



Your Very Own Safe Haven

Group Number: 10

Group Name: E5

Group Representative: Syeda Shumiam Zehra

Project Phase: Phase 2 - Design Phase

Contribution of Individuals

| Name | Contribution statement |
|---------------------|---|
| Syeda Shumiam Zehra | <ol style="list-style-type: none"> 1. Brainstorming + design alternatives + final concept 2. Lo-fi prototypes of Community Center 3. Tested out the lo-fi prototypes 4. Writeup for final concept design and problem statement 5. Designed logo and logo alternatives 6. Results+findings+recommendations after testing |
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1. Problem statement

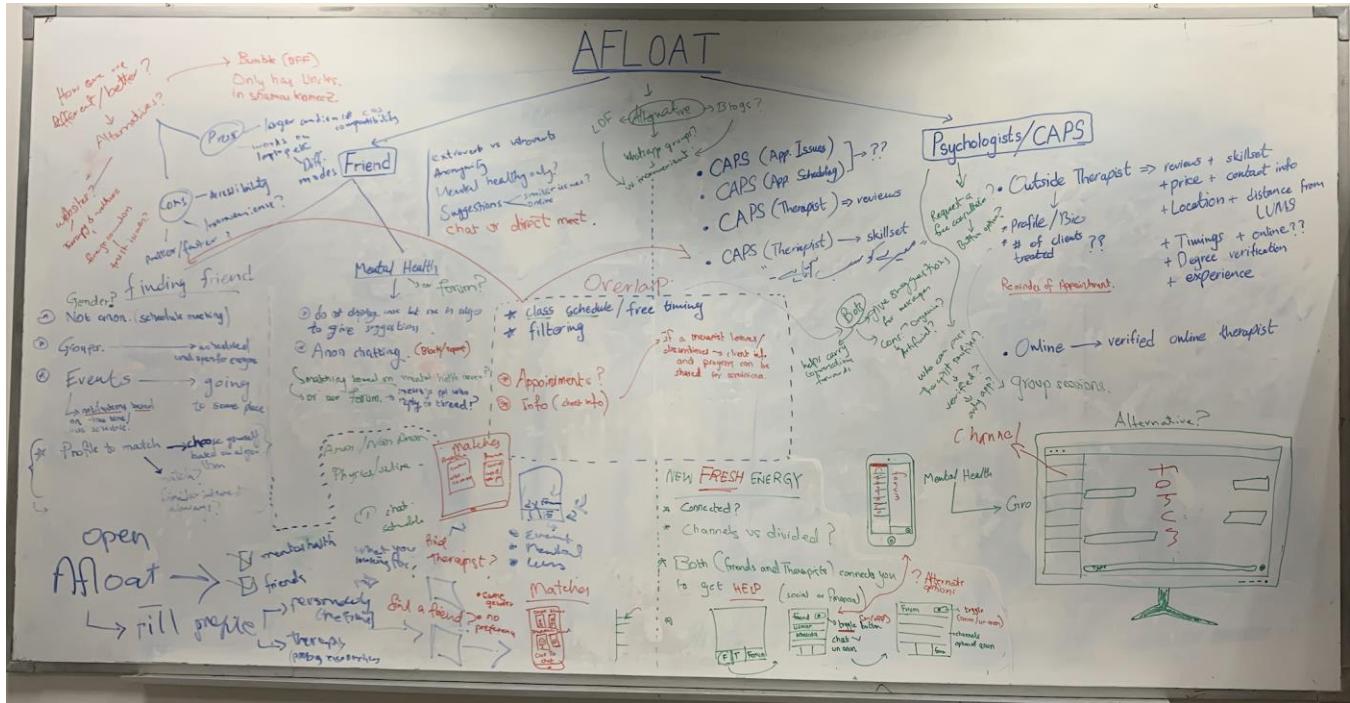
Covid-19 had many consequences, including economic and social. One such social repercussion was reduced human interactions and hence, a gap in the way humans communicate. There is now more difficulty in finding connections and forming friendships, without which humans are severely affected. There is considerable consensus among researchers that “social ties have a salutary effect on mental health and psychological well-being” (Barnett, 1998). On a micro level, this problem is evident within the LUMS Community. The online Facebook group, LUMS Discussion Group (LDF), is flooded with anonymous posts of lonely students reaching out to find friends and form new connections. The administration has also identified this social phenomena and has tried offering solutions (for example: blending models of housing with engagement activities in hostels).

Alongside this, more awareness regarding mental health and COVID’s impact has led to a stark increase in mental disorders among students such as anxiety, depression, and ADHD. According to WHO, in 2019, one in eight individuals, or 970 million people worldwide, had a mental illness, with anxiety and depressive disorders being the most prevalent. Furthermore, WHO reports that due to the COVID-19 pandemic, the number of people who suffer from anxiety and depressive illnesses greatly increased in 2020. Initial projections indicate a 26% and 28% increase in anxiety and major depressive disorders, respectively, in just one year (WHO, 2022).

In a survey conducted with 100 participants from LUMS, 20% stated that their mental health was “poor”. While trying to form new connections and seeking personal help, it is important to seek professional help as well. On LDF, students are constantly asking for therapist reviews and recommendations online, yet many do not find the right fit. In the survey, 30% stated that they were not happy with their experience with CAPS therapy. This leads to another issue: difficulty in finding the right therapist.

Hence, two important problem areas can be seen among the LUMS community: seeking help, professionally and personally. Posting on LDF to find friends and therapists is inefficient and impersonal. This is where Afloat comes into the picture: a mental wellness platform which facilitates students in getting the professional help they need while also giving them a space to interact and connect with new people to cater to this social need.

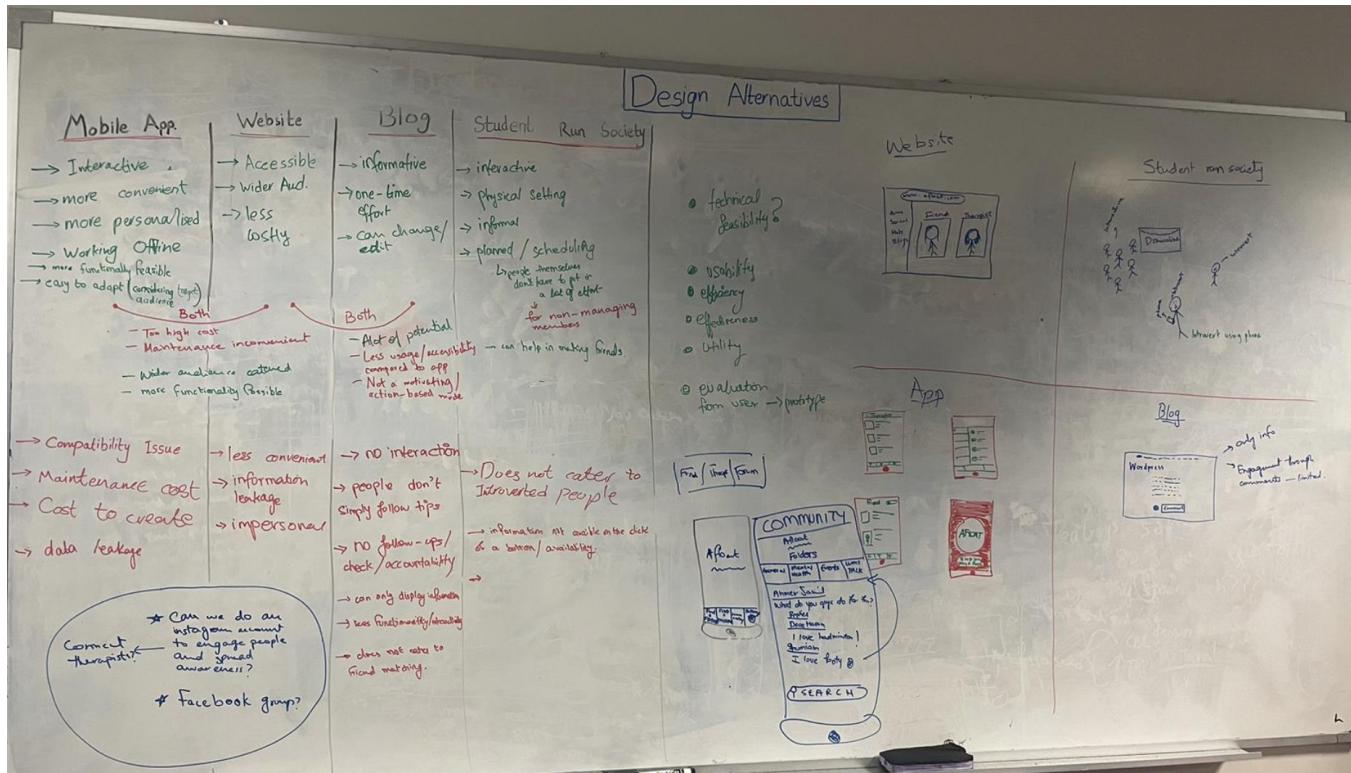
2. Brainstorming (process and ideas)



Our group gathered thrice within the span of 3 days to have creative and intense brainstorming sessions where all aspects of our plan were considered, the pros and cons weighed out, multiple ideas brought up, and numerous features considered. We jotted down a basic plan, and then came up with many different paths that would lead to the same goal of resolving the problem of loneliness on campus and easing the access to therapy for individuals. We started out by listing pros and cons of multiple potential features. In the finding a friend feature, the gender preferences, group meetings, event scheduling, and automated profile matching were considered. These were creative solutions to the problem of interacting with new people and expanding one's social circle. Furthermore, the idea of connecting people that go through similar mental health issues, such as body image issues, anxiety, depression etc. was also considered. Under this, the app algorithm would match people going through similar mental health struggles to create a sense of community and eliminate loneliness. We also accounted for how people may not wish to socialize with others going through the same thing as they might get triggered easily. Our group members threw potential ideas around under that feature, such as anonymous chatting and monitoring the space to maintain its safety. The second feature, finding a psychologist appropriate to one's needs was taken into consideration. For its functionality, we considered whether we would include LUMS, external, or both therapists, and how we would design the feature. Amongst our considerations were adding reviews, one-time consultation calls, verification process, adding a calendar feature for scheduling, location, etc. We also toyed with the idea of connecting the therapist with the student on our app directly. There was further brainstorming to consider all of our inspired screen design ideas and unique interface ideas we had seen around us that we would like to incorporate into our design. We also considered how we wanted to be

different and better compared to the existing alternatives and how our concepts and ideas differed from current options and designs we see around us. E.g We looked at similar mental health or socializing apps to gain some design inspiration, and came up with ways to make those better for our app, such as how to improve the voice note feature, the option of saving certain profiles which other apps don't allow etc.

3. Design Alternatives



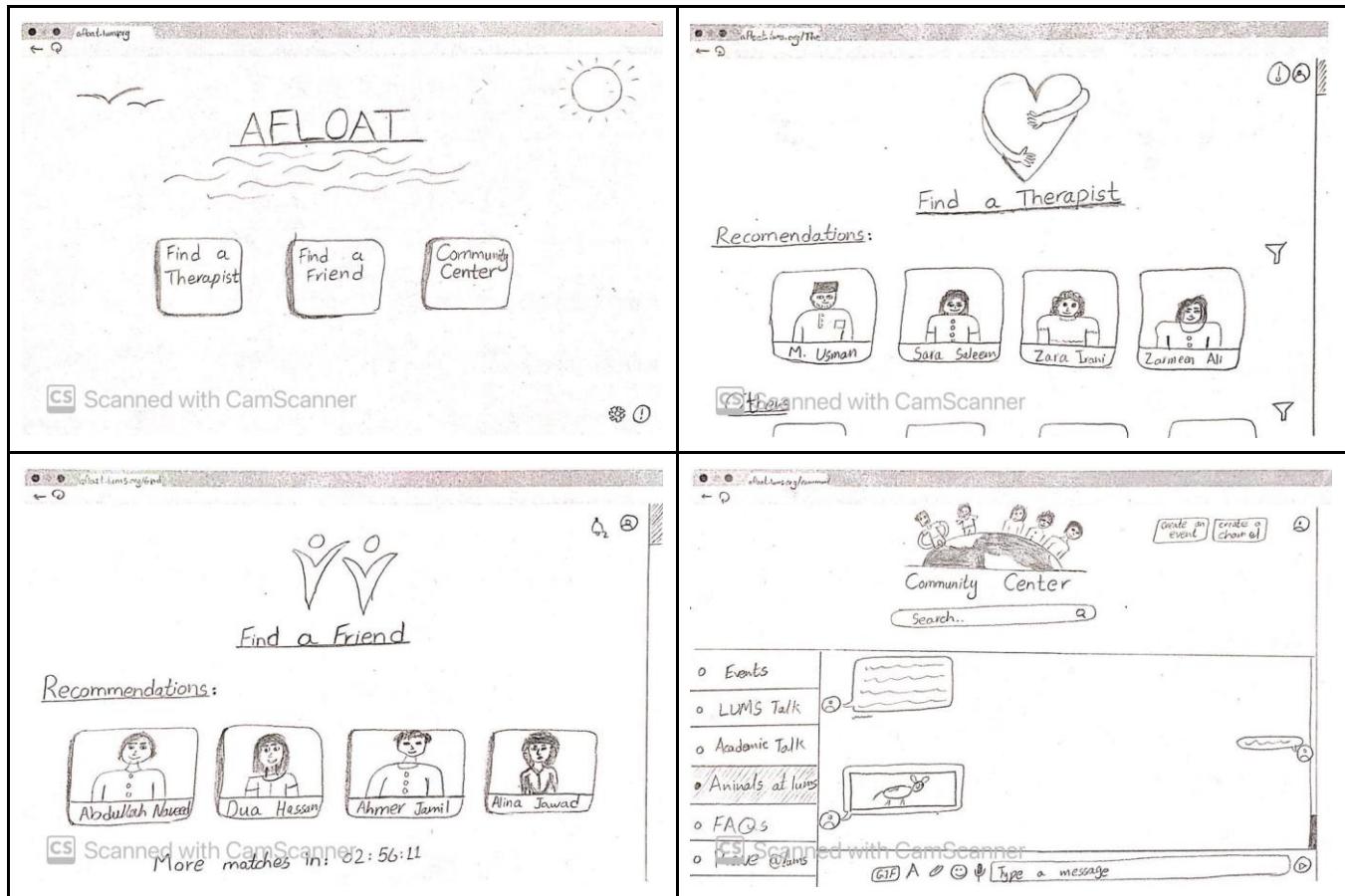
Before finalizing our particular design plan, we considered numerous different alternatives, their pros and cons, and a mental idea of how it would look when completed. We evaluated the potential options on the basis of technical feasibility, usability, efficiency, effectiveness, and utility. The following are our considerations for all the options:

Mobile Apps

Mobile Apps are extremely engaging, interactive, and convenient platforms. That is important considering Afloat foundation lies on engagement and ease of interaction. Furthermore, they feel more personalized unlike other forms of online engagement platforms, and also may enable the functioning of some offline functions. This helps since mental health solutions must feel safe and personal. They also make use of the phone's features, such as notifications, GPS, and updates etc. increasing functionality, and are easier to adapt due to similar mental models for other apps that users may use regularly.

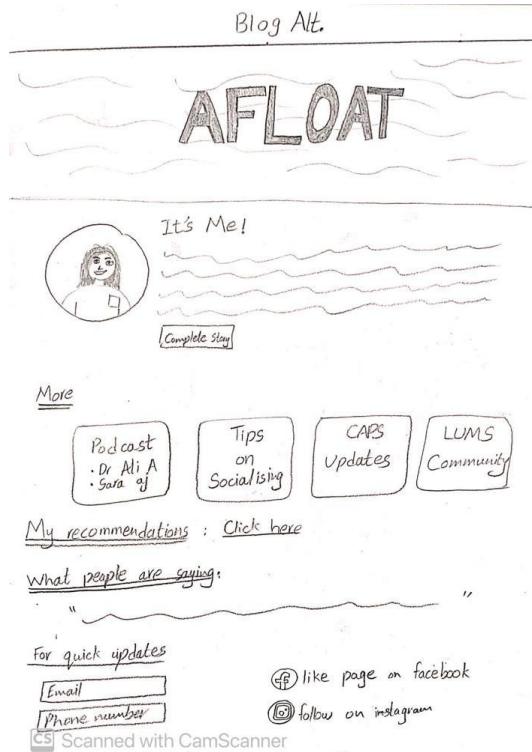
However, mobile apps face compatibility issues for different kinds of systems within the phones, such as IOS, android, windows etc. which can limit their accessibility to a certain class of student body. Furthermore, they are costly to create and maintain, and there is a higher possibility of data leakages.

Website



Websites are much more accessible due to the lack of compatibility issues. For Afloat, this would make them more accessible to the student body and reduce the cost of platform creation and maintenance. However, websites are less convenient than apps, potentially offsetting the increased audience due to higher system compatibility. They also are more impersonal compared to apps and blogs which is an important consideration for us as our foundational idea is a sense of belonging and community.

Blog



Blogs are incredibly informative platforms with only one-time creation effort. Afloat can easily edit and update it by posting regularly and editing previous posts. However, the main purpose of our project is to encourage interaction between people – to make new friends or find a therapist for oneself. That requires engagement on a larger scale than simply commenting. Displaying information is not an adequate level of functionality to resolve the problem of loneliness and other mental health issues. An app or a website would thus be more effective for that, and blog elements can be incorporated into them by having a separate info section, rather than making it the main platform for Afloat.

Student Run Society

Student-run societies are incredibly interactive ways to get to know new people in a physical and informal environment, making the interactions more organic and real. The planning and scheduling is a society's responsibility so lesser effort is required on the ends of the people, meaning a higher satisfaction for them. However, student-run societies are more appropriate for extroverted people who are not socially anxious or don't face any disabilities, and they may also limit a friendship or interaction to society-related events only. An app provides the cover of a digital interface for those who struggle with initiating conversations or jumping into real-life interactions.

We also considered trying out for multiple options but there were important issues that came up. Opting for a mobile app in combination with a website would be inefficient as the cost of construction and maintenance would be higher than the gains via wider audience and increased functional feasibility. A

blog in combination with a website would still not be accessible enough and would lack the action-based model we are trying to build. Student-run societies require high financial, time, and effort investment on the managerial body of the society. We also considered Instagram accounts and facebook groups to connect people to therapists and other people for a greater community, but concluded that it would have a limited and inefficient functionality only without unique features that an app could offer. Therefore, we considered combining the blog option with a mobile app to minimize cost and maximize utility, by adding an info section in our app where articles, news, and other informative posts would be made to increase awareness. The app itself would contain numerous features which would make higher engagement possible, maximizing the productivity of the design alternative we ended up choosing.

4. Literature Review/Other similar products <(\pm 500 words)> - 3%

| | Afloat | Umang | Better Help | Marham | Bumble (BFF) | LDF Facebook group |
|-----------------------------|--------|----------------|-----------------|-----------------|--------------------|--|
| Logo | | | | | | |
| Ratings | | 4.1 (Facebook) | 4.2 (app store) | 4.8 (app store) | 4.5 (app store) | - |
| Number of votes for ratings | | 13 | 12 | 806 | 5200 | - |
| Foundational concept | | | Psychotherapy | Healthcare | Making new friends | A community for the LUMS students and alumni to engage |
| Country | | Pakistan | California, US | Pakistan | Texas, US | Pakistan |

Umang:

Umang is a website that acts as a mental health helpline all over Pakistan and is officially registered as partners of facebook and Instagram, and recognized internationally by WHO

Features:

- 24/7 helpline for mental health
- Free of cost
- Strictly online
- Suicide-preventive
- Information section with info on numerous mental health concerns

Problems:

- Has a limited team available only that will help rather than different psychologists outside of the team who may possibly more specialized too
- Don't cater to all sorts of mental illnesses or issues. More focused on suicide prevention
- Don't have the option to choose a counselor that's the right fit for you
- Website – inefficient and inconvenient for faster use
- Only online help available
- Don't have the option of a community where you can connect with people going through similar problems as you

Better Help

Better Help is a US based mental health platform that provides online mental health services through messaging, live audio and live video calls. It connects therapists to patients.

Features:

- Provides the option of online chatting (any time), audio calling, and video calling with therapists all over the world
- Option of picking therapists based on preference
- Simple, concise, and comprehensible interface
- Questionnaire to evaluate the right therapist for individual
- Option of changing therapist

Problems

- Extremely pricey when considering the exchange rate
- No in-person options available
- Low budget options not available
- No community to engage with people going through similar issues
- Rumors about data breaches and leaks
- Foreign therapists might not relate to local issues

Marham

Marham is a “find-a-doctor” service in Pakistan to locate the nearest doctor to a person.

Features

- Allows searching for a doctor by specialty, hospital, city, diseases, and services.
- Option of video consultation as well as appointment booking
- Urdu text as well – enables a greater audience to access the platform
- 12 hour support available
- Online payment

Problems

- Lacks interaction options with like-minded individuals
- Less depth when it comes to matching with a mental health professional – expertise area not always stated explicitly

Bumble BFF

Bumble is a matchmaking app with the BFF feature, which enables new people to interact with one another by allowing them to match based on their specified interests with the potential of a friendship.

Features

- You make a personal profile which is displayed to others for the matchmaking process
- The option of filtering people based on preferences like gender, interests, age etc.
- Matches people within a certain proximity/distance
- The females initiate the conversation
- Matches are made and remain from 24-48 hours, after which they expire and cannot be refreshed

Problems

- Only option of individual conversations rather than group chats
- Bumble is advertised as a dating platform, so even the BFF feature is often misinterpreted
- The audience is very limited and you cannot choose for it to be LUMS exclusive

LDF

LDF is a Facebook group for previous as well as current LUMS students which acts as a platform to post, interact, and engage with the LUMS community.

Features

- Facebook group with thousands of members
- Anonymous as well as public posting allowed with monitoring for basic community rules
- Option of connecting with new people as well, while they have the option of engaging or not by accepting or not accepting message requests

Problems

- Very diverse subjects brought up so not focused on mental health
- Impersonal platform
- Anonymous posting discourages people from reaching out
- Too many different posts mean often different things one is interested in can be missed

How does Afloat cater to these problems?

- Afloat enables like-minded individuals to connect and interact on the basis of forming mutual friendships and connections
- It enables easier searching of therapists by connecting different people with therapists recommended based on their preferences
- A platform to provide a community belonging as well as mental health services under the same platform
- Can filter people and therapists based on personal preferences
- Budget options vary depending on preferences

5. The final design (name of your product /system/concept name)

After conducting the numerous interviews and receiving the survey responses, we felt that our idea was validated. Our quantitative and qualitative research proved that mental health was a major struggle for many LUMS students, and that it also came up because of academic pressures and social struggles. Many interviewees specified anxiety as their struggle, and others mentioned that they constantly had trouble making new friends which impacted how they felt about themselves and their mental health. In our brainstorming sessions, we considered these numerous pain points, how we could resolve them through a platform, and what the mode of that platform would be. We also realized that these pain points may not be limited to simply LUMS students but could be issues that many people face. However, based on the interviewee insights we gathered, we discovered that many people were reluctant to make friends with complete strangers and preferred forming new and stronger connections with either acquaintances, or people they had mutual friends with. Furthermore, as students, especially hostellites, they also had issues traveling to and from different places which is why they preferred friendships where they were not required to travel so much to maintain it. Simultaneously, many interviewees also brought up the fact that they preferred in-person friendships over online ones (5 interviewee insights verify these claims). Taking into consideration all these needs, we wanted to build an application that is narrowed down to the LUMS Community, where in-person friendships have a greater chance of prospering since the students have a

greater sense of trust within the community than towards complete strangers with no common link. Also, it is more convenient for everyone to make friends on campus rather than make external friends as that would require them to travel off campus, which is an inconvenience. Furthermore, we wanted to cater to the professional as well as personal levels of seeking help, i.e. through therapy or new personal connections. Hence, we decided to provide a solution to two important pain points for the mental health and wellness concerns within LUMS students: difficulties in finding friends and difficulties in finding therapists.

Afloat was our solution to these problems. It will allow LUMS students to find professional and personal help in one-place. We came up with the name as a representation of our concept. Our idea behind Afloat was to help those that feel lost in the ocean. We wanted to help those that felt as if they were drowning in work, stress, anxiety, or the lack of social interactions. The aim was to not let them sink into the pressure. To keep them Afloat is to be the space that they can treat as a safe haven which they know would help them through the deep waters and be the reason that they get through the hard times.

Afloat is a mobile application that promises an engaging interface with a great emphasis on simplicity and visuals as it belongs to the genre of mental health and wellness. As mentioned in the brainstorming section, a mobile application is a much more convenient, personal, and engaging platform than other options. Therefore, we decided to create an app that would have the simple model of creating an account, logging in, and registering on it. It would be a free app, so there would be no section of payment. Since the application will only be intended for LUMS students, students will have to scan their card to sign up, along with verifying their identity via the LUMS email. There will be an option to reset the password if someone forgets it through the same email. Moving forward, to simplify the functionality and categorize them into easily comprehensible features, the application will have three sections: **Find a Friend, Find a Therapist, and Community Center.** These different sections will appear on the screen as 3 separate bars/buttons which each will lead to the default pages of these sections with further navigation options to access more features.

Categories:

1. Find a Friend

Importance:

In our User Research phase, findings suggested that social ties have a large impact on mental health. We also interviewed a therapist who pointed out that social struggles and the feeling of not fitting in are some of the biggest factors affecting students and people in this age bracket. Furthermore, in our survey, 30% of students stated that they “suffer from mental distress due to their social circle, or lack thereof” and 45% stated that they have very good experience when confiding with friends regarding their mental health concerns. Therefore, the importance of making social connections and forming friendships is evident amongst the students. Afloat will bridge the gap for all the individuals that are unable but want to find friends.

Discovering new friends:

The Navigation Bar: There will be 3 visible squares at the bottom of the screen, which show 3 sections of the mode. The home page leads back to the main screen where the mode of friends, therapist, or community center is chosen.

The Matching Algorithm: The default will be the discovering friend page. Many interviewees also specified that they would like to connect with people with similar interests. In order to cater to that alongside catering to people who would like to step out of their comfort zone to interact with people with different interests, we have kept two forms. When the user enters “find a friend” mode for the first time, he/she is required to fill out the form which asks for their personal interests, and gives many options such as sports, reading, traveling, hunting, movies, photography, etc., and a similar questionnaire for the preferred interests in other people. The chosen options get highlighted and the option to continue appears. Then the screen shows the friend recommendations that the app’s algorithm comes up with based on the forms filled by the user. The algorithm matches the user with other users who look for similar characteristics as the user if the user also is in search of that particular set of traits. **We decided that we would only show a limited number of matches** so that the matches shown have a higher probability of being given a chance by the user. This prevents discrimination and **prevents people from feeling as though they are not good enough to be selected by others to interact.**

Timer: After a timer of 48 hours, these matches expire if they are not connected with or reached out to, and the user then gets a new set of matches so they can interact with someone else if they don’t find current matches appealing.

Viewing and Interacting with Matches:

Match Profile: Clicking on each match opens up their profile where the person’s age, interests, school, major, and other such details are mentioned.

Chat and Meetup request: The user can choose to either chat with that match or send them a meetup request, which would imply that they want to schedule a time when they can meet in person to interact. The chat option opens up a private chat with that individual, while the meetup option opens up a form which requires the user to specify the location, date, time, and a description of the activity they want to do (e.g. Khoka at 5pm on 20th November for chai). This meetup form also opens up from the chat window, when the drop down depicted by the three dots in the corner are opened. The display also shows an option to block a match in case someone is uncomfortable with a match. After 3 blocks, a user’s profile is reviewed for inappropriate behavior, and after careful checks by the algorithm, and if any violations of community guidelines are noted, their profiles are banned from the app.

Messages: The current and previous chats can be seen when the chat area is accessed by the message bubble in the top right corner of the default friend discovery screen. Furthermore, there is a hamburger menu on the top left corner, which when opened, displays many options such as the option of editing one's profile (the info added right at the start when entering friend mode), viewing scheduled meetups (which will be categorized as past/expired meetups and pending meetups or meetup requests), contact the Afloat team helpline, viewing our blocked users (which will have an option to be unblocked), and logging out.

Other options: Aside from the default discovery page for friends where the profiles will be shown, there will be a notification page where all meetup and message requests received and accepted will be shown. The user will have the option to accept or reject the requests. The chat screen will show all the chats and will have the option of deleting chats from only our interface.

2. Find a Therapist

Importance:

The User Research phase made us realize that willingness to seek therapy is there, but many students are hindered by several reasons. In a survey with LUMS students, 26% have not reached out for therapy due to lack of information regarding the therapists and 35% due to concerns with the cost of seeking therapy. 14% feel that there is a lack of skilled professionals. Those that do start therapy, eventually quit due to dissatisfaction with the therapist's methods of therapy. E.g. 5 of our interviewees (2 females and 3 males) specified how they had bad experiences with CAPS therapists and lacked information regarding external therapists as well as satisfactory CAPS therapists. Afloat is a way to cater to these concerns by providing information on carefully filtered therapists, within as well as outside of LUMS. One of our interviewees, Muneeb, also brought up a sensitive idea that a mental well being app must build up trust so that confidential information remains private. To cater to this important sentiment, Afloat decided to provide contact information for the selected and verified therapists, and match users with them.

Finding the right fit

Background: Our findings suggested that a prevalent issue that students face is that they have specific issues that they want to address (for example: ADHD, depression or anxiety) but CAPS does not match them according to the therapist's specialization. Hence, they feel they have not found the right fit and eventually quit therapy. Those that are willing to pay for external therapists face lack of information regarding therapists, their specializations and their fee; this information is usually not readily available. Afloat helps users find the right fit for themselves based on their needs.

Initial Questionnaire: When clicked on “Find a therapist”, the user enters the therapist mode where he/she has to answer questions regarding their struggles, what particular areas they require help with, and if they have taken therapy before. Selecting each option would result in them being highlighted and at the end of every question, the option to continue will appear. Example, they can mention they are struggling with heartbreak and loneliness, they need help with the anxiety and depression that accompanies it, and they have not taken therapy before. After the third question has been answered, the user is reassured that Afloat will help them find the right therapist.

Therapist Home screen: Following this, the default screen of discovering a therapist appears, where just like the friend feature, numerous profiles will appear. These therapists’ profiles will show some of the most important information. The screen will show external therapists and upon scrolling, will show CAPS therapist profiles too.

Filter option: The option of a filter is also available, which when clicked shows a slider for distance (how close by you wish your therapist to be), a slider for budget (your maximum range), a check mark for whether you would prefer an external/CAPS therapist and a male/female therapist. Specifying the distance and/or budget as 0 would automatically lead you to the CAPS therapist profiles.

Viewing and considering a therapist: Clicking any profile would open up further details about the therapist. Amongst the mentioned information would be their qualifications, ratings, years of experience, specialization, and distance from location, contact information, reviews, and an option to add a review.

Saving Therapists Profile: There will also be a save option right beside the name of the therapist, where the profile can be saved to refer to later. These saved profiles can be seen in the “saved” option in the hamburger menu in the top left corner, where the rest of the options of editing your profile (struggles, help required etc.) and logging out are also present. In the saved area, the profiles can also be unsaved later.

Other options: Aside from the default discovering a therapist screen, the three options at the bottom of the screen show an option of going back to the home screen where the option to select friend, therapist, or community center are shown. The info button takes the user to the information section where many articles/blogs are listed with topics relating to mental health such as what is mental health, major causes of mental illnesses, CAPS info etc. Tapping each heading/title will take you to the blog where the article/blog opens up for the user to read.

3. Community Center

Importance:

The last category on the home screen is the Community Center. Based on some interviewees' suggestions (such as Mahnoor and Ali) who mentioned group friendships and topic-wise discussion forums, this feature aims to create a community where people can talk about different topics. It aims to help bring the LUMS community together with a special focus on mental health related issues and enables people to reach out to the entire LUMS community for help and assistance. Being part of a community can have a positive effect on mental health and emotional wellbeing. Community involvement provides a sense of belonging and social connectedness. Hence, the Community Center is an added element of Afloat to offer a sense of belonging and connection with groups of people.

How to navigate through it:

The community center will have different channels, in which users will be able to comment and discuss amongst themselves. The default channel will be the general channel where users can discuss anything in general and have engaging conversations to connect with one another. They will have the option of sharing voice notes, files, pictures, or stickers/GIFs etc. In addition to that, more channels can be made by the users themselves based on topics that they would want to discuss. For this, they must get approval from the administrator. For example, they could create a channel to discuss updates on LUMS policies, country's politics, sports, or any other topics. The messages will be visible to anyone who opens these channels from the bar at the top. On default these channels will be muted and the user can choose which channels' notifications to receive by clicking on the unmute icon on the channels. A channel for FAQs, which will also contain information regarding CAPS and the procedure to reach out to CAPS for help. It will contain general symptoms for some common mental health problems among students and definitions of most mental health related terminologies. The events channel will show a list of all the upcoming events scheduled by the users such as guitar jamming sessions at 9pm in cricket ground etc. There will also be an option to create a channel, where the screen that opens will require the user to specify channel name, description, and purpose for the request to be submitted. This channel will be visible once the request is approved by the Afloat's admin. Another option to create events will be visible, where the event name, date, time, location, and the event itself are specified. Pictures can also be added and the algorithm will only continue to display the event if up until 8 hours before the event, 10 votes must be given to "coming" to the event, and if they are not received, the event will disappear from the feed.

Other options:

The bottom 3 options in the bar show the default community center screen with all the channels and chats, the home screen which lead back to the main home page where the three options of therapist, friend, and community center are shown, and the notification bar where notifications of new events, channels, and messages are shown. There is also a search bar at the top of the screen where a channel can be searched and the search results show channels as well as chats that contain the word searched.

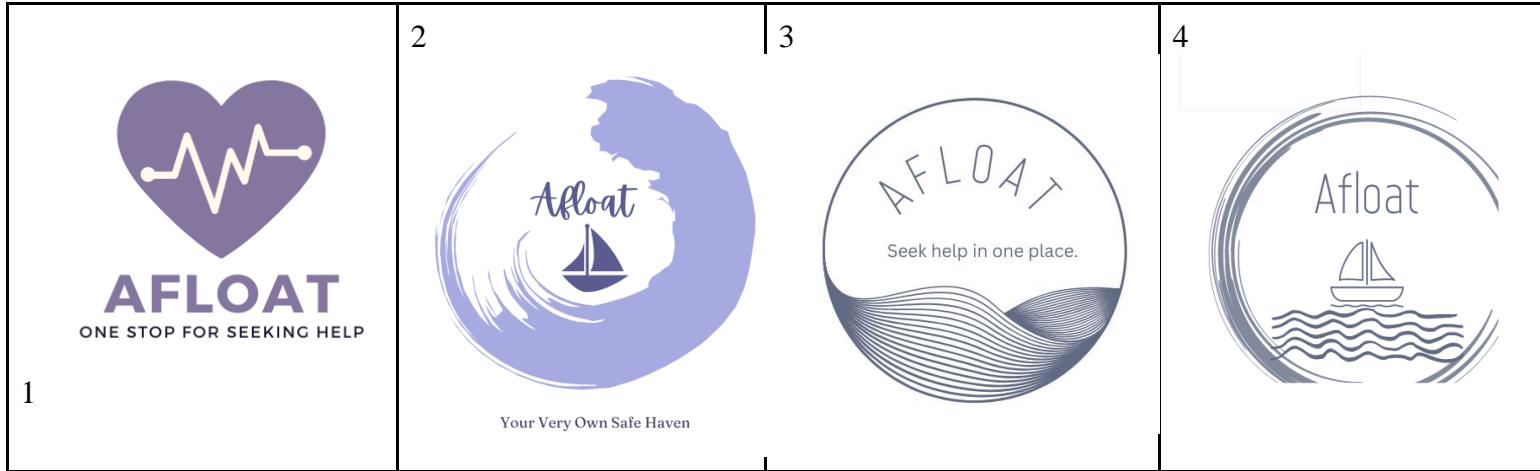
Design Decisions

Color:

We considered different kinds of colors which would be used in combinations. As individual colors, we decided that shades of red, orange, and yellow would be too radiant and bright. Our aim was to visualize calmness. Another fact was that our app was called afloat, which automatically takes the mind to water and aquatic thoughts. Thus, blue seemed most appropriate. Blue and Pink in combination would feel too contrasting. Thus, purple and blue could be considered as they were visually appealing colors which looked great in combination because of the contrast being low. Purple and blue are both very calming colors, which if used correctly in pastel hues can communicate the message of our app very nicely.

Logo:

We considered 4 different logos for Afloat. The first logo was visually appealing and the casual feel of the logo was upheld. It also felt calming and kind. However, it failed to communicate the concept “afloat” itself and the icon was not representative of the name of the app. The phrase “one stop for seeking help” communicated the purpose but lacked the comfort within the words. The third logo depicted waves and was unique, which is why the name of the app was depicted visually. However, this logo looked too professional rather than not welcoming. Also, the phrase “seek help in one place” again lacked comfort and sounded too formal. The fourth logo depicted the concept perfectly and in a playful way. However, it did not feel refined and aesthetic, and felt like it was poorly designed. The second logo was aesthetically pleasing along with being minimalistic and casual. It represented the idea of Afloat well and seemed compact, which was perfect for the foundational idea of Afloat. The phrase “your very own safe haven” also complemented the logo as well as the name of the app, making the entire feel of it very comforting, safe, and soothing. Thus, we decided to use the second logo for our app.



Fonts:

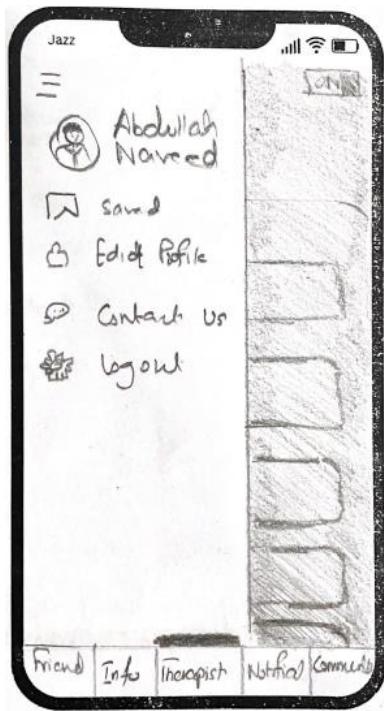
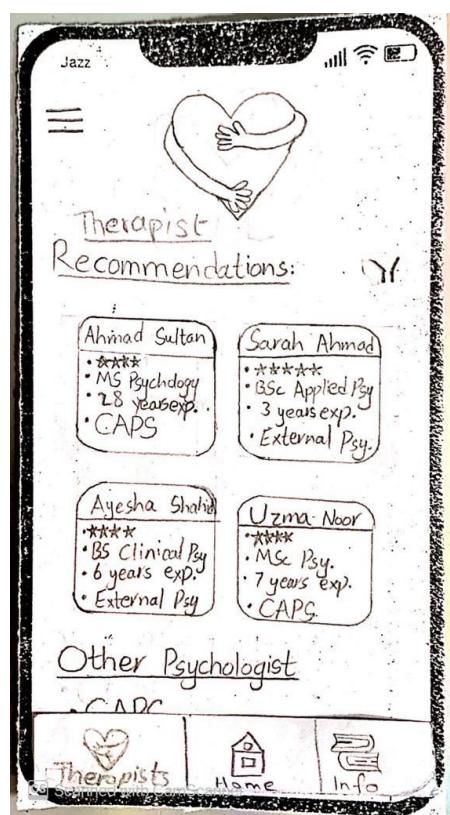
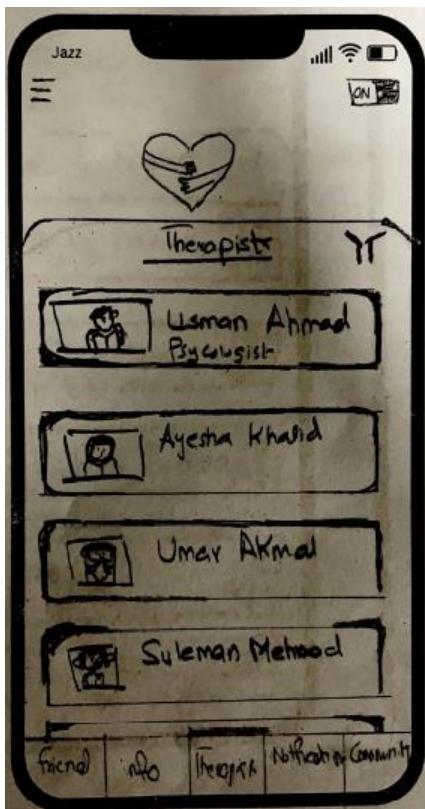
We considered 4 fonts as shown below. The first font, Helvetica which is a popular font seemed appealing as it was a simple, readable, and a minimalistic font which would go with our theme. However, we quickly realized that the sharper edges around the letters in the font made it seem much more professional and stylistically strict compared to other options. The second option we considered was Proxima Nova, which was a beautiful, bold font. However, when put into the screens, it seemed too bold and too loud, completely contradicting our calm and pleasing aesthetic. The next font, Merriweather, was also a consideration as the font was rounder and more casual. However, it once again did not radiate the calming and soothing feeling as the last font did. This last font was called outfit, which was a much rounder font but with slightly sharp edges. Although it was bold, it was a casual and approachable font which instantly gave our screen visuals a friendly face. Thus, we stuck to this.

| | | |
|---|---------------|--------------|
| 1 | Outfit | Helvetica |
| 2 | Outfit | Proxima Nova |
| 3 | Outfit | Merriweather |

| | | |
|---|---|--------|
| | <h1>Outfit</h1> | |
| 4 |  | Outfit |

6. Sketches

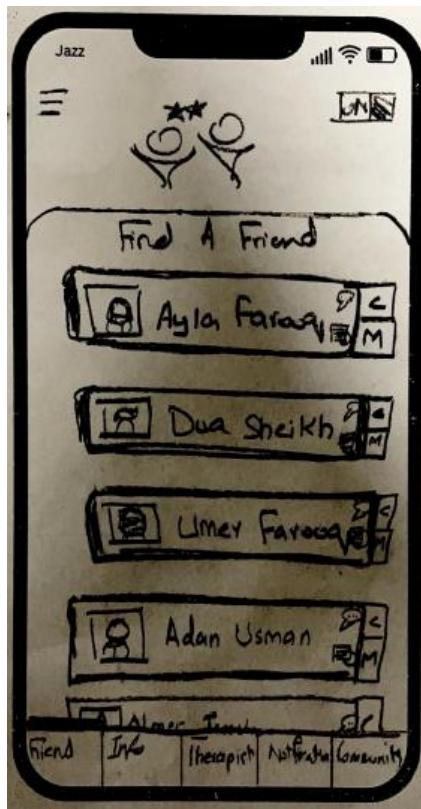
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|  <p>Bottom app bar has navigation to all the modes (friend, therapist and community) with mixed notifications. Toggle button for on and off.</p> |  <p>No toggle button. Recommendations are shown and three separate modes. Since we are in friend mode, all bottom app bar buttons are related to the friends functionality to avoid any confusion or mixup and allow users to use stand alone functionalities.</p> |
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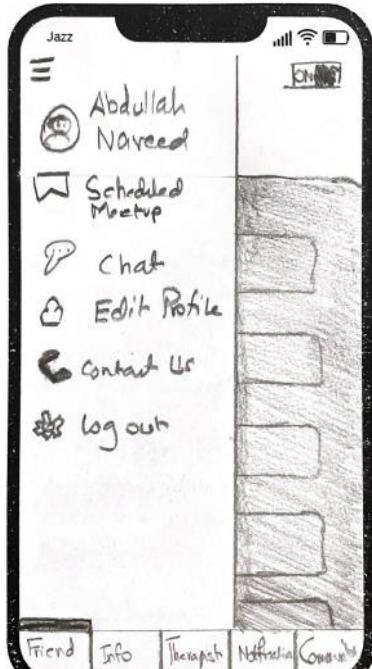
Three bottom app bar buttons and chat button on the top right.



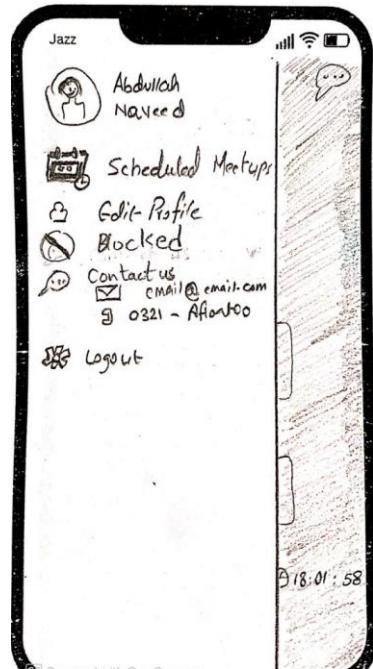
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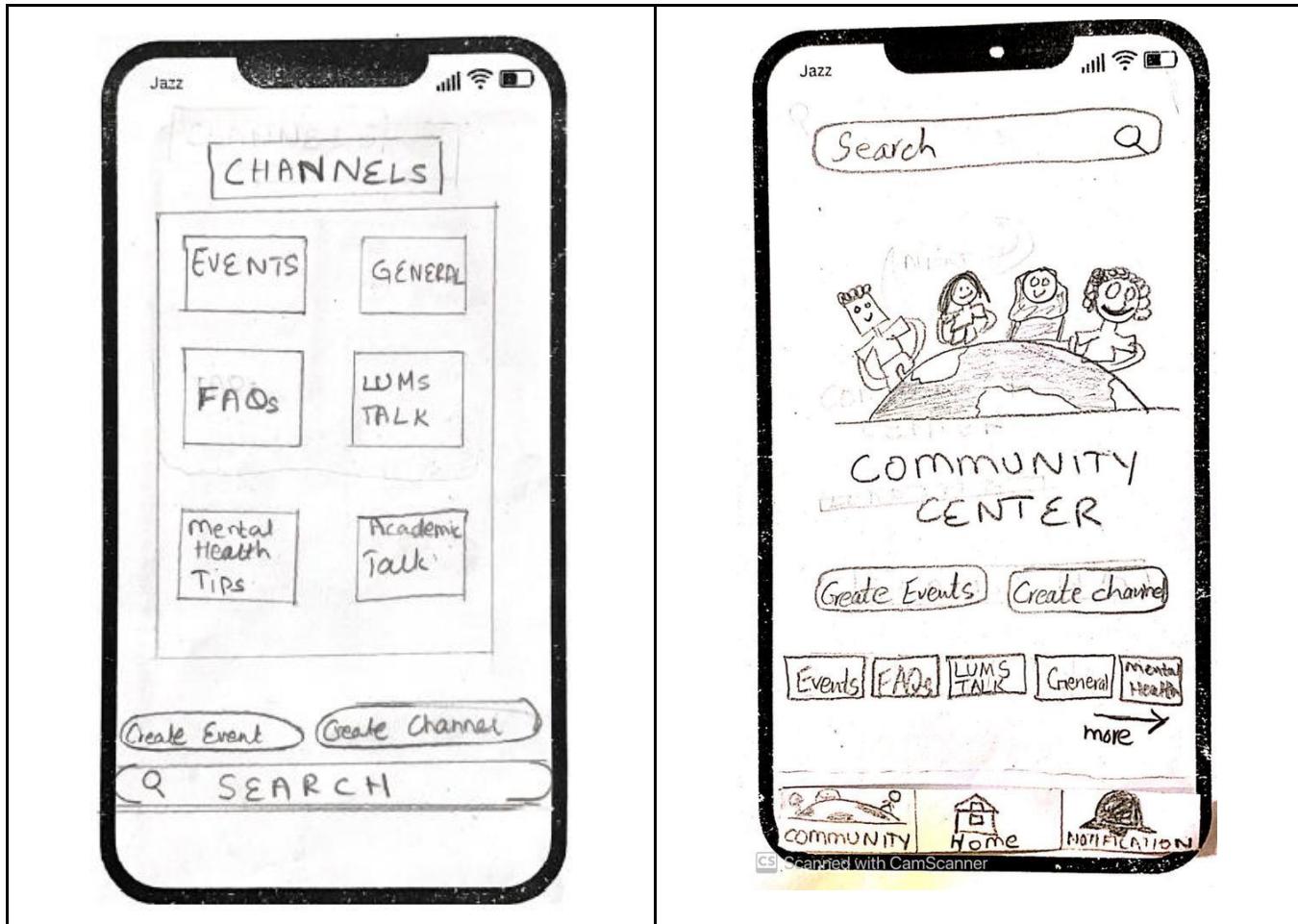
Chat button not on the top right and more bottom

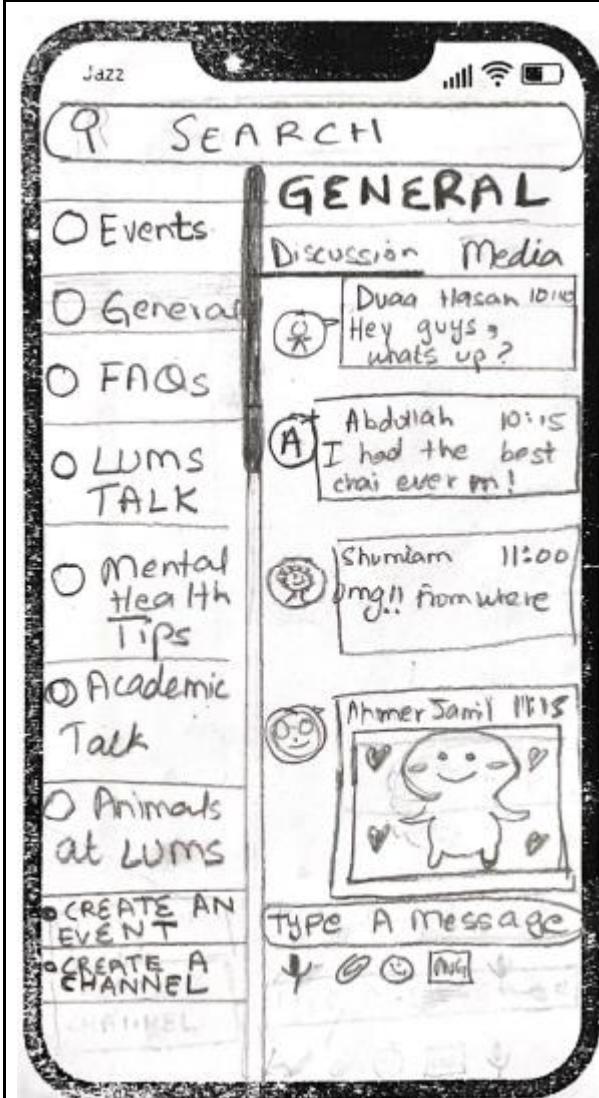
app bar buttons to provide all three major functionalities.



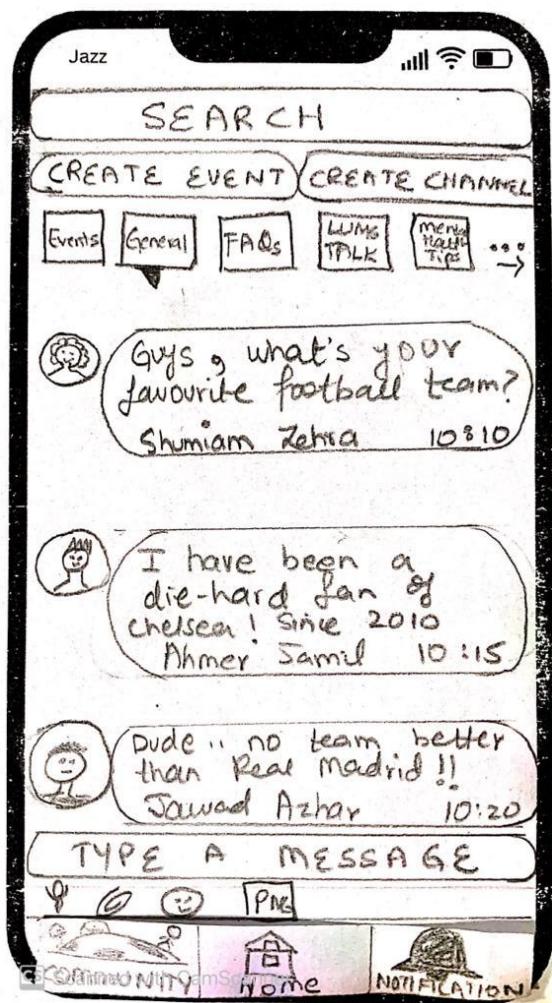
Chat button in the hamburger menu



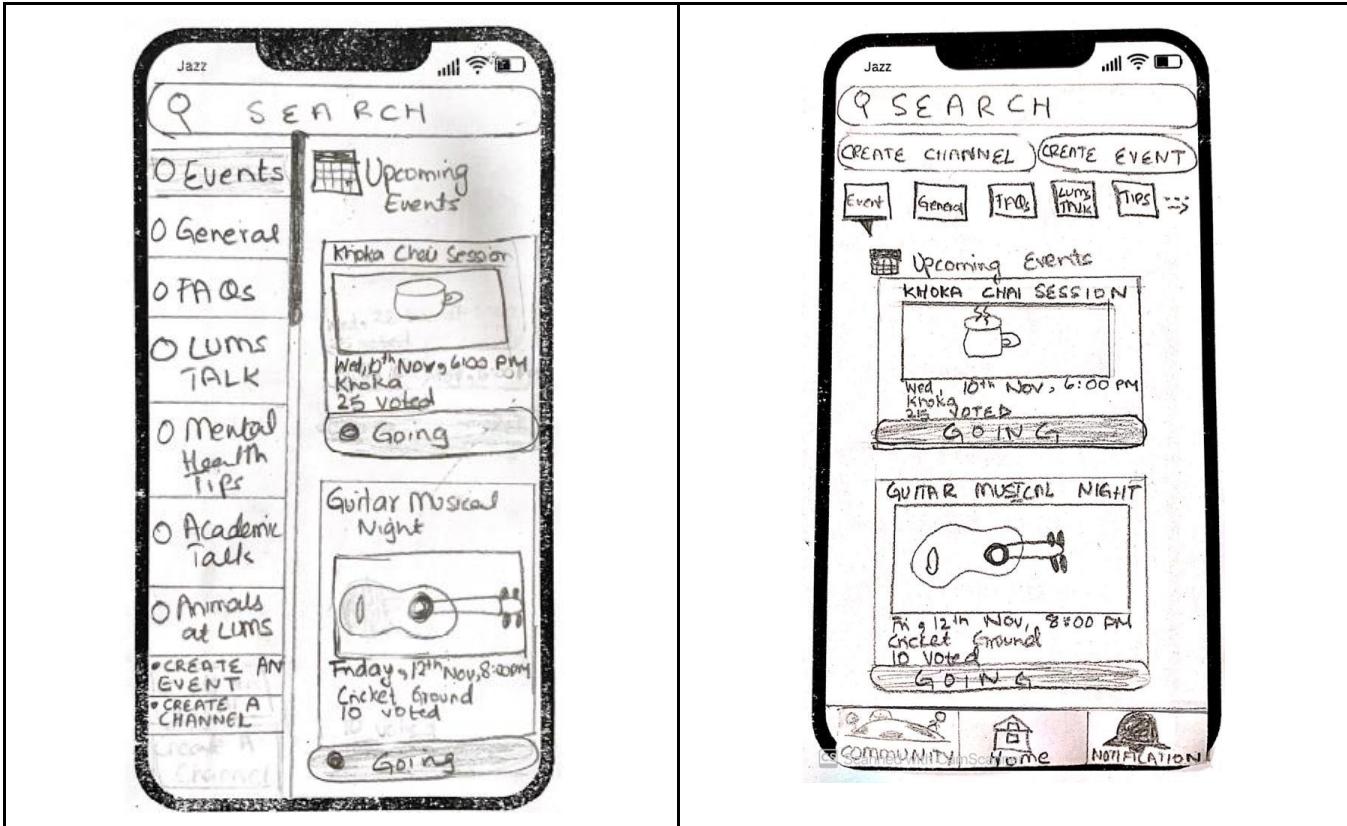




Vertical list of channels.



Horizontal list of channels.



Two major design flows considered included a separate by functionality mode for the three major functionalities of “find a friend”, “find a therapist” and the “community center”. The main home screen would contain three buttons that would redirect the user to the relevant mode and all further functionality would be carried out in this mode along with a home button that would lead the user back to the home screen. The second design caters to all functionalities in one place with the help of a bottom app bar to switch between the three modes and a combined notification page where users will be able to see all notifications. This design could potentially become confusing as all functionalities would be seen together with all notifications in one place.

The first design makes distinction between the three functionalities possible, simplifies things and seems more plausible for our target users as mixed information could lead to increased anxiety levels.

7. Scenarios

- 1) Aria is having a tough time managing her social and academic life at LUMS. The stress of university life and personal issues are making things difficult for Aria and she thinks it is high time she should consult a psychologist. She has heard very negative things about people's experiences with CAPS and wants to find a trustworthy and effective psychologist within her range. While discussing the situation with her friends, she comes across an exclusive app for LUMS students, “Afloat”, where she can find contact numbers and reviews of several therapists along with their

specialities and skill set that could help Aria make the most informed decision. She downloads the app and signs up, filling in all necessary information about her demographics and situation. She chooses the “find a therapist” option and selects filters such as external therapist and her budget range. She comes across multiple therapists available for physical as well as online sessions. Upon clicking on the therapist’s picture/name she finds details about skillset, their qualification and reviews by fellow LUMS students who have availed their services before. She also finds their contact information and the procedure to ask for an immediate appointment. After reviewing the therapist’s information, she is now ready to reach out to the most suitable professional for her.

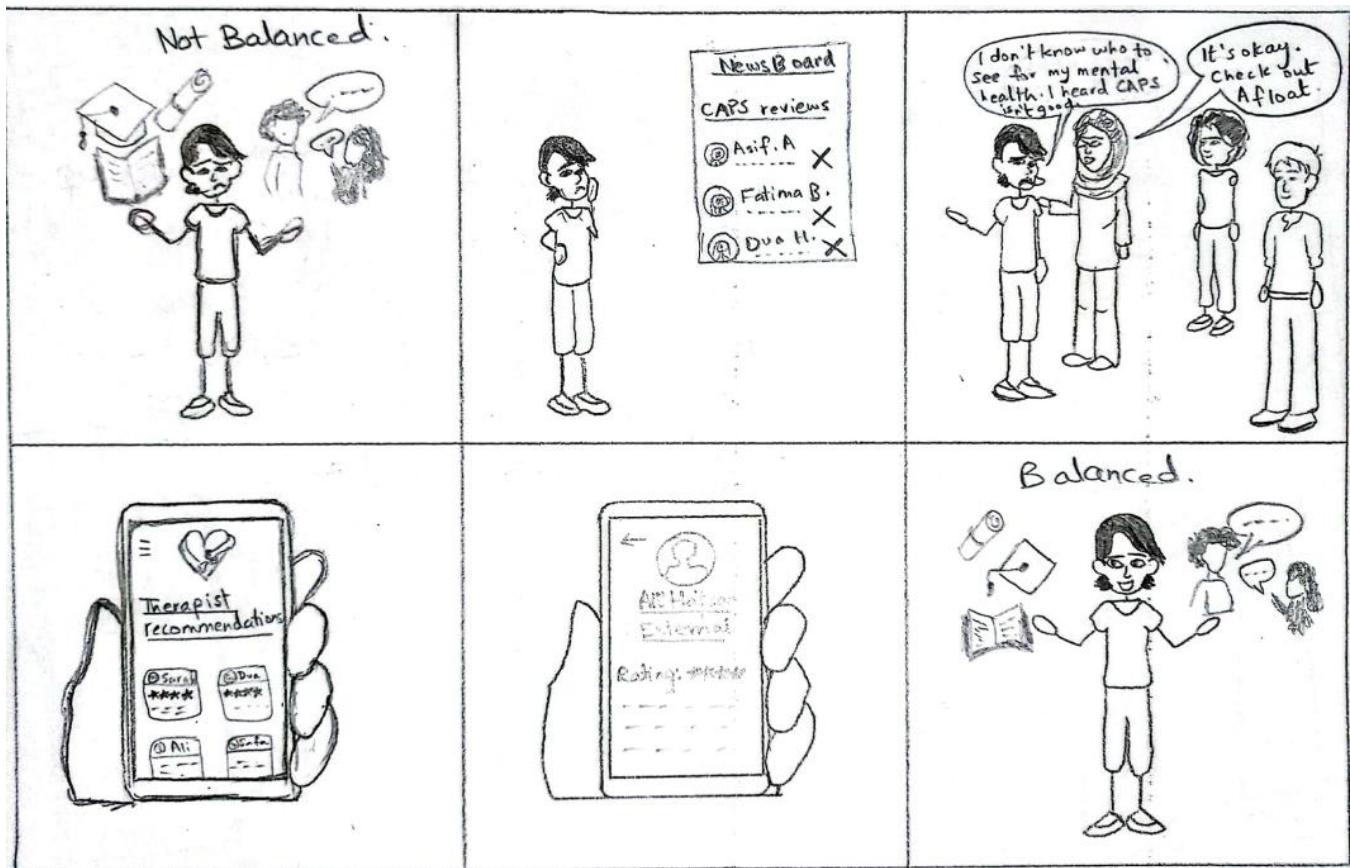
- 2) Ahmed is going through some personal issues that are affecting his daily life activities. He often finds himself not being able to focus on work and feels he needs to reach out for professional help. Due to some financial constraints he cannot reach out to external therapists but Ahmed knows that LUMS offers access to therapists free of cost at CAPS. However, he is wary of reaching out to CAPS because of negative word of mouth reviews and lack of information regarding the therapist’s qualification. While doing some research he comes across the lums exclusive app “Afloat” where he can find information on CAPS therapists. He downloads the app and signs up by putting in his information such as demographics and his particular case. He clicks on the “find a therapist” option and sets the filter to find CAPS therapists. He finds a list of all CAPS therapists along with their qualification. Upon clicking on the name/picture he finds reviews on the therapist by fellow LUMS students who have been assigned the particular therapist before. After reading the reviews on the therapists he can now figure out which therapist would be most suitable for him and he can now email CAPS and ask to be assigned the particular therapist.
- 3) Abdullah often feels alone in LUMS and feels he does not have enough friends to hang out with. He wants to make more friends but does not know how to strike up a conversation with new people and lacks the confidence to start conversations in person. He also feels people are generally not willing to meet with new people and this makes it harder for him to reach out to new people. While scrolling on LDF he comes across the LUMS specific app “Afloat” where he can find new people to hang out with. He downloads the app and signs up by putting in his information (demographics, interests and hobbies). He clicks on the “find a friend” option and finds a list of LUMS students wishing to connect with new people along with their hobbies and interests. He goes through the list and looks for people with similar interests to befriend. Now Abdullah can send others a request to either chat or meet in person on campus, helping him make new friends.

- 4) Mahnoor feels she is not happy on campus and struggles with university life. She feels she cannot open up to her current friend circle as they would not be understanding of her situation and wants to be able to talk to someone who can relate to her and advise her. She comes across an app called “Afloat” where she can post about her feelings anonymously and get responses from people who have been through similar situations. She downloads the app and signs up with her information. She then clicks on the “Community Center” button and clicks on the general button from the sidebar. She posts about the difficulties she is facing at LUMS. In the comments sections she can get responses from people who have faced something similar and she can choose to chat with them to send them a request to meet privately if she wants or continue the conversation on the public forum.

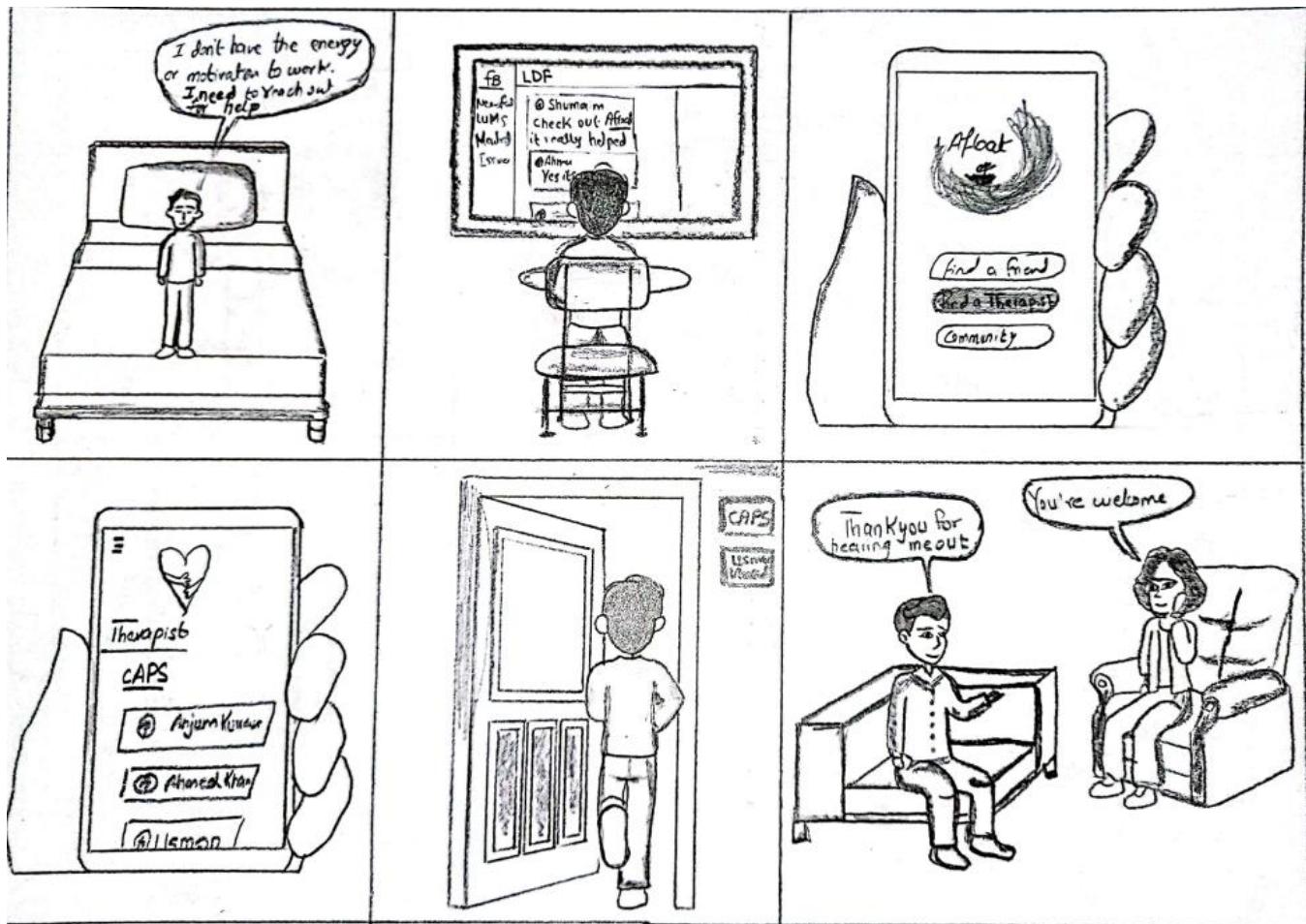
- 5) Shumaim feels painting with her sister on weekends used to help her calm and relax after a long stressful week but her friends group in LUMS does not share the same interests as her. She wants to find people who would be willing to paint with her over weekends but does not know how to find a group with similar interests. She finds out about the LUMS specific app called “Afloat” where she can schedule events for people with similar interests. She downloads the app and signs up with her information. She clicks on the “community center” button and selects “Events” from the sidebar. She can now create an event and invite people from LUMS to join her in painting over the weekend.

8. Storyboards

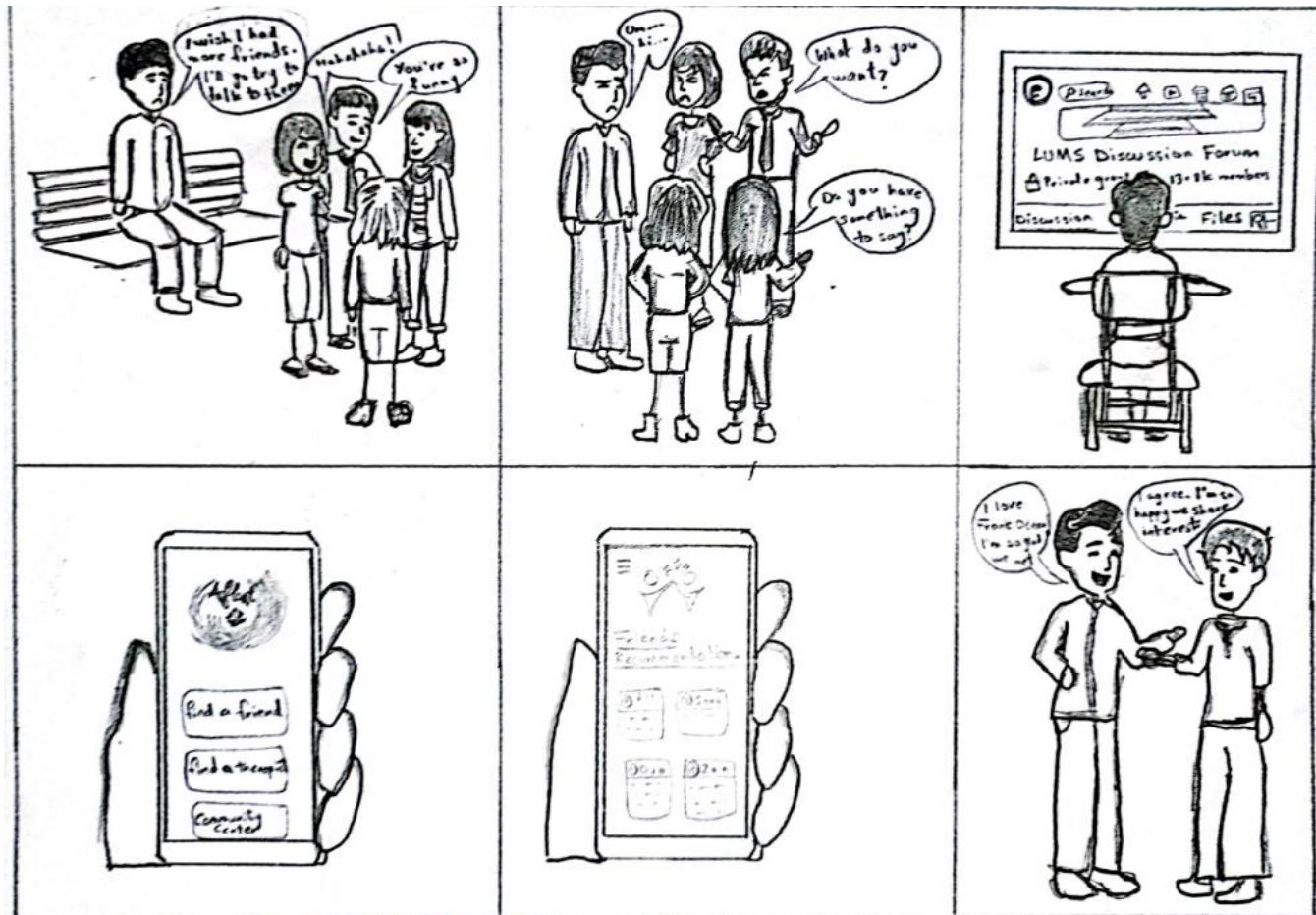
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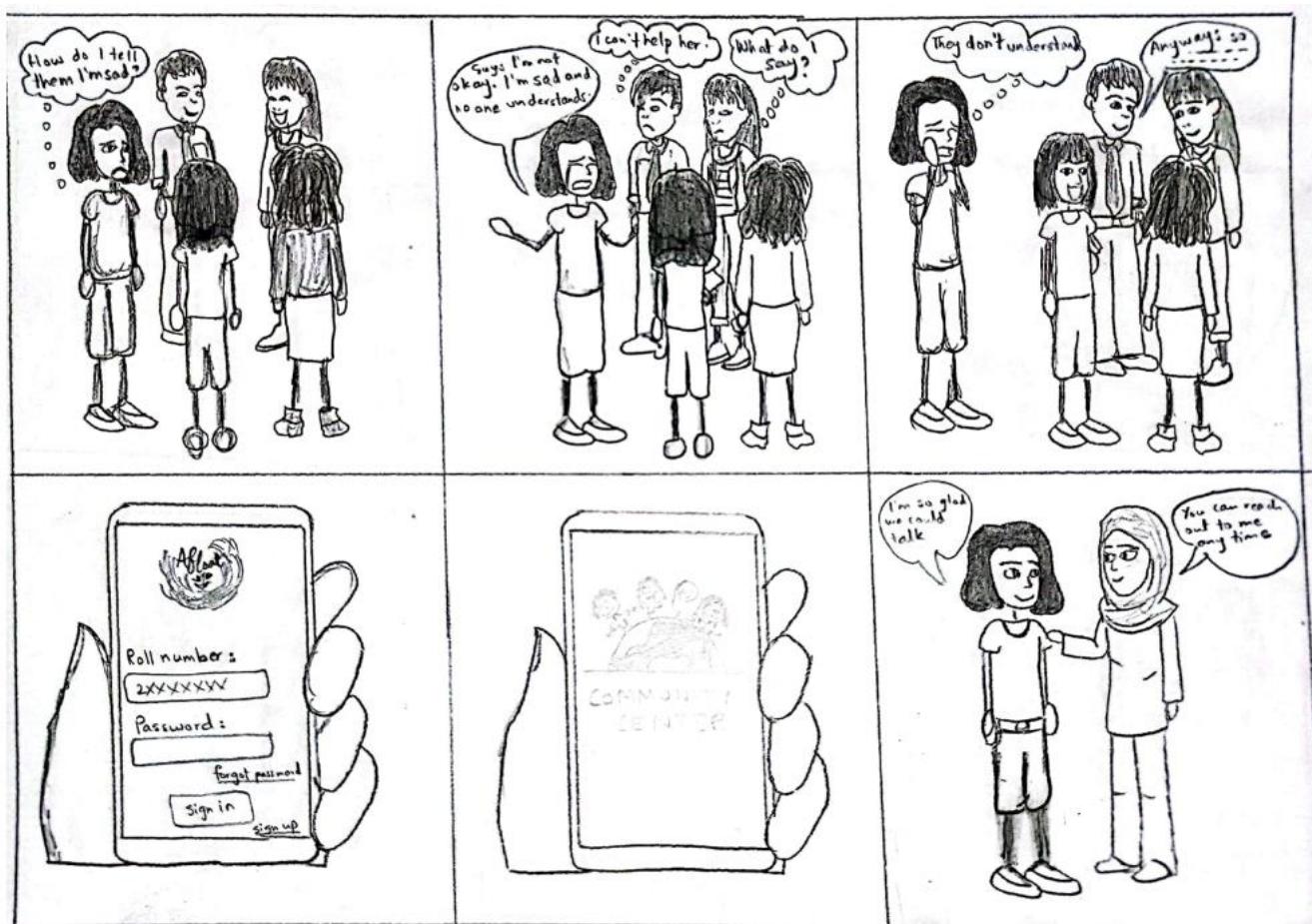
2)



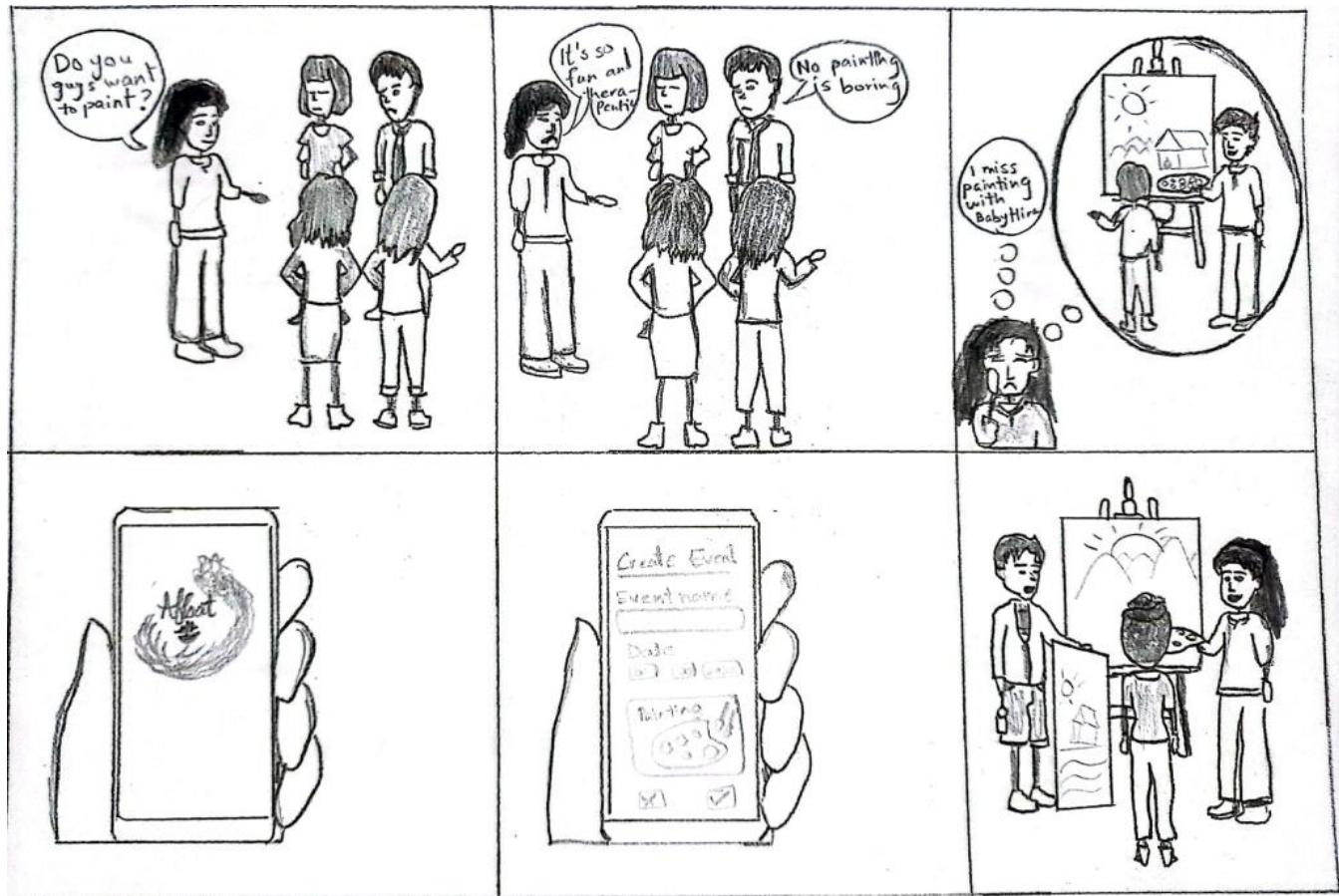
3)



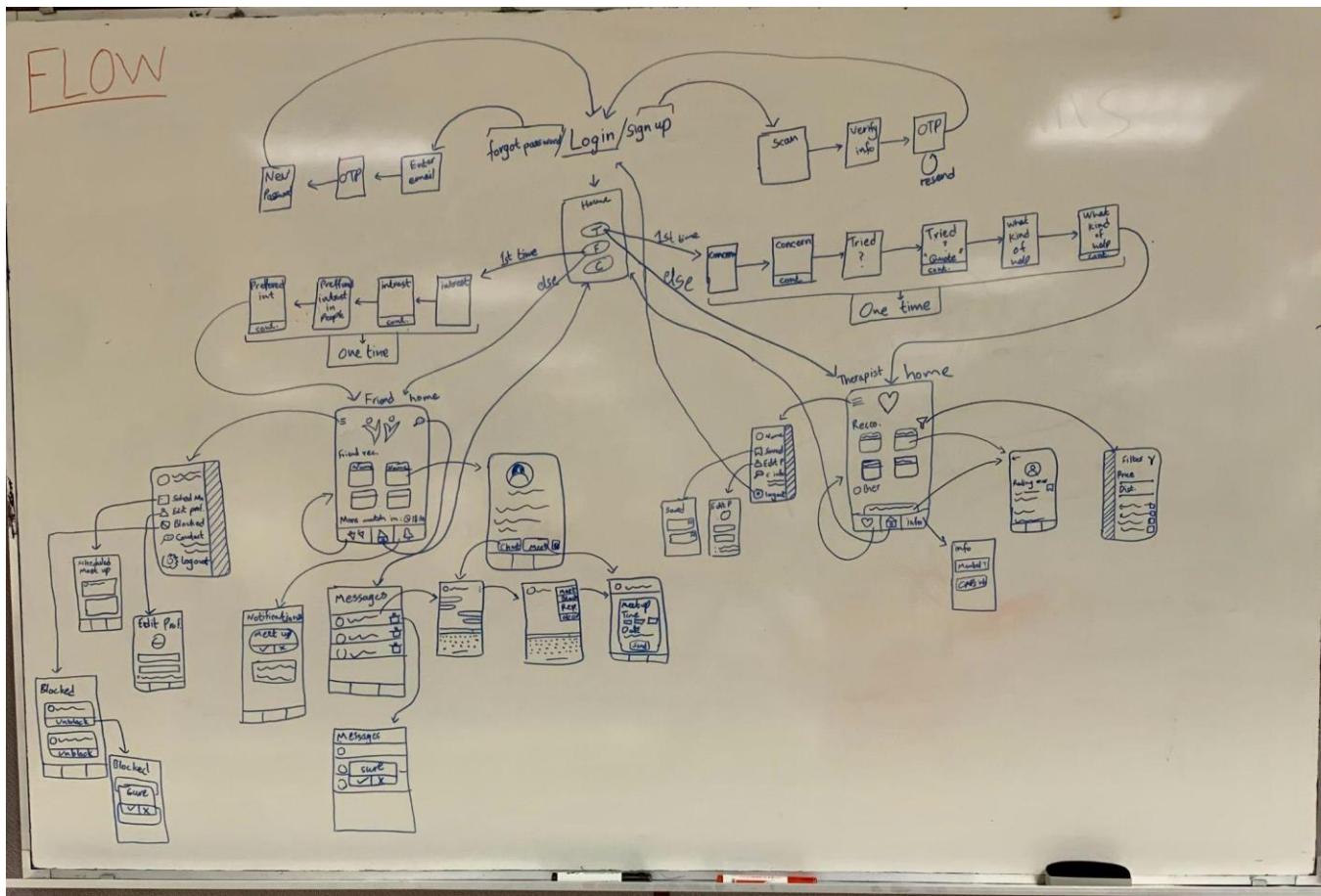
4)

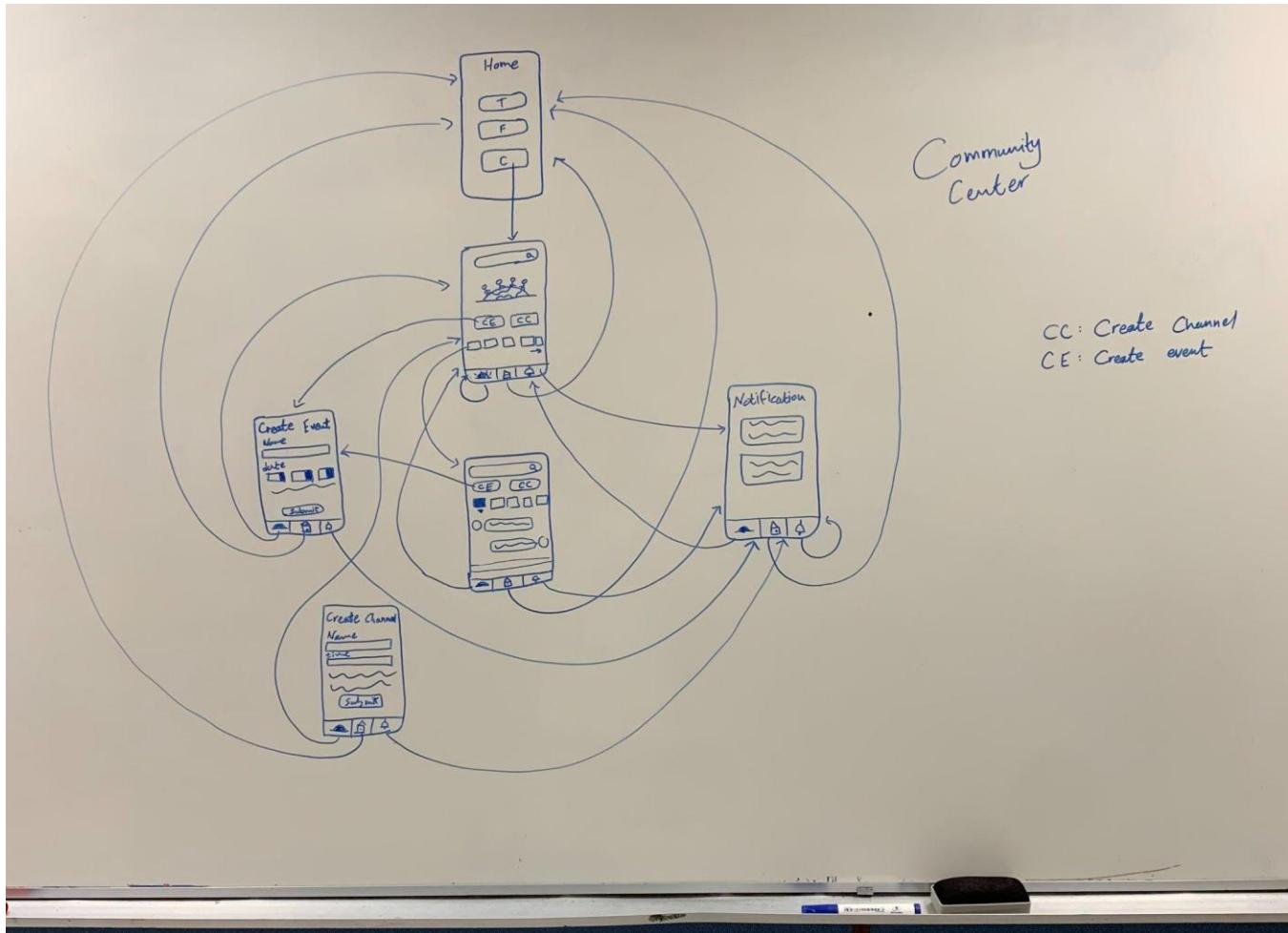


5)

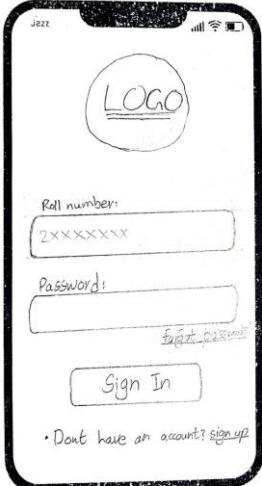


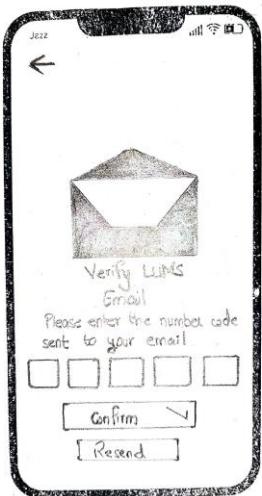
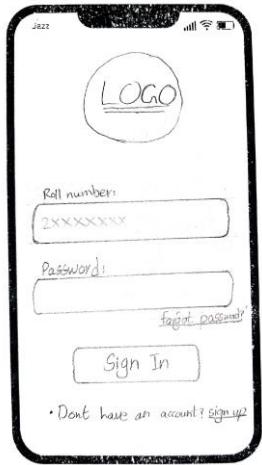
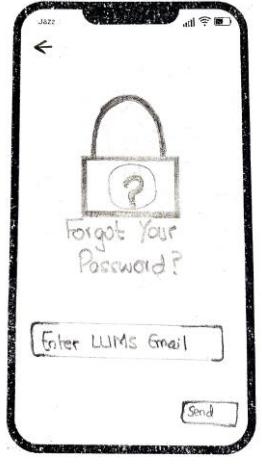
9. Low-fi prototyping (Process)

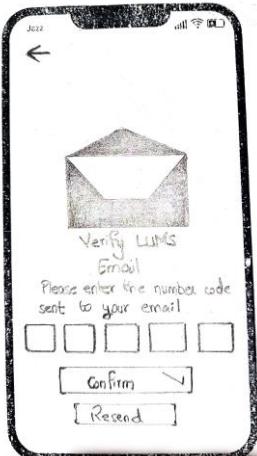
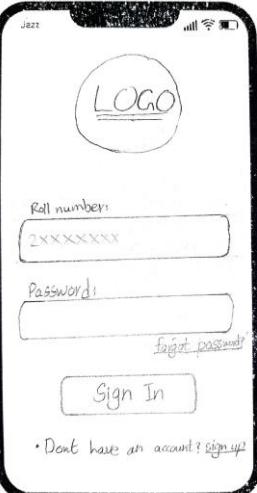


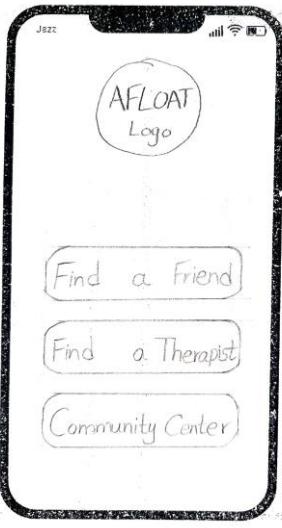
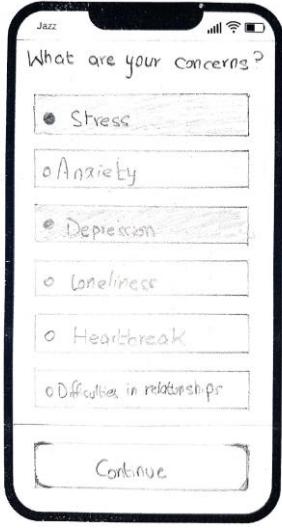


Sign in/Sign up

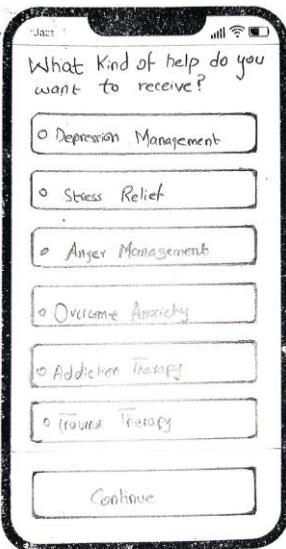
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|---|---|
|  | <p>1) Login Screen: This will be the first screen that the user will see, when they first open the app. On top of the screen the app's logo will be visible. If the user already has an account, they can sign in the app using their LUMS roll number and password and then pressing the login button. If they don't have an account, they can sign up, by clicking the signup button. This will redirect the user to the sign up screen. They will also have the option to reset their password by clicking on the forget password clickable text.</p> |
|  | <p>2) Signup Screen: Users are redirected to this screen upon clicking the signup button on the login screen. Users will be prompted to scan the backside of their LUMS student card. Camera features will be enabled and they will have to align the card in the rectangle as shown in the image, after which they will have to click the camera button to capture a picture. The barcode in the picture will be used to get data from the LUMS database after which the user will be directed to the next screen to verify information.</p> |
|  | <p>3) Verify Information Screen: user will be directed here after scanning the barcode from the LUMS student card. The information will be collected from the Lums database using an API call (assuming access is provided) and then displayed to the user for confirmation along with additional fields such as password and password confirmation. After confirming this information and the password the user will click on "done" after which they will be directed to the next screen.</p> |

| | |
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|  | <p>4) Verify LUMS Email: After confirming initial information the user will be directed to this screen where they would be asked to confirm a 5 digit pin sent to their registered LUMS email address. The user can request a “resend” in the case of any technical issues leading to non receival of the pin, upon which the previously sent pin would not be eligible anymore. Alternatively the user can enter the pin and press confirm upon which the pin will be verified and the user will be directed to the next screen if the verification is successful.</p> |
|  | <p>5) user redirected to sign in page after sign up.</p> |
|  | <p>6) Forget your password screen: User is redirected to this screen, when they click the forget your password clickable. This page asks the user to enter their LUMS email address, after entering the email, the user clicks the send button and is redirected to Verify email screen</p> |

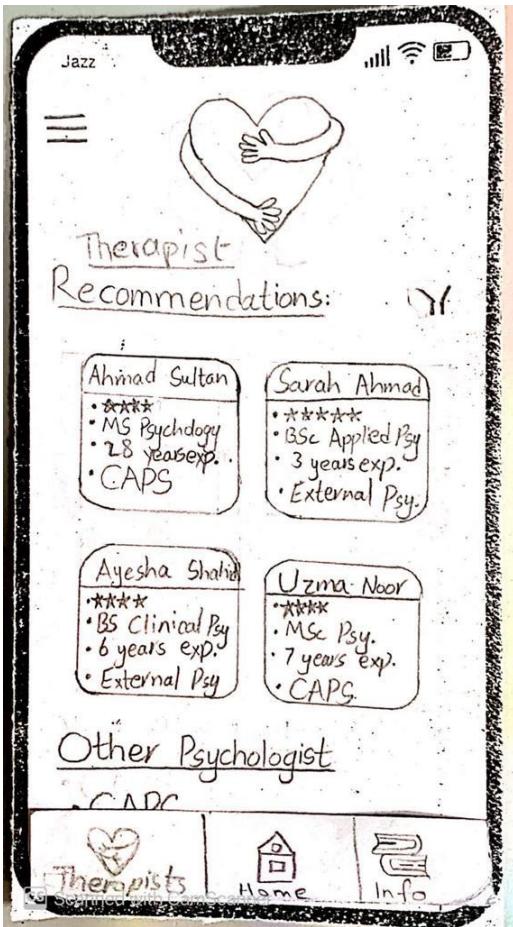
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|---|---|
|  | <p>7) Verify email screen: Once the user clicks the send button on forget your password screen, they are redirected here. Users are sent a 5 digit number code on their email, which they are prompted to enter here. After entering they click the confirm button. This will check if the entered code is valid, and upon verification the user will be redirected to the next page, else an error will be displayed. If the user does not receive any code, they can click the resend button.</p> |
|  | <p>8) Reset password screen: User is redirected here after entering correct code in the verification screen. Here, the user is asked to enter a new password, twice. Once they have entered a new password, they can press the done button. Their password will be updated, and the user will be redirected to the sign in page.</p> |
|  | <p>9) user redirected to sign in page after resetting password.</p> |

| | |
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|  | <p>10) Home screen: After successfully signing in, the user is redirected to this screen. At the top of the screen will be the Afloat logo. Below the logo will be three buttons. Find a friend, find a therapist and community center. On clicking the first button, the user is redirected to the find a friend questionnaire. Else if the user clicks find a friend second time, they are redirected to the find a friend homepage. Likewise, if the user clicks find a therapist page first time, they are redirected to the find a therapist questionnaire, else they are redirected to the find a therapist homepage. The third button redirects user to the community center homepage.</p> |
|  | <p>11) Find a Therapist questionnaire 1 screen: User is redirected here when they first click the find a therapist button. Users are asked to click the check buttons of relevant concerns. This screen is scrollable.</p> |
|  | <p>12) Find a Therapist questionnaire 1 screen scrolled: After clicking the checkboxes, and scrolling to the end of page. Users can see the continue button. Clicking that button will redirect the user to the next questionnaire page.</p> |

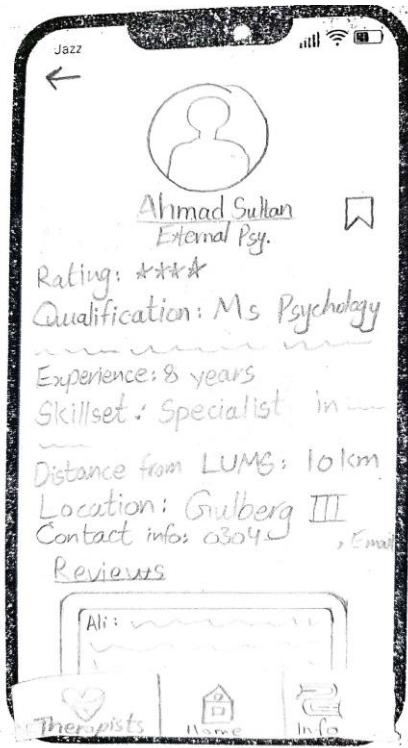
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| | <p>13) Find a Therapist questionnaire 2 screen: Once done with the first questionnaire, the user is redirected to this page, they are asked to click one of the options.</p> |
| | <p>14) Find a Therapist questionnaire 2 screen: Once the user clicks any of the one button, the continue button along with a text becomes visible. Clicking the continue button redirects the user to the next questionnaire.</p> |
| | <p>15) Find a Therapist questionnaire 3 screen: The user is redirected to this screen after the second questionnaire. This screen is similar to the first questionnaire. The user will select the checkboxes and scroll down.</p> |



16) Find a Therapist questionnaire 3 screen scrolled: When the user scrolls down, they can see the continue button. Clicking the button will redirect them to find a therapist home page.



17) Therapist Recommendations/ therapist homepage screen: User is redirected here after finishing find a therapist questionnaire or after clicking the find a therapist button second time. This page has the find a therapist logo at the top, hamburger menu on the left side, filter button at right hand side of the screen and therapist recommendations in the rest of the screen. Therapist recommendations are in the form of tiles. The tiles are showing the therapist's name, rating, education, experience, and if they are external therapists or the CAPS therapist. Clicking the hamburger menu will expand the menu. Clicking the filter button will open the filter options, clicking a therapist's tile will give detailed information about the therapist. The page is also scrollable.

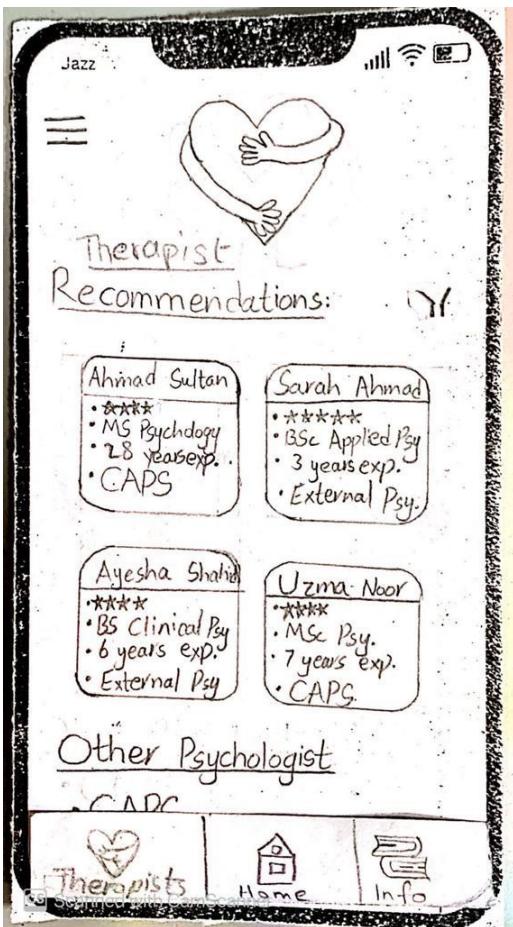


18) Therapist expanded view screen:

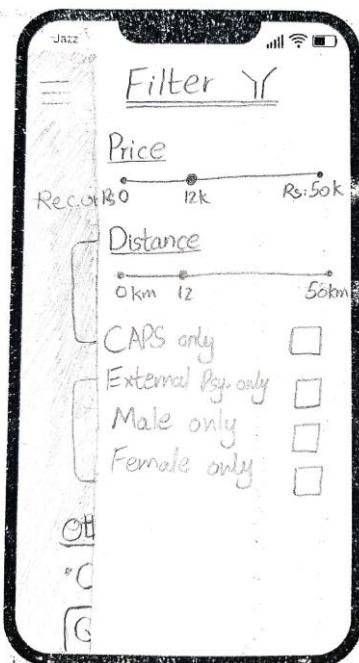
This screen is shown when the user clicks the therapist tile. At the top left is the back arrow. It will take back users to find a therapist homescreen. Top of the screen will have the therapist's portrait, followed by name and will tell if the therapist is external or is from CAPS. On the right side of the name is the save button, it will save the therapist profile in the user's saved items. After these info comes the therapist rating, qualification, experience, skillset, distance from LUMS, address contact numbers and reviews. This screen is scrollable and at the bottom most part of the screen are three buttons: therapists, home and info.



19) Therapist expanded view screen scrolled: Once a user has scrolled till the bottom they can see the add a review option. Users can enter reviews about the therapist here. Review is in the form of 5-star rating and text based review.



20) On the Therapist home screen, users can click on the filter button next to "therapist recommendations" which will open a menu from the right side where the user can set filters.



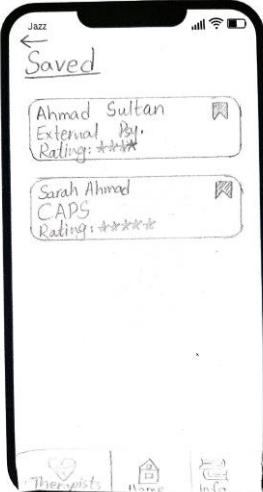
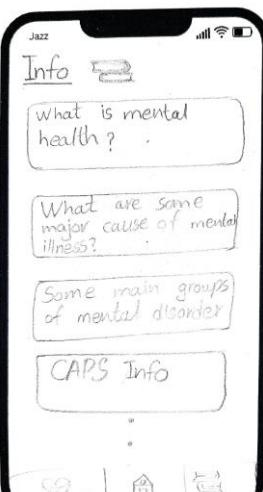
21) Filter menu expanded: Upon clicking the filter button the filter menu would be expanded and users can set filters according to their needs.

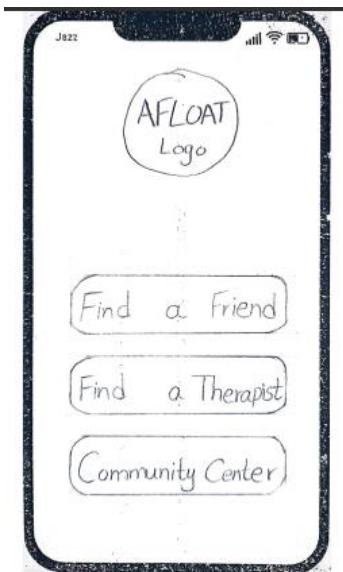


22) Therapist Hamburger menu screen: Upon clicking the hamburger menu on the therapist home screen the hamburger menu will be expanded from the left side and from here the users can click on the shown options and perform various activities.



23) Edit profile screen: Upon clicking Edit profile in the hamburger menu the users will be directed to the edit profile screen. Here the users can change their demographic information along with reanswering or changing their answers to the questions asked when they signed up such as “what are your concerns”. Upon clicking on any of the 3 attached links, the user will be directed to the “Find a Therapist questionnaire” 1 ,2 and 3 screens respectively.

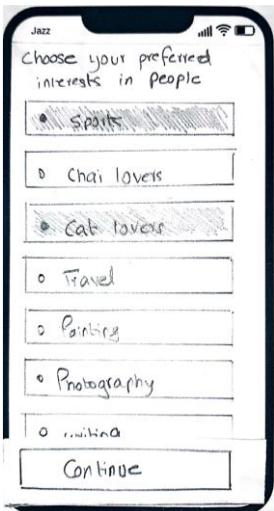
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|---|--|
|  | <p>24) Therapist Hamburger menu screen: Upon clicking the hamburger menu on the therapist home screen the hamburger menu will be expanded from the left side and from here the users can click on the shown options and perform various activities.</p> |
|  | <p>25) Saved therapists screen: Upon clicking saved in the therapist hamburger menu screen, users will be redirected to the saved therapists screen where they would be able to see all saved therapists.</p> |
|  | <p>26) Information screen: Upon clicking the info button in the bottom app bar the users will be directed to the info screen where they will be able to see blogs on a variety of subjects that will provide them with information regarding a variety of useful and related topics.</p> |



27) Home screen: upon clicking the home button in the bottom app bar the users will be directed to the home screen from where they can choose which mode they want to enter.

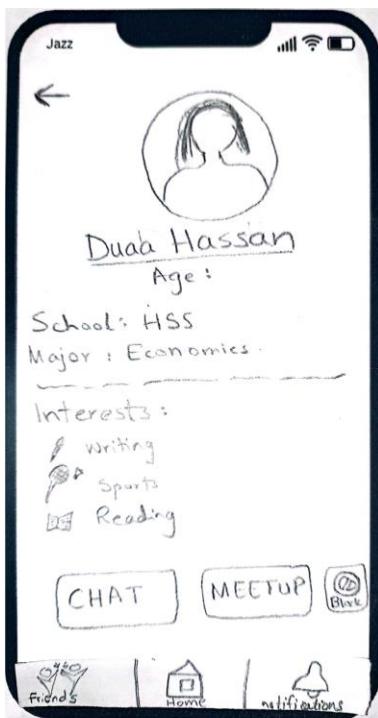


28) Find a friend questionnaire 1 screen: Upon clicking the “find a friend” button for the first time on the Home screen, users will be directed to the find a friend questionnaire 1 screen where they will be asked to choose their interests. They can click on one or more of the options from the provided list. They can also scroll down and see more options from the list.

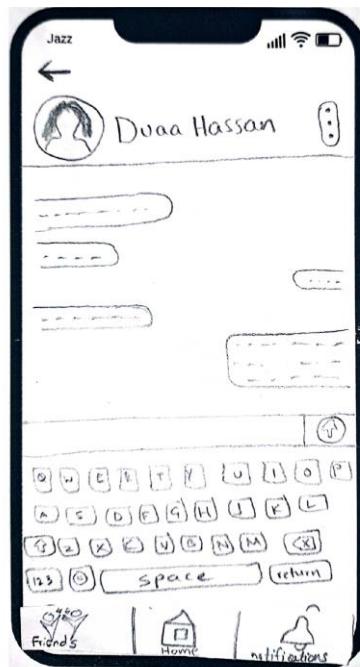
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|  <p>Scanned with CamScanner</p> | <p>30) find a friend questionnaire 2 screen: Pressing continue on the previous screen will lead to find a friend questionnaire 2 screen where users will have to select options for their preferred interests in people.</p> |
|  <p>Scanned with CamScanner</p> | <p>31) find a friend questionnaire 2 screen: selecting any of the options highlights them and the continue button appears with similar functionality as in "find a friend questionnaire 1 screen".</p> |



32) Friend home screen: Pressing the “find a friend” button on the home screen (other than first time users who will be redirected to the find a friend questionnaire screens first) will lead the users to this screen where limited recommendations on the basis of answers provided will be shown from the pool of existing users. The screen will also show the remaining time before which the current suggestions will be replaced by new suggestions from the pool of users. The screen will also have a hamburger menu on the top left side and a “messages” icon on the top right side.

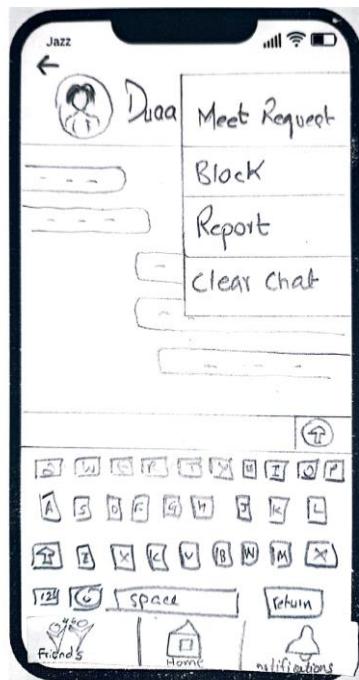


33) Friend suggestion: Upon clicking on any of the friend suggestions from the friend home screen the users will be directed to the friend suggestion screen where they will be able to see the profile picture and information regarding the suggested friend and will have options to chat , block or send a meeting request to the person.



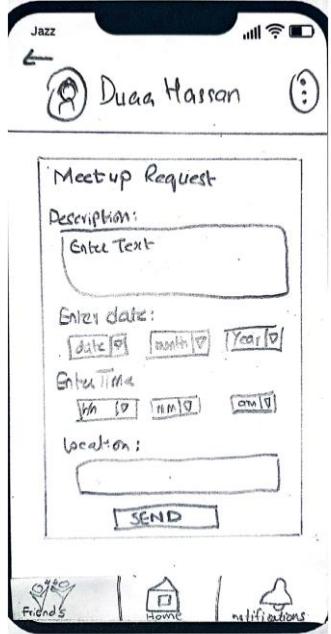
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34) Chat screen: Upon clicking the chat button on screen 33 , users will be led to the chat screen where they will be able to chat with the suggested friend. The three buttons on the top right will lead to the “Chat menu” screen



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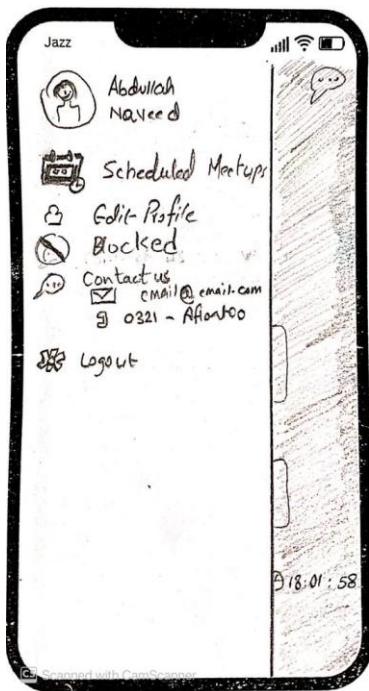
35) Chat menu screen: Clicking the three dots button on the top right opens this screen where users will be able to perform the functionalities as shown in the diagram.



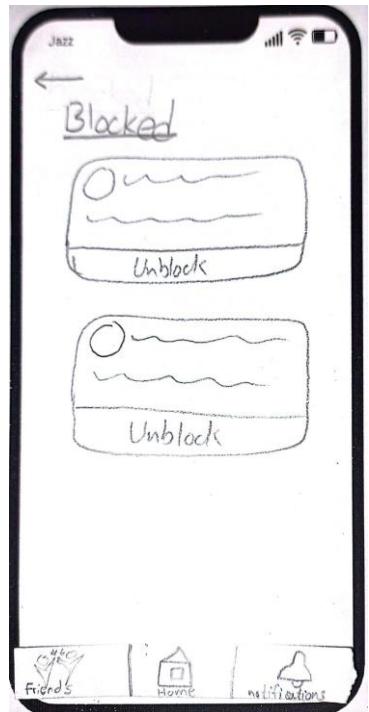
36) Request Meetup Screen: Clicking the meetup button on screen 33 or meet request button on screen 35 will redirect users to this screen where users can put in description of the meetup and select the date time and location of the meetup (with in LUMS) and send it to the suggested friend.



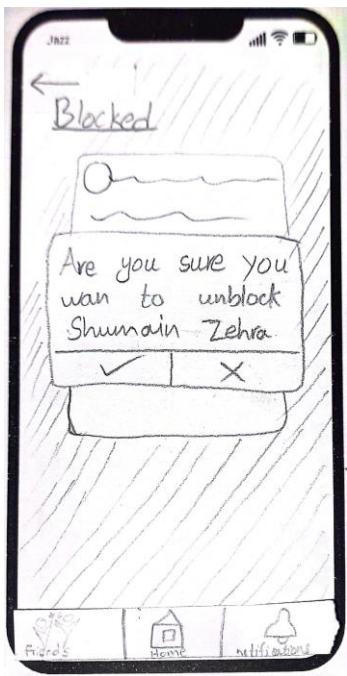
37) Friend home screen : clicking the friends button in the bottom app bar redirects users to the friend home screen.



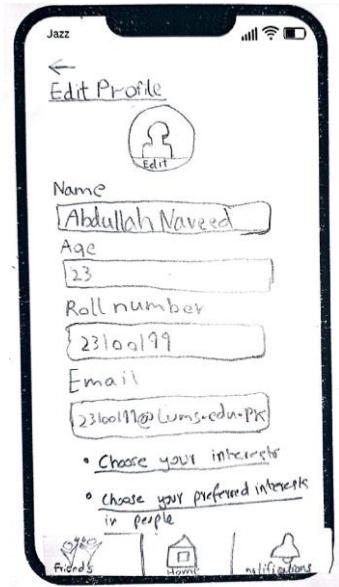
38) Friend Hamburger menu: Clicking the hamburger menu button on the friend home screen (screen 32 or 37) will open the hamburger menu from the left as shown. Here users can click on any of the following buttons.



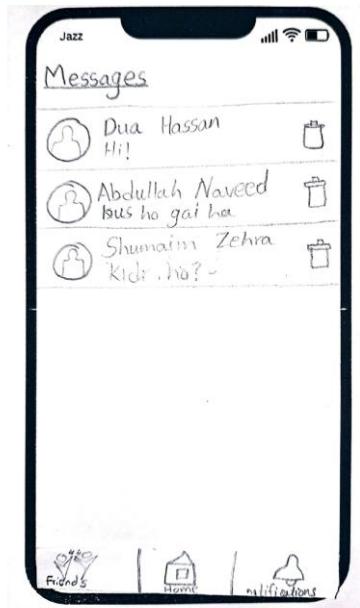
39) Blocked Friend screen: Upon clicking the blocked button on the friend hamburger menu screen (screen 38) users will be redirected to the Blocked Friend screen where they can see a list of all blocked people and also unblock them by clicking on the unblock button. By unblocking them, the user will be able to see the unblocked person in suggestions as well as on the messages screen (screen 42) if the user has chatted with them before.



40) Confirm unblocking popup: Upon clicking the unblock button on the Blocked Friend screen (screen 39) users will be shown the pop up to confirm if they want to unblock the person. On clicking yes the person would be unblocked and removed from the blocked people list.

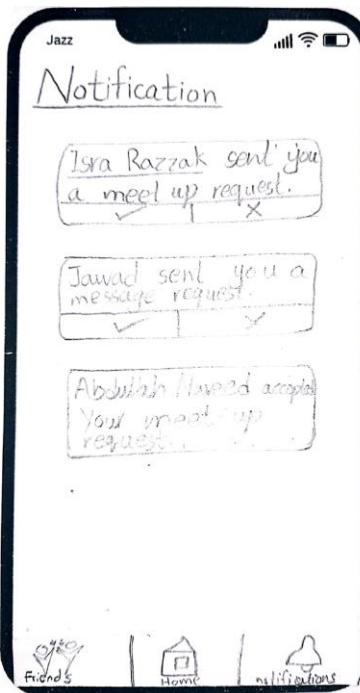


41) Friend Edit profile: Upon clicking the edit profile button on the friend hamburger menu screen (screen 38) users will be redirected to the friend edit profile screen where they can change their information as well as their answered questionnaires in the “find a friend questionnaire screens” (screens 28 and 30)



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42) Messages screen: Clicking the “messages icon” on the top right of “Friend home screen” (screen 32) redirects users to the messages screen where they can see all people who they are currently having a conversion with or have conversed with in the past. Users will also be able to see a “bin” icon next to every chat.



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43) Notification Screen: Clicking the notifications button in the bottom app bar redirects users to the notification screen where they would be able to see message requests, meetup requests as well as see who accepted the user’s meetup request. Confirming an incoming message request will lead the user to the chat screen (screen 34) and also add the other person to the users messages screen (screen 42). Similarly accepting a meet up request would add the meetup information to the “scheduled meetups” screen (screen 45).

A hand-drawn sketch of a smartphone screen. The screen shows a 'Messages' screen with a list of contacts. The contact 'Ahmer J.' is selected, and a delete confirmation dialog is displayed over the list. The dialog box contains the text 'Are you sure you want to delete chat with Ahmer J.' with a checkmark icon and an 'X' icon at the bottom. Below the phone sketch, the text 'Scanned with CamScanner' is written.

44) Delete Chat confirmation popup: Upon clicking the “bin” icon next to any chat on the “Messages screen” (screen 42) the users will see a pop up to confirm if the user wants to delete the chat. Deleting a chat will not block that person from being able to message the user but it will just delete the chat from the messages section.

The image shows a hand-drawn wireframe of a mobile phone screen. The title 'Scheduled Meetups' is at the top. Below it are two event cards:

Event 1:
Name: Ahmed
Date: 8/11/2022 Time: 11:23
Description: _____
Location: Kharhao

Event 2:
Name: Diba Mistryan
Date: 9/11/2022 Time: 12:00PM
Description: _____
Location: Jammin

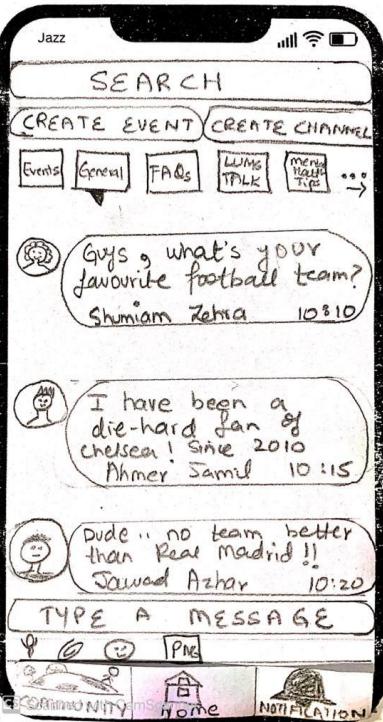
At the bottom are three navigation icons: Friends (two people), Home (house), and Notifications (bell).

Scanned with CamScanner

45) Scheduled meetups screen: Clicking the “scheduled meetups” button on the Friend Hamburger menu (screen 38) will redirect users to this screen where they will see all scheduled meetups. These could be meetup requests that the user has accepted or requests sent by the user that others have accepted.

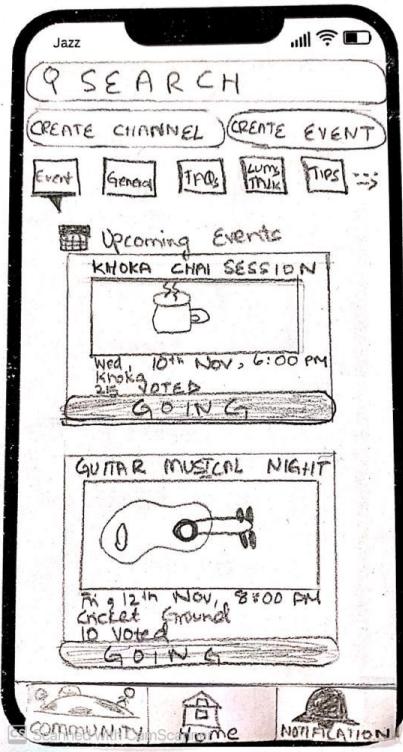


46) Community Center home screen: Clicking the “Community Center” button on the Home screen (screen 10) will redirect the user to this screen where the user will be able to see the search bar, options to create new events or channels and will also see a list of all channels that the user can horizontally scroll and click on to open any channel. Moreover the bottom app bar shows buttons “community” that redirects users to the community center home page, “home” button that redirects to the home screen and “notification” button that redirects to the community center notification screen.

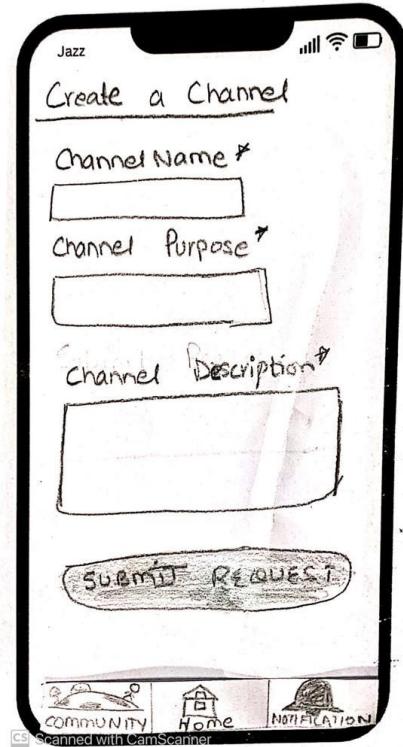


47) Channel screen: Upon clicking any of the channel buttons on the Community Center home screen (screen 46), the channel screen will open where the user will be able to see the search bar along with the “create event” and “create channel” buttons. The users can also see all the messages sent on the channel and also take part in the conversation by sending a message.

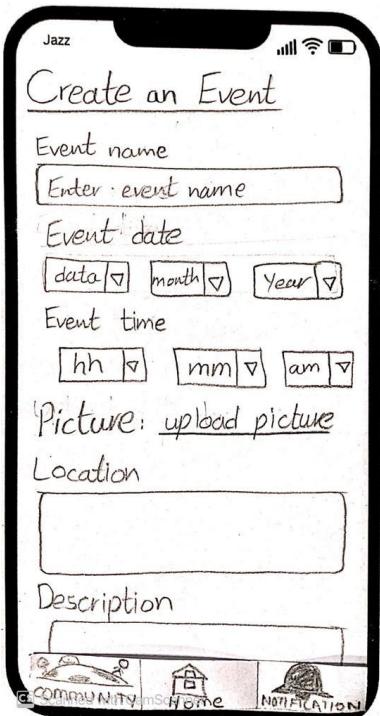
They can also send gifs, voice notes and images. A horizontal dotted button allows the user to scroll and switch between the channels.



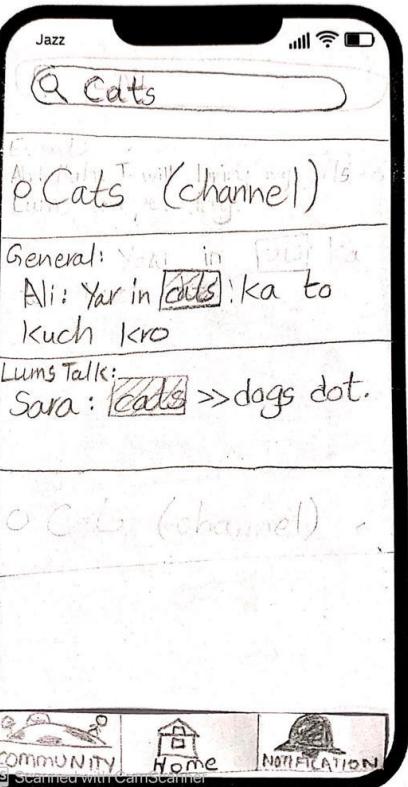
48) Event Screen: Upon clicking the Event button from the list of channels on screen 46 or 47, the user will be shown a list of all upcoming events and the user can mark themselves as going to indicate their intention to join the event.



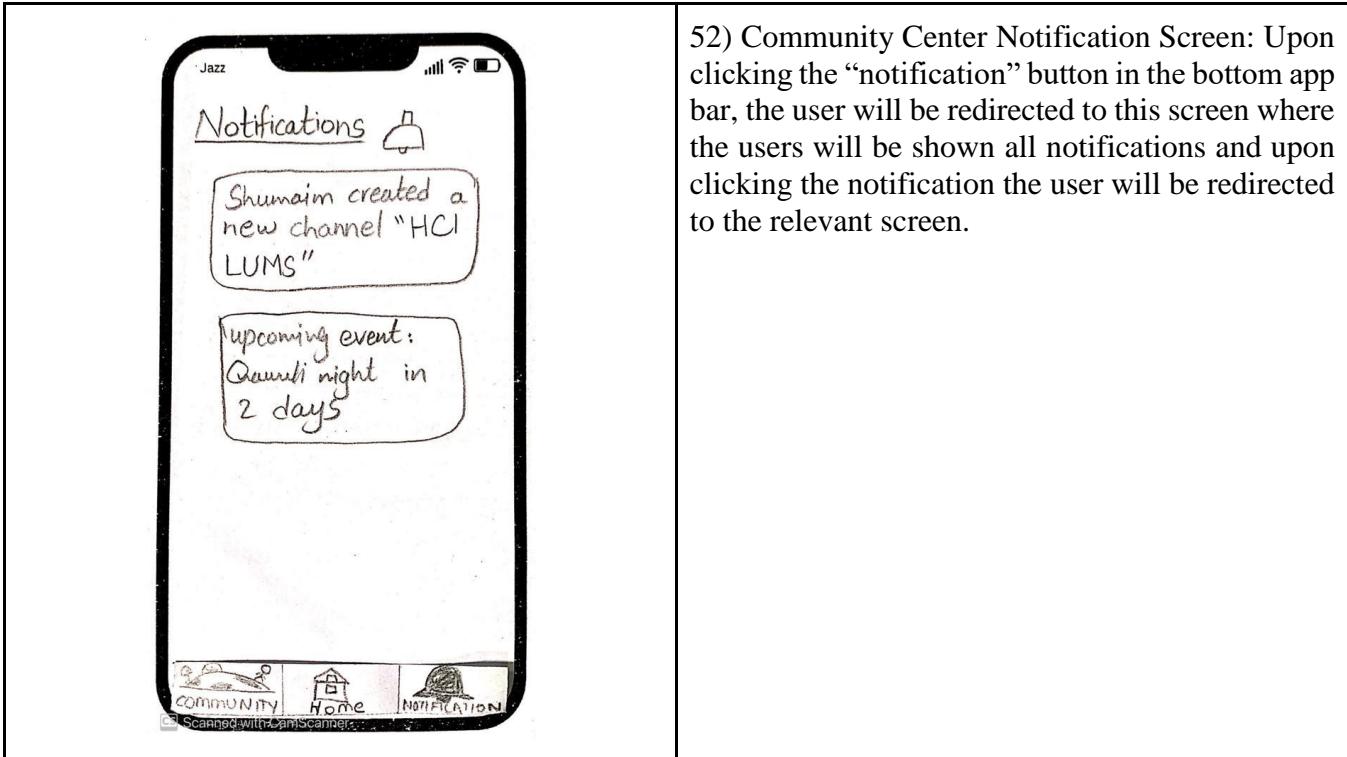
49) Create channel: On clicking the "create channel" button on screen 48,47, or 46, the user will be redirected to this screen where the user can submit a request to create a new channel after filling in all necessary information and upon acceptance, a new channel will be created and a notification will be sent to all other users.



50) Create event: On clicking the “create event” button on screen 48,47, or 46, the user will be redirected to this screen where the user can submit a request to create a new event after filling in all necessary information and upon acceptance, a new event will be created which would be visible on the Event screen (screen 48) and a notification will be sent to all other users.



51) Search Bar results: Upon clicking the search bar the user will be able to search for any word and the results would be visible on this screen where all relevant messages, channels and events would be returned and upon clicking on the search results the user would be redirected to the relevant message, channel or event.



52) Community Center Notification Screen: Upon clicking the “notification” button in the bottom app bar, the user will be redirected to this screen where the users will be shown all notifications and upon clicking the notification the user will be redirected to the relevant screen.

10. Results of paper prototype testing

After the paper prototyping was created, the prototypes were tested out with 7 individuals (Person 1, 2,3, 4, 5, 6, 7). Since the target audience of Afloat is essentially all students at LUMS, we made sure to test it out with different demographics of people. For example, our participants varied in batches, gender and major so that we could understand the functionality of Afloat, with all kinds of university students.

There were primarily four different categories to test out:

1. Signing up/Making a profile
2. Testing out the Find a Friends category
3. Testing out the Find a Therapist category
4. Testing out the Community Center category

To achieve holistic feedback, we made multiple people test out different categories to identify their pain points.

Person 1:

Scenario:

- Check out upcoming events in Community Center and notifications for Community Center Pain Points:
- Notification did not have back option, hence it was difficult going back to home page
- Lots of clutter in community center main screen was confusing the user

Person 2:Scenario:

- Select one channel in Community Center, check all the options for all channels u have, send gif in one of the channels

Pain Point:

- Create Channel had no back button, when user changed mind and no longer wanted to create one

Person 3:Scenario:

- Choose one friend in Friend Recommendations, block and unblock that person

Pain Point:

- When the user was answering a questionnaire, there was no feedback. Which questions were they? How many were left?

Person 4:Scenario:

- Giving review to one therapist from therapist recommendations
- Save a therapist profile, check where all the therapists are saved

Pain Points:

- No feedback for the questionnaire, how many questions were done? Status bar?
- Does not check hamburger sign, to go on the saved, went on filter and confused filter sign for saved sign

Person 5:Scenario:

- Test overall functionality of Find a Therapist

Pain Points:

- No back option once you answer a question from the questionnaire so cannot go back to change answers
- Confused filter sign for saved sign

Person 6:Scenario:

- Test functionality of Find a Friend category and check notifications

Pain Points:

- Notifications have no back option so they press home icon and instead start all over

Person 7:Scenario:

- Find a friend, choose interests, choose one person so you can start a conversation, chat with them, delete a chat and then go to home-screen

Pain Points:

- The user was guided too much in this test

Feedback:

The users appreciated the use of “intuitive” icons and design metaphors to convey a message. For example, to save a therapist, there is a bookmark icon, to indicate a saving option; Person 4 appreciated this metaphor and found it to be an effective way to convey the message.

Secondly, the

Recommendations for Navigation through Back Button

According to our tests with Person 1, 2, 5 and 6, it has come to our attention that the back button was not consistent; many screens were missing the back button. For example, when Person 1 was navigating in the notification section of Community Center, it did not have a back option and it was difficult going back to the main screen of Community Center. The alternative method for the users was to click the/icon of Community Center to go back to the main screen, however, the mental model of users is to use the back button to navigate backwards. Similar problem was present with Person 6, who was struggling to go back from the notifications screen.

The navigation with Person 2 made us realize that once a user presses Create a Channel option, there is no back option, in case the user no longer wants to perform this task. Furthermore, the tests with Person 5 showed that there was no back button once the person is answering questions in the Find a Therapist and Find a Friends categories, incase user wants to go back and change their answers. Both paused for quite a long time and it was clear that they had changed their mind in Creating a Channel and answering questions, yet they could not go back.

There needs to be a back option for users in case they change their mind regarding a choice or go back to their previous screen. This needs to be consistent in all screens. Consistency is a very important giveaway of a good design.

Recommendation for Homescreen

The testers were confused because the home-screen itself is missing the log out option, along with report (incase of technical difficulties) and edit profile. Logout + edit profile options are present under the subcategories, in Find a Therapist and Find a Friend, but it was missing in the homescreen. We realized that to logout or edit a profile, the users were typically going to the main home screen to perform these actions.

Furthermore, there was no Report option in case a user faces a technical issue and wants to complain to the app developers.

Therefore, it is imperative to add the Edit Profile, Report and Log Out option in a hamburger on the homescreen.

Recommendation for Community Center

Person 1 and 2 tested out Community Center and were pausing a lot once they reached the home screen of Community Center. The feedback given to us was that the main screen was very cluttered and hence, it was difficult to navigate through it (screen shown below). On the screen, there were options to create channels, create events, search as well as navigate through the channels. Firstly, this was too cluttered. Secondly, there was repetition; the screen right after this also had all the same options (as shown below).



Therefore, it is important to adjust the clutter and reduce repetition. The home screen of Community Center should not have search, create event, create channel options. It should have one simple Choose a Channel dropdown, where all the channel names will be given in the dropdown option.

Another pain point that the users faced was when they were creating an event. There was a confusion because there was a separate Event channel, but then the Create Event option was not in that channel (as shown above). It was separately on the main screen. However, users were looking for the Create Event option under the Events channel.

Therefore, the Events channel should have everything related to Events, including the upcoming events and the Create an Event option, all in one place. The Create an Event option should be removed from the home screen.

Recommendations for Filter in Therapists

Person 4 and Person 5 tested out functionality of the therapist category and both were confusing the filter button with the Saved therapists button. We used a filter icon to denote the filter option, however, users were unable to understand the denotation of this metaphor and kept assuming that this meant the Saved therapists icon.

The filter metaphor icon should be removed and instead replaced with simple text “Filter:” to make it more simple for users to understand.

Recommendation for Feedback

The testing made us realize that there was feedback missing in some instances. For example, when the users were answering the questionnaire in the Find a Friend and Find a Therapist segments, the users could not tell how many more questions are left to go, how many have been done and which one are they currently on. This confused the users and demotivated them, since they were unclear of how much more work they have to do.

Therefore, a status bar must be added for the questions, to give feedback to the users on the status of their progress.

11. First draft of the final (hi-fidelity) Interface –

login

9:41

LOGO

RollNumber
Enter User ID

Password
Enter password

Createpassword?

Sign in

Don't have an account? [Sign up](#)

Sign up

9:41

Sign up

→ Scan the bar code on the back of your LUMS student card

Important
If you can't deliver or mail the card to the following address:
Security Office
Lahore University of Management Sciences
Opposite Sector 10 DHA, Lahore-Cantt, 54792
Contact: LUMS Security Desk: 042-3580 8000
(Ext. 2560)
For queries, email: Wgplanner@lums.edu.pk

Verify

9:41

Verify Info

Name:
Roll number:
Gender:
Age:
Email:
Create password:
Confirm password:

Confirm

Home Screen

9:41

LOGO

Find a friend

Find a therapist

Community center

Edit profile

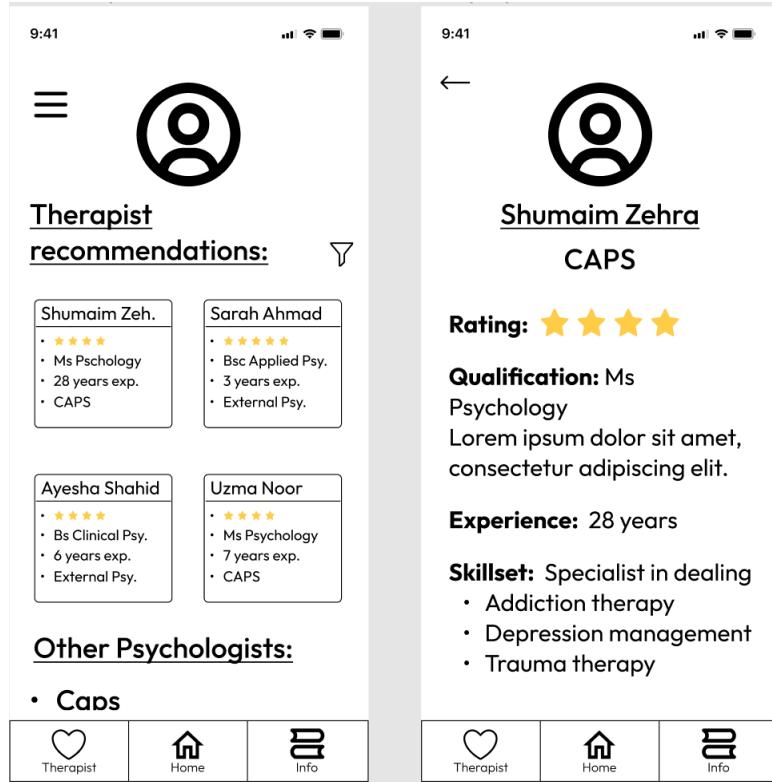
9:41

←

Edit Profile

Name:
Age:
Roll number:
Email:

Confirm



If the user already has an account, he/she can just enter the sign in credentials in the test fields and press the sign in button. If the credentials are correct the user will be redirected to the app main home screen. For quick sign up the user can press the sign up button on the login screen and scan the Lums student card. The basic user info will be auto filled and now the user just needs to create the password, verify the email and he/she is ready to go. The user will also be able to edit his/her profile from the edit profile screen. We also created the high-fidelity screen of therapist home and therapist info to get an idea of the final design.

References

- Barnett, P. (1988). Psychosocial functioning and depression: Distinguishing among antecedents, concomitants, and consequences. *Psychological Bulletin, 104*(1), 97-126. doi: 10.1037/0033-2909.104.1.97
- WHO. (2022) "Mental Disorders." *World Health Organization.*