

## Group K - Storyboarding and Low-Fidelity Prototypes

---

### Table of Contents

---

Introduction.....	2
Section 1 - User Stories, Storyboards and Acceptance Criteria.....	2
Selected User Stories.....	2
Storyboards.....	3
List of Acceptance Criteria for each user story.....	6
Section 2 - Low-Fidelity Prototypes (screens, annotated).....	6
Homepage.....	7
Search For Jobs.....	7
Search using Voice Control.....	8
Search results.....	8
Account.....	9
Find events detail.....	9
Section 3 - Discussions.....	10
Justification of user stories and acceptance criteria.....	11
Explanation of how 4 Norman's Principles have been applied.....	11
Explanation of 3 Guidelines/Principles for accessibility/inclusivity.....	11
Section 4 - Conclusion.....	12
Conclusion.....	12
Section 5 - Appendix.....	13
Persona.....	14
User Stories.....	15
Task Allocated Form.....	16

## **Introduction**

This design report aims to present to you the low-fidelity prototypes of our application, which named as V ARE ONE, means volunteers unite with clients. In the following section, you will first see our three user stories, which provide sound user scenarios of using our app. Based on these, we created corresponding storyboards, where we visualized the ideal functionality and versatility of the app. Also we designed acceptance criterias for each of the user stories. In order to achieve these stories with the best performance, we implemented one best criteria for each story. You will also see low-fidelity prototypes, which visualize the structure of our user interfaces, we followed the Norman's design principles, accessibility and inclusivity principles strictly in our design, which make the interfaces easy to understand, and the users can achieve their stories at ease. We provided corresponding personas and user stories at the very end of this report. Happy reading!

## **Section 1 - User Stories, Storyboards and Acceptance Criteria**

- Selected User Stories

- (1) As Rose, I want to connect with others who have no experience raising dogs so that I can help them with any dog-related issues.
- (2) As Jason, I want to connect with those who have psychological issues so that I can help them with any psychological issues they have.
- (3) As Alex, I want the volunteer app to have a robust search and matching feature that considers my skills, availability, and interests. This will help me find volunteer opportunities that align with my busy schedule and varied interests.

- Storyboards

### Storyboard 1:

**PERSONA: Rose Copper**

**USER STORY/SCENARIO:** As Rose, I want to connect with others who have no experience raising dogs so that I can help them with any dog-related issues.



**Rose was searching on our app, she wanted to find a volunteer position related to dog care.**



**She found one posted by an old man called Sam, who just bought a guide dog due to low vision, but had no experience of raising a dog.**



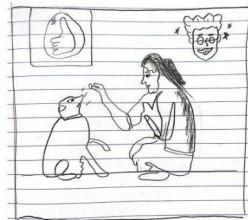
**After seeing the job description, Rose decided to apply for the job to help Sam train the dog.**



**However, due to low vision, Sam couldn't see the notification on the app clearly, which was designed to notify him of the applicant.**



**Sam could see the voice control button, so he clicked the button and let the speaker told him about the specific information.**



**Rose got the job successfully, and by training the dog, she received good feedback from Sam.**

PAGE 1

PROJECT/TEAM: **Group K**

DATE: **13/09/2023**

STORYBOARD [NNGROUP.COM](http://NNGROUP.COM)

## Storyboard 2:

**USER STORY/SCENARIO:** As Jason, I want to connect with those who have psychological issues so that I can help them with any psychological issues they have.

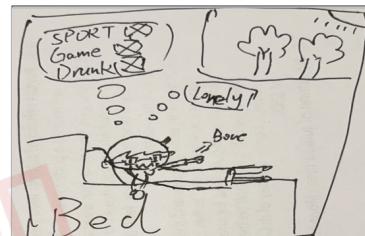
PERSONA: Jason



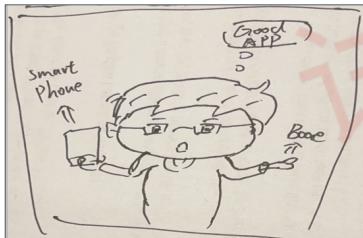
During a mechanical operation, the arm was accidentally crushed and the bone was exposed to the air.



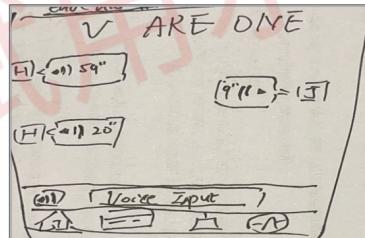
Because he couldn't accept the reality of breaking his hand, he wanted to end his life with a gun !



Due to a broken hand, Jason was unable to participate in many activities. Although he gave up the idea of suicide, he was depressed.



He discovered a psychological counseling app on his phone, which discovered people with similar situation and helped them overcome their psychological shadows.



Through the app, Jason and Mr.H start a conversation. And using his own experience to help Mr.H overcome his psychological problem.



By helping others out of difficulties he realized his own value and at the same time, his heart was healed !

PAGE 1

PROJECT/TEAM: Group K

DATE: 13/09/2023

STORYBOARD

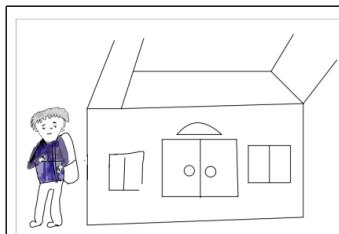
## Storyboard 3:

PERSONA: Alex

USER STORY/SCENARIO: As Alex, I want the volunteer app to have a robust search and matching feature that considers my skills, availability, and interests. This will help me find volunteer opportunities that align with my busy schedule and varied interests.



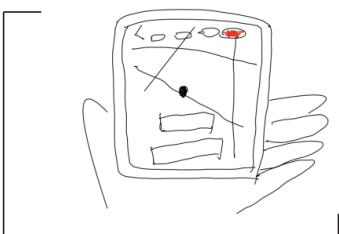
**Alex is an engineer. Due to many meetings  
And a cold, he is temporarily speechless,  
But he also wants to find a volunteer job**



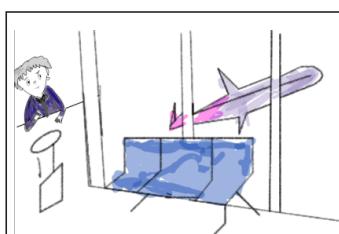
**Alex has to go to the talent work center  
every weekend to face the huge queues**



**After a long wait, he finally connected to  
a HR representative. However, because  
of laryngitis, the HR can't hear clearly**



**He found out our app can easily feature robust  
search, account skills availability, in-app  
Message easy with organizer communication**



**He participated in an interesting airport  
service. He didn't need too many words,  
but had to help arrange greetings for new.**



**Now he has time left to wait in line. He  
found the value of life, and his boss found  
ready to give him a raise.**

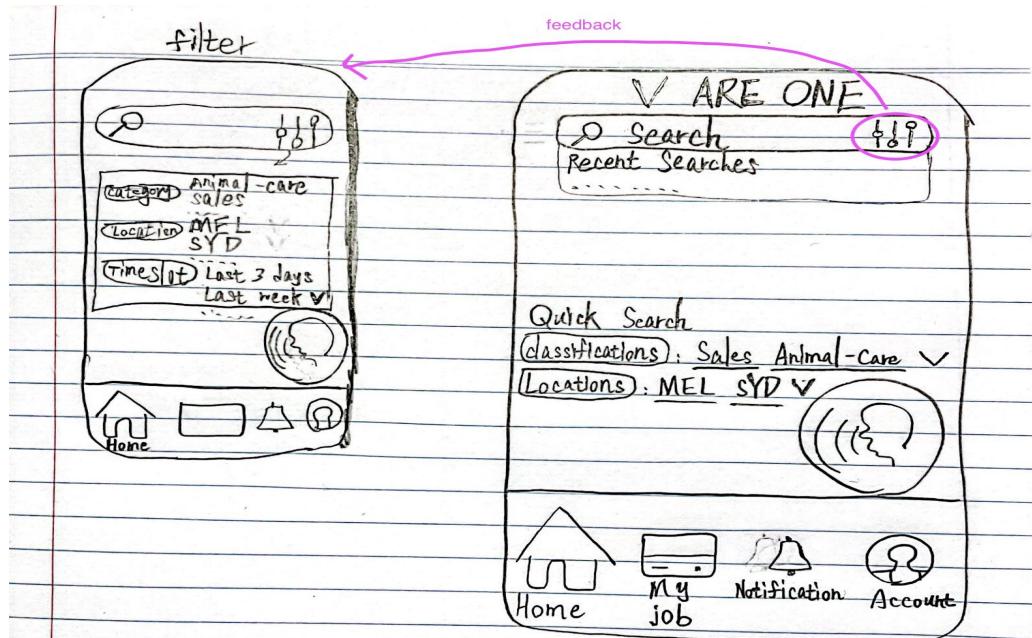
- List of Acceptance Criteria for each user story

User Story	To Do	Doing	Done
As Rose, I want to connect with others who have no experience raising dogs so that I can help them with any dog-related issues.	<ul style="list-style-type: none"> <li>- <b>Allow user to search , filter and apply for jobs in corresponding areas e.g. Animal Care</b></li> <li>- Show user all the related volunteering positions of animal care</li> <li>- Provide user with the contact detail of the client and allow them to chat on the platform</li> </ul>		Allow user to search and filter by corresponding areas e.g. Animal Care
As Jason, I want to connect with those who have psychological issues so that I can help them with any psychological issues they have.	<ul style="list-style-type: none"> <li>- <b>Allow users to categorise and filter based on type of psychological problem</b></li> <li>- Show the user all nearby patients with psychological problems</li> <li>- Show users details about a patient</li> </ul>		<ul style="list-style-type: none"> <li>- Allow users to categorise and filter based on type of psychological problem</li> </ul>
As Alex, I would appreciate in-app messaging and notifications. This will ensure that I receive timely updates, event details, and communication from organisers, allowing me to stay informed and engaged with my volunteering commitments.	<ul style="list-style-type: none"> <li>- Allow detailed job information,including job responsibility,times and location,to ensure it is easy for users to understanding.</li> <li>- Only display positions related to the search keywords in the volunteer task list to provide targeted information.</li> <li>- <b>Understandability:Provide detailed job information, including job responsibilities,time and location, to ensure it is easy for</b></li> </ul>		<ul style="list-style-type: none"> <li>- Understandability:Provide detailed job information, including job responsibilities,time and location, to ensure it is easy for users to understand</li> </ul>

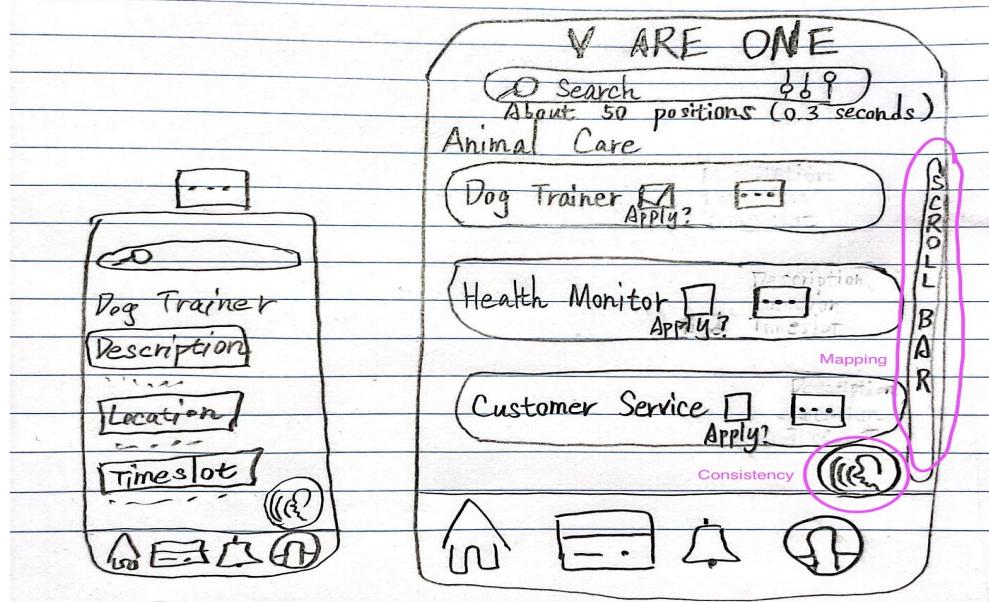
	users to understand	
--	---------------------	--

## Section 2 - Low-Fidelity Prototypes (screens, annotated)

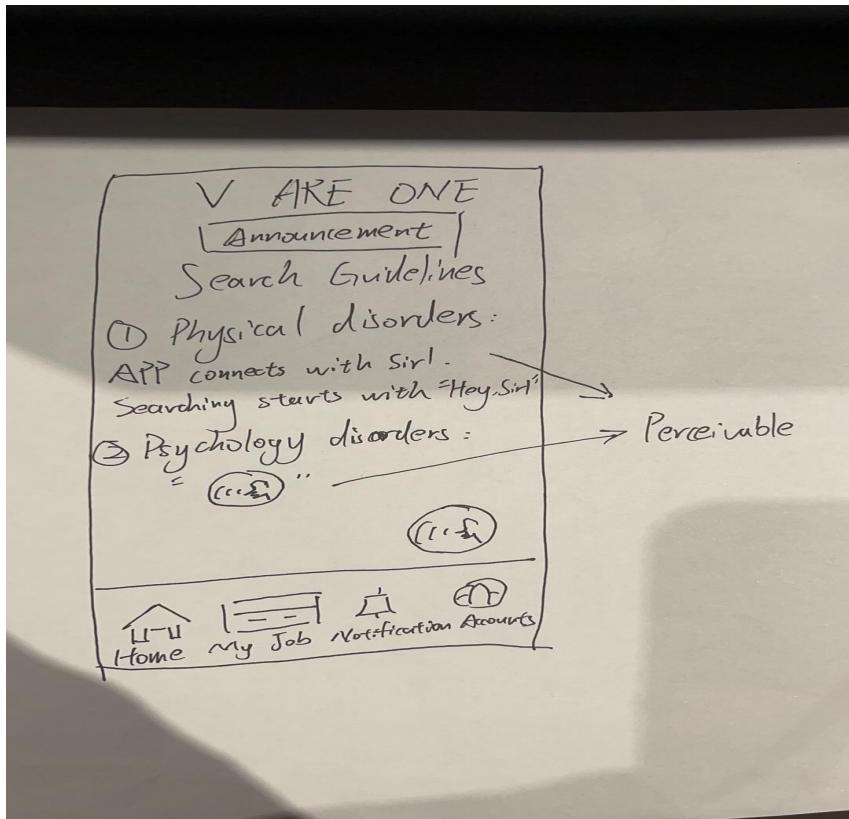
### (1) Homepage



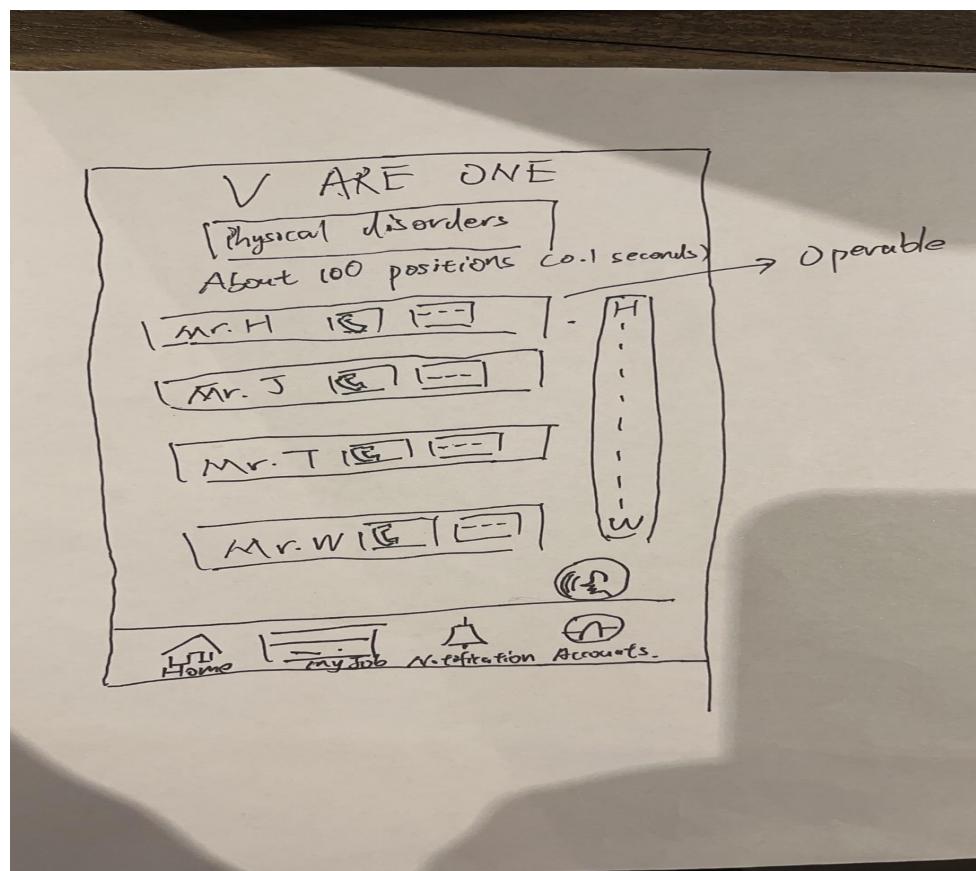
### (2) Search For Jobs



### (3)Search using Voice Control



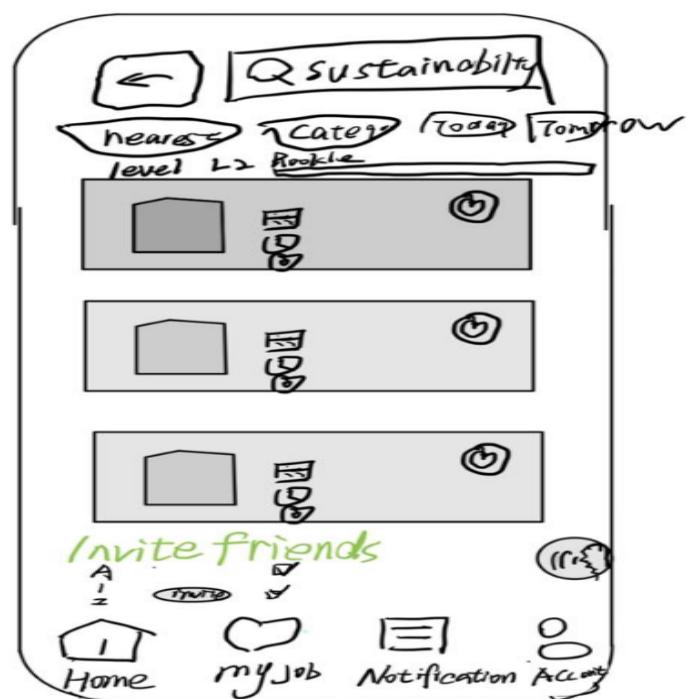
### (4)search results



(5) Account



(6) Find events detail



## Section 3 - Discussions

### o Justification of user stories and acceptance criteria

- (1) We choose **the first criteria for the first user story**. The first user story is about allowing users to search and apply for volunteering jobs based on their own interests. We choose not to use the second criteria because it will be harder for the user to find the jobs they want by looking at each of the positions one by one than filtering and searching by keyword e.g. dog. When it comes to the third criteria, it seems that it provides a more convenient way for the applicant and client to connect with each other, but considering time and location issues can largely affect the conversation quality, this criteria can only be designed as an accessibility function. Instead, we can allow users to search by keyword, and provide applicable filters in order to limit the positions, which can help users to find jobs more easily. The above is the justification for choosing the first criteria for the first user story.
- (2) We choose **the first criteria for the second user story**. The second user story is about allowing users to search and apply for psychological counselling jobs based on their experience and personality. We did not choose the second criteria because it would involve a lot of patient privacy security by showing all nearby patients with psychological problems. Today, there are still many people who discriminate against people with mental illness. If they choose this standard, it will seriously affect their lives. Regarding the third criteria, the reason why we did not choose it is similar to the second criterion. The psychology of psychological patients is fragile, and disclosing too much detailed information about them will further damage their fragile psychology. These are the reasons for choosing the first criteria for the second user story.
- (3) We chose **the second criteria(Career Match and Interest-Based Search) to third user story**.  
Justification:  
Career Match Search:Allowing users to search for volunteer positions based on heir background.  
Interest-Based Search:Incorporating interest-based search capabilities is vital as users passions. Enabling keyword searches or interest area selection assists users in discovering appealing volunteer roles.  
Distance Prioritization:Enabling users to filter volunteer positions by volunteer positions by geographic proximity can be advantageous. This feature ensures users can easily access opportunities near their location.enhancing convenience and accessibility.  
Through these features,we can better meet the needs of users,especially users like Alex who have specific careers and interests.This will improve the usefulness of the applications,increase user satisfaction, and encourage more people to actively participate in volunteer activities.To sum up, the selection of second standard is to meet the diverse needs of users and provide a better user experience.

- **Explanation of how 4 Norman's Principles have been applied**

- (1) The first low-fidelity prototype (homepage) used one Norman's design principle: **feedback**. When user wants to use filters to classify the job positions, the drop down tables which include different filters will be shown as soon as the user clicks the filter button. It allows user to narrow down the scope of possible positions by choosing filters e.g. classification and location.
- (2) The second low-fidelity prototype (search for jobs) use two Norman's design principles: **mapping and consistency**. By using the vertical scroll bar, the user can know where they are, and the page will move up or down at the same pace as the scroll bar, it is an usage of mapping principle. When it comes to consistency, for example, the voice control button maintains the same across the screens and does the function, the user can use voice control at any period of time when using the app.
- (3) The third low-fidelity prototype(find event detail) used two Norman's design principle: **Visibility, Understandable** By event details should clearly display the data,time,location.This ensures that users can easily find all necessary event details.In the task list,users can find volunteer positions related to the "Volunteer Event" that interest them, and when they click positionOn the event details page, user with a "Confirm to Attend" button , a clear constraint that ensures they only click if they are ready to attend.This avoid unexpected actions.After clinking on the position, They can be mapped to the task details page to view more information and confirm participation.

- **Explanation of how 3 Guidelines/Principles for accessibility/inclusivity are addressed**

- (1) The third low-fidelity prototype (Search using Voice Control) used one Accessibility principle: perceivable. When the user enters the APP, the APP can prompt the user through voice broadcast and list the next steps so that the user can clearly perceive the APP.
- (2) The fourth low-fidelity prototype (search results) used one Accessibility principle: Operable. When the user searches for psychological problem types, all patients who meet the requirements are listed. For each patient, the user has two button options, the first is to call the patient directly, and the second is to expand more options, such as text messaging and view more information.
- (3) The fifth low-fidelity prototype(account)Through accessibility principles, we ensure that users can easily view task lists, discover related jobs, access the message centre, view event details, confirm attendance, and learn about event information. This includes providing clear textual information, perceivable interface elements, easy-to-understand language, and clear operability. We're committed to ensuring accessibility for users regardless of their abilities and needs, improving inclusivity and getting more users to volunteer.

## **Section 4 - Conclusion**

In our report above, we created 3 storyboards which are linked to the corresponding user stories. We managed to consider different types of users, i.e. one healthy user, one permanent impairment user and one situational impairment user. Through interacting with the app using different functionalities, all of them successfully achieved their goals. Due to various drawing skills within our group, one of our storyboard was drawn by online software, and the other two were drawn by hand. By using Kanban board, we included 3 acceptance criterias for each user story, and implemented the most appropriate one based on the practical scenario. When it comes to the prototypes, we chose to make the title of the app, the footer menu and the voice control button stay the same across screens, making the user easy to understand and follow. Also, we provide specific usages of Norman's design principles and accessibility/WCAG principles and where they have been applied in our design prototypes. Overall, our design has covered all the requirements and demonstrated a handsome outcome.

## Section 5 - Appendix

### o Personas (from submission 1)

(1)

**Rose Copper**  
31, Melbourne  
Restaurant Team Leader

- STATUS: SINGLE      - SALARY: \$25k

- TIER: MID-LEVEL      - ARCHETYPE: ROMANTICISM

**JUSTINMIND**

**PERSONALITY**

- Organizing
- Accounting
- Collaborating
- Empathy
- Event management

**BIO**

Rose has been working in the hospitality industry for over 2 years, she has experienced a period of being a food-beverage attendant, and now she has become a team leader. She has skills in event management. Most of the clients who rent the conference room of the hotel to have meetings or bouquets praised her professional arrangement and performance. However, she cannot make good coffee and she is frustrated for that.

In her free time she likes to walk her dog, whose name is Dylan. She enjoys taking care of her dog and gains quite a lot of experience and skills. She is willing to help others who have pets with related issues.

**Motivations**

PASSION: TEAMWORK      PROMOTION: USER NEEDS

**Goals**

- Collaborate well with other co-workers and work to improve customer satisfaction
- Work to maintain good experience for event patrons
- Help more dog-raisers

**Frustrations**

- Have difficulties in making a good coffee
- Dealing with more complex tasks than older days when being an attendant
- Communicating with patrons can sometimes be time consuming and unpleasant

**Behavior**

Collaborating co-workers  
Doing cash-ups  
Organizing events  
Meetings  
Customer communications

**Influences**

ORGANIZATION: ACCOR  
COLLEAGUES: BARISTA  
EVENTS: ANIMAL CARE  
SOCIAL MEDIA: PETDESK

**Frequently used apps**

Accor      Starbucks      PetDesk

(2)

### 1. User Persona:

**Name:** Sarah Thompson

**Age:** 32

**Occupation:** Marketing Executive

**Education:** Bachelor's in Business Administration

**Family:** Single, no children

**Interests:** Professional development, travel, yoga

**Challenges:** Balancing work and personal life, staying updated with industry trends, managing multiple projects simultaneously.

(3)



Alex WILLIAMS  
32, Vibrant  
Engineering  
- STATUS MARRY  
- TIER MID-LEVEL  
- SALARY \$60K  
- ARCHETYPE Balancer

**Profile:** Alex Williams, 32, Vibrant, Engineering, STATUS MARRY, TIER MID-LEVEL, SALARY \$60K, ARCHETYPE Balancer.

**Demographics:** 32, Mornington Peninsula, Engineering Sector, Volunteering Experience: Volunteered in specific 1-3 times, Coding.

**BIO:** Alex, 32, an engineer, has volunteered 1-3 times. Balancing work, personal life, and volunteering challenges Alex. He seeks efficient opportunities and streamlined commitment management to contribute effectively while maintaining a fulfilling lifestyle.

**Motivations:** Impact (IMPACT), Teamwork (TEAMWORK), Promotion (PROMOTION), User Needs (USER NEEDS).

**Goals:**

- Engagement: Alex blends work and volunteering seamlessly. He seeks easy opportunity discovery, open communication, and engaging experiences.
- Commitments: Alex wants a dashboard for tasks, tracking events to balance responsibilities.
- Improvement: Alex gives feedback, shaping a user-centered platform for himself and others.

**Frustrations:**

- Communication Gaps: Inadequate event communication frustrates Alex, affecting his engagement.
- Time Strain: Juggling work, life, and volunteering is challenging for Alex, causing time-related stress.
- Limited Options: Alex struggles to find relevant volunteer opportunities that match his interests and skills.

**Influences:** Alex's pursuit of balanced volunteering integration drives user-centric design. His frustrations highlight the app's need for seamless communication and rewarding experiences.

**Frequently used apps:** AWS, NBA, Java.

- **User stories (from submission 1)**

(1)

User Story - Search for jobs in a specific skill set (Must-Have) : As Rose, I want to connect with others who have no experience raising dogs so that I can help them with any dog-related issues.

(2)

Old User Story - daily summary of tasks (Must-Have): As Jason, I want a daily summary of my tasks so that I can plan my day efficiently.

New User Story - Category search for psychological problems(Must-Have):As Jason, I want to connect with those who have psychological issues so that I can help them with any psychological issues they have.

Modify reason: Previous user stories did not apply 4 of Norman's Design Principles and 3 Accessibility Guidelines/Principles

(3)

User Story - Efficient Volunteer Opportunity Matching (Must-Have): As Alex, I want the volunteer app to have a robust search and matching feature that considers my skills, availability, and interests. This will help me find volunteer opportunities that align with my busy schedule and varied interests.

- **Task Allocated Form**

**FIT5152 – Usability**  
**Unit Project - Submission 2**  
**Task Allocation Form for Group Tasks**

**Group Member 1 ID and Name:** \_\_\_\_\_ 33026459 QiHang Wang \_\_\_\_\_

**Group Member 2 ID and Name:** \_\_\_\_\_ 32774494 Yixiang Zhang \_\_\_\_\_

**Group Member 3 ID and Name:** \_\_\_\_\_ 33429472 Zlqi Pei \_\_\_\_\_

Task/Parts	Team Member(s) allocated to complete the task	Team member(s) who actually completed the task
Introduction	QiHang Wang	QiHang Wang
Storyboards (Mention how many storyboards each Team Member designed)	QiHang Wang: 1 ,Yixiang Zhang: 1,Zlqi Pei: 1	QiHang Wang : 1,Yixiang Zhang: 1,Zlqi Pei: 1
Low-fidelity sketches (Mention how many screens each Team Member designed)	QiHang Wang : 2,Yixiang Zhang: 2,Zlqi Pei: 2	QiHang Wang: 3 ,Yixiang Zhang :2,Zlqi Pe: 2
Justification of user stories & acceptance criteria	QiHang Wang ,Yixiang Zhang,Zlqi Pei	QiHang Wang ,Yixiang Zhang,Zlqi Pei
Explanation of how 4 Norman's Principles	QiHang Wang ,Yixiang Zhang,Zlqi Pei	QiHang Wang ,Yixiang Zhang,Zlqi Pei
Explanation of how 3 Guidelines/Principles for accessibility/inclusivity	QiHang Wang ,Yixiang Zhang,Zlqi Pei	QiHang Wang ,Yixiang Zhang,Zlqi Pei
Conclusion	QiHang Wang	QiHang Wang
Other	QiHang Wang ,Yixiang Zhang,Zlqi Pei	QiHang Wang ,Yixiang Zhang,Zlqi Pei