

A virtual platform to mitigate the effects of isolation among older people living with HIV

Lessons learned in usability with Discord

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Background

- Social isolation exacerbates depression and anxiety
- Older people living with HIV (OPLH) are especially vulnerable
- Virtual Village implemented to alleviate negative impact of isolation
- 13 Community Advisory Board (CAB) members provided feedback on creating a Virtual Village
 - Discuss usability of host platform: Discord

Community Advisory Board

n=13



● Palm Springs, CA
n= 6

● Los Angeles, CA
n= 4

● Tampa, FL
n= 3

Methods



Invite CAB
members to new
server



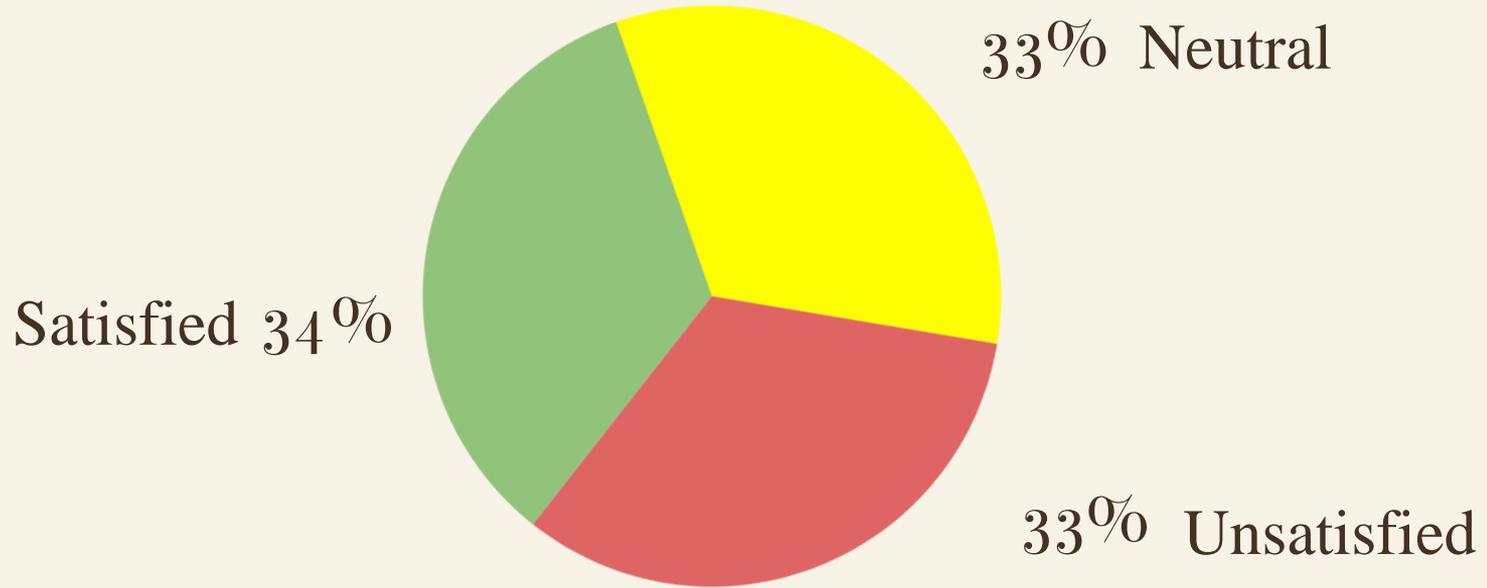
Test server for
three months



Members provide
feedback

Results

Overall satisfaction with the platform



Results

Discord Usability	
Positive Feedback	Negative Feedback
<ul style="list-style-type: none">● Simple to use● Potential to become productive quickly● Comfortable to use	<ul style="list-style-type: none">● Unsatisfied with automated help prompts● Unappealing interface

How can we improve?

50% Teach fundamentals of technology

20% Mirror Facebook

20% Remove bots

10% Provide discussion prompts

Lessons Learned

- Recruit users with differing levels of technological literacy
- Limit bot interactions with users
- Incorporate facilitator-guided discussion prompts

Discussion

- CAB insight is necessary
- No overwhelming majority opinion
 - Slight majority rated positive experiences
- Negative experiences associated with privacy concerns and platform biases
- Majority agreed there is potential to assist socially isolated OPLH

Future Studies & Limitations

Future studies...

- Continue community-based approach
- Further investigate platform biases
 - Additional factors that influence usability perception

Limitations...

- Small sample size
- Primarily male
- Members joined on different dates

Thank you!

Any questions?

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