

Teedo: A Tablet Connecting Elders and their Trusted Helpers

SIMPLI INNOVATIONS INC. WITH FUNDING FROM AN NSERC ENGAGE GRANT

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TABLET



HOMEBASE

THE PROJECT

Simpli's Client Control platform enables the deployment of tablet and mobile solutions that are safe, simple and secure. Teedo utilizes Simpli's technology platform to create an easy-to-use managed tablet for elders and their family members or trusted helpers: settings and updates are securely controlled by trusted people leading to a simpler, trouble-free experience for seniors.

When they approached the Health Design Lab (HDL) at Emily Carr University of Art + Design, Simpli's existing platform was well developed but its interface for both users and caregiver/administrators needed further research and design to address this market. As Simpli's expertise is in computer engineering, they expressed interest in partnering with the Health Design Lab to engage in human-centred research that would inform a revised interface design for the two main user groups: the elderly, and family members. The primary needs of the elderly are for a simplified interface that allows for easy video communication. Family members/caregivers will use the interface to communicate, but also to customize, configure, and maintain the system. Different interfaces were needed to support these needs.

THE OUTCOME

1.

TABLET: Teedo is a friendly face that provides elders with appealing features in a completely simple and unthreatening package. It is an innovative way for families everywhere to stay in touch, since the distant caregiver, adult children and trusted helper can easily give technical support over a distance.

2.

HOMEBASE: Trusted helpers or family members of the Teedo owners have access to a 'Homebase' web portal that allows them to easily customize and control the Teedo experience for their loved ones, eliminating the need for the Teedo owner to administer the tablet themselves.

This collaborative project between Simpli and the students from the Health Design Lab at Emily Carr University of Art + Design advances and enhances the user experience and interface of Teedo (for seniors) and the web-based Homebase (for their families) so that all parties have a better introductory and ongoing experience with the Teedo tablet and service.

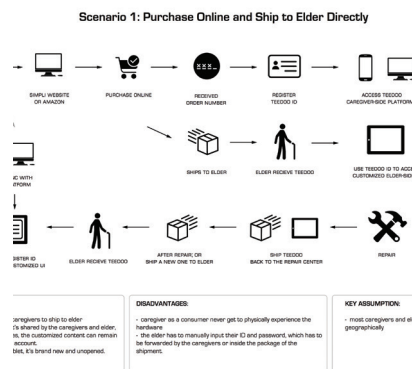
THE PROCESS

In addition to the design enhancements there were three significant insights that came out of this collaboration between Simpli and the Emily Carr University Health Design Lab. First, provisioning – setting up the device with personalized greetings and photos before it's shipped— is a key motivating feature for these users. Second, customization throughout the screen and unboxing experiences is essential for this demographic, and research shows it needs to evolve to fit the user's cognitive capacity over time. Finally, audible feedback, one key to maintaining memory, and many auditory design iterations were explored before final sound cues "simple," "friendly" and "magic" were chosen.



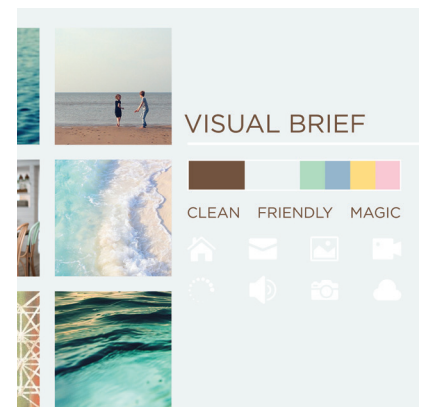
USABILITY TESTS

Broad exploration of features and opportunities.



ROLE PLAY

We developed and used role play research to test scenarios and develop a visual design brief.



ICON RESEARCH

The team researched suitable icons in an effort to identify symbols elders would readily recognize.