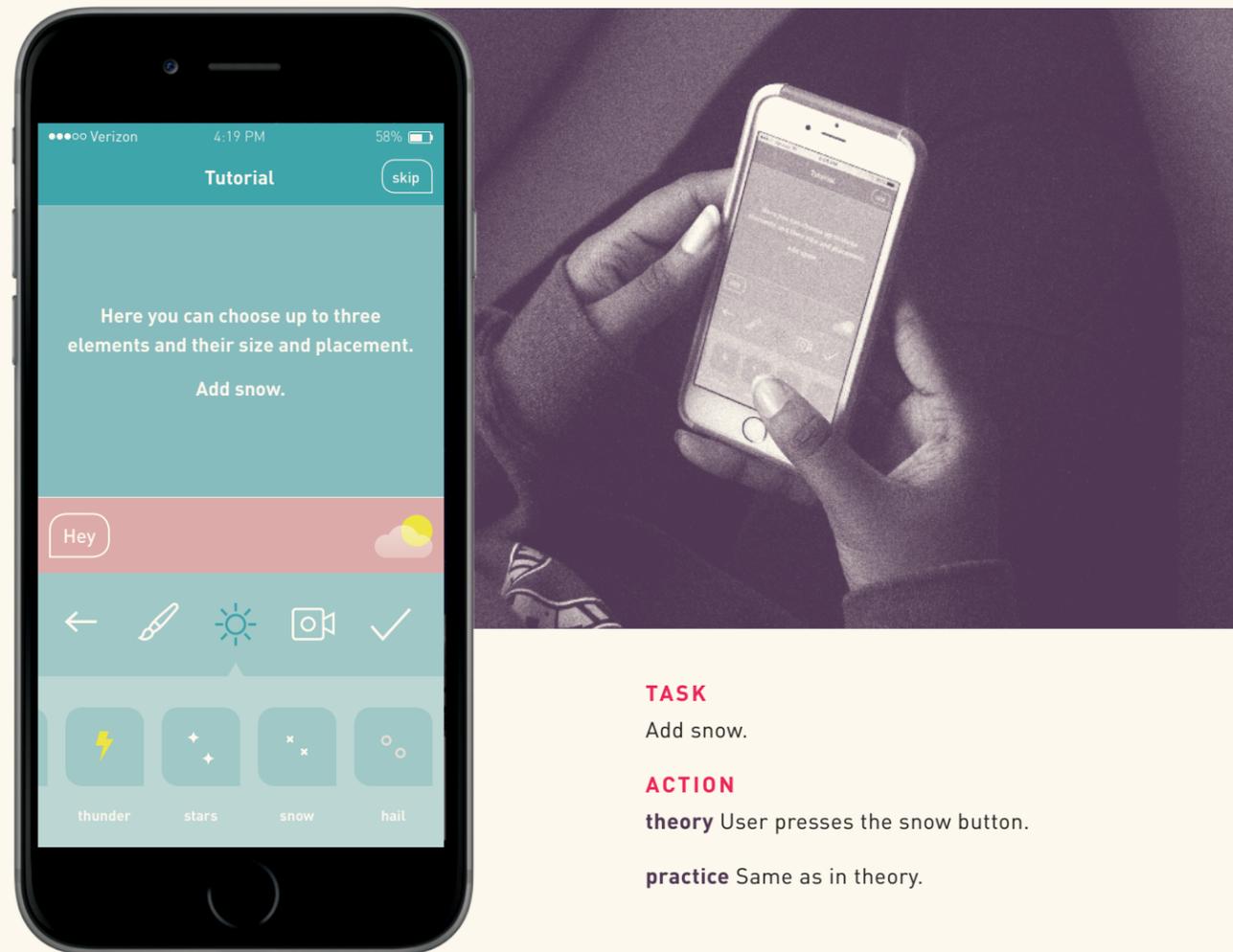
TASK

Scroll to the left to get to snow.

ACTION

theory User swipes to the left in the elements menu.

practice Same as in theory.



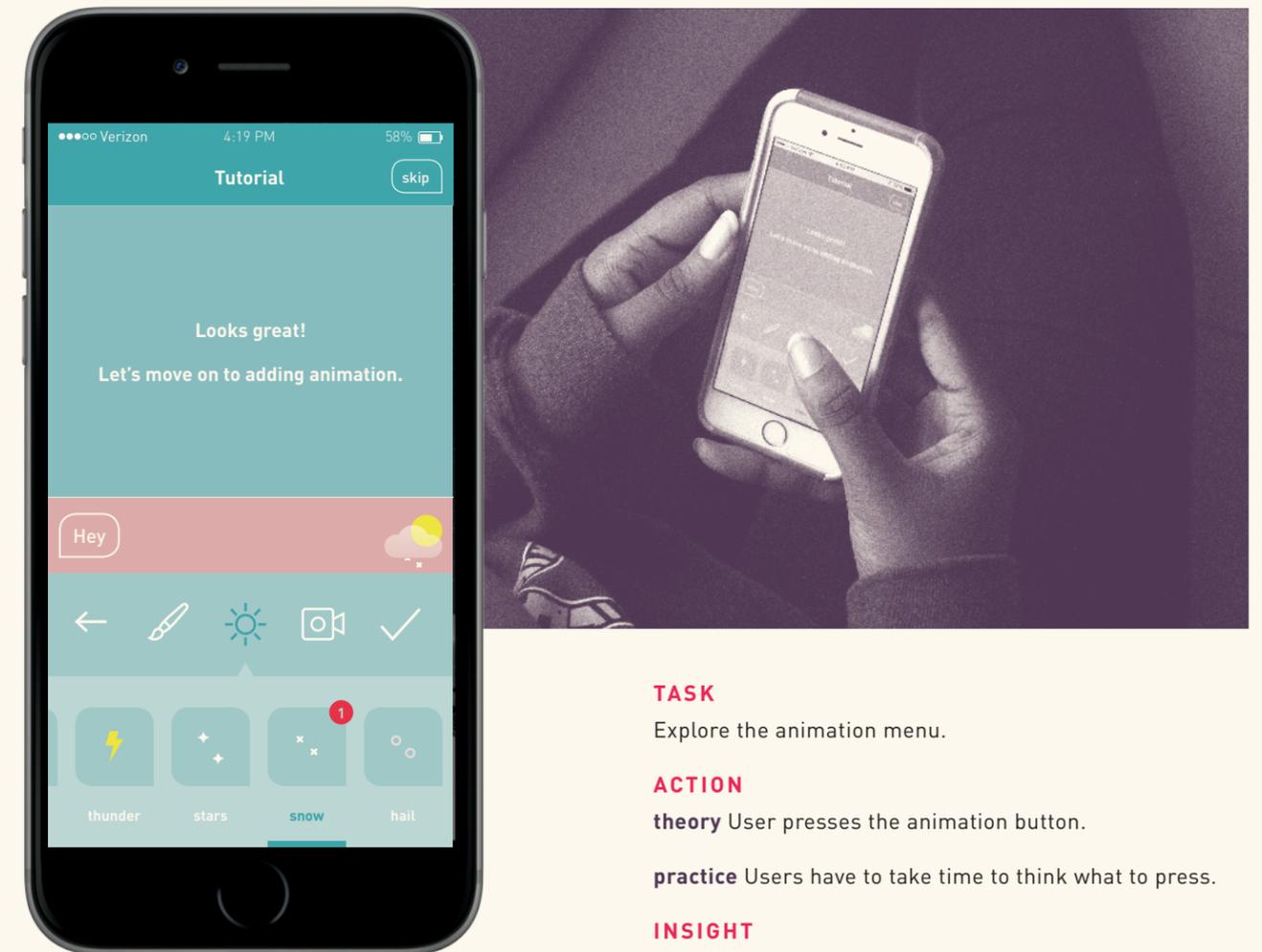
TASK

Add snow.

ACTION

theory User presses the snow button.

practice Same as in theory.



TASK

Explore the animation menu.

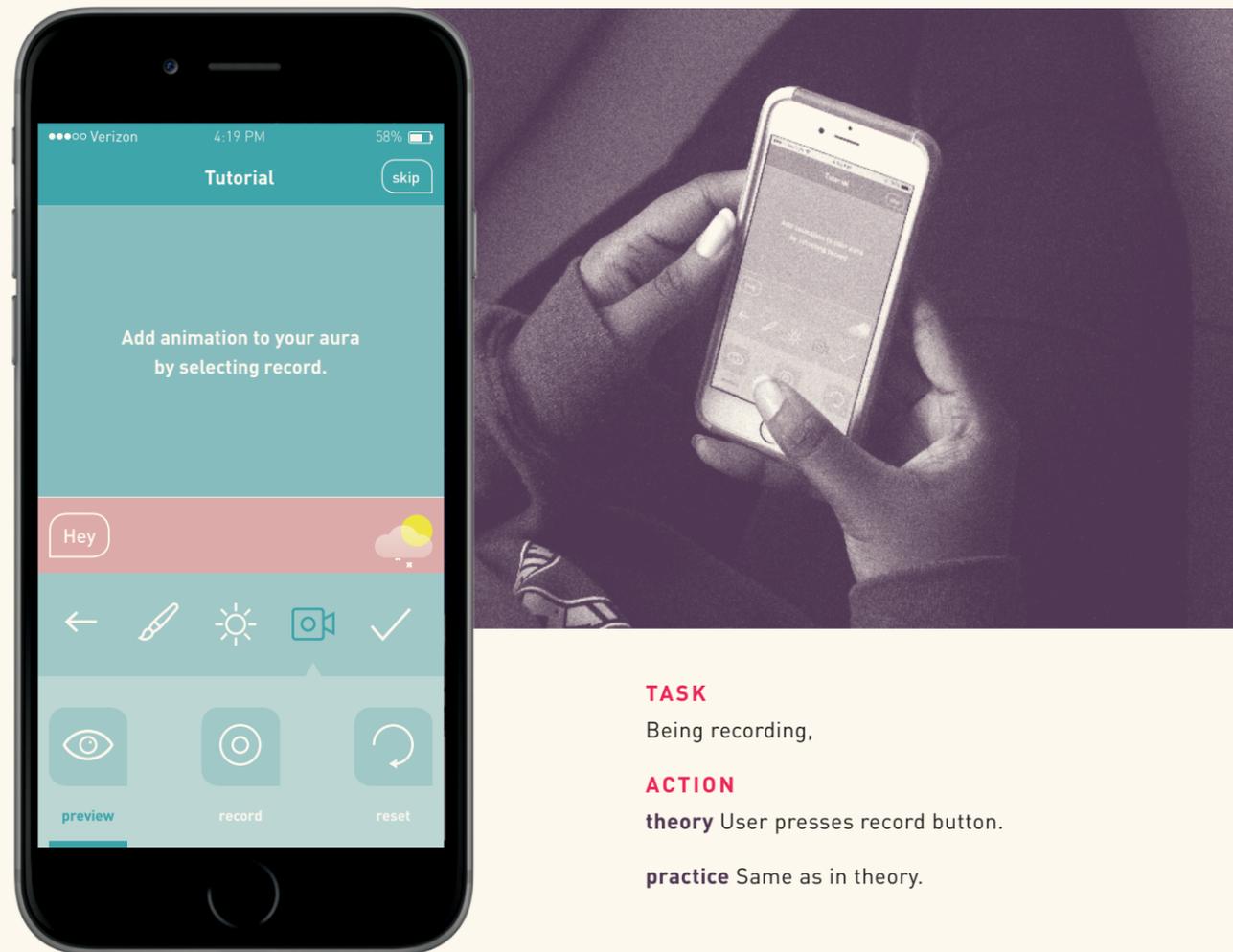
ACTION

theory User presses the animation button.

practice Users have to take time to think what to press.

INSIGHT

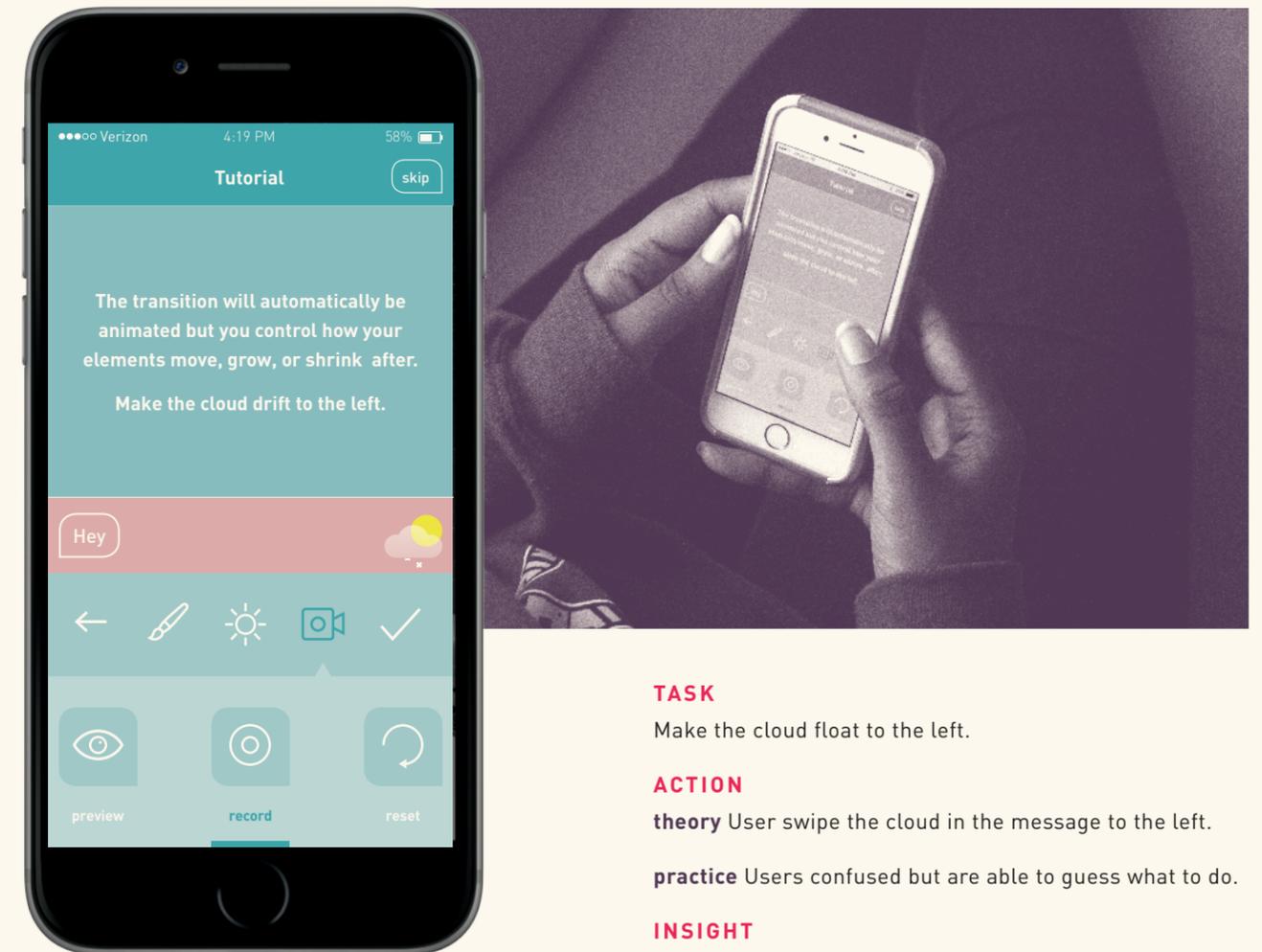
The connection between animation and a video recorder icon isn't immediate. Instead of "adding," a faster connection is made with the word "recording."



TASK
Being recording,

ACTION
theory User presses record button.

practice Same as in theory.



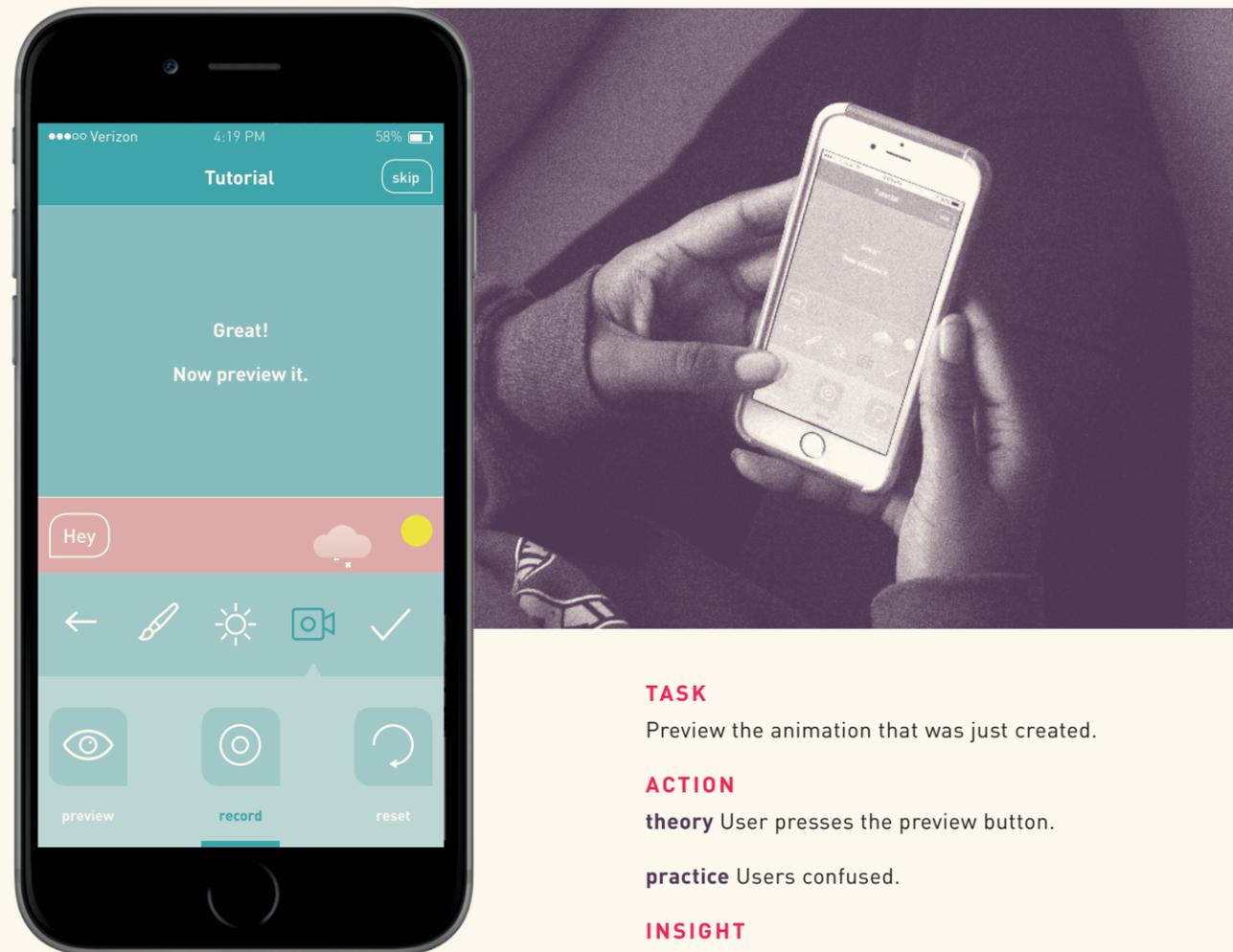
TASK
Make the cloud float to the left.

ACTION
theory User swipe the cloud in the message to the left.

practice Users confused but are able to guess what to do.

INSIGHT
The word "drift" is a great brand word but does not make much sense. Using "slide" is a more clear word.

At this point, the tutorial and app seem complex. Showing everything makes texting seem like it would take a long time. Instead of this interactive tutorial, a brief overview will be provided for the first-time users and this full tutorial will be available for users to access later.



TASK

Preview the animation that was just created.

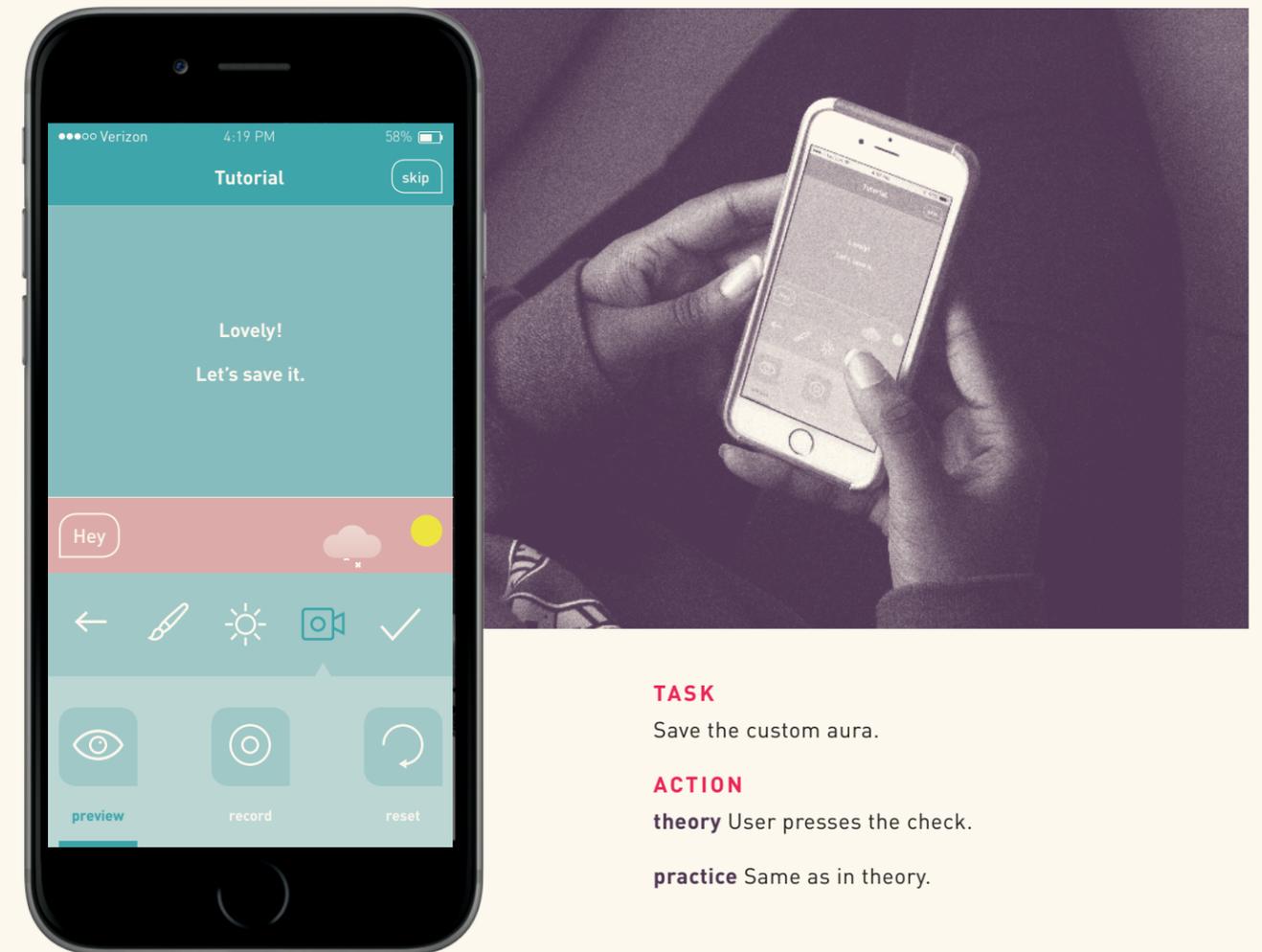
ACTION

theory User presses the preview button.

practice Users confused.

INSIGHT

The order of the options in this menu should be reordered. So that users can progress linearly, the preview button should be on the right of the record button. Switch it with the rest button will also make it less accessible, which is desirable clearing options.



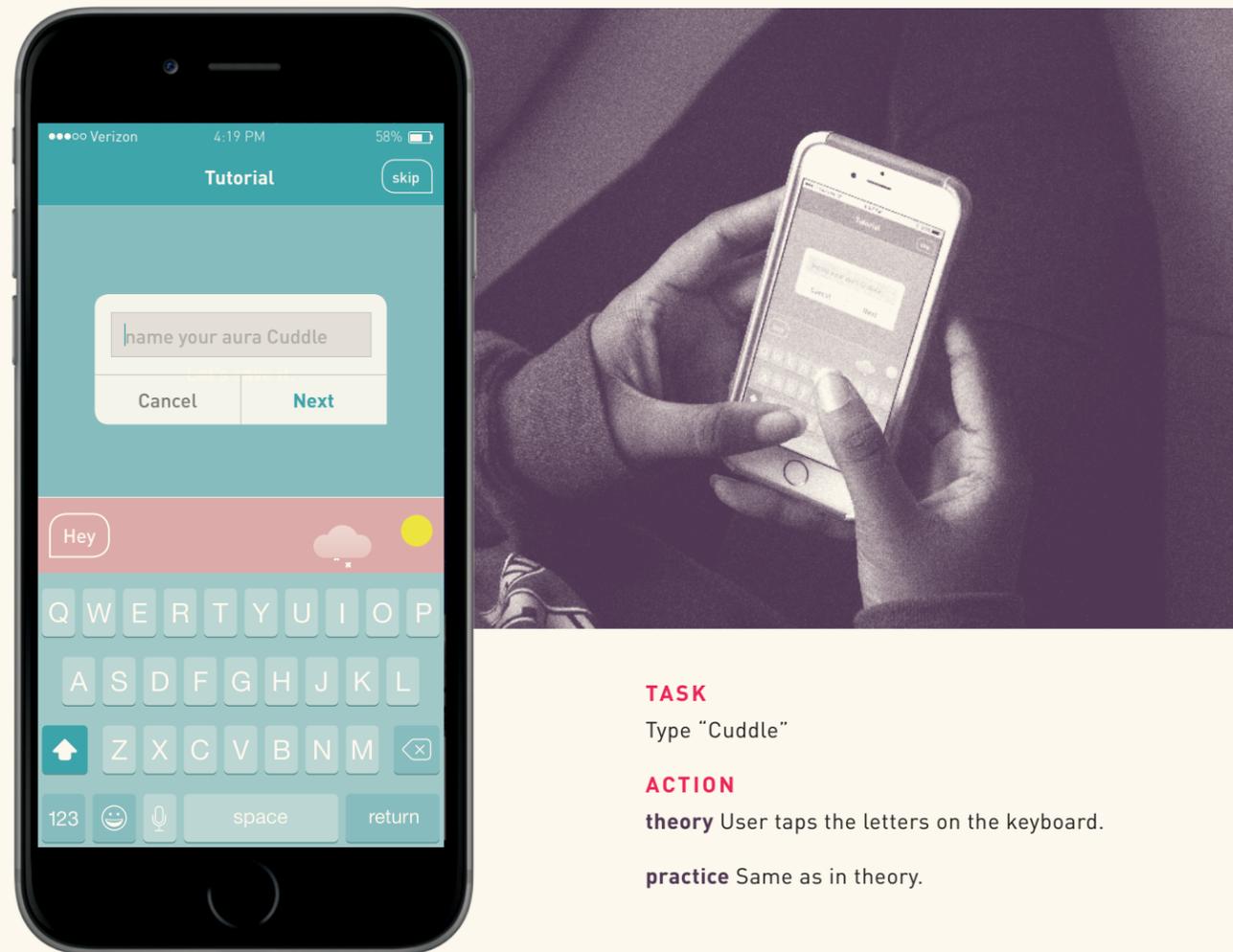
TASK

Save the custom aura.

ACTION

theory User presses the check.

practice Same as in theory.



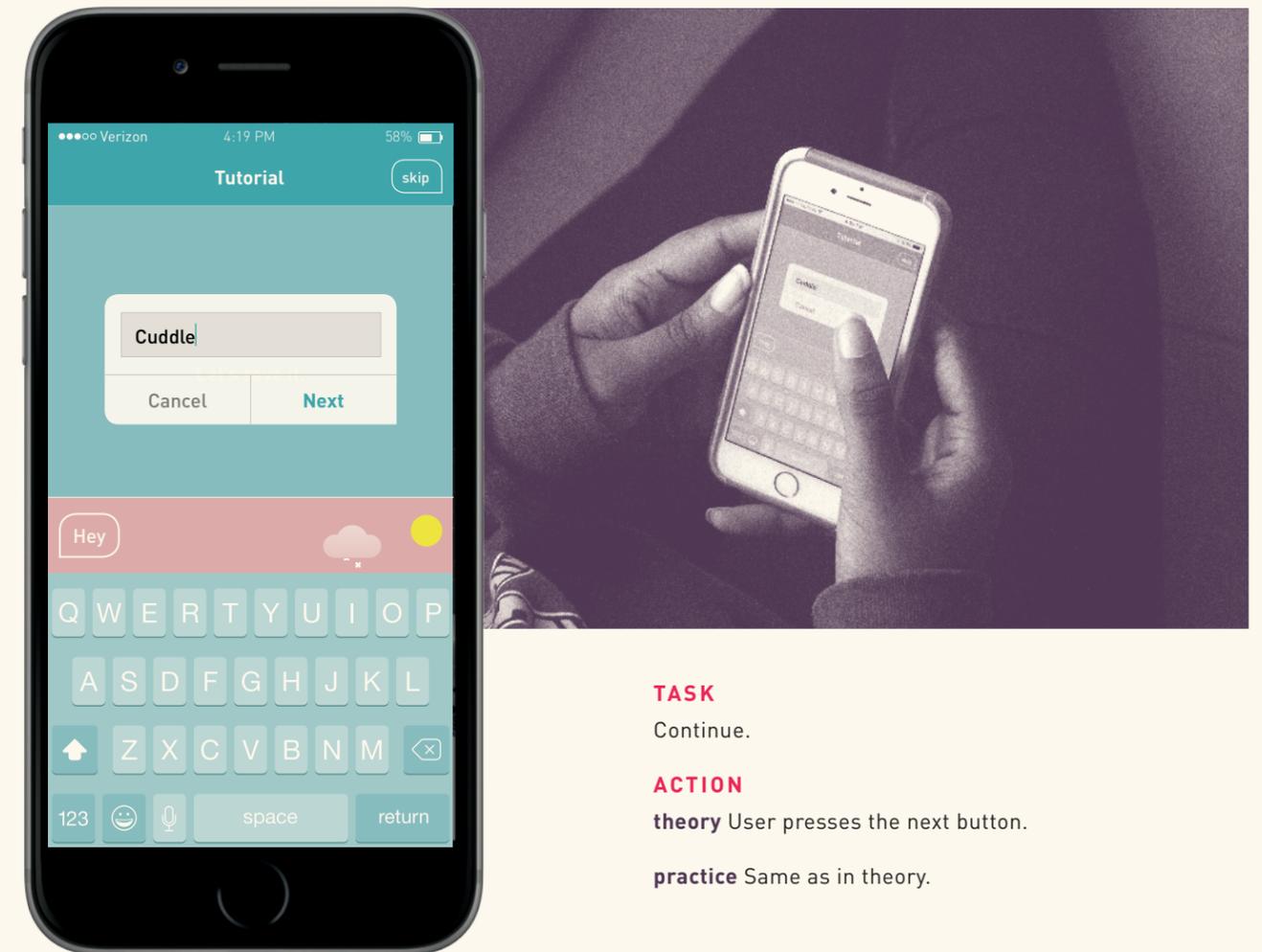
TASK

Type "Cuddle"

ACTION

theory User taps the letters on the keyboard.

practice Same as in theory.



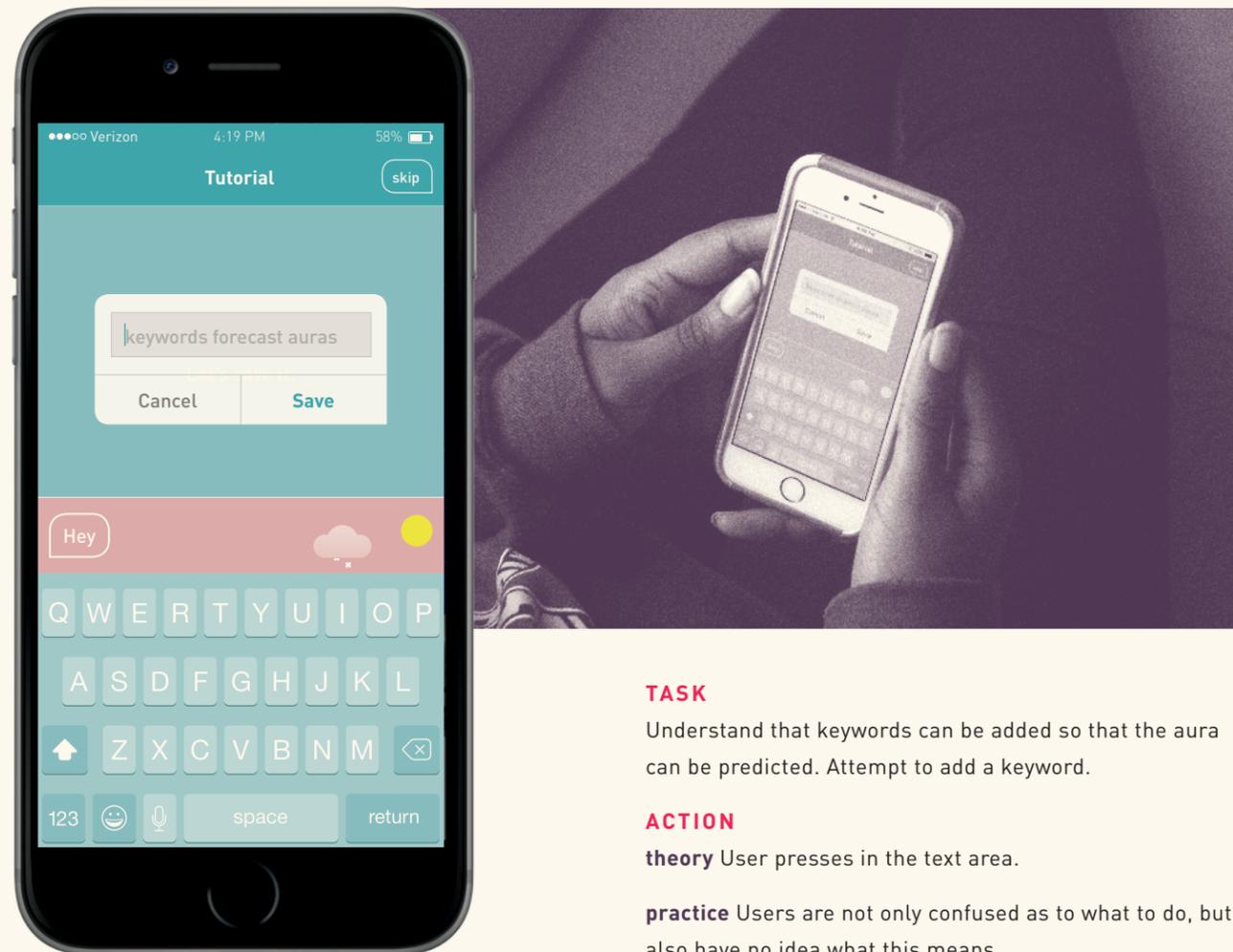
TASK

Continue.

ACTION

theory User presses the next button.

practice Same as in theory.



TASK

Understand that keywords can be added so that the aura can be predicted. Attempt to add a keyword.

ACTION

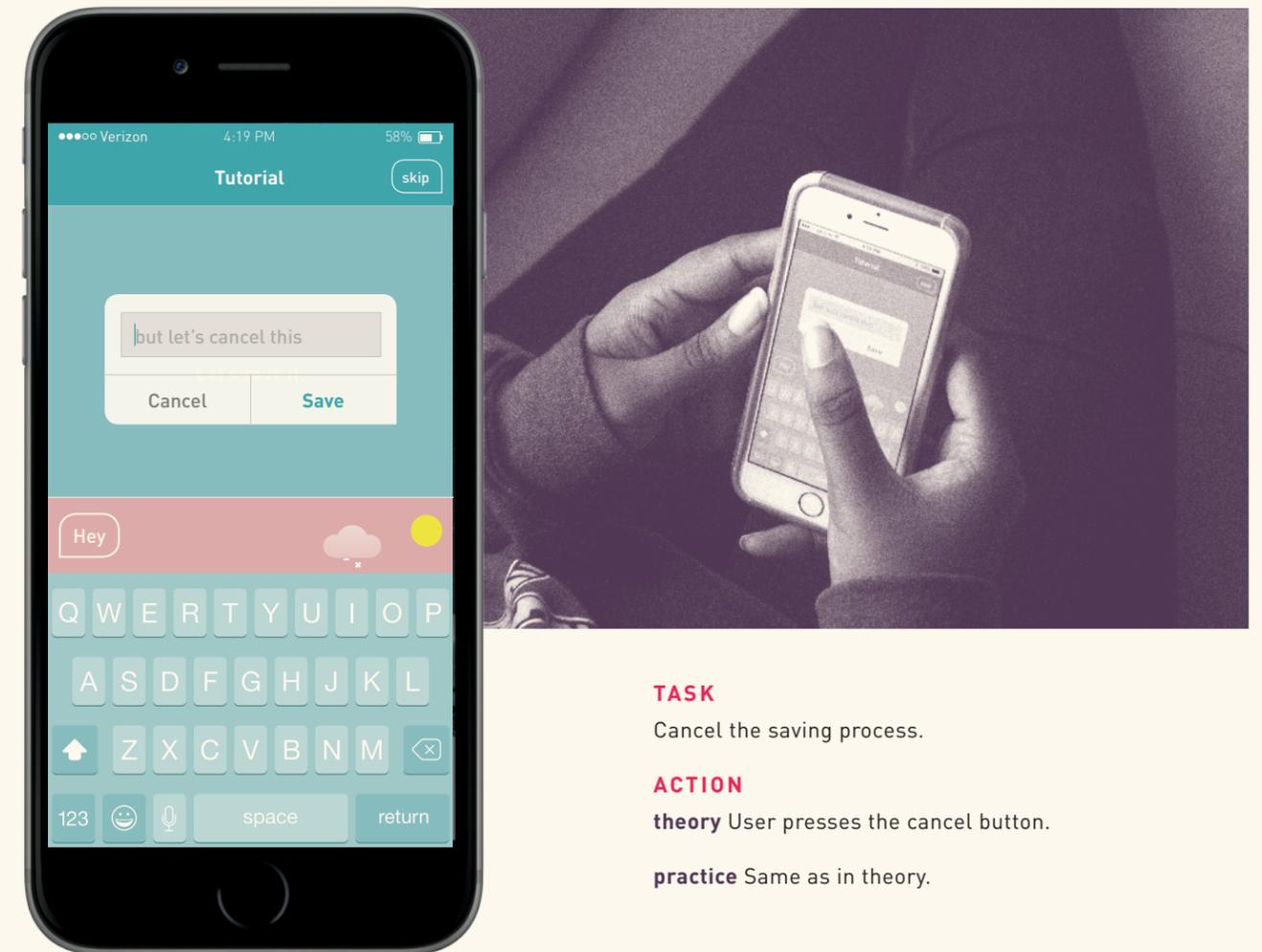
theory User presses in the text area.

practice Users are not only confused as to what to do, but also have no idea what this means.

INSIGHT

The word “forecast” is a great brand word but does not make much sense. In addition, there is not enough text or space to clearly explain.

A fuller explanation needs to be written here and the app’s ability to predict auras will be explored in the overview.



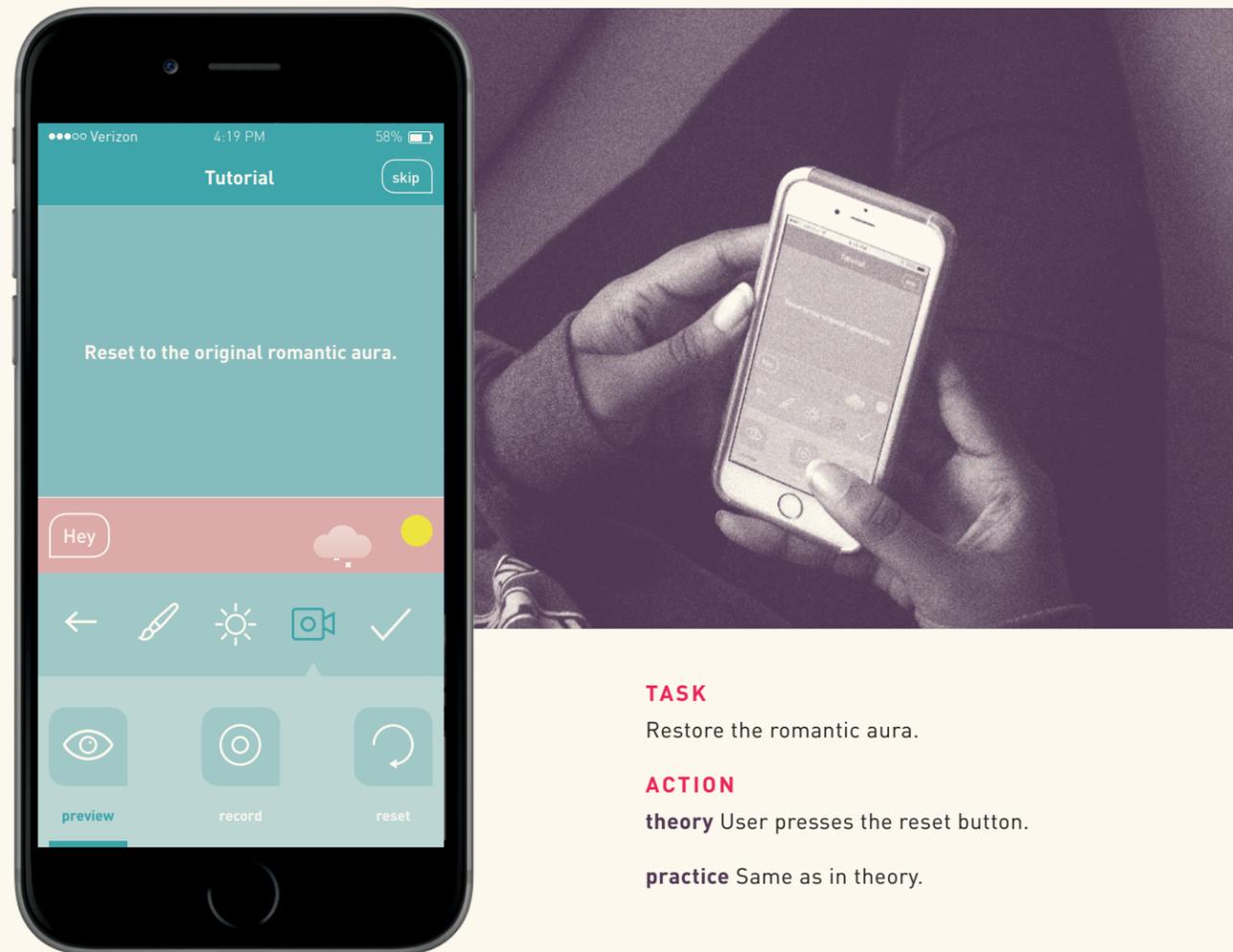
TASK

Cancel the saving process.

ACTION

theory User presses the cancel button.

practice Same as in theory.



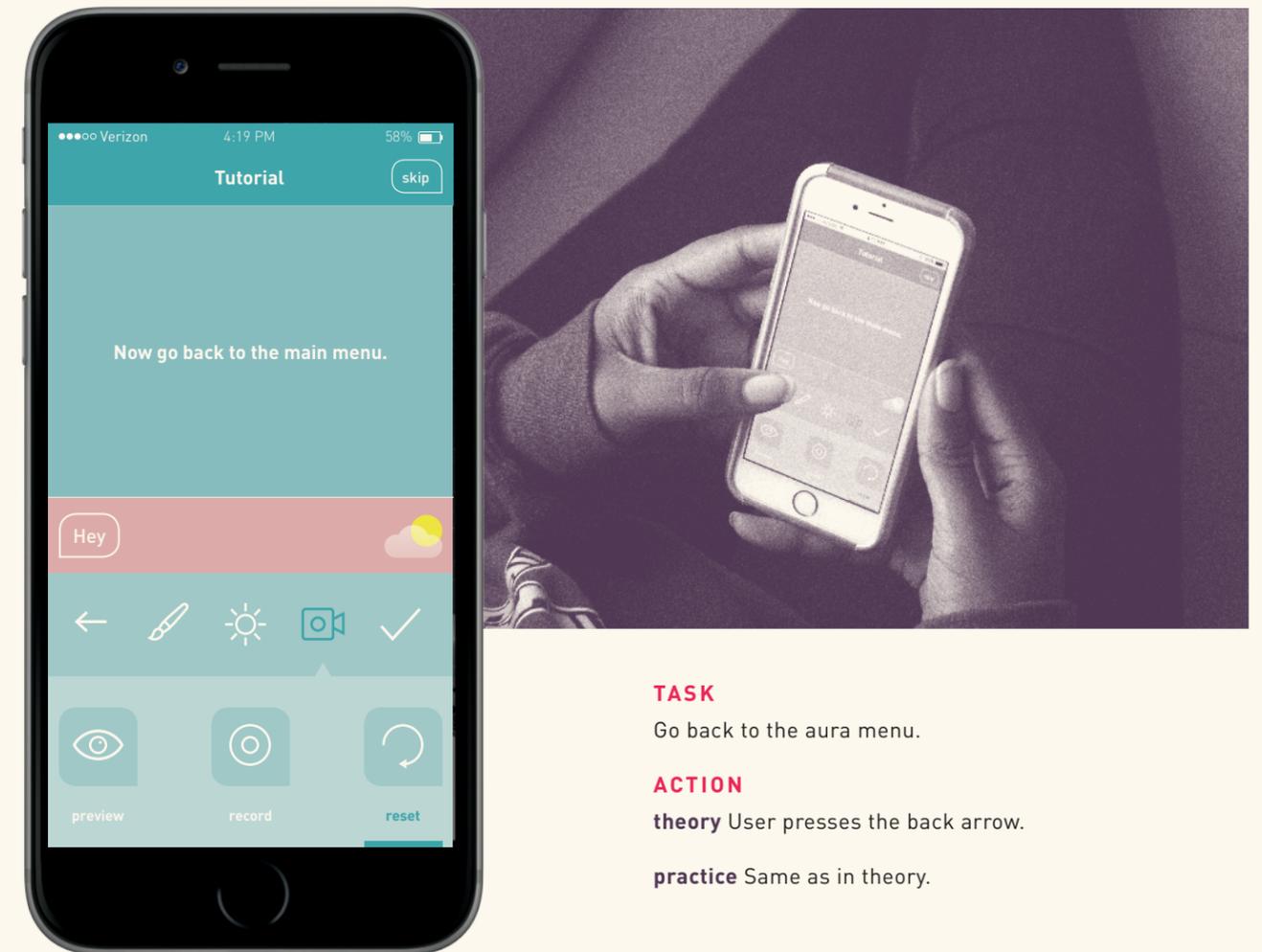
TASK

Restore the romantic aura.

ACTION

theory User presses the reset button.

practice Same as in theory.



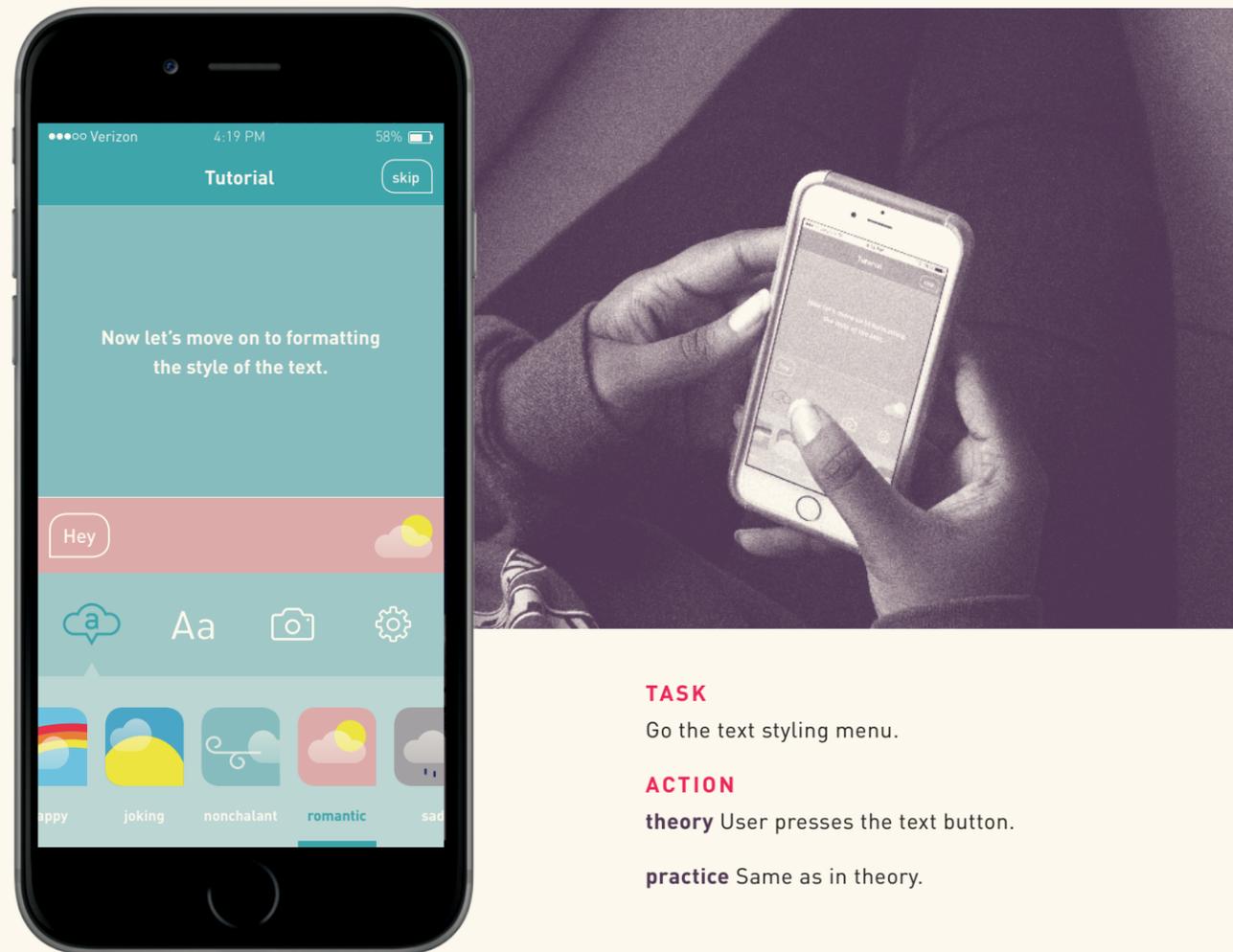
TASK

Go back to the aura menu.

ACTION

theory User presses the back arrow.

practice Same as in theory.



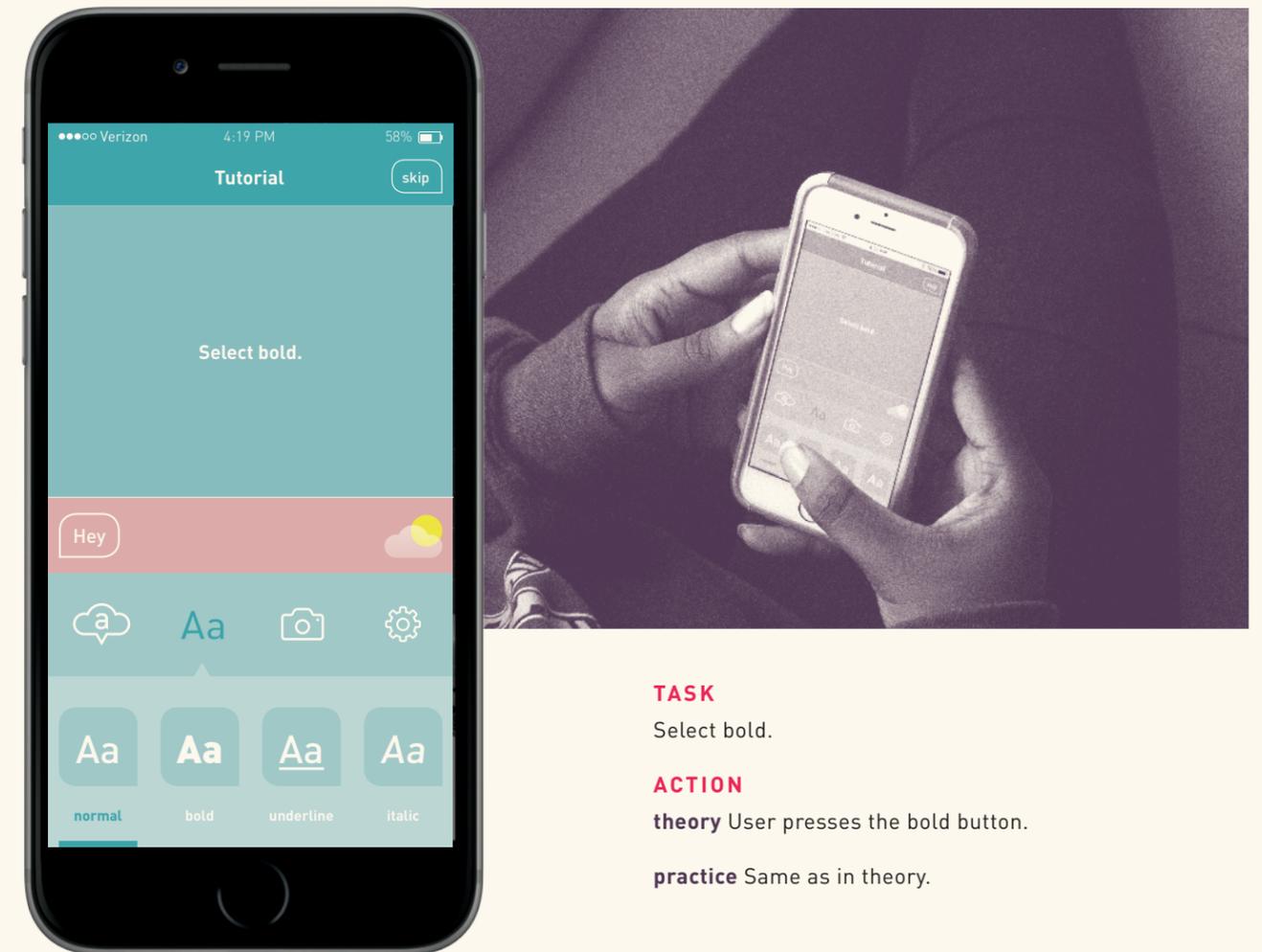
TASK

Go to the text styling menu.

ACTION

theory User presses the text button.

practice Same as in theory.



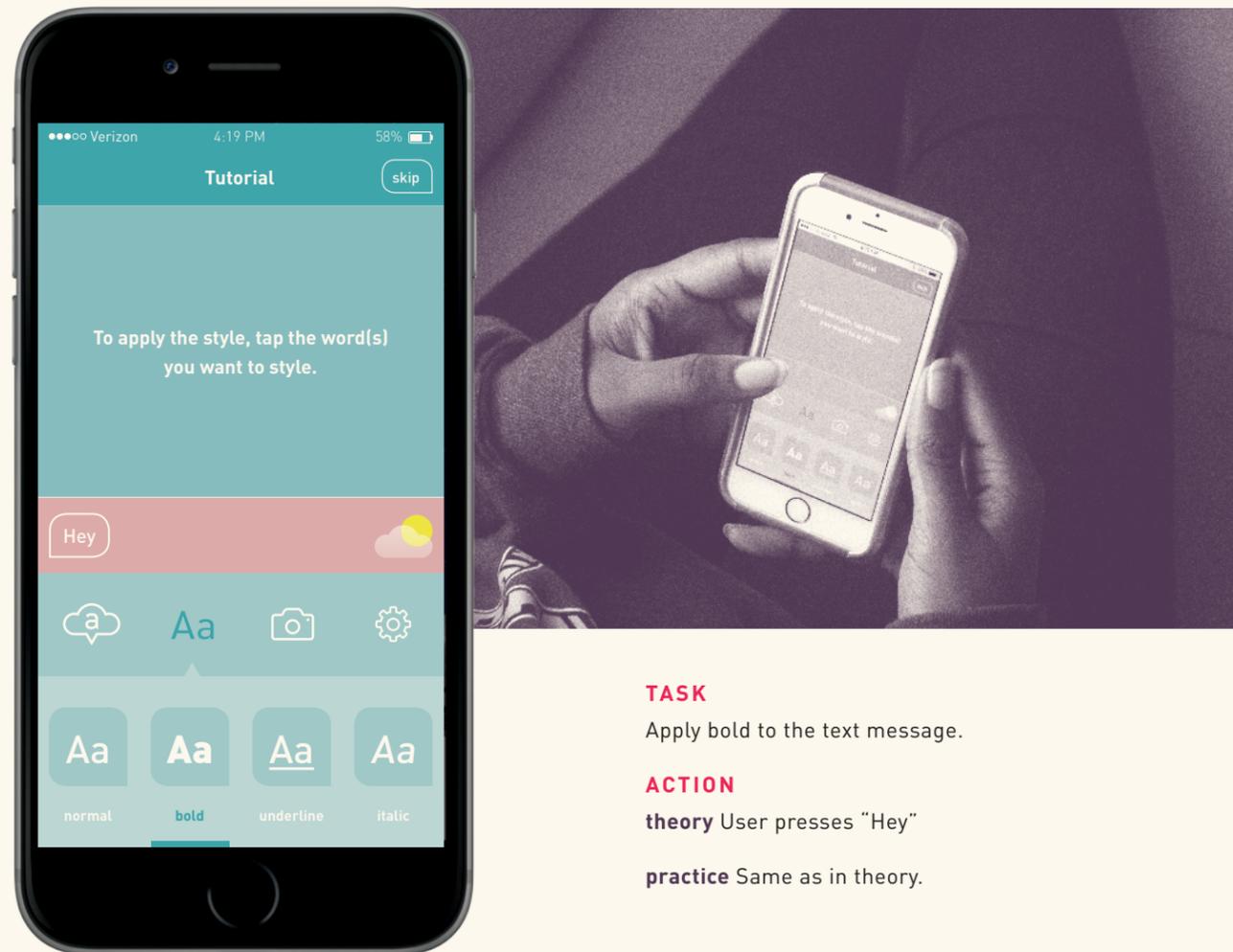
TASK

Select bold.

ACTION

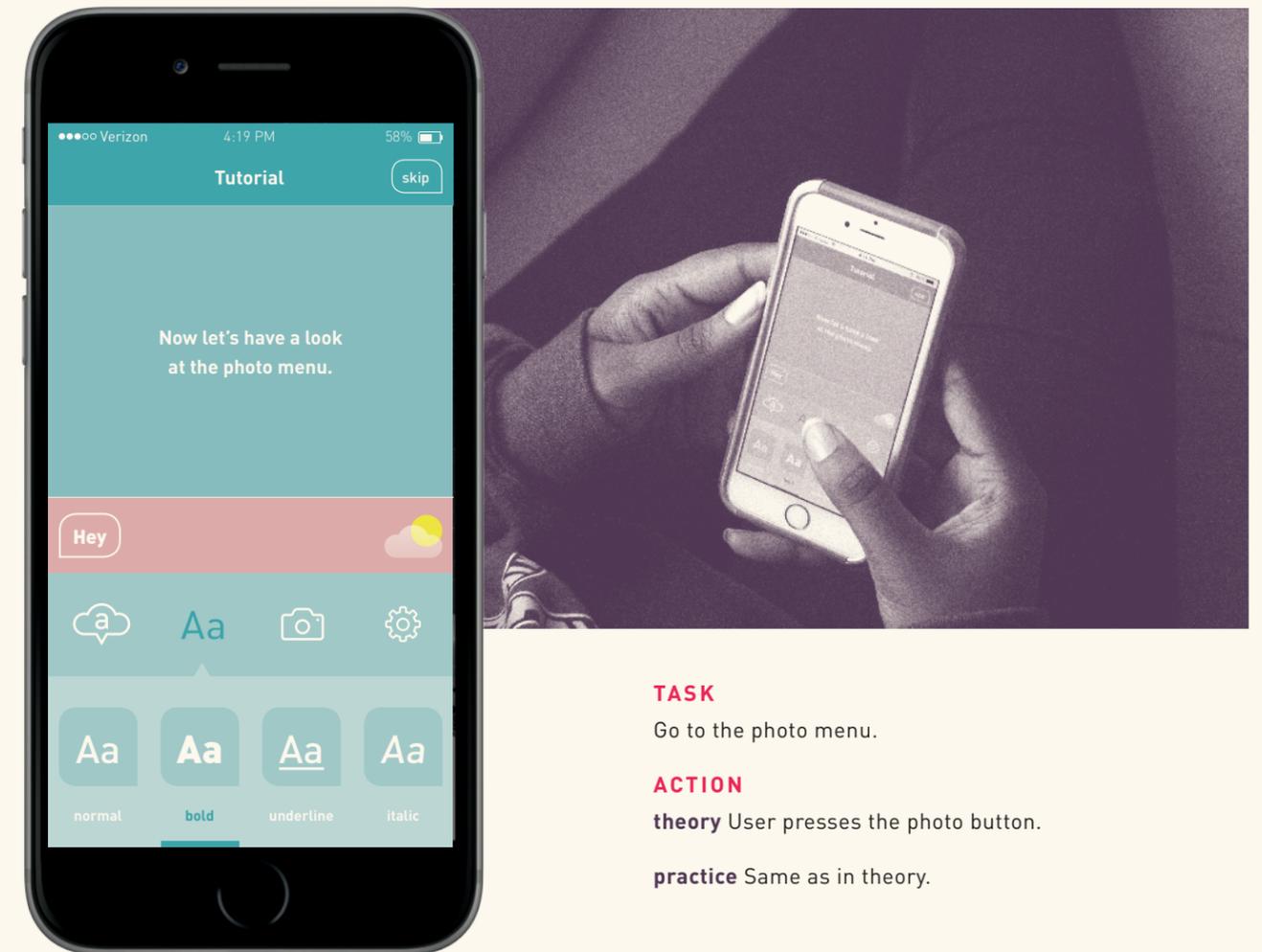
theory User presses the bold button.

practice Same as in theory.



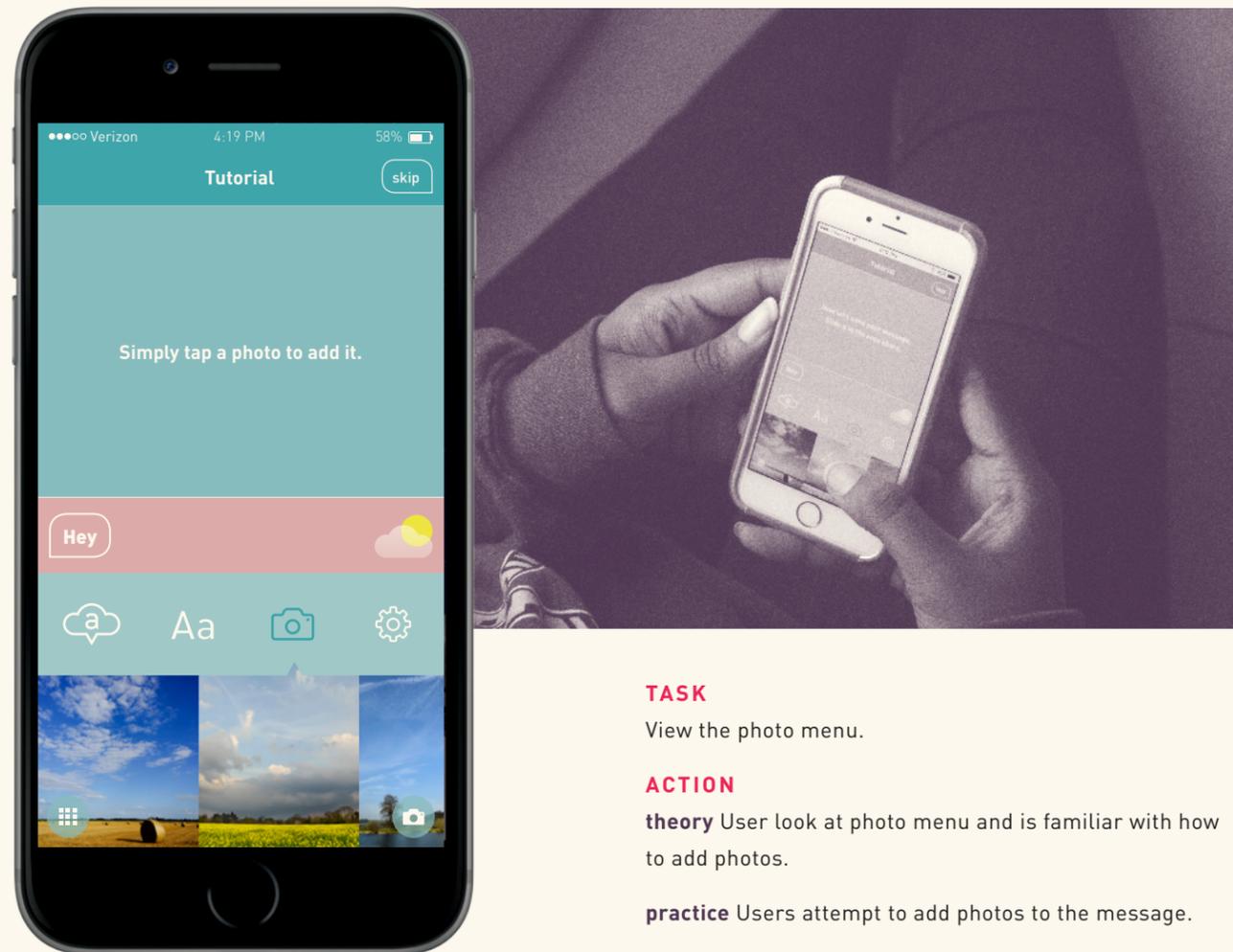
TASK
Apply bold to the text message.

ACTION
theory User presses “Hey”
practice Same as in theory.



TASK
Go to the photo menu.

ACTION
theory User presses the photo button.
practice Same as in theory.



TASK

View the photo menu.

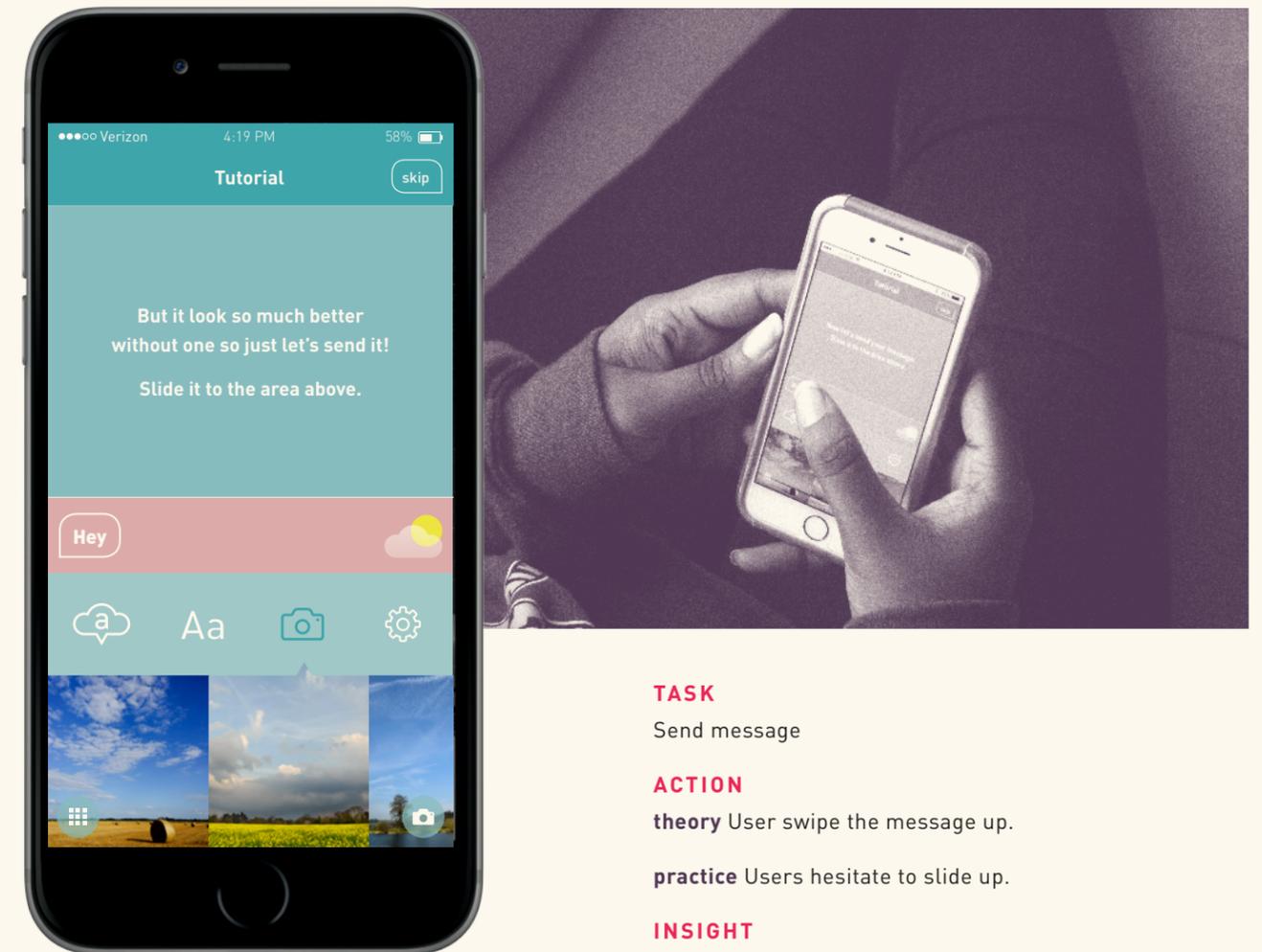
ACTION

theory User look at photo menu and is familiar with how to add photos.

practice Users attempt to add photos to the message.

INSIGHT

Users are used to interacting with the tutorial and want to continue to do so. Tutorial needs to acknowledge this and explicitly tell users not to add a photo. Doing so at this stage will make the tutorial look cluttered and confusing.



screen is different due to rapid user testing

TASK

Send message

ACTION

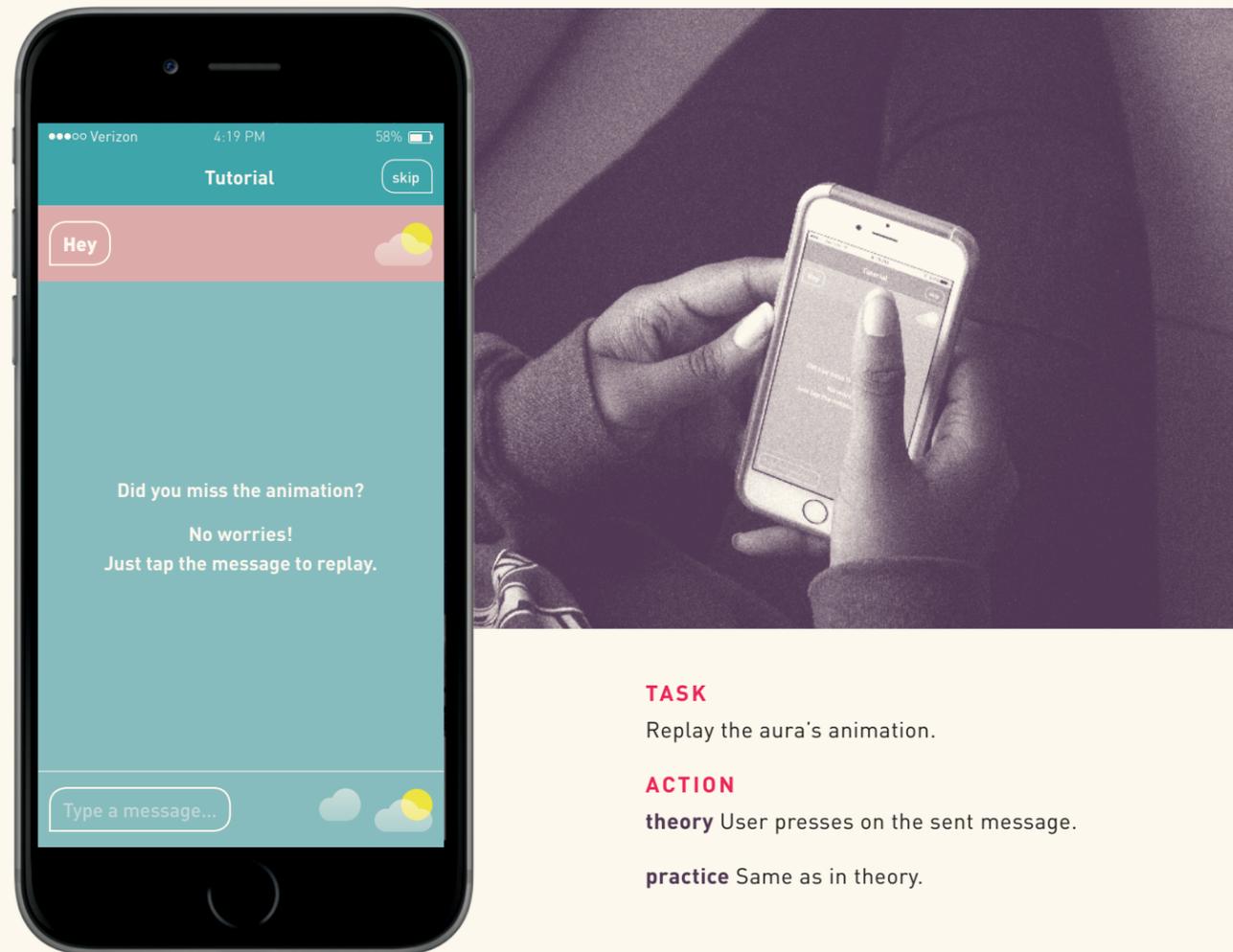
theory User swipe the message up.

practice Users hesitate to slide up.

INSIGHT

This is such a novel way to send a message that it feels strange. Also, there is no conventional name for the area in which a conversation occurs within text messaging.

The overview will include an anatomy of this app, naming with area as the conversation area, and sending messages will be explained in the beginning.



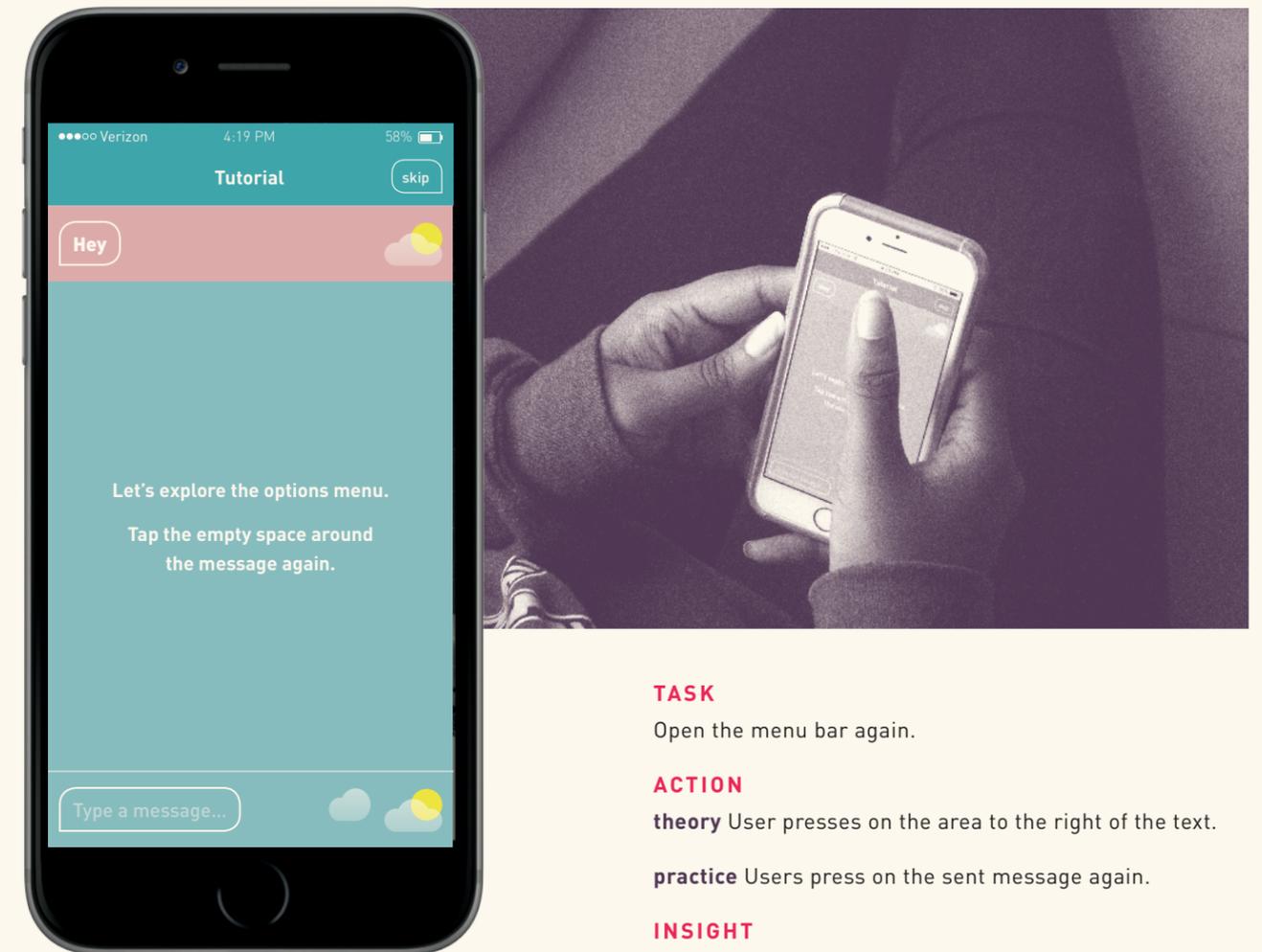
TASK

Replay the aura's animation.

ACTION

theory User presses on the sent message.

practice Same as in theory.



TASK

Open the menu bar again.

ACTION

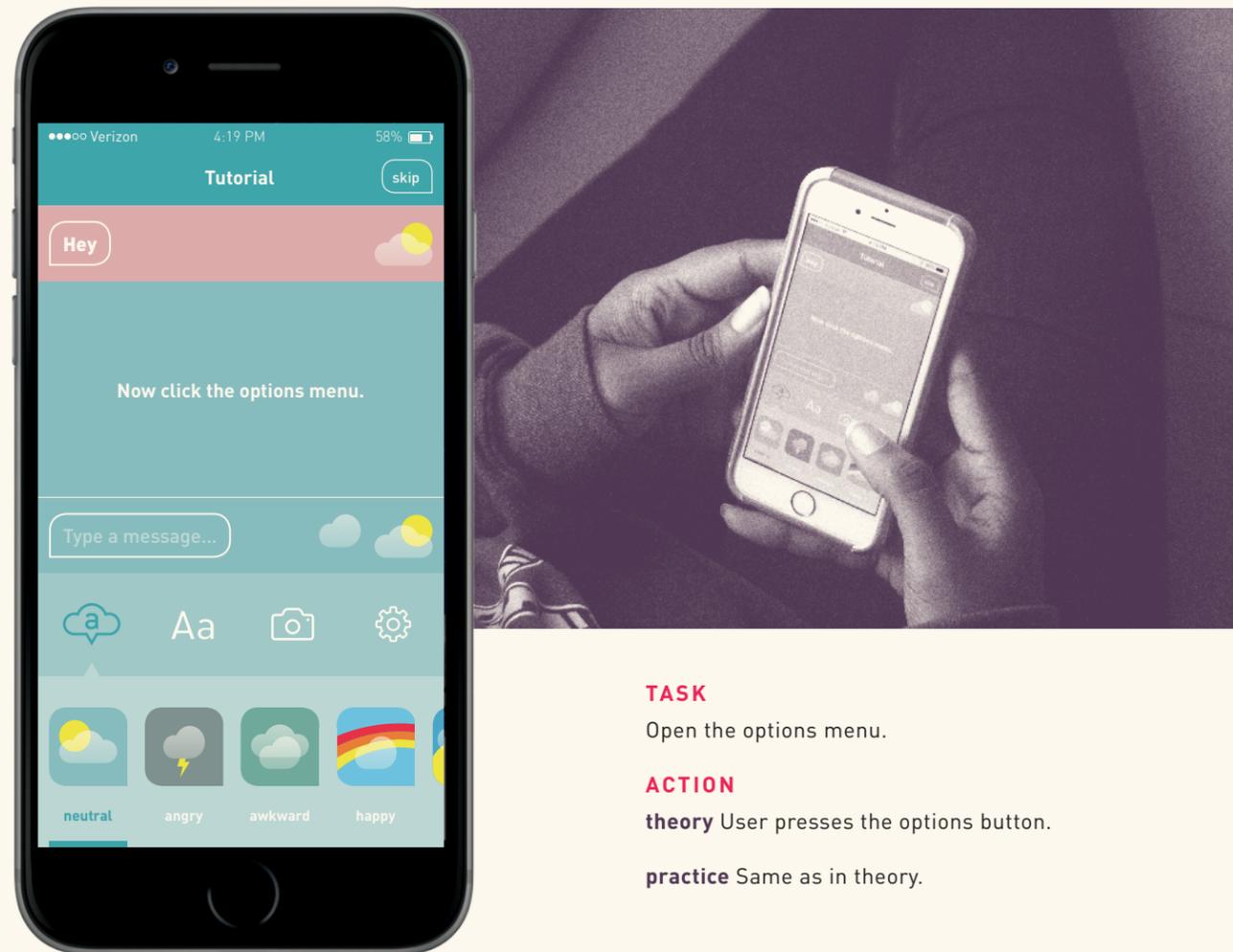
theory User presses on the area to the right of the text.

practice Users press on the sent message again.

INSIGHT

Just like the conversation area, there is no conventional name for the area in which a user types to write a new message so it's difficult to specify where to press.

It will be called the texting area and the area to the right of the text to access the menu bar will be called the aura area. The anatomy of this app found in the overview will illustrate this.



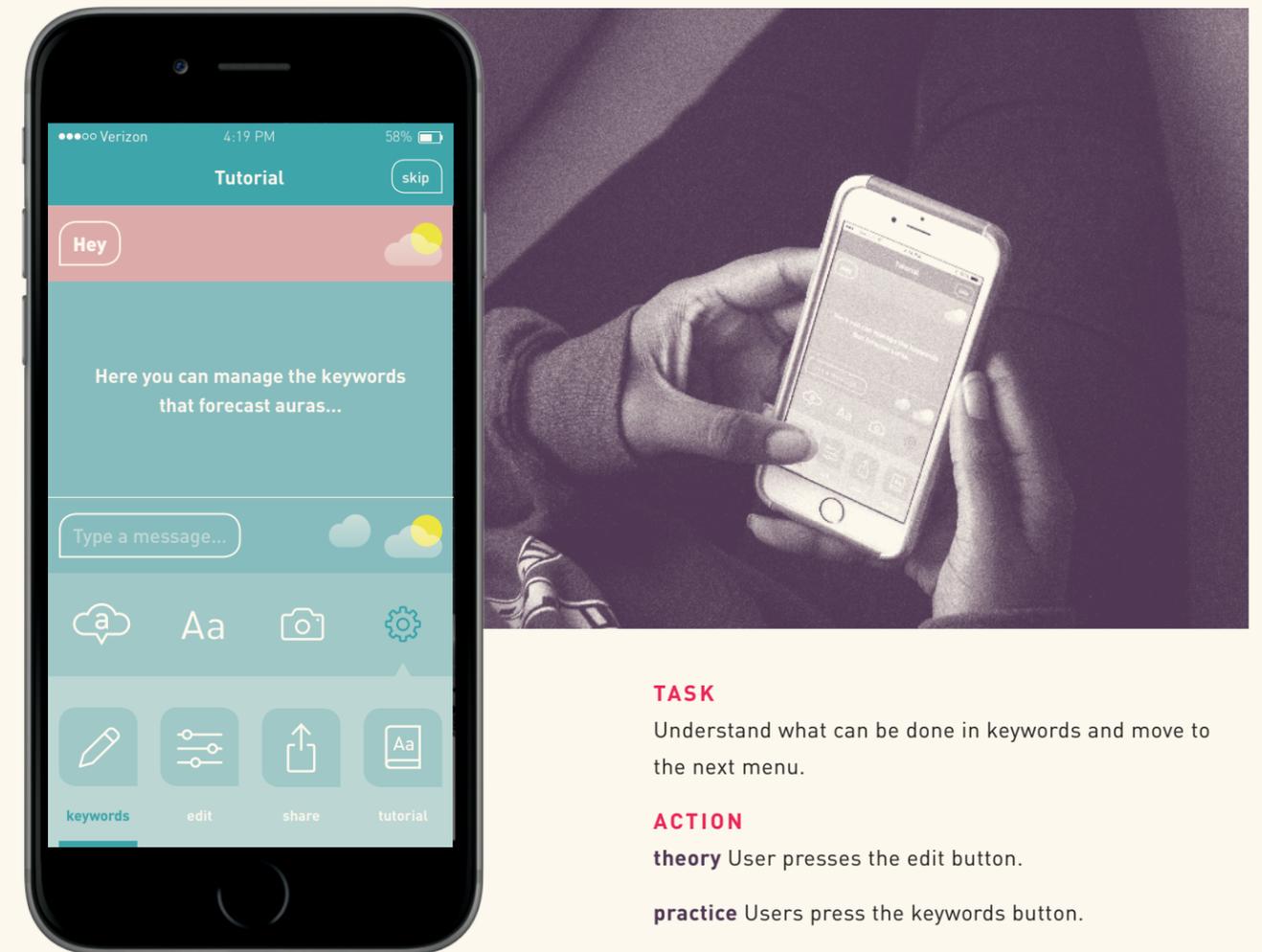
TASK

Open the options menu.

ACTION

theory User presses the options button.

practice Same as in theory.



TASK

Understand what can be done in keywords and move to the next menu.

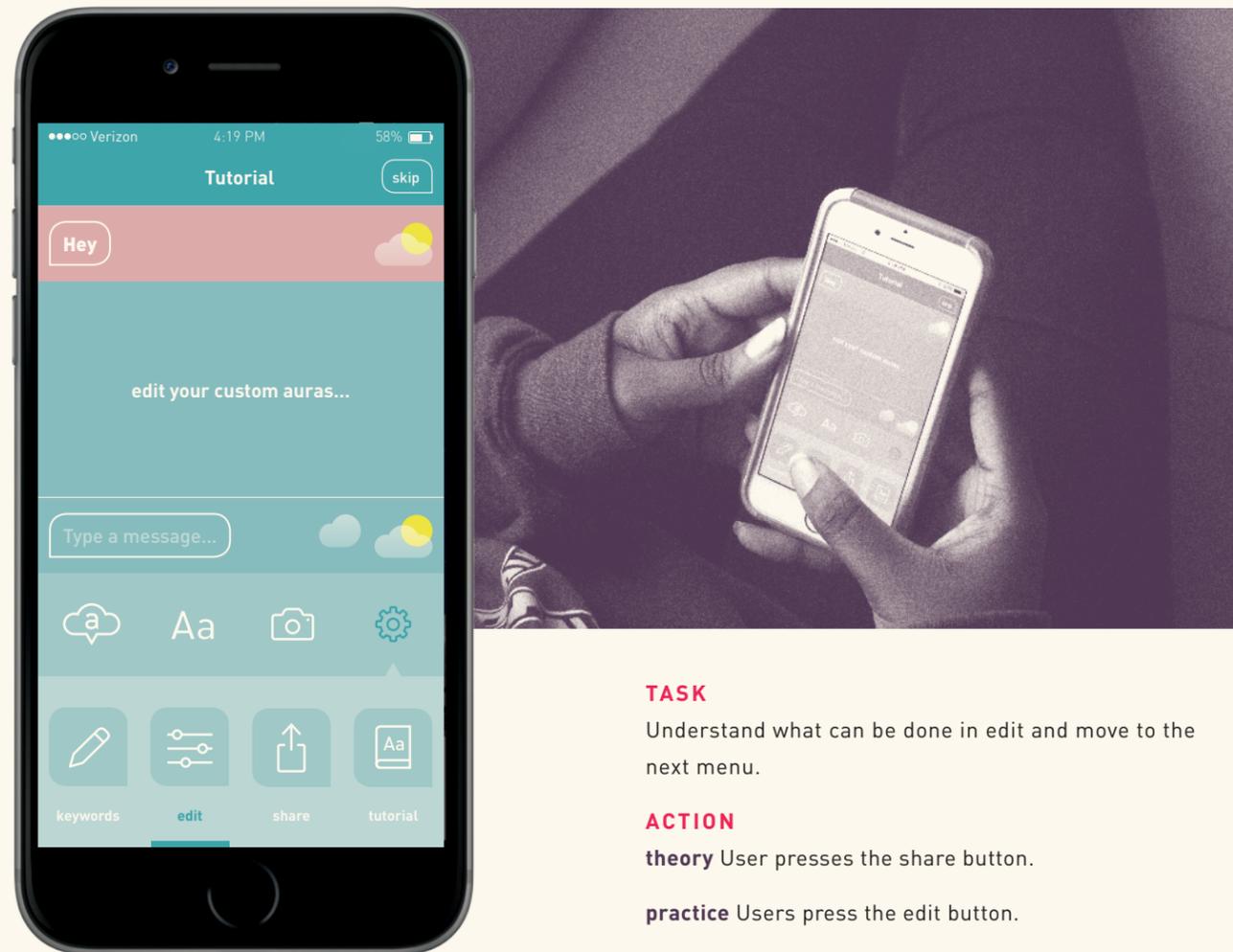
ACTION

theory User presses the edit button.

practice Users press the keywords button.

INSIGHT

This section should be automatically timed to move on so users just understand what can be done.



TASK

Understand what can be done in edit and move to the next menu.

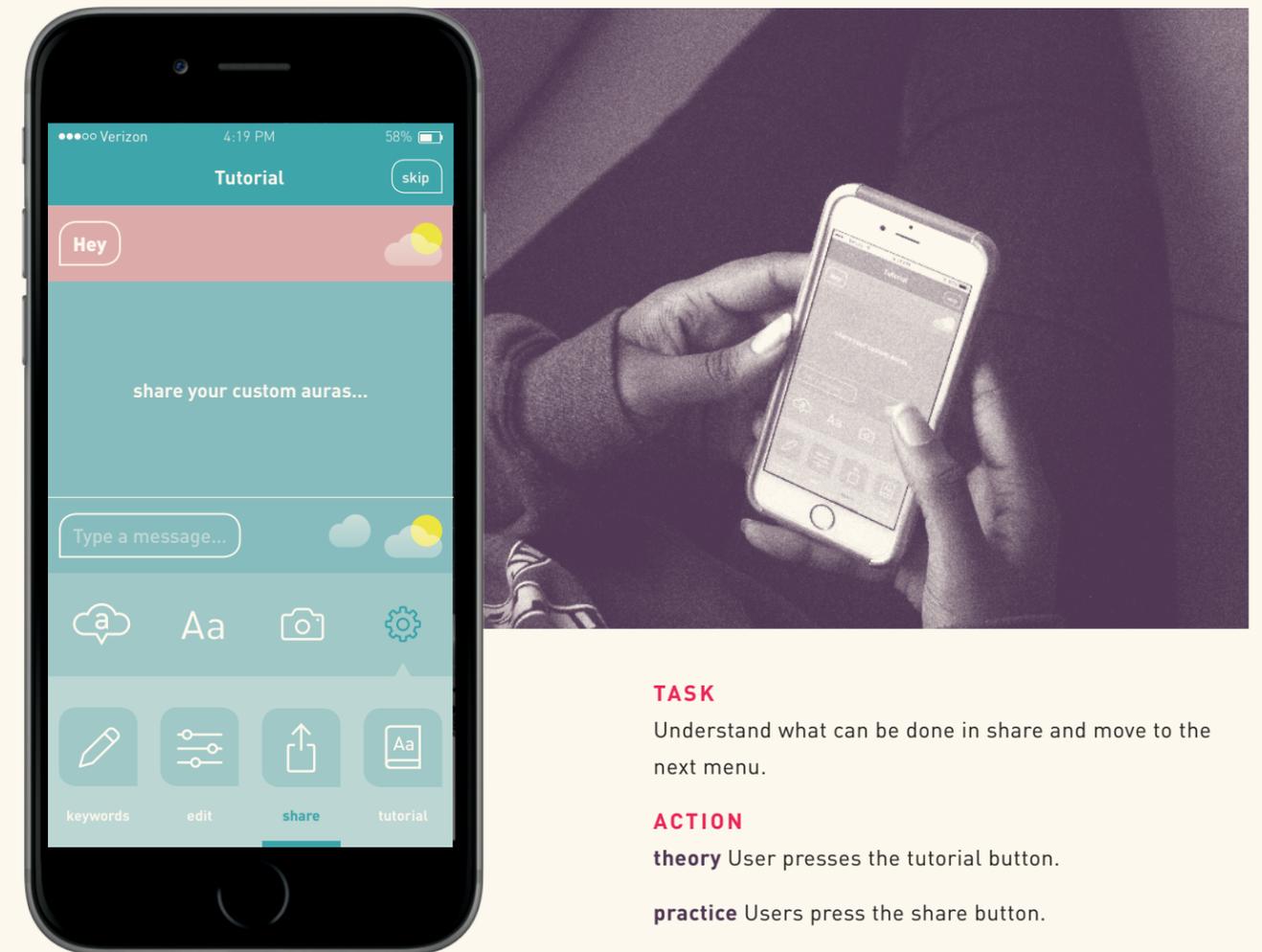
ACTION

theory User presses the share button.

practice Users press the edit button.

INSIGHT

This section should be automatically timed to move on so users just understand what can be done.



TASK

Understand what can be done in share and move to the next menu.

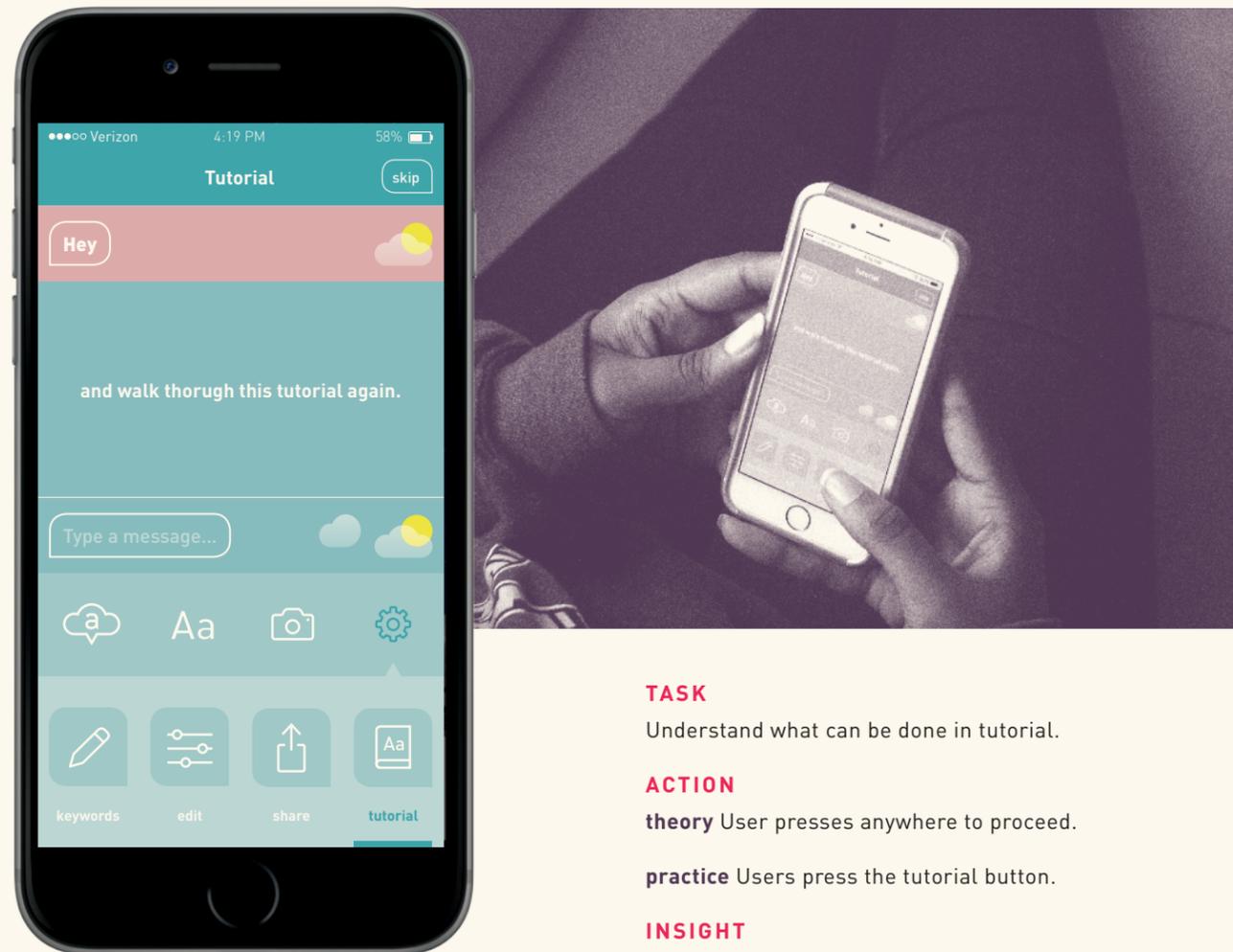
ACTION

theory User presses the tutorial button.

practice Users press the share button.

INSIGHT

This section should be automatically timed to move on so users just understand what can be done.



TASK

Understand what can be done in tutorial.

ACTION

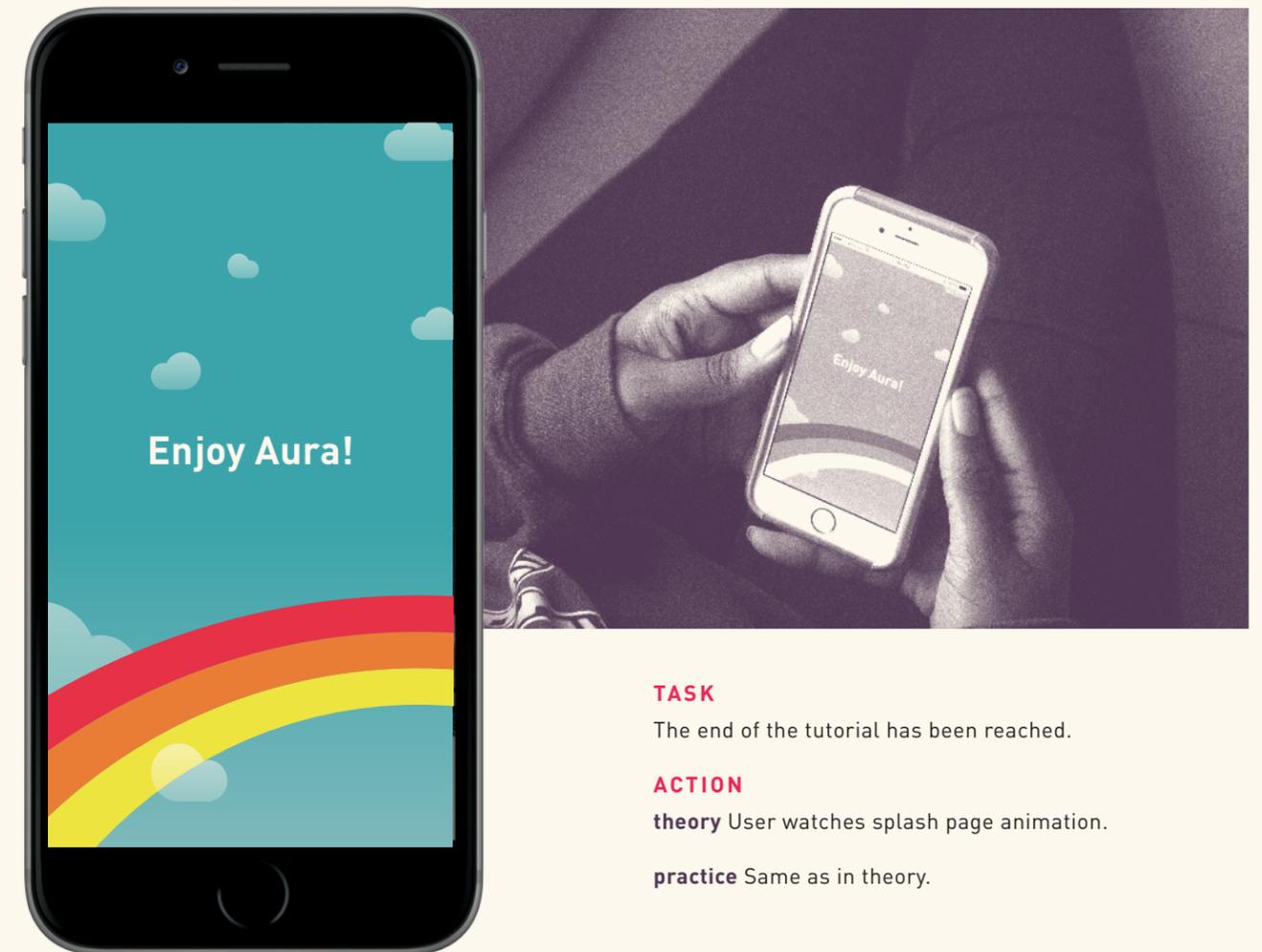
theory User presses anywhere to proceed.

practice Users press the tutorial button.

INSIGHT

This section should be automatically timed to move on so users just understand what can be done.

Since there will be two types of tutorials this needs be explained here.



TASK

The end of the tutorial has been reached.

ACTION

theory User watches splash page animation.

practice Same as in theory.