Get Well Soon App

Overview

This app is designed to support students during times of sickness by providing a platform for health management that allows students to customize and order meals from UMass dining to their dorms, integrate routine check-ups with University Health Services (UHS), track medication schedules with a built-in calendar, and maintain a detailed illness history for easy access.

Functionality

- Track medicines and medical history
- Schedule appointments with UHS
- Customize sick meals
- Deliver sick meals

The Process

Google Form for Survey

Persona 1: Sally

Name: Sally

Background: Sophomore nursing student at UMass

Situation: Quarantined in her dorm with the flu, unable to pick up medicine or meals.

Challenges:

- No one to help her get essentials.
- Frustrated by the lack of resources for sick students.
- Unhappy with the Get Well Soon meal service since she can't choose her food.

Needs:

- A centralized platform to schedule appointments.
- The ability to order meals she actually wants.
- An easy way to organize her medical documents.

Persona 2: Megan

Name: Megan

Background: Freshman at UMass, out-of-state student living on campus.

Challenges:

- Has a gluten allergy, limiting her meal options.
- Struggles to get proper meals when sick.
- Has asthma, requiring frequent UHS visits.
- Dislikes calling UHS for appointments and prescriptions.
- Her dorm is far from UHS, making access to medicine difficult.

Needs:

- An easier way to order gluten-free meals.
- A streamlined system for booking UHS appointments.
- More convenient access to inhalers and medication.

Problem Statement

Sick students at **UMass struggle to access meals** due to the limitations of the **Get Well Soon** program. Currently, students must rely on friends or RAs to pick up meals, which isn't always possible. Additionally, the meals are predefined, non-customizable, and unsuitable for those with dietary restrictions or allergies.

Why This Problem Needs Solving

- **Lack of Support:** Sick students, especially those without nearby family or friends, can feel helpless.
- **Limited & Inflexible Meal Options:** Pre-set meals don't allow personalization, which is a problem for students with dietary restrictions or allergies.
- **Financial Burden:** If campus meal options don't work, students may have to order from DoorDash, which can be expensive.
- **Appointment & Medicine Management:** Booking UHS appointments is inconvenient, and managing medications can be disorganized or lack privacy. A centralized system can ensure discreet notifications and secure appointment tracking.

Solution

We aim to design a **more convenient & accessible food ordering and delivery system** that:

- Allows students to **order meals that fit their needs**
- Provides a **delivery option for isolated students**
- Offers **a centralized platform** for meal orders, medical appointments, and medicine tracking

This ensures that **sick students can focus on recovery instead of struggling with logistics**.

LOW-FIDELITY PROTOTYPE (BALSAMIQ)

Schedule Appointment with UHS

Click on the calendar icon on the app homepage. To view an existing appointment, look at the calendar to find the date and time. Scroll down to see dates in the future, scroll up to see dates in the past. To get information about a specific appointment, click on it. If it was in the past, lab reports and documents will be accessible. To add a new appointment, click the plus sign on the calendar and input details in the fields.

Track Medicines and Medical History

Click on the calendar icon on the app homepage. To view an existing appointment, look at the calendar to find the date and time. Scroll down to see dates in the future, scroll up to see dates in the past. To get information about a specific appointment, click on it. If it was in the past, lab reports and documents will be accessible. To add a new appointment, click the plus sign on the calendar and input details in the fields.

Customize and Deliver Sick Meals

Click the "Order Sick Meals" button to go to a page where you can choose your preferred campus dining location. Once on the ordering page, scroll through the menu and click "Add" to select items. To view more details about a specific item, simply click on it; any allergens or food categories will be clearly highlighted. After adding items to your cart, navigate to your shopping cart and select "Checkout." Choose either delivery or pick-up, and enter details like delivery time and location in the provided fields. Add your preferred payment method, review your order, and submit your request.

HIGH-FIDELITY PROTOTYPE (FIGMA)

Scheduling Appointment

Customizing and Ordering Sick Meals

Evaluation (Heuristic)

Average Ratings:

Evaluation 1: 1.1/4, **Evaluation 2:** 1.4/4, **Evaluation 3:** 1.1/4, **Evaluation 4:** 1.3/4, **Evaluation 5:** 1/4

Based on the average ratings, the app is overall **functional** but has several areas requiring improvement.

Strengths:

- **System Design:** The evaluators agree that the app's design aligns well with real-world usage.
- **Task Recognition and Recovery:** No issues with recognizing task steps, and the app effectively supports error recovery.

Minor Issues:

- **Aesthetics:** Some cosmetic issues with colors and light/dark mode inconsistencies, though they do not significantly affect usability.
- **Flexibility and Efficiency:** Usability could improve with more flexible features, such as adding notes for food orders or delivery.

Major Concerns: Error Prevention

The app **violates the error prevention heuristic** in several ways, causing significant usability challenges. Key issues include:

- Lack of safeguards against inputting incorrect addresses.
- Absence of an option to sign up using an email address.
- Missing reminders for medication timing.

Recommendations:

- **Prioritize** addressing error prevention issues to improve usability and user satisfaction.
- Enhance **flexibility features** and refine aesthetic elements for a more polished user experience.

Project Details

Client: COMPSCI 325: Introduction to Human Computer Interaction

Date: Oct 2024 - Nov 2024

Tools: Figma, Balsamiq, Canva, Microsoft Teams, Google Form

Role: UI/UX Designer and Researcher