

Assignment 2

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Part 1: Competitive Analysis

Category	COVID Helper	Golden Volunteer Opportunities	Chummy	Canada COVID-19	COVID Alert	COVID Symptom
Owner	Me	Golden	Friendly World LTD	Health Canada	Health Canada	New Jersey Technology Council Inc
User/Download (estimated)	N/A	20,000+	69,854	100,000+	4,723,386	+100
Age of Product	N/A	+5 years	+5 years	7+ Months	2+ Months	4+ Months
Key Features	Connecting users, COVID News, COVID guides, Map to Closest Hospital, Symptom test, COVID statistics, Chat, helping seniors, Volunteering, Volunteering history, Volunteering time, user login, Post for help, English, French	Volunteering, Connecting users, Track Volunteering time, Volunteering history, Background check, user login	Volunteering, Maps, Post for help, Social media, virtual currency	COVID information, COVID news, COVID guides, COVID tests, English, French	COVID tracing, COVID guides, English, French	COVID symptom reports, Tracking symptoms, Share report results, delete report results, delete report history
Key feature descriptions	<ul style="list-style-type: none"> - Connecting users in the same community - Staying up to date with COVID news - Having multiple quizzes to check if they have COVID - Showing heatmaps of areas in their community that are COVID hotspots - How-to pamphlets that tell users how to stay safe during COVID - Requesting help from people inside of the community - Users can sign up for volunteer projects in their community to help fight the spread of covid-19 	<ul style="list-style-type: none"> - Connecting users in the same community - Find events to volunteer for - Keep track of how much of the user's time is spent volunteering - Validate that the volunteer opportunity is safe - Do a background check once, never do it again - Track volunteers' location - Manage all the volunteers helping at your event 	<ul style="list-style-type: none"> - Connecting users in the same community - Help user and give help to others - social app to keep users inside of user's community connected - Social currency is used for motivation - pay-it-forward feature, help community members, get money off of your coffee 	<ul style="list-style-type: none"> - Stay informed about COVID-19 - Actions and next steps to take to stay safe - Personalized recommendations for users to take to stay safe - timely updates with important news and alerts from Canada's Ministry of Health - Articles about COVID-19 and understanding the virus - supports English and French 	<ul style="list-style-type: none"> - Contact Tracing - Alerts if risk of infection - Privacy protection of location data - Help menus to help users understand what to lookout for - supports English and French 	<ul style="list-style-type: none"> - Daily Quizzes to take to compare how you are doing - Self-reporting symptoms - Track symptoms every day - Track COVID19 test results - Share history with health professionals - Delete history
Cost (\$CAD)	\$0	\$0	\$0	\$0	\$0	\$0
Overall App Rating on App Store	N/A	4/5 (243 ratings)	3.5 (2 ratings)	4.1 (750 ratings)	3.7 (5,612 ratings)	4.5 (20 ratings)
Overall Score	100/100	50/100	60/100	60/100	30/100	40/100

All data is estimated based on reported information in blogs/articles. App specific information pertains to Android and/or IOS platform only in this data. If data could not be found or field is not applicable, "N/A" is used.

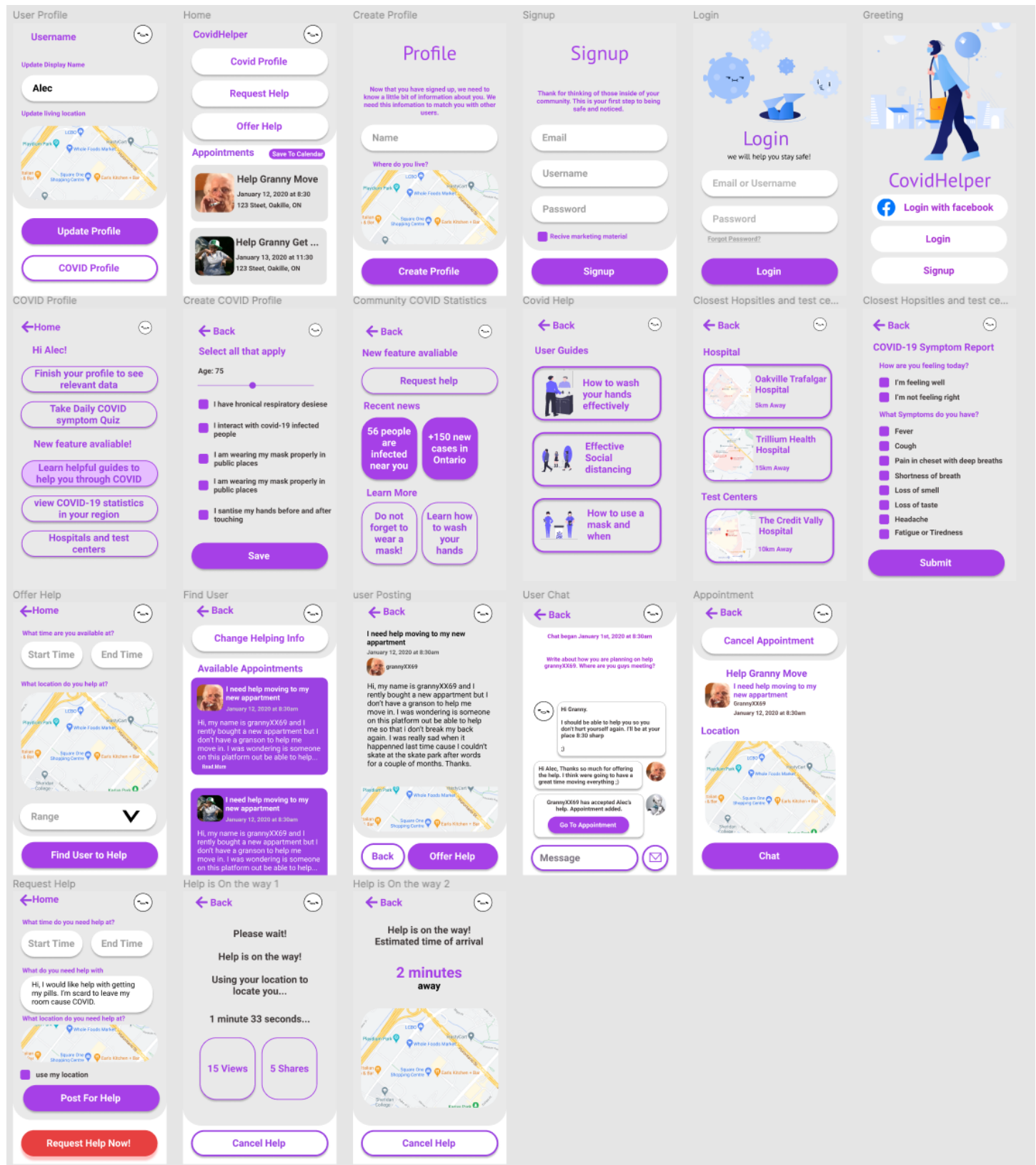
Competitor	UI/UX Issues / Notes
Golden Volunteer Opportunities	<p>First loading into the app shows a good slide show going over a lot of the features that the app will allow users to use. Logging into the platform is seamless, all I needed to do is provide my email and give a password. One downside is that I believe the Login and Join Now buttons are a bit small. Once my account was created, it made me pick out the country I live. The list is in alphabetical order and defaults to United States. It would be nice if it could default to my country of residence, maybe have a button that lets me find it by using my location. Once logged in it shows me a list of cards with different opportunities on them, giving me basic information. Clicking on a card gives me a small description of what the event is and allows me to sign up or share it with friends.</p> <p>The Discover list can be a bit janky when I reach the bottom of the list and it needs to load in more content. The list will jump around as it loads in more detail. For the most part, this app is very complete, and it allows me to quickly sort and find volunteer opportunities I like. The text is a bit small for older users, but I have no trouble using it. It also has a nice activity page that shows a global list of all of the active and completed volunteer events. You can also track your Volunteer History in the more tab. Overall, the design and the color palette are very plain and don't draw in any eyes pop out at the user. There is nothing very exciting about the design and is mostly just a list, listing out volunteer opportunities. Though it has a nice community aspect to it because it shows all volunteer opportunities that have passed as well so you can stay up to date with other opportunities happening. The app allows you to even lets me delete my account. Imagine that! 😊</p>
Chummy	<p>App first loads up and right off the bat asks me if I would like notifications. It would be nice for this popup to appear later in the signup process when there is a need for it. Other than that, the first screen contains a nice carousal of the app's features. Signing in requires use of either a Facebook or Google account. I like this as this because it makes signing up easy and also makes sure that everyone who's using the app is most likely a ligament person. Once inside of the app I can view a map of everyone around me and see where they need help. I can also change this view to a list. I can click on the widget that opens up and accept to help. I can also create my own request and marker on the map that others can see. Some of the icons at the bottom of the page are a bit big and the color of the bottom bar is very dark. The design of these icons could be improved. Once I accept a task, I can chat with the person and ask anything else I need to. There is also a user profile section I can use to change some of my own personal details (such as photo, name and address).</p> <p>Overall my experience with the app it very good. It feels like a real social network for good and kindness. The login flow of the app is very natural, and I didn't see any glitches. The color palette is ok, it's using a couple of secondary colors that don't mix well like blue and green. However, the mapping and list feature is wonderful. Requesting help is perfect and easy and talking to users who are offering to help works very well.</p>
Canada COVID-19	<p>On the app loading, I was first greeted by a screen saying hello and asking what language I speak. After it asks what province I live in. After selecting, my screen froze on the home screen before the app showed me a carousel of panels. I found this starting user experience very poor. I thought the app had stopped working. After clicking through the</p>

	<p>carousel, it asked me if I want to turn notifications on! Great user experience! The home page of the app contains some helpful guides on what to do as well as a list of news and guides I can click on to learn more information on how to deal with COVID in Canada. One thing that I've found out is that building the home page takes a lot of time and it does it on the main thread. This is horrible user experience and they should be off loading the web request to another thread and displaying a loading icon. One part of the app I really like is that there is a "wall of kindness" hidden away in a home option. It was really nice to see messages from other people in Canada.</p> <p>The app also has a statistics section where I can view the numbers and charts on how Canada is dealing with COVID. I can also see how particular provinces numbers, the percentage rate of getting particular symptoms and a lot of other cool information. In the update tab is where the government of Canada posts regular updates about COVID. Lastly, there is a resources Tab that contain a number of guides to answer most people's questions and what you can do to help others during COVID. Finally, you can do a self-assessment to see if you may have COVID and should look into getting an appointment to take a test. Overall the app experience is wonderful, like any government application, it is very accessible, and I had no issues reading text or clicking on any of the buttons. Some of the app was slow and usability could be improved by adding in more animations.</p>
COVID Alert	<p>Initially logging into the app, it shows me a nice carousel explaining what COVID Alert is and why the government created it. It has nice infographics explaining how the app works and how it tries to keep me and others safe. Everything is very readable, and the colors are nice and simple. The app contains very little information which is perfect because what it is trying to achieve. There is a way to open up a menu that I found difficult to use. I was expecting I could swipe up to make it appear but that didn't seem to work. Inside of the menu I have options to do many things. Once is to generate a code that says I got COVID and then a couple of guides on how to protect yourself, and if you got exposed, how to protect others. I was always able to view how and why the app worked. Overall solid design, the app was built with one purpose and mind and it shows. The app does what it expects to do, and all buttons and text are readable. I didn't have any trouble understand why I have this app downloaded on my phone.</p>
COVID Symptom	<p>Once I downloaded and installed COVID Symptom, I was dropped into the home tab where I was asked to input how I was feeling. On this screen I could either input well or unwell and two other options to register a COVID test I've taken and share the app. By clicking on feel well or not feeling well you create a report that tracks how you are feeling, and you can tick off all the symptoms you are experiencing. Once the information is inputted you can view it under the history tab where it will show detailed information about the details you inputted into the system. You can also input tests that you have taken too.</p> <p>Overall, the app is very clean and is very simple to use. Colors are simple and design doesn't try to be bold. I don't like their choice of accent color, turquoise but they save themselves with some really cool icons. Being able to see a list of self-appointment test are really cool and being able to track COVID test is a nice feature. Being able to delete all of my history is a nice plus as well. The account page is a bit too busy for my liking, they are cramming too much on the page, but I really enjoy the information I can read out of my general report.</p>

UX Issues in *COVID Helper* (my app)

- It would be nice to provide some 3rd party login providers. Currently right now the login or signup experience can be quite involved needing the user to input lots of detail by keyboard
 - Should use Facebook SSO for sign up, requiring users to exist before they use the app
- The cards on the Home UI are a bit small with text that is only 14 pixels big. This text should be enlarged because seniors may have bad eyesight.
- Registered appointments should have a way to export all appointments to your calendar, that way you can still have the appointment scheduled without needing to enable notifications on the app
- The “Request Help” Page needs more options. Requests should carry some urgency so possible adding that as a field will help users understand when they are needed.
- Help is on the way page should include some type of animation that shows the user what is currently happening. It should show the number of views that the user is getting as well and when a user has accepted to help.
- The COVID part of the app is missing information about testing. The app should include different types of charts and data so that the user using the app can understand what risk they are at.
- There needs to be a way for users to input their personal information. Right now, there is no to do that.
- Name of the app should probably be somewhere on the home page.

Second Prototype of COVID Helper



Links

Github Repository: <https://github.com/AlecDivito/School-HCI-Assignment>

Figma Public Link: <https://www.figma.com/file/kxxj9MPMZy5q2IOYhf8dct/HelpQuester?node-id=0%3A1>

Video Public Link: <https://drive.google.com/file/d/1BYEm3-6xoUA5CvusBwUzt2G0cXLwGHd8/view?usp=sharing>