ReminderX Design and Critique
UXD 60002
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Introduction:

This document provides high-level designs for the mobile scheduling and reminder application, ReminderX, reiterated into a digital visualization. The designs shown here reflect four key user journeys: getting started with the application, adding an event, adding a task, and adding a reminder, as well as a wireframe of an overview of the pathways a user could take upon opening the app. These improved designs more realistically reflect the user journey and standardize features for better usability and user experience.

Background:

Through qualitative interviews, behavior tracking, and other iterative research processes, we are identifying how users will interact with ReminderX, what they want and need from the app, and how the app will integrate into their lives. Our research team recruited four participants Anna, Cloud, Missy, and Sam, (in a real world setting, 100 participants) to conduct and record 8 to 10-minute qualitative interviews (in a real world setting, 15 to 20-minute qualitative interviews).

We developed a Research Protocol with a framework of questions to ask each participant about their digital and analog scheduling and reminder habits, their scheduling and reminder smartphone application usage, and what changes, features, or improvements of these applications would suit their lifestyles. They were given the opportunity to reflect on features they liked and disliked about their current applications and systems.

In qualitative interviews, participants noted a few pain points in their current usage of scheduling and reminder apps. All the participants interviewed used multiple scheduling apps on their phone to log different tasks and reminders, including an alarms app, a notes app, a calendar app, and more. ReminderX integrates reminders and alarms, events, checklists, and tasks into one application. Secondly, many of the participants noted that they wanted better integration with other applications and systems they currently use. Each option in ReminderX has a setting to sync individual or batches of events, tasks, or lists to whatever apps the user would like. Lastly, each participant expressed a desire to be able to customize and color code their events and tasks to fit their specific organization system.

Persona Development:

The only thing ReminderX users have in common is that they are smartphone users! Each user of ReminderX has a different schedule, different lifestyle, unique preferences and challenges, and should have the option to tailor the app to suit their needs. Users include parents with multiple schedules to track, college students with changing schedules, nonprofit and business

leaders with many lists and projects, and more.

Design Tenets:

After conducting our research and listening to participants' feedback, we found that three distinct design tenets emerged as the obvious guiding principles of ReminderX's design:

1. **Universality -** The design must work for everyone, every culture, every language, every device, and every stage of life. Our application must have alternate views to switch between, must be able to translate and be translated into multiple languages, and must have assistive technologies such as screen and font enlargement as well as a screen reader and voice command functions. This application will be designed to be used by as many people as possible.

2. **Clean -** The design must be clean and understated. The interface must be simple and uncluttered. Too many symbols, design features, or too much text overwhelms a user and deters them from using the application.

3. **Useful -** The design is meant for repeated daily use. This app will be designed to be used everyday and consistently, and to allow users to utilize different features throughout the week and month to accommodate the different cadences of lifestyles and schedules.