

Journy

Building stronger teams
through collaborative journaling

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Med-Fi Prototype

MISSION STATEMENT

Journey enhances team collaboration and communication by building empathy and trust.



VALUE PROP

Building stronger teams through collaborative journaling

Problem

In hybrid collaboration settings, it is harder for both facilitators and team members to monitor and regulate team dynamics.

Solution Overview

Journey leverages the power of journaling and reflection after collaboration sessions to help facilitators and teams open up more honest lines of communication, build trust, and empathize with each other.

Embedded Values

Empathy

Being aware of, understanding, and sharing team members' emotional states

Journaling and team reflection fosters empathy between teammates

Transparency & Openness

Supporting an individual's ability to truthfully share feelings and opinions in a trusting environment

Feedback between teams and facilitators enables transparent communication of needs and emotions

Embedded Values in Design Features I

No Anonymous Entries

To establish the most trusting and open team dynamic, Journy will not allow team members to submit journals anonymously. This will increase transparent lines of communication.

No Direct-to-Facilitator Entries

To establish an equitable team and diminish power dynamics, team members' entries will be viewable by the whole team *and* the facilitator.

Values of **empathy** & **openness may conflict** because we want to support productive collaboration while remaining cognizant of individual needs in team settings. Although some *team members* may want anonymous journaling, we are not allowing for that in order to create the best collaboration experience for the *entire team*.

Embedded Values in Design Features 2

Organic, Natural Aesthetic

Recreating the feel of a physical journal establishes a mood for openness and reflection.

Similarly, the color palette is warm and inviting.

Aggregate Statistics & Tracking

Team members and facilitators have access to aggregate statistics (*productivity, communication, synergy*) that paint a more detailed picture of collaboration dynamics and serve as a reflective conversation starter.

Embedded Values in Design Features 3

Prompts & Templates

Time is a crucial resource, especially for busy educators and managers. Journy shows empathy towards facilitators by enabling them to choose from templates and prompts; this makes their monitoring process speedier and more efficient.

Multiple Modalities

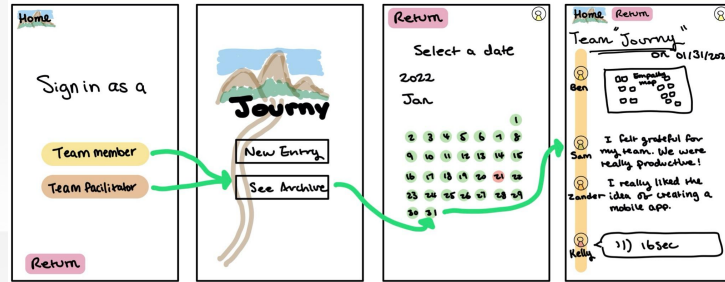
Team members and facilitators are able to express themselves through text, speech, and images. These accessibility features making journaling possible for more people, but also display empathy for catering to people's preferred modes of communication.

Tasks

Overview of Task Flows &
Changes from Lo-Fi

Simple Task

Low-fi Storyboard

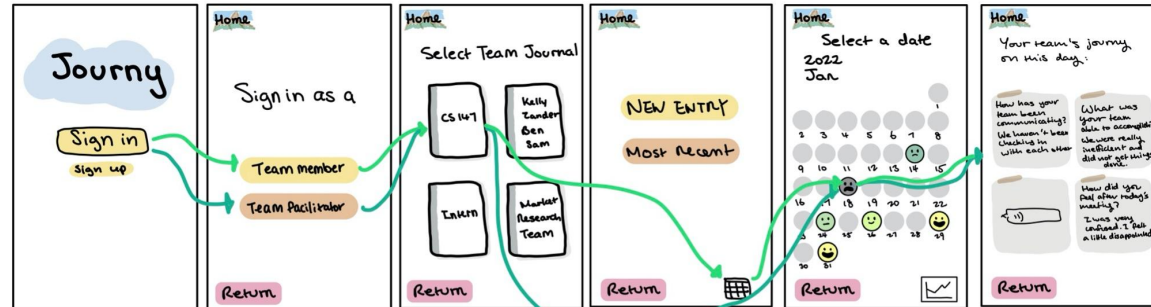


The simple task is for users to **view a past journal entry**.

The changes we've made include:

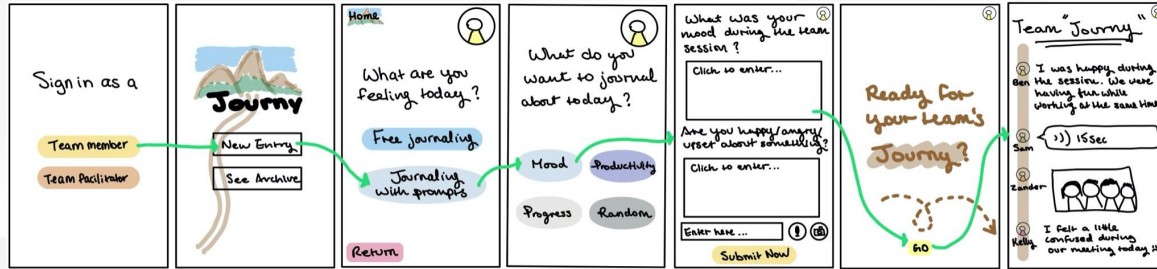
- Users select which team journal prior to accessing past entries.
- Calendar view navigation
- Instructor feedback is attached to the calendar view

Med-fi Storyboard



Moderate Task

Low-fi Storyboard

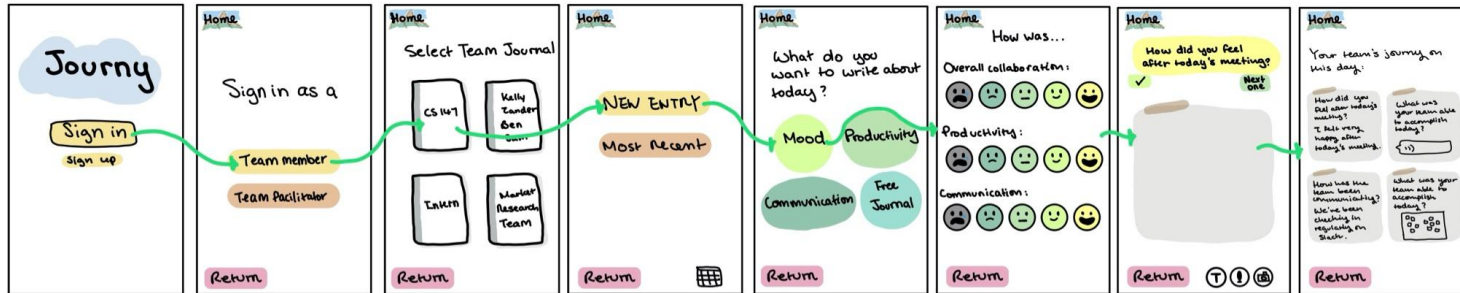


The moderate task is for users to **submit a journal entry and view team's journey on that day.**

Changes we've made include:

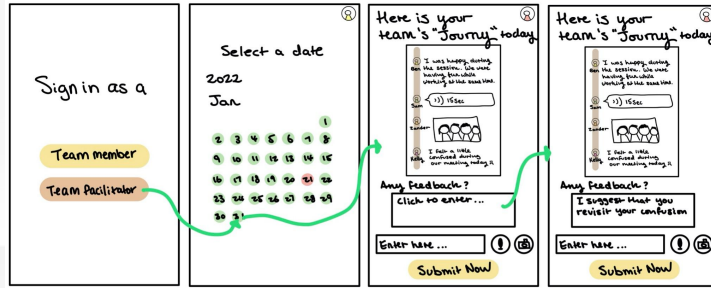
- Users select which team journal prior to creating a new journal.
- A collaboration rating has been added as a part of journaling.
- Pick which prompt to write about

Med-fi Storyboard



Complex Task

Low-fi Storyboard

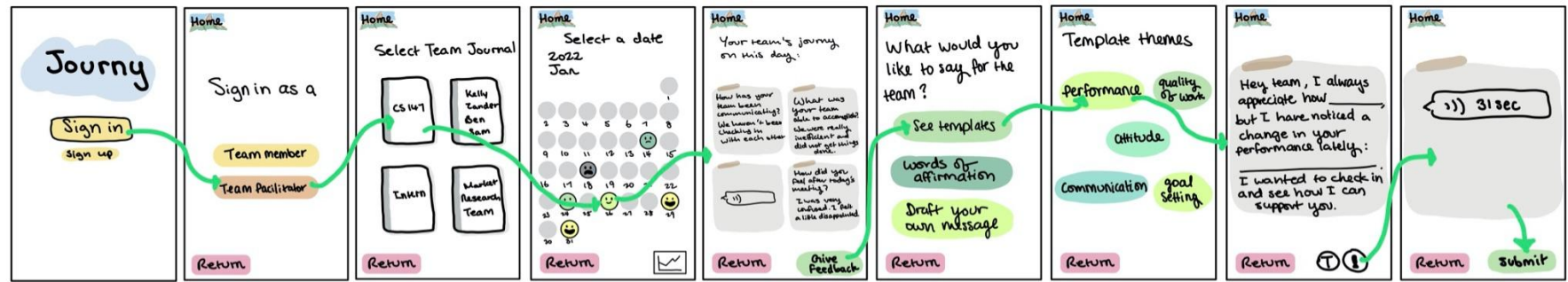


The complex task is for **users who are signed in as facilitators to send feedback to the team.**

The changes we've made include:

- Users select which team journal prior to accessing past entries.
- Users are provided with additional options (pregenerated templates and words of affirmation OR write their own) to guide the feedback giving process.

Med-fi Storyboard



Usability Goals

Usability Goals Revisited

1. Robust

Users understand how to accomplish the tasks with minimal error and confusion

2. Flexible

Users understand how to make different choices that the prototype offers

Measurements

Key Measures

- ▣ Are users aware of all the available features?
- ▣ How often are users unsure of how to progress?

Other Measures

- ▣ Does the concept make sense?
- ▣ Would users utilize Journey to support collaboration?

Med-Fi Progress towards Usability Goals

Overall Progress

The med-fi prototype retains the handwritten, organic look that users praised from the low-fi version, but has a cleaner and more readable aesthetic. Expanded task-related functionalities (gathering data, viewing aggregate statistics) create a more fully-realized version that early testers wanted.

Robustness

A streamlined Journal Entry page eliminates the confusion that low-fi testers had during this task flow. In addition, the confusing Archive calendar section has been redesigned to enable more easily accessible and readable previous journal entries.

Flexibility

More obvious icons and labels for journal prompts and entry modalities (text, speech, image) enable users to take advantage of all the app's capabilities. In addition, we have provided more ways for facilitators to provide feedback to their teams.

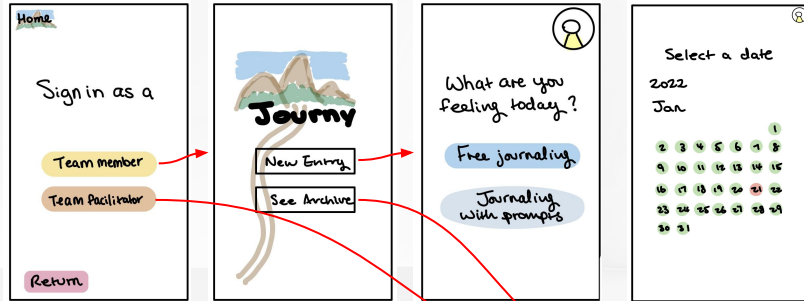
Revised Interface Design

3 Major Design Changes & Task Flows

Design Change 1 - Sign in Setup (Multiple Teams)

Before:

The original version did not include a space for new users of this app.

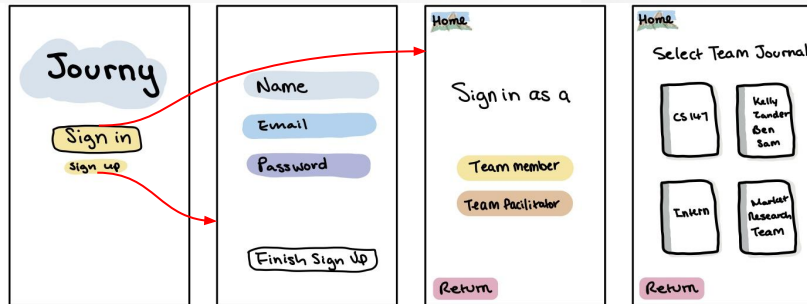


In the original version, signing in as a team member or a facilitator resulted in completely different task flows: team members were guided to either create a new entry or see archive whereas the facilitator was directed to the archive automatically.

Design Change Rationale:
We want to enhance the flexibility of our app to meet different users' needs.

After:

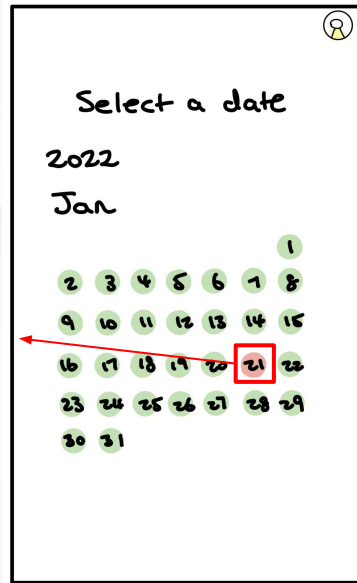
The updated design includes a sign-up page for new users and allows them to create a new team journal.



The updated design enables the possibility of a user being both a team member on a team and a facilitator for another. Also, this design enables users to join or facilitate multiple teams and easily navigate through different teams by selecting different team journals.

Design Change 2 - Archive and Calendar Navigation

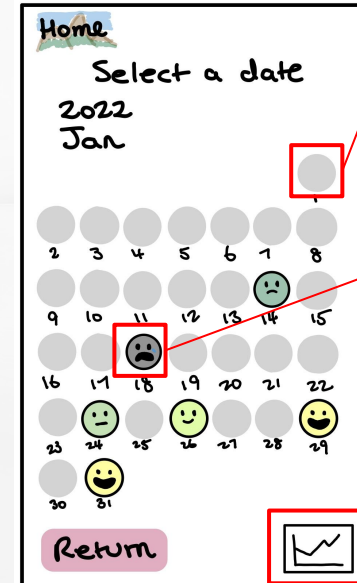
Before:



The red dot in the calendar was confusing to our users: some perceived it as the most recent date whereas others thought it represented a missing journal. The users wished that the calendar was more robust than just an archive.

Design Change Rationale:
We want the calendar view to be more straightforward in communicating team performance to both team members and facilitators. The updated design enables more robust utility and clearer navigation for users.

After:



A gray dot represents a day without a journal entry.

When there is a journal entry on the day, the average of teammates' collaboration ratings will show. This makes it easier for both team members and facilitators to reflect on positive/negative team collaboration on a specific day.

"Statistics" view function has been added so that users can more easily track performance over time.

Design Change 3 - Journal Entry

Before:

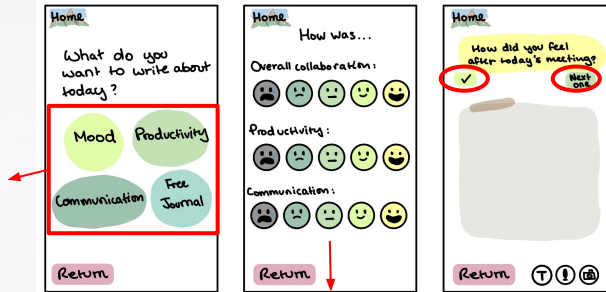
The original version had two separate sections for free journaling and prompted journaling. This could be misleading as users are not able to view categories of prompts before making a choice.



Having multiple prompts on the same page was confusing and even overwhelming to users. Multiple fields for journal entry also made the navigation unclear.

After:

The updated version includes different prompts and free journaling in the same frame. In this way, we are assigning the same weighting to prompted journaling and free journaling. Also, users will be able to choose the type of journal entry in less clicks.



In addition to having only one prompt in each frame, we have also incorporated a prompt selection function to allow users to either accept or reject a randomly generated prompt. Also, instead of having multiple fields for entry, the updated version only has one designated area.

A rating system has been incorporated to ease the reflection process. Also, this enables progress tracking over time.

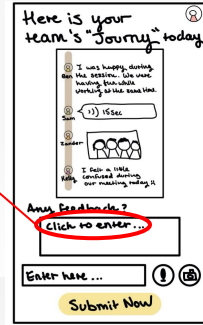
Design Change Rationale:

We want the journal entry process to be clear and efficient for users. Also, by allowing users to either accept/reject different prompts, we aim to promote a sense of personalization in users' journaling experiences.

Design Change 4 - More Robust Facilitator Functions

Before:

In the original version, after the facilitator selected a past entry from the calendar, they will be directed to the feedback giving page directly. The design provided minimum guidance and lacked robust functionality.

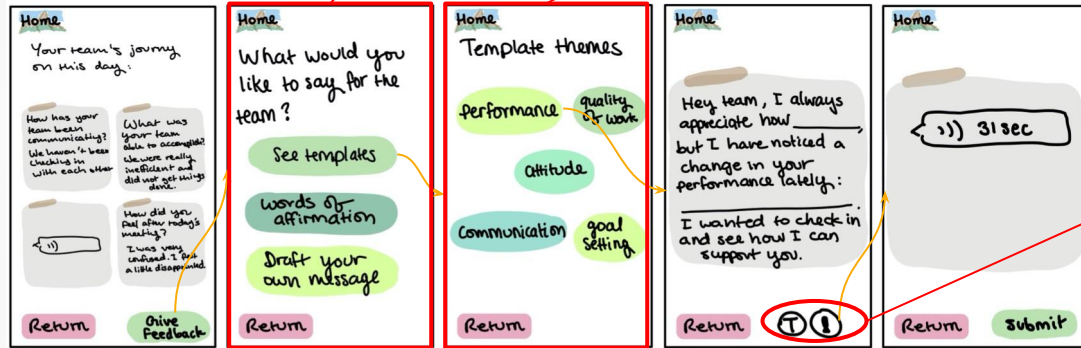


The updated version includes pre-generated templates and words of affirmation as well as the option to draft their own message.

Design Change Rationale:
Since providing feedback to the team as a facilitator is the complex task in our design, we want to support the user with more robust functionality and provide more guidance in their use.

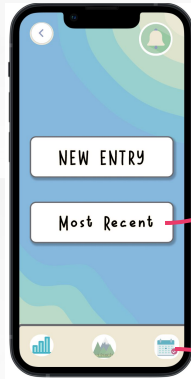
The pre-generated templates cover a variety of topics for the facilitator to select from.

After:

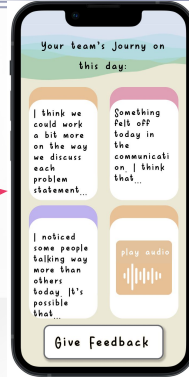


The facilitator is able to provide their feedback based on the template in either text-based or audio format.

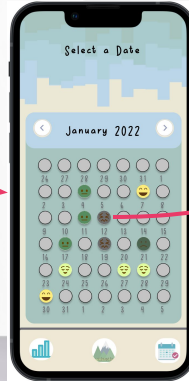
Med-Fi Simple Task Flow: Team Members Access Past Entries



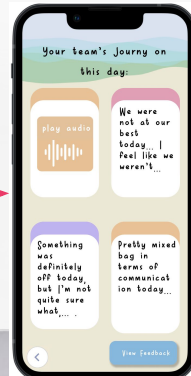
Users can either:
- view the most recent past entry (click most recent)
- view past entries of earlier dates (click calendar view)



Users see the most recent entry

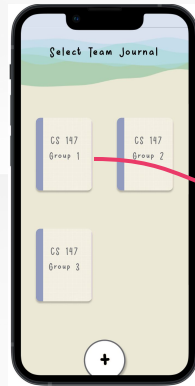


Click on a specific day on the calendar

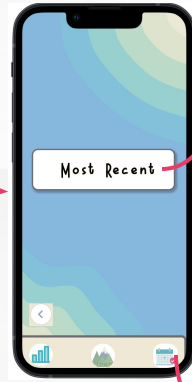


Users see the entry on selected date

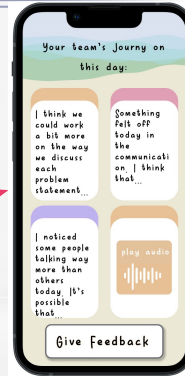
Med-Fi Simple Task Flow: Facilitators Access Past Entries



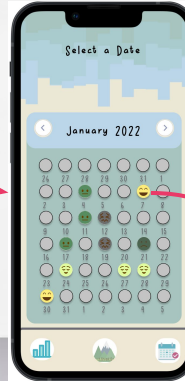
Select a team journal



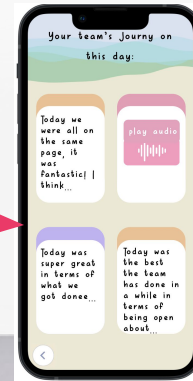
Users can either:
- view the most recent past entry (click most recent)
- view past entries of earlier dates (click calendar view)



Users see the most recent entry



Click on a specific day on the calendar

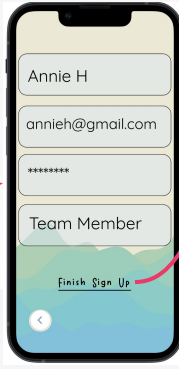


Users see the entry on selected date

Med-Fi Moderate Task Flow: Journal Entry



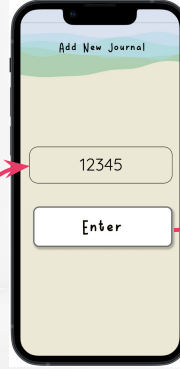
Create Account



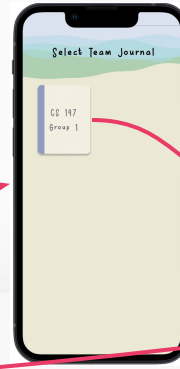
Sign up as a team member



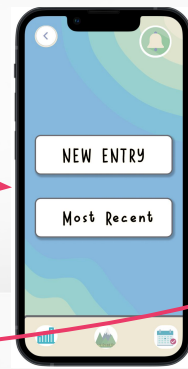
Create a journal for the team



Enter the journal code



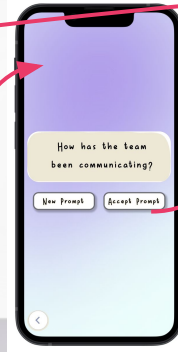
Select the created journal



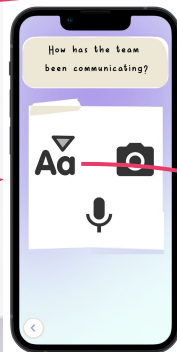
Select new entry journal



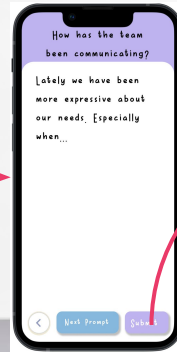
Choose a specific prompt category



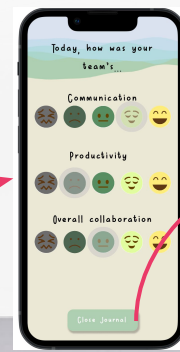
Accept a generated prompt or pick a new one



Choose mode of entry



Submit after done journaling

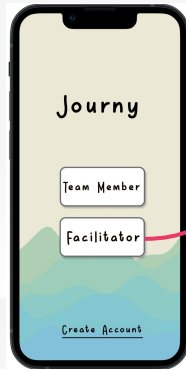


Rate the collaboration session



Journal entry finished - view group journey

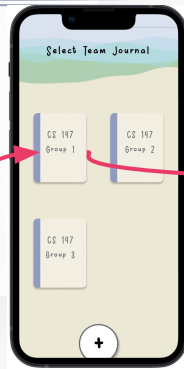
Med-Fi Complex Task Flow: Facilitator Feedback



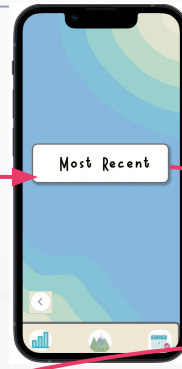
Sign in as Facilitator



Enter account info and sign in



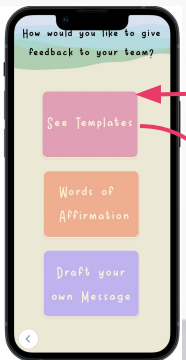
Choose a team



View most recent entry



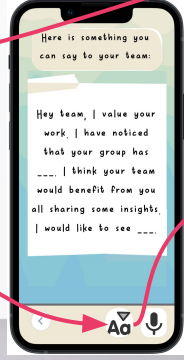
Team's most recent journey



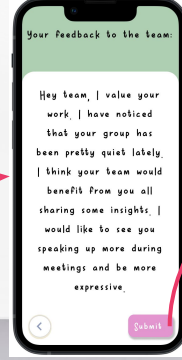
Select templates



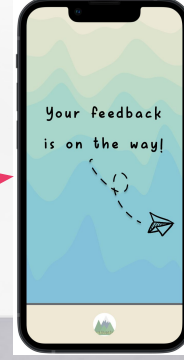
View communication template



Choose text entry



Submit text entry



Feedback sent

Med-Fi Prototype Overview

Med-Fi Overview

Click-Through Figma

The easy: Figma helps us document our design system and keep an easily interable record of previous flows and designs.

The hard: As Figma does not easily allow for users to enter in their own text/audio data as they would in the real Journey app, we **hard-coded** some of these flows to give users a sense of what opportunities are possible. We hard-coded more possible options into the med-fi prototype to offer greater flexibility.

Limitations/Tradeoffs

The med-fi prototype does not give users total free exploration of Journey's offerings. For example, the current prototype allows users to select from a few of the available prompts (e.g. Productivity, Collaboration, Free Journal) but not all. In addition, whereas the hi-fi application will include a more robust slide of possible journal prompts for each category that users can swipe through, the med-fi prototype has just one prompt per category. These were left out for simplicity's sake during user exploration of the prototype.

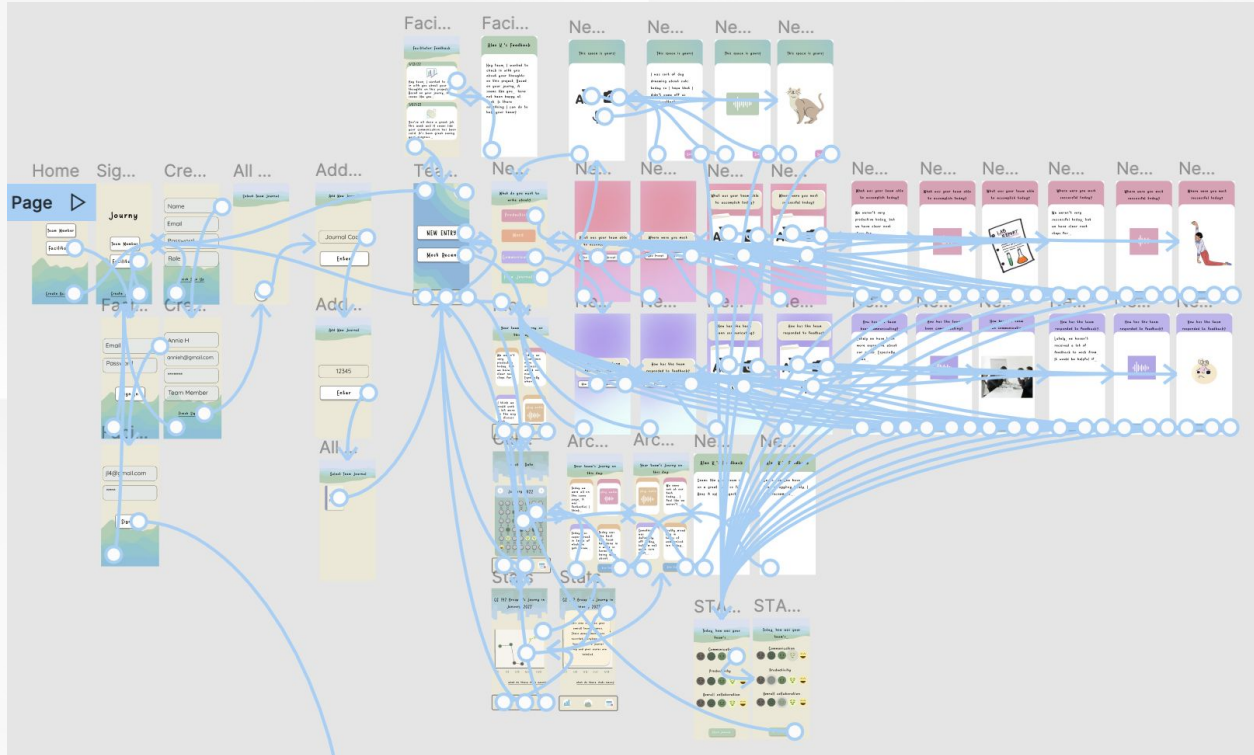
Wizard of Oz techniques requiring human interaction were not employed in the click-through.

All Hard-Coded Features

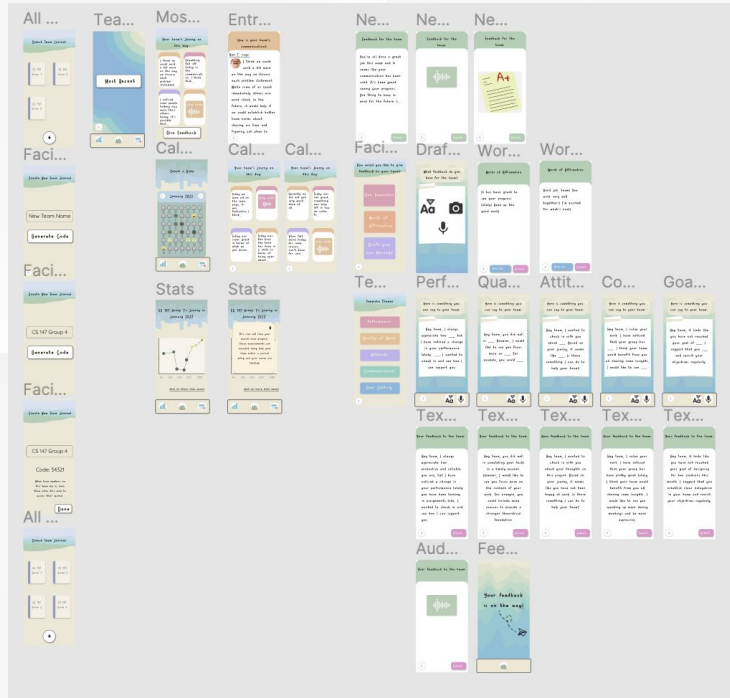
- Create Account/Sign In: users will be able to simulate creating a new account and signing in, but will not be able to input their own name, email, and password. Fake details will be loaded automatically.
- Create Journal/Generate Journal Code: users will be able to simulate creating a new journal and generating a journal code, but will not be able to input the journal code or name. A fake journal code and name will be loaded automatically.
- Journal entries: users will be able to select the modality of their entry (text, speech, image) but will not be able to create their own entry. Sample entries for each modality will be loaded automatically. The same is true for the ratings page where users are asked to rate the team's collaboration dynamics using facial expressions.
- Voice modality: all voice options are represented by a audio wave button; the button is not clickable to hear any audio.
- Feedback: users will be able to select from a variety of templates and prompts for submitting feedback to teams, but will not be able to write in the feedback on their own.
- Statistics page: the team statistics page will display sample statistics from a fake team.
- Calendar: users are only able to view from a selection of days on the calendar that contain sample entries.



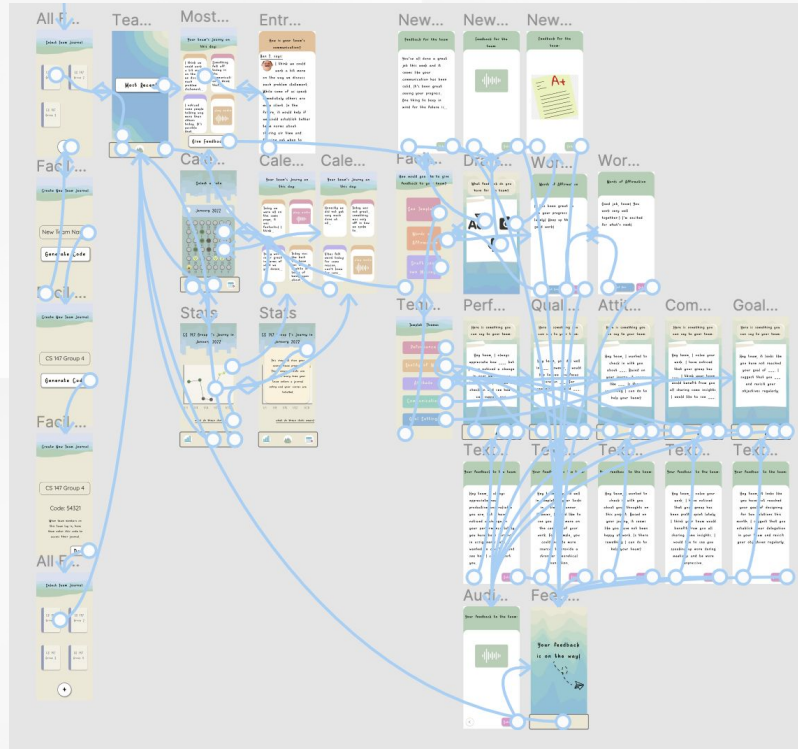
Overview of the Med-Fi Prototype Design (Team Member Flows)



Overview of the Med-Fi Prototype Interactions (Team Member Flows)



Overview of the Med-Fi Prototype Design (Facilitator Flows)



Overview of the Med-Fi Prototype Interactions (Facilitator Flows)