

# Tyze Client Briefing

## Usability Testing Project

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### The Client

You will be working for Ms. Natasha Moore, Research Manager, Tyze Personal Networks, based in Vancouver, Canada. Tyze Personal Networks provides private, personal online networks that help groups of people organize support around anyone experiencing a life challenge.

### The Product

The product you will be evaluating is called Tyze Personal Networks. It is a web-based social networking service. A social network service is a application or online site that focuses on building and reflecting social networks or social relations among people who share some common goals, interests and/or activities. For example, Facebook and Twitter are social networking applications. You can find out more about the Tyze product by looking at the introduction material in Appendix 1 of this briefing and by visiting the Tyze website: [www.tyze.com](http://www.tyze.com).

The Tyze Personal Network service offers many features. You and your team will evaluate how people use this site. Tyze wants to know if people can do general tasks like create a profile or send a message to someone in the network. Your job is to find major flaws with this site by observing people doing these tasks, and then to recommend ways to fix them.

You can find an overview of the kinds of activities that users do with Tyze in Appendix 2.

### Tyze Personal Network Scenario -- Graham's Gaggle

Ms. Natasha Tyze's research manager has developed a scenario she is interested in as follows:

Graham and Mabel live in a two-story home in Ajax, Ontario. In the 1970's there were more orchards than houses around them and their three daughters grew up running around freely – not an industrial building or golf course in sight!

Recently, Mabel noticed that Graham's memory was getting worse than hers. He was having a lot of trouble remembering things they had just done and would repeat conversations about news items over and over. Mabel booked an appointment to see their GP but the day before Graham lost his footing on the stairs and fractured his hip. Rushed to hospital, Graham had surgery 2 days later and spent 8 more days in recovery. As Graham's memory seemed to worsen a specialist was called and a brain scan discovered that he had Alzheimer's. Mabel and her neighbour, made sure to visit each day to keep Graham company (he hates hospitals), with Sarah coming in on the weekends and two close friends visiting when they could. Sarah would bring her laptop and Skype with Claire and Teresa (the other two daughters) who live in Vancouver and Australia.

When Graham was discharged, daily home care visits were set up with Saint Elizabeth Health Care. At first there were a lot of people coming around, including personal support staff, nurse,

physiotherapist, and a case manager. Mabel was overwhelmed with information and people but it was good to have help around the house. During the first week their personal support staff mentioned that Saint Elizabeth could set up an online support group for them. She left some flyers and on Saturday when Sarah came around for her weekly visit Mabel mentioned it to her and they decided to give it a go. Mabel could think of a few friends to invite!

### **Graham's Gaggle: Network members**

Graham: Although the network has been set up to help Mabel as Graham's caregiver, and he is the centre of the network, he is not an active member.

Mabel: Mabel is a retired High School teacher and mother of three. She always wanted to travel to Europe but never got the chance. Bringing up three girls and then teaching a whole lot more meant there was not a lot of time for leisure activities so since she retired Mabel started going to the community centre to take classes in pottery, tai-chi and yoga. She plays bridge and walks in the morning with her neighbour, Angela. Her daughter Sarah has shown her how to use the Internet and email and she is a little apprehensive about using it to communicate to people, especially for those that live so close! But Mabel would like help organizing things like meals, rides to appointments and work around the house.

Sarah: Lives 3 hours away and visits each Saturday and calls once or twice during the week to check in. Sarah is a little concerned that she's the only sibling living close to her parents and worries about what might happen in the future if one or both require considerable care.

Angela: Angela has lived next door to Mabel and Graham for 10 years. Angela lost her husband two years ago and keeps herself active with a morning walk around the golf course and bridge with the ladies.

Margaret: A new friend from the Seniors Centre, Margaret wanted to keep in the loop after Mabel called to say that Graham had taken a fall and they would not be coming to movie night for a while. Margaret has a car and is able to offer a lift for appointments. She also has some ideas about the different help and support available at the Senior's and Community Centre.

### **Some things to think about:**

What help does Mabel want?

What are Mabel's own personal needs (goals)?

What can each individual offer in support?

What stories could be shared to give life to the network?

What can each member contribute to the network?

## Project Tasks

1. Profile: You have joined Graham's network. Login and create your profile, upload a photo and select your notification settings.
2. Message: Let everyone know you have joined the network and are eager to help out.
3. Help out: Mabel has requested help getting groceries this Saturday. You are able to help. What would you do?
4. Birthday: Add your birthday to the calendar.
5. Private Message: Send a private message to another member.
6. New Goal: Using the network activities example sheet create a goal for Graham and Mabel and set some tasks to meet the goal that other members can claim
7. Document: You would like to provide Mabel with a document that lists all the services at the seniors centre? How would you do this?
8. Alert: You need to send an important message to all members of the network. How would you do this?

## APPENDIX 1: Introduction to Tyze



### What Is Tyze?

Tyze provides private, personal, online networks that help groups of people [organize support around anyone experiencing a life challenge](#). Our secure networks coordinate involvement, providing a practical service to help families, friends, neighbours, and professionals develop a connected circle of care.

Our personal networks [are different from social networking sites](#) because your information is never disclosed, there is no advertising, and your network is only open to the people you invite in - Tyze is your own private network.

Tyze was created by the PLAN Institute, based on [20 years of experience building real-life personal networks](#). PLAN Institute is a non-profit organization that creates personal advocacy networks that continually support individuals facing life challenges. This experience has shown, time and again, that people who are supported by a caring network have better health, employment, and education outcomes and require less medical care and social services support.

Tyze is currently deployed in three countries, working with organizations that recognize the need to use new tools to [bridge formal and informal systems of care](#). Tyze also partners on structured research projects as a respected thought leader in the use of personal networks for improved health and wellbeing outcomes.

Tyze has been internationally recognized for its innovative [approach](#) and has received many esteemed awards for its leadership. As a social mission business, Tyze is pioneering not only a [progressive model for facilitating care](#), but also a unique business approach that blends corporate and social values.



Tyze currently helps thousands of members across hundreds of networks to connect, collaborate, and care. Tyze users include:

- Adult children caring for their aging parents.
- People with acute or chronic illnesses.
- Families supporting a member with a disability.
- Individuals facing a life challenge.

[www.tyze.com](http://www.tyze.com)

## APPENDIX 2: Examples of Tyze Network Activities

CONNECT	CALENDAR	CONTRIBUTE	STORIES & PHOTOS	SHARED FILES	VAULT
<b>WHAT IS IT</b>					
The Connect page gives a brief overview of all the latest messages, events and other activities being posted on your network.	Use the Calendar to post events, birthdays, and appointments, so that everyone on the network can see what's coming up in the days and weeks ahead.	Use the Contribute section to post tasks that you need help with, or claim a task if you're able to lend a hand.	Read stories and view photos here.	Use Shared Files to post documents and files that you wish to share with all the other members of your network.	The Vault is for sharing files that are sensitive in nature. Only Network Members who have been granted access by their Connector can access files in the Vault.
<b>EXAMPLES</b>					
Encourage network members to view connect page to catch up on network activities	Schedule pot luck bbq and create event in the calendar	Create a goal to organize birthday party for centre	Upload photos of a recent holiday	Upload contact details for members (seek permission first)	Upload medical or important but private documents
	Schedule visiting hours in calendar	Set tasks associated with birthday party for different members to pick up and contribute to	Upload photos from birthday party and write story about the event	Upload documents for members to share e.g. emergency contacts, Tyze FAQs	
	Schedule important medical or other appointments in calendar	Request members contribute by picking up a task to take centre on outings, walks, picking up groceries,	Upload stories and photos celebrating the centre of the network	Upload maps or details needed to get to hospital \ centre's house	
	Schedule regular outings for caregiver	Create goal to have one day per week free for caregiver			
		Create goal and tasks associated with care plan so that members can contribute			

## APPENDIX 2: System Usability Scale

The SUS is a standardized test to measure usability. See [http://en.wikipedia.org/wiki/System\\_Usability\\_Scale](http://en.wikipedia.org/wiki/System_Usability_Scale) for more details.

	Strongly disagree				Strongly agree
	1	2	3	4	5
1. I think that I would like to use this service frequently					
2. I found the service unnecessarily complex					
3. I thought the service was easy to use					
4. I think that I would need the support of a technical person to be able to use this service					
5. I found the various functions in this service were well integrated					
6. I thought there was too much inconsistency in this service					
7. I would imagine that most people would learn to use this service very quickly					
8. I found the service very awkward to use					
9. I felt very confident using the service					
10. I needed to learn a lot of things before I could get going with this service					