

# COVID Victoria

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# Project Overview

## Overview

COVID-Victoria is an app designed to trace the COVID-19 outbreak happening in Victoria.

## Problem

Many users have issues with finding information regarding COVID-19 and find it difficult to keep up with the amount of cases and restrictions being placed.

## Solution

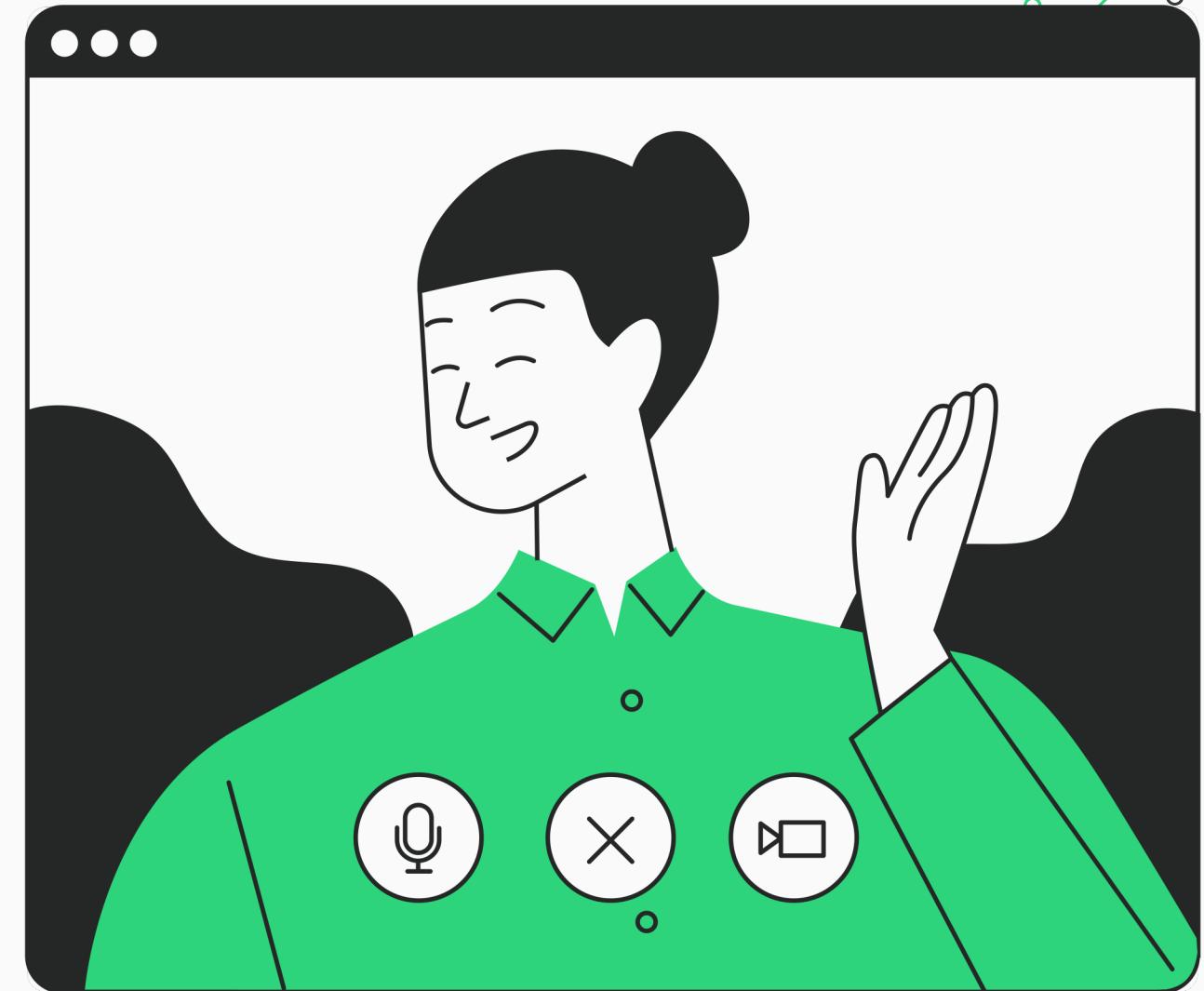
The solution is to create an app for recording COVID-19 cases, news and any other related information.

# Research

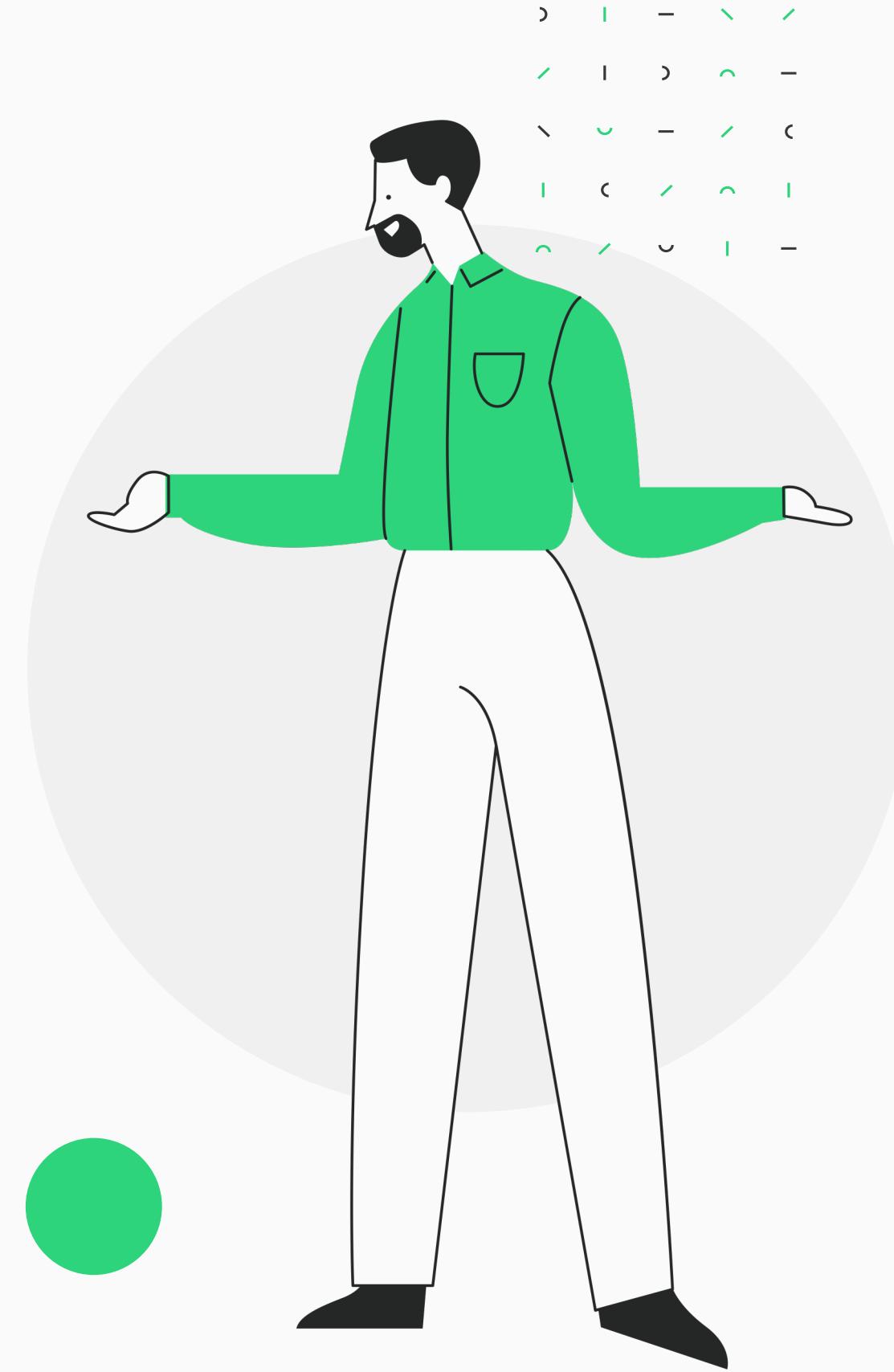
We conducted research using questionnaires in Google Forms, to collect data and establish the profile of our users and to gain a better understanding of the needs and concerns with the pandemic. The respondents consisted of adults aged between 18-64 who are living in Melbourne. There was a mixture of native and non-native English speakers and they also had a variety of occupations. None had any disabilities that would affect their use of an app.

Here are some key insights taken from the survey:

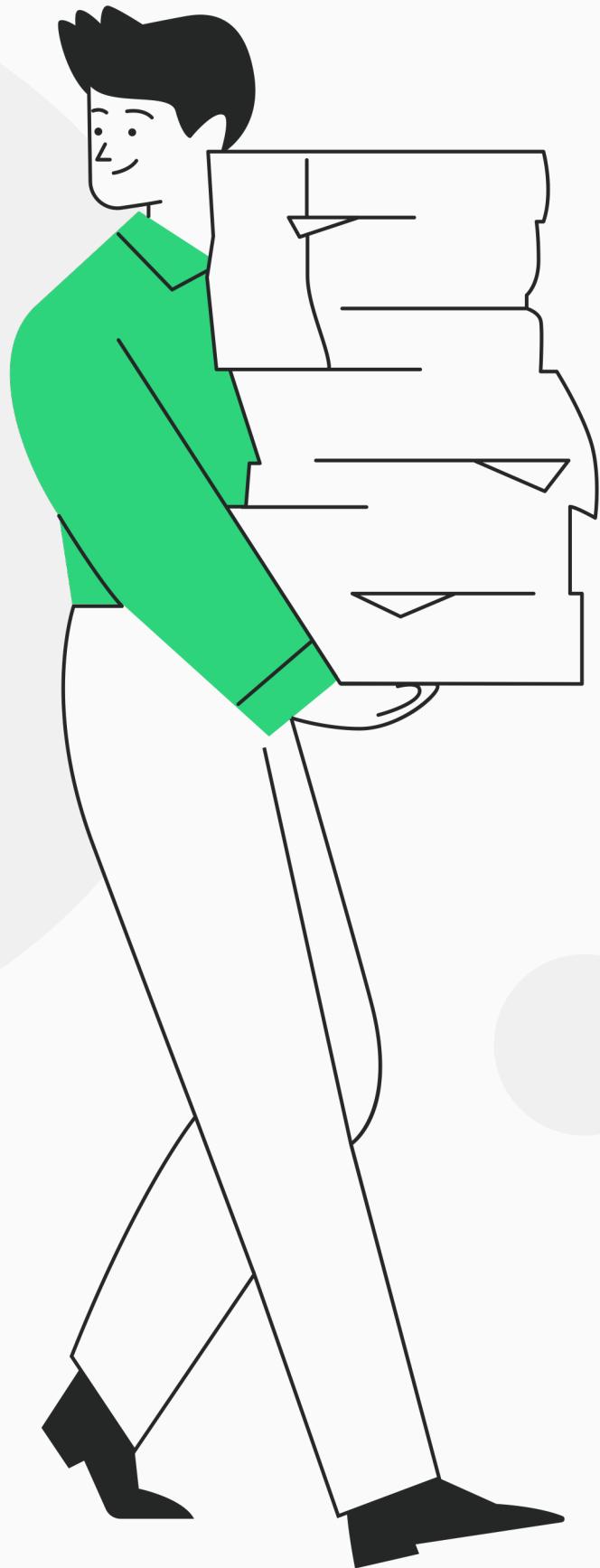
- 1. Challenges/Concerns:** Everyone seemed to have different challenges. Some believed that the news was somewhat unreliable and not always accurate, especially on social media. Users also mentioned that news articles presented an overwhelming amount of text and were difficult to keep up to date with.
- 2. Features:** Everyone had unique and different ideas for features on the app. Majority of individuals wanted to know about cases around and places to be wary about.
- 3. Privacy:** All users are happy to share their location for contact tracing purposes as long as their data is securely stored. It could also help them in finding nearby testing locations and clinics.
- 4. Source:** Everyone stated that they used a different source for gathering COVID information. The adults preferred to watch or listen to TV while the University students leaned more towards using social media.



# Research Method



We conducted research using **questionnaires in Google Forms**, to collect data and establish the profile of our users and to gain a better understanding of the needs and concerns with the pandemic. The respondents consisted of adults aged between **18-64** who are living in **Melbourne**. There was a mixture of native and non-native English speakers and they also had a variety of occupations. None had any disabilities that would affect their use of an app.

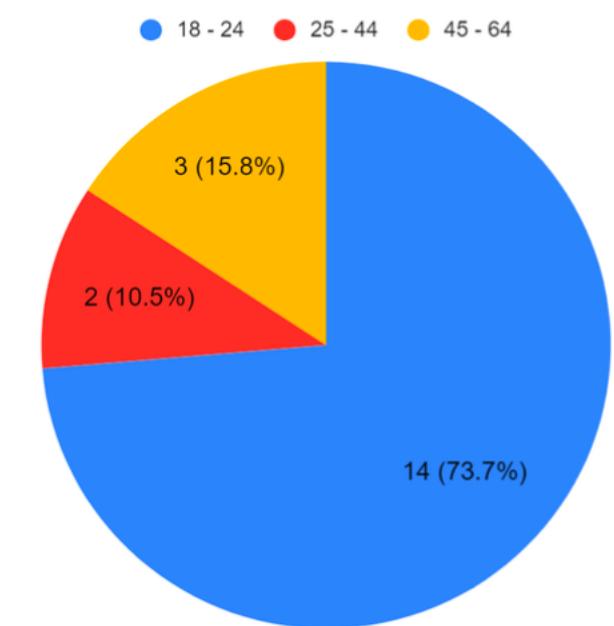


# Questions

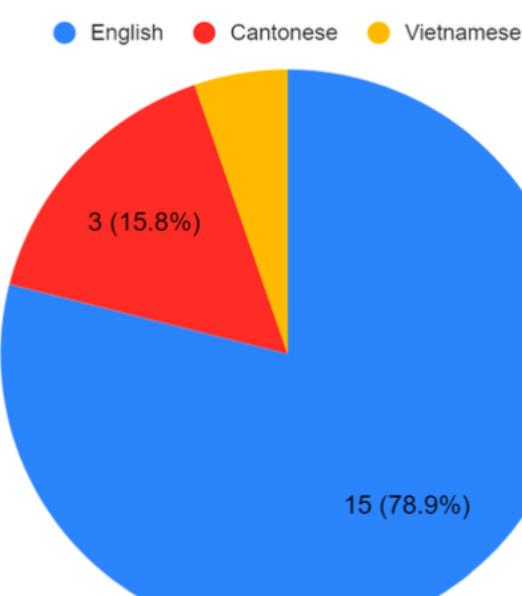
- ❖ What is your age group? <18, 18-24, 25-44, 45-64, >=65 (Multiple Choice)
- ❖ What is your primary language?(Short Answer)
- ❖ What suburb/city do you live in?(Short Answer)
- ❖ What is your primary occupation? E.g. University student, teacher, etc(Short Answer)
- ❖ Do you have any disabilities that affect your ability to use a mobile app? Please describe.  
(Paragraph)
  - ❖ Throughout the COVID-19 pandemic, what challenges have you faced in getting the latest information that you need? (Paragraph)
    - ❖ What type of information do you want a COVID-19 app to provide? (Paragraph)
    - ❖ What information would you be comfortable providing to aid contact tracing?  
(Paragraph)
      - ❖ What other features do you expect a one stop COVID-19 app to offer?  
(Paragraph)
        - ❖ Do you currently use any apps, websites, or other sources for COVID-19 information? Why do you use the services you do, what do you like about them, and are there any you do not wish to use and why? (Paragraph)
          - ❖ How often do you check these other sources for Covid updates? (Paragraph)

# Graphs

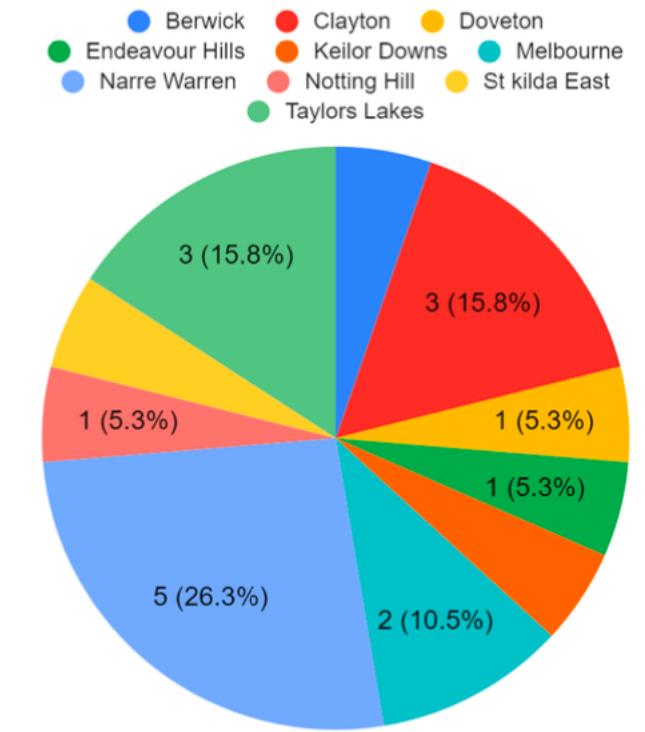
What is your age group?



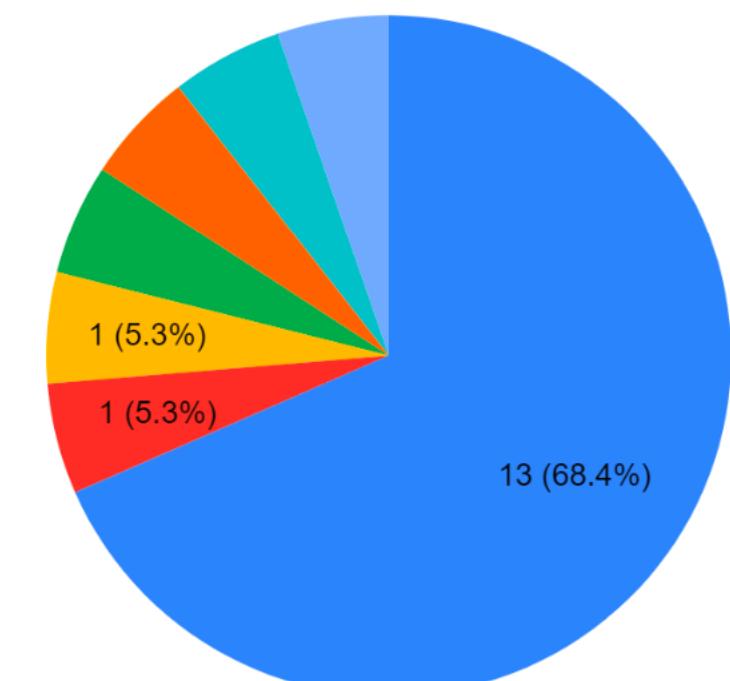
What is your primary language?



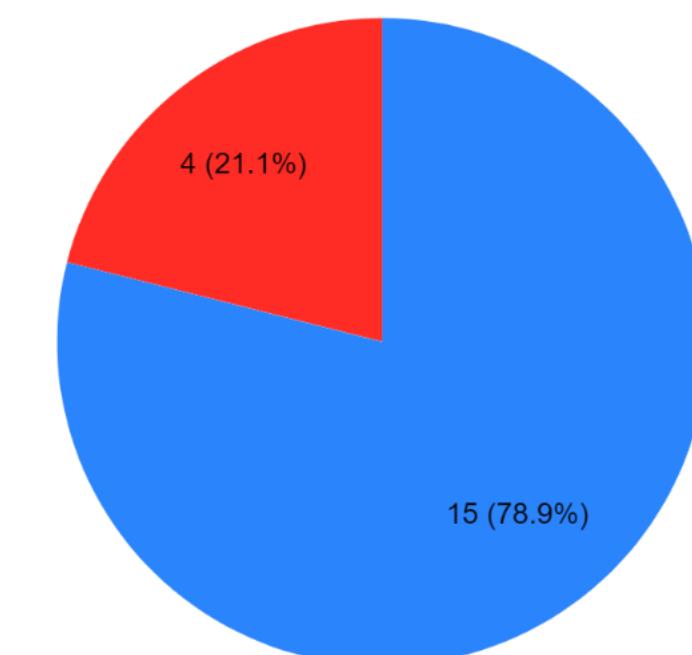
What suburb / city do you live in?



What is your primary occupation?



Do you have any disabilities that affect your ability to use a mobile app? If yes, please list and describe how it affects your use of mobile apps.



# Key Insights

Here are some key insights taken from the survey:

**1. Challenges/Concerns:** Everyone seemed to have different challenges. Some believed that the news was somewhat unreliable and not always accurate, especially on social media. Users also mentioned that news articles presented an overwhelming amount of text and were difficult to keep up to date with.

**2. Features:** Everyone had unique and different ideas for features on the app. Majority of individuals wanted to know about cases around and places to be wary about.

**3. Privacy:** All users are happy to share their location for contact tracing purposes as long as their data is securely stored. It could also help them in finding nearby testing locations and clinics.

**4. Source:** Everyone stated that they used a different source for gathering COVID information. The adults preferred to watch or listen to TV while the University students leaned more towards using social media.

# Discussion

While conducting the surveys, we discovered that some individuals did not enjoy or want to complete them as soon as they saw the form. This is likely due to the majority of the questions being open ended and requiring answers in paragraph form, which forces them to think harder and to take a longer time to complete. Initially, we wanted to use more open ended questions as we believed that we would receive a higher quality response but instead, people still chose to leave the non mandatory questions blank or even answer with “I don’t know.” We cannot control the quality of our responses. In the future, we could possibly add more types of questions such as number scale, likert scale and multiple choice as they are a lot quicker and easier to answer. In addition, in future questionnaires, fewer short answer questions should be used to encourage participants to complete it.

This narrow dataset was simply the result of not having a wide network of known people in Victoria, and not having the means nor permission to poll the general public. With more time, it would be preferred to have a larger dataset from a wider range of demographics and locations as it would have made the personas more accurate and more representative of the general population of Victoria.

# Personas

Using my research insights, we identified many unique personas.

▷ | - ✓ ✓

✓ | ▷ ✓ -

✗ ✓ - ✓ ☀

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▷ | - ✓ ✓

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✗ ✓ - ✓ ☀

█ ☀ ✓ ▷ █

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# Lily Williams



**"I'm worried about catching covid during my commute to uni..."'**

**Age:** 20

**Occupation:** University Student

**Primary Language:** English

**Location:** Melbourne

**Disabilities:** None

## Bio

Lily is a University student who lives about an hour away from her University. She uses the train about 4 times per week to get to and from University. She is worried about catching COVID-19 during her commute and hopes that there are ways to help warn her and keep her up to date with accurate and precise news daily .

## Goals

- To stay safe on the train and bus to and from University, as it gets quite busy and packed.
- To be able to get information

## Behaviour

Lily is a frequent user of social media and occasionally comes across information about COVID on Facebook/Twitter, and she likes it because it updates daily and it's easy to read. She also likes using Google to look at information about COVID-19 as she thinks the graphs and statistics are quite interesting and useful to know.

## Challenges

- Too much time spent traveling on the train to University, making her more susceptible to catching covid.
- Facebook/Twitter tends to have fake news and misleading information about COVID-19.

## Expectations

Lily wants an app that is very visual and shows statistics and graphs about current cases, deaths and recoveries. She also wants to be aware of cases in her area, places to be wary about, COVID testing locations, symptoms and other general information. She is open to providing any information for contact tracing.

# Van Nguyen



**"It's hard to understand the news sometimes..."**

**Age:** 50

**Occupation:** Baker

**Primary Language:** Vietnamese

**Location:** Melbourne

**Disabilities:** None

## Bio

Van is an immigrant from Vietnam living in Australia and although he is always trying to improve his English, he still struggles at times. He works full time at a bakery and constantly has to make sure he abides by the rules and restrictions for COVID-19. In addition, he has two children who are in school and he wants to make sure that they are safe at all times and are aware of the current lockdown rules.

## Goals

- To make sure him and his family especially children are safe from COVID-19
- To improve his English

## Behaviour

Van enjoys watching TV and occasionally listens to the radio in the car for news about COVID-19. He doesn't like to read articles or news about COVID-19 as it can become very confusing and overwhelming. He finds it a lot easier to watch or listen instead.

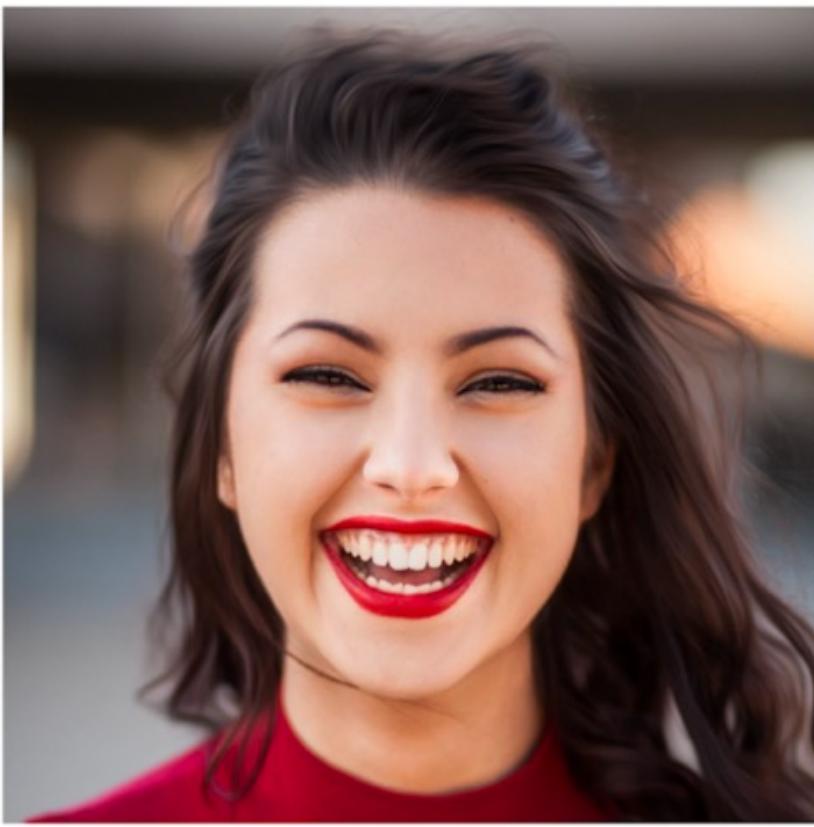
## Challenges

- Struggles with English at times as it is not his primary language
- May have to take extra precautions regarding COVID-19 since he works with food

## Expectations

Van would like an app that provides news in a simple way. He would like to be aware about lockdown rules and be able to keep up to date with the latest news and information about COVID-19. He is fine with providing basic information for contact tracing such as name, location and phone number.

# Jess Richardson



**“Are we allowed on the dancefloor yet?”**

**Age:** 20

**Occupation:** University Student

**Primary Language:** English

**Location:** Melbourne

**Disabilities:** None

## Bio

Jess is an Australian university student from country Victoria who lives on campus in the halls of residence. Due to this, Jess doesn't do much commuting, but wants to know the latest news on COVID-19 restrictions that affect her university and social life, as well as hotspots to avoid. Jess hasn't been actively searching for COVID-19 information unless she hears that there has been a development.

## Goals

- To be informed when restrictions change that affect her university and social life.
- To stay safe, knowing that she's aware of places to avoid and that she can be correctly contact traced.

## Challenges

- Finds current apps are not user friendly.
- Does not actively follow news and so can be unaware of COVID-19 developments.
- Thinks the information changes too quickly and can be inaccurate, or not concise enough.

## Behaviour

Jess enjoys going out partying and attending classes on campus. She does not follow the news and instead does a Google search when she is made aware of a COVID-19 development, usually by coming across posts on Facebook about it.

## Expectations

Jess would like an easy to use app that uses push notifications to notify her when there is a change to the restrictions, there are cases in her area, or she has been identified through contact tracing. She also expects the app to provide contact tracing, case numbers, graphs, and statistics about COVID-19.

# Jack Smith



***"I believe that it is our duties as citizens to stay informed"***

**Age:** 22

**Occupation:** Programmer

**Primary Language:** English

**Location:** Melbourne

**Disabilities:** None

## Bio

Jack is a young adult with little to no free time on his hands. As a programmer, he is able to work from home and thus, does not come in close contact with many people on a normal day. However, he likes to keep himself educated on the latest news. Due to his long hours, he aims to learn as much as possible without spending too much time. Jack would greatly benefit from a service where he can stay up-to-date on the latest covid developments without too much effort.

## Goals

- Having a source of information that is up-to-date.
- To have an overview of new information at a glance.

## Behaviour

Jack primarily uses social media app Reddit to keep himself updated. He finds this to be more convenient as information there is aggregated. Currently, he checks for updates every few days.

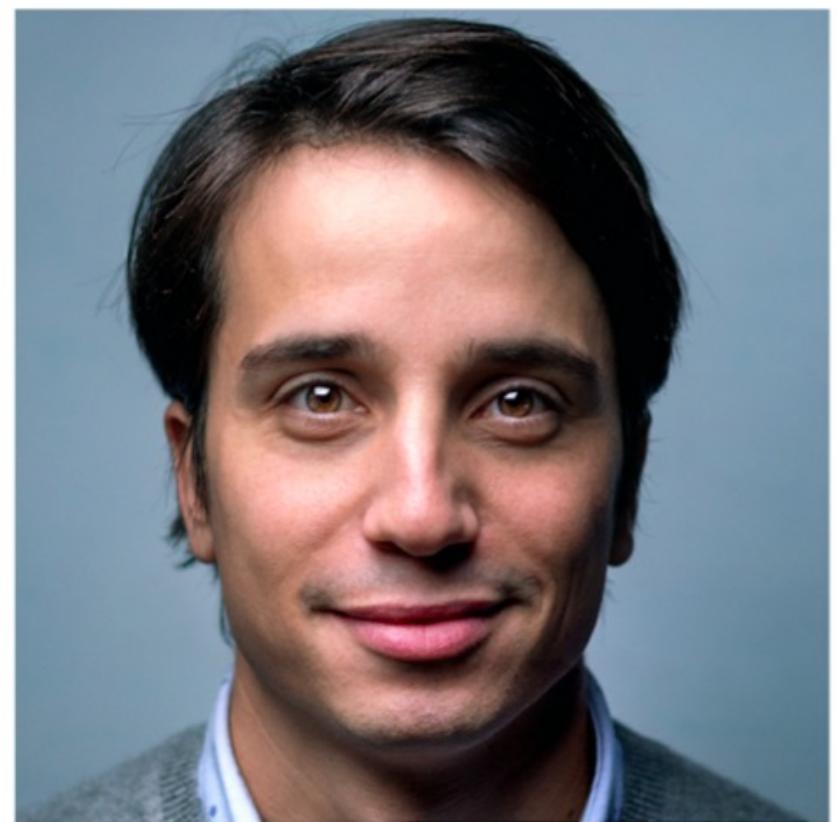
## Challenges

- Keeping up with the fast changing state of restrictions.
- Knowing which data sources are reliable/who to trust

## Expectations

Jack wants an app that will give him an overview of all important information. This will include information about case numbers, vaccine information and how to get tested. He is also happy to provide his location history to help with contact tracing.

# Michael Jones



**“Just give me the short version.”**

**Age:** 39

**Occupation:** Legal Secretary

**Primary Language:** English

**Location:** Melbourne

**Disabilities:** None

## Bio

Michael is a Legal Secretary who has a long commute on the train from Narre Warren to the CBD. Michael is a very busy man and does not have the time, nor likes to consume large amounts of new information, and prefers receiving organised, brief summaries. He has not been actively looking up information about COVID-19 because it is not concise, organised, or tailored for him specifically. Michael does have concern for his safety on the trains however, as well as an interest in restrictions that affect his ability to attend the office and do everyday things.

## Goals

- To be safe while commuting to the office on public transport.
- To receive concise, tailored, and organised information about COVID-19 that has a direct effect on him.

## Behaviour

Michael is very busy and does not often seek out new information or news updates. He does not currently gather COVID-19 information and relies on updates from his colleagues at the office.

## Challenges

- Has a long commute on public transport.
- Does not like consuming large amounts of unorganised information.
- Does not have a lot of spare time.

## Expectations

Michael would like an app that delivers concise, tailored, and organised information about COVID-19. He wants to have a quick and simple view where he can see the most important information in a summary such as an update to restrictions, a map of active cases, and alerts.

# Lida Luu



***"I am worried about my grandchildren catching coronavirus"***

**Age:** 64

**Occupation:** Unemployed

**Primary Language:** Cantonese

**Location:** Melbourne

**Disabilities:** None

## Bio

Lida is a stay-home grandma who currently only goes outside to shop for necessities and to exercise. Even before COVID, she was worried about the health of not only herself but also for relatives and family members. Given rise to the pandemic, Lida wants to better protect herself by staying up to date on the latest rules and regulations. More importantly, she wants to know the daily case numbers and their locations. However, she struggles with this as she is unable to fully understand the English terminology used in the articles. Lida now relies on friends and family for up-to-date information.

## Goals

- To protect her grandchildren's wellbeing
- To live a long life free from health complications

## Behaviour

Due to the lack of readily available information in English on COVID-19 Lida Luu now rarely checks for updates on the pandemic.

## Challenges

- Does not fully understand how to interact with her smartphone
- Struggles to understand English at even a conversational level

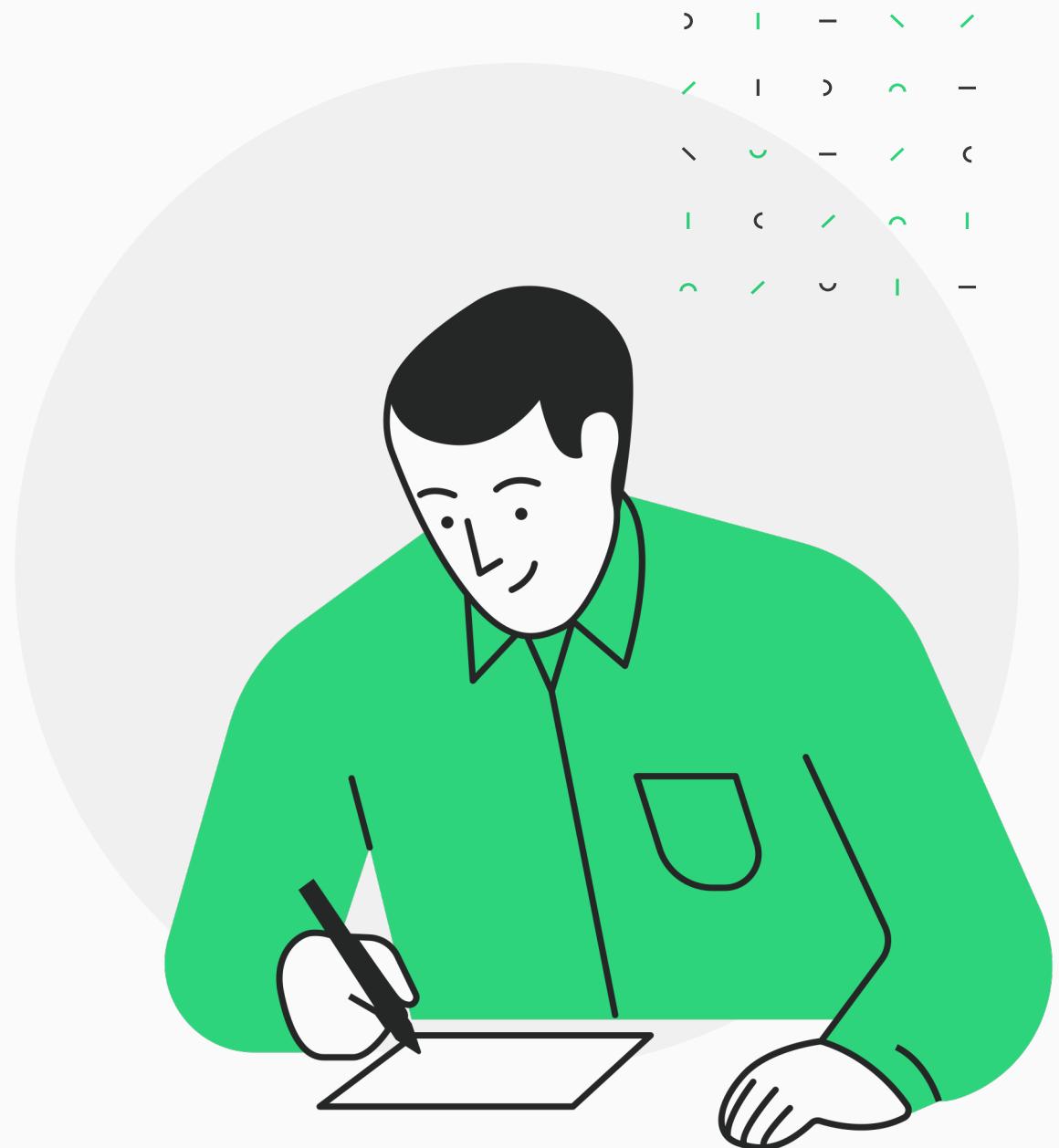
## Expectations

Lida would like an app that displays the daily COVID-19 case count and the locations of the outbreaks in Chinese. Additionally, she is able to provide her full name and phone number for contact tracing.

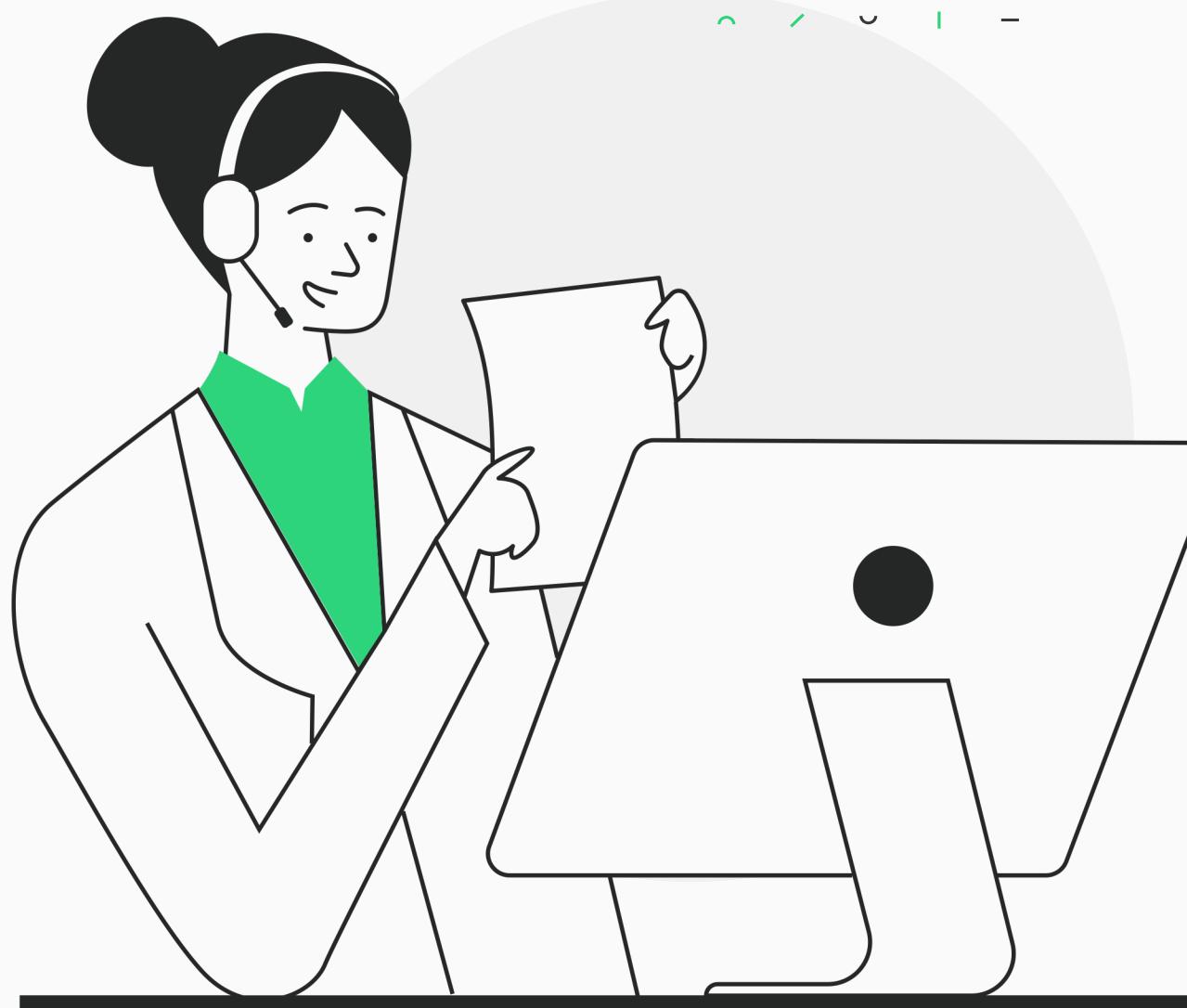
# Key Features

After conducting the necessary research, we decided to have these features implemented:

1. Push Notification Settings
2. Contact Tracing
3. Check-In Page
4. List of testing centres
5. Display of graphs and statistics
6. Map of COVID hotspots
7. COVID-19 Recommendations and Tips



# Wireframes



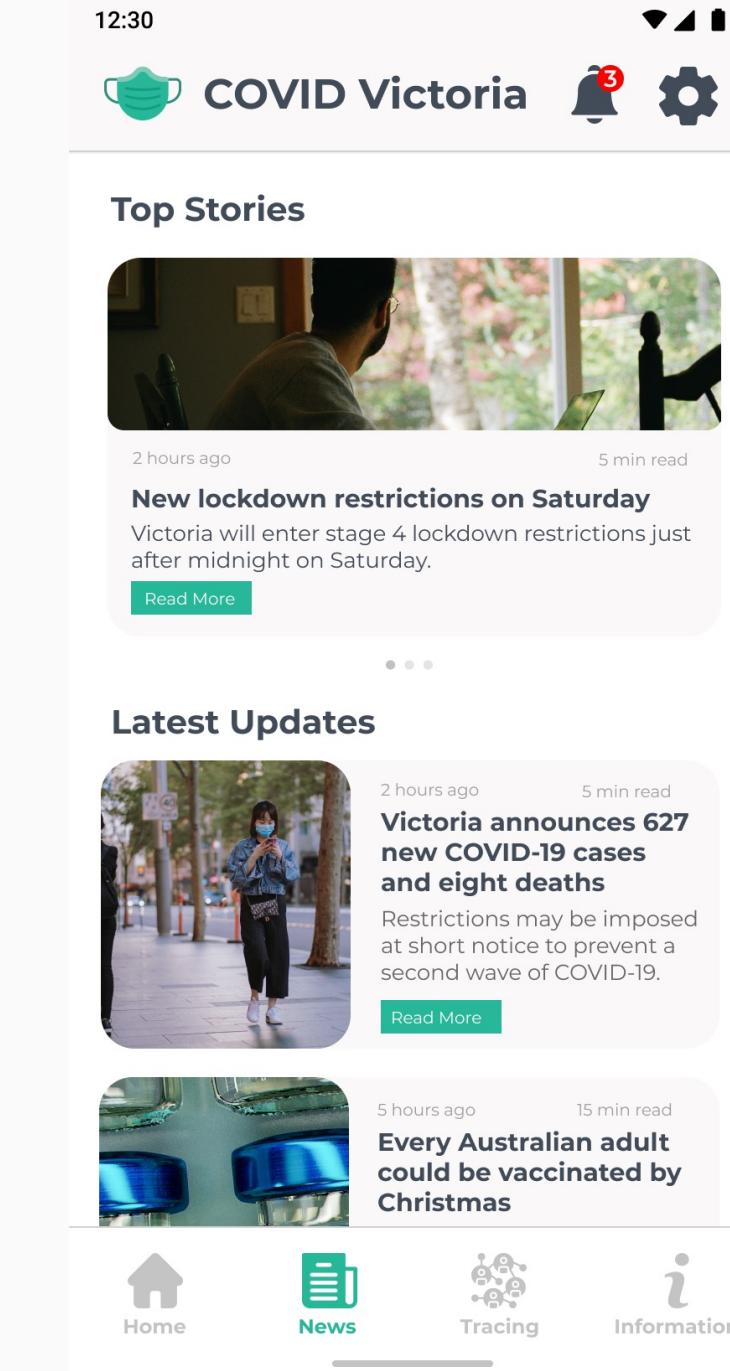
This wireframe shows a dashboard titled "In Your Area". At the top, there is a bar chart titled "Daily Change" showing three bars of decreasing height. Below the chart are three boxes labeled "Cases", "Recovered", and "Deaths" with values "+30", "25,000", and "900" respectively. A button labeled "View Coronavirus Map" is located below these statistics. At the bottom, there is a navigation bar with four items: "Home" (represented by a house icon), "News" (represented by a newspaper icon), "Checkups" (represented by a stethoscope icon), and "Trace" (represented by a group of people icon).

This wireframe shows a news feed section titled "Daily News". It features a header "Top Stories" and a list of three news items. Each item includes a thumbnail image, the title "Title of Article", a short excerpt, the date, and a reading time of "15 min read". Below this, there is a section titled "For You" which also lists three news items with thumbnails, titles, excerpts, dates, and reading times. Each news item has a "Read More" button and a speaker icon indicating it can be listened to.

# Prototypes



Home



News

# Prototypes

12:30

◀ Push Notifications

Push notifications allow the application to notify you of information that you select, even when the application is closed.

**Daily Digest**

A condensed update of COVID-19 information delivered once per day.

**Exposure Alerts**

An alert indicating that you may have been exposed to COVID-19.

**Local Cases**

An alert indicating that there are new cases in your local area.

**News**

A notification delivered when news articles are published to the app.

**Restrictions Changes**

A notification delivered when there are changes to the restriction rules.

Notifications

12:30

COVID Victoria  

Information

General information about COVID-19.

**Advice & Recommendations** >

**Current Restrictions** >

**Local Cases** >

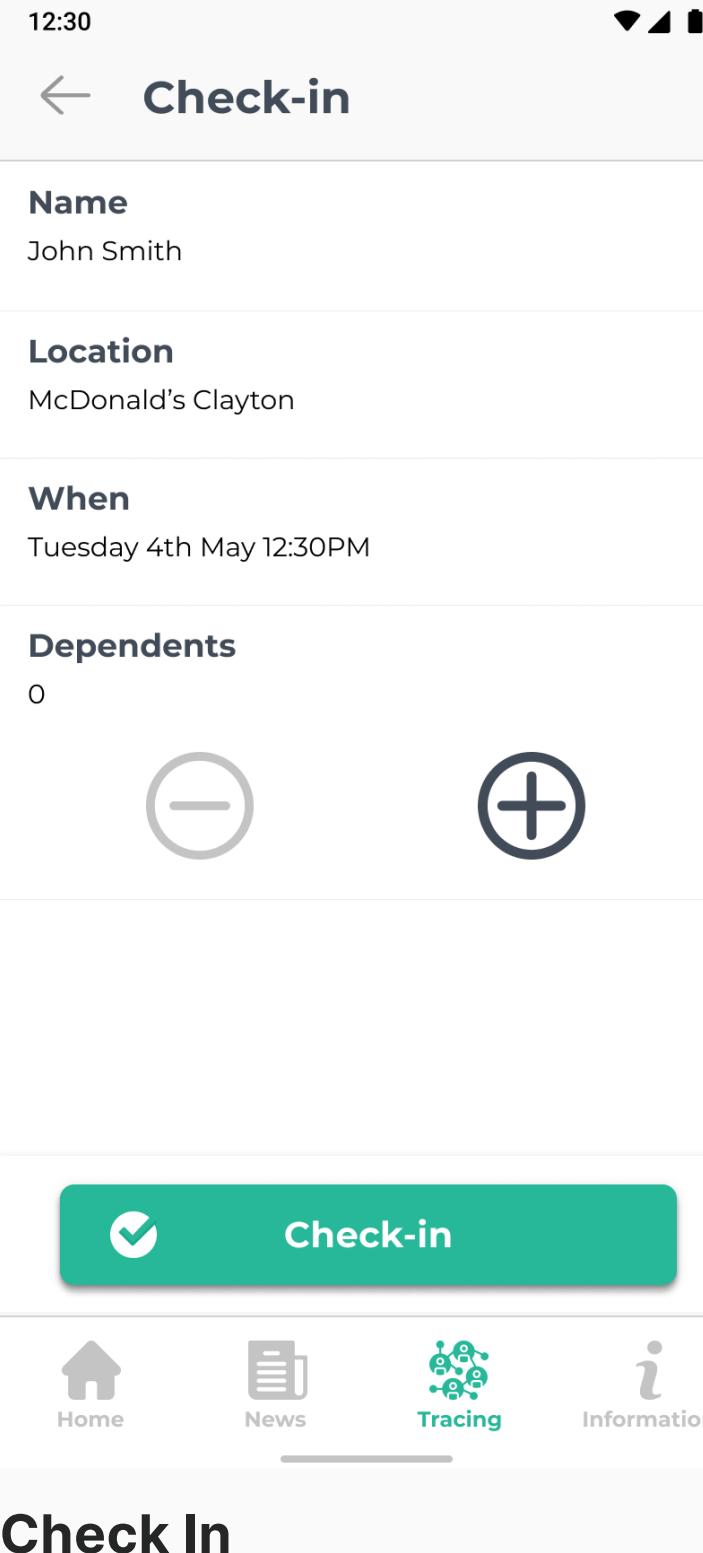
**Symptoms** >

**Testing Centres** >

Home News Tracing Information

Information

# Prototypes



# Takeaways

Through this, I learned more about how to design and create interactive mobile applications using Figma.

Moving forward, I would like to be able to work on a bigger project where I can survey a bigger sample size and create more high fidelity screens with an interactive prototype.