EduCare

Be Aware with EduCare

Meet the Team (again!)

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Engineer
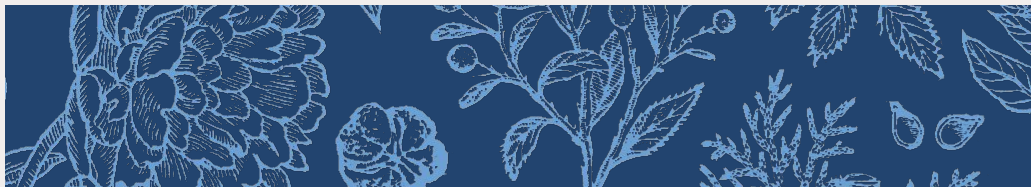
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Designer

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Overview

Let's start EduCaring!

The Problem and Solution Overview

College aged students are not educated about healthcare.

But they understand its importance and desire to know more.

EduCare strives to educate people on their healthcare.

The more we can engage and educate young people with healthcare the more conscious they will be of their health, the more likely they will be to seek medical attention, and the more prepared they will be to navigate the system.

This results in more preventative care, less serious and long term illnesses, and a healthier society in the long run.

Talk Outline

- Heuristic Evaluation Results

- All major UI and Product Revisions

- Prototype Implementation Status

- Prototype Demo

Heuristic Evaluation Results

What were some pain points?

Overarching Results

Most violated Heuristics:

H4: Consistency and Standards

H5: Error Prevention

H3: User Control

H8: Aesthetic and Minimalist Design

Overarching Results

- Editing icon choices and adding more interactions for users to edit/delete messages
- Improving whitespace usage for minimalist, aesthetic purposes
- Removing redundant buttons
- Increasing user status updates, adding notifications around completed, incorrect, and missing tasks.
- Adding incentives to encourage users to share their healthcare knowledge
- Facilitate the process of revisiting previous fun facts
- Improve accessibility regarding Scavenger Hunt feature

Severity 3 and 4 Violations

22
Violations

4
Severity 4 Violations

18
Severity 3 Violations

2	1	2	1	6	2	2	1	2	2	1
H1 Violations	H2 Violation	H3 Violations	H4 Violation	H5 Violations	H6 Violation	H7 Violations	H9 Violation	H10 Violation	H11 Violation	H12 Violation

Overarching Results

57
Total
Violations

22
Severity 3–4
Violations

32
Severity 1–2
Violations

Severity 3 and 4 Violations

- Certain UI elements were too small (violating Fitts' Law)
- Error prevention (and the subsequent recovery from errors)
  - i.e. Undoing friend requests, messages, etc
- Certain button labels were confusing or misleading
  - i.e. "Correct" for progressing through Scavenger Hunt
- Fire Icon is unintuitive (for streaks)
- The same icon performs different functions
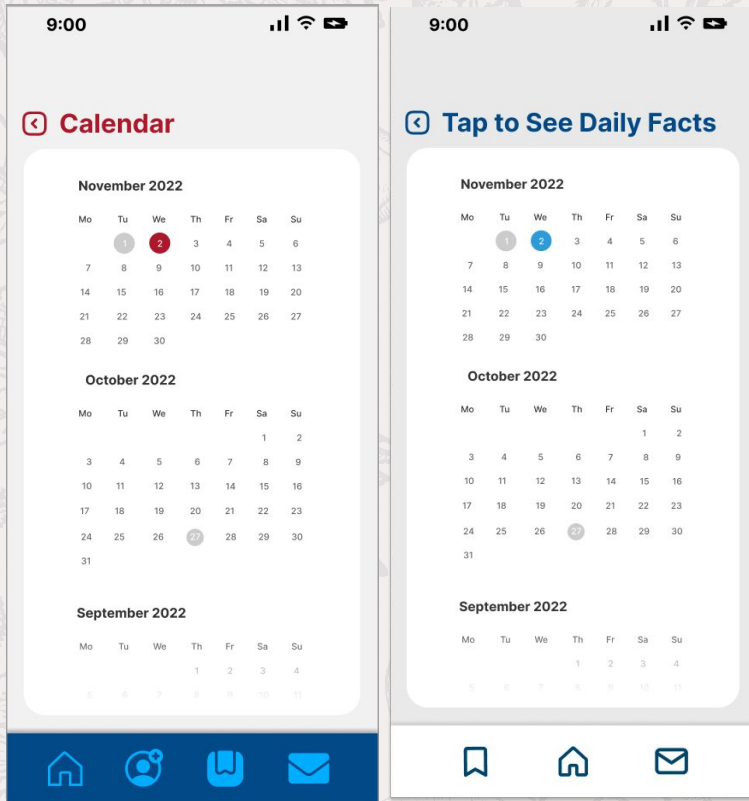- Fun fact disappears after found during Scavenger Hunt

3

All major UI and Product Revisions

How have we applied these changes?
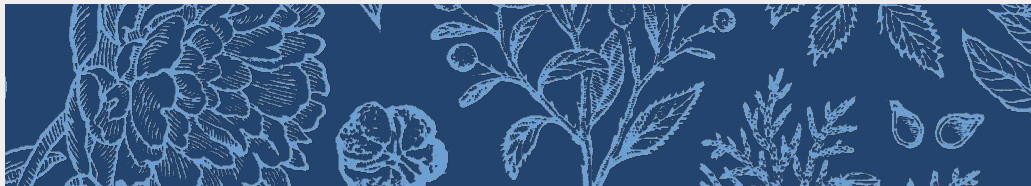
H1: Visibility of System Status

Severity: 3

The purpose of the calendar is not displayed on the calendar screen
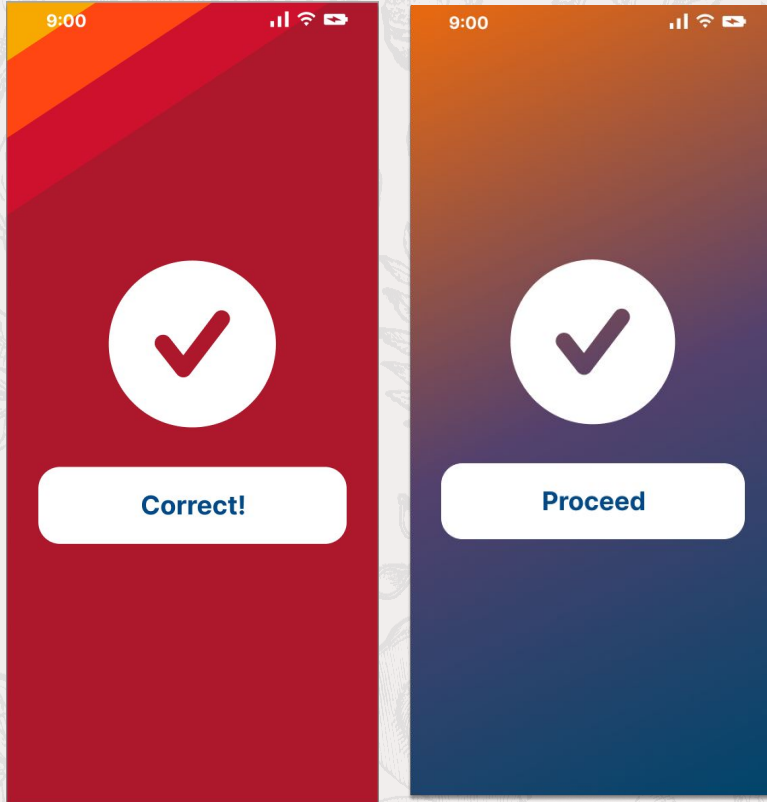
Fix: Changing the **labeling of the Calendar View Screen** to clearly indicate what the purpose of the screen is

Why: Especially if not labeled, the use of a calendar with the app is not intuitive

Usability Goals Progress: Efficiency of Use, informing users of what they are looking at

H1: Visibility of System Status

Severity: 4

When completing a scavenger hunt task, the button to proceed says "correct"

Fix: We renamed the button to read "**proceed**"

Why: This may confuse users on whether they are choosing their own correct answer, not indicating that they are continuing

Usability Goal Progress: Efficiency of Use, limiting confusion regarding labels

H2: Match Between System and Real World

Severity: 3

The "Send Today's" Button Text Isn't Clear

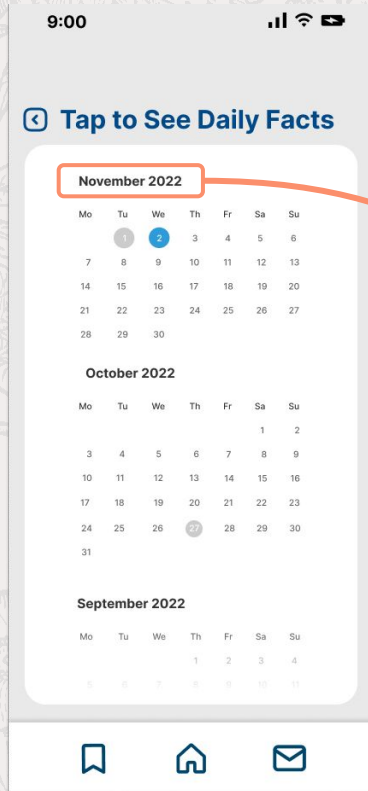**Fix:** Modify the text to clearly **indicate the button functionality**

Why: Since this aspect of the chat feature is not familiar to the user, it must be clarified

Usability Goal Progress: Efficiency of Use, making the terms and labels more recognizable to avoid confusion

H3: User Control and Freedom
*Severity: 3*

Users cannot control the months or years in the calendar

Justification: Due to the **limitations of Figma**, there cannot be an infinite number of months accounted for. In the app, the user would be able to click on the month/year label and scroll to the month or year they wish to navigate to (but only up to the months they've been active on EduCare).

H3: User Control and Freedom

Severity: 3
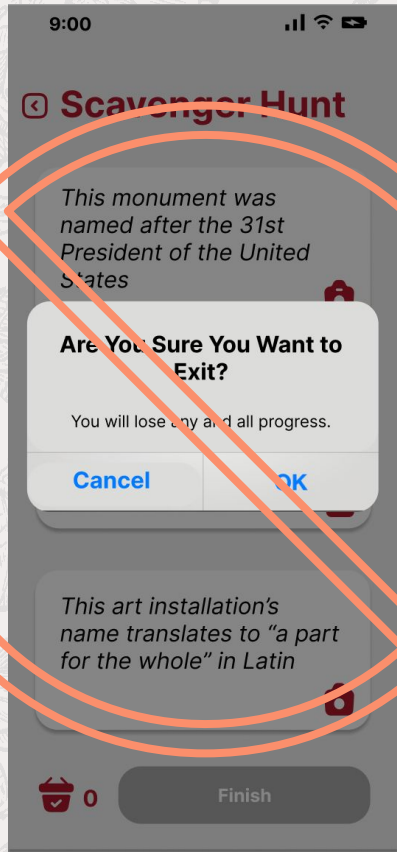
User cannot go back from Scavenger Hunt Clues to the maps or the home screen without losing progress and data

Fix: Have the scavenger hunt preserve gaming data when they leave the screen **(simply save and and load data when users shift screens)** Have the scavenger hunt clues update every week

Why: The users might want to come back to a previous screen or refer to the map, so they should be able to do so without losing data

Usability Goals Progress: Robust, decreasing the number of screens (eliminating them!)

H3: User Control and Freedom
Severity: 3
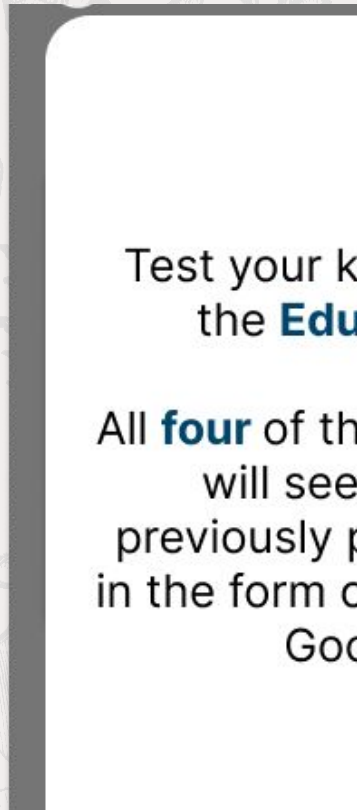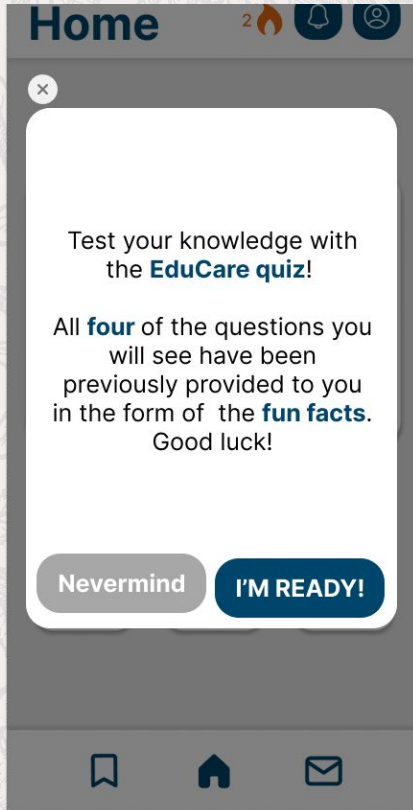
The X Button to back out of taking the EduCare Quiz after clicking the quiz button on the home page takes the user to the quiz anyway

Justification: This was a designer error, the **X button now returns the user to the home page.**

We have also implemented a **"nevermind" button** to take the user back to the landing screen.

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H4: Consistency and Standards | H5: Error Prevention

Severity: 3

Calendar icon on the fun fact card when the fun fact is viewed from the calendar screen returns the user to the home screen. The home button from the fun fact card screen also returns the user to the home screen. The same calendar icon on the home screen brings the user to the calendar screen.

The Icons of days are too small and cannot prevent mistaken taps

H4: Consistency and Standards | H5: Error Prevention

Severity: 3

Tap to See Daily Facts

November 2022

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Fix: Just get rid of the Calendar view!

Why: The calendar view posed a lot of issues across different heuristic severity levels, so we decided it was best to merely **omit it** (since the calendar icon on the landing page navigates to a calendar page anyways.

Usability Goals Progress: Robust and Efficiency of Use, eliminating the calendar view screen that produced a lot of confusion, streamlining the simple task flow

H5: Error Prevention

Severity: 3
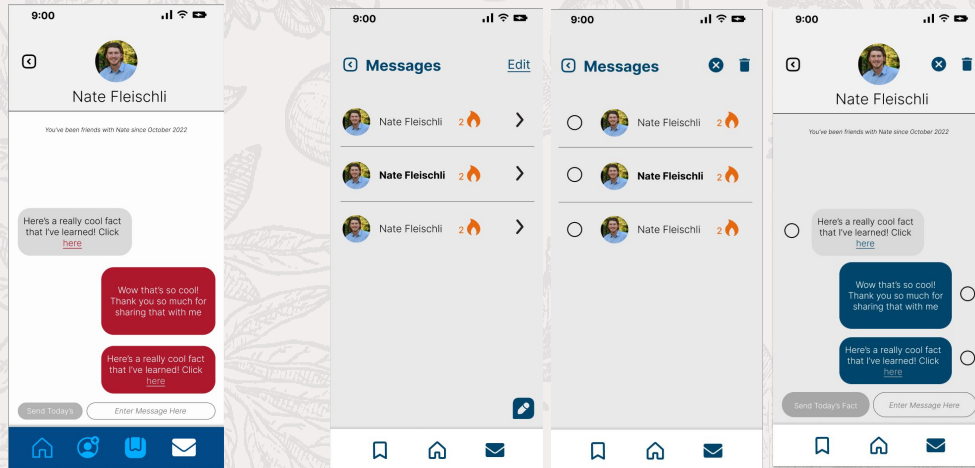
If the user sends a mistaken message, they cannot edit or delete it.

Fix: Adding an **option to delete messages after they have been sent** (although similar to texting and other messaging platforms, messages cannot be unsent).

Why: Users may accidentally send the wrong messages to the wrong person, so they would want to delete it

Usability Goals Progress: Recognizability of messaging screens

H5: Error Prevention

Severity: 3

The share/send button/icon on the fun fact window on the landing page is too small

Fix: **Increasing the size** of the share/send button on the fun fact window of the landing page

Why: The small size of the button can cause errors when the user tries to click or select due to Fitts' Law

Usability Goals Progress: Robust, ensuring that users do not click around the wrong buttons or visit erroneous screens

Stay hydrated! Make sure to drink 1/2 of your body weight in oz!

This is the fun fact of the day! Did you know...?

H5: Error Prevention
Severity: 3

The fire icon with badge notifications is unintuitive

Fix: Including a pop-up window that describes the purpose of the fire icon (for streaks) and **changing the placement of the badge notification**

Why: The fire icon can either represent streaks or notifications, and this might confuse users

Usability Goals Progress: Efficiency of use, having an ambiguous icon may lead the user to tap around unwittingly, so making it more obvious

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H5: Error Prevention

Severity: 3
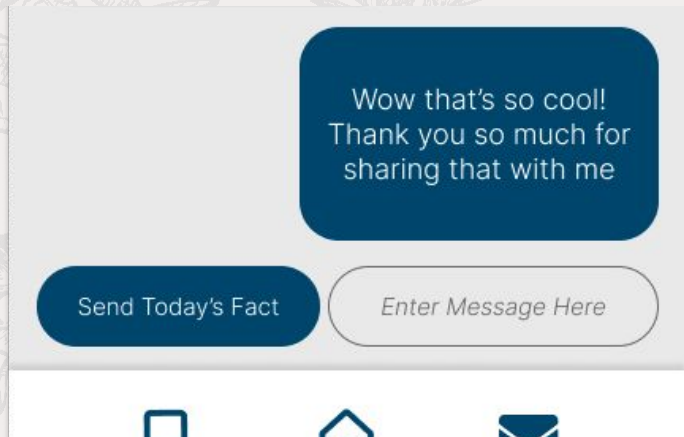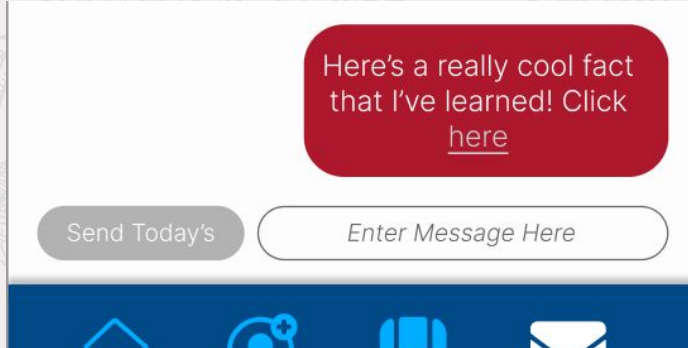
The message/text box in the chat feature is too small

Fix: Making the text box in the chat feature **larger**!

Why: The small size of the button can cause errors when the user tries to click or select due to Fitts' Law

Usability Goals Progress: Efficiency of Use, having a larger text box makes the messaging process more efficient

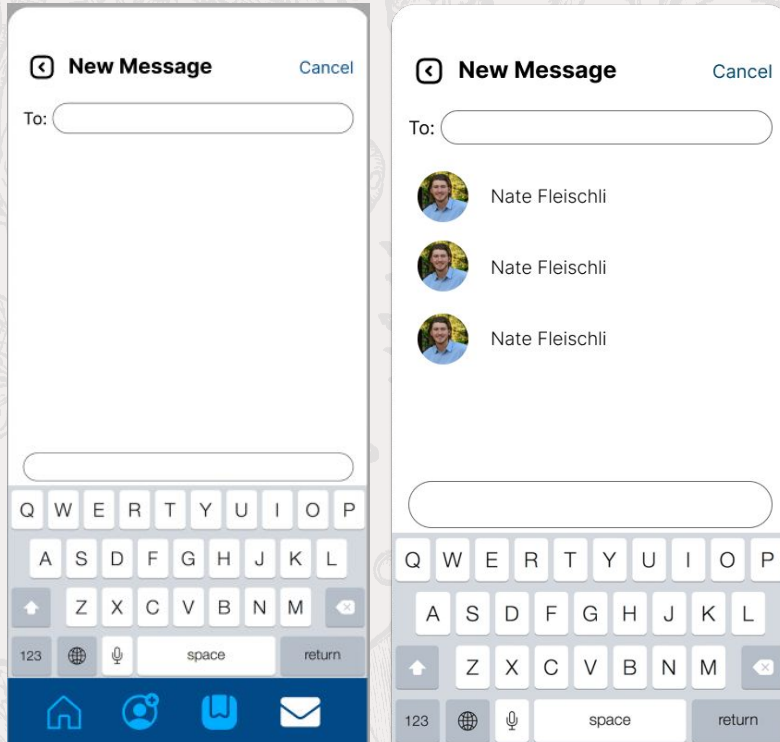# H5: Error Prevention (actually more like H9)
Severity: 3
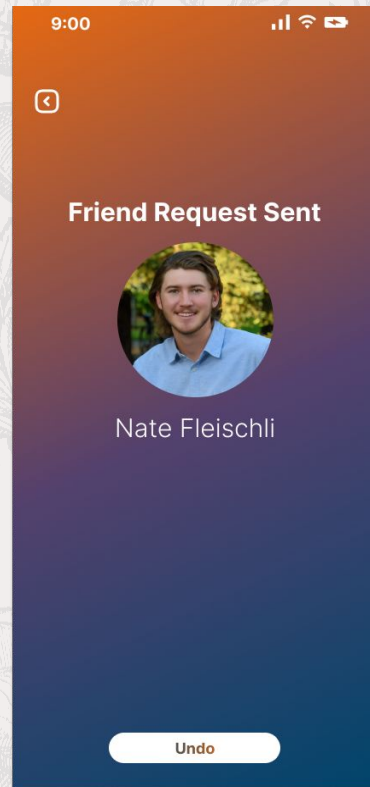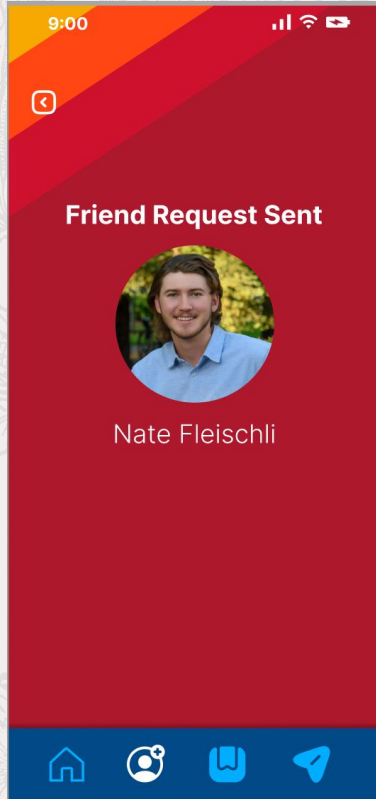
No Way to Remove Friend Request

Fix: including an **"Undo" button to allow users to immediately retract a friend request** if they have made an error

Why: Users may change their minds about a friend :(

H6: Recognition Rather Than Recall

Severity: 3

**The compose a new message feature does not make suggestions on which friend(s) you may want to send a message to**

Fix: Having a **drop-down menu** of friends a user may want to message

Why: Not having suggestions of friends would require users to know which of their friends are active on the app

Usability Goals Progress: Efficiency of Use, this allows users to easily compose messages to friends without having to type out their friends' usernames

H6: Recognition Rather Than Recall

Severity: 3
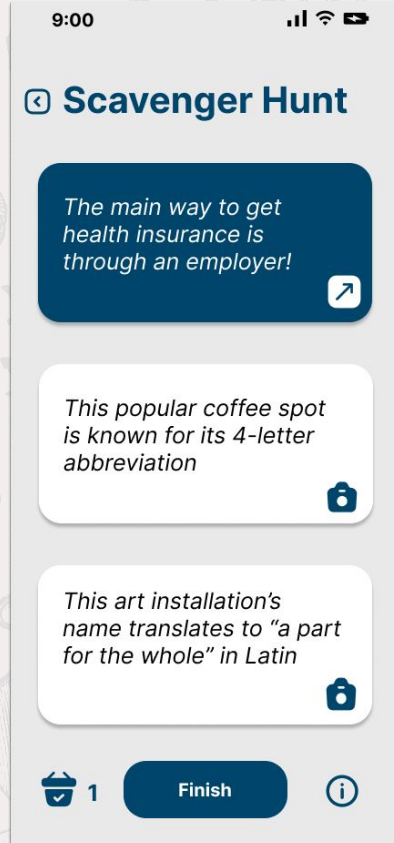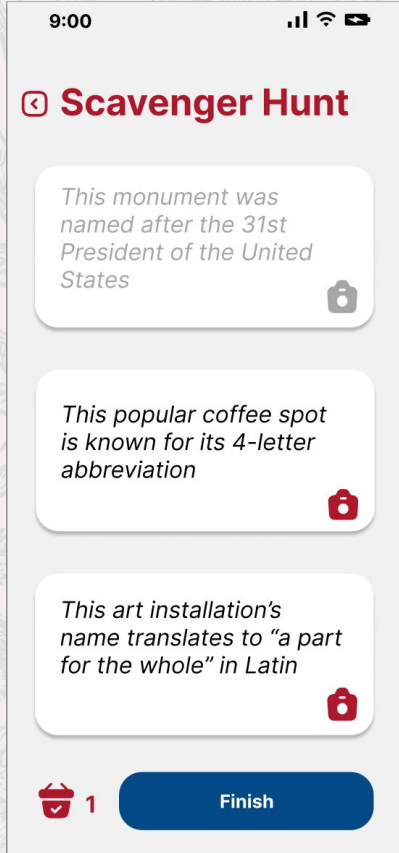
During the Scavenger Hunt Learning Module, the Fun Fact disappears after location is found

Fix: Once a location is found, the **location card with the clue is replaced by the fun fact from the location**, and it is able to be added to bookmarks

Why: Users might forget about the fun fact they just saw for a couple of seconds

# H7: Flexibility and Efficiency of Use

Severity: 4

"EduCare" Would Like to Access the Camera

Don't Allow | OK
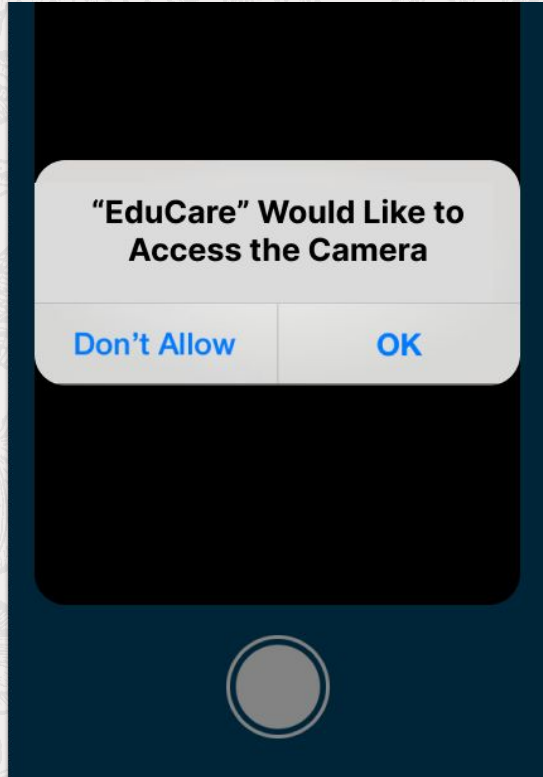
The interface asks for camera access permissions for each individual picture being taken

Justification: This will not actually be the case in the hi–fi prototype, this was just a **limitation of Figma**, the interface will only ask for camera access the first time around

H7: Flexibility and Efficiency of Use

Severity: 4
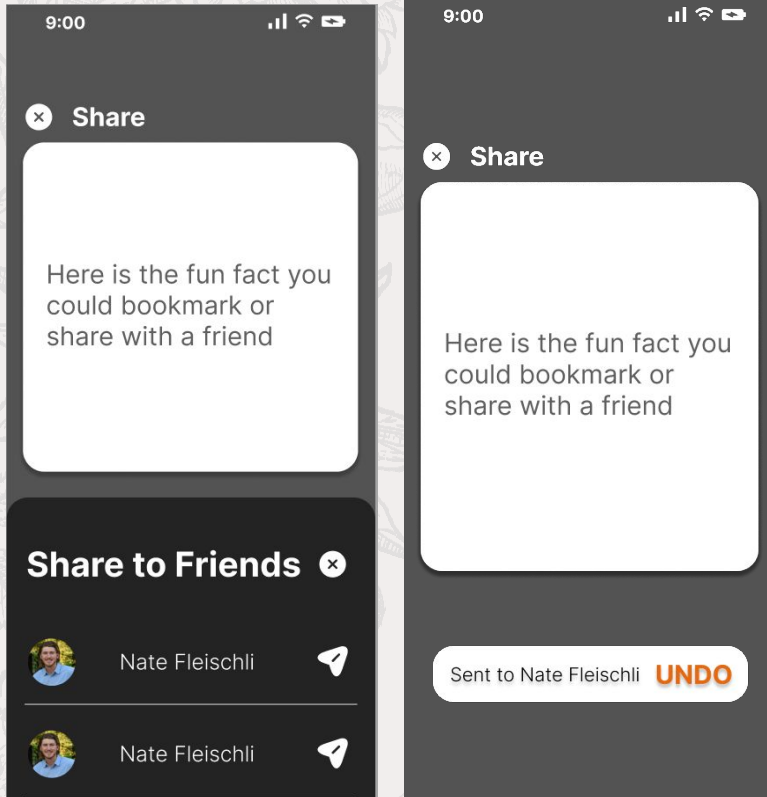
Sharing a fact with a friend takes the user to a chat feature instead of instantly sending the message

Fix: Now, when the user clicks to "share to friends," **the message immediately sends** (and the user receives a notification that the message sent and an option to UNDO if it was an accident)
If the user clicks on the profile, they go to the messages screen

Why: When the user is taken to the chat feature, they can only send the current fact, not any previous fact

Usability Goals Progress: Robust, the user can now send a fact at the touch of a button

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H9: Help Users Recognize and Recover from Errors
Severity: 3
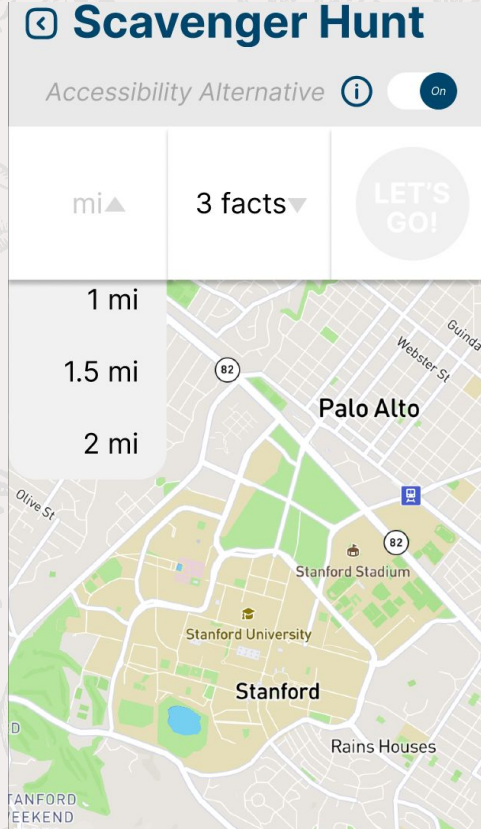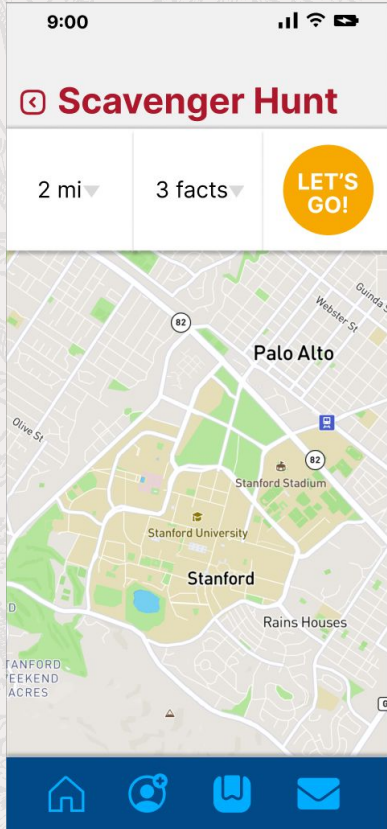
Nothing prevents users from inputting unacceptable numbers for minutes or tasks in the Scavenger Hunt
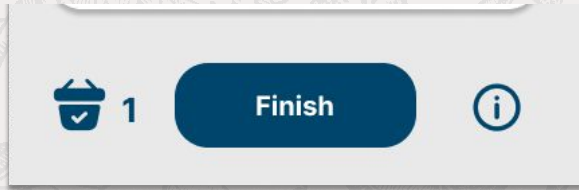
Fix: Implement a **scroll wheel**

In order to avoid users inputting erroneous values, we will provide limited values to select

Why: When provided with a text box, users do not have an understanding of what is recommended or legal

**Usability Goals Progress:** Robust, since the drop-down scroll wheel avoids error screens

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H10: Help and Documentation

Severity: 3

There is no help and documentation for the Scavenger Hunt

Justification: There is documentation for the Scavenger Hunt, when the user clicks "LET'S GO," they are taken to the documentation page, where they can then opt out, **but we added a clearer opt out UI**
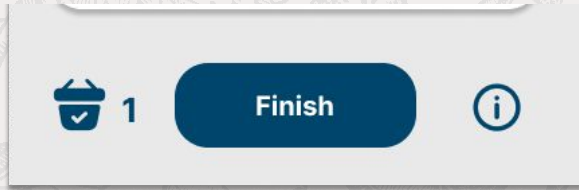
We also added an **info icon** throughout the scavenger hunt to show the documentation pop-up
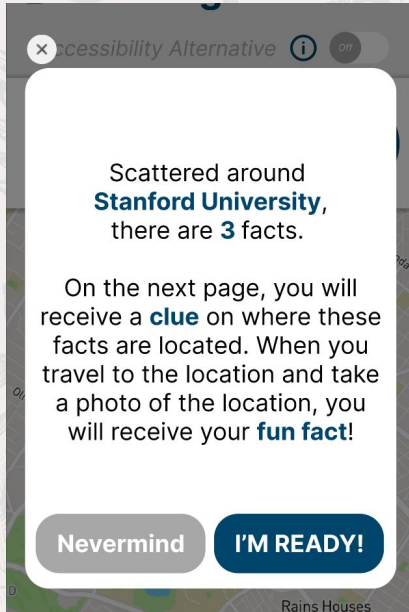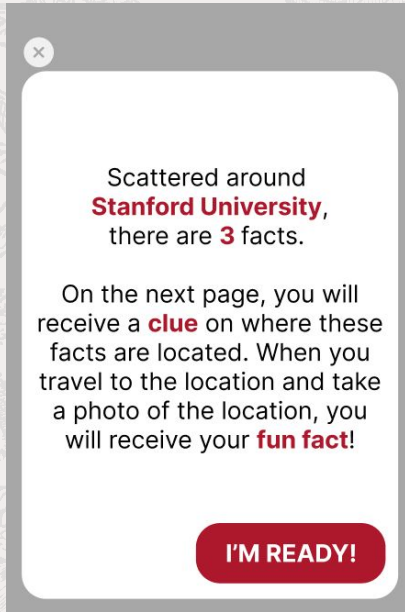
32
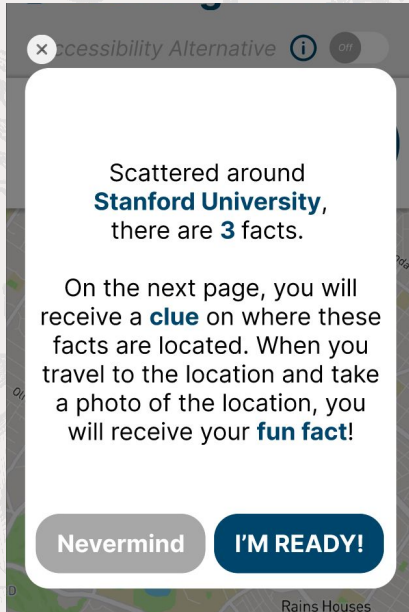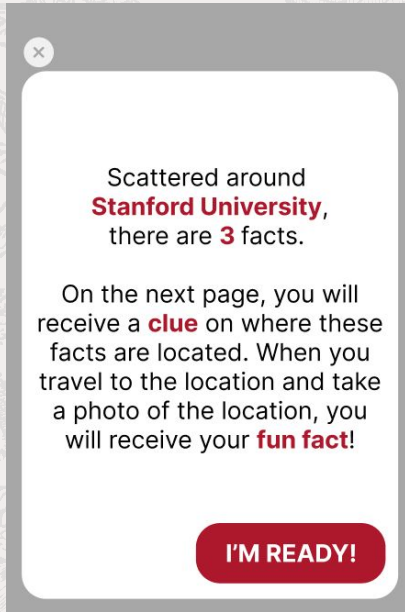
H10: Help and Documentation
Severity: 3

The instructions for the scavenger hunt only appear once the "Let's Go" button is clicked

Justification: There is documentation for the Scavenger Hunt, when the user clicks "LET'S GO," they are taken to the documentation page, where they can then opt out, **but we added a clearer opt out UI**

We also added an **info icon** throughout the scavenger hunt to show the documentation pop-up

H11: Accessible Design

Severity: 3

## Little contrast between bottom nav bar icons color and the nav bar background color

Fix: We changed the entire branding and identity, but specifically altered the **bottom navigation icons to be more contrasted from the navigation bar**

Why: The highly contrasted buttons against the navigation bar allow users to see more clearly

Usability Goals Progress: Robust, since the user is avoiding clicking on other buttons if they know what they are clicking on

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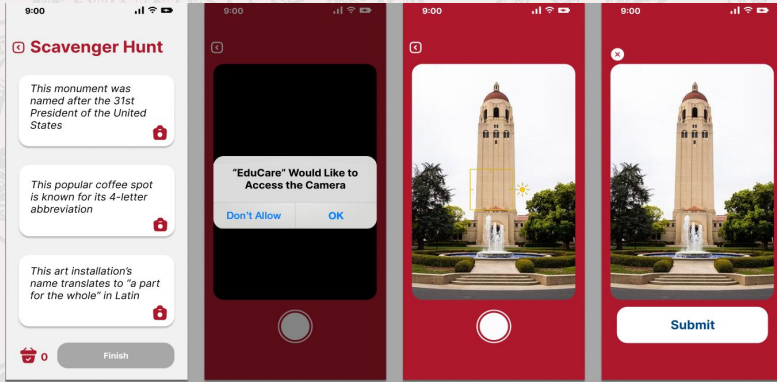# H11: Accessible Design

Severity: 3
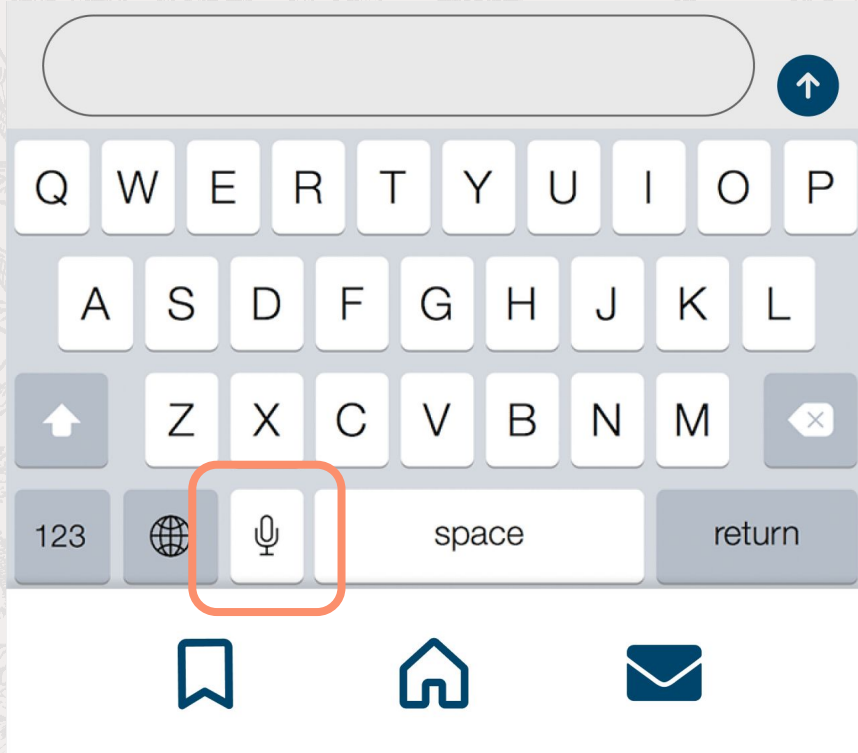
The interface lacks the ability to type a message without having to use the keyboard, and also lacks text-based alternatives for comprehending information on the screen

Justification: There are **text-to-speech functionalities** within the keyboard (using iOS keyboards and integrated feature)

For those with low vision, we have made **adjustments to the color scheme** to make the elements easier to identify

H12: Value Alignment and Inclusion

Severity: 4

"Health and Wellbeing": The inclusive problem between physical disability and the Scavenger Hunt Design

Fix: We are adding an "Accessibility Alternative," where users can opt for a more accessible experience, where they will **instead type a location name into a text box** to receive the fun fact

**Why:** We want everyone to EduCare!
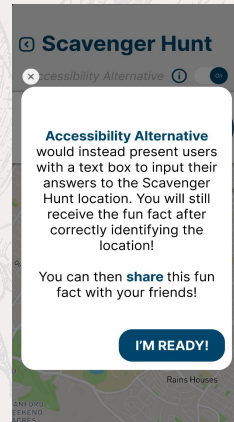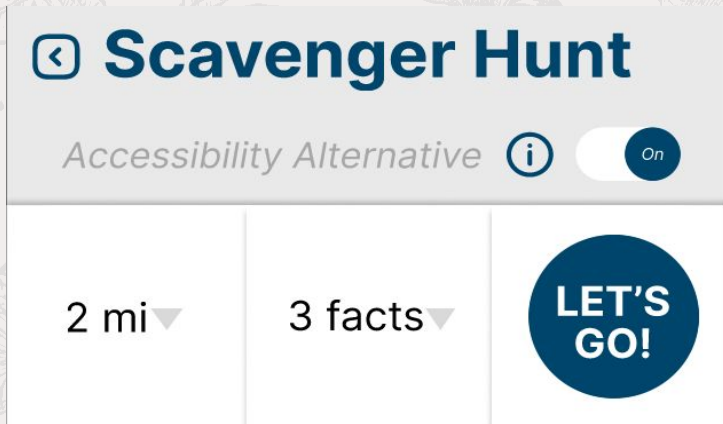
Summary

- Overall, the changes made pertained to a previous inefficiency and contributed to the usability goal progresses of **efficiency of use and robustness**
  - Adding other pathways in completing a feature
  - Re-labeling UI elements
  - Using more relevant icons and contrasting color combinations
- Improving overall aesthetics thus improves overall usability

What You've All Been Waiting For…
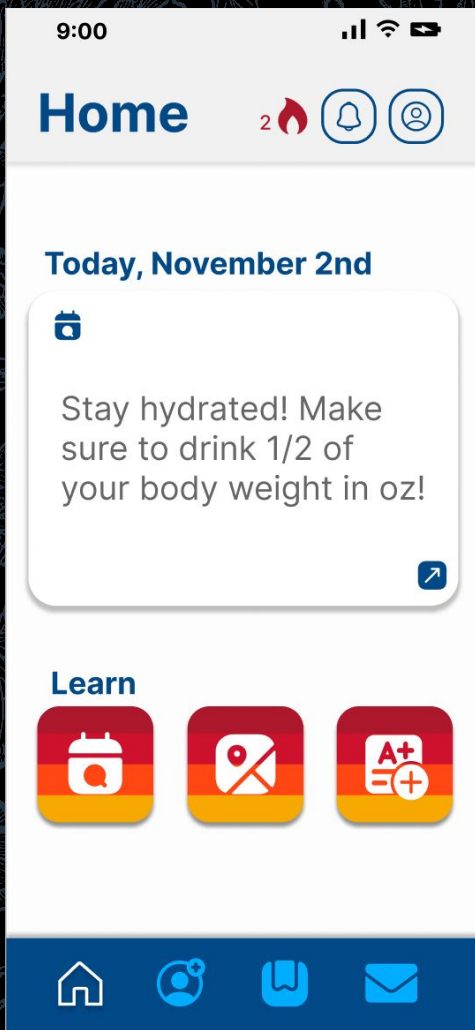
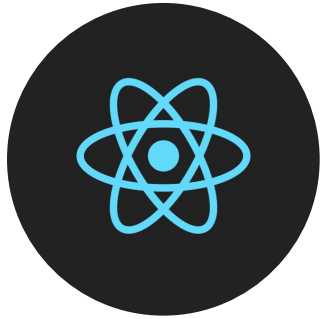Color scheme and Landing Page Updates!!
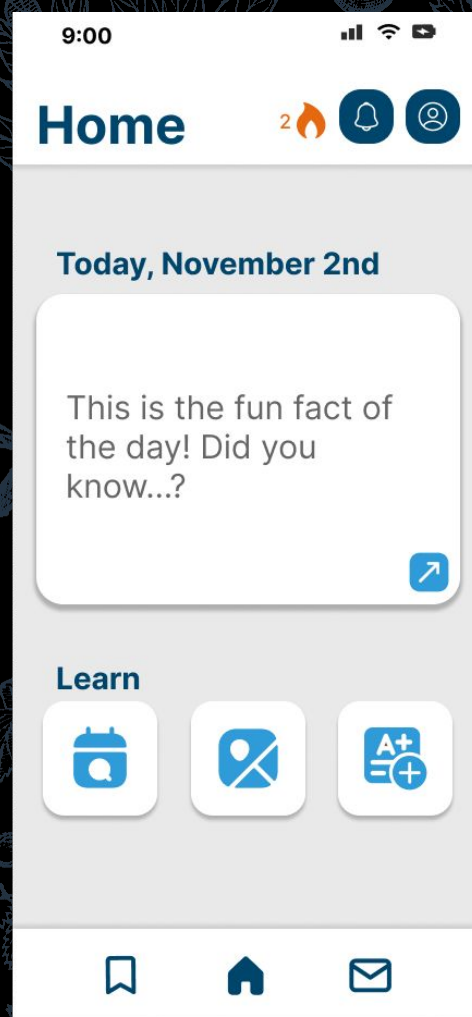
4
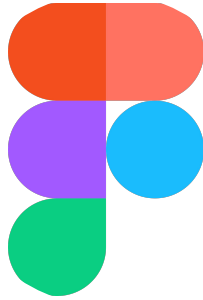
Prototype implementation status

Meet Extended Members of the Team

React Native
Application Framework

Figma
Design Components

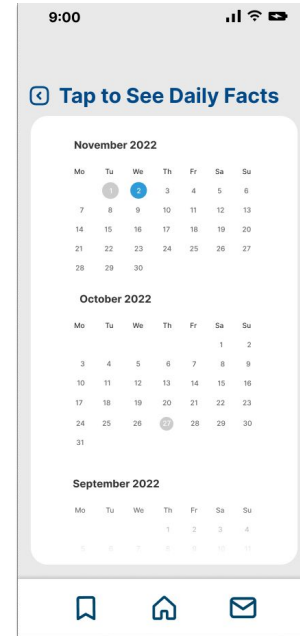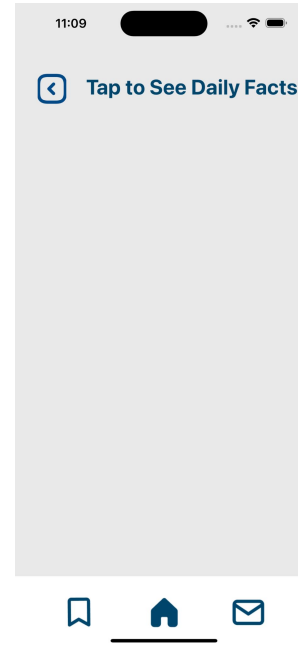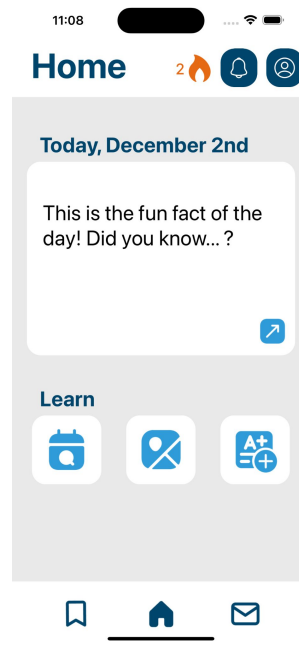
Expo
Building and Simulations

Visual Studio
IDE

Implemented Features / Demo

- Simple Task Flow:

  Read the fun facts, and navigate to fun facts of previous days

Unimplemented Features

- Moderate Task Flow (Learning Module)
- Complex Task Flow (Sharing)
- Taking a Quiz Feature
- Network Feature / Add Contacts
- Friend Request Implementation
- Notifications Feature
- Profile

Plans to Finish – It's Grind Time!

1st Priority

Stack Navigation

Calendar Screen

2nd Priority

Scav Hunt + Share

Bookmark + Message

Friend Requests

3rd Priority

Notifications

Profile Curation

Wizard of Oz Techniques

- We "**autodetect**" the user's location to be at Stanford
- When a message is sent, the user will "magically" **receive a response**
- Magically receive **different fun facts** that are unique from other users (to facilitate from others)
- Magically creates **quiz questions** based on information that the user has seen
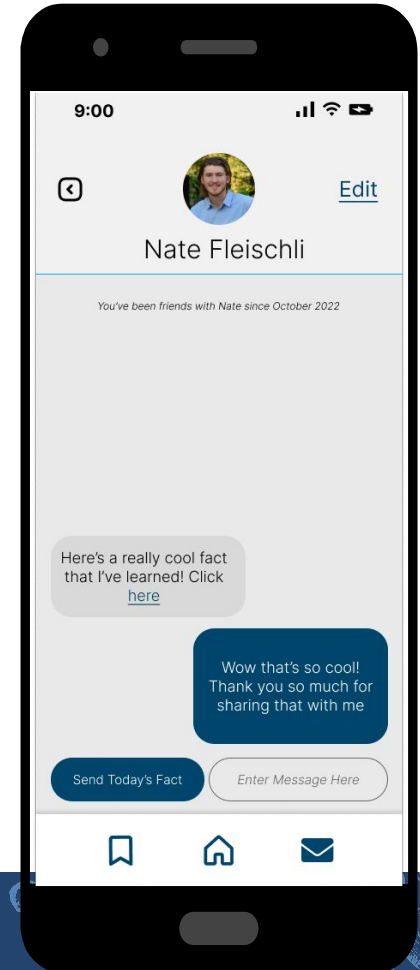- Scavenger hunt **locations** are magically provided for the user

Ouch girl, do you have EduCare?

Hard-Coded Features

- User **profiles** are pre-existing and hard-coded
- **Streak length is fixed** and does not change
- The starter content is all hard-coded, but also interactive.
- **Fake interactions** are hard-coded (but randomized).

Questions/Issues

- How much will we be able to pull from github/open source code?
- Some features may just be too difficult within timeframe.

Thanks!

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Live Prototype Demo

Let's Take a Look!