



Overview

Participants

Our research involved testing our interface with industry professionals as well as a practicing behavioural interventionist.

Method

For each test, we gave the participant the same scenario so that we could see how they try to achieve their goals through the application and where it may be improved.

Scenario

You're in the middle of a session with your client Michelle Douglas. You notice that she's exhibiting some hitting behaviours in this session.

It happens whenever you try to move on to another activity and take away her toy. She doesn't appear sad, but just angry each time. This has occurred 3 times and you wish to record it to your Trail app.

User Experience vs User Interface Issues

User Experience Issues

- Counterintuitive interaction designs
- Hierarchy and presentation of important interactions
- Confusing graphs in analytics
- Inconsistent language between app and behavioural intervention industry
- Takes time to learn app fully

User Interface Issues

- Cohesive colour throughout the app
- Confirmation message after a successful action
- Clarity around data presented
- Inconsistencies on how to save data

Proof of Issue

Having “**record**”, “**calendar**” and “**analytics**” better represents the main tasks of the application.

- Industry Professional

“**Problem & Desired**” These terms are more commonly used by BI’s when assessing a client.

- Behavioural Interventionist

Recommendations From Our Industry Critique

1 Recording Behaviour

Make the main navigation “Record”, “Calendar”, “Analytics” to better represent the main task of the application: recording a behaviour

The new “Record” page is the same as the current recording behaviours pages but is now the first thing the BI sees

Add save button and notification to the recording behaviours flow to emphasize the “saving” of a recording and reassure the user that their data has been saved

< Calendar Record Behaviour

November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10	11	12	13	14	15	16

Behaviours

- Hitting**
The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.
- Yelling at Adult**
The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.
- Speaking Rudely**
The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

Add New Behaviour

< Calendar Record Behaviour

November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10	11	12	13	14	15	16

Behaviours

- Hitting**
The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

+ 2 -

Antecedents

Bad Taste	Taking Away Toy	Sharp Edges	Add New Antecedent
+ 0 -	+ 0 -	+ 0 -	+

Emotions

Fear	Anger	Sadness	Joy
+ 0 -	+ 0 -	+ 0 -	+ 0 -

Response Strategies

Candy Rewards	Verbal Reinforcements	Add New Strategy
Using candy rewards to reinforce good behavior while denying candy for bad behavior.	Acknowledge good behavior with positive words of encouragement and the opposite for poor behaviors.	+

Yelling at Adult
The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

Speaking Rudely
The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

Add New Behaviour

Record Behaviour

< Calendar

Record Behaviour

≡

November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10	11	12	13	14	15	16

Behaviours

Hitting

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Yelling at Adult

The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

Speaking Rudely

The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

Add New Behaviour

+

Before

< Calendar

Record Behaviour

≡

November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10	11	12	13	14	15	16

Behaviours

Hitting

The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

+

2

-

Antecedents

Bad Taste

Taking Away Toy

Sharp Edges

Add New Antecedent

Emotions

Fear

Anger

Sadness

Joy

Response Strategies

Candy Rewards

Verbal Reinforcements

Add New Strategy

Yelling at Adult

The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

Speaking Rudely

The client hits people when he wants attention. If we ignore it, the client will keep on using this behavior.

Add New Behaviour

+

After

< Clients

Michelle Douglas

≡

Record

Calendar

Analytics

Save

Wednesday, November 13th 2019

Behaviours

Hitting

The client hits people when he wants attention.

-

2

+

Yelling

The client yell at people when he wants attention.

-

3

+

Add New Behaviour

+

Recommendations From Our Industry Critique

2 Goal & Starting Behaviour

The “Goal Behaviour” and “Starting Behaviour” terms are too vague and don’t work for every case.

Example: For a client who already exhibits a good behaviour to begin with either term could makes sense semantically and can cause confusion

[< Clients](#)

Add Behavior

[Next](#)

Bad

Good

Title

Afraid of making eye contact

Description

Client will avoid eye contact with others and awkwardly looks above someone's head. When asked to make direct eye contact, client became extremely uncomfortable and refuses to make direct eye contact.

Existing Behavior

Hitting

Yelling at adult

Speaking rudely

View more

Assign Colour

[< Clients](#)

Add Behavior

[Next](#)

Problem

Desired

Title

Description

Existing Behavior

Hitting

Yelling at adult

Speaking rudely

View more

Assign Colour

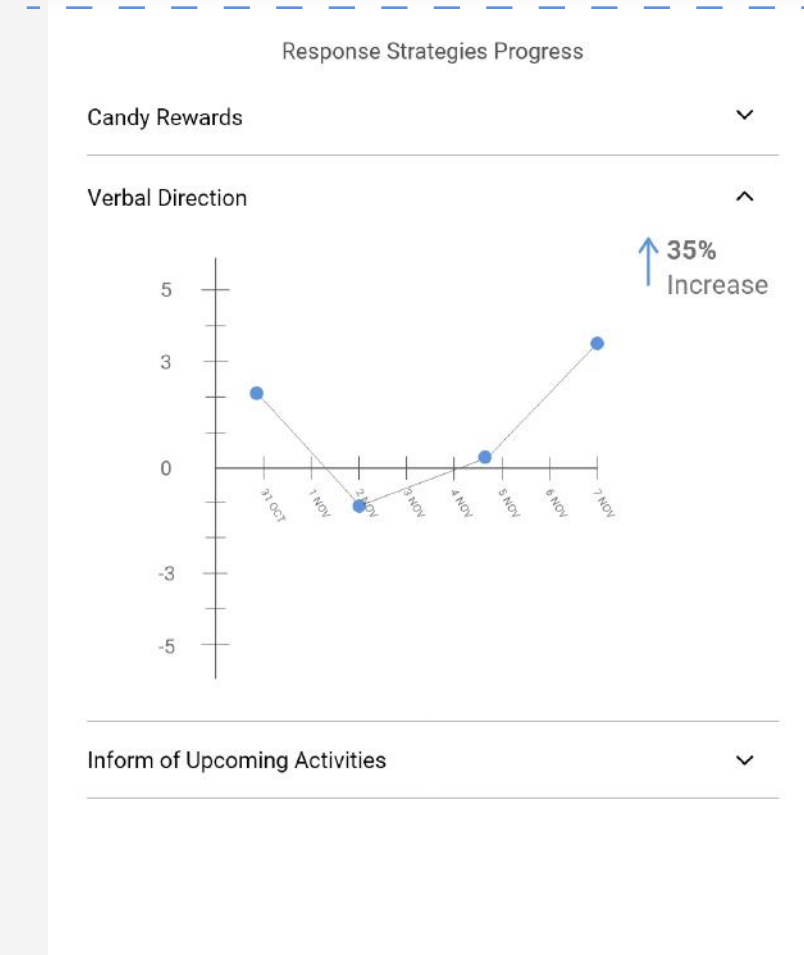
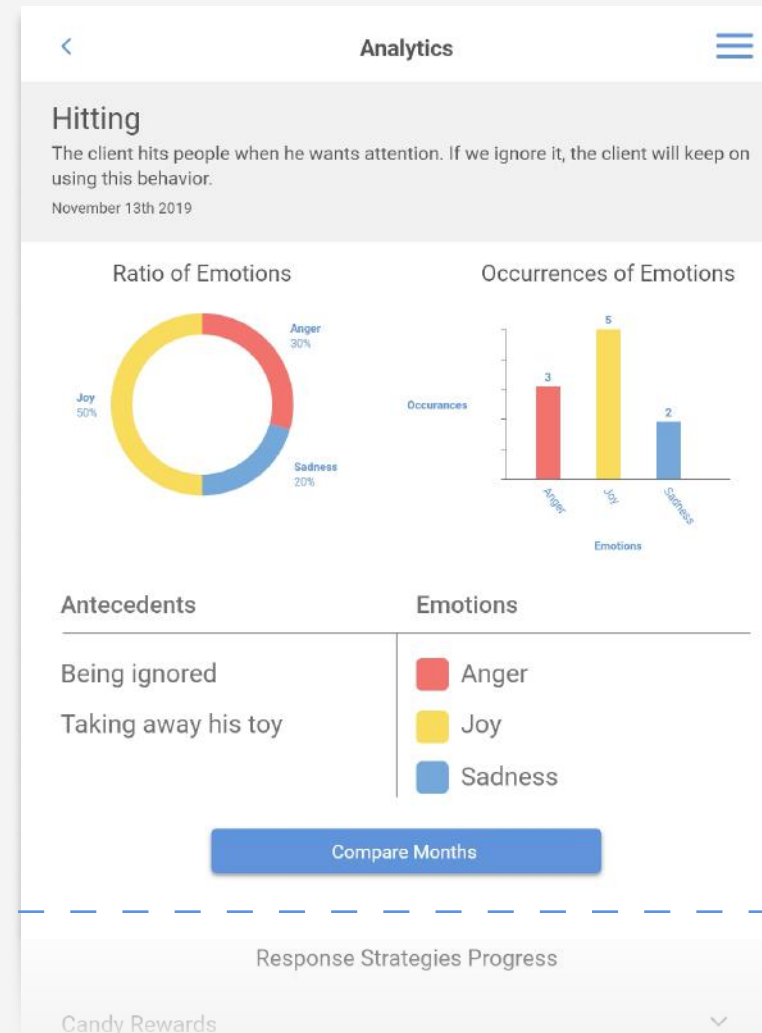
Recommendations From Our Industry Critique

3 Analytics Page

Make sure the colours used before are used here as well to convey the meaning better across pages

Use time for the x-axis and occurrences for the y-axis to show a trend over time

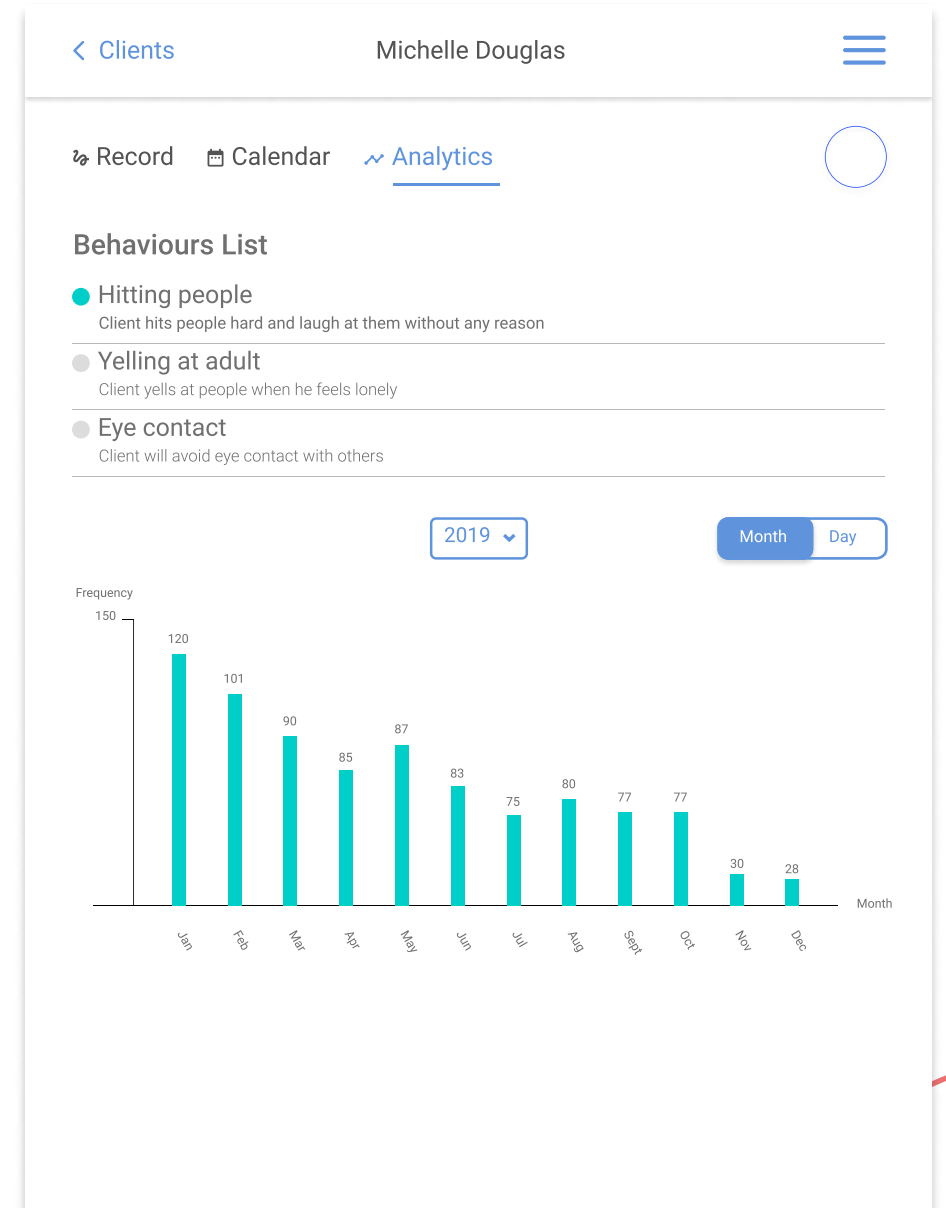
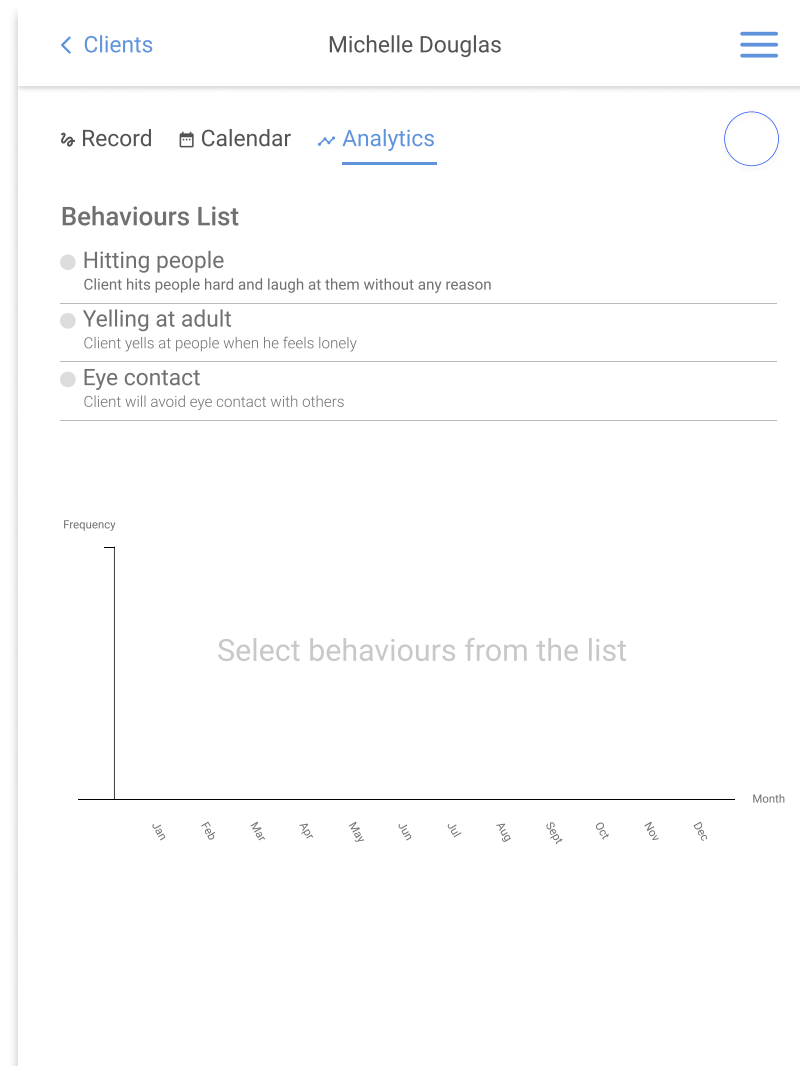
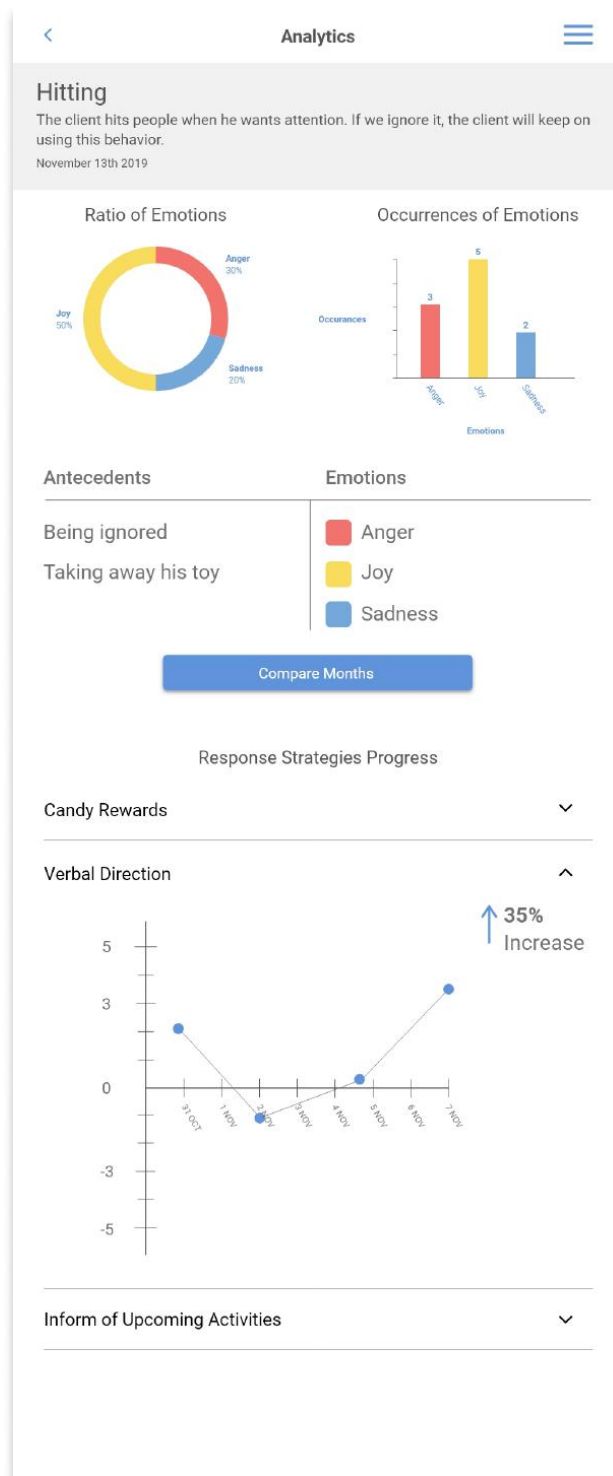
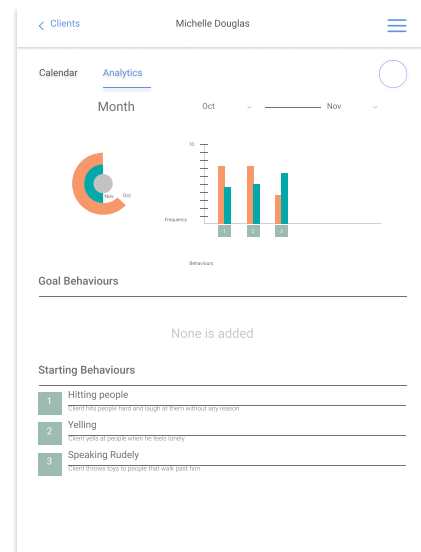
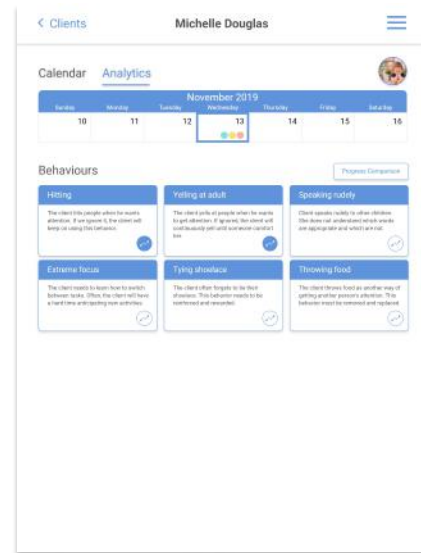
Creat the ability to select behaviours to show on the graph from a list



Analytics

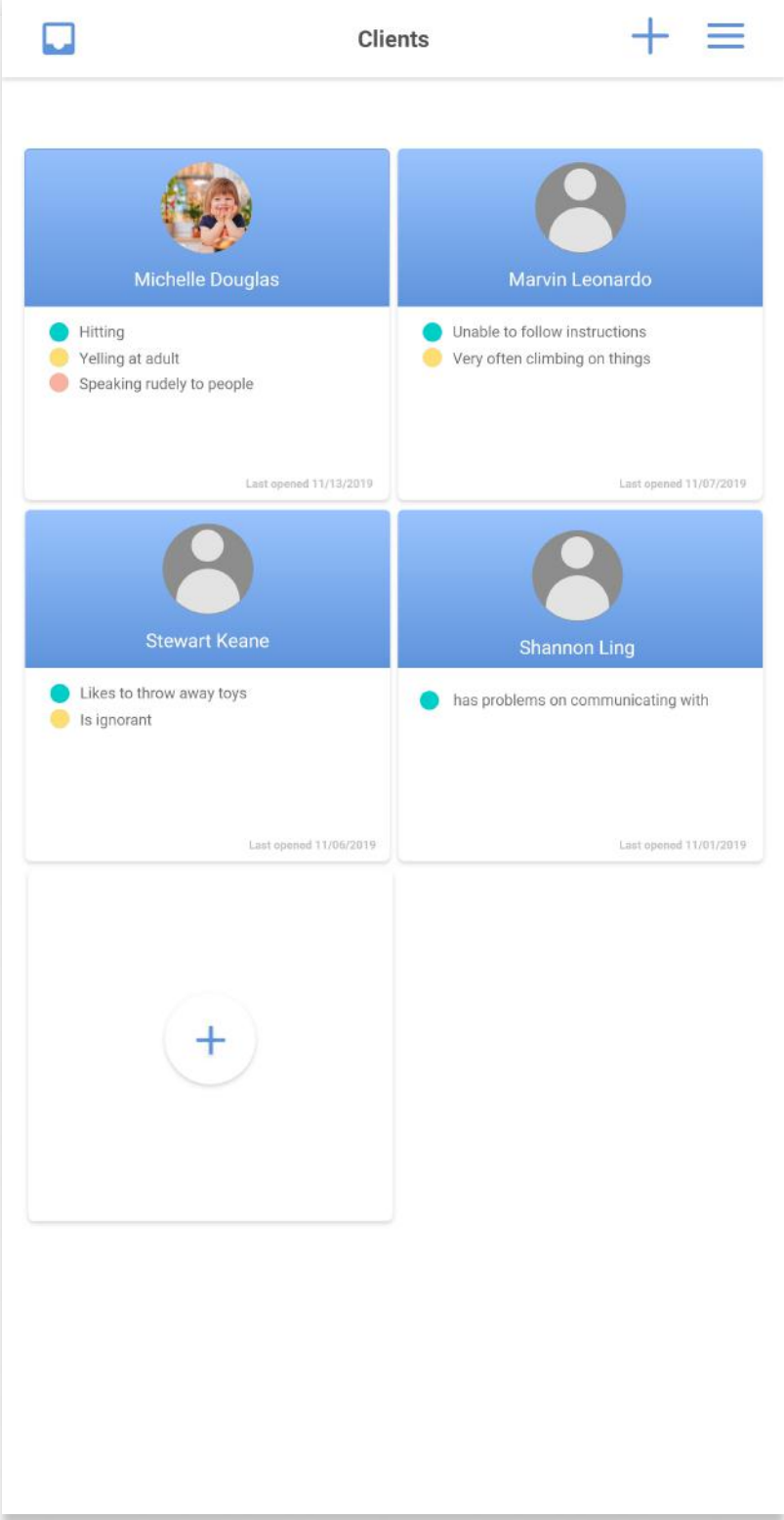
Before

After

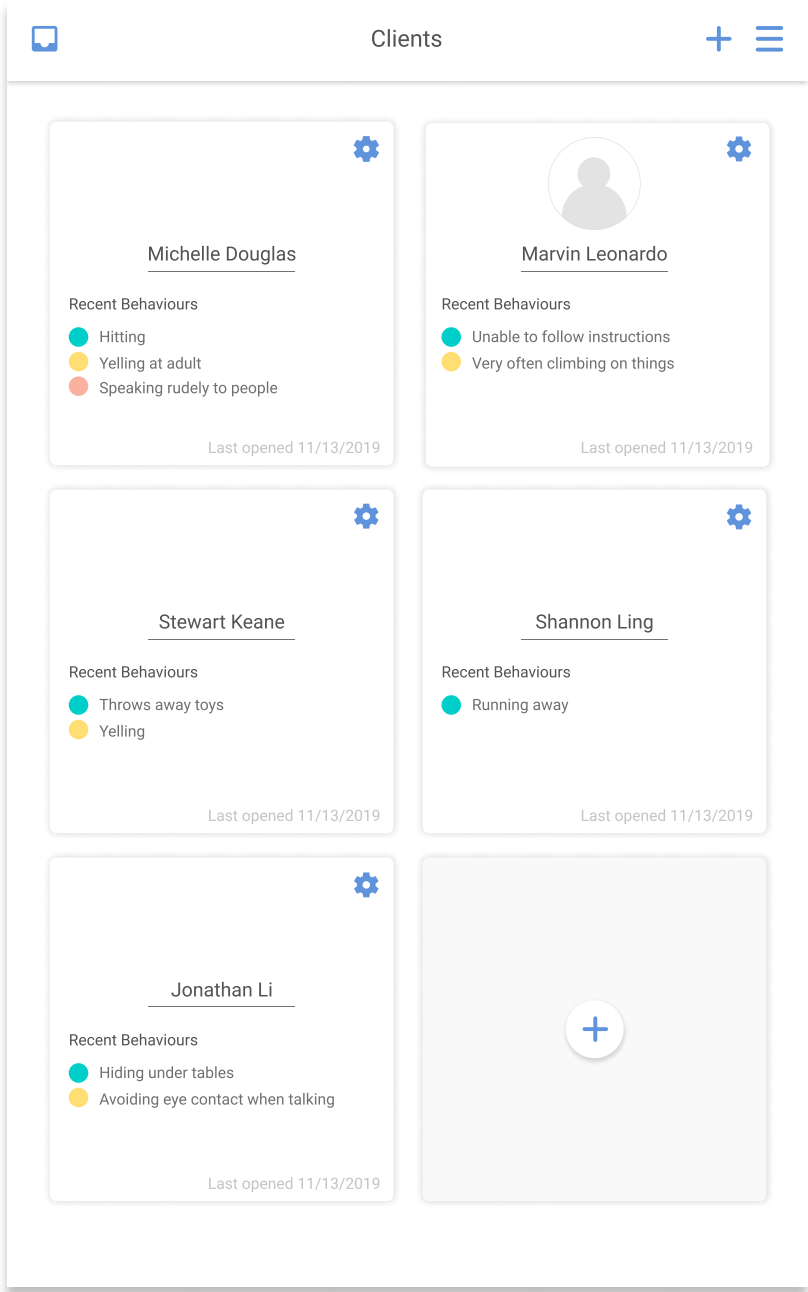


Clients Page

Before



After



Calendar Page

Before

After

< Clients

Michelle Douglas

Calendar

Analytics

November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

November 13th 2019

Hitting

Yelling at adult

Speaking rudely

Record Behaviour

October 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Record Start

< Clients

Michelle Douglas

Record

Calendar

Analytics

November 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

November 13th 2019

Hitting

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Speaking rudely

Record Behaviour

October 2019

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13	14	15	16	17	18	19
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September 2019

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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Start of record

Upcoming Changes

Change the phrasing of the terms in emotion section to more of an action phrase.

< Clients Add Behavior Next

Problem Desired

Title

Description

Existing Behavior

- Hitting
- Yelling at adult
- Speaking rudely

View more

Assign Colour

Color selection area with seven colored circles: teal, olive, brown, green, blue, purple, and magenta.

Emotions

Fear Anger Sadness Happy

0 0 0 0

Instead of using “good” and “bad” behaviours, change to “desired” and “problem” behaviours. These terms are more commonly used by BI’s when assessing a client.

Upcoming Changes

Add a template for common behaviour.

Giving Behavioural Interventionists the ability to add custom emotions.

Add template for response strategies.

Calendar

Michelle Douglas

Record

Calendar

Analytics

Wednesday, November 13th 2019

Save

Behaviours

Hitting

The client hits people when he wants attention.

- 2 +

Yelling

The client yell at people when he wants attention.

- 3 +

Antecedents

Bad Taste

- 0 +

Taking Away Toy

- 0 +

Sharp Edges

- 0 +

Add New Antecedent

+

Emotions

Fear

- 0 +

Anger

- 0 +

Sadness

- 0 +

Joy

- 0 +

Response Strategies

Candy Rewards

Using candy rewards to reinforce good behavior while denying candy for bad behavior.

Verbal Reinforcements

Acknowledge good behavior with positive words of encouragement and the opposite for poor behaviors.

Add New Strategy

+

Citation

<https://images.app.goo.gl/GBhafE1AsbWUvgZH7>

<https://www.hiclipart.com/free-transparent-background-png-clipart-stztm/download>

