

Second Life Resident Recommendations

Fostering User Contributions
in a Virtual World

Carnegie Mellon University
MHCI Capstone Project
August 5, 2008

Katie Appleton
Jing Jin
EJ Ryu
Steve Won
Diana Yu

Outline

- ◉ Background
- ◉ Problem Space
- ◉ Generative Phase
- ◉ Solution and Features
- ◉ Video Sketches
- ◉ Future Directions



Our Team

- ◉ Katie Appleton, Design Lead
- ◉ Jing Jin, Co-Technical Lead
- ◉ EJ Ryu, User Studies Lead
- ◉ Steve Won, Co-Technical Lead
- ◉ Diana Yu, Project Manager



Project Overview

Project
Focus



Exploratory
Phase



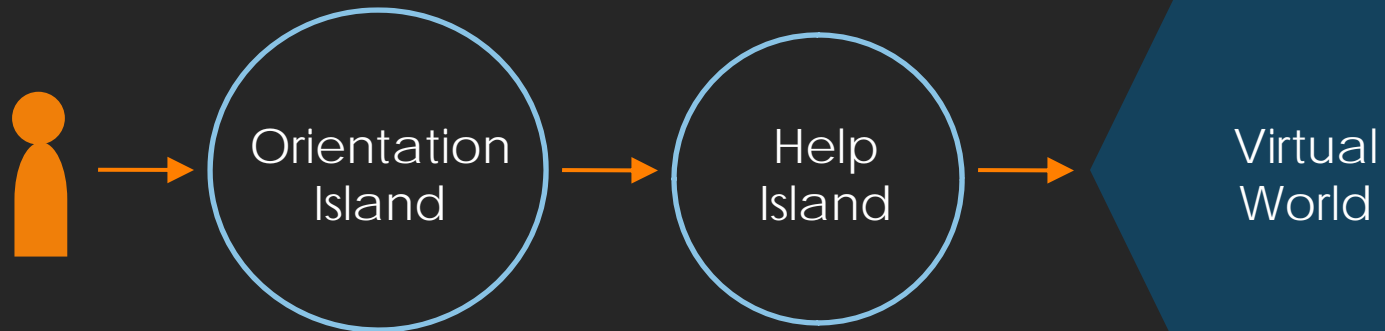
Generative
Phase

Applying social networking aspects to enrich the user experience

Focus Setting
Background Research
User Research

Ideation
Wireframing
Prototyping

Current Practices



Current Practices

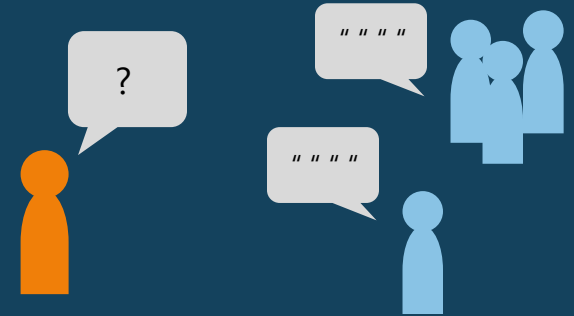
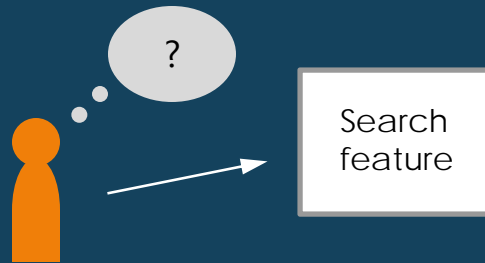


Problem Space

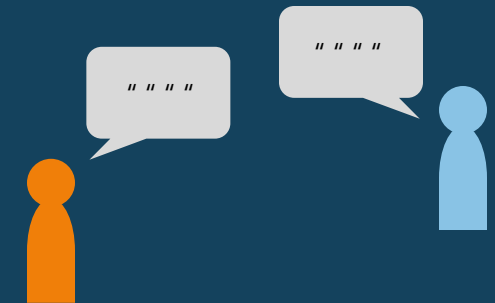
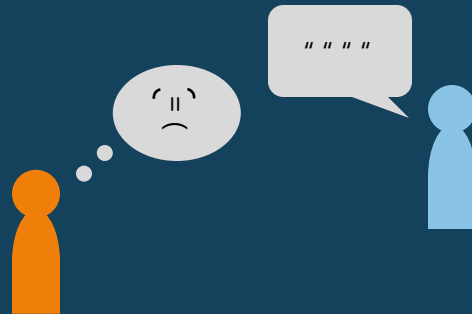
New User Experience

Expert User Experience

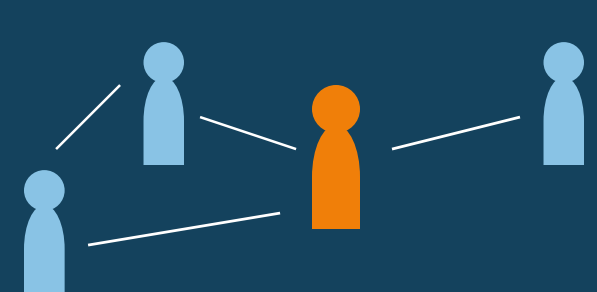
Exploration



Trust



Community



Ideation

- Personas
- Creative Brainstorming Session
- Visioning Concepts
- Needs Validation Scenarios

Julie
the professional

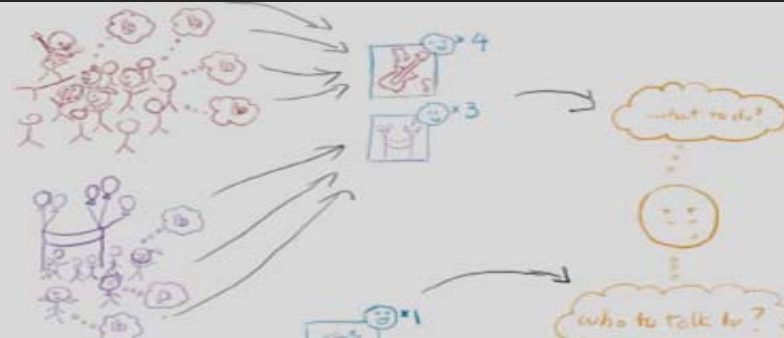


aka Julia Maga

Andrew
the go-to guy

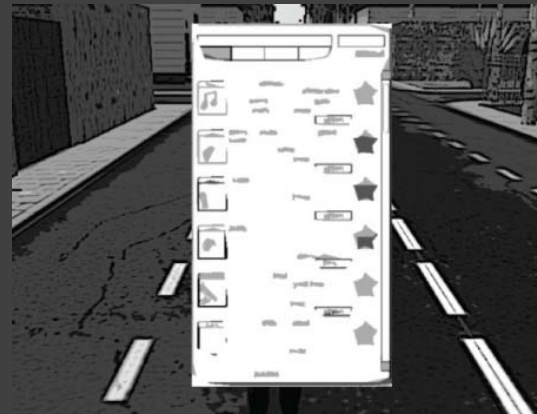
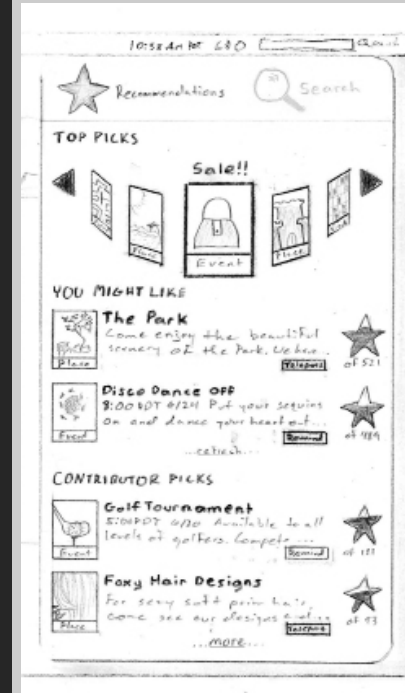


aka Adam Darrin



Wireframing

- Concept Validation Scenarios
- 4 Iterations of Wireframes
- Think Aloud Studies



Prototyping

- Think Aloud Studies
- Focus Group
- 5 Iterations of Low Fi Prototypes



Resident Recommendations

- ◉ Recommendations
- ◉ Resident Feedback
- ◉ Tagging
- ◉ Community Connection
- ◉ System Integrity



recommendations



wander

Video Sketch Scenarios

1. Exiting Help Island
2. Groups
3. Finding an Event
4. Fine Tuning
5. Wander



1 – Exiting Help Island

- ◉ Recommendations
- ◉ List View
- ◉ Details View
- ◉ Total Rating
- ◉ Thumbs Up/Down
- ◉ Picks

2 - Groups

- Group Picks

3 – Finding an Event

- ◉ Options
- ◉ Remind
- ◉ Show More Like This
- ◉ Friend Rating
- ◉ Friends List
- ◉ Like You Rating
- ◉ Like You List
- ◉ Rating an Event
- ◉ Comments

4 – Fine Tuning

- ◉ Helpful and Not Helpful
- ◉ Categories
- ◉ Interests
- ◉ Why Is This Recommended
- ◉ Listing in Wrong Category
- ◉ Suggest Category

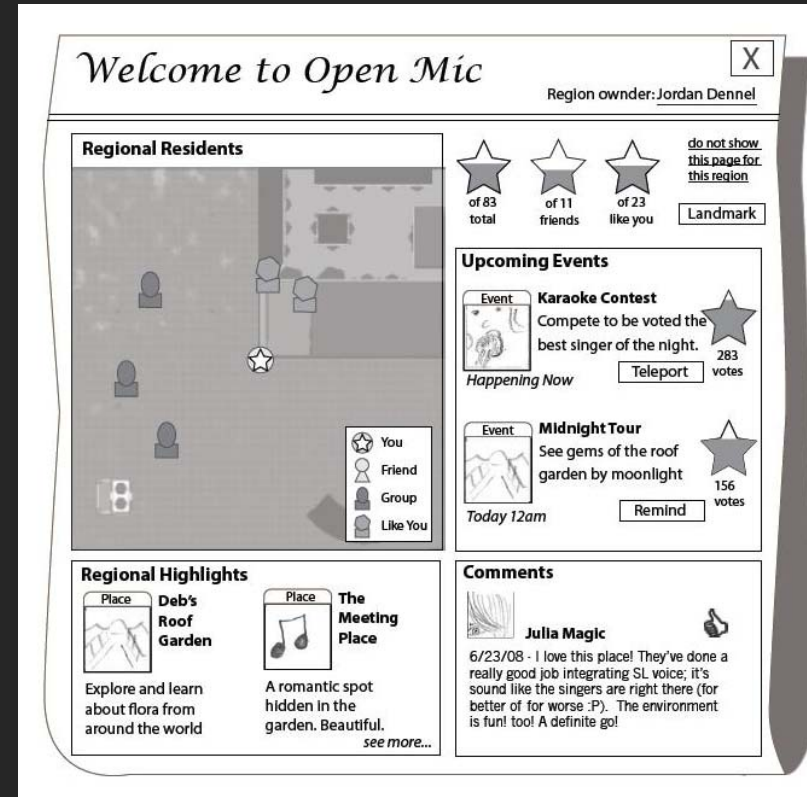
5 – Wander

- ◉ Wander

Future Directions

Regional Information

- > Active Map
- > Upcoming Events
- > Ratings
- > Comments
- > Regional Highlights

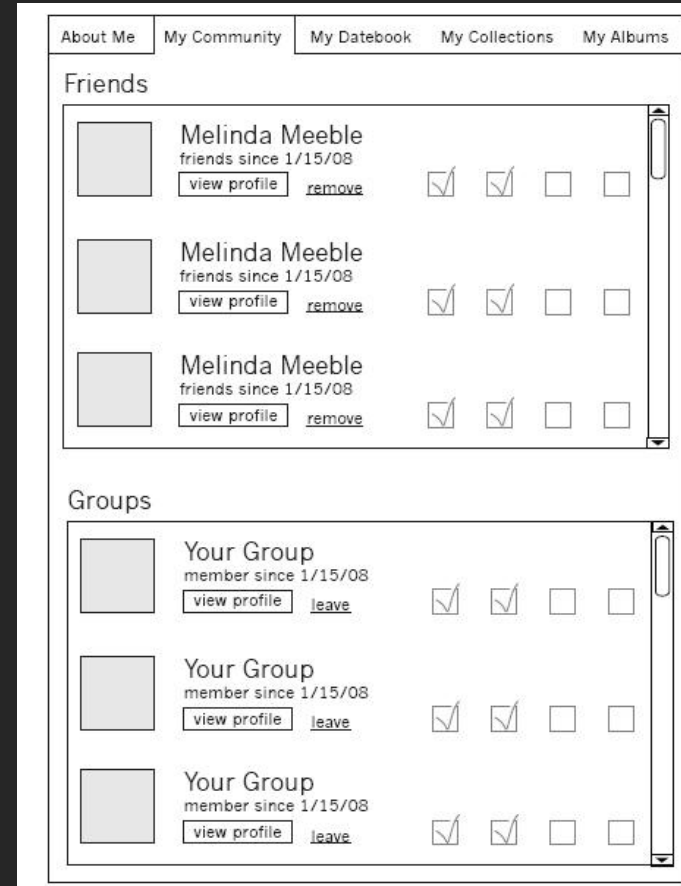


*Note: Wireframe illustrates concept and does not reflect proposed system

Future Directions

Profile Adjustments

- > Public Friends List
- > Datebook
- > Albums



*Note: Wireframe illustrates concept and does not reflect proposed system

Future Directions

- ◉ Sunglasses
 - > Foster interactions between Residents

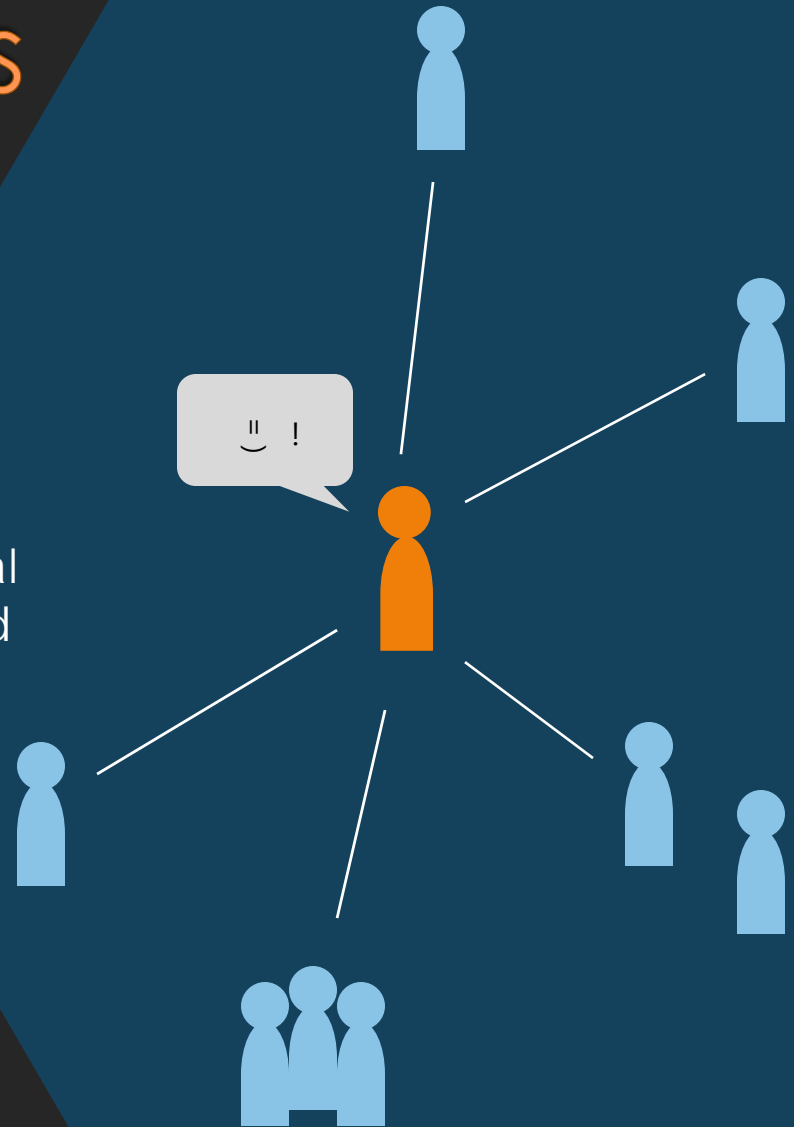


*Note: Wireframe illustrates concept and does not reflect proposed system

Future Directions



Virtual
World



Thank You

- ◎ Clients, Jaime Chen and Ben Glenn
- ◎ Advisors, Anind Dey and Susan Fussell
- ◎ Test Users, Anyone who provided their feedback
- ◎ Special Thanks, Nicole Willis, Mary Scott and Jennifer Smith
- ◎ Peers, MHCI Class of 2008

