

# Happy Hall: a reflection on the mood in a family while coming home.

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Analysing and designing a reflection tool for families to prevent out of home placements.

Garage2020 in Amsterdam is a non-profit organization that develops alternative solutions for youth care. Preventing or reducing the amount of out of home placements of youth or reducing the time that youth care is needed, is the aim Garage2020 ("Garage2020 Amsterdam,"). During the first phase of project Happy Hall the influence of the home situation is analysed to reach this aim. The result of this first phase is a reflection tool that helps family members to reflect on their own emotion and that of their family members when they come home. The focus of this tool is to prevent or reduce conflicts and increase the connection between family members.

A second phase of the project is executed to validate whether this reflection moment works and execute the bachelor assignment. Together with my colleague from Echter Ontwerp, I participated in phase 2. My colleague executes a usability test of a low fidelity prototype to validate the reflection moment. My focus is on the technological development and finding the opportunities to improve the motivation of users. My main research question is as follows: *How can a reflection moment for families be achieved with interactive technology, given the opportunities that science and technology give?*

During the project, several design frameworks have been used. Garage2020 makes use of design thinking. Apart from design thinking, the focus was on the user. During the test, the test subjects will have the opportunity to tell their preferences and suggestions, that will be taken into account during the further development of the concept. The analysis on the motivation of the users is done with the help of persuasive technology, education and communication about emotion, and embodied cognition.

The result of Happy Hall phase 2 is a product for families with small children (7-12 years) that consists of two parts. The first is an interactive physical object placed in the hall of a family called Happy Hall Houses. The Happy Hall Houses help families reflect on their emotions and those of their family members when they come home. The second part is the Happy Hall Activators that are small games to educate about emotion and to get active with it. The games are sent by mail to the family based on what they fill in during their reflection moments. The four type of games consist of the Happy Moments Bingo, the Compliment Game, the Not So Happy List, and a Quiz.

The Happy Moments Bingo creates awareness on activities that create happiness. A selection of these activities need to be executed by each family member to fulfil the Bingo. During the Compliment Game, compliments are given and collected between the family members. With the help of the Not So Happy List, users can express their needs for when they are not happy. The quiz, makes the users aware of other family members, because there is extra attention paid to what a specific family member fills in. After a few days there is a quiz about it.

The two executed pilots validated the reflection moment when people come home, although some improvement was needed on the motivation of the user and the amount of conversations about emotion. The reflection moment does not help make the transition easier, but helps create

awareness on the emotions that are present at home. No conclusion can be made on reducing the conflicts, because there is no awareness on the amount of conflicts. The focus of the tool that is developed in phase 1 of Happy Hall, has become more extensive in phase 2 and consists of reflection, creating awareness, and small activities.

Several insights of the analysis on the motivation of the user are implemented. The three frameworks of Foggs, Hermesen and Ludden are used. The frameworks are developed to design persuasive technology products (Fogg, 2003; Hermesen, Renes, & Frost, 2014; Ludden & Hekkert, 2014). The steps of an educational game for youngsters have been used as an inspiration for the aim of the product (Mazzone, Read, & Beale, 2008). Furthermore, the product is physical and helps make gestures, because of an insight of the theory of embodied cognition (Klemmer, Hartmann, & Takayama, 2006; van Dijk, van der Lugt, & Hummels, 2013).

Recommendations are to further develop the product when funding is available. Suggestions are to combine the Houses with the Activators, by playing the games on the Houses or to store the result on the houses. Furthermore, the product could be adapted to suit the target groups of the other two key moments in the timeline of the re-placement of children. Apart from this, a prototype of the product needs to be produced to execute a usability test. This, to validate the assumptions that are made during the design. It would be interesting to elongate the testing time, to see the long term effects of the product.

## References.

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