

09 Medium-fi Prototype #3

Team EduCAUTION

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Summary of Major Design Changes

Cosmetic changes

- We changed our navigation bar icons to make them less ambiguous (i.e. Changed the journal icon so that it has a pencil next to it, changed the map icon to be a location pin)
- We changed all of the onboarding language to match the feedback we received. On the 1st page of onboarding we removed the “We thank you for being here with us!” message and added a “swipe to learn more” to make language more action-oriented. We removed the extraneous information on page 2 (‘you’ll find you willow on your home screen) and focused on describing what the willow represents. On page 4 we added more active words. We also added a card like feature to indicate that the onboarding was distinct from the main interface of the app and to make swiping more intuitive, and added a skip feature.
- We changed the smile and sad icons on the mood tracker legend to be more distinguishable and reduced the number of emojis to just one for each end of the spectrum.

Improving Accessibility & Preventing Errors

- We increased font and icon sizes across multiple frames on our application.
- To help prevent sending accidental messages, we added functionality to cancel a voice recording and re-record, as well as to listen to the voice recording.

Clarifying resources

- To make the connection between the journal entries and the resources more clear (i.e. our application of AI), after the user completes a journal entry, we show a pop-up dialogue on the menu bar that indicates to them that their resources

have been updated. Clicking on the willow icon from here leads the user directly to their roots.



Test Plan

Our goal of this round of user testing was to understand the following questions:

1. Are the resources easy to navigate to?
2. Is the metaphor of the vine mood track easy to understand?
3. How helpful is our newly added onboarding process?
4. What are the remaining points of confusion in our prototype?

We recruited participants (volunteers) via snowball sampling and reaching out to people in our networks to see if they knew anyone who would be willing to test out our prototype. We tested our prototype on 4 university students ranging from freshmen to graduate students at different types of schools (e.g. state schools, liberal arts colleges, large research universities). We sent the link to our Figma prototype and conducted the tests via Zoom. We had two members of our team present at each session. One person was the facilitator, while the other took notes.

The users were asked to complete these three tasks:

1. Log your emotions in your journal, and write a journal entry.
2. Explore your personalized wellness resources.
3. Send an audio message to your friend.

Following the tasks, we had a debrief session with the participants to find out what they liked and disliked about the prototype. We also asked them a bit about their background and about how their current university supports student wellness. This debrief session took around 10 minutes.

Test Results

Participant #1 is a fifth-year undergraduate student at Pomona College. We received positive feedback on the onboarding screens. The participant thought that the onboarding process was aesthetically pleasing and set up helpful context for the app. They also liked that we had the option to skip the onboarding process. They found the three tasks to be quite straightforward. Some suggestions they had included adding the ability to send Wello wishes directly from the Inbox tab rather than having to go to the Friends tab. They also suggested some cosmetic changes, like increasing the padding between the content of the screen and the edge of the screen.

Participant #2, an Oakland Community College student, provided positive feedback on the colors and design of the app. She liked the onboarding but also mentioned how she wishes she had the option to return to the onboarding at her disposal. We noticed some explorative clicking that she did on several of our pages, including trying to click on the leaves on the journal to access old journal entries and trying to swipe on the friends page to browse her friends. While these features are not yet implemented, it shows us that **our design makes these hypothetical tasks intuitive**. She also raised concerns about not being able to preview your audio message before sending it or accidentally pressing the send button.

Participant #3, a 20 year old male student from UW, overall gave positive feedback regarding the visual elements of the app, particularly the journal leaf and willow and bird drawings. Some comments he mentioned were that the first page of onboarding felt very text heavy, although he appreciated the smiley face image and the Swipe text. He also mentioned that his first instinct on the My Willow page was to click on the red "1" notification next to the bird, but quickly realized that he was not able to after reading the instruction to "swipe up or click on tree". Overall his comments seemed to reflect that **he had to remind himself to first read the instructions**, which sometimes felt

burdensome, especially in the onboarding phase. **However, once he understood that a short read would help him navigate through our product, he quickly was able to adapt to using the interface.** In the end, he also spoke of how he felt like most of the clues that were there for him were great, but he just needed a few seconds to understand the Figma prototype interface. His feedback suggests to us that users will need to take a moment to understand and follow our directions, and there definitely might be areas in the onboarding screen that we could further ease. For the most part, though, our design is navigable.

Participant #4, a 21 year old student at Wayne State, outwardly shared her enthusiasm for the design of our interface, remarking “how cute” when she saw the willow and bird carrying a message. She liked how she could see her roots on the resources page very easily by just clicking on the animated arrow, but she mentioned that on the same home page, the question mark was difficult to click on. She said it was because the question mark was small but that it might also be a “Figma problem” because Figma on her desktop screen blocked her view of the very top layer of the frame. Other than this small, cosmetic change in font, she mentioned that the tasks themselves felt straightforward, and she enjoyed the unique ability to send a wello wish to a friend.

Planned Design Changes

- We plan on making the Friends willows much more distinguishable and personalizable. Figma poses some limitations on the amount of personalization that can be done in the prototype, but we will add additional hard-coded graphics to emphasize that each user has a different tree.
- We plan to allow users to send audio messages from the Inbox tab, where they can see a list of their past conversations. They will still be able to send audio messages through the Friends tab.
- We plan to make the onboarding screens easily accessible from the home screen.
- We will incorporate the more minor cosmetic feedback we received, such as increasing the padding between the edge of the screen and the content of the screen and reducing the amount of text on the onboarding screens.

Questions & Concerns

- How can we ensure that the application of AI to recommend resources is clear to our users?
- What kinds of changes can we make to the willow trees to distinguish them from each other?
- How can we make our onboarding screens comprehensive yet succinct enough so they don't feel burdensome to read?

Appendix

Design Changes

Detailed changes for each violation found in the Heuristic Evaluation

- For 1, we changed all of the onboarding language to match their feedback we received. On the 1st page of onboarding we removed the "We thank you for being here with us!" message and added a "swipe to learn more". We removed the extraneous information on page 2 and focused on describing what the willow represents. On page 4 we added more active words. We also added a card like feature to indicate that the onboarding wasn't the main focus of the app and to make swiping more intuitive.
- For 2, to provide more user flexibility, we added a skip onboarding option which takes you directly to your home page.
- For 3, we removed the "begin" button, as it was not consistent with the rest of our design and the users were confused how it worked, and instead replaced it with the skip button to remain consistent with the rest of onboarding while being intuitively pressable.
- For 4, we changed our navigation bar icons to make them less ambiguous (i.e. Changed the journal icon so that it has a pencil next to it, changed the map icon to be a location pin).
- For 5, we decided to overlook the suggestion to change the color of our navigation bar and left our navigation bar as is. We chose our navigation bar shade to specifically be versatile in that it would not clash with any of our screens, whether they are dark or light. We believe that the navigation bar is neutral enough that it is not distracting to the theme of our app.

- For 6, we increased the line weight of the new icons we sourced for our navigation bar.
- For 7, we changed the font to be bigger so the text is more readable.
- For 8, we changed the smile and sad icons on the mood tracker legend to be more distinguishable and included just one larger sized face for each.
- For 9, on our mood tracker, we added numbering to the leaf for the current day to indicate which leaf is selected and the colored numbered leaves correspond to which journal entries the users have completed.
- For 10, in the journal/mood tracker, we added a left and right arrow for users to navigate between months.
- For 11, we decided to forego this recommendation as it is not a relevant frame in our three tasks. This is a feature that is implied but not implemented or necessary to implement in our medium fidelity prototype.
- For 12, we removed the shadow behind the leaf on the mentioned frame.
- For 13, we did not address the suggestion of changing the shape of the emotion selector to be a quadrant, because we intend for the emotion selector to have a pinch and zoom interaction (see next bullet).
- For 14, we are unable to add a pinch or zoom, as recommended by the users, due to the limitations of Figma. This has, however, been our intended interaction type. We addressed this limitation in our README.
- For 15, only one user mentioned that they had trouble figuring out what to do after clicking an emotion. We plan to test this with our other users, but so far have not found others to encounter this same problem.
- For 16, we kept the “Finish” button since we believe that the “Finish” interaction is different from the interaction of moving to the next screen. We also believe it provides a valuable indicator that once the user moves to the next screen, they will no longer be able to edit their entry.
- For 17, we did not maintain the record button because the screen where text appears is intended to be a completed response to the question (a.k.a. functions as an indication of a changed state). This screen is intended to address the elimination of figma which does not allow the user to actually complete/record a journal entry.
- For 18, we made the font size larger across our prototype.
- For 19, we did not edit our prototype. We have not encountered any issues with this through our user testing.
- For 20, we added a swipe feature to go back to the journal after one completes their journal entry, and rerouted the back button to go back to the journal home screen.

- For 21, we added a match indicator corresponding to how well a resource suited a user's needs to provide an intuitive explanation for the numbers as a form of ranking.
- We did not address violation 22.
- For 23, we preserved the numberings on the resource card even after the user clicks on a root.
- We did not address violation 25.
- We plan to address violations 26 - 28 in the next iteration of our prototype.
- For 29, we added an X option to the audio frame so that the user can cancel their audio message in case they want to re-record it.
- For 30, we added a play button to the audio frame so users can listen to their message.
- We did not address violation 31.
- We did not address violation 33.
- We plan to address violations 34 - 35 in the next iteration of our prototype.
- For 35, we fixed the scroll position of the title in the prototype.
- We did not address violation 36.