Afloat

On a micro level, this problem is evident within the LUMS Community. LDF is flooded with anonymous posts of lonely students reaching out to find friends. Furthermore, there is an increase in mental disorders among students, such as anxiety, depression, and ADHD. Students are constantly asking for therapist reviews and recommendations online.
Posting on LDF to find friends and therapists is inefficient and impersonal. This is where Afloat comes into the picture: a mental health app to provide professional health or community support for LUMS students.

Testing Objectives
Testing usability was imperative to get useful feedback and assess the app's functionality, visual aesthetics, and whether there is a match between the system and the real world. The testing criteria included **easy of learning and remembering, efficiency, aesthetics, and faultlessness.**

Participants
Participants were selected using **randomized sampling and snowball sampling.** 21 participants (12 females and 9 males) within the ages 18-23 years old were selected within the LUMS student body who had access to mobile phones and could understand and read basic English.

SCENARIOS

Scenario 1 requires users to use a filter to find all CAPs therapists and then save the profile. Major functionalities tested: Filtering, Saving therapist profile.

Scenario 2 requires users to locate the save a therapist from the hamburger menu and give a rating. Major functionalities tested: View saved therapist list, therapist review.

Scenario 3 requires users to locate a particular friend and send a meetup request. Major functionalities tested: Navigating Friends home screen, sending meetup request.

Scenario 4 requires users to block a suggested friend profile and view the blocked people list. Major functionalities tested: Blocking, viewing blocked people list.

Scenario 5 requires users sign in and send a message in the general channel. Major functionalities tested: viewing channels, sending message in channel.

Scenario 6 requires users to create a new channel. Major functionalities tested: viewing channel, creating new channel, and viewing channel list.

TESTING MATERIALS

- Test book
  - Consent form
  - Pre-test questionnaire
  - Post-test questionnaire
- Usability (time) measurement form
- Laptop
- Phone
- Stopwatch
- Refreshments (Chai, Cocomo, chilli milli)

MEASUREMENT

Metric used:
- Time on task
- Accuracy
- Recognition
- Emotional response

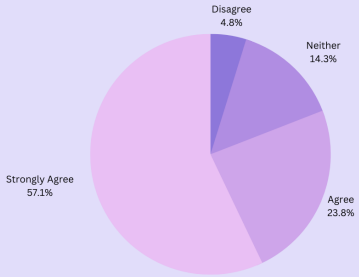
RESULTS

Most individuals liked the application interface and especially pointed out the application's color scheme and visual aesthetics. Some suggested some improvements in the font and colors, though. Some participants also highlighted issues while navigating through the application, which shed light on the critical implications for the application's design and presented opportunities to propose recommendations for future research and development purposes.

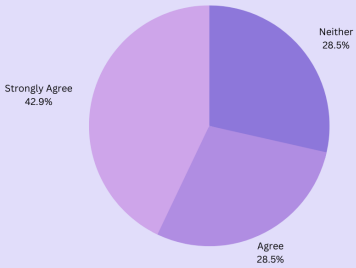
ANALYSIS

After conducting the tests, we asked participants to fill out a post-test questionnaire. About 57.1% of the testers strongly agreed with the question, "the interface of the app is pleasant.". Furthermore, 71.5% of the testers agreed with the question, "This app has all the functions and capabilities I expect it to have.". Some testers had issues navigating through the app, and based on their feedback, we implemented relevant changes to make our app more friendly.

"The interface of the app is pleasant"



"This app has all the features and capabilities I expect it to have."



CONCLUSION

Our comprehensive usability test aimed to evaluate social acceptability, the convenience of learning, consistency, flexibility, efficiency, faultlessness, and visual aesthetics. We used quantitative and qualitative analysis in tandem with one another to conclude that Afloat is an easy-to-understand and learn application with sufficient flexibility, efficiency, faultlessness, and incredible visual aesthetics. Our plan to contribute to the mental wellness ecosystem by placing our application in the center was a success as we gained a lot of positive feedback for the idea. Our application received some constructive criticism which can help us understand how to further improve our design in areas that it lacks.

KEY FINDINGS

After conducting the initial surveys to validate the concept of the application, we received an overwhelming response from the participants claiming that such an application was increasingly necessary for the LUMS community. Our findings contextualize these claims and provide engaging, varying responses, some of which contradict the initial data gathered. Speed dating helped explore the participants' preferences regarding their interaction with the interface. Based on these key insights, we concluded that most individuals liked the application interface and especially pointed out the color scheme and visual aesthetics of the application.

RECOMMENDATIONS

Amongst the recommendations we received, one of the most serious ones was the suggestion to improve navigation, which can be observed in many participants' failure to carry out tasks such as using the filter option and save option effectively. Other recommendations from a few individuals included:
- Improving the design outset to make it look more modern.
- Editing the font colors to make them more visible.
- Reducing the button/tab sizes for a more aesthetically pleasing outlook.