Sketched Paper Prototype
users given scenario and paper sketched screens
to complete tasks

Using the sketches, a scenario was created with tasks
for a first-time user. Additional screens were sketched in
order to complete all tasks. The sketches were printed
and given to four iPhone users who were closely aligned
with the personas. As users progressed through the sce-
nario with the prototype, their confusion provided insights
on how to improve the app.

REBECCA
age 26
status engaged
text occasionally

EFUA
age 35
status dating
text frequently

ROBERT
age 34
status dating
text frequently

AMBER
age 19
status single
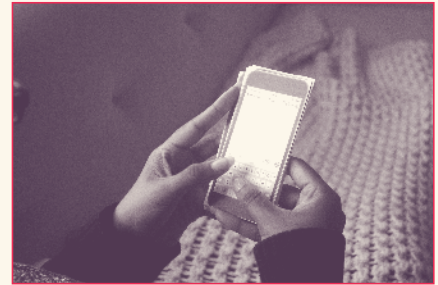**text** frequently

STORYBOARD

an overview of the scaenario

user opens app

user follows through tutorial

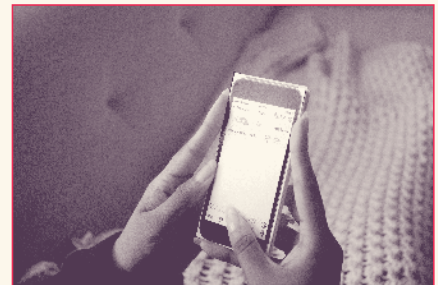user types a message

user sets aura

user makes text bold

user sends message

user types new message

user saves message as draft

user retrieves draft

user edits draft

user clears aura

user sends message
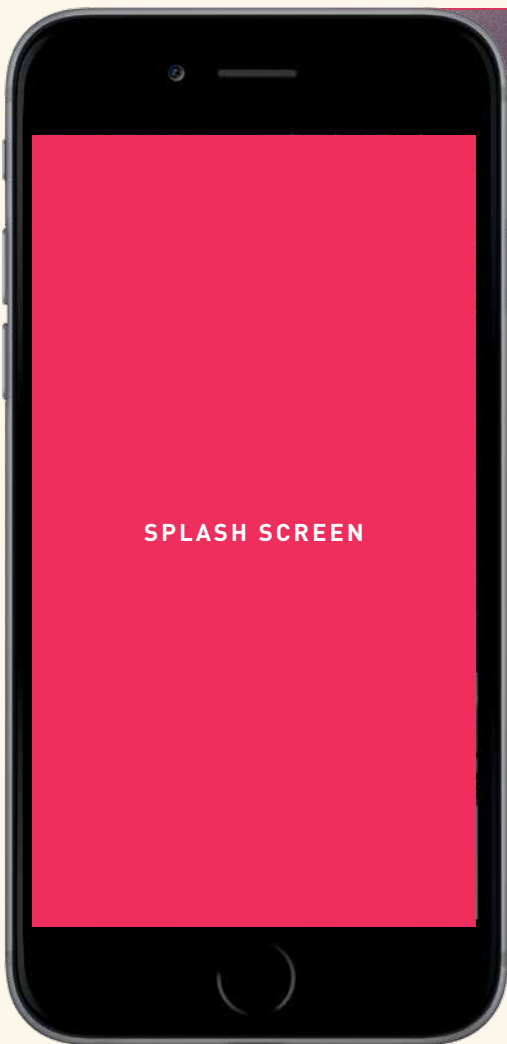

user completes tasks

SCENARIO & 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.

SPLASH SCREEN

SCENARIO & TASK

App loads with splash screen

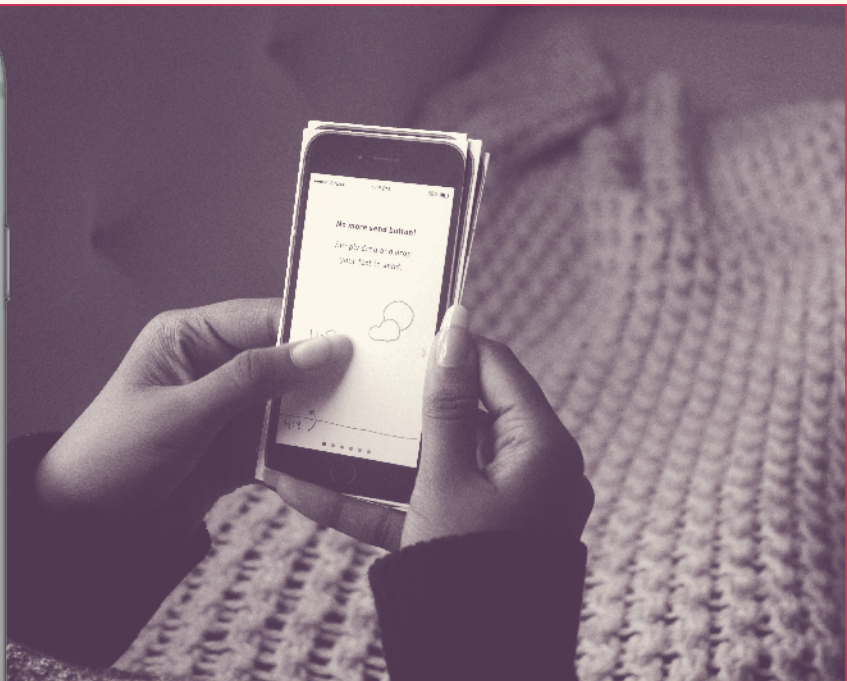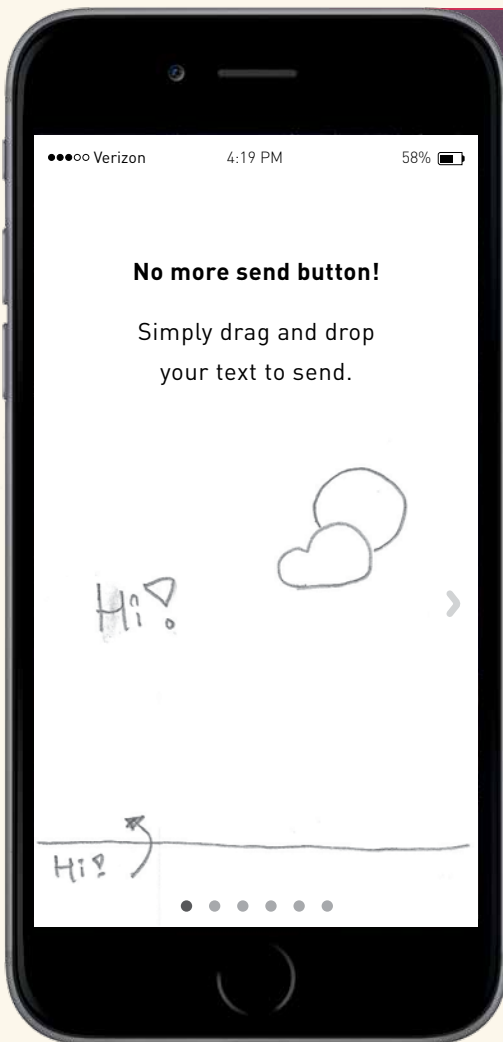### SCENARIO & TASK
After splash screen, a window pops up.

ACTION
theory User clicks on "OK!" to proceed.

practice Same as in theory.

INSIGHT
Allow users to skip the tutorial here and on the following tutorial pages.

No more send button!

Simply drag and drop
your text to send.

SCENARIO & TASK
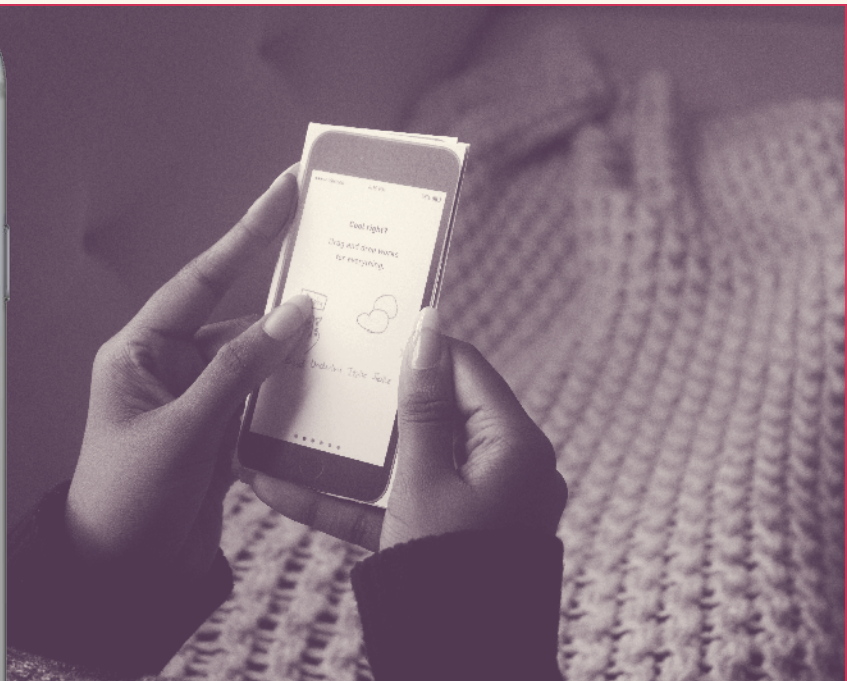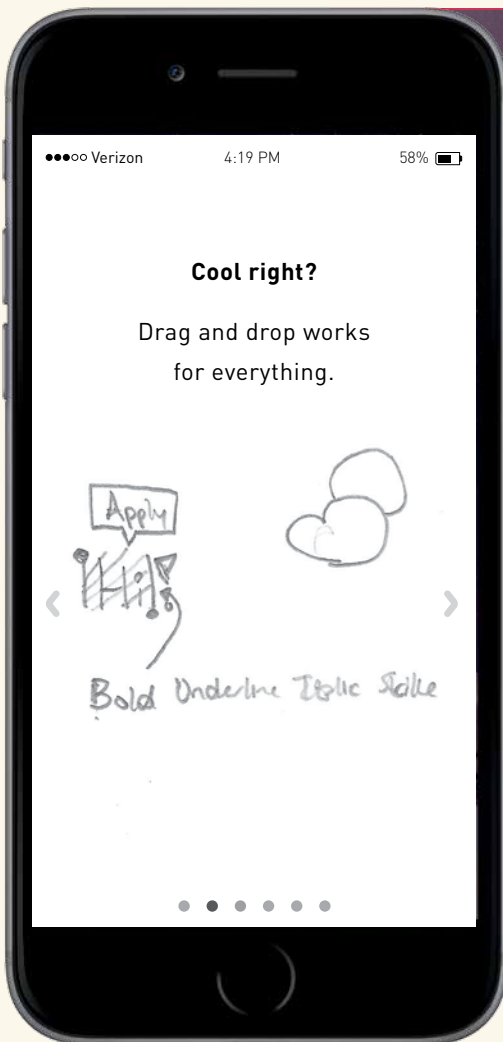Tutorial shows an animation of how to send messages.

ACTION
theory User clicks on the next arrow to proceed.

practice Users clicked and dragged "Hi" into message
area are instructed.

INSIGHT
The tutorial should function like a game that describes
and shows how to do something and the user has to com-
plete the action in order to proceed to the next page.

SCENARIO & TASK
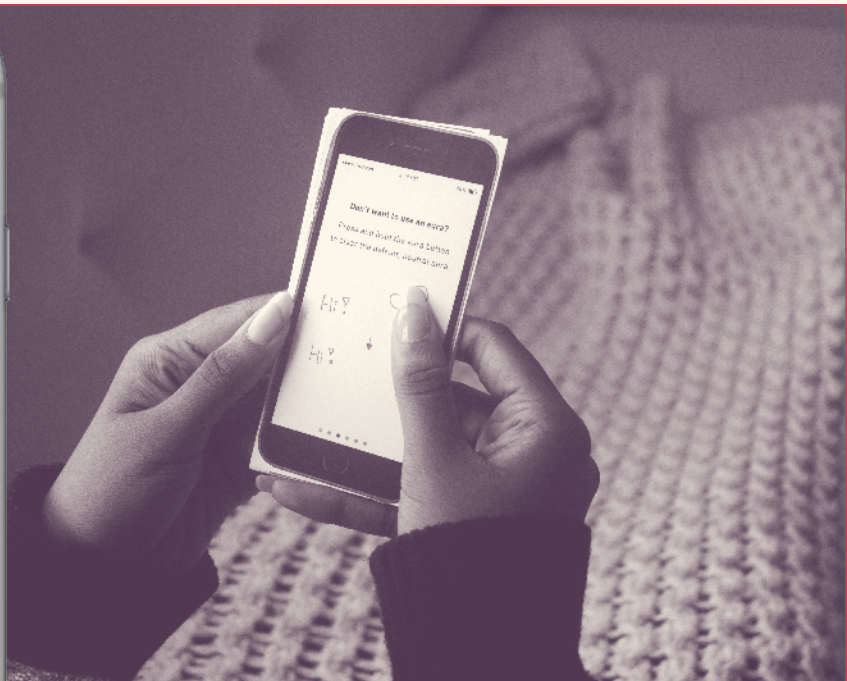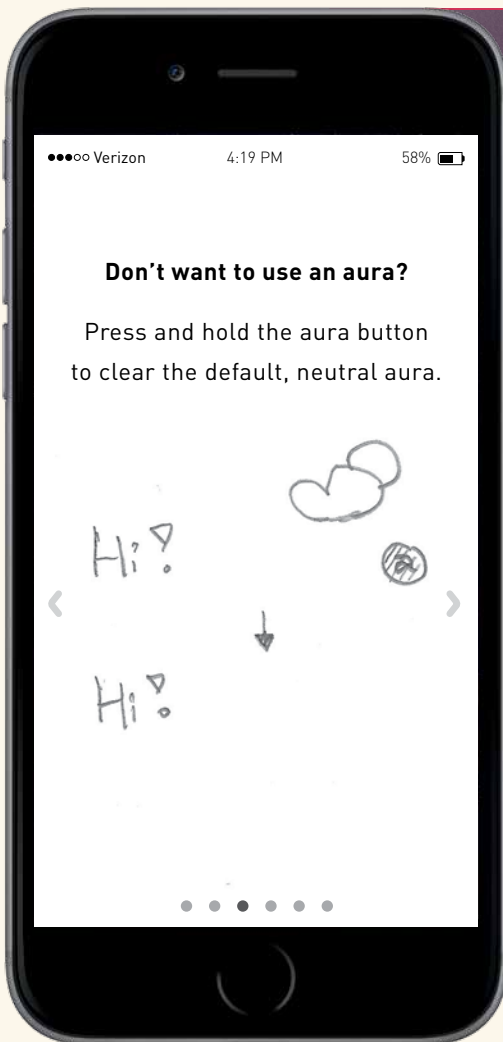Tutorial shows an animation of how stylize text.

ACTION
theory User clicks on the next arrow to proceed.

practice Users didn't know where these options came from but clicked on one of the styling options and dragged it on to the word.

INSIGHT
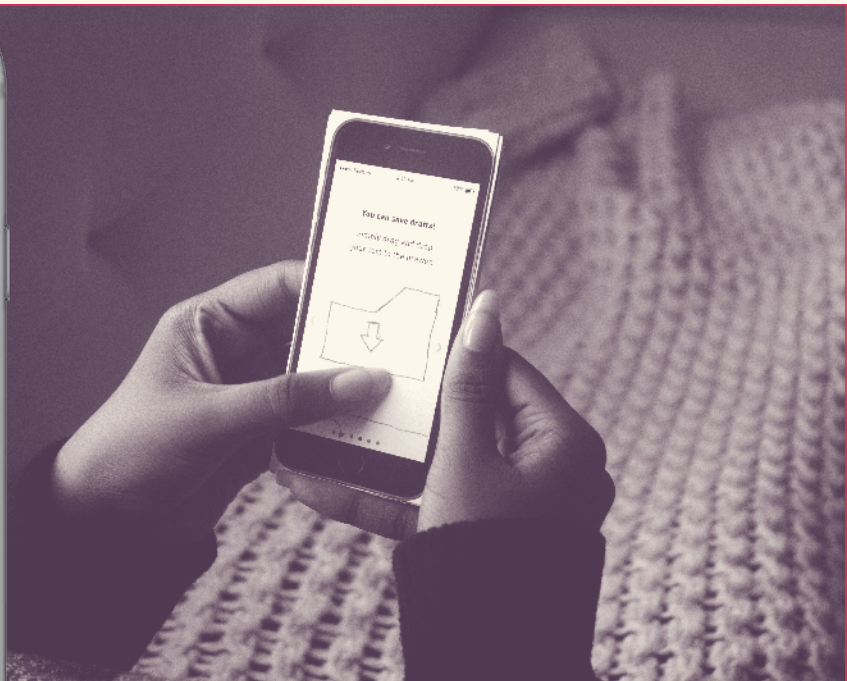The tutorial section should be designed to look more like the actual the app.
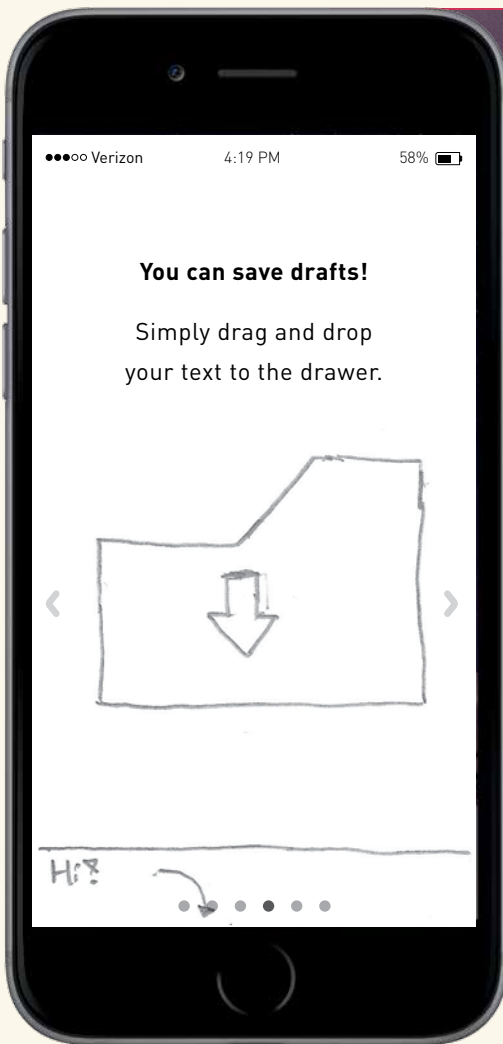
SCENARIO & TASK

Tutorial shows an animation of how to turn off the default, neutral aura.

ACTION

theory User clicks on the next arrow to proceed.

practice Users pressed and held the aura button.

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You can save drafts!

Simply drag and drop
your text to the drawer.

Hi?

SCENARIO & TASK
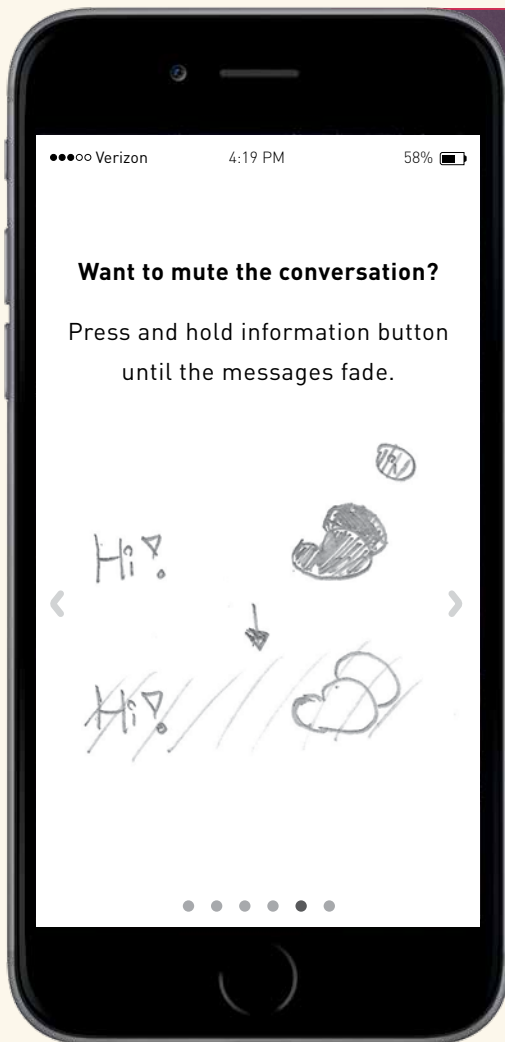Tutorial shows an animation of how to save a draft.

ACTION
theory User clicks on the next arrow to proceed.

practice Users were confused and wanted drag the message to the large folder on top.

INSIGHT
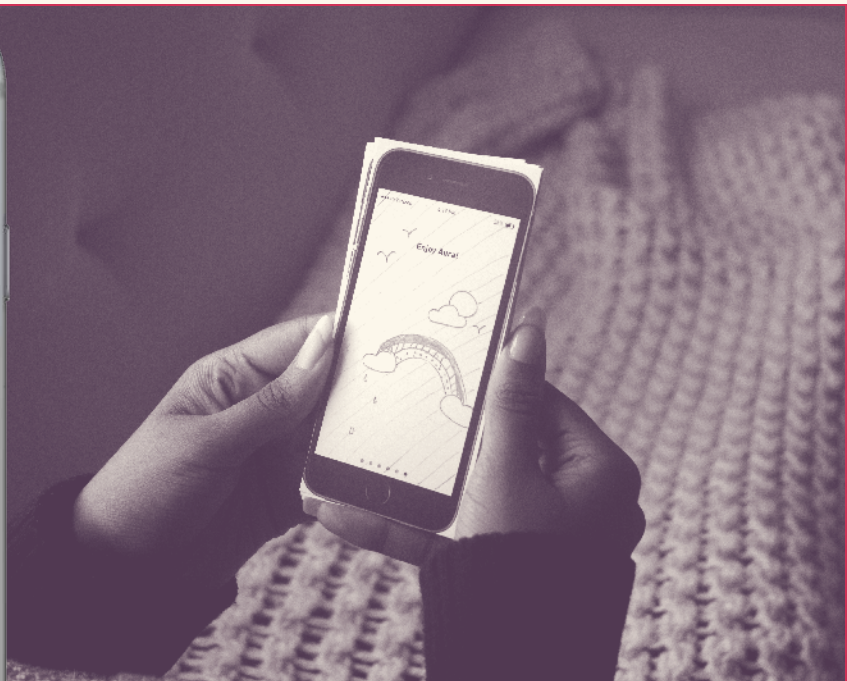Emphasizes the need for the tutorial to look more like the actual app.

Want to mute the conversation?

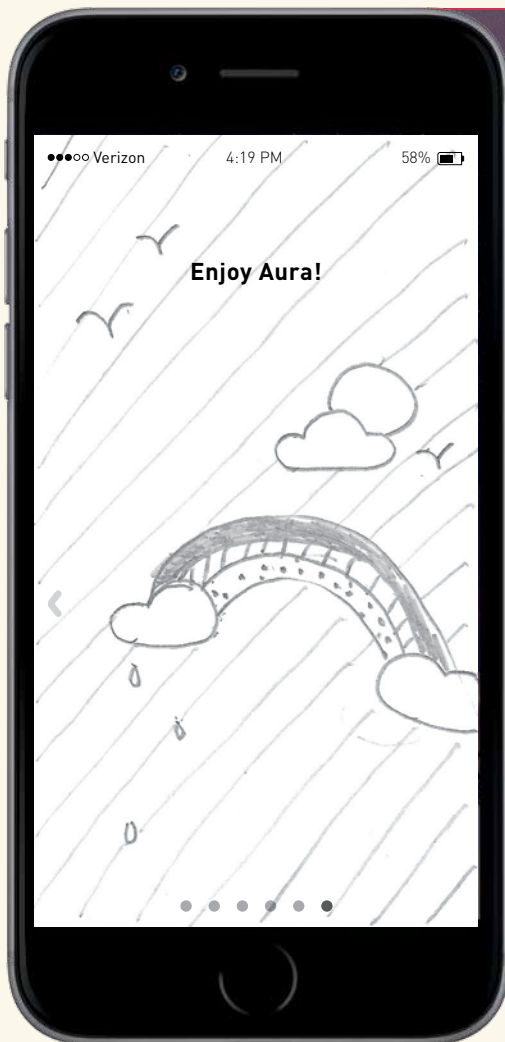Press and hold information button
until the messages fade.

SCENARIO & TASK

Tutorial shows an animation of how to mute conversation.

ACTION

theory User clicks on the next arrow to proceed.

practice Users pressed and help the information button.
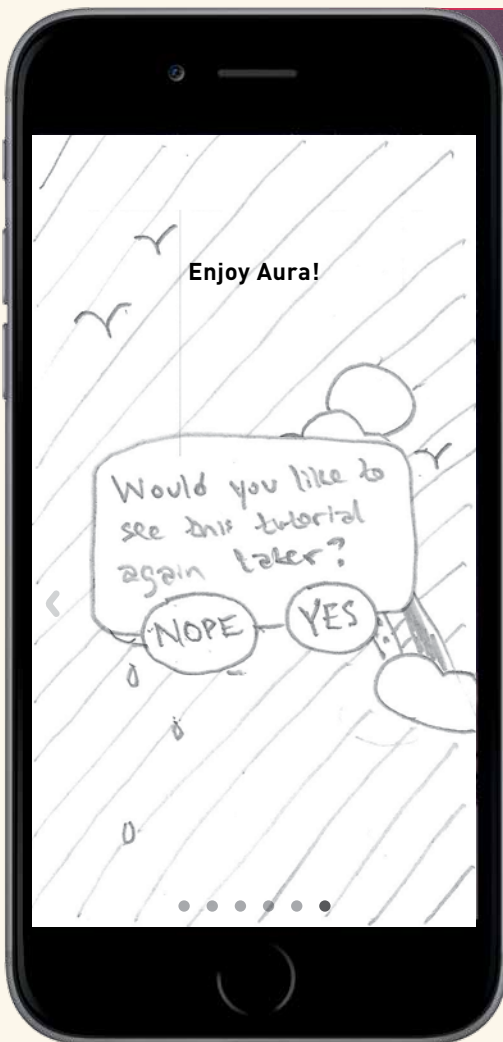
Enjoy Aura!

SCENARIO & TASK
This is the last screen of the tutorial.

ACTION
theory Users wait briefly before a window pops up.

practice Users were delighted at the sketch of a full-screen illustration.

SCENARIO & TASK

A window pop up asking if user wants tutorial to pop up again at a later date as a reminder.

ACTION

theory User click yes or no.

practice Users clicked on yes or no but wanted to also wanted to be able to access tutorial at any time.

INSIGHT

Put tutorial in the drawer within an options menu. Options will allow users to be able to do things like change the default aura and set favorite auras.

SCENARIO & TASK
Write a message.

ACTION
theory User clicks in "Type a message..." area
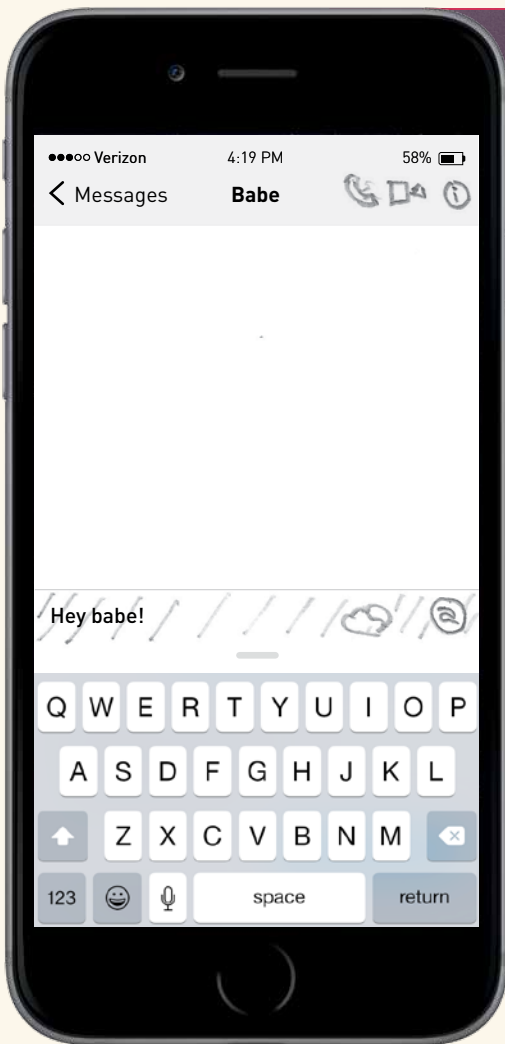
practice Same as in theory.

SCENARIO & TASK

Now that the keyboard has popped up, type in "Hey babe!"

ACTION

theory User types message on keyboard.

practice Same as in theory.
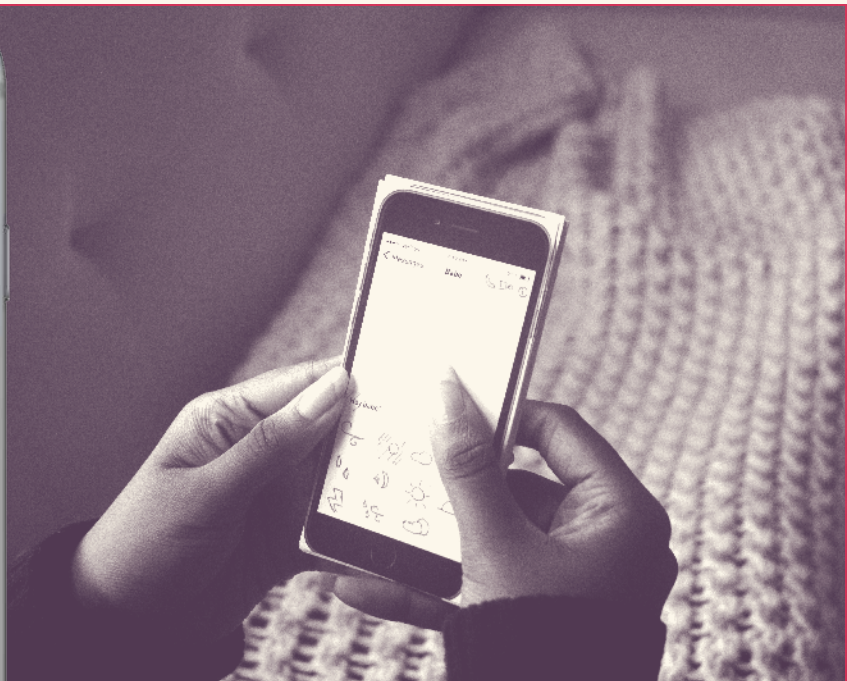
SCENARIO & TASK
Set an aura.

ACTION
theory User clicks on aura button.

practice Some users clicked the aura button but others wanted to click on the cloud of the default aura.

INSIGHT
To prevent confusion and obstruction of the aura in the message preview area, move aura button to the drawer.

SCENARIO & TASK

Change the default aura to the rainbow aura.

ACTION

theory User drag and drop the rainbow icon to the message preview area.

practice Users clicked on the rainbow icon.

INSIGHT

Add a screen to the tutorial about how drop and drag applies to the auras menu.

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< Messages   **Babe**

Hey babe!

SCENARIO & TASK
Fully customize the messge more by viewing more options.

ACTION
theory User pull the handle of the drawer up at the bottom of the screen.
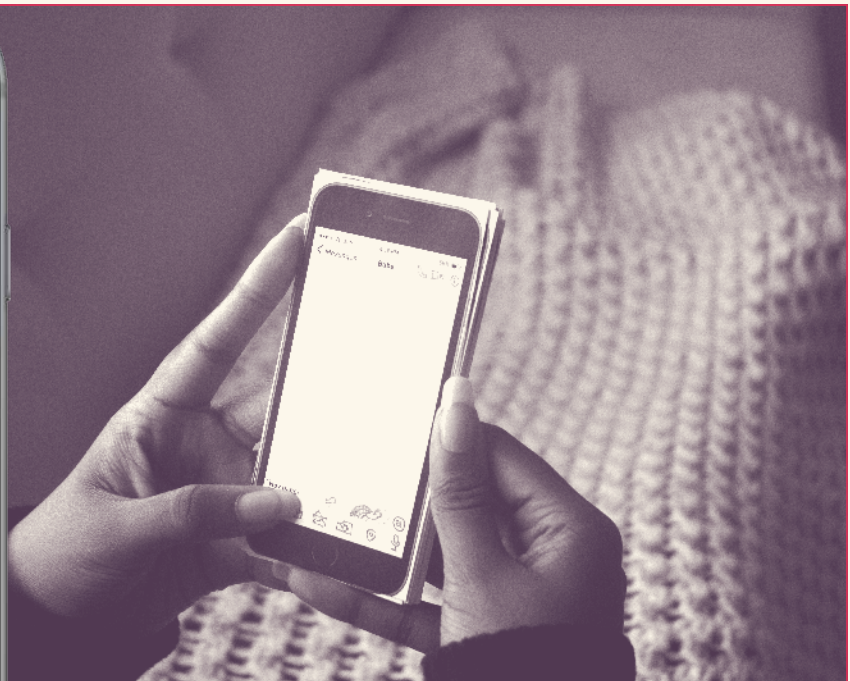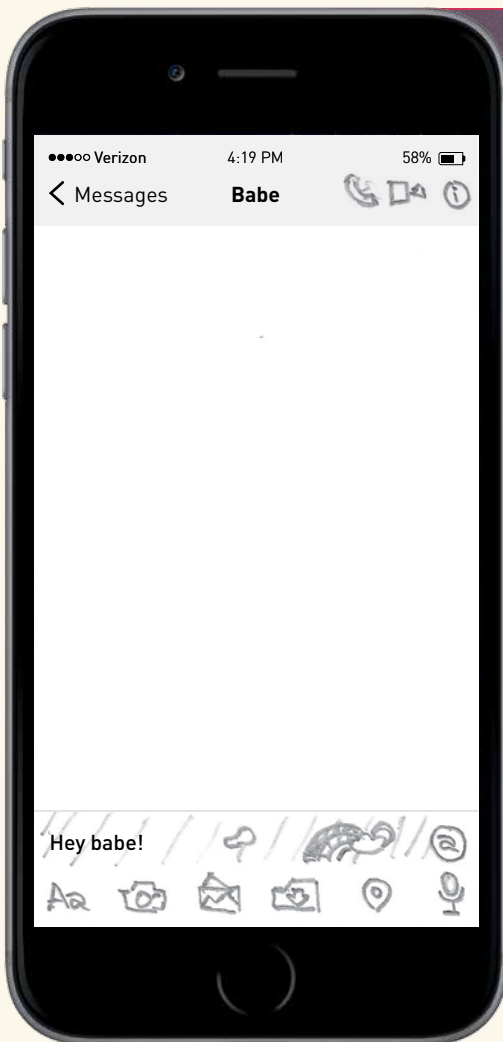
practice Users clicked on the aura button.

INSIGHTS
There is no tutorial screen about the drawer and it competes with the iPhone's drawer of quick access tools.

Drawer bar is hard to see.

Get rid of pull up drawer and have options always show at the bottom.

Tutorial should follow the flow of the menu bar.

SCENARIO & TASK

Stylize the type.

ACTION

theory User clicks on "Aa" button"

practice Same as in theory.

INSIGHTS

Make room for options menu by combining the two photo menus into one. There's one icon for camera and another for recent photos. It's better to just do one photo icon that leads to recent photos and there'll be two sub icons: one for library and another that goes to the camera app.

Make room for aura menu by getting rid of mic icon since this is already on the keyboard.
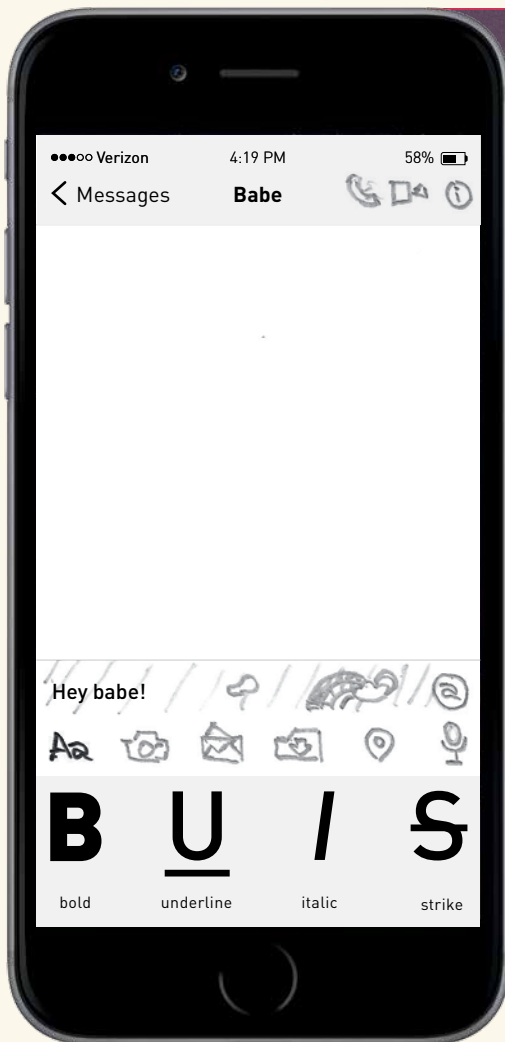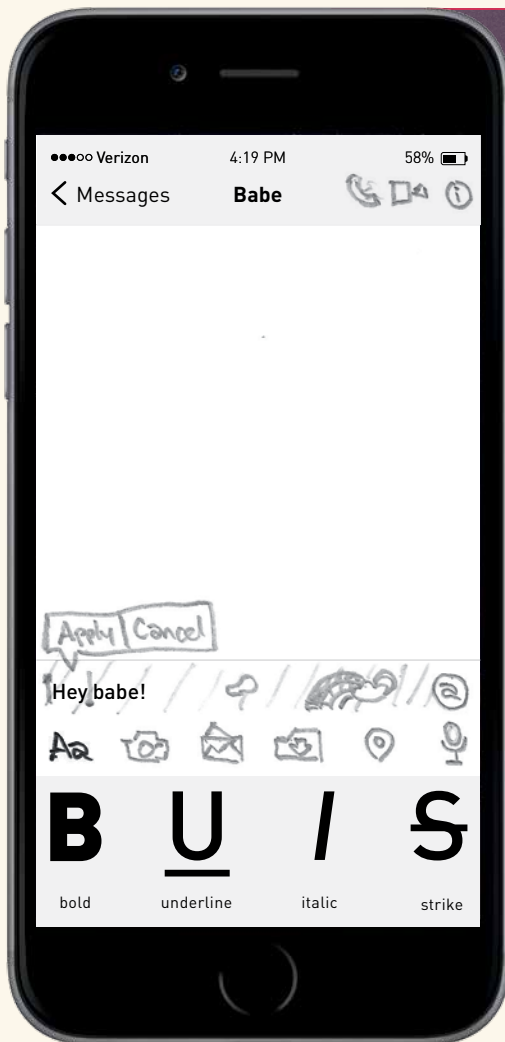
SCENARIO & TASK
Make "Hey" bold.

ACTION
theory User draga and drops B onto "hey."
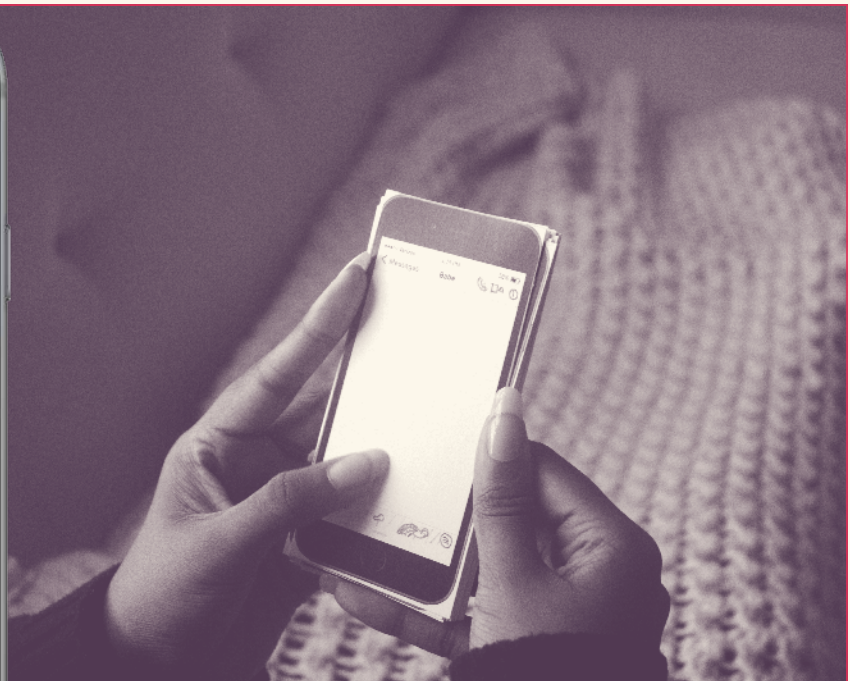
practice Same as in theory.

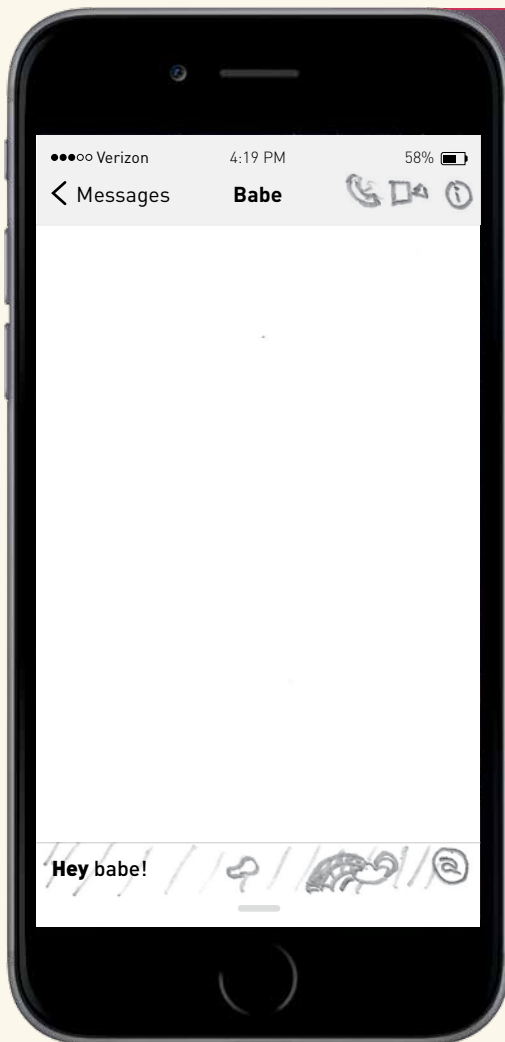## SCENARIO & TASK

Highlight bars pop up to select exact letters or more words.

ACTION

theory User simply clicks "Apply."

practice Same as in theory.

SCENARIO & TASK

Send the message.

ACTION

theory User drags and drops message into message area.

practice Same as in theory.

INSIGHT

Tutorial worked well to show how to send message so another page will be added to the tutorial about adding photos to emphasize how drag and drop interactivity works throughout app.

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‹ Messages   **Babe**   📞 📹 ⓘ

Hey babe!

Type a message...   @

SCENARIO & TASK

You just got a craving for ice cream! Write a new message.

ACTION

theory User clicks in "Type a message…" area
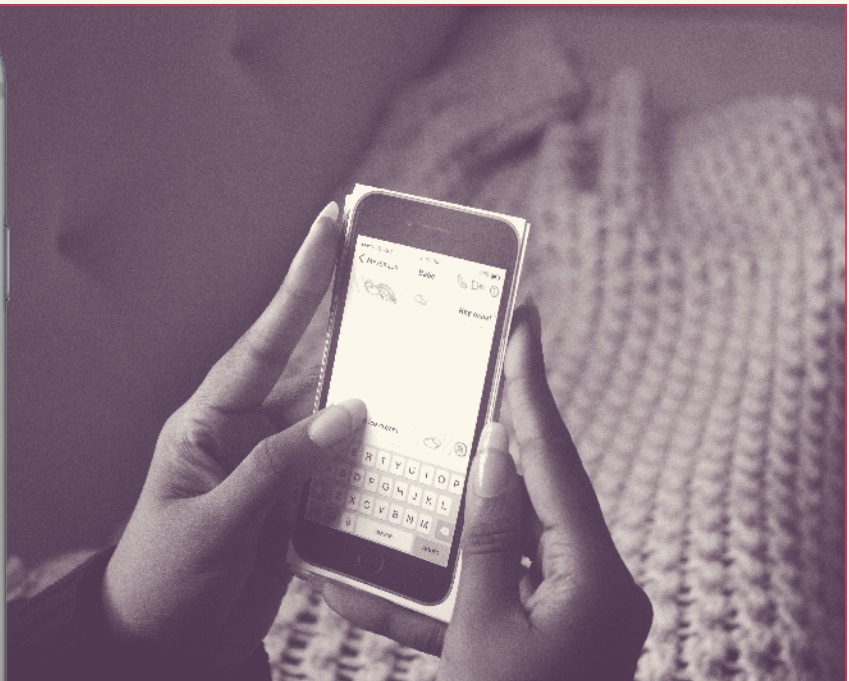
practice Same as in theory.

SCENARIO & TASK

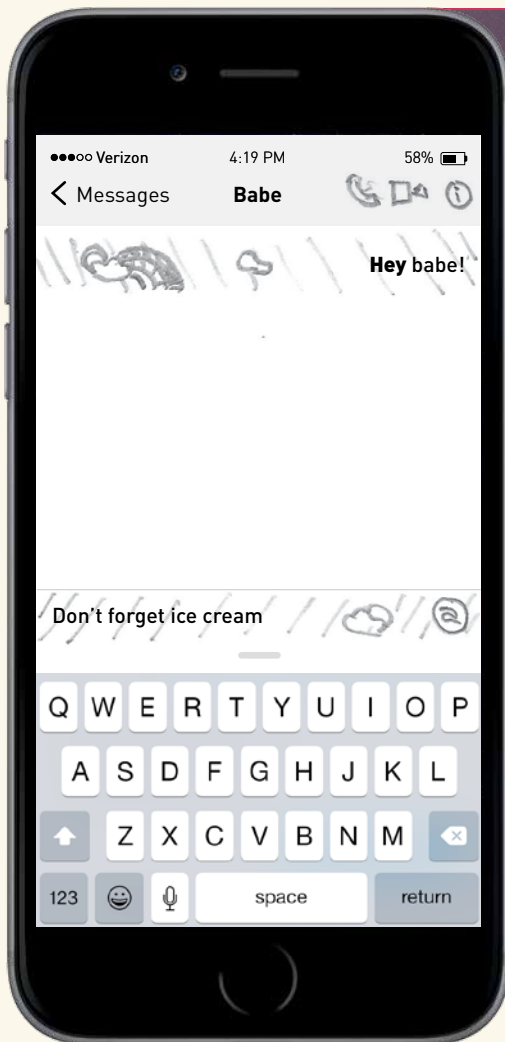Type "Don't forget ice cream."

ACTION

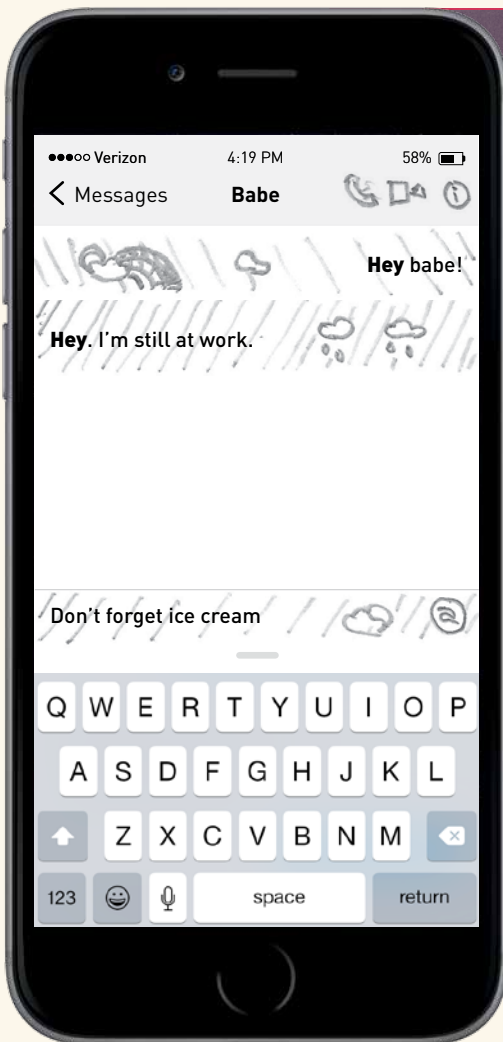**theory** User types message on keyboard.

practice Same as in theory.

SCENARIO & TASK
You are about to send the message...

ACTION
theory User puts finger on message.

practice Same as in theory.

SCENARIO & TASK

But you decide is not a good time becuase of the message that you just receieved. Save that message as a draft.
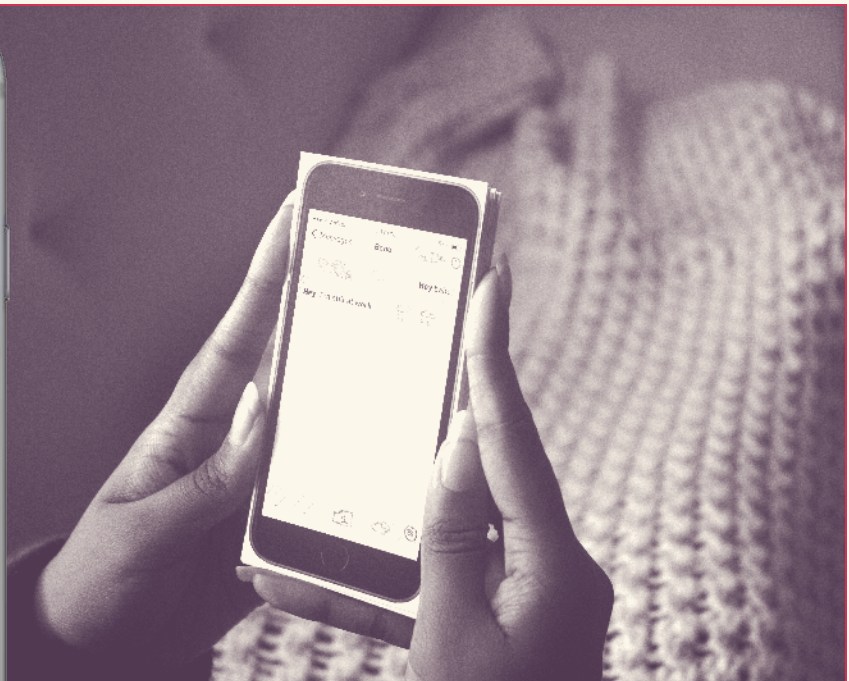
ACTION

theory User drags message to drawer bar or to keyboard (simply below message preview area).

practice Some users are confused as to what to do and others wanted to open drawer and drag to the draft icon.

INSIGHTS

With the menu bar always at the bottom, users will be able to drag to the draft icon.

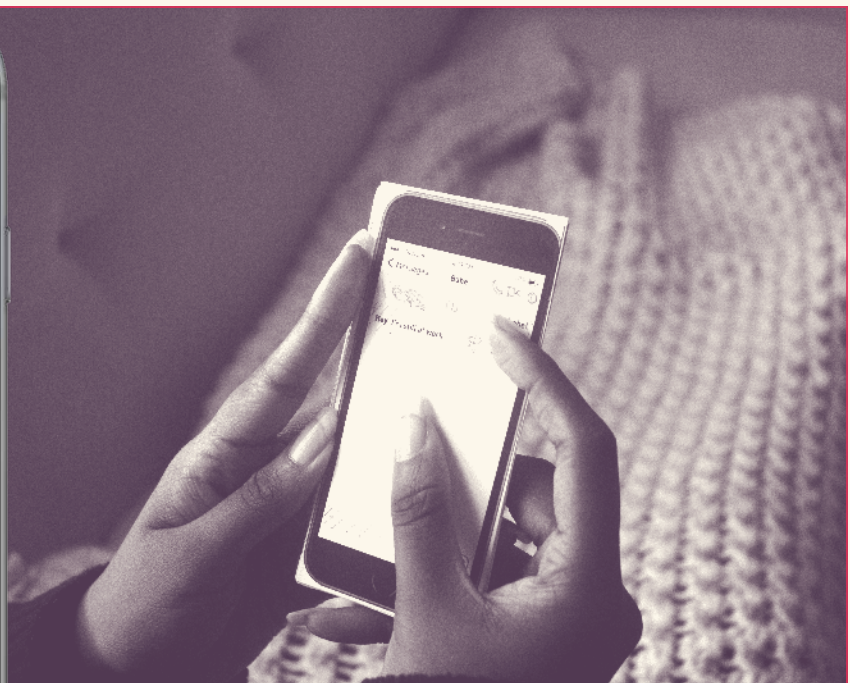Emphasizes the need for the tutorial to be interactive like a game.

SCENARIO & TASK

Fading notification that draft was saved.

INSIGHT

User points out that sounds can be used as confirmation of an action. These sounds are rewarding.

SCENARIO & TASK

Some time has gone by and you really want that ice cream! Get it from the drafts so you can send it now.

ACTION

theory User pulls up drawer.
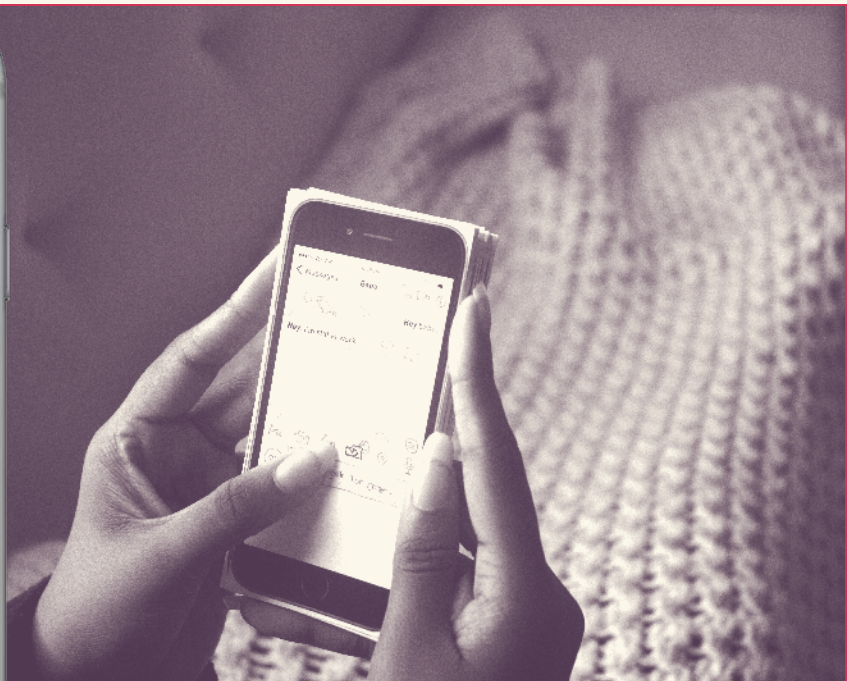
practice Same as in theory.

SCENARIO & TASK

Get it from the drafts so you can send it now.

ACTION

theory User clicks on the draft icon with the new badge.

practice Same as in theory.

SCENARIO & TASK
Edit the draft message.

ACTION
**theory** User drags and drops draft message to the message preview area.

practice Users click on draft message.

INSIGHTS
There is no explination in the tutorial on how to edit, directly send, or time draft messages.

Need to add two tutorial pages to the draft section: one on dragging and dropping drafts to the message preview area to edit them or to the message area to send as is and another on how the timer feature works.
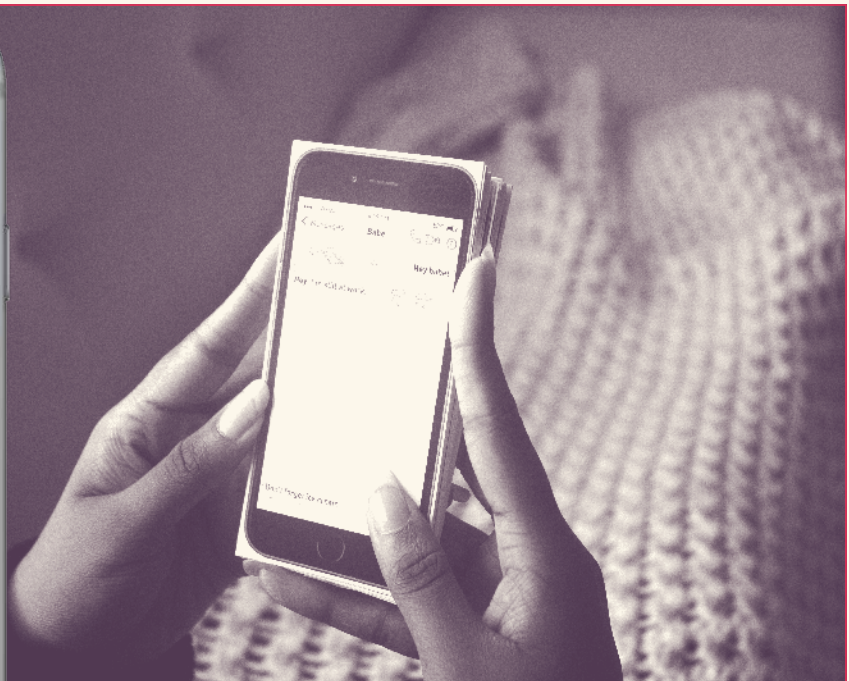
SCENARIO & TASK

Clear the default aura.

ACTION

theory User presses and holds the aura button.

practice Users clicked the aura button.

INSIGHT

Instead of pressing and holding, add a clear option to the list of auras in the aura menu.
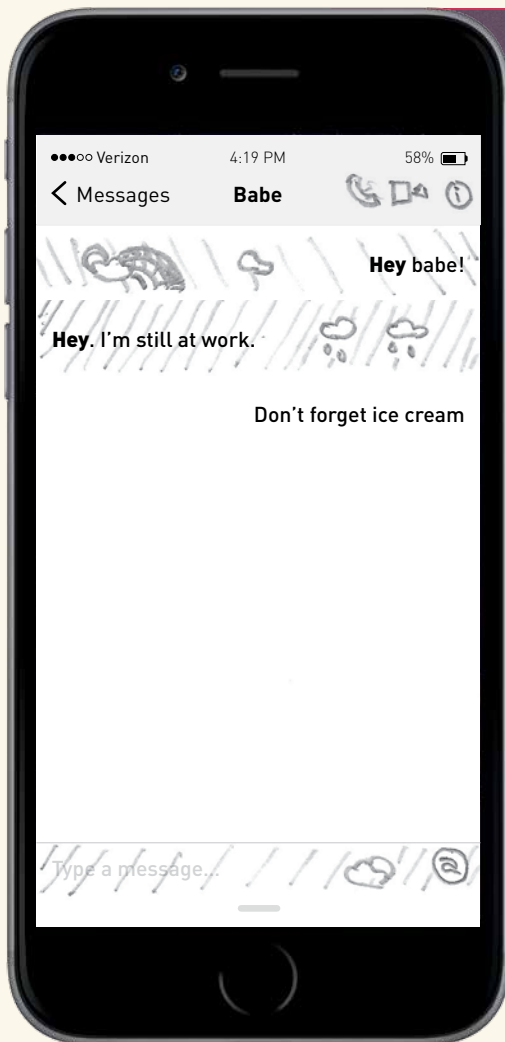
SCENARIO & TASK
Send the message.

ACTION
theory User drags and drops message into message area.

practice Same as in theory.

●●●○○ Verizon   4:19 PM   58% 🔋

< Messages   **Babe**   📞 🎥 ⓘ

Hey babe!

Hey. I'm still at work.

Don't forget ice cream

Type a message...

SCENARIO & TASK

You're all done. Thank you for your feedback!

Refined Aura App Map

revised structural organization of screens and
functions based on sketched paper prototype