Low-fi Prototype & Pilot

Amicus

Lauren Kim, Alyssa Landa, Nicole Nguyen, Alexis Young

CS 147 A5

INTRO – TEAM MEMBERS

Team

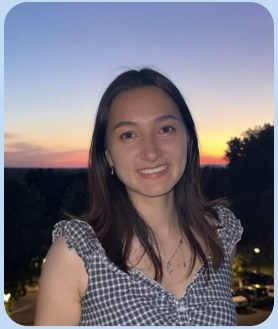


Lauren Kim

Major: Computer Science

Year: 2028

Favorite app & why: Google Maps because I love to organize places w/ lists while traveling!



Alyssa Landa

Major: Symbolic Systems

Year: 2027

Favorite app & why: Beli because it's fun and useful to keep track of where you've eaten!



Nicole Nguyen

Major: Symbolic Systems

Year: 2027

Favorite app & why: Duolingo because the gamification and scary owl actually works!



Alexis Young

Major: Computer Science

Year: 2027

Favorite app & why: Spotify because I'm always listening to music!

PROBLEM & SOLUTION

Problem & Solution

THE PROBLEM

Problem

Going through the legal system can be complicated and emotionally taxing. Litigants shoulder the paperwork, the logistics, and the stress by themselves, often with no one beside them that really understands.



THE SOLUTION

Solution

Connect users to other litigants who are going through/have been through similar cases so they can lean on others who understand, learn from each other's experience, and navigate the process together.

Project Name and Value Proposition

PROJECT NAME

Amicus

MEANING & ORIGIN

Latin for "friend," inspired by the legal term amicus curiae (friend of the court). We liked how it was similar to “buddy” but was more subtle of a pun and still emphasizes the friendly support connotation of our app.

VALUE PROPOSITION

Peer support for the court

SANITY CHECK

This proposition could be applicable to other apps, but none have as specific of a focus on the legal system and litigants in particular. Our app is targeting the emotional and logistical support that litigants can gain from community groups.

INTRO – OUTLINE

Outline

1. Sketching

2. Final Design Rationale

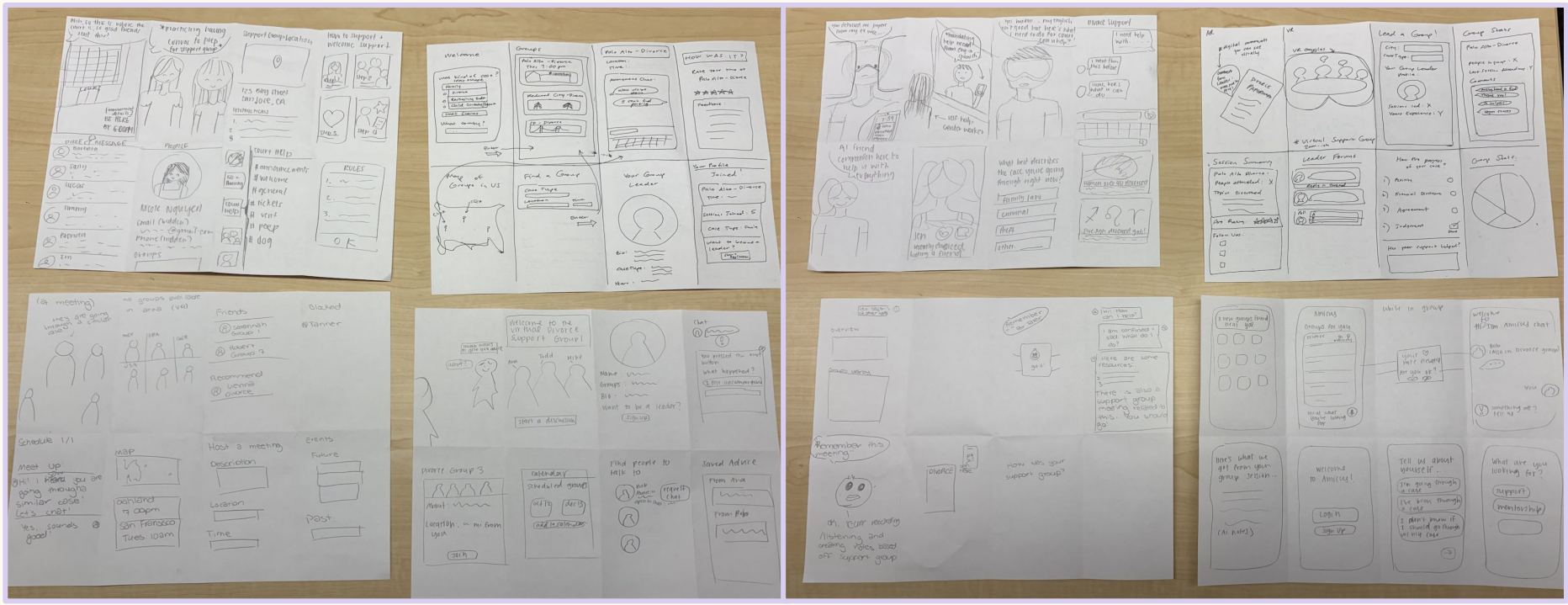
3. Task Flows

4. Lofi Prototype

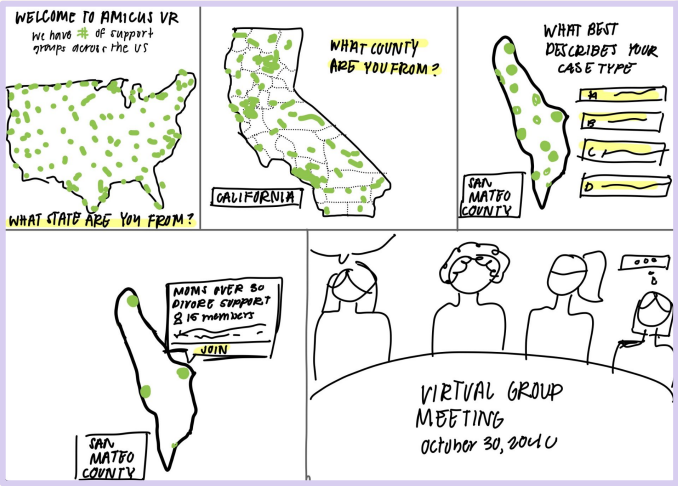
5. Results & Insights

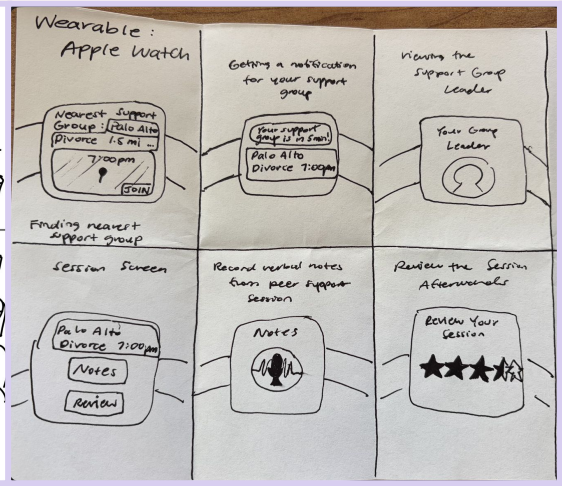
1. SKETCHING

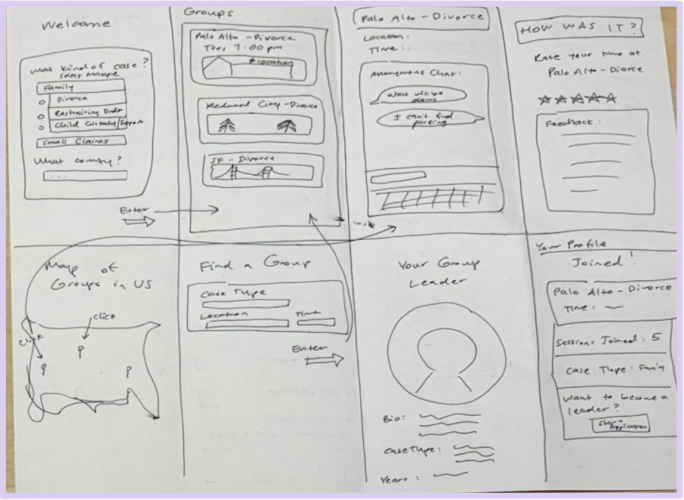
Brainstorming Sketches



Concept Sketches

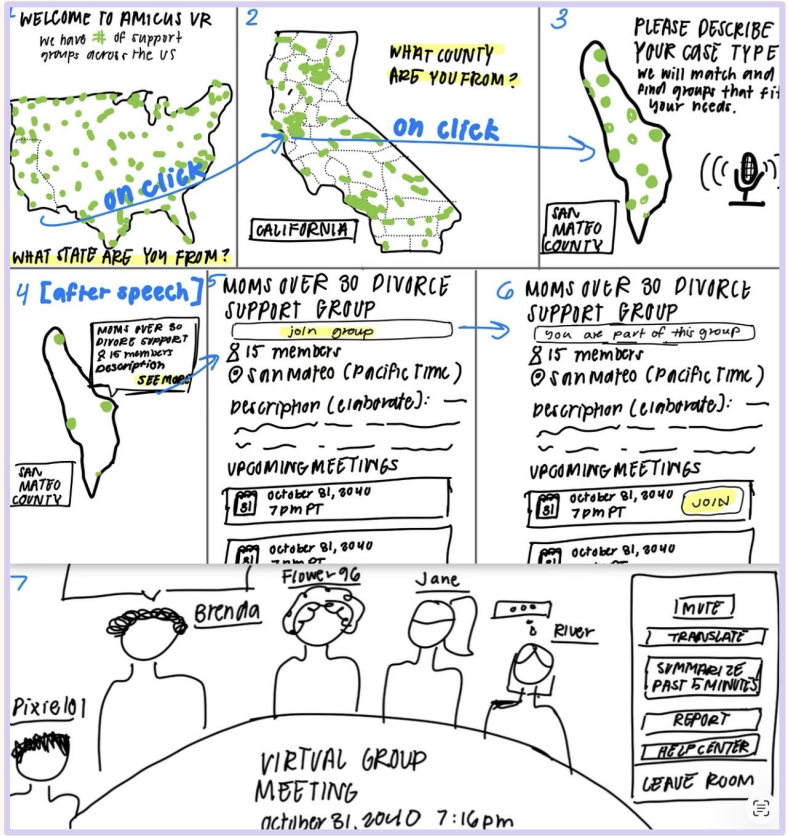






[VR](#) [Wearable (Apple Watch)](#) [App](#)

Realizations





VR

App

2. FINAL DESIGN RATIONALE

DESIGN RATIONALE

Pros/Cons: VR

PROS

1. **High Sense of Presence**
   Strong sense of presence, VR allows for it to almost feel like it's happening in-person

2. **Anonymity & Intimacy**
   Anonymity but also intimacy because people can keep their information private but feel like it's happening in-person

CONS

1. **Technical Learning Curve**
   There's a learning curve to learning the 3D space, using a controller/remote and getting familiar with the UI can take a lot of time for those with low tech confidence

2. **Physical Isolation**
   Isolating physical experience that limits their perception of the real world (e.g. members with kids who need to watch them)

DESIGN RATIONALE

Pros/Cons: Mobile App

PROS

1. **High Accessibility**
   Accessible to more people (anyone with mobile device)
2. **Anytime & Anywhere**
   Can use anytime and anywhere
3. **Familiar UI Patterns**
   Familiar interaction patterns

CONS

1. **Screen Size Constraints**
   Limit to small screen restricts what we can do
2. **Privacy & Data Exposure**
   Privacy risk on personal or shared phones -> notifications or open screens can expose sensitive data to those nearby

Selected Interface & Rationale: App

- **Greater accessibility across ages** : 79% of adults 65+ own smartphones, avoiding the need for specialized VR equipment
- **Lower financial barriers** : 34% of Americans earning under $30,000 rely on smartphones without home broadband, leveraging devices users already own
- **Familiarity & ease of use** : Standard navigation patterns like footer tabs and feeds reduce the learning curve compared to VR
- **Better fit for everyday needs** : Mobile apps allow self-represented litigants to access procedural guidance, save advice, and find peer support throughout their legal journey



3. TASK FLOWS

4 Task Flows

Simple

Task Flow 1

Join a group of people navigating similar legal cases.

Moderate

Task Flow 2

Ask for specific help from a person in the group.

Complex

Task Flow 3

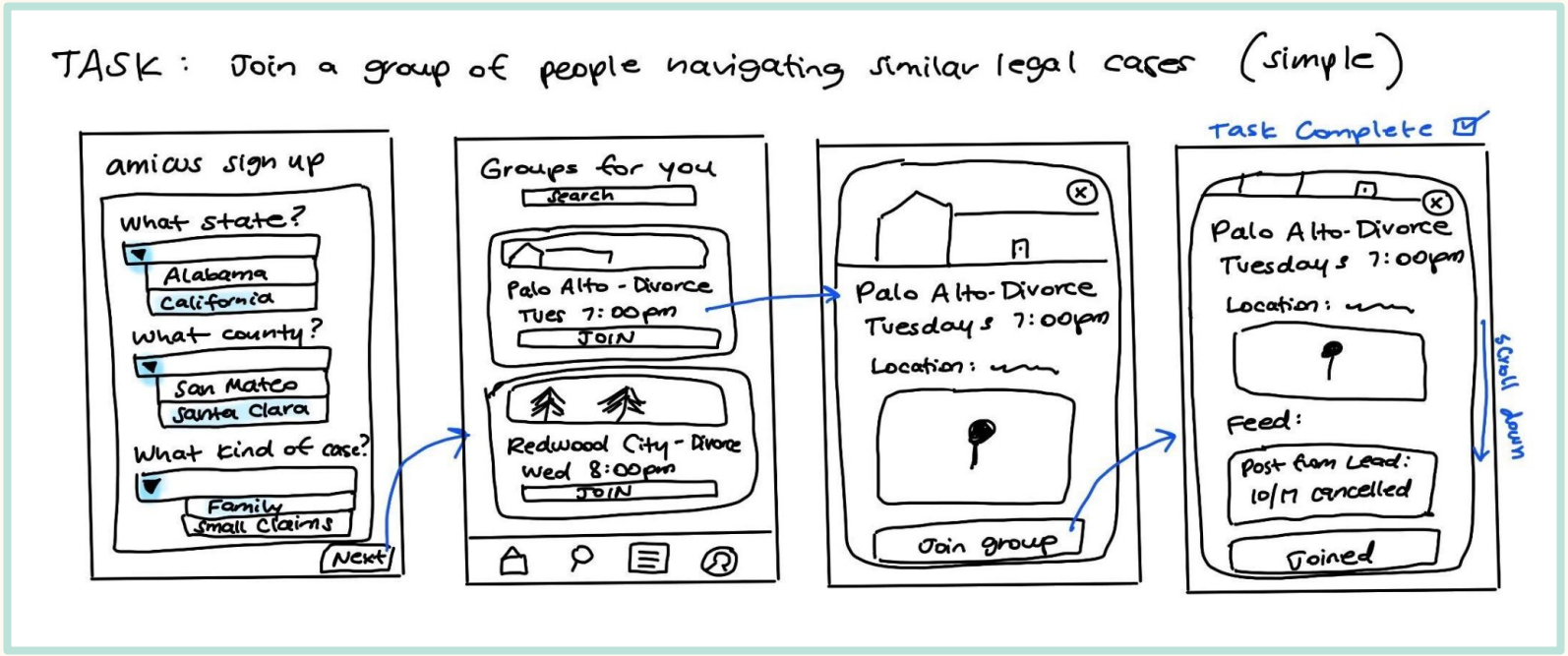
- Recalling advice.

Task Flow 4

- Leading a support group.

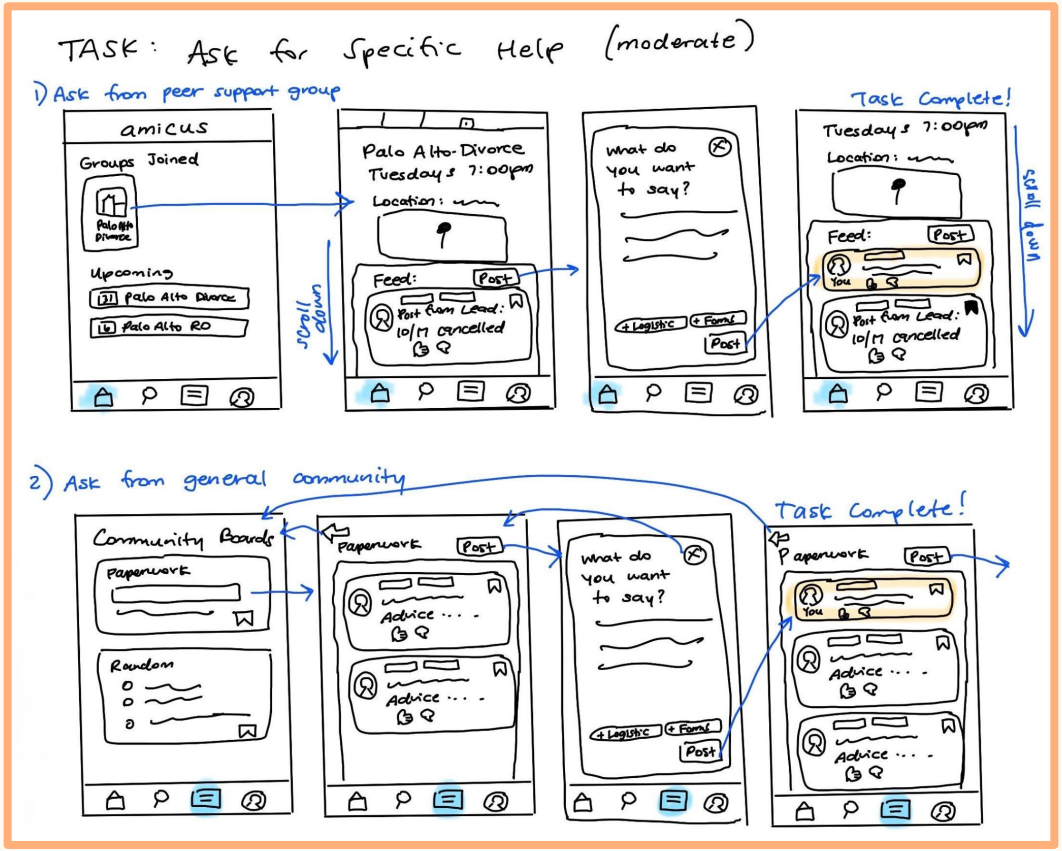
TASK FLOWS

TASK 1: Join a group of people navigating similar legal cases (simple)



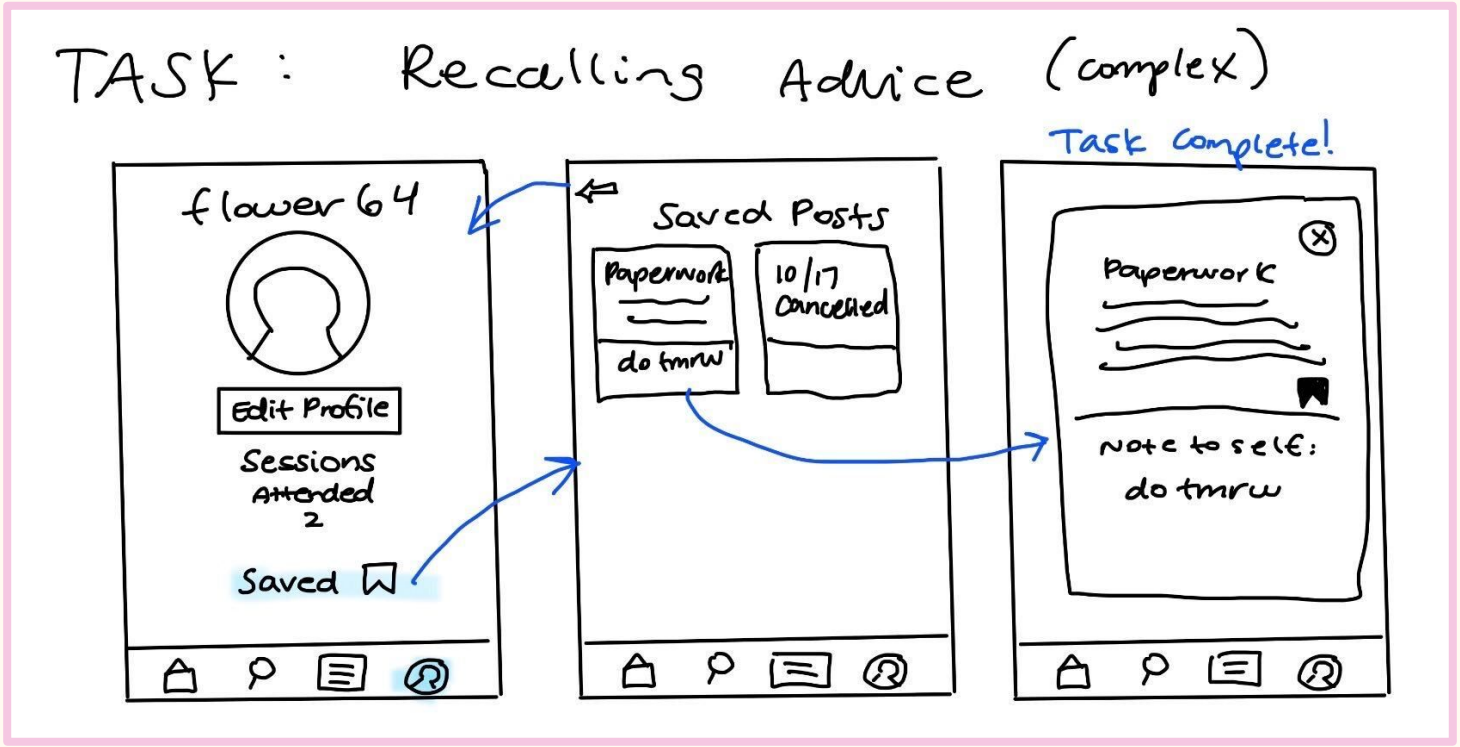
TASK FLOWS

TASK 2: Ask for specific help (moderate)



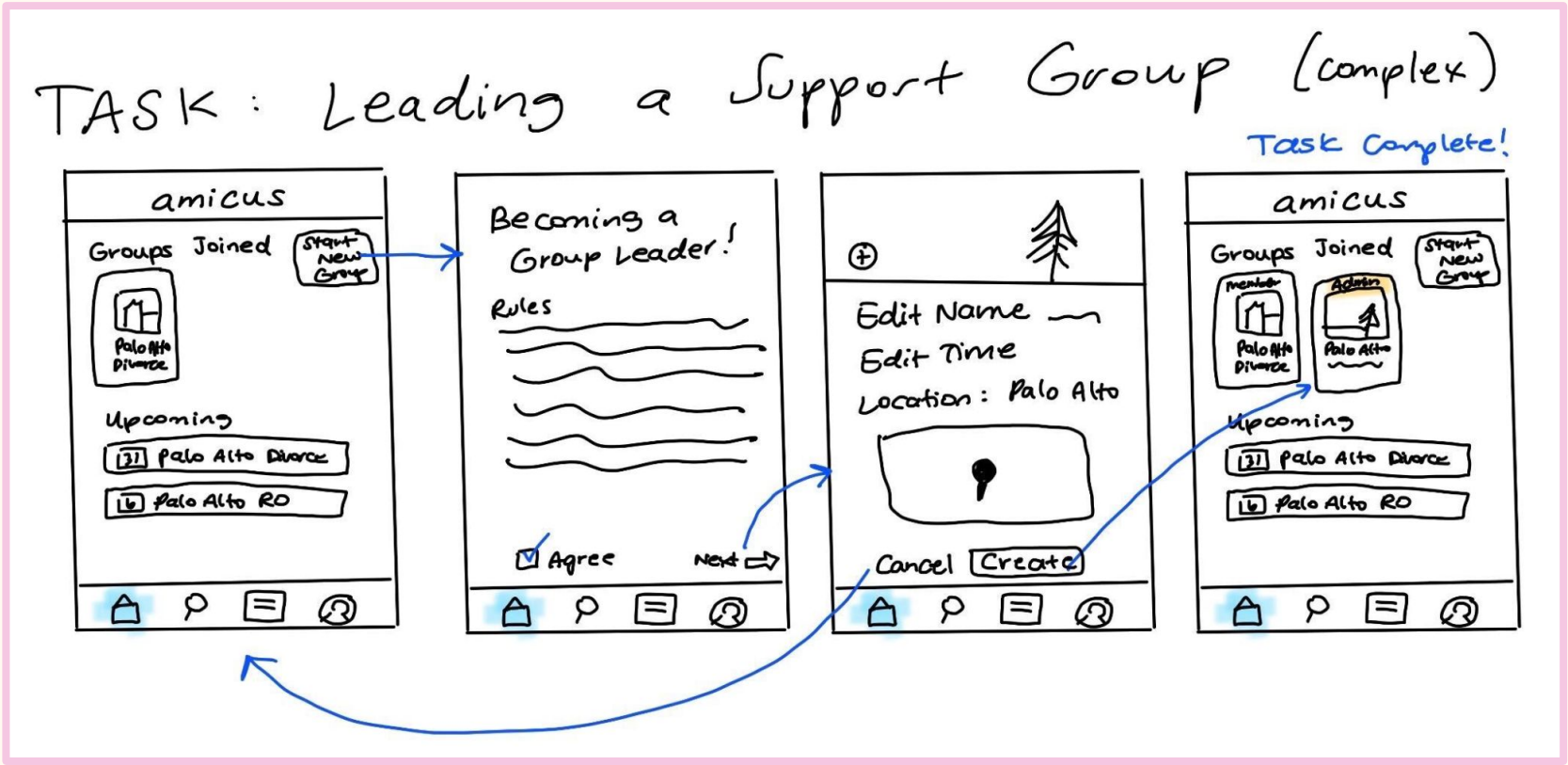
TASK FLOWS

TASK 3: Recalling advice → refer back to saved posts and notes (complex)



TASK FLOWS

TASK 4: Lead a Support Group (complex)



4. LO-FI PROTOTYPE

FINAL DESIGN RATIONALE

Lo-Fi Prototype Construction

- **Onboarding** : Dropdown menus and paper overlays capture user selections for state, county, and case type.
- **Navigation** : Footer tabs with movable highlights enable switching between Home, Search, Feed, and Profile.
- **Interactive elements:** Paper overlays dynamically reflect user actions, such as shading saved bookmark icons.
- **Dynamic screen transitions** : Manual swapping of screens and overlays simulates app functionality.



Who We Spoke To

Participant 1

WHY THEY WERE CHOSEN

A older woman retiree who has gone through a past workplace dispute case. User is not very tech savvy, so they would be a good stress test for usability.

HOW THEY WERE RECRUITED

Participant recruited at a retirement home in Danville, CA when one team member was visiting.

WHERE INTERVIEW WAS CONDUCTED

In-person at a retirement home.

Participant 2

WHY THEY WERE CHOSEN

Dorm staff who has gone through a serious family law case in the past. User provides an extreme legal case perspective.

HOW THEY WERE RECRUITED

Asked in common areas around campus, including a dorm, where this staff works.

WHERE INTERVIEW WAS CONDUCTED

In-person in a dorm common room.

Participant 3

WHY THEY WERE CHOSEN

College student who has worked in litigation and engaged with people with many litigants going through cases.

HOW THEY WERE RECRUITED

Asked in common areas of a dorm.

WHERE INTERVIEW WAS CONDUCTED

In-person in a dorm common room.

Participant 4

WHY THEY WERE CHOSEN

College student who has worked at a legal firm and has experience working with litigants.

HOW THEY WERE RECRUITED

Asked in common areas of a dorm.

WHERE INTERVIEW WAS CONDUCTED

In-person in a dorm common room.

Testing Methodology

Participants Overall

4 participants: 1 older adult, 1 dorm staff, 2 college students with experience with the legal system, recruited from retirement home and dorms.

No compensation (1 tester highly motivated).

Environment & Apparatus

Location: Retirement home & dorm lounge

Format: Interactive paper prototype

All testing sessions were audio/video recorded.

Procedure

Team Roles

Facilitator, observer, note-taker, prototype operator

* Assigned roles varied by test session, and team members took turns in different roles.

4 Key Tasks

Join group, post advice request, find saved advice, create group

Method

Participants encouraged to think aloud

Usability Goals & Metrics

Learnability

Assess interface familiarity over tasks, measured through hesitation, confusion, and navigation behavior

Efficiency

Measure task completion time to evaluate how quickly users access support and resources

Rationale

Users span diverse ages and tech skills. Because legal processes are time-sensitive, intuitive navigation is essential

5. RESULTS & INSIGHTS

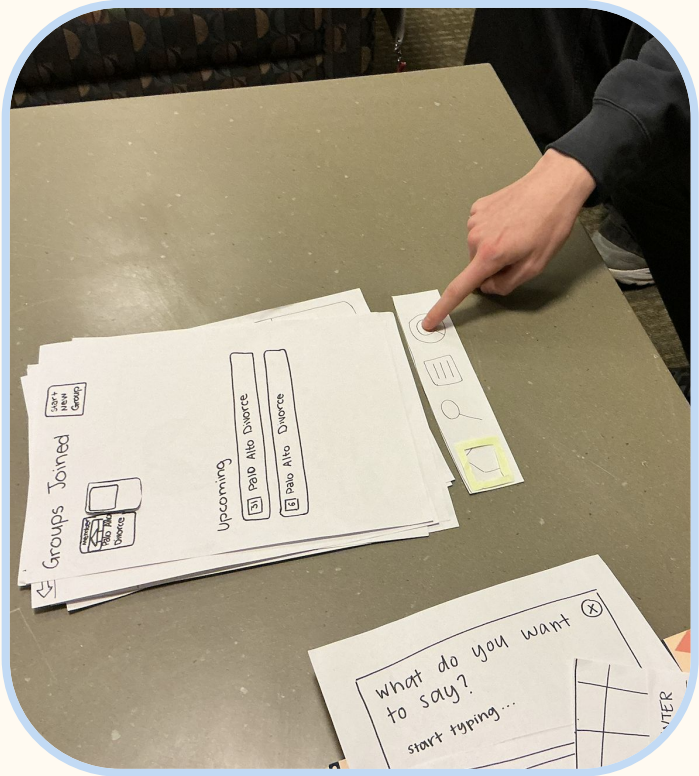
Testing Results

Process Data

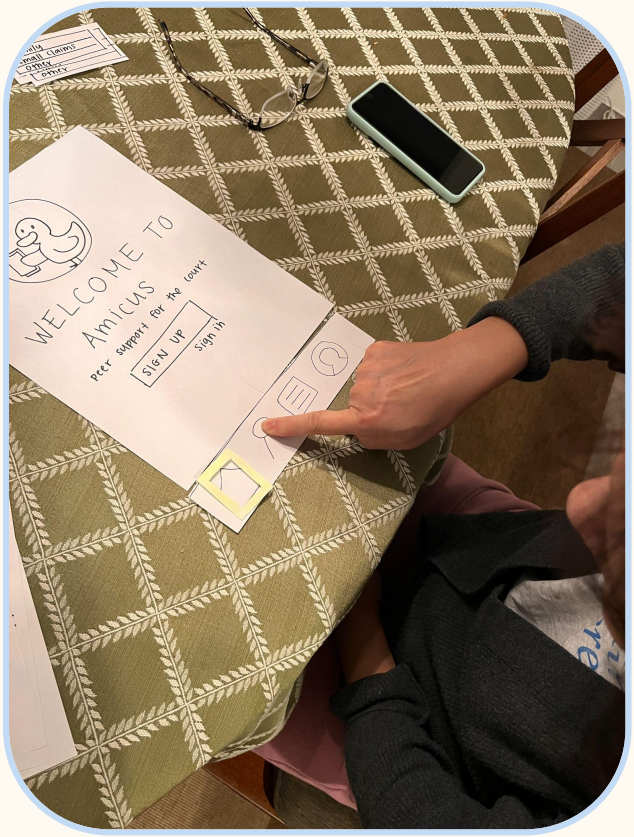
- Most navigated successfully, though some struggled with specific features and interface familiarity grew over time.
- Confusion arose from unclear icons, clickable elements, post creation, and task wording, with the older participant facing more difficulty

Bottom-line Data (Usability Goals)

- **Efficiency** : Most tasks took ~2min (up to ~6 min for a post)
- **Learnability** : Confidence increased over time (complex task completed in ~30 sec)
- **Overall** : Goals partially achieved; feature discoverability needs improvement



Testing Results



How well did we achieve our goals?

- **Efficiency (mostly achieved)** : core navigation was generally quick but creating posts and finding saved content caused delay for some users
- **Learnability (mostly achieved)** : users demonstrated greater familiarity over time, although unclear navigation elements sometimes limited progress
- **Next steps** : prioritize clearer navigation labels, rethink community boards, more visible posting actions, and stronger visual cues for interactive elements.

Discussion & Insights

Implications of findings

1. Tasks are easiest when navigating directly from core navigation/pages.
2. Users didn't know where to start for posting task
3. Hidden interactions went unnoticed.

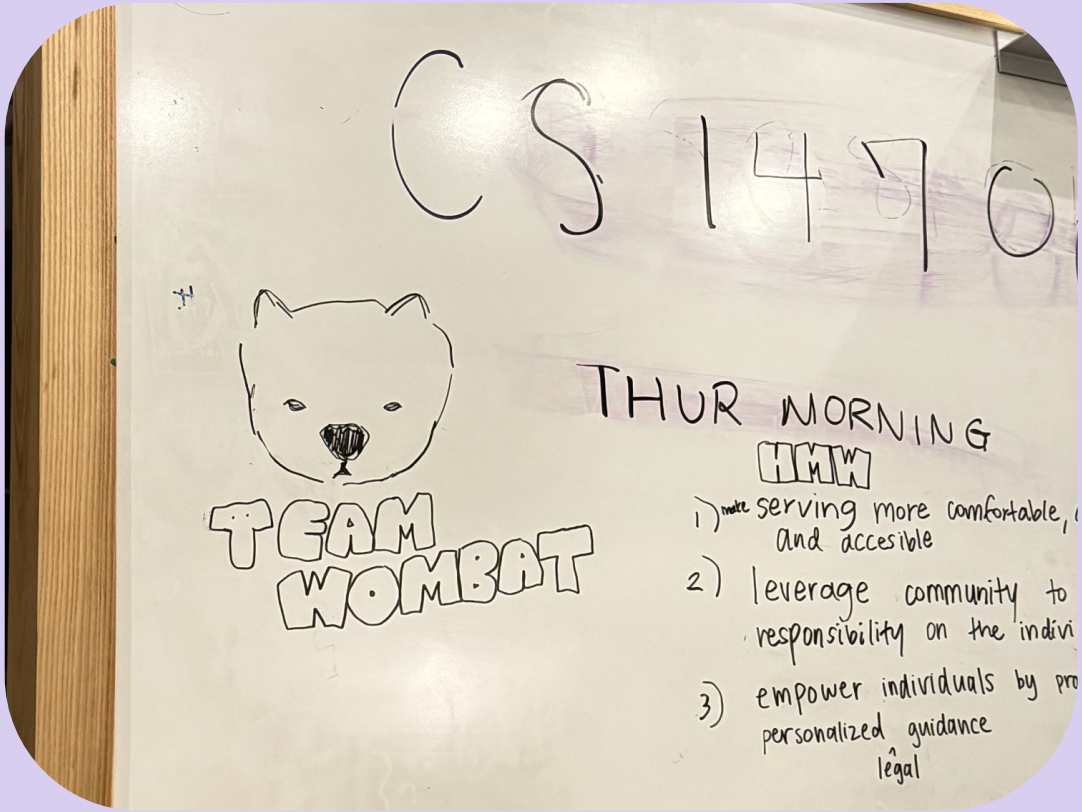
How will we change our design?

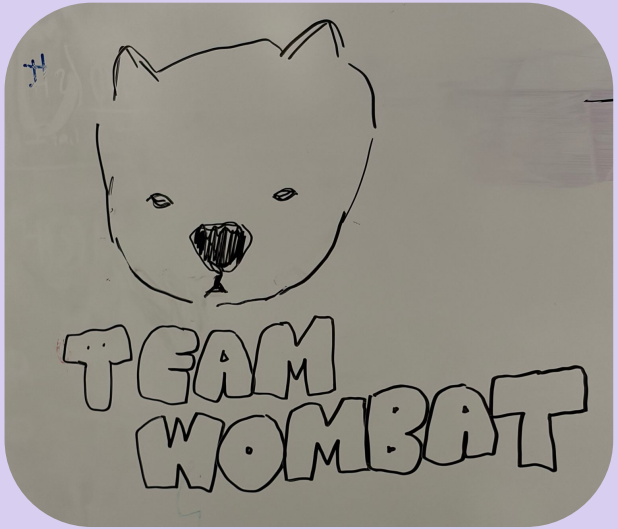
1. Add text labels under footer icons
2. Potentially rethink community boards page.
3. Make "new post" a single click rather than hidden within a group/board.

What couldn't testing reveal?

1. Trust: would users act on insight from strangers
2. Connection: would peer matches feel meaningful and reduce stress?
3. How many groups a person would potentially want to join?

Thank you!


CS 1470
TEAM WOMBAT
THUR MORNING
HMW
1) serving more comfortable,
and accesible
2) leverage community to
responsibility on the indivi
3) empower individuals by pro
personalized guidance
legal


TEAM WOMBAT

Appendix

Pros and Cons:
https://docs.google.com/document/d/1bkrHXaIevF_7Hslb2vTw7lSzj91-QtP_wABhygdv8D8/edit?usp=sharing
Script:
https://docs.google.com/document/d/1vaXmiqxfpVrepSCIpKCKHGRFoEXUPU5jE7nHNtSkMyA/edit?usp=sharing
Critical Incident Logs:
https://docs.google.com/document/d/1RDbpmzTITS0IQpIxgRubEXXM5m_Jp3stZ2TEmFg5Mc4/edit?usp=sharing