

Bridging the Gap: Accessible Mental Health Support for Retired Adults

Group Number 5

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Prototype and Testing Protocol

Will you create an interactive prototype before you begin coding (e.g. using Figma), or will you work from static wireframes?

We created an interactive clickable prototype using Figma. The prototype contains the homepage, calendar, discussion, events, resource, profile, and inbox page with a header and footer on each page. As of now, we have a highly functional website prototype using front-end coding that is ready to share.

What are the acceptance tests that your team will perform before beginning user testing? Describe the acceptance testing process for at least two key features, including which results would indicate a successful test and which results would indicate a failed test.

Acceptance Test #1: Calendar Functionality

Test Goal: Ensure users can add, view, and delete events.

Test Steps:

1. Add an event from the events page by RSVP-ing
2. Navigate to the calendar tab to see the upcoming event
3. Click on the event to see more details
4. Delete event

Success Criteria:

- Adding an event on events page is shown in calendar tab
- Adding an event on events page is signified
- When event is clicked in the calendar, the correct information is displayed
- Deleted event no longer appears on calendar, can show up on events page
- Clicking the event opens a modal or page with correct event details
- Deleting the event removes it from the calendar view and updates RSVP status visually

Failure Indicators:

- Event RSVP'd does not show up on calendar

- Event details do not match the event they added
- Events are in calendar that they did not RSVP
- Deleted event still shows up on calendar and as RSVP'd on events page

Acceptance Test #2: Discussion Board

Test Goal: Ensure users can post, reply, and view discussions.

Test Steps:

1. Post a new discussion topic
2. Reply to an existing topic
3. Refresh the page and verify persistence

Success Criteria:

- Posts and replies are visible and correctly timestamped
- Posting interaction shows confirmation (new post appears in thread)
- Posts are given correct user details
- Replies are nested or threaded appropriately
- User can expand discussions to see replies
- Navigation does not break layout or lose visual state

Failure Indicators:

- User is unable to reply to a discussion
- User cannot view additional replies
- User cannot start a discussion
- Replies are misaligned or not visually connected to the correct topic
- Layout breaks or resets unexpectedly when navigating.

What are the limitations of your acceptance tests? List some of the ways that your team's in-house testing environment may differ from the context in which your expected users will be interacting with the product.

While the UI should look very similar to the final prototype, because the user testing will be on Figma it can only test the interactions and not the actual functionality that the real website would have to show. The user testing will likely be on a laptop, so it cannot test our mobile responsiveness. These acceptance tests only give us insight into if our website is intuitive and easy to navigate, so we must be sure our real website reflects that while also upholding data persistence, accessibility, and authentication.

How will you conduct user testing?

User testing could be conducted through our interactive Figma. Since our demographic is focused on retirees, they will be our test users. They will be asked to complete a series of tasks, such as RSVP'ing to an event, finding mental health resources, and checking their calendar for events. We will record the process, noting any inefficiencies or oversights in our prototype and ask for feedback at the end.

Although finding retirees can be somewhat difficult, we have stretched this to older iSchool professionals, our parents and older relatives, and fellow volunteers.

For the finalized application, we will conduct user testing through our website prototype, then edit our application based on the feedback.

How will you decide which bugs to fix first?

The order in which we fix bugs will be determined by the severity of the bug. Any bugs that severely impact any processes or workflows will need to be addressed first. It's important to address all bugs that will impact the functionality of the application, so we believe the solution here is to tackle all of them. If that is unfeasible, we will focus on the bigger bugs, while leaving an error page for the smaller ones.

How will you re-test the solution after the bug fixes have been completed?

If possible, we can have previous testers to test the app after bug fixes have been implemented. If not, then we will have to walk through the app ourselves to determine if the fixes were successful, or have friends and volunteers help us by navigating through the application.