MOBILE SL

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Introduction

MobileASL
A real-time mobile video conferencing application.

Problems
- Low bandwidth
- Slow processors
- Low battery life

Our Project
- Develop software tools to collect usage data
- Correct current bugs and usability issues

Field Study

Purpose
To learn how MobileASL can be useful, 11 Deaf students were given MobileASL phones.

Components
- Online surveys
- Interviews
- Focus groups
- On-the-phone logging
- Experience sampling

Results
- Overall positive experience reported
- 199 calls out of 340 attempted calls
- Average call duration 97.5s (standard deviation 137.5s)

Experience Sampling

Real-time Use
When certain events occur in MobileASL, a multiple-choice question may pop up and ask the user about that event.

Design

Ask for question
Sends question
Checks if it needs to show a question

- Questions left > 0?
- How long has it been since the last question?

Logging

Pushing data

- Battery
- Call
- Program
- IP Address
- SMS Texts

Acknowledgments

We gratefully thank Eve Riskin, Richard Ladner, and Jacob Wobbrock for their guidance on this project. We also thank Jaehong Chon, Tressa Johnson, and Jessica Tran for their mentorship and time. Thanks to the National Science Foundation for their support.

User Considerations

Improved Messages
- "Your call is rejected" -> "User is not available"
- Less abrasive

Missed Call
- More noticeable
- More informative
- Provides flexible options to user

Settings Window

General
- Advanced

User Manual
- Resource for users
- Step-by-step instructions of common actions
- Specific to MobileASL

Future Work

- PC Version: study MobileASL + Video Relay Service
- Improve experience sampling and logging systems
- Create user manual as a webpage
- Eliminate or log advanced settings in future study

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