Memo
To: Dr. Marika Siegel, Dr. Robert Pastel, Watershed Team
From: Monica Lester, Javier Oliveros
Date: January 29, 2013
Subject: Help Design Plan

This memo will cover the help design plan for the watershed smartphone application, whose purpose is to take observations of the water conditions of the Gavilanes and Pixquiac rivers near Coatepec and Xalapa in Mexico. The help design plan will include the type of documentation that will be included, an explanation of how the app’s interface and interaction design will inform the user of the documentation, and the rationale behind the design for the help.

The types of documentation that will help the user will be internally in the app. All of the contents will be written in the Spanish language because the main users’ main language is that. When beginning the app, tutorials will begin and help the user set everything up; however, if the user understands it, they will have the capability to turn off the help tutorials. In the app with continuous use, there will be a help button in case they have forgotten a procedure or need guidance.

Within the app’s interface and interaction design, the help will begin by being displayed as pop-ups as the user first interacts with the app. The pop-ups will give guided reference on how to set up an account and continue to the observational survey. Within the design on the pop-up, the user will be able to select “Continue,” which will automatically proceed to the next step, or “Exit,” which will end the tutorial and allow the user to explore the app themselves. On the app’s main page, there will be a help icon with the other tabs. Once the user clicks on it, seeking
guidance, the button will lead to a list of different parts of the tutorial so the user can go over it once again.

This help design plan was created in conjunction with the input of the computer science students and their capabilities with the coding and the experience they have had in making help aspects of their work, and the needs of Dr. Mayer. However, the design plan is subject to change. Dr. Mayer has contacted the non-government organization that he is paired up with for this app, and he has asked them what they would want the app to do in relation to helping their main users use this technology. When a response is given, this help design help will be updated.