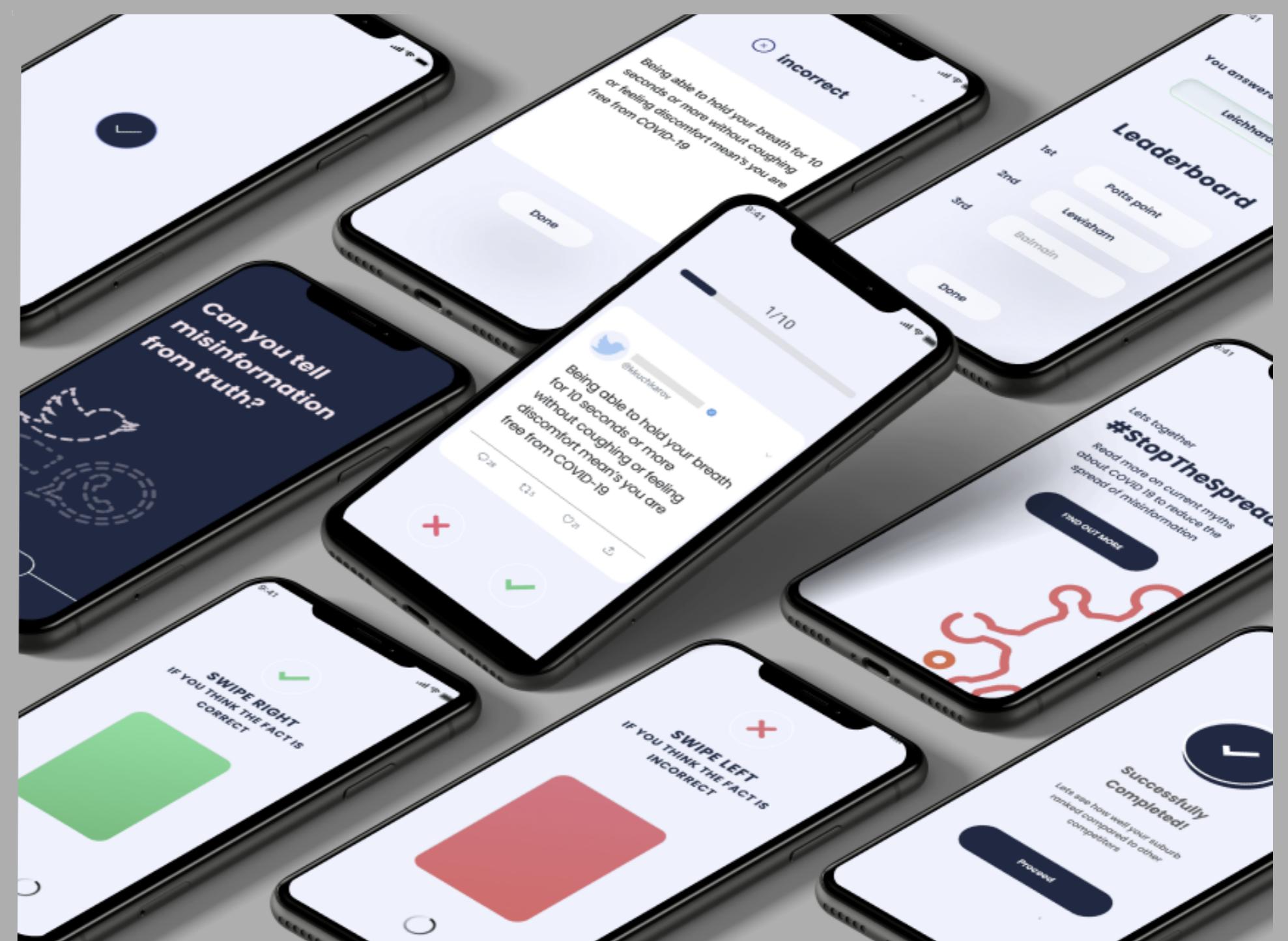


A3 Documentation

COVID-19 Fact Check

Lets Together
#StopTheSpread



1.

Introduction

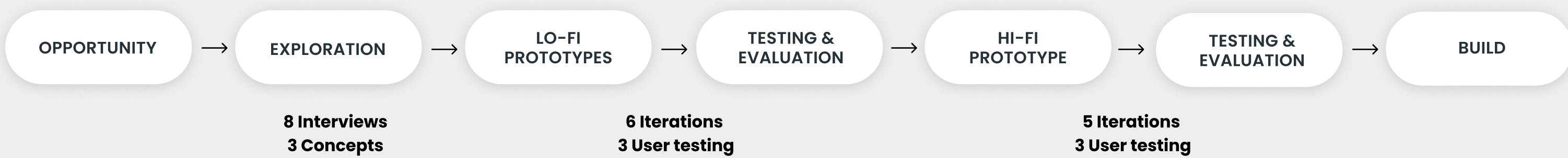
We are all exposed to a huge array of COVID-19 information on a daily basis through mechanisms such as social media, word of mouth, podcasts and opinion pieces. Not all of the information is reliable (Let's Flatten the infodemic curve, 2020). The constant supply of global information can be overwhelming. This in turn limits an individual's willingness and/or capacity to filter reliable sources. This non-filtered and unconsidered dissemination of information contributes to the spread of misinformation. As a result, serious public health consequences may emerge if misinformed people do not heed or are distracted from the advice from official and notionally reliable sources. This health risk is the driving nature of this research period (Motta et al., 2020). Our concept aims to address the issue by challenging the user to carefully think about the information they are presented with and appropriately decipher whether these facts are true or false.

The primary and secondary research conducted in assignment 1 centered around the confusion and misinformation pertaining to physical distancing. Analysis of the findings stimulated the notion of "myth busting" as an engaging and effective way to tackle misinformation of COVID-19. This approach inherently aims to educate and test users while simultaneously and subtly informing participants about appropriate and truthful information on the internet in relation to COVID-19.

Focusing on the ever so prominent 'infodemic' the 'COVID - 19 Fact Check' challenges individuals to identify wrong or untruthful information. If they think the fact is correct when it is incorrect they will have the opportunity to learn why they got this wrong. Finally, at the end the users will be grouped within their suburb and based on suburb see how they sit compared to other suburbs within the state. This way users will be able to identify which suburbs are more susceptible to believing false information or common myths and which are better at identifying these myths. It was envisaged the sense of competition between suburbs would further inspire user engagement.

These commonly held myths are based on the facts (disproving the myths) from the WHO.

Design Process



2.

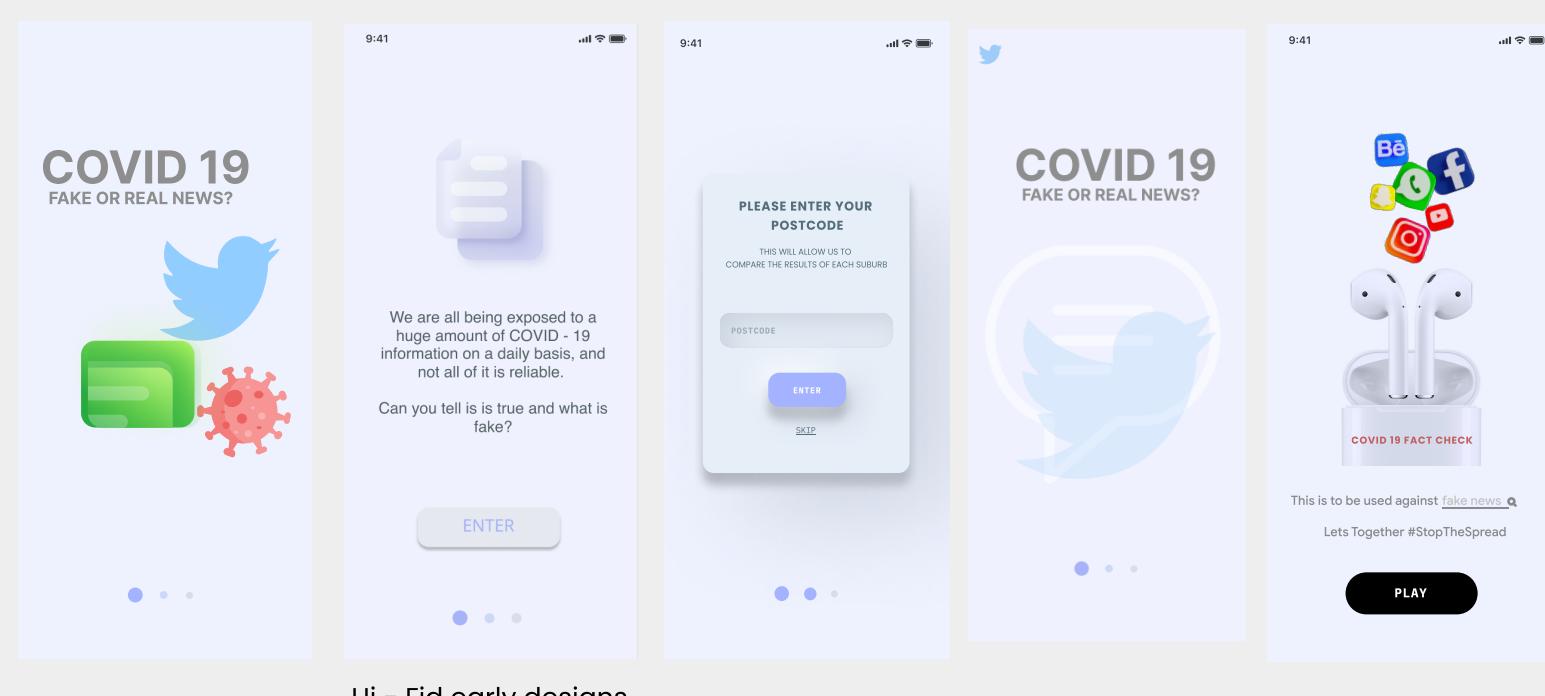
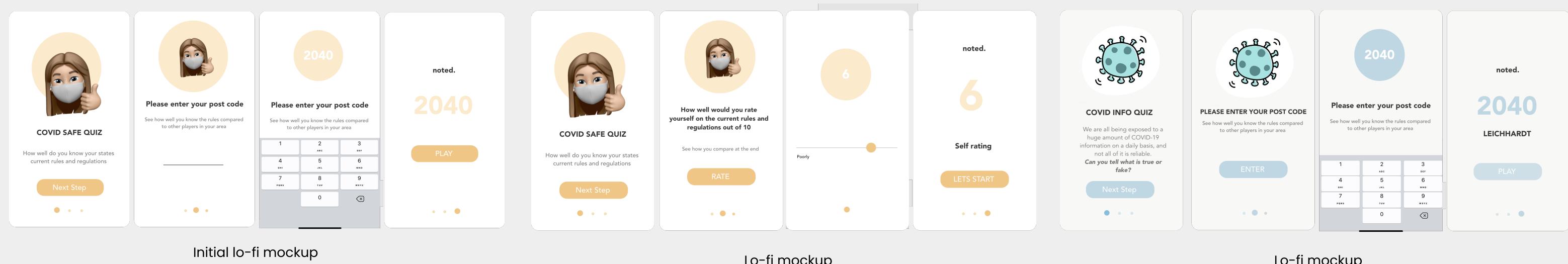
ITERATION PROCESS

To finalise the concept of the COVID 19 Fact Check Game, we began designing basic mockups for assignment 2 that would allow us to test our concept and refine its direction. The transformation of the concept through 7 iterations and 3 rounds of user testing (in assignment 2) allowed us to finalise the overall aim of our app to better the experience visually in assignment 3.

Below, we will run through each key element of our app, some were design focused, whilst others were focusing on key transitions and prompts. After three rounds of testing – we then completed one final round of 5 participants to identify any other specific issues or recommendations to the platform. This was a critical round of testing as we were able to gather critical feedback that would need to be implemented to perfect the overall experience of the app (Design, Content and Transitions).

An intention from the start was to capture the users postcode, to then use at the end of the game to rank on average how well each suburb performed in identifying false information. These results would then be visible in a leaderboard, which adds a sense of gamification.

Onboarding process

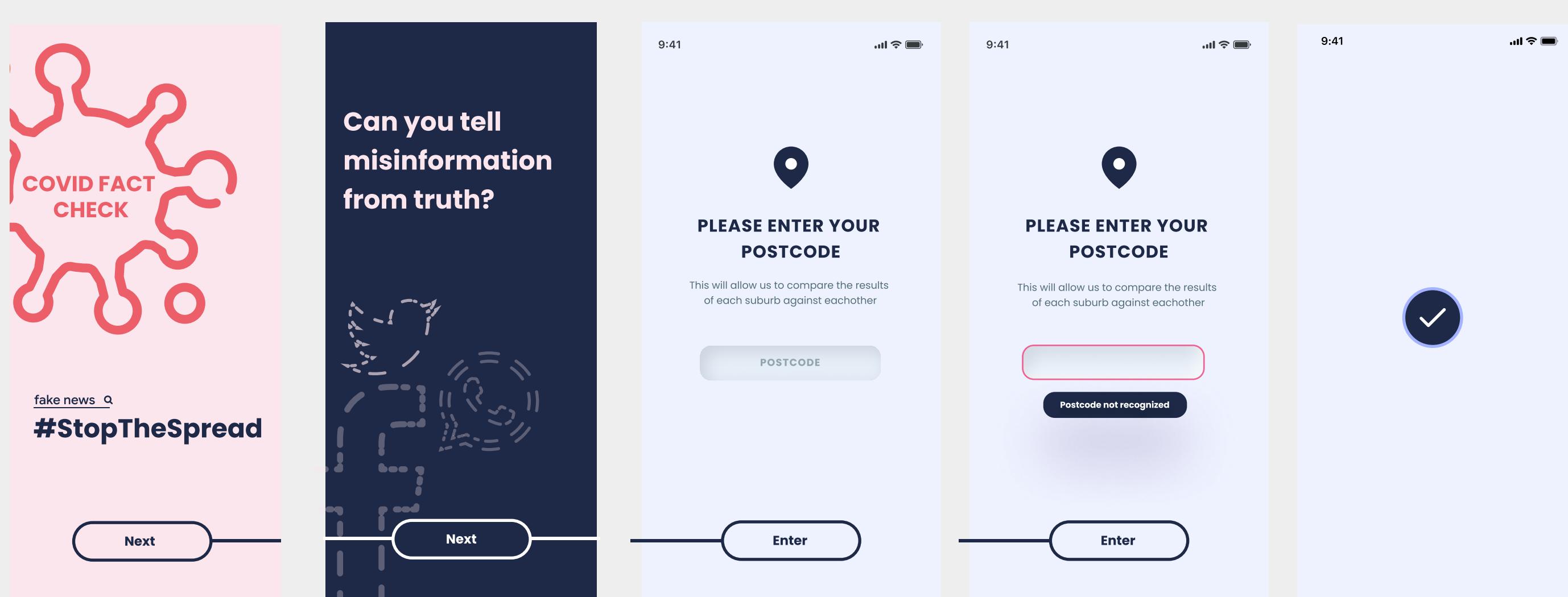


Findings after A2:

- * Do not use the mimoji, as not all users have an iPhone, additionally this feature would not be compatible with desktop usage.
- * Getting the users postcode so a leaderboard can be generated toward the end of the game. Allowing suburbs to be compared at the end.

Challenge

Designing a clean, minimalistic onboarding process for users.

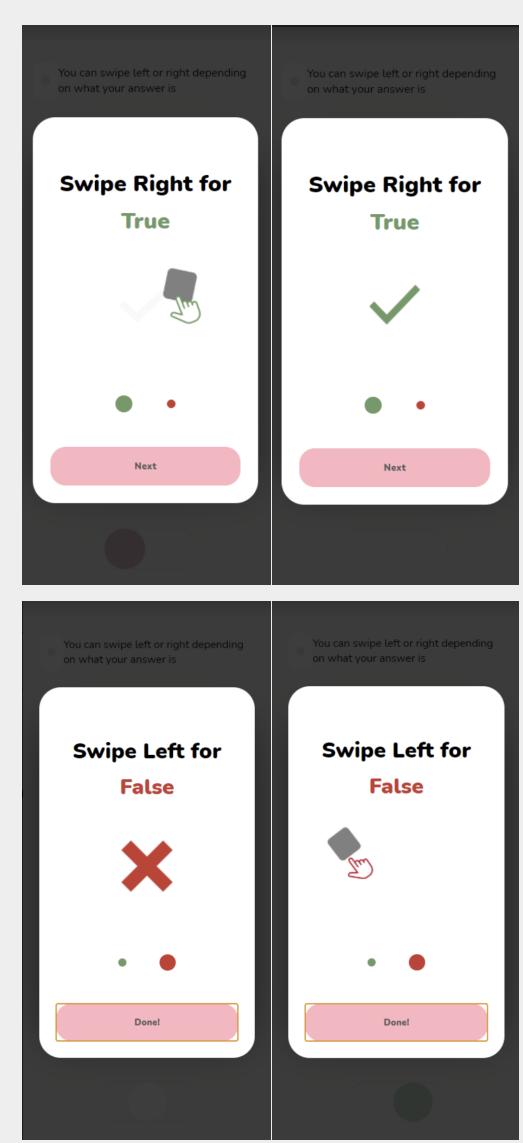
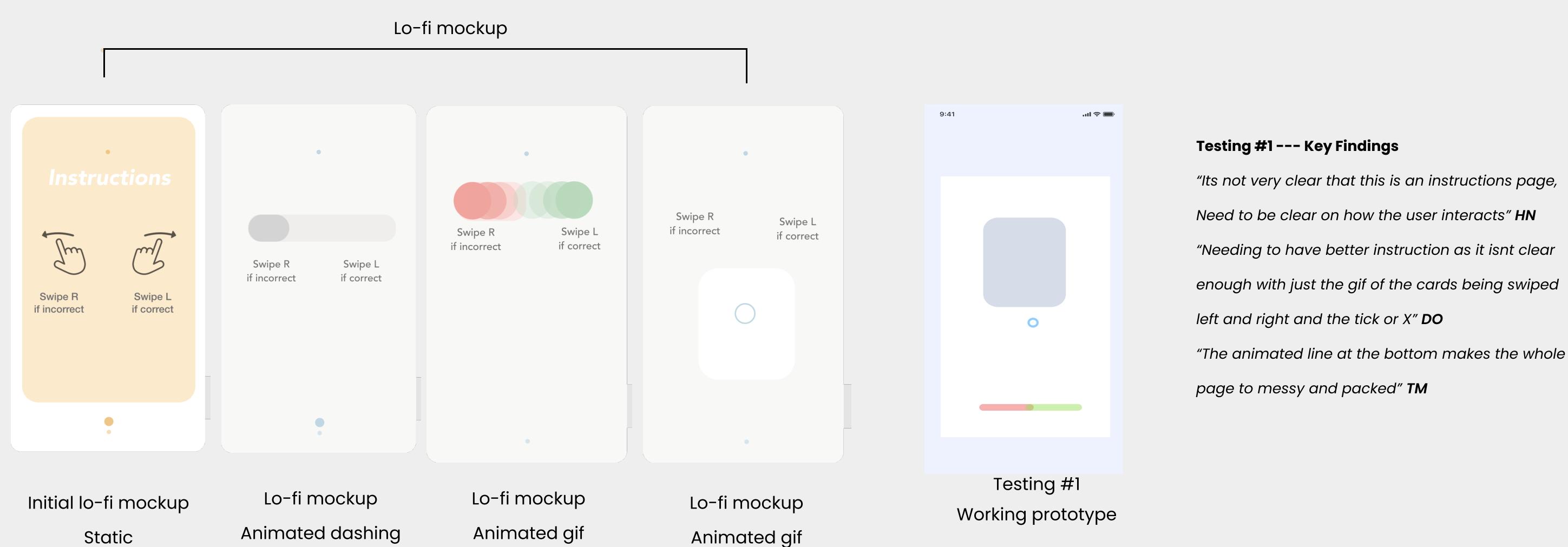
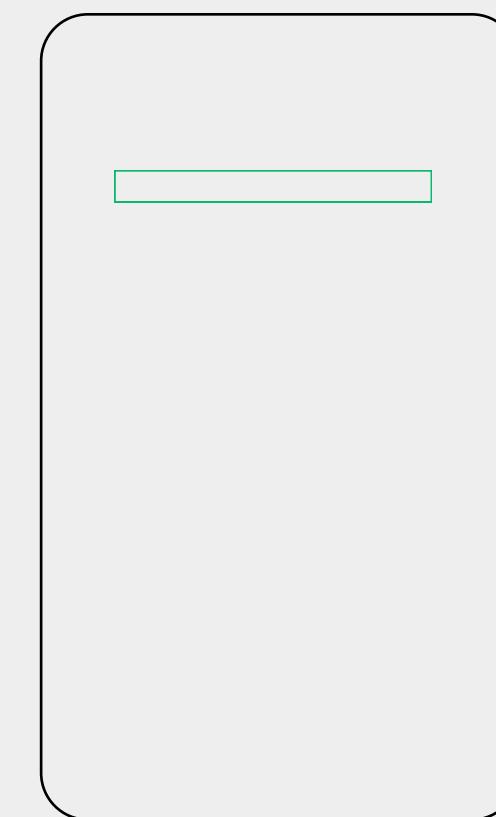


Final Onboarding UI

Instructions

The instruction card is a crucial element of our application, as it needs to inform users on the requirements to use and interact with the game. This step did prove to be a challenge as it was difficult designing a minimalistic but intuitive interface for users to reference. The design progressed from a static instruction's page, we then began testing specific animated interactions with users in A2, and finally developed a minimalistic, clear and intuitive screen that users would easily understand the workings of the app.

3 Rounds of testing on each high fidelity interface

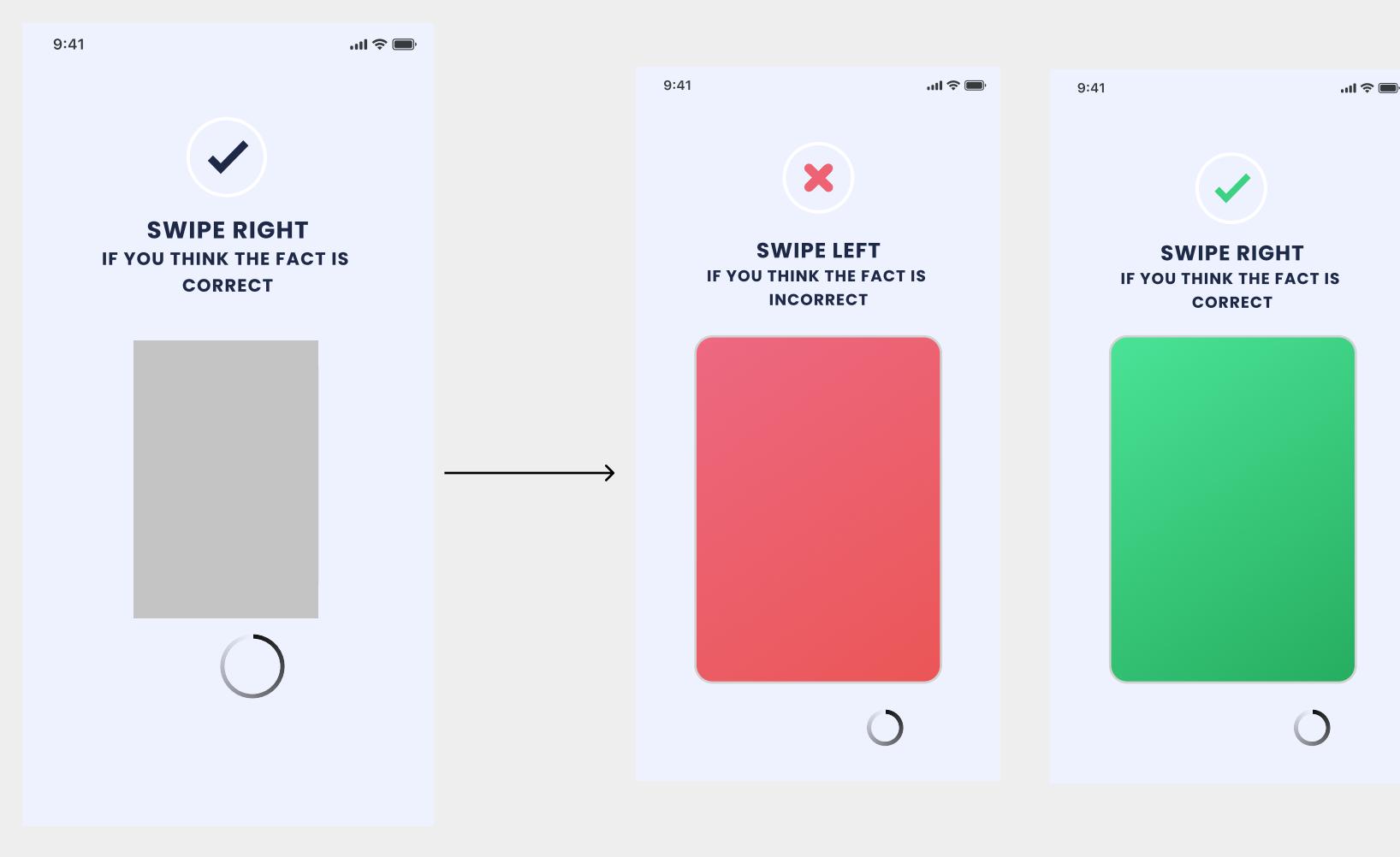


Testing #2
Working prototype

Implementation from Testing #1

Testing #2 ---- Key Findings

Implementation from Testing #2



Testing #3

Final Instructions slide

Swipe Indicators

The Biggest Challenge was how we could make the swipe left swipe right as intuitive as possible when the user was on the question card.

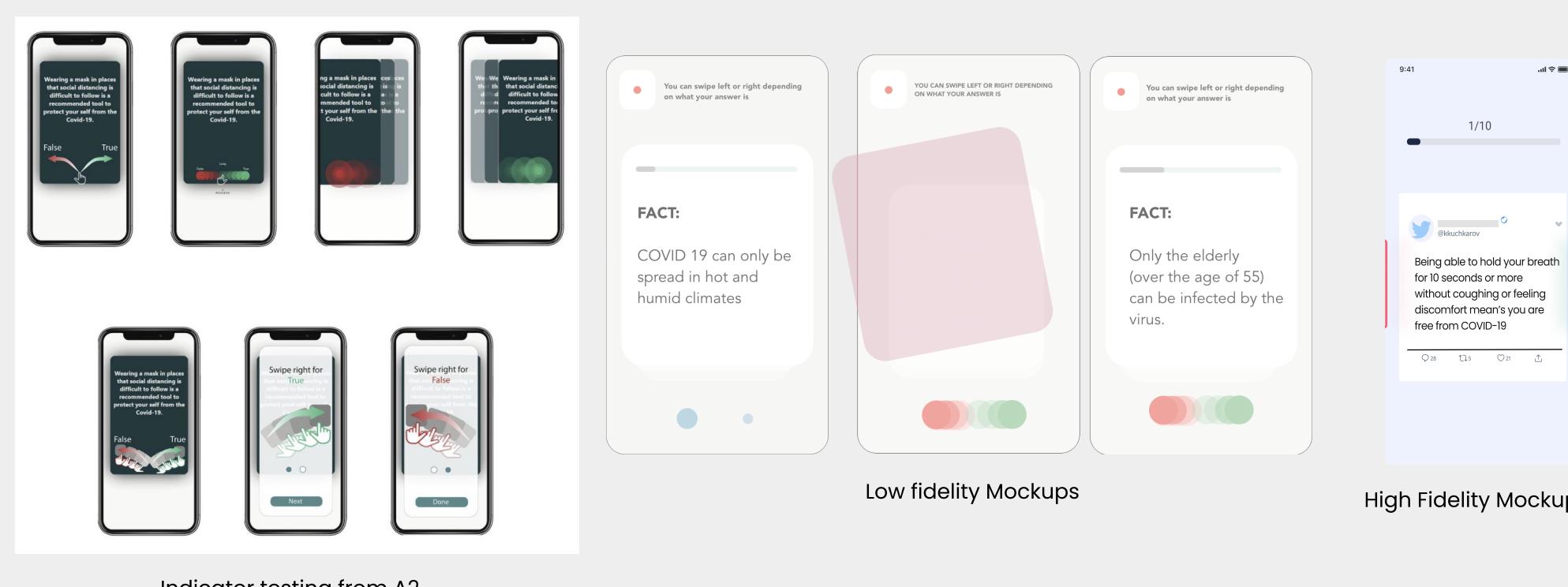
There were various stages of testing, resulting in this simplistic and straight forward indicator. Early designs were animated and resulted in being to messy for users on each card.

Final Design being a simple indicator that would not distract the user from answering the question or take away from the graphic on the question card.

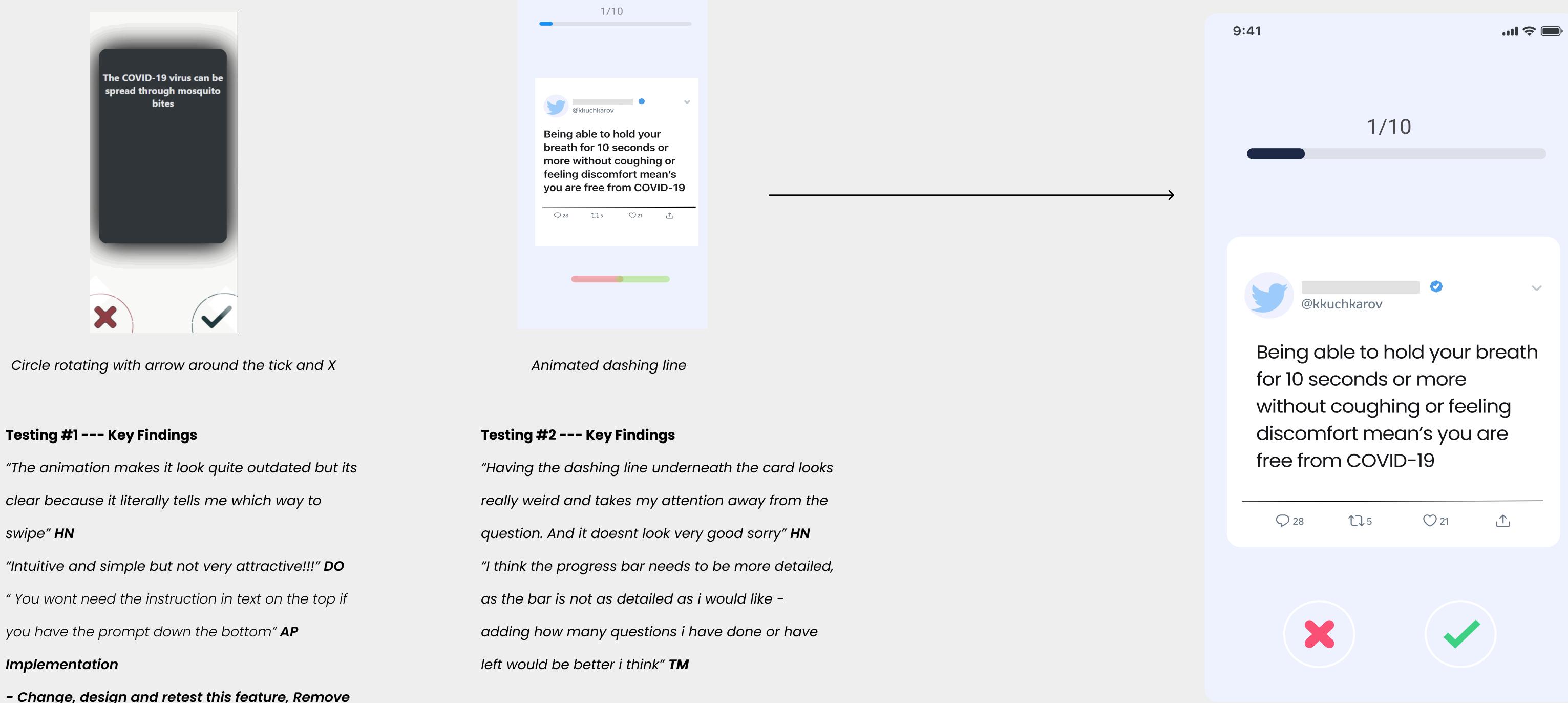
5/5 people said they prefer the simple X or Tick other any animation as it became to messy on the screen - Iphone Screens are small anyway so to have these more simplistic the better.

In assignment 2 we did test various different ways of representing these, however they were all animated - further exploration of designing these lead us to finalise a minimalistic and a simple indicator.

These icons were also consistent with the instructions page - minimalistic but powerful.



Indicator testing from A2



Testing #1 --- Key Findings

"The animation makes it look quite outdated but its clear because it literally tells me which way to swipe" **HN**

"Intuitive and simple but not very attractive!!!" **DO**
" You wont need the instruction in text on the top if you have the prompt down the bottom" **AP**

Implementation

- Change, design and retest this feature, Remove the text from the top if the card as it is not necessary if the indicators work.

Testing #2 --- Key Findings

"Having the dashing line underneath the card looks really weird and takes my attention away from the question. And it doesn't look very good sorry" **HN**

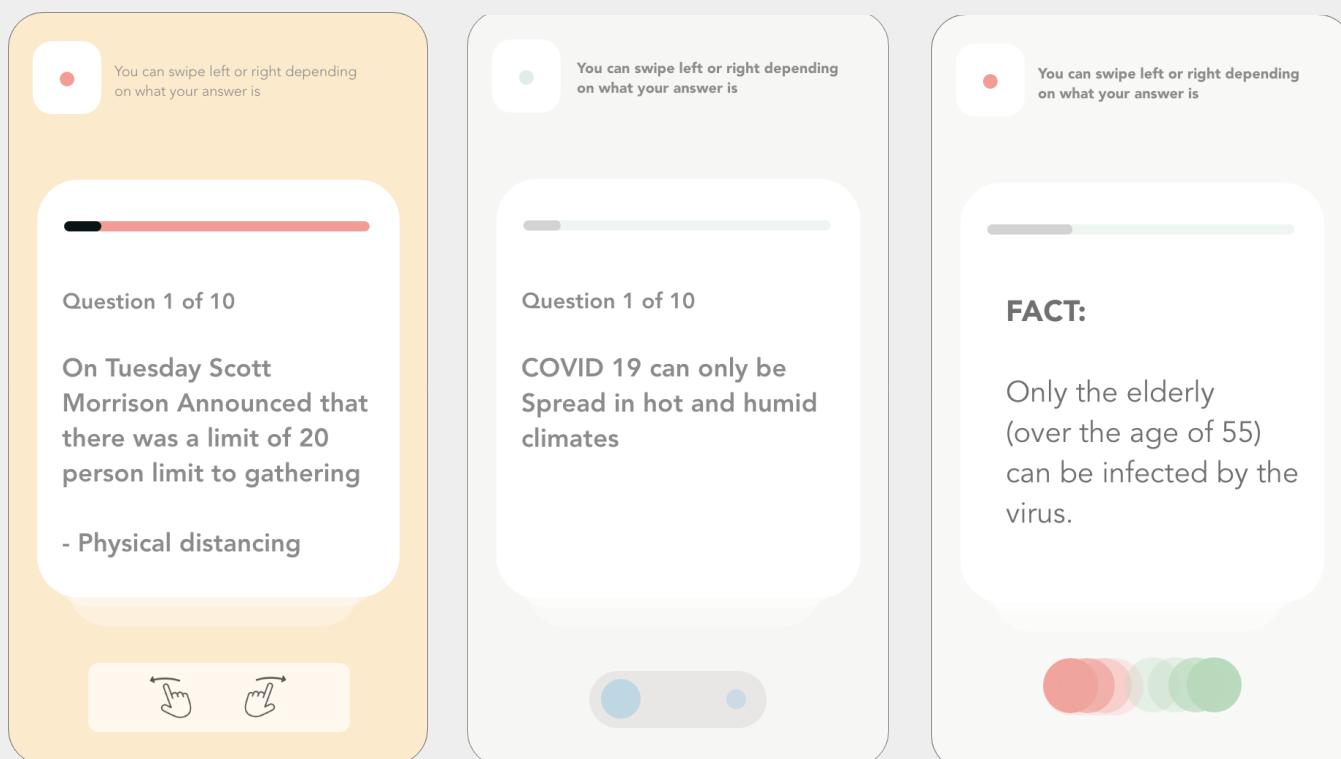
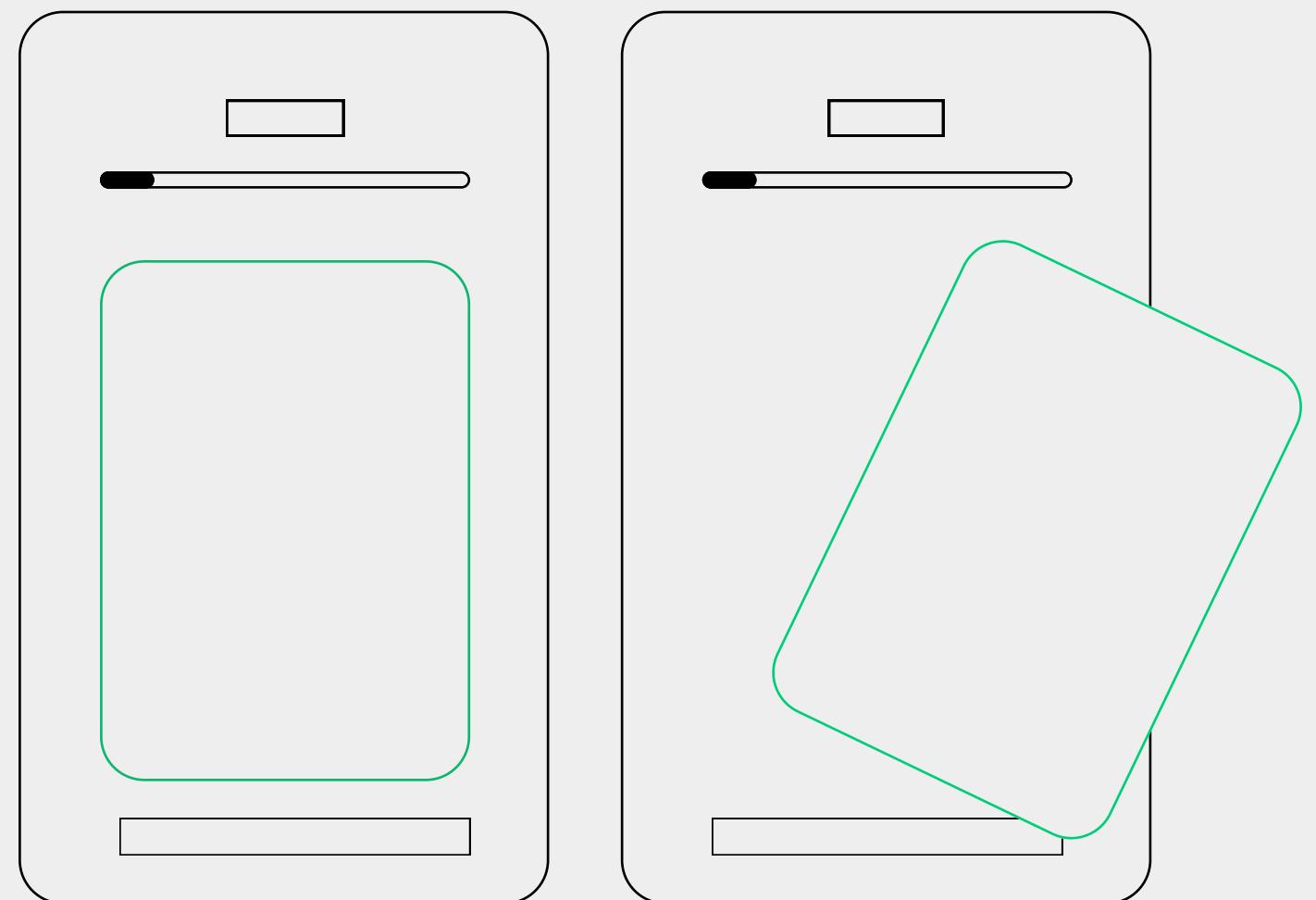
"I think the progress bar needs to be more detailed, as the bar is not as detailed as I would like - adding how many questions I have done or have left would be better I think" **TM**

Final Design

Card Design

A visual container that holds a single question

These are the most prominent and distinctive attributes to our Design. They are to be utilized for users to digest the information in a quick and intuitive way.



initial lo-fi mockup

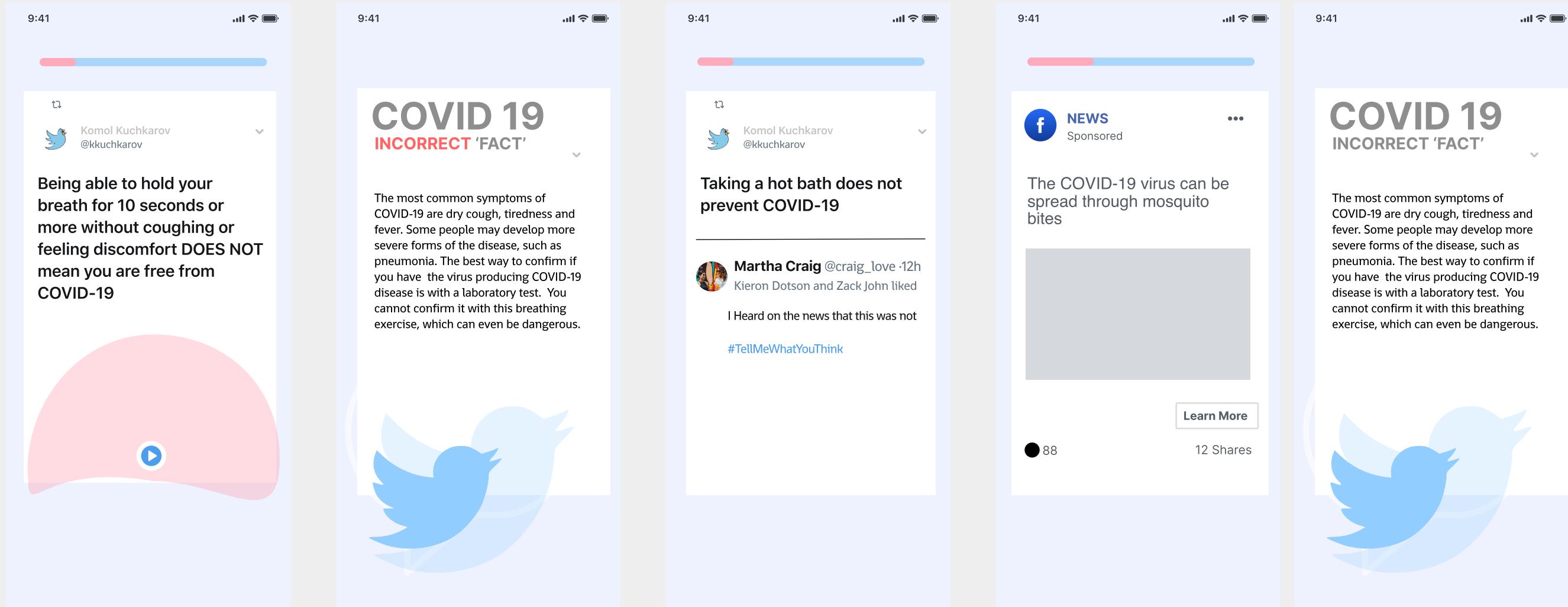
2nd lo-fi Iteration

5th lo-fi iteration

Testing #1 --- Key Finding

"There needs to be some graphic element here, questions cards are simple however i think if you add like something relating to the question on each card it could be cool"

Implementation of graphic's, visual aids that help create the experience.



Hi-fi mockup

Hi - Fidelity - The idea of having the twitter/ social media posts as the card was well received.

Testing #2 --- Key Finding

- The way the posts were designed - Confused users, as it looked like they were clickable links.
- The wording was not quite correct on the incorrect card - not very clear in that it was incorrect and using the word "FACT" was confusing.
- Progress bar did not have a number on the top and 5/5 users preferred to know where they were up to when using the app.
- To much association with twitter
- Would benefit having a consistent and single card used for each.
- Removing 'Fact:' from the card and instead implementing better visuals relating to social media or where there myths would be found on social media. We therefore developed a few different social media posts like twitter & facebook to hold the common misconceptions and use there as the main feature on the cards.

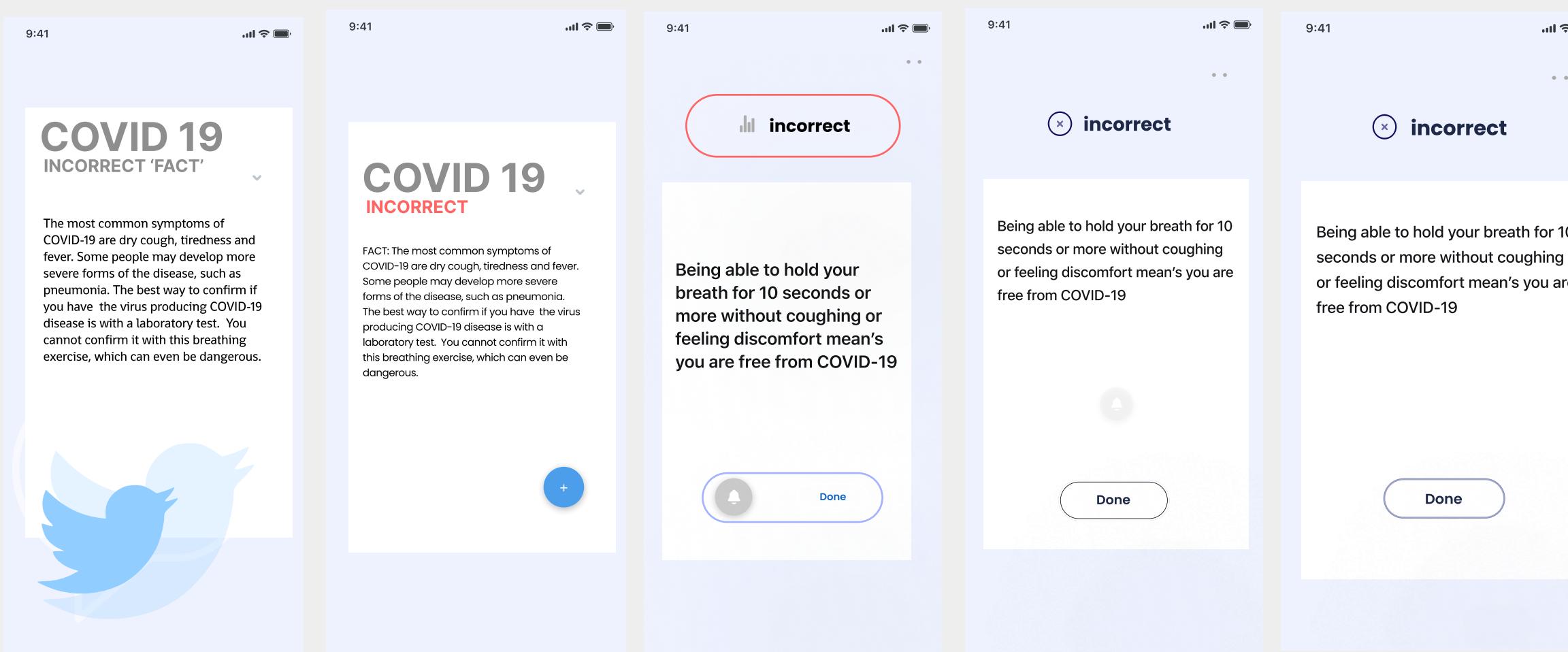


Implementation:

- * Making the post anonymous
- * Like, Share, Comment, retweet to represent where these common myths / misinformation can be found.
- * Highlights how each it is to share, or retweet these posts - adding to the infodemic
- * Minimal, clear and intuitive swipe left and swipe right indicators - through the green tick or red X.
- * Consistent colour scheme

Final Card Design

Incorrect answer card



Hi-fi mockup progression

Testing #1

- * The wording is quite confusing - the heading "incorrect fact" needs to be changed
- * Implementation of a "DONE" button is necessary so the user can go to the next question

Testing #2

- * Adding a find out more button if the user wanted to learn more about the topic - or why they were wrong.

Testing #3

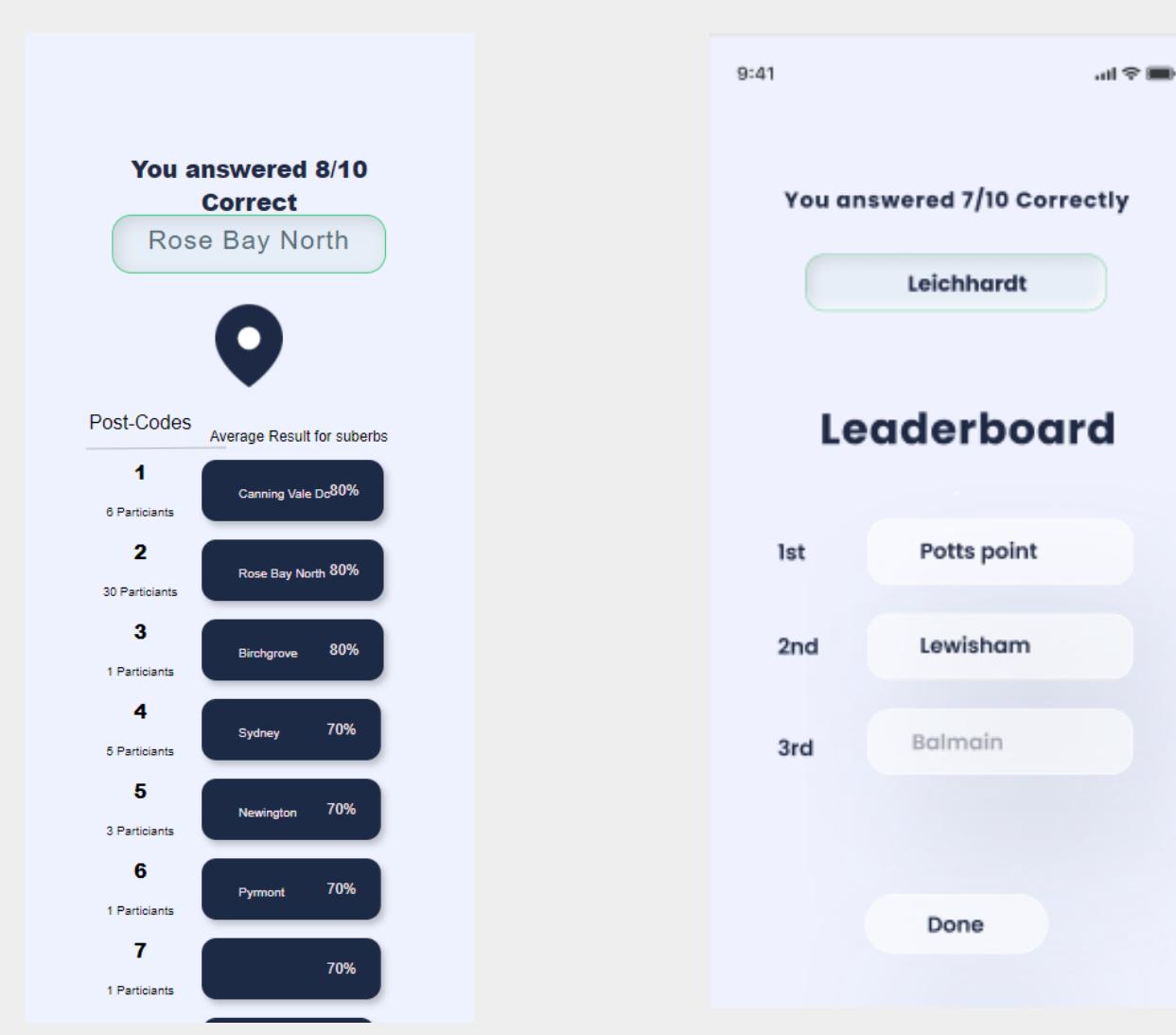
- * Find out more not to be on this incorrect slide as it will direct users of the app - save this for the end.

Leaderboard

Testing #1

- * Very confusing having 'person' with the average as a percentage - messy and not making much sense

"confusing but good idea"



Hi-fi mockup

Final Hi-fi mockup

We were able to capture the user's postcode - and then register this and present the user's postcode in text form for the leaderboard!

The Final round of testing on our working prototype

Testing took place on 5 different users

"The wording of some of the questions - 'NOT' is pretty misleading and confusing" **HN**

"The Incorrect blurb is a little too long - long enough that i wouldn't actually read it all" **TM**

" I would not put the 'find out more' button there as this will direct people off the app, Potentially have this at the end and link them to an official site" **DO**

"The ranking toward the end is quite confusing - "1 participant" instead of suburb rank, maybe just have this take place as top suburb overall (including % of participants) as this may look cleaner" **GD**

"The wording of the question is somewhat problematic - there is somewhat a double negative" **AP**

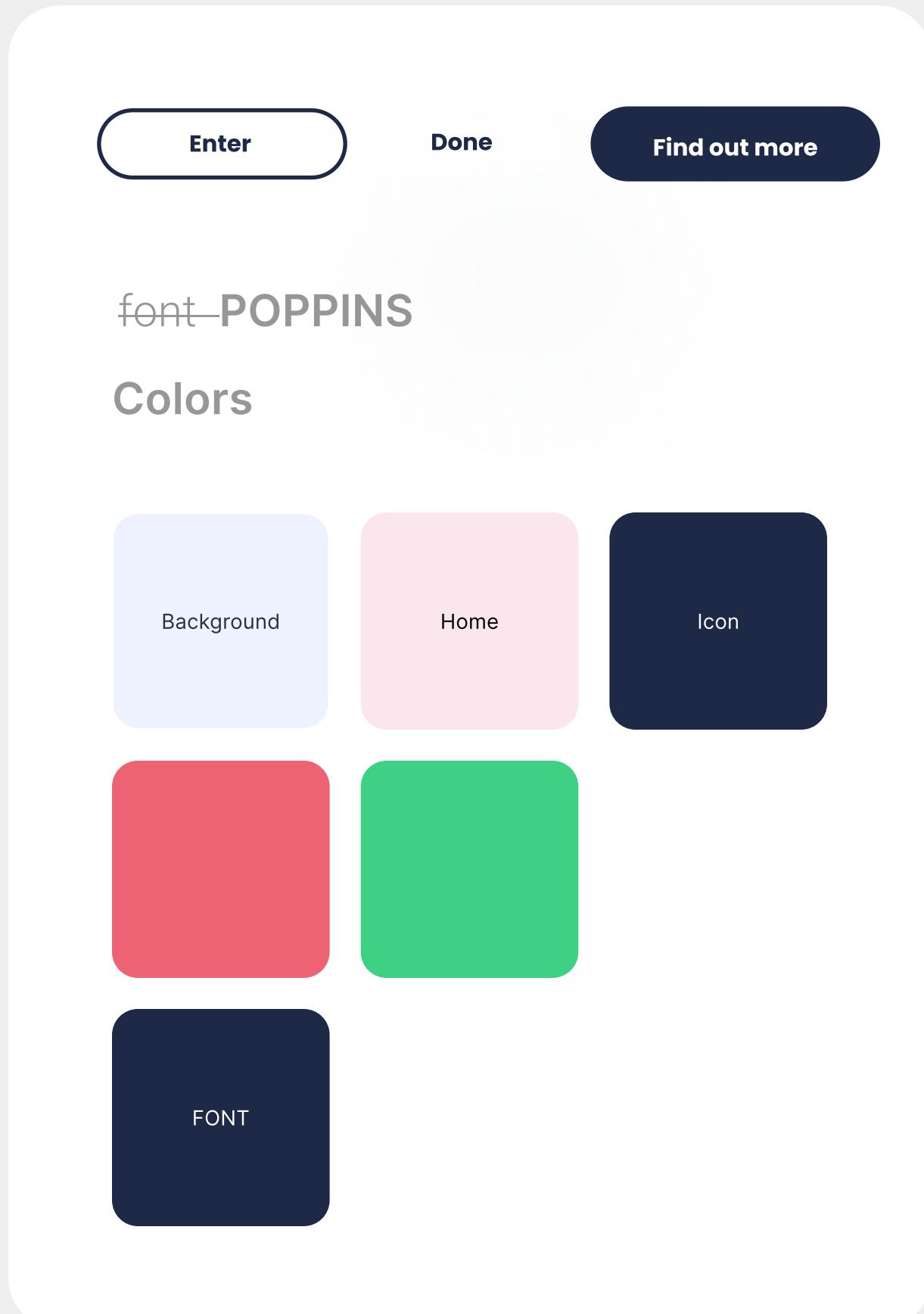
" Competitive edge is a great feature, i love seeing how other suburbs are performing" **HN**

"User interface is very attractive, minimalistic but clear in its objective and direction - i love the colours especially the pink on the first page!" **AP**

Changes and implementation needs from this round of testing

1. Rewording the questions so they make sense - ensuring no double negative questions
2. Removing the find out more option on each incorrect answer card and allowing a concluding final page for the user to go and find out more information.
3. We have made the correct answer (when user gets a question wrong) less wordy so it is more readable in the short amount of time we have the users attention before pressing "Done"
4. We have also redesigned/ formatted the leaderboard page so it isn't extremely busy
5. Added a finishing page that ties everything together

FINAL UI



Summary of why we selected our final design:

Our final design is complete and incorporates all necessary features to make this a functional and effective educational tool. The application's simplicity and minimalistic design, allows the product to be easily understood, attractive, and adopted by our intended target audience. The core functionality is to educate users on the most common misconceptions surrounding the pandemic, in a fun and informal way.

The colour scheme is inviting and warm and the swipe left or right invokes popular contemporary design in an application which is sincere and relies on widespread adoption across the full population, but perhaps targets the younger population who have been perhaps most exposed to false information

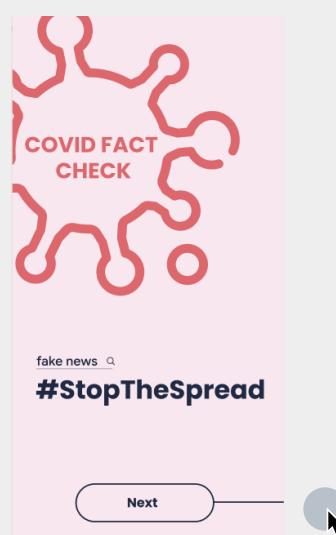
The chosen typography is effective and clear. The font allows for an effective page layout and ease of reading for all users

Complete and attractive application. The colour scheme selected aligns with the nature of the app. The use of a contemporary design encourages an easy adoption of the app.

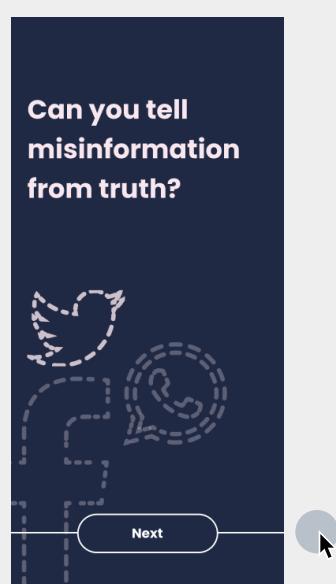
Technically, our product works very well. There is no lag time when using the platform and the interactions are seamless, allowing for an instant display of data and information.

TECHNIQUALLY

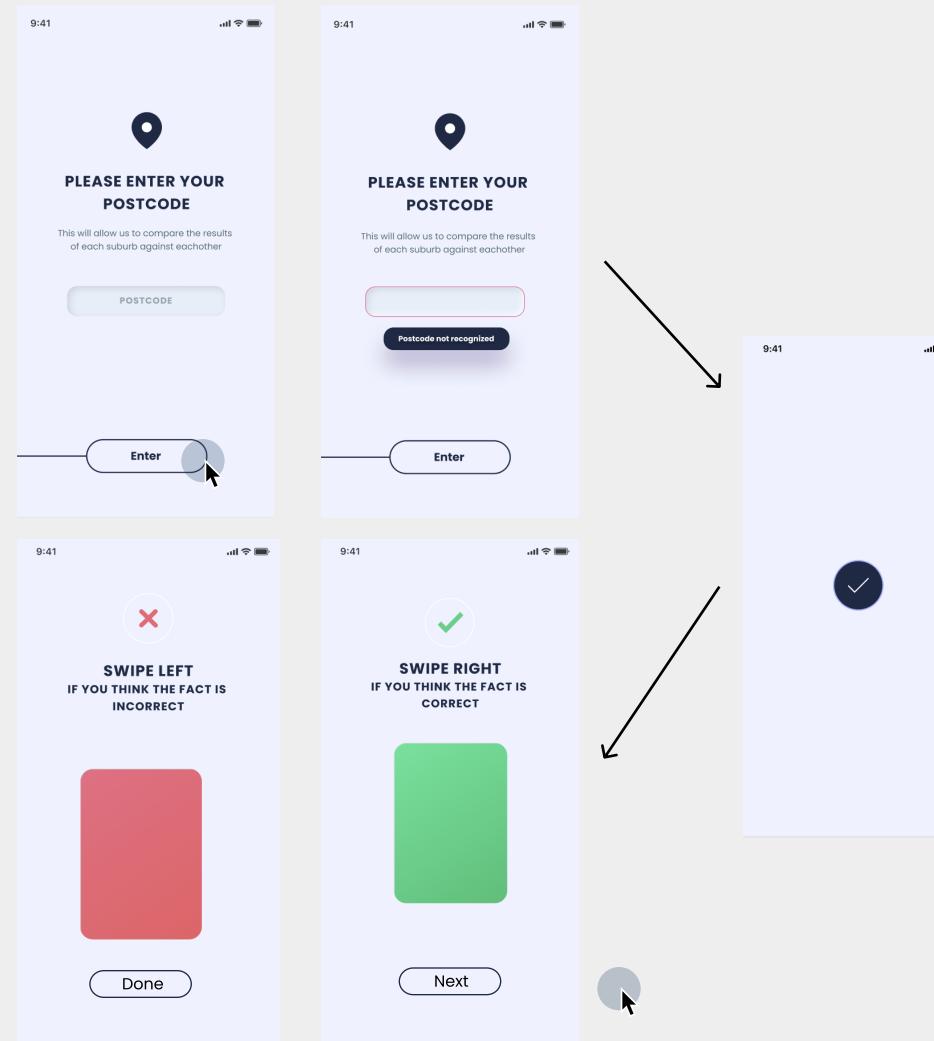
- 1** Hello Page
from: HelloPage/HelloPage.js More Explanation in the code comment.



- 2** Introduction Page
from: Introduction/Introduction.js More Explanation in the code comment.



- 3** Posocode Page from: Posocodepage/PosocodePage.js More Explanation in the code comment.



- 4** Confirmation of Postcode Page
from: Confermation/Confermation.js More Explanation in the code comment.

- 5** Prompt Stage one Page
from: PromptPage/PromptPage.js More Explanation in the code comment.

USER EXPERIENCE

- 1** Onboarding page
User to click **next**

- 2** Onboarding page
User to click **next**

- 3** Form entry point
Postcode
Unrecognisable postcode is not accepted & user presented with alert

- 4** Unrecognisable postcode is not accepted & user presented with alert

- 5** User to watch instructions on how to interact and use the application

- 6** 10 Questions for user to read and decide whether statement is correct or incorrect

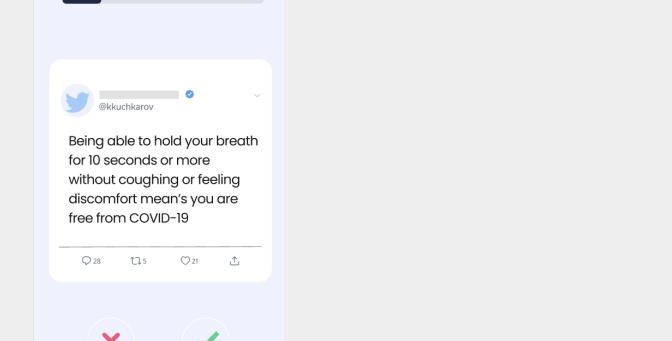
- 7** If the user gets the answer wrong - present with incorrect message + correct answer

- 8** 10/10 questions complete - "proceed"

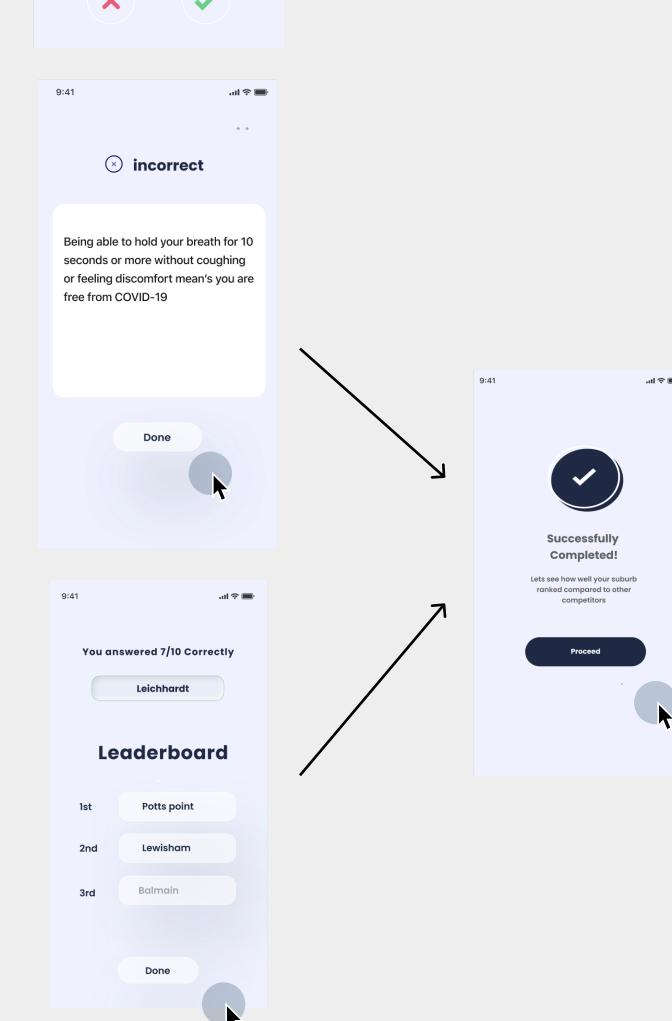
- 9** User can see how well their suburb has performed amongst other participants in the state

- 10** Find out more link for further learning and information about COVID - 19 common misconceptions

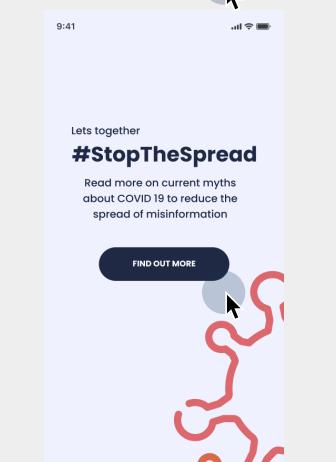
- 6** Question Cards Page
from: QuestionCards/QuestionCards.js More Explanation in the code comment.



- 7** Prompt Stage Two Page
from: PromptPage/PromptPage.js More Explanation in the code comment.

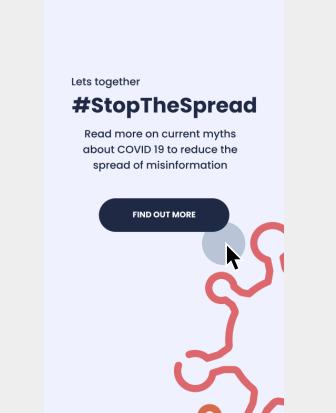


- 8** Confirmation of the Quiz Page
from: DonePage/ DonePage.js More Explanation in the code comment.



- 9** Chart Page from: Chart/Chart.js More Explanation in the code comment.

- 10** Find More Page
from: FindMorePage/FindMorePage.js More Explanation in the code comment.



Hardware/software requirements.

React.js: this library smooth out the progress of making an UI by providing a wide range of tools and libraries for graphics and interaction systems. Also this library provides real time communication with backend data collection to read, write and update the platform elements instantly. React.js allows for clear front-end code organisation. React.js also separates the HTML,CSS, and JavaScript of each page to a separate component. By organizing each page in a separate class it is possible to pass arguments between pages. This interconnection between pages significantly helps handle users' interactions and provide real time feedback in any page.

Firebase: Firebase is Google's free cloud storage that handles many aspects of backend functionality. For this project, this service allows reservation of questions and users results in a form of API data sources as well as deploying the platform.

One firebase data document is used to reserve the questions in. This allows for easy updates of the questions and answers. Changes are instantly applied to the application without any page refresh required.

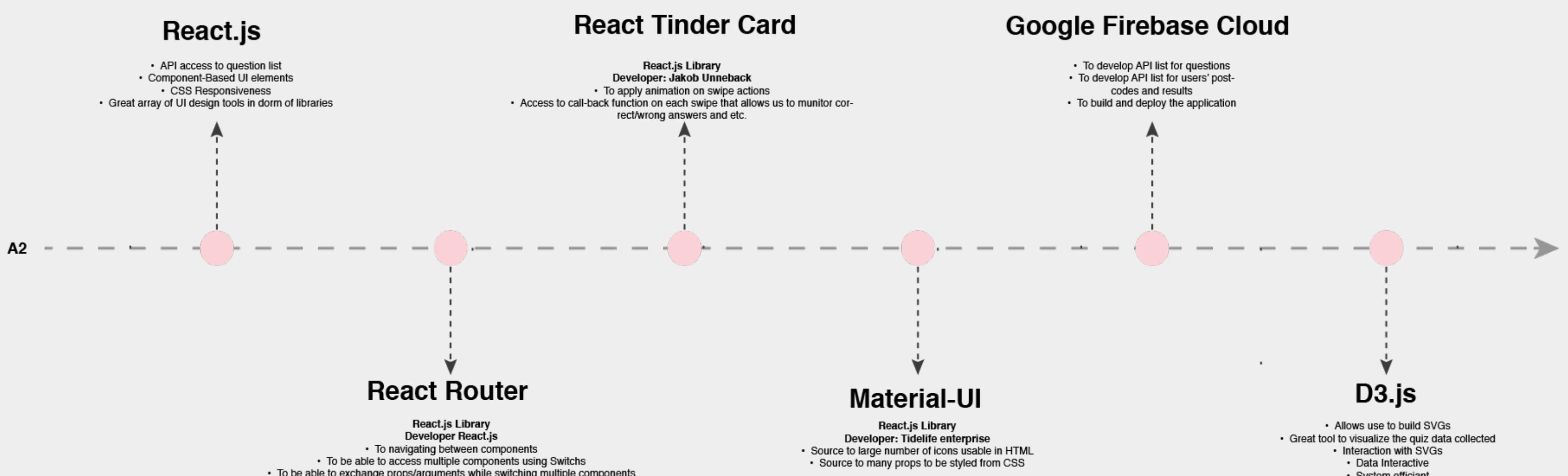
The second data document collects the users' final results as well as their postcode. After a user is done the result and postcode of the question will be saved on this repository in the form of an array of objects. This information instantly will be downloaded from the API to draw the graph in the next page.

Thirdly, Google Firebase helps build and deploy the application on its servers from React.js. Google fiFirebase provides this service for free in addition to all other mentioned services.

Tinder Swipe for React Library: This is a pre-build swipe listener library that provides a very smooth swipe animation to given elements. Using this library on questions card as clear user feedback on their swipe actions. This library also allows the application to count the correct answers as well as the total number of questions answered. Using the "onSwipe" listener built-in on this library we can monitor the direction the swipe user makes for each question. **React router library:** this library allows the application to easily move between pages. This library allows for multiple pages in the application. Separating actions and information in different pages improves the flow of the application. A benefit of this separation is the minimisation of the amount of information users have to process at a time. **D3.js:** this JavaScript library is a very powerful tool to bring the data to life with interactive graphs as well as manipulating DOM elements. Using the data restored in Firebase cloud service shows an overview of the average score for each suburb using postcodes from user inputs. This leaderboard also graph shows the total number of participants from each suburb to explain the differences more clearly.

Gif files: to store the any animations we have on our

Set up and Build



APPENDIX

TESTING 1

USER	COMMENT
HN	<p>"its not very clear that this is an instructions page, Need to be clear on how the user interacts"</p> <p>"The animation makes it look quite outdated but its clear because it literally tells me which way to swipe"</p> <p>"Maybe a cute gif or icon to look more engaging, like the Duolingo bird. I like having all options to move to a next screen so keep the NEXT button as well as the toggle. FACT doesn't need to have a good or bad news heading, just the fact itself."</p>
TM	<p>"The animated line at the bottom makes the whole page to messy and packed"</p> <p>"The card is simple but FACT and some of the wordimg is really hard to follow and i think theres way to many questions"</p>
DO	<p>"Needing to have better instruction as it isn't clear enough with just the gif of the cards being swiped left and right and the tick or X"</p> <p>"Intuitive and simple but not very attractive!!!"</p> <p>The top bar is hard to judge how many more questions there are without a number - i would like to see numerically how many questions there are left"</p>
GD	<p>"Design wise the animation is to 'gimmicky' - bulky and the colours may be too strong"</p>
AP	<p>"Card swipe and the tick afterwards is cool, but it does not look very slick"</p>

TESTING 2

USER	COMMENT
HN	<p><i>"I think the progress bar needs to be more detailed, as the bar is not as detailed as i would like - adding how many questions i have done or have left would be better i think"</i></p>
TM	<p><i>"I think the progress bar needs to be more detailed, as the bar is not as detailed as i would like - adding how many questions i have done or have left would be better i think"</i></p>
DO	<p><i>To much association with twitter, it seems like you remaking it but then theres a random facebook post</i></p>
GD	<p><i>I dont like the commenting section. Way to busy and not really necessary</i></p> <p><i>The wording was not quite correct on the incorrect card - not very clear in that it was incorrect and using the word "FACT" was confusing.</i></p>
AP	<p><i>Are these video links clickable? It seems like i can click on them but that would take me off the app"</i></p> <p><i>"The Incorrect card would also benefit having a button to say finish or complete reading"</i></p>

TESTING 3

USER	COMMENT
HN	<p>" Competitive edge is a great feature, i love seeing how other suburbs are performing "</p> <p>" The wording of some of the questions - 'NOT' is pretty misleading and confusing"</p>
TM	<p><i>The Incorrect blurb is a little to long - long enough that i wouldnt actually read it all</i></p>
DO	<p><i>I would not put the 'find out more' button there as this will direct people off the app, Potentially have this at the end and link them to an official site</i></p>
GD	<p><i>The ranking toward the end is quite confusing - "1 participants" instead of suburb rank, maybe just have this take place as top suburb overall (including % of participants) as this may look cleaner</i></p>
AP	<p><i>The wording of the question is somewhat problematic - there is somewhat a double negative</i></p> <p><i>User interface is very attractive, minimalistic but clear in its objective and direction - i love the colours especially the pink on the first page!</i></p>

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1. Motta, M., Stecula, D., & Farhart, C. E. (2020, April 18). How Right-Leaning Media Coverage of COVID-19 Facilitated the Spread of Misinformation in the Early Stages of the Pandemic. Retrieved from <https://doi.org/10.31235/osf.io/a8r3p>
2. Who.int. 2020. Let'S Flatten The Infodemic Curve. [online] Available at: <<https://www.who.int/news-room/spotlight/let-s-flatten-the-infodemic-curve>> [Accessed 22 October 2020].