OPPORTUNITY

KLOA’s original reactive tutorial design failed to teach users the fundamental mechanics of the keyboard. Through our modified user centered design process, we interviewed potential users, brainstormed solutions to KLOA’s problems, and in the end, designed a new tutorial which was able to teach users, rather than leave them floundering.

ABOUT KLOA

KLOA is a mobile keyboard which utilizes novel concepts of an alphabetical layout and gesture inputs, making typing easier and more accurate.

THIS IS

Tutorial 2.0

OPPORTUNITY

KLOA’s original reactive tutorial design failed to teach users the fundamental mechanics of the keyboard. Through our modified user centered design process, we interviewed potential users, brainstormed solutions to KLOA’s problems, and in the end, designed a new tutorial which was able to teach users, rather than leave them floundering.

#1 Preliminary Research
We learned from KLOA’s competitors that an active tutorial which teaches a user gestures before they use them, was more effective than reactive tutorials.

#2 Usability Testing 1.0
We interviewed 3 users and discovered the original tutorial failed to teach users the mechanics required for proper operation of KLOA.

#3 Ideation Process
We brainstormed potential designs and created a task flow for the progression through a tutorial, in order to teach them the required mechanics.

#4 Prototype Production
Using our previous ideation, we experimented, designed, and crafted hi-fidelity prototypes, to be compiled into four videos for further usability testing.

#5 Usability Testing 2.0
Based on the performance of 5 participants, our design was significantly better than the original tutorial. We also discovered areas of improvement.

#6 Design Revisions
Many users had unanticipated problems during the usability test, so we revised our tutorial to accommodate these edge cases.

Animated indicators actively demonstrate required gestures, providing visual examples for users to replicate.

Proactive, text based instructions teach users required gestures, and serve as a persistent explanation.

Four word examples through the tutorial provide opportunities to practice different gestures and auto correction.

Sergey Rogozin
Alex Heilgeist
Mingxiao Hu