Report Document

Section 1

Majority of the website's design was made to ensure there were not a lot of options per webpage that could confuse the users. The homepage has a standard layout, introducing the user to the website, with a button to get started with the appointment booking process. The next few webpages consist of wellness questions that check the eligibility of the user to receive the vaccine. If the person is not eligible, they are redirected to a page where they are given a contact number to call and book their appointment. If they are eligible, they are redirected to the final page, which is a form in HTML, where the user is expected to input their name, contact number, dose number, date and time slot. The difficult faced was during building the algorithm for specific time slots for different days, which was scripted using JavaScript. Five slots were put in five different buttons, which were hidden or shown according to the date selected. On clicking the desired time slot, the booking gets confirmed and a confirmation is displayed to the right. All the inputs are stored in a database made by Author Erum Waris, where the user can make multiple bookings and cancel them as well.

Citations:

1. All the webpages have an additional **Bootstrap CSS** linked to it along with the two CSS files made from scratch
   https://stackpath.bootstrapcdn.com/bootstrap/4.3.1/css/bootstrap.min.css
2. Database idea taken from Author Erum Waris,
   https://codepen.io/EJW4/pen/zYKjOwK
   3 Scripts were used by the author in their database,
   JQuery: https://code.jquery.com/jquery-3.3.1.slim.min.js
   Popper.js: https://cdnjs.cloudflare.com/ajax/libs/popper.js/1.14.7/umd/popper.min.js
   Bootstrap JS: https://stackpath.bootstrapcdn.com/bootstrap/4.3.1/js/bootstrap.min.js

Section 2 –Testing

The main goal of testing is to confirm whether the product being developed is usable by the intended user in order to achieve the tasks for which it is being designed and whether the users are satisfied with their experience. User-centred design is an approach that focuses on the intended users of the product while designing and developing it.

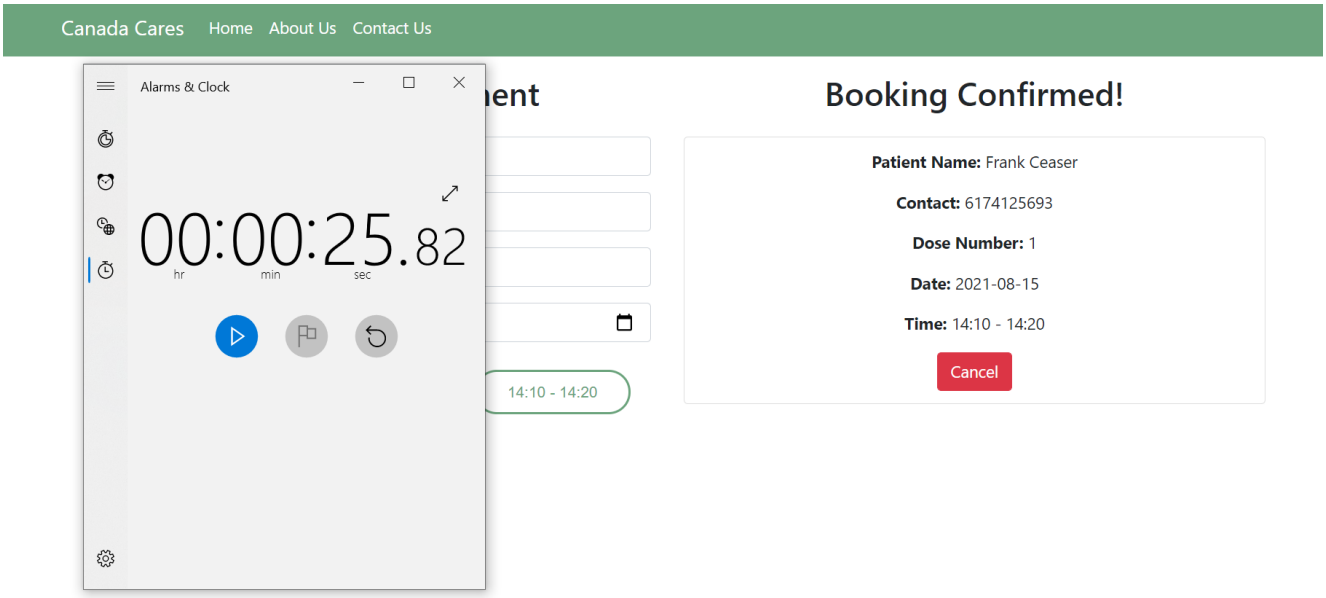
A common methodology of UCD that is used during the design and evaluation of a product is Usability Testing. This evaluates the product by collecting data from people as they use it. A user is asked to perform a series of tasks while the moderator takes note of the feedbacks given by

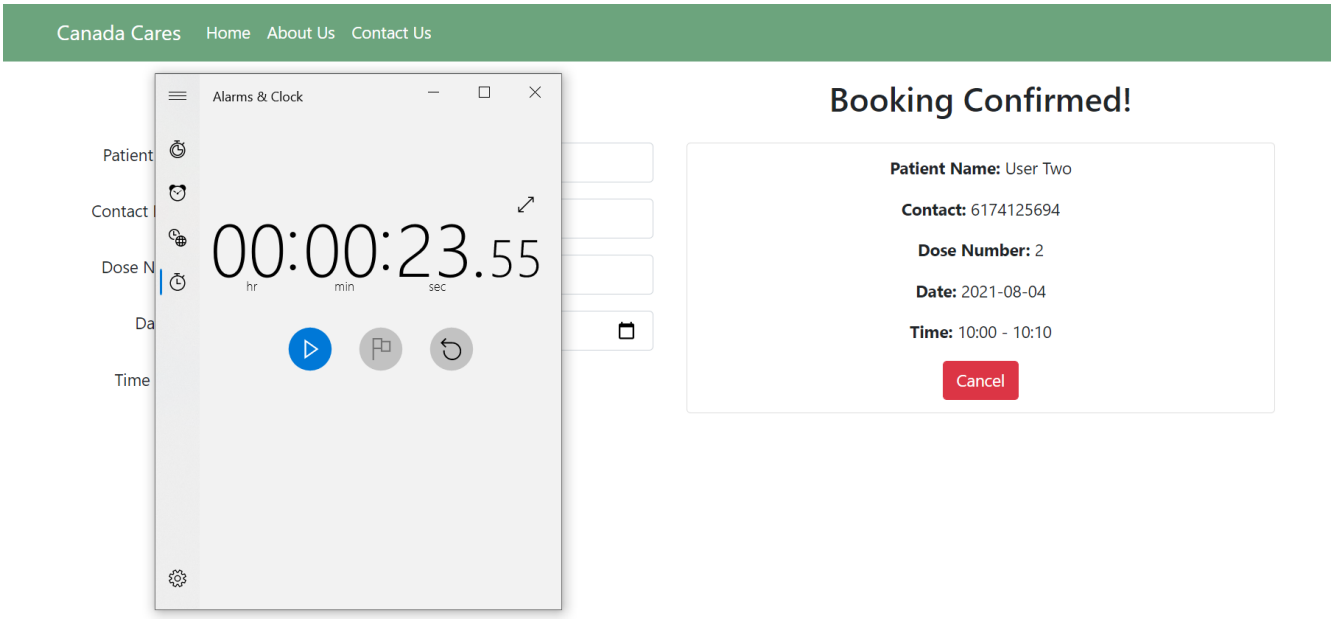
them. This kind of testing requires some form of design in order for the product to be tested. With the High-Fidelity prototype developed in this assignment, the basic functionalities can be tested and analysed using this methodology.

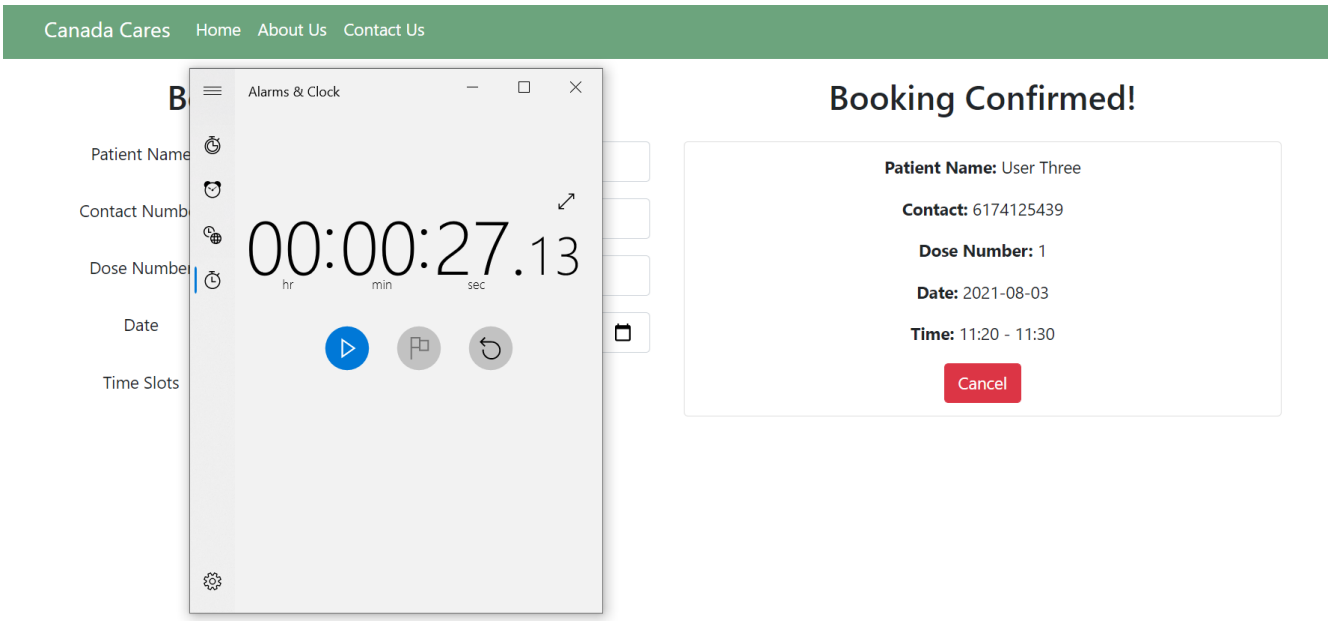
For testing, three users were told to book an appointment using the website created, in the same laptop. The time taken for each user to book the appointment was used to calculate the average time needed. All the data are put together in the table below:

Average Time Taken To Book Appointment		
User	Time taken (sec)	Average (sec)
User1	25.82	25.5
User2	23.55	
User3	27.13	

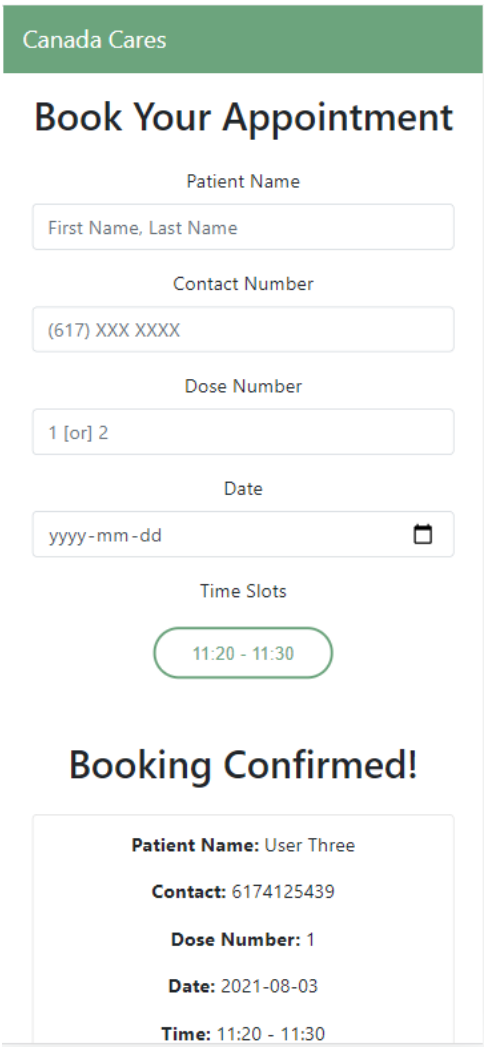
Screenshots of the three users' time taken to complete booking their appointments are provided below:







The two areas where the users took time to book the appointment is where they had to complete the wellness survey and while choosing the time slots. Since the users were all using a laptop, the device this website is ideally designed for, all the functionalities were well displayed. Although the functions work just as well in other devices, the layout looks slightly different. For instance, the booking confirmation on an iPhone X would be displayed below the Booking Form, unlike being displayed on the right like on the laptop.



Display of Webpage on an iPhone X (can be scrolled down for the complete booking confirmation)

The use case that this application currently fulfills is that of a patient who wishes to book an appointment for their first or second dose of vaccine. A few improvements on this product would be to include a way to make an account and access the booking and modify it. Another improvement would be to allow doctors to have a separate access to see all the appointments for the day. Moreover, the survey could be more specific about the age group, to ensure senior citizens can be offered online assistance while booking their appointments.

The list of improvements mentioned above would not be possible without building a high-fidelity prototype and letting users give feedbacks after testing the product. Therefore, usability testing is crucial to analyze the product's current state and ways of improving it. Every step of the product development is key to a successful journey. The product designers have to make

several decisions along the way, starting from planning to building the final product, the outcome of which is often defined by those decisions. By prioritizing the needs and wants of the users, considering the user-focused design as the top priority, a product can be created that will not only be useful to the user, but also something they are comfortable using.