

# Time Machine

Collapsing time but not communication



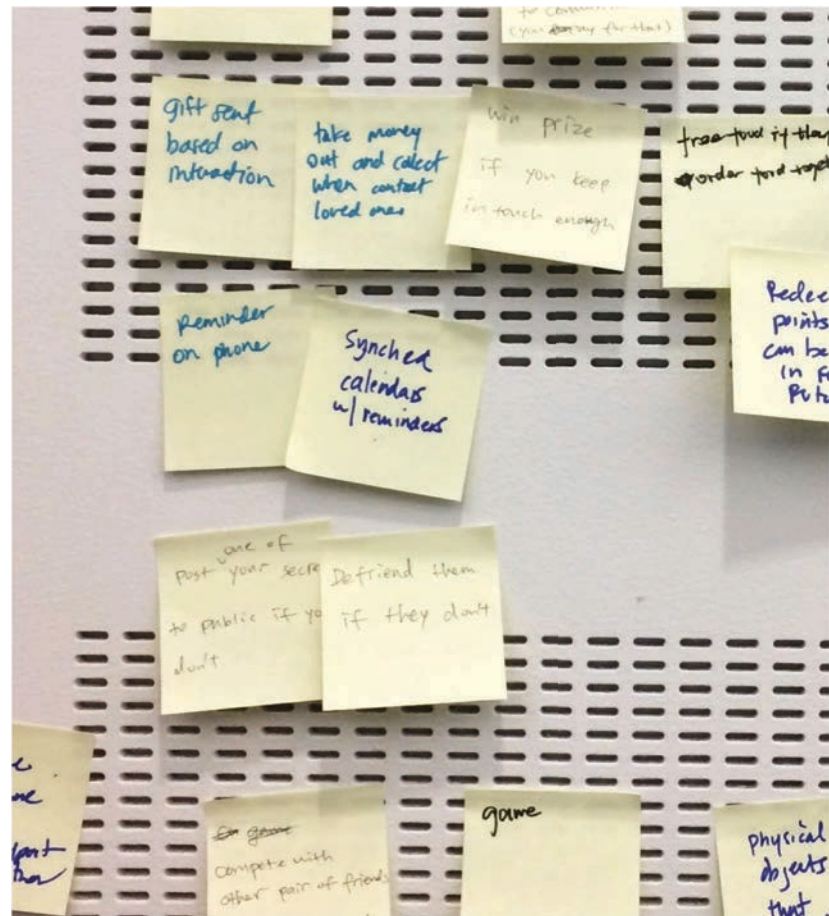
# Team Tortilla

Project manager: Corynne Umeda

Designer: Roy Luo

Engineer: Dave Kennedy

Researcher: Zirui Wang



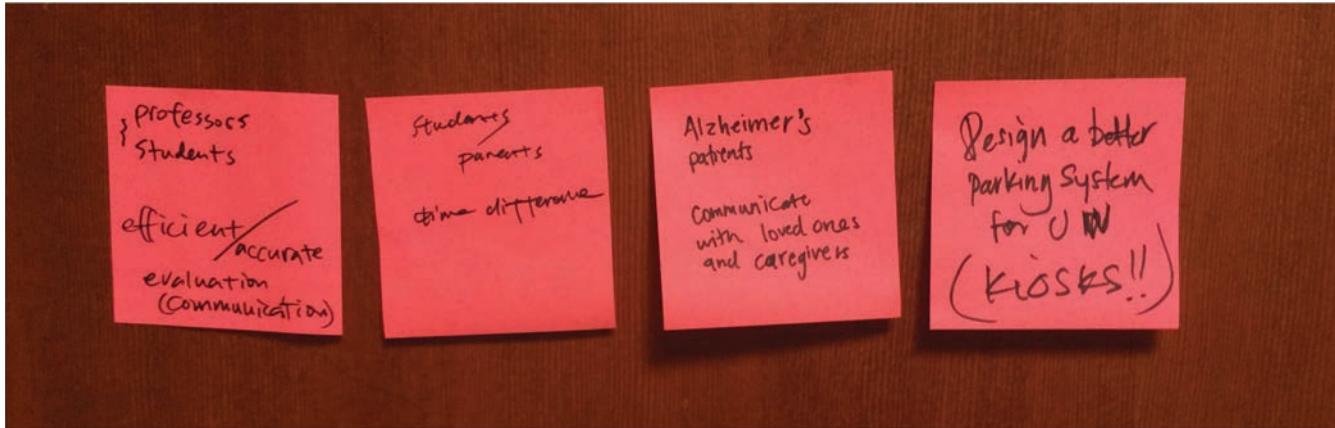
# Overview

- Design Question
- User Research
- Design Principles
- Ideation
- Prototype and Iterations
- Reflection



# Problem Space

## Long Distance Communication





time when they are at same place.  
- but less frequent, awkward common time

Weekend. video chat

{ Ann Arbor. Saturday morning  
fixed time

Seattle. not fixed, schedule any time  
no need to video

# User Research

location: bedroom

- share depressed / interesting stories
- they are working on a project for one of their friend.

But she doesn't want to much about work to her boyfriend.  
Because she think couples should talk more about personal / relationship stuff instead of talking about work like colleagues.

# Research Methods

- Survey
- Diary Study
- User Interviews

### Communication Diary

Day of Week **S** **M** **T** **W** **T** **F** **S**

Time of day  
12am to 6am   6am to 8am   8am to 10am   10am to 1pm   1pm to 3pm   3pm to 6pm   6pm to 8pm   8pm to 10pm   10pm to 12pm

Location   home   car   cafe   walking   other \_\_\_\_\_

What interface did you try?  
 Phone    Messages    Video    S    WhatsApp    f    Other \_\_\_\_\_

What device did you use (please circle)  
laptop   phone   iPad   other \_\_\_\_\_

Where there any problems with the following (please circle)  
connection   visuals   interface   other \_\_\_\_\_

Which areas did you find the most successful (please circle)  
connection   visuals   interface   other \_\_\_\_\_

**Notes:** (Please share any observations/thoughts you had regarding successes or failures of communicating - anything you want to share)

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What types of long distance relationships do you have?  
 Family  
 Friends  
 Lovers  
 Other: \_\_\_\_\_


How many long distance relationships do you have?  
Choose -

How many hours time difference do you have between you and the person you most desire to communicate with?  
Choose -

How often do you want to communicate with your long distance relationships?  
 Daily  
 Weekly  
 Monthly  
 Other: \_\_\_\_\_

What time of day do you most often find yourself communicating long distance?  
Time \_\_\_\_\_ : \_\_\_\_\_ AM

What time of day are you most available to communicate long distance?  
Time \_\_\_\_\_ : \_\_\_\_\_ AM



# Research Results

- Lack of physical presence
- Lack of experiences together
- Time difference
- Lack of new conversation topics
- Miscommunication





# Persona

## Frances' needs:

- Needs to regularly connect through events, activities, & shared experiences together.
- Wants to share private & personal stories.
- Needs reminders & incentives to connect
- Needs to accommodate for a lack of physical presence

## Goals

- Increase engagement between LDR's
- Create an experiential platform
- Develop a private space to connect in

## Frances Faraway

“ I want to stay in touch but I'm not always inspired or available at the same time as my close friends and family that I want to connect with. ”

SMART, CONFIDENT,  
& NEWLY RELOCATED



### Profile

- Frances, 29
- Recent graduate

### About Frances

Frances just relocated to another part of the country. They left a very tight network of friends and family. Frances longs to still have some semblance of regular interaction that somehow reminds them of ways of connecting prior to relocation rather than the bullet point type updates that tend to happen when connecting long distance over the phone.

### Frances' needs:

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### Goals

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### Video Chat Experience

novice  skilled

### Messaging Experience

novice  skilled

### Games Experience

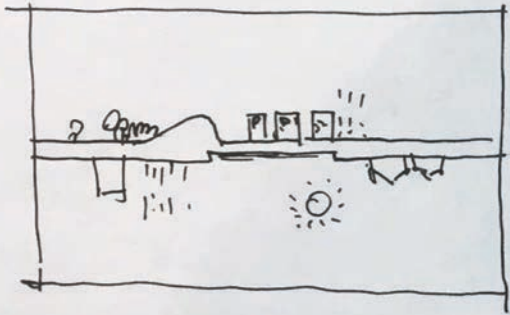
novice  skilled

# Ideation



# Brainstorming

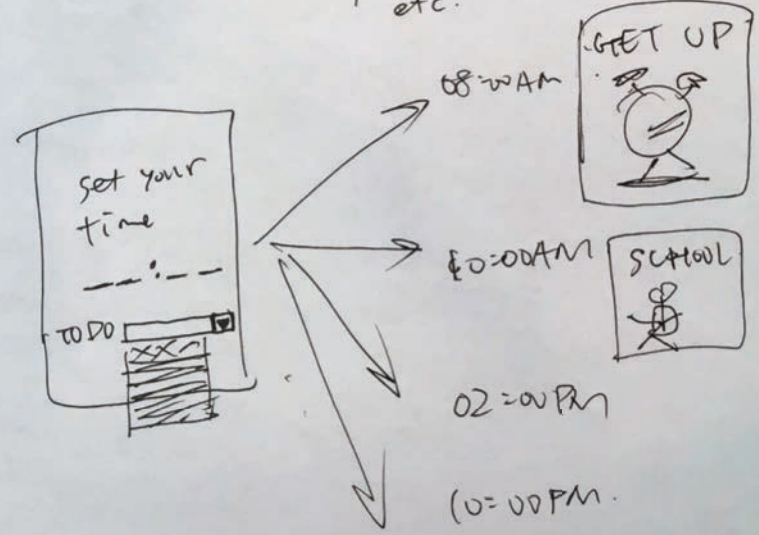
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Time Line Film 5

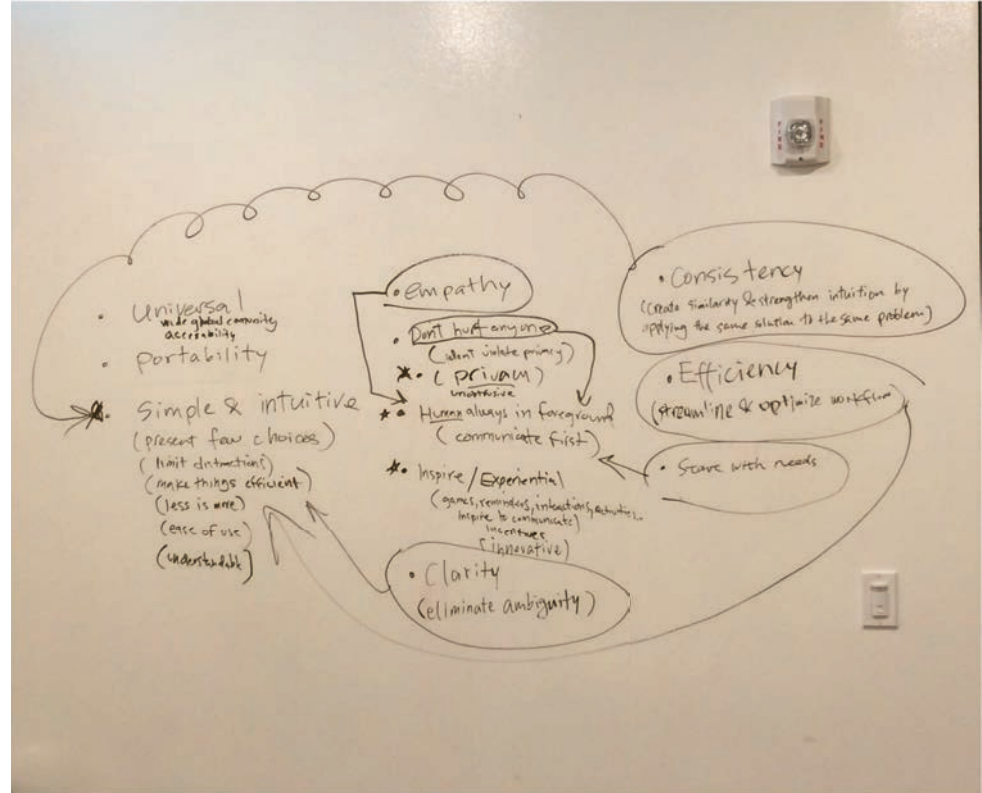
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Set time to send. } voice message. etc.



# Design Principles

- Connection
- Human
- Inspire / Experiential
- Simple / Intuitive
- Privacy




 Rebecca Destello



10:45

11:30

12:15

13:15 13:30

15:00

# Prototype and Iterations


 Justin Marx



15:00

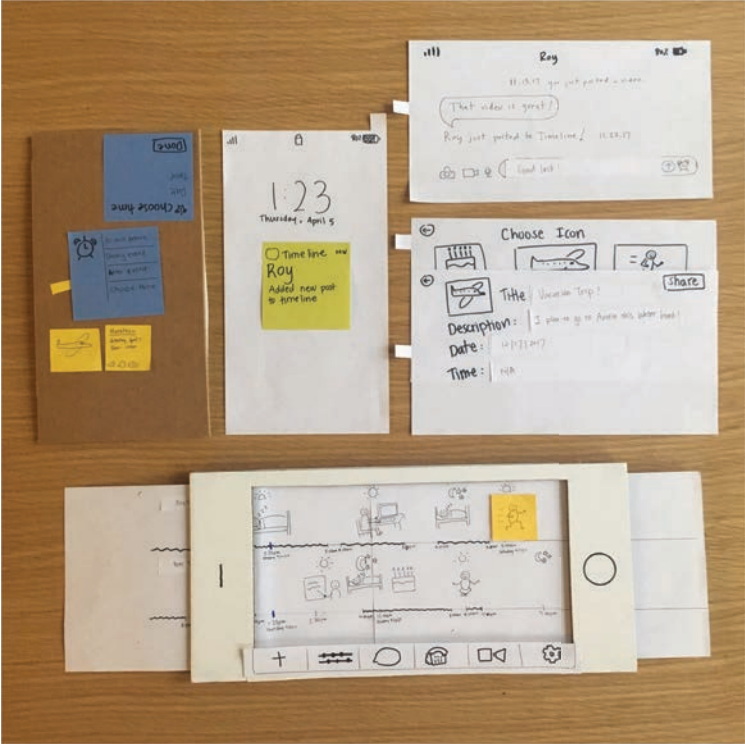
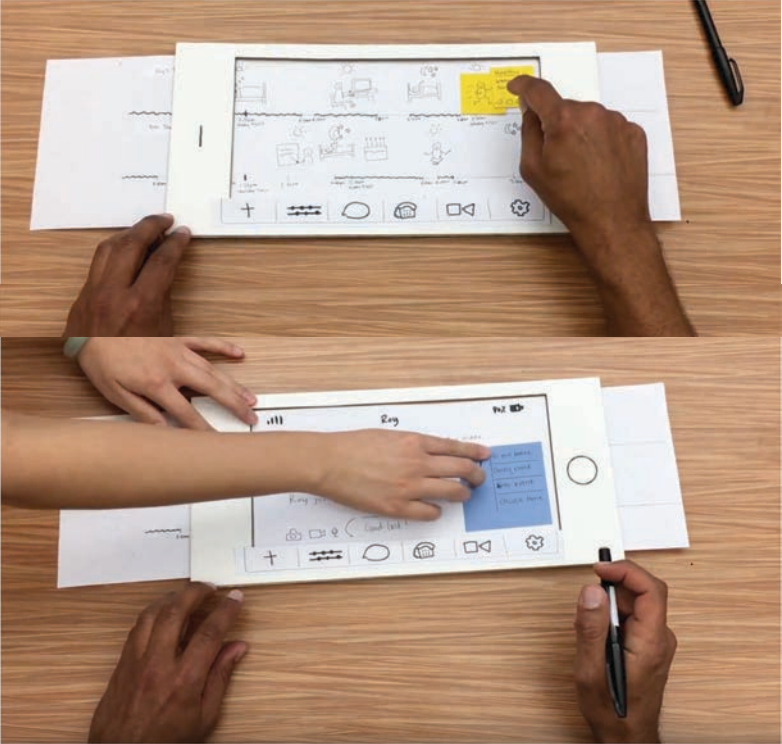
15:45

16:45

17:30

19:00

# Low Fidelity Prototype



# Usability Testing

- Set a goal first
- Research questions
- Questions for users
- Created tasks



# Findings

- Need for Multiple Timelines
- Privacy is a MUST
- Desired link to social media
- Scheduling messages = Stand out feature
- More Group discussions
- Design works for larger time differences
- Availability should be obvious

1. immediate response to notif. + details
2. attach photos
3. attractive GUI + comparison > ✓✓✓
4. better drawings
5. more than one timeline desired > ✓
6. Privacy controls > ✓✓✓
7. Sleep in "post" category no/yes ✓
8. wants to show off game results, etc
9. more valuable for longer time dist. > ✓  
Visuals on paper prototype were NOT clear > ✓✓
10. Scheduling is very cool! ←
11. Group discussions > ✓
12. users own timeline not important
13. Vertical layout important (needs)
- 14.

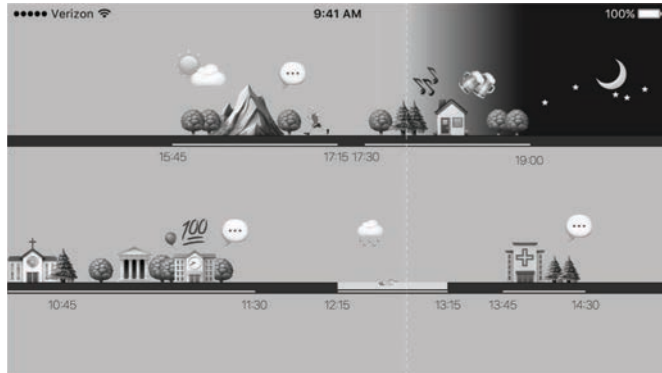


# Improvements

- Better Task instructions
- Less leading
- Hands off instruction



# 1st Iteration



Cancel	New Event	Next
Title		
Location		
All-day <input type="checkbox"/>		
Starts		Nov 30, 2017 1:30 PM
Tue Nov 28	11 20	
Wed Nov 29	12 25	AM
Today	1 30	PM
Thu Nov 30	2 25	



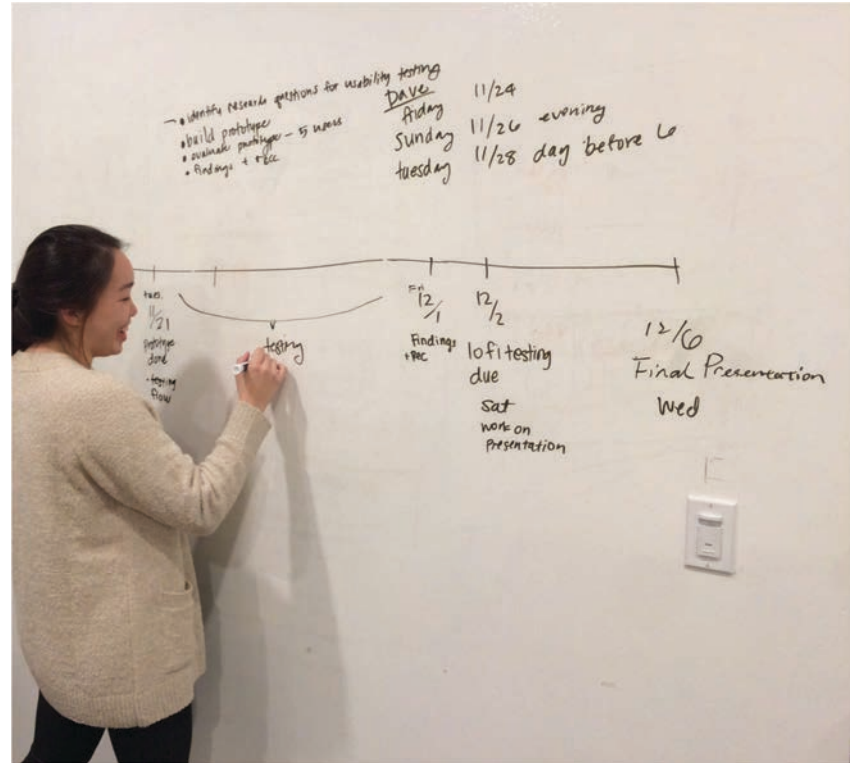


Reflection



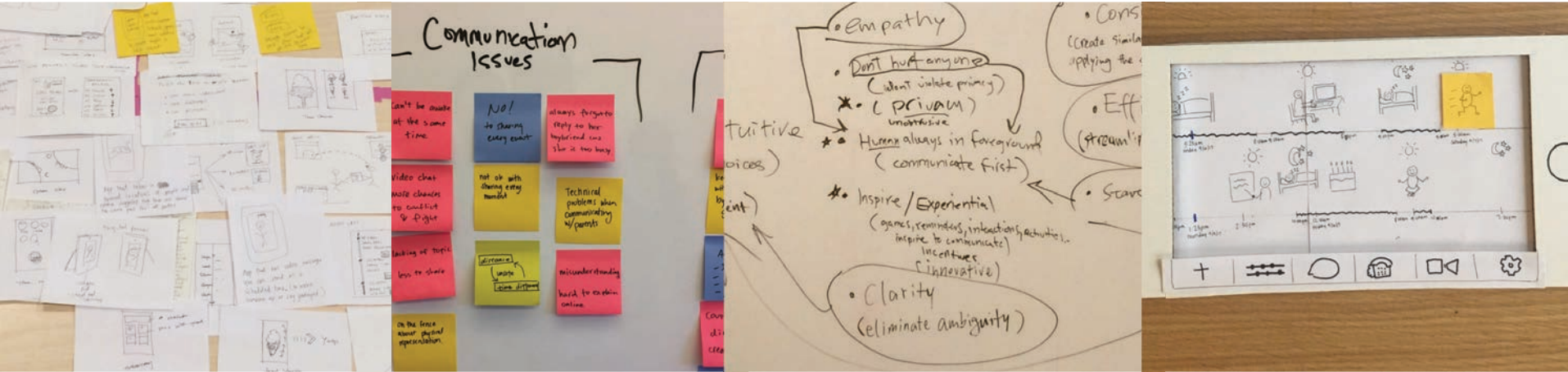
# Future Direction

- Expanded functionality
- More usability testing
- More iterations
- Higher fidelity prototypes
- Develop our app



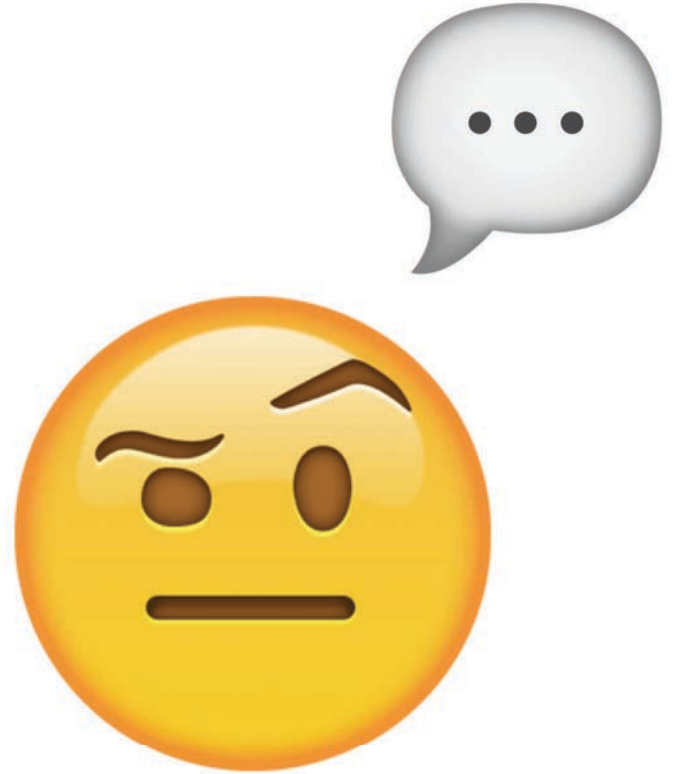
# What went well

- Research Created Empathy, Understanding, and Clear Goals
- Design Thinking Multiplied
- Large Scale Prototype



# What could be improved

- Plans for narrowing and selecting ideas after brainstorming
- Design Principles for team development
- Data based decisions vs team desires and needs





Thank you for listening!