


TEAM

Educaution



Low-Fi Prototype & Testing
Neha Chetry, Victoria Ding, Ingrid Fan, Isha Kumar

TEAM



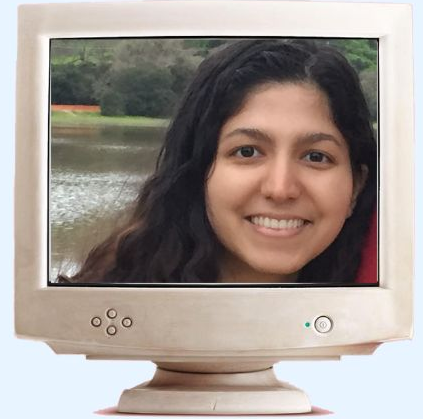
Isha K.



Ingrid F.



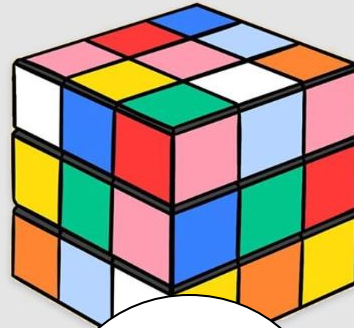
Victoria D.



Neha C.

THE PROBLEM

Leveraging mental health resources is currently *laborious yet ineffectual*, making the prioritization of *wellbeing feel burdensome*.



Student
Burnout

THE SOLUTION

A resource navigation tool that is more *visually soothing, reflective*, and *action oriented*.

PROBLEM & SOLUTION OVERVIEW

MISSION STATEMENT & VALUE PROPOSITION



MISSION STATEMENT

Transforming student wellbeing into an *effortless, effective* and *personalized social experience*.

VALUE PROPOSITION

Let your personal wellness visualization curate *resources best suited to you*, reflect your self-care commitments, and *source support from loved ones*.



It looks like you have a break between classes at 2PM. Would you like me to guide you through 5 min of stretching then?

Alexa, I'm stressed about school and my neck hurts.

yes please!

How are you feeling today?

☹️ ☹️ ☹️ 😊 😊

next

anything stressing you out?

school work family health other: _____

next

Journal 10/9/20

haven't been able to focus on school with all the ELECTION stuff coming up.

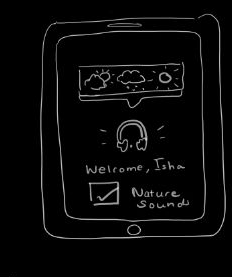
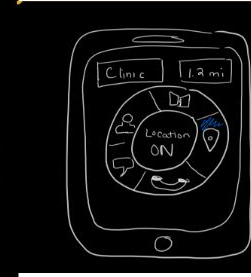
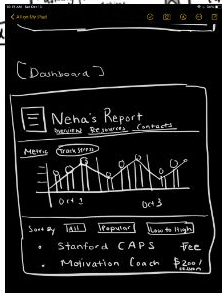
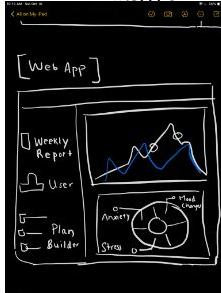
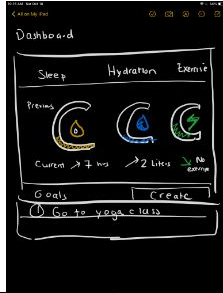
save

We understand that school and current events can be stressful... here are some resources you

BOOKMARKED RESOURCES

- how to filter out physical pain from FB / reddit (open content)
- puppetry timer for better time management
- video of puppets!
- asking professors for accommodations (anml)

CONCEPT SKETCHES



TOP DESIGN #1

Encounter
personalized
wellness
programming
*without the stress
of the search*

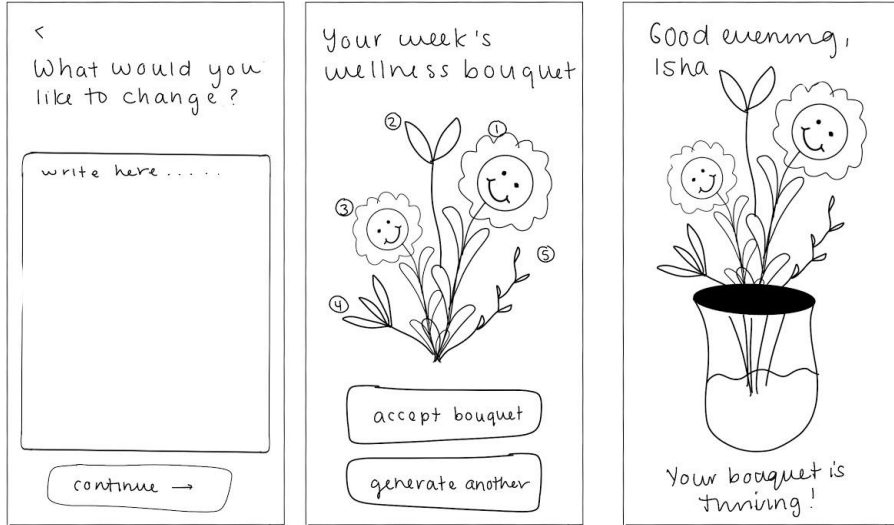


CASUAL DISCOVERY

TOP DESIGN #1: PROS & CONS

01. Two simple focus areas: location suggestions, algorithmic matching scale.
02. Map feature: *Casual discovery of wellness programs* rather than scheduling them in.
03. Matching feature: Creates an *accessible scale* of how to prioritize events.

01. Constant *reminders* based on location tracking *may be invasive*.
02. *Quality of app is location dependent*: if you live far from things it may be difficult to get utility
03. Focus on personal use encourages *less social engagement*



Receive an *actionable bouquet of resources* designed to *accomplish your goals.*

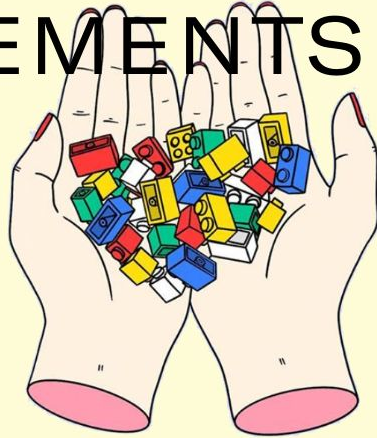
WELLNESS BOUQUETS

TOP DESIGN #2: PROS & CONS

01. Motivated to take care of your bouquet.
02. Continuous calibration of resources
restructures wellness as action oriented & flexible.
03. Ability to see journal entries to view your progress.

01. Requiring a daily journal entry may be too demanding.
02. Bouquet visualization may *restrict the demographic of users.*
03. Focus on personal use encourages *less social engagement*

BEST ELEMENTS OF TOP 2



Integration of a social component.

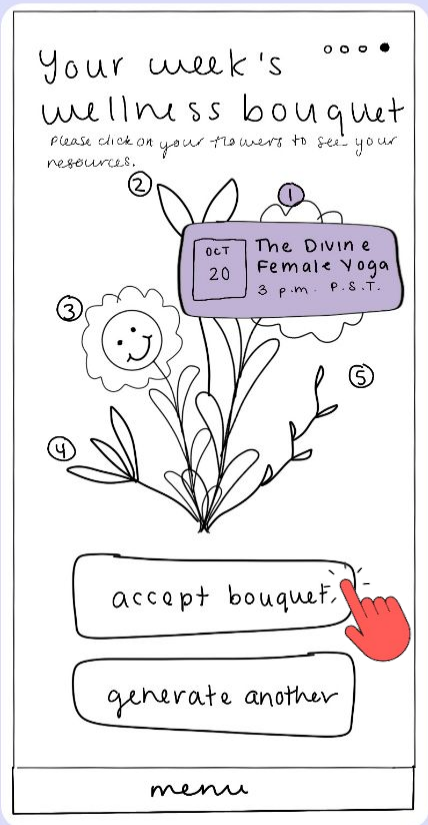
Map feature: Enabling relaxed discovery of wellness programs

The wellness bouquet/visualization and its attention to action

Requiring weekly rather than daily journaling

Matching feature: providing a tailored metric by which users can rank resources

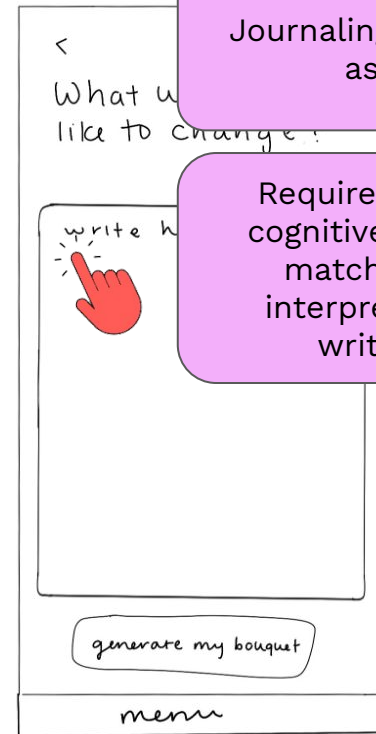
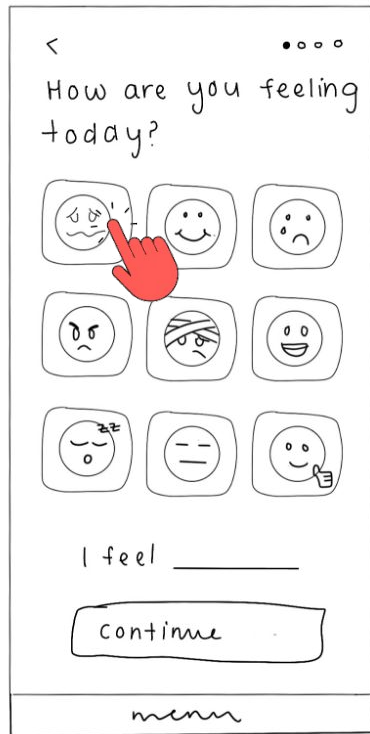
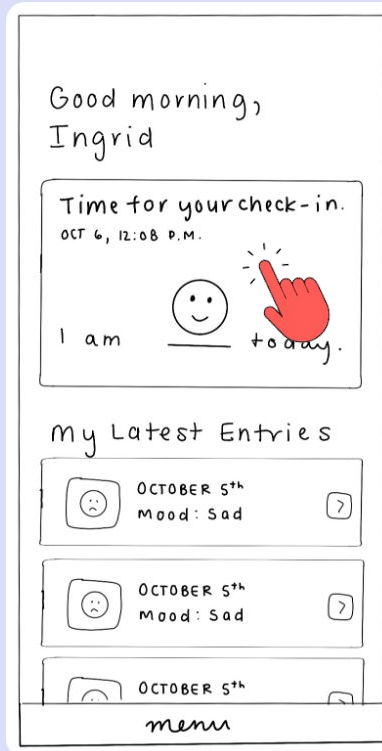
SIMPLE TASK: EXPLORE & ACCEPT YOUR BOUQUET



Low activation energy

Two simple user actions

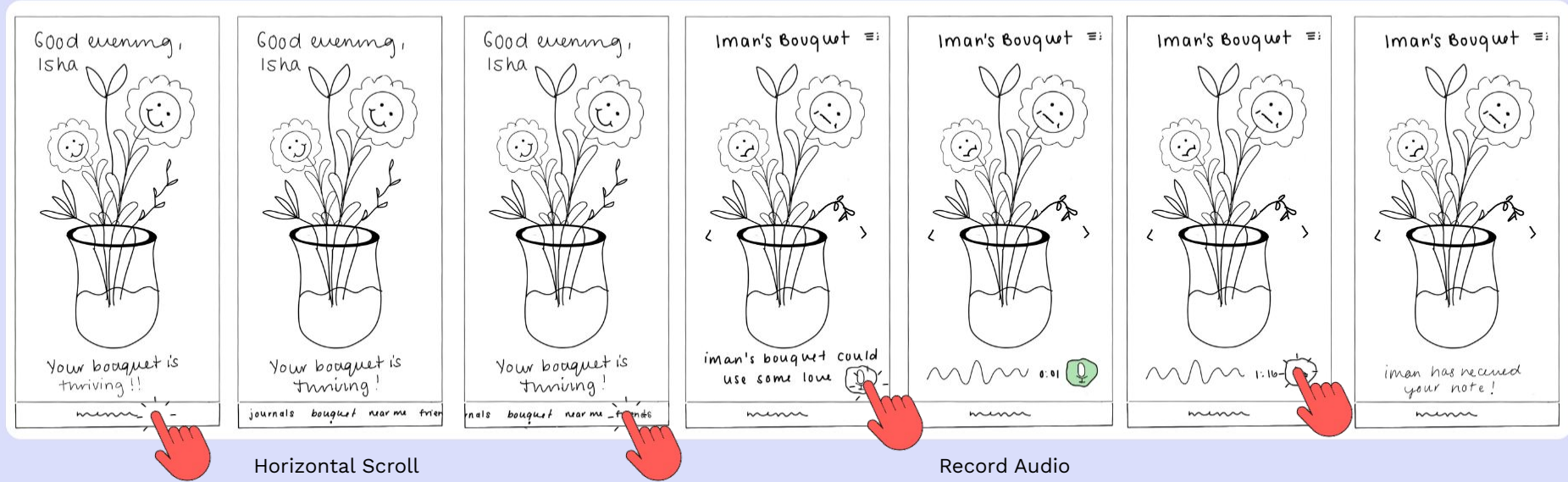
MODERATE TASK: COMPLETE YOUR WEEKLY CHECK IN



Journaling is a big ask

Requires more cognitive action matching + interpreting + writing

COMPLEX TASK: SEND YOUR FRIEND AN AUDIO NOTE



2 complex user actions: horizontal scroll and voice recording

Largest number of user actions in total

Feature anticipated to be useful to power users

SYSTEM OVERVIEW

The sketches are organized into three rows and seven columns:

- Row 1: Initial Interaction**
 - Column 1: Greeting 'Good morning, Ingrid' and a check-in form with smiley face options.
 - Column 2: 'How are you feeling today?' with a 3x3 grid of smiley faces and a 'Continue' button.
 - Column 3: 'Tell us more about why you feel anxious.' with a 'write here' text area and 'Continue' button.
 - Column 4: 'What would you like to change?' with a 'write here' text area and 'generate my bouquet' button.
 - Column 5: 'Your week's wellness bouquet' with a drawing of a bouquet and 'accept bouquet'/'generate another' buttons.
 - Column 6: 'Your week's wellness bouquet' with a drawing of a bouquet and 'accept bouquet'/'generate another' buttons.
 - Column 7: 'Good evening, ISHA' with a drawing of a bouquet and 'Your bouquet is flowering!' text.
- Row 2: User Input and Refinement**
 - Column 2: 'How are you feeling today?' with a 3x3 grid of smiley faces, one green, and 'Continue' button.
 - Column 3: 'Tell us more about why you feel anxious.' with a paragraph of text and 'Continue' button.
 - Column 4: 'What would you like to change?' with a paragraph of text and 'generate my bouquet' button.
 - Column 5: 'Your week's wellness bouquet' with a drawing of a bouquet, a callout box 'The Dunes Remain Vegetation', and 'accept bouquet'/'generate another' buttons.
 - Column 6: 'Good evening, ISHA' with a drawing of a bouquet and 'Your bouquet is flowering!' text.
 - Column 7: 'Your week's wellness bouquet' with a drawing of a bouquet and 'accept bouquet'/'generate another' buttons.
- Row 3: Final Recommendation and History**
 - Column 1: 'Resource map' with a circular map and 'Near me' section.
 - Column 2: 'Resource map' with a circular map and 'Near me' section.
 - Column 3: 'Iman's Bouquet' with a drawing of a bouquet and 'Iman's bouquet could use some love!' text.
 - Column 4: 'Iman's Bouquet' with a drawing of a bouquet.
 - Column 5: 'Iman's Bouquet' with a drawing of a bouquet.
 - Column 6: 'Iman's Bouquet' with a drawing of a bouquet.
 - Column 7: 'Your week's wellness bouquet' with a drawing of a bouquet and 'accept bouquet'/'generate another' buttons.

TESTING PROCEDURE



COMPUTER



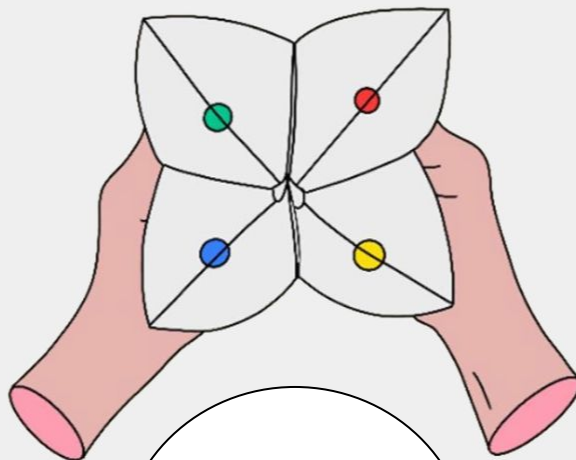
FACILITATOR



OBSERVER

TESTING PROCEDURE

5
PARTICIPANTS



20s-30s
AGE RANGE

REDDIT
RECRUITED
VIA

5-8
minutes

TESTING RESULTS



Overall positive response to concept.

Users appreciated the hand drawn feel.

Most positive engagement was with the most visual portions of the prototype (e.g. emojis, flowers)

Emojis may be too restrictive

Initial confusion with language for journal prompts

Lack of clarity about the relationship between the bouquet and resources



Users kept wanting to modify prior choices (go back)

NEXT STEPS

Make the navigation more intuitive

Add more back buttons

Clarify the bouquet metaphor.

Provide other visualization options

Restructure the language of journal prompts

Explore privacy concerns r.e. bouquet sharing.

Reduce the text-heavy appearance of the journaling task flow

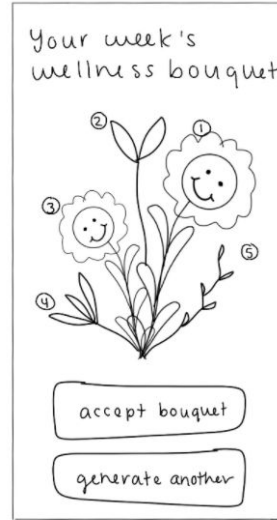
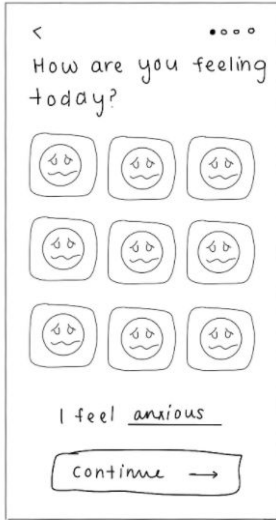
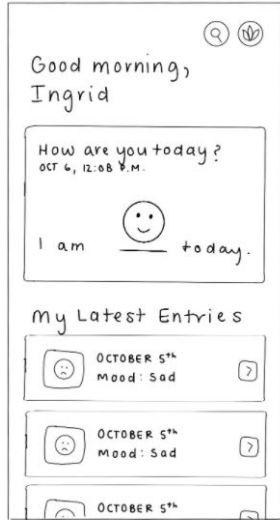
Questions?



Top 2 Design Ideas (Initial)



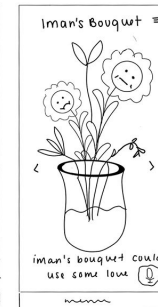
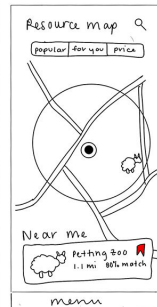
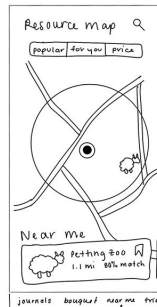
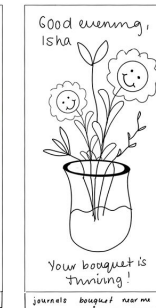
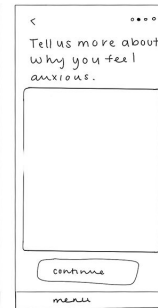
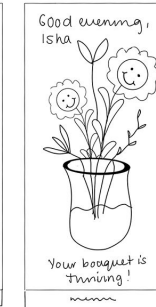
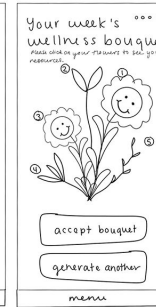
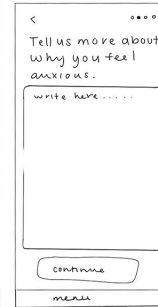
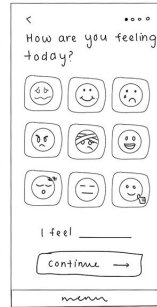
Top 2 Design Ideas (Initial)



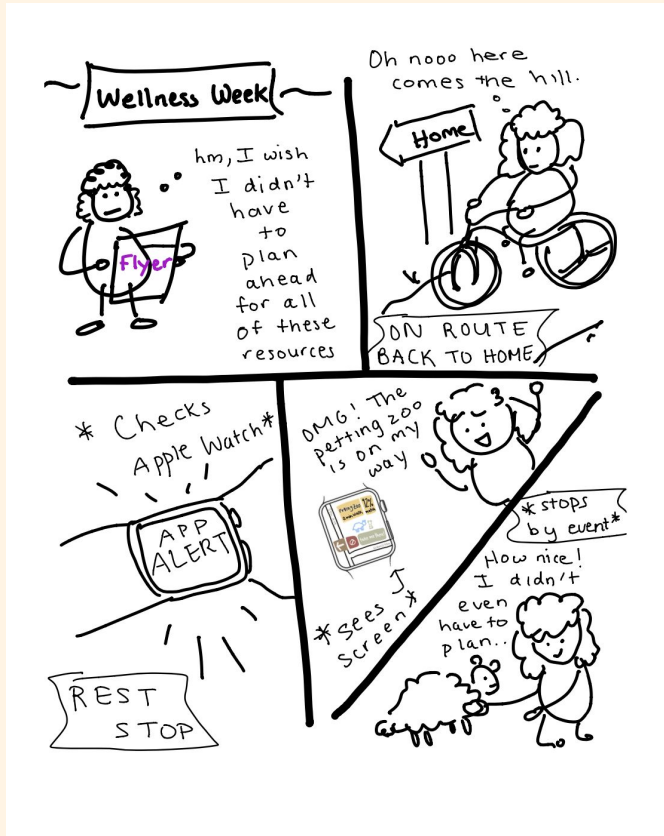
Top 2 Design Ideas (Final)



Top 2 Design Ideas (Final)



Top 2 Designs Storyboarded



Casual Discovery



Wellness Bouquets

Prototype Description

Please see [here](#) for our complete
prototype

Critical Incident Table:
Participant 1

Incident	Severity ranking
"Wow I already feel relaxed" (in response to seeing home screen)	0
Smiled at smiley faces and clicked on first one	0
"So cute!" in response to seeing bouquet	0
"How do I go back to accepting the bouquet."	2
"Huh? I don't get it" (while clicking on flowers for resources)	3
"Wait is that audio? Why."	3
"Are there more emoji options? Is this it?"	3
"How do I change my response?" (for emojis)" (midway through)	3

Critical Incident Table:
Participant 2

Incident	Severity Rating
I like the layout of the emojis to show emotions	0
Can I choose emotions beyond these emojis?	1
Is this a bored face? I don't know what some of these mean.	2
What am I trying to change? Something about myself or something about my day?	3
Clicked accept bouquet before clicking on resources first	3
What does it mean to accept or generate another bouquet.	
I like the audio idea.	0
Kind of sketchy that you can see someone else's bouquet.	3

Critical Incident Table:
Participant 3

Incident	Severity Rating
Appreciate the time indicator for journals.	0
Finds drawings funky.	1
Confused because emoji's are in random order, rather than sorted from happy to sad.	2
Cannot go back.	1
Does not feel like filling out journal prompts (elaboration on why you are anxious)	2
Wording of "what would you like to change?" is off putting.	2
"Interesting" in reference to bouquet	0
Confused on audio portion; can you type a message instead?	1

Critical Incident Table:
Participant 4

Incident	Severity Rating
“Oh nice” [when looking at emojis]	0
Clicked “Accept Bouquet” before exploring the resources in it. Then said “What do I do now?”	3
“How do I go back?”	3
“Some of the text is hard to read.”	1

Critical Incident Table:
Participant 5

Incident	Severity Rating
“Why do all the past entries say October 5?”	1
“None of these emojis describe how I’m feeling.”	2
“What if I’m in crisis mode?” [while selecting emojis]	3
“What does this mean?” [in response to “What would you like to change?” screen]	2
“Why is my bouquet thriving? What does that mean?”	2
“It’s so cute!” [in response to the bouquet]	0
“The audio message is a nice idea.”	0
“I don’t know how I feel about the bouquets being public.”	3
“I like the hand-drawn feel to the app. It feels very relaxing [even though the hand drawing is for the prototype].”	0

Consent Forms

Consent Form

This student team is interviewing and observing as part of the coursework for Computer Science course CS 377 at Stanford University. Participants provide data that is used to understand the possible opportunities of the design. Data will be collected by interview, observation and questionnaire.

Participation in this experiment is voluntary. Participants may withdraw themselves and their data at any time without fear of consequences. Concerns about the experiment may be discussed with the researchers (Ingrid Fan, Neha Chetry, Victoria Ding, Isha Kumar) or with Professor James Landay, the instructor of CS 377:

James A. Landay
CS Department
Stanford University
650-498-8215r
landay at cs.stanford.edu

Participant anonymity will be provided by the separate storage of names from data. Data will only be identified by participant number. No identifying information about the participants will be available to anyone except the student researchers and their supervisors/teaching staff.

I hereby acknowledge that I have been given an opportunity to ask questions about the nature of the research and my participation in it. I give my consent to have data collected on my behavior and opinions in relation to Team Spoon's research. I also give permission for images/audio records/video of me being interviewed to be used in presentations or publications as long as I am not personally identifiable in the images/video. I understand I may withdraw my permission at any time.

Name Anna Y.

Participant Number _____

Date 10/13/2020

Signature AY

Witness name Ingrid Fan

Witness signature Ingrid Fan

Consent Form

This student team is interviewing and observing as part of the coursework for Computer Science course CS 377 at Stanford University. Participants provide data that is used to understand the possible opportunities of the design. Data will be collected by interview, observation and questionnaire.

Participation in this experiment is voluntary. Participants may withdraw themselves and their data at any time without fear of consequences. Concerns about the experiment may be discussed with the researchers (Ingrid Fan, Neha Chetry, Victoria Ding, Isha Kumar) or with Professor James Landay, the instructor of CS 377:

James A. Landay
CS Department
Stanford University
650-498-8215r
landay at cs.stanford.edu

Participant anonymity will be provided by the separate storage of names from data. Data will only be identified by participant number. No identifying information about the participants will be available to anyone except the student researchers and their supervisors/teaching staff.

I hereby acknowledge that I have been given an opportunity to ask questions about the nature of the research and my participation in it. I give my consent to have data collected on my behavior and opinions in relation to Team Spoon's research. I also give permission for images/audio records/video of me being interviewed to be used in presentations or publications as long as I am not personally identifiable in the images/video. I understand I may withdraw my permission at any time.

Name Jonathan F.

Participant Number _____

Date 10/13/2020

Signature JF

Witness name Ingrid Fan

Witness signature Ingrid Fan

Consent Forms

Consent Form

This student team is interviewing and observing as part of the coursework for Computer Science course CS 377 at Stanford University. Participants provide data that is used to understand the possible opportunities of the design. Data will be collected by interview, observation and questionnaire.

Participation in this experiment is voluntary. Participants may withdraw themselves and their data at any time without fear of consequences. Concerns about the experiment may be discussed with the researchers (Ingrid Fan, Neha ~~Chetry~~, Victoria Ding, ~~Isba~~ Kumar) or with Professor James Landay, the instructor of CS 377:

James A. ~~Landay~~
CS Department
Stanford University
650-498-8215r
~~landay~~ at cs.stanford.edu

Participant anonymity will be provided by the separate storage of names from data. Data will only be identified by participant number. No identifying information about the participants will be available to anyone except the student researchers and their supervisors/teaching staff.

I hereby acknowledge that I have been given an opportunity to ask questions about the nature of the research and my participation in it. I give my consent to have data collected on my behavior and opinions in relation to Team Spoon's research. I also give permission for images/audio records/video of me being interviewed to be used in presentations or publications as long as I am not personally identifiable in the images/video. I understand I may withdraw my permission at any time.

Name Jeremy Dan

Participant Number 4

Date 10/13/20

Signature *Jeremy Dan*

Witness name Victoria Ding

Witness signature *Victoria Ding*

Consent Form

This student team is interviewing and observing as part of the coursework for Computer Science course CS 377 at Stanford University. Participants provide data that is used to understand the possible opportunities of the design. Data will be collected by interview, observation and questionnaire.

Participation in this experiment is voluntary. Participants may withdraw themselves and their data at any time without fear of consequences. Concerns about the experiment may be discussed with the researchers (Ingrid Fan, Neha ~~Chetry~~, Victoria Ding, ~~Isba~~ Kumar) or with Professor James Landay, the instructor of CS 377:

James A. ~~Landay~~
CS Department
Stanford University
650-498-8215r
~~landay~~ at cs.stanford.edu

Participant anonymity will be provided by the separate storage of names from data. Data will only be identified by participant number. No identifying information about the participants will be available to anyone except the student researchers and their supervisors/teaching staff.

I hereby acknowledge that I have been given an opportunity to ask questions about the nature of the research and my participation in it. I give my consent to have data collected on my behavior and opinions in relation to Team Spoon's research. I also give permission for images/audio records/video of me being interviewed to be used in presentations or publications as long as I am not personally identifiable in the images/video. I understand I may withdraw my permission at any time.

Name Sarah V

Participant Number 5

Date 10/13/20

Signature *Sarah V*

Witness name Victoria Ding

Witness signature *Victoria Ding*