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- Identify related kiosk applications. New products often draw heavily from what exists. To inform the questions you will ask users in the design of your kiosk application it is helpful to understand the challenges faced by users of existing products. You will identify related kiosk applications.
- **Kiosks for seniors:** Connected Living by Sentric, Your Community Connect, Cubigo Community, LifeLoop.
- **Self-Checkout Kiosks:** Walmart, American Airlines, Burger King, McDonalds, Doordash
- **Information Kiosks:** Smithsonian Museum, Greyhound
- **Payment Kiosks:** Parking Meters
- **Healthcare Kiosks:** Redfern Health Center
- Conduct a heuristic evaluation using Jakob Nielsen's 10 usability heuristics of at least one kiosk app.

Connected Living by Sentric

- 1) **Visibility of system status:** The kiosk provides immediate and clear feedback to users about what is happening at any given time. It has helpful captions explaining the purpose of each screen.
- 2) **Match between system and real world:** The kiosk uses real world conventions that are familiar to seniors or caregivers. The terminologies are also understandable and consistent which is useful for people with cognitive impairments.
- 3) **User control and freedom:** A User can control the system and navigate between screens. They can also undo/redo actions or easily exit unwanted states.
- 4) **Consistency and standards:** The design of the kiosk app is consistent with common UI standards and maintains consistent use of design elements like buttons, fonts, and icons throughout the app.
- 5) **Error prevention:** The kiosk offers warnings or confirmation prompts before certain important actions, such as deleting data or making certain important changes.
- 6) **Recognition rather than recall:** Information and options on the kiosk app are visible and accessible without requiring users to memorize information from one part of the interface to another.
- 7) **Flexibility and efficiency of use:** The kiosk is user friendly and can be used by both first time users and returning customers. It also has guidance for new users.
- 8) **Aesthetic and minimalist design:** The kiosk follows an "essential items" design which is particularly useful for people who are cognitively impaired. Also, the UI layout is straightforward and minimalist, without sacrificing efficiency.

- 9) **Help users recognize, diagnose, and recover from errors:** In the event of an error, the kiosk provides clear error messages, with suggestions on how to fix the issue.
- 10) **Help and documentation:** There is minimal on-screen help or documentation.
- Find online reviews of at least two kiosk applications. What are common themes? What are users' pain points with these existing applications? Summarize what you learned in a brief (1 page) document.

Cubigo Community and LifeLoop

Common Themes

- **Ease of Use:** Reviews suggest that both applications are user-friendly. However, there are suggestions that while they are easy to use for regular users, the initial setup for new users and the learning phase can be challenging for less tech-savvy users. For example, reviews suggest that LifeLoop is easy to use once the user has familiarized themselves with the kiosk, but note a steep learning curve in the initial setup.
- **Assistive Features:** Both kiosks have common themes of supportive features such as communication tools, event management, health monitoring etc. Cubigo, for example, offers many features aimed at improving community interaction and resident care, although some users have expressed concerns that the amount of features can be overwhelming.
- **Support and Integration:** Reviews praise both kiosks for their customer support and the seamless integration with other systems. LifeLoop, in particular, is praised for its responsive support team and effective integration with existing senior living infrastructures.

User Pain Points

- **Learning Curve:** A common pain point for both kiosks is the steep learning curve for new users. Due to increased susceptibility to cognitive impairments, seniors may find it difficult to navigate the kiosk without adequate training or assistance. This issue is raised quite often with Cubigo, where users have reported challenges in mastering the system's functionalities.
- **Overwhelming Features:** While the features are a positive, they can also be a drawback. Some reviewers pointed out that the abundance of options in these platforms can be overwhelming, leading to frustration and underutilization of the systems' capabilities. This is particularly concerning for senior users who are more susceptible to cognitive impairments.
- Create an initial focus group guide based on your findings.

Session Structure

1. Introduction (5 minutes)

- Welcome participants and thank them for their time.
- Introduce the objective of the focus group which is to discuss the potential implementation of a kiosk system at Clemson Downs and to get feedback on existing systems (if any) and desired features or improvements.
- The discussion will be a semi-structured focus group, with open-ended questions to encourage participation and feedback.

2. Participant demographics (10 minutes)

- Collect basic demographic information:
 - Age, name, gender, race.
 - Familiarity with technology use (computers, tablets, smartphones).

3. Discussion of existing systems (15 minutes)

- **Prompt:** “What do you currently use to get information about activities, meal menus, or to communicate with others on campus?”
 - Explore the effectiveness of current systems (e.g., paper schedules, phone calls).
 - Identify common pain points with existing communication and information distribution methods.
 - Discuss how often they encounter issues such as outdated information or difficulty accessing certain services.

4. Introduction to the Kiosk concept (10 minutes)

- Briefly explain the concept of the kiosk application:
 - Centralized system for accessing essential information and services (e.g., meal menus, event sign-ups, maintenance requests).
 - Availability both in common areas as a physical kiosk and as an app on personal devices.
- **Prompt:** “Based on what you’ve heard, what do you think could be the most useful features of this system?”

5. Kiosk features discussion (20 minutes)

- **Ease of Access and Navigation:**
 - “What would make the kiosk easy to use for you? What are your concerns about navigating the system?”
- **Essential Features:**
 - “What are the most important services or information you would want to access through the kiosk?”
 - Topics to discuss: maintenance requests, meal delivery, event sign-ups, transportation schedules.
- **Accessibility Concerns:**
 - “Do you have any concerns about the size of text, audio support, or other accessibility features?”
 - Explore needs related to large print, voice commands, or screen magnification.

6. User Control and Flexibility (10 minutes)

- **Prompt:** “Would you prefer the option to access this information on your personal device, like a tablet or smartphone? Why or why not?”
- Discuss preferences for physical kiosks versus digital access on personal devices.

7. **Wrap-Up and Final Thoughts (10 minutes)**

- **Prompt:** “Is there anything else you think we should consider as we develop this kiosk system?”
- Encourage participants to share any additional thoughts or ideas that haven’t been covered.
- Thank participants for their time and valuable input.

Post-Session Notes

- Summarize the key points discussed in each session.
- Identify common themes, preferences, and pain points expressed by participants.
- Compile suggestions and concerns to be addressed in the design and development of the kiosk system.