



# Course Project Milestone 6

## User Experience Engineering

Team Name      Inner Peace

Team Number      AO3

### Group Members

Aadil Moeen      17i-0243

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Submitted To

Dr. Amna Basharat

Submission Date

13/Dec/2020

# **Introduction:**

## **Design problem:**

Every person in their life is dealing with one or another kind of stress or depression issue. Young adults who are currently enrolled in universities and colleges have issues like proper career selection, they may not consider their field as to where they belong to and other such studies or career-related issues that need to be addressed. A problem within a family can also cause a person to suffer from mental illness. Bypassing such issues creates confusion and anxiety in a person's mind which if not resolved on time becomes part of their personality.

Research has shown that people in this age group (18-25) who meet the criteria for a disorder do not receive required treatment. They do not reach out for help because of the thought of what people around will think about them. All of these issues lead to high-level psychological problems and this eventually triggers the thought of suicides and personal physical torture. Moreover, people want to have a track of their daily activities to manage their daily routines.

Our aim is to provide adequate support for people suffering from stress, anxiety, depression, and minimizing the effect of these issues on their life.

## **Target Users:**

Mental health problems emerge before the age of 18 with the period from 18 to 25 being a particularly susceptible developmental time in a person's life. For many young adults, this may coincide with their time at university. Starting university is a key life transition, which can be extremely stressful for some people. In addition to adapting to university life, many students are also adapting to their transition into adulthood. It has been suggested that the first few months at university are particularly challenging and stressful due to numerous psychosocial adjustments. Some students may be living away from their family and friends for the first time. Others may be coming directly from schools, which were very structured, and they may find it difficult to adapt to a less structured academic setting. Many older students often have the added responsibility of caring for family or work commitments, which can lead to added stress.

## **Application Design:**

Our application allows the users to handle their daily stress levels. It will help them consult other people for their problems and learn from their experience. It will help people in managing their stress at individual levels as well as on communal level.

Its key tasks include providing clinically validated techniques (through tips and courses) to help manage the user's moods and thoughts, anonymously participate in active discussion boards and chat groups in the FeelBetter community, one on one messaging, group coaching sessions.

## Design Process & Methodology:

We conducted a need finding study at first. The high level goals for **our research** in the design process were as follows:

- Find techniques for how people manage their moods and stress.
- What are core reasons of stress in students
- How people overcome their stress and anxiety
- Are sessions with psychologists helpful on long term basis
- What are different ways to get yourself towards gratitude and mental peace.

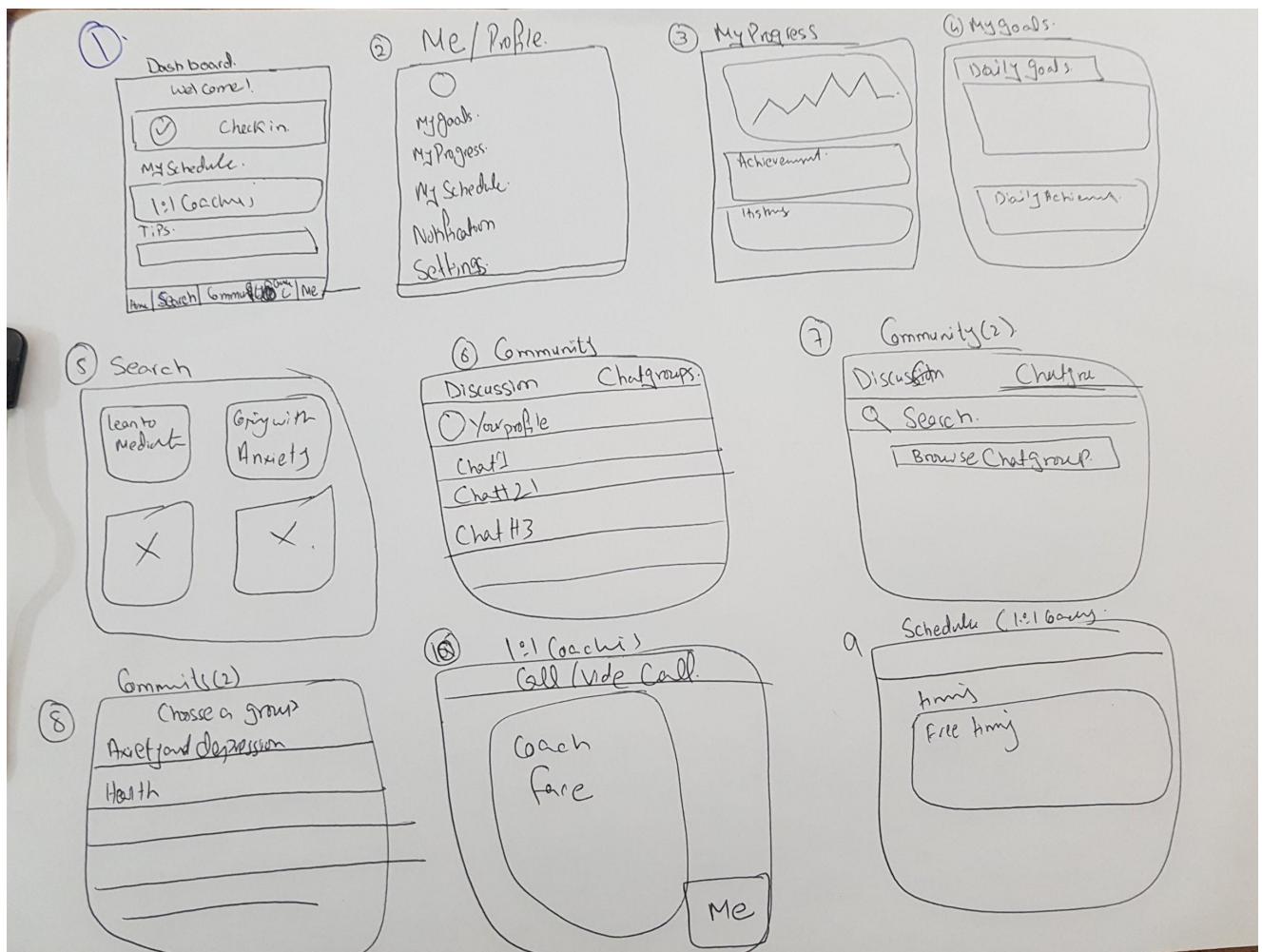
We recruited 6 people each participant **interviewed** 2 to get the user reviews about such mental issues and what solutions do they prefer.. Out of 6, 5 were university students of age 19 to 22 and 1 was a job going of age 27. From the outcomes of interviews we made the **affinity wall** to further categorize and summarize the output, We made different sketches and storyboards to get the idea of our application. Moreover, we made 2 personas and 2 scenarios (refer to appendix) were built based on the interviews and our sketches. Moreover, we conducted competitive analysis (refer to appendix) with different applications.

For the **designing process**, after sketches and storyboards we moved towards making wireframes showing the navigation flow and then the lo-fi prototype. After this a user test plan was made and conducted a user test on 4 people of our university including seniors and batch fellows.. The mid-fi prototype was made after the **user test**.

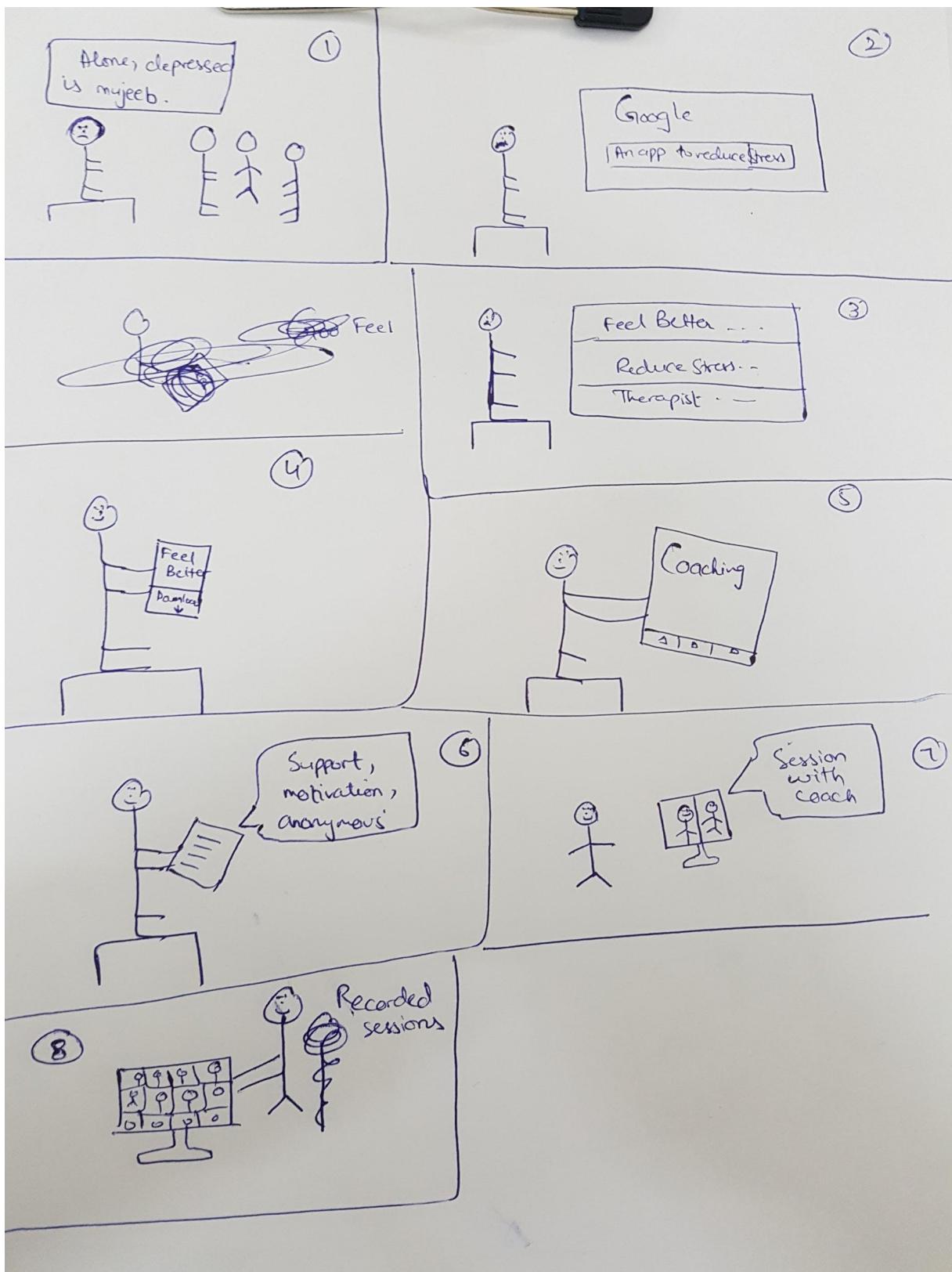
Moreover, every member of the team tried and tested the application and went through all screens necessary for the user to achieve the goal. Keeping in mind the **Nielsen Heuristics** we evaluated the screens. After Individual evaluation what we did was to gather all the findings and suggestions and brief each other of the problems. The individual violations were listed and were discussed. We discussed in groups and listed the key findings.

There illustrations (one of each thing) are as follows:

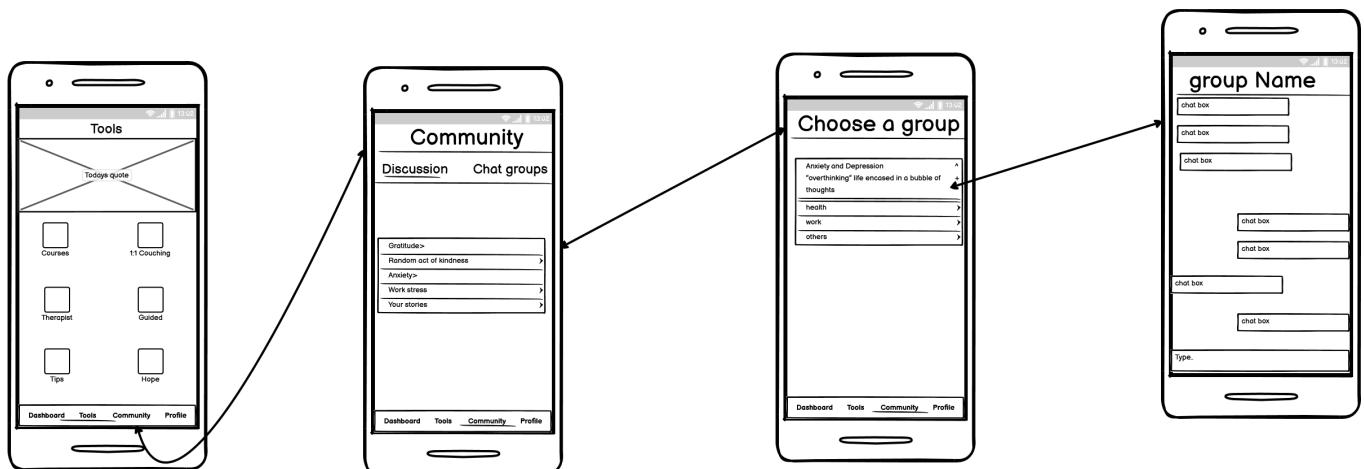
### Sketches:



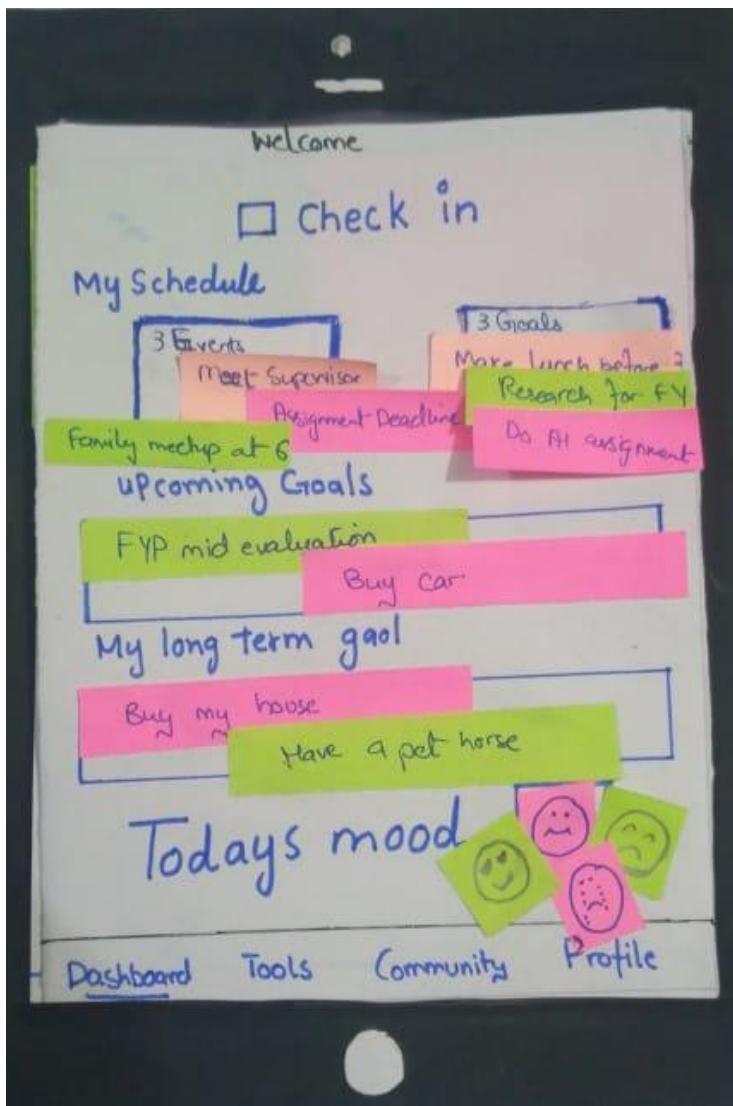
## StoryBoards:



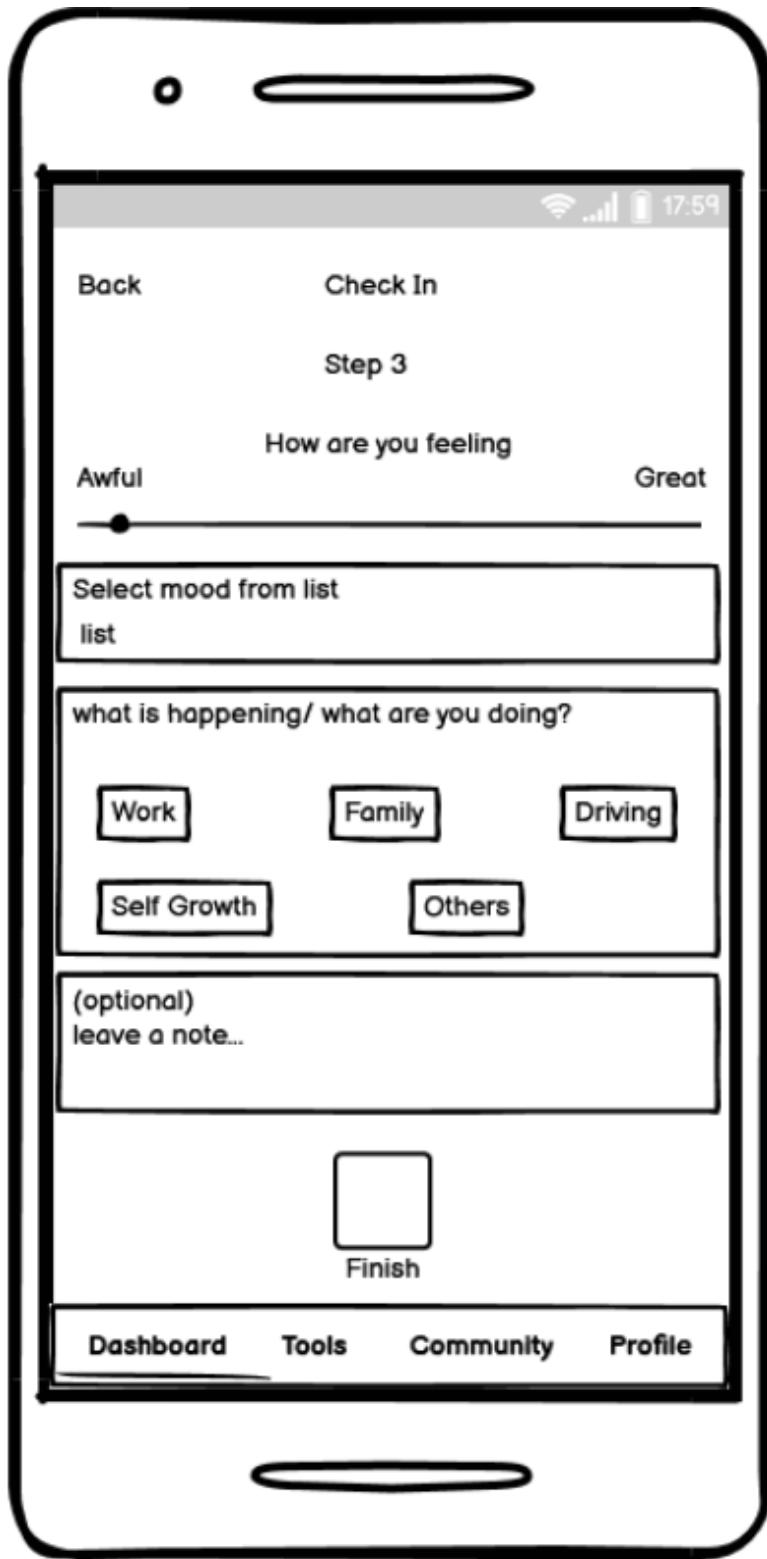
## Wireframe and their navigation flows:



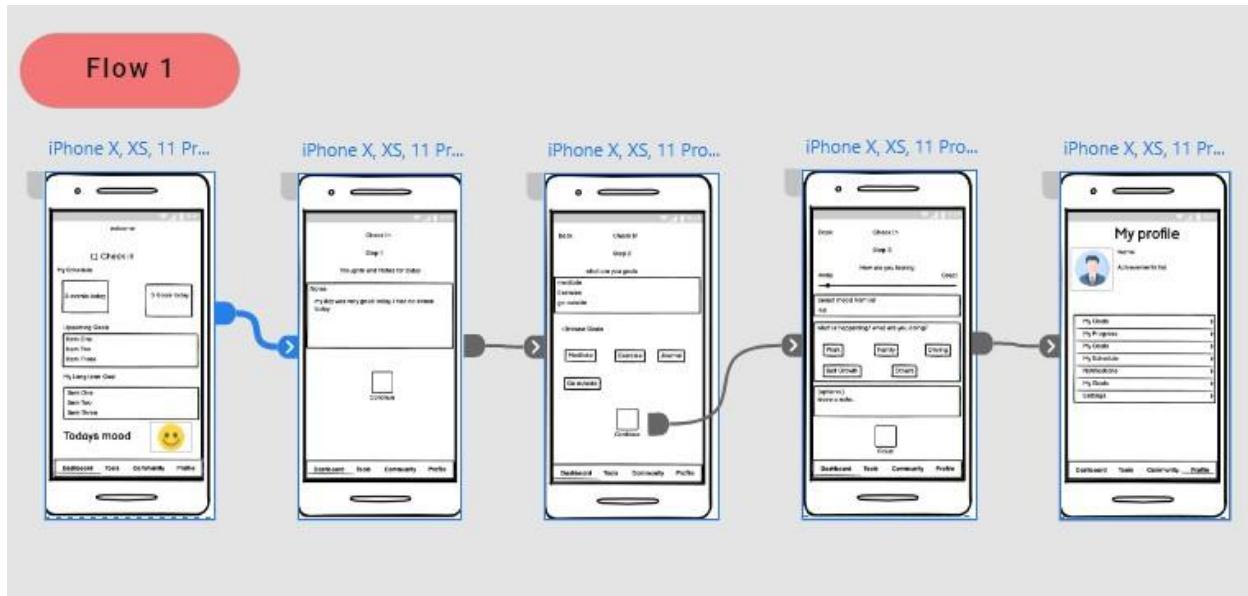
## Low-fi prototype:



Mid-fi prototype:



## Major Flow Task:



## User Needs Analysis:

For finding the needs and getting the user needs of our target audience we identified some people who were going through stress and mental problems. They were in an age group of 20-25.

We interviewed 6 people in which we observed their problems which were diverse for most of the people.

Person 1	University Student
Person 2	University Student
Person 3	University Student
Person 4	University Student
Person 5	University Student
Person 6	Job doing person

Students got stressed after getting admission in the university and for some of them that stress went to an extreme where their body was affected and they had to resort to psychiatrists and therapists for medication. Different things added into this stress such as the university environment and the behaviour of teachers and students. most of them got so much affected that he had to pay a huge amount of money for therapists sessions.

## Affinity Diagram



## Current User Needs:

Currently we observe and interview the users and dig out some of their requirements and needs:

- All the concerned persons wanted someone to talk to and weigh out their burden and stress.
- Most of them wanted to talk on text as most of them were more comfortable with that.
- Support groups are also the most demanding thing which includes the same people suffering and going through the same stress these people are going through.
- Some users require an interface to enter their problem and get something related to it to soothe their stress.

## Current Practices:

The current practices that people used to cater these problems are:

- Going to therapists for sessions
- Medication to relieve the brain from stressing elements

- Visiting psychiatrists for discussing the problems in detail
- Discussing the issues with people closely associated with them
- Doing certain physical and mental exercises to mitigate the energy and divert attention

## Necessary Functional Requirements:

- Provide mood tracking for a person by either taking answers of some questions or by entering a specific mood entry.
- Provide a trusted community such as support group for secure private chatting for resolution of their problems
- One on one online counselling sessions with therapists for long term issues and problems
- Online available coaches to guide and deal with specific certain problems
- Consoling courses such as music motivational lectures according to the user's current mood
- Guided courses for users to do certain exercises such as console music, yoga and track them in order for the user to regularly follow them to get themselves consoled.

The mood tracking was an advice given by one of our participants as he said he does so to help keep track of his daily routine tasks and judge what causes stress.

## Competitive Matrix:

Features	FeelBetter	Doctors	Happify	MangoHealth
24 hrs service	✓	✗	✓	✓
Courses/Guided Courses	✓	✓	✗	✗
Mood Tracking	✓	✓	✓	✓
Online Counselling Sessions	✓	✗	✓	✗
Soothing music	✓	✓	✗	✓
Essential exercises tracker	✓	✗	✗	✓
Support Group	✓	✗	✗	✗
TrustedList for Chatting	✓	✗	✗	✗

(for further details refer of competitive analysis to appendix )

# Design Goals:

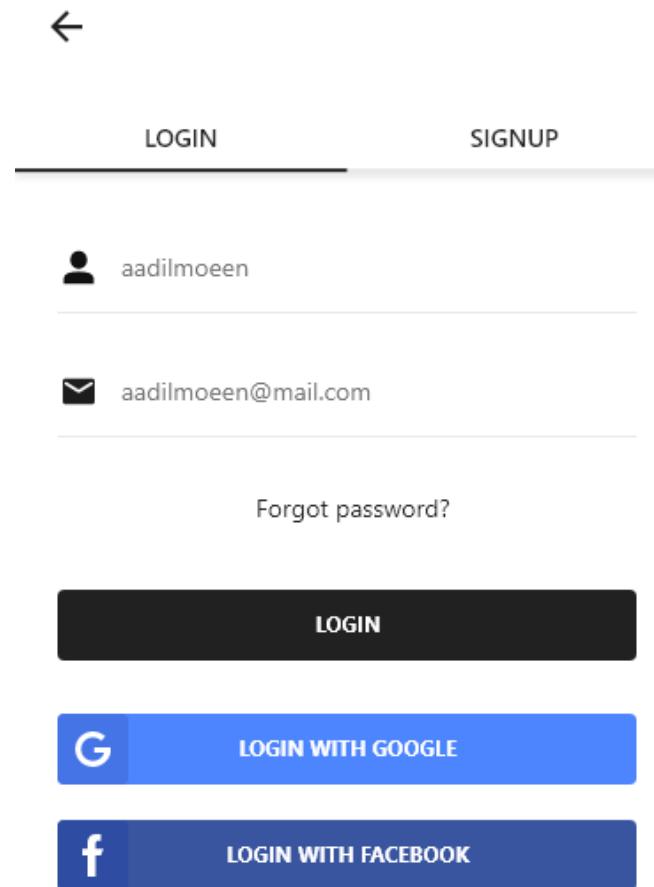
Our system goal is to support depressed and anxious people in the best possible manner by digital means.

A list of features/capabilities of our system that will help our user in their journey towards a healthy life.

- Provide clinically validated techniques to help manage the user's moods and thoughts, so they can understand what works for them to feel better.
- Daily mood tracking, Guided Journeys, coping tools, meditations, and progress assessments help them find relief when they need it and feel better over time.
- Find a fresh perspective in a judgment-free space. Anonymously participate in active discussion boards and chat groups in the FeelBetter community, exploring a diverse range of topics from stress relief techniques to words of encouragement and gratitude. Users are in charge and surrounded by peer insights—a simple way to feel less alone.
- Provide direction, support, and motivation through one on one messaging, group coaching sessions and live classes that can help them apply the concepts of (cognitive behavioral therapy) CBT to real life.
- Allow our user to speak to a licensed therapist from the comfort of their couch with live video sessions on the phone, tablet, laptop, or desktop.

We think this will be a good alternative because It is not possible for every individual suffering from mental illness to get professional guidance. Some face time constraints, others lack monetary resources, while some feel hesitant to talk about it and hence, keep their condition under wraps to shield themselves from societal judgements.In such a scenario, mobile apps centred on mental healthcare come to the rescue of this population. A user can not only get the right information on their symptoms easily but also seek valuable assistance from authorised professionals via the mobile app, as per their convenience and preference.

# Final Prototype:





LOGIN

SIGNUP

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aadilmoeen

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aadil@mail.com

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\*\*\*\*\*

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SIGNUP



SIGNUP WITH GOOGLE



SIGNUP WITH FACEBOOK



9:41

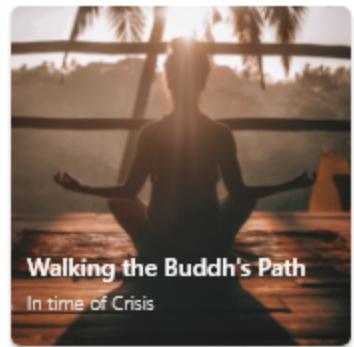


New



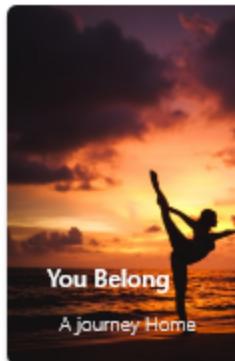
Mindful Paths

Koya Webb



Walking the Buddha's path

Dr. Sean



Home



Tools



Community



Profile

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## Popular



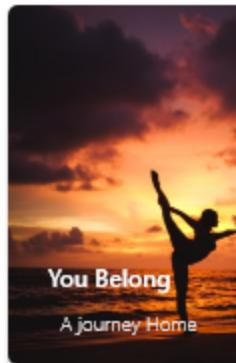
Mindful Paths

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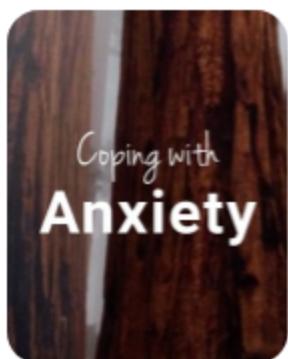


Guided

## Beginners Kit



Learning to  
**Meditate**

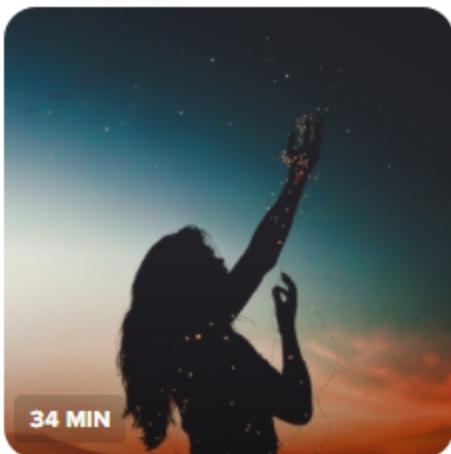


Coping with  
**Anxiety**



Find  
**Motivation**

## Featured



34 MIN

Aluna Moon

**Peaceful Sleep Meditation**

★ 4.6 (29,065)



37 MIN

Bethany Auriel-Hagi

**Sleep Meditation:  
Start a Clean Slate**

★ 4.8 (16,584)



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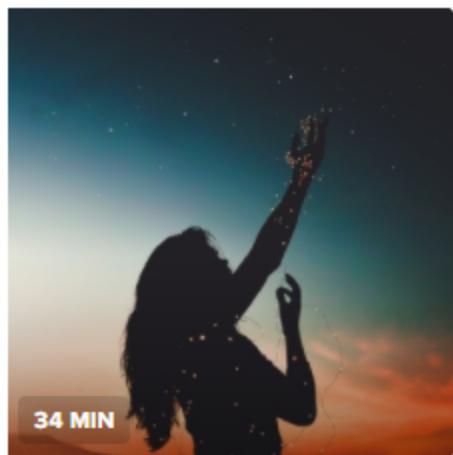
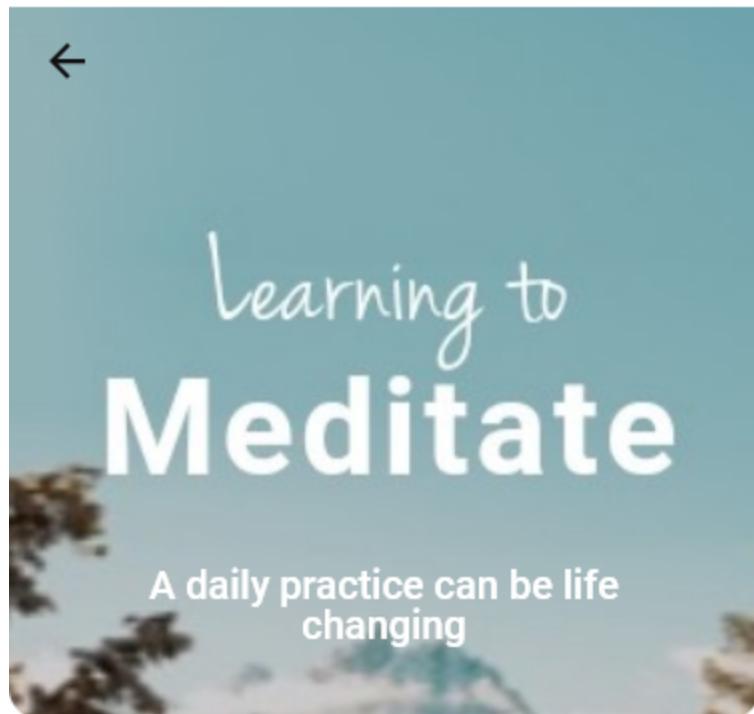


Community



Profile

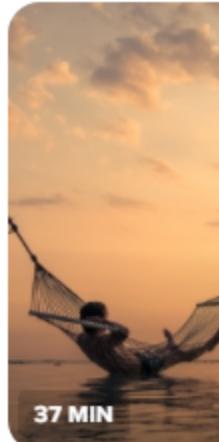
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Aluna Moon

**Peaceful Sleep Meditation**

★ 4.6 (29,065)



Bethany Auriel-Hag

**Sleep Meditation  
a Clean Slate**

★ 4.8 (16,584)



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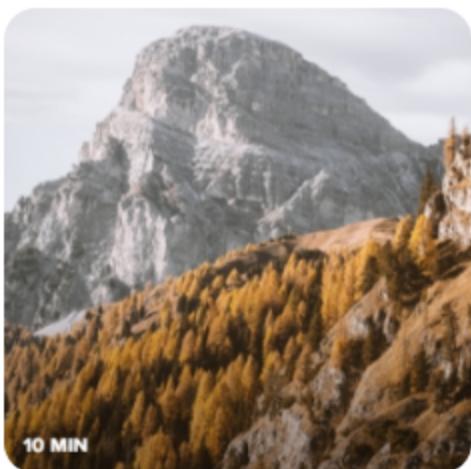


Community



Profile

9:41



Bethany Auriel-Hagan

Relieving Anxiety - Feeling Grounded

★ 4.4 (45,116)



Bethany Auriel-Hagan

Sleep Meditation  
a Clean Slate

★ 4.8 (16,584)



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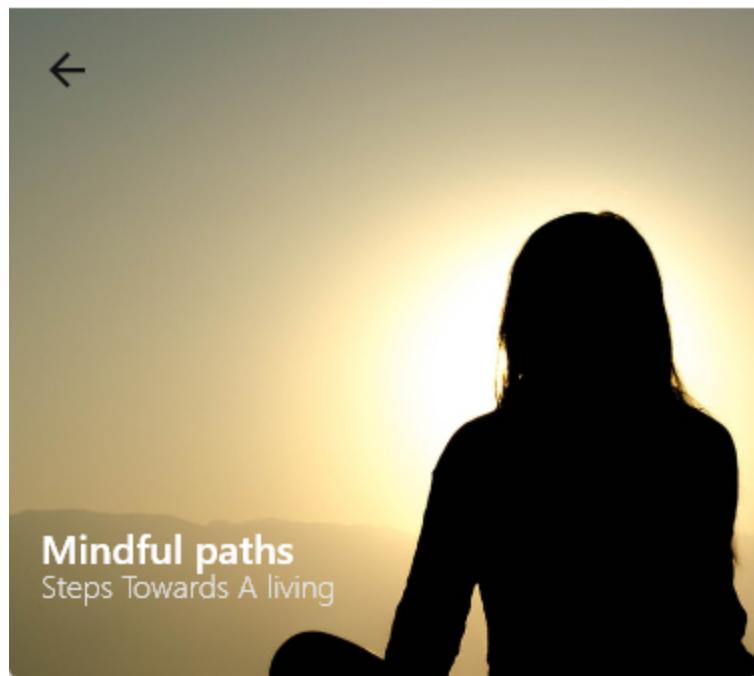


Community



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## Mindful Paths: Steps Towards A living Spirituality



An Adventure of the Spirit that will change the way  
you perceive yourself. your relationships and life's  
infinite possibilities

### What you'll learn

This course is an adventure of the spirit which will transform you,  
and change the ways in which you perceive yourself.....

**START NOW**



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←

**Mindful paths**  
Steps Towards A living

Mindful Paths:  
Steps Towards  
A living Spirituality



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←

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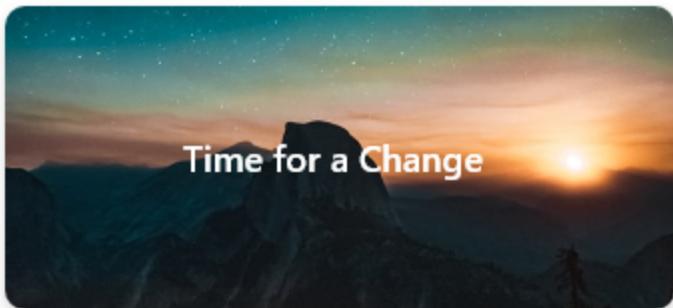


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← Courses



## Featured

**Mindful paths**  
Steps Towards A living Spirituality

Koya Webb

**Walking the Buddha's Path**  
In time of Crisis

Dr. Sean



New >

Popular >

My Courses >



Home



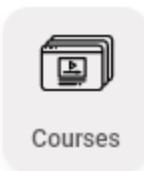
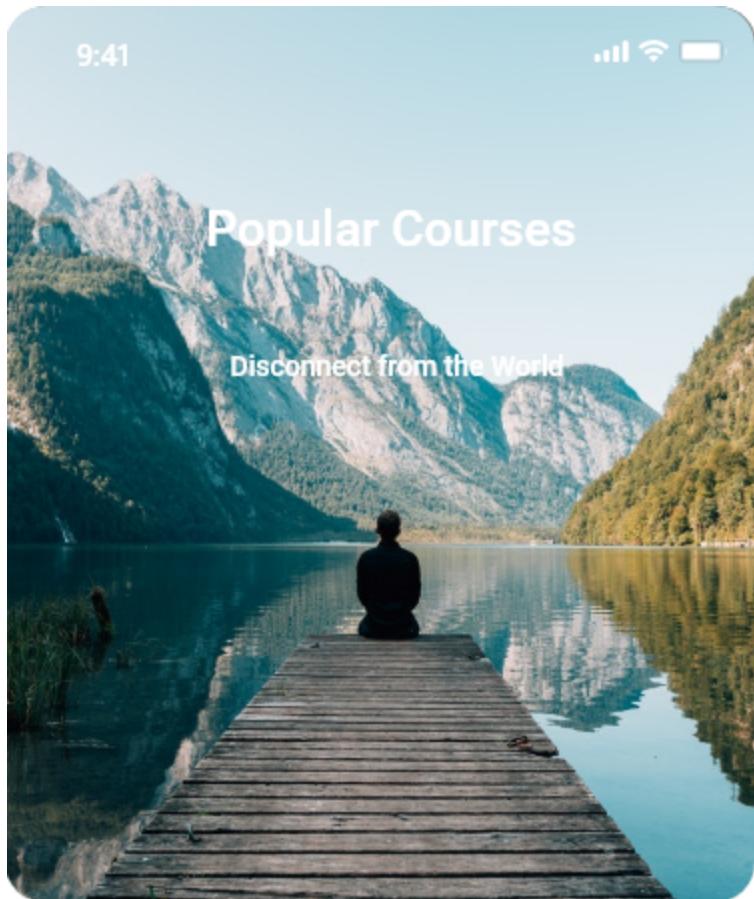
Tools



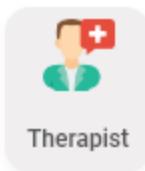
Community



Profile



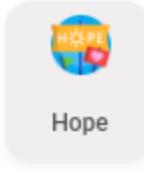
Courses



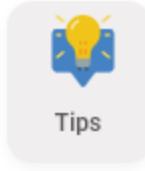
Therapist



Guided



Hope



Tips



Mood  
Tracker



Home



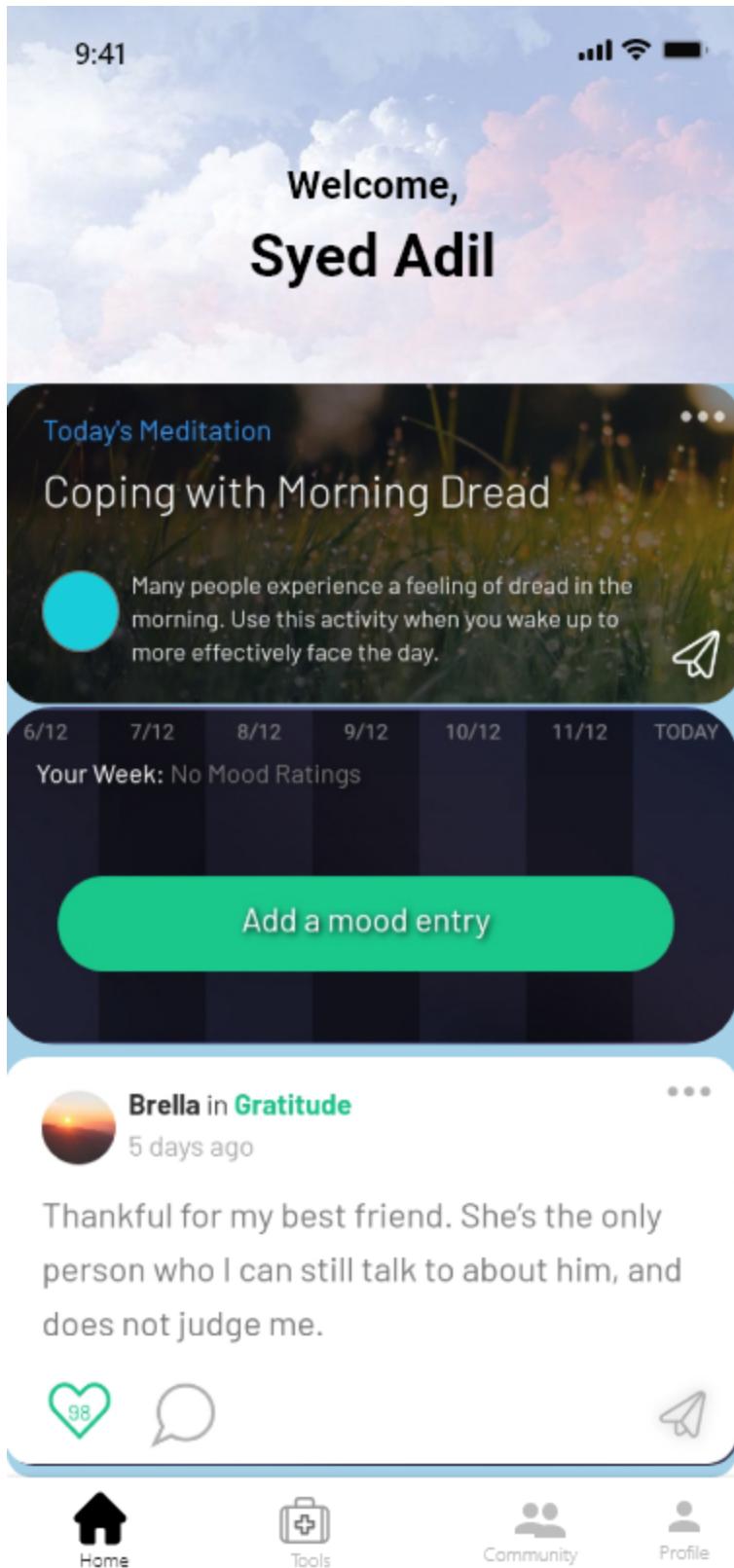
Tools



Community



Profile





## Post



**Clairebear01**  
7/12 19:32

I'm grateful for the buzzfeed doing the mental health week. It seems dumb but it's really uplifting. That's how I found this app.



4936



333



Save



Share



Report



**Neats**  
13/6 22:32

I am grateful for a hot shower and feeling clean. We often take for granted the little privileges we have—our natural resources and our personal...



2333



31



Save



Share



Report



**Adiga**  
5/7 03:29

I'm grateful that I don't live in a war zone anymore



1879



33



Save



Share



Report



**luxanie**  
22/10 05:24

I am grateful for whom ever is reading this right now. Thank you for caring enough about yourself to make a change. Thank you for being supportive...



Home



Tools



Community



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## Tips

Tips for Corona virus Anxiety >

How to talk to someone in Depression >

How to help a Depressed Friend >



Home



Tools



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## Tips

### Tips for Corona virus Anxiety

1. Moderate News intake. limit exposure to mass hysteria online.
2. If working from home or in self-quarantine, arrange your space to its calming.
3. Reach out for help. your mental health is also important.



Home



Tools



Community



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## Community

Discussion

Chat Group

### Gratitude >

what are you grateful for today? share it here.

### Random act of kindness >

Acts of kindness that made you smile

### Anxiety >

Anxiety is not fun. this is a safe place



Home



Tools



Community



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## Gratitude



**Clairebear01**  
7/12 19:32

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333



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Share



Report



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Discussion

Chat Group

Search for existing groups..



Join group of therapist...

Enter Code



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## Choose a Group

Sanvello has thousands of chat groups for people going through the same experiences as yourself.  
Find one below.

Anxiety and Depression >

Health >

Interests >

Life Events and Family >

Other >

Relationships >

School >

Work >



Home



Tools



Community



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## Community

### Work



#### Choosing a career

Just a discussion about figuring out what you want to do for a career and the future in general

#### Doctors

#### Engineers

#### Entrepreneurs

Startups are stressful. How do you balance everything?

#### Firefighters

#### Job related nervousness anyone

Any EMRs that are stressed or are worried about a certain aspect of being a first responder

#### Legal Professionals

Discussing depression, anxiety, and social anxiety. For lawyers/attorneys and other legal professionals.

#### Military Vets

Military Veterans who want to cope with life



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Enter Code

Enter 4 digit number

6338

Continue



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## Community

BlissfulBlue - 6/12 11:09

Hello, I have been very stressed about choosing a career. I recently graduated college and don't know what to do. I have mainly been considering optometry or research. Does anyone have any thoughts?



WashYourFace - 7/12 00:55

What's your degree?



BlissfulBlue - 7/12 00:56

Neurobiology



WormsOnStrings - 7/12 05:00

Hello! I am new here and I hate to make it all about me but does anyone have any advice about how to figure out what you're even interested in in the first place? Are there maybe some online tests that place you in a job they think you'd like or something honestly I'm willing to try anything at this point



Type your message here...

SEND



Home



Tools



Community



Profile

9:41



Therapist

Set Schedule

Set Date



December 2020



SUN MON TUE WED THU FRI SAT

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Next >



Home



Tools



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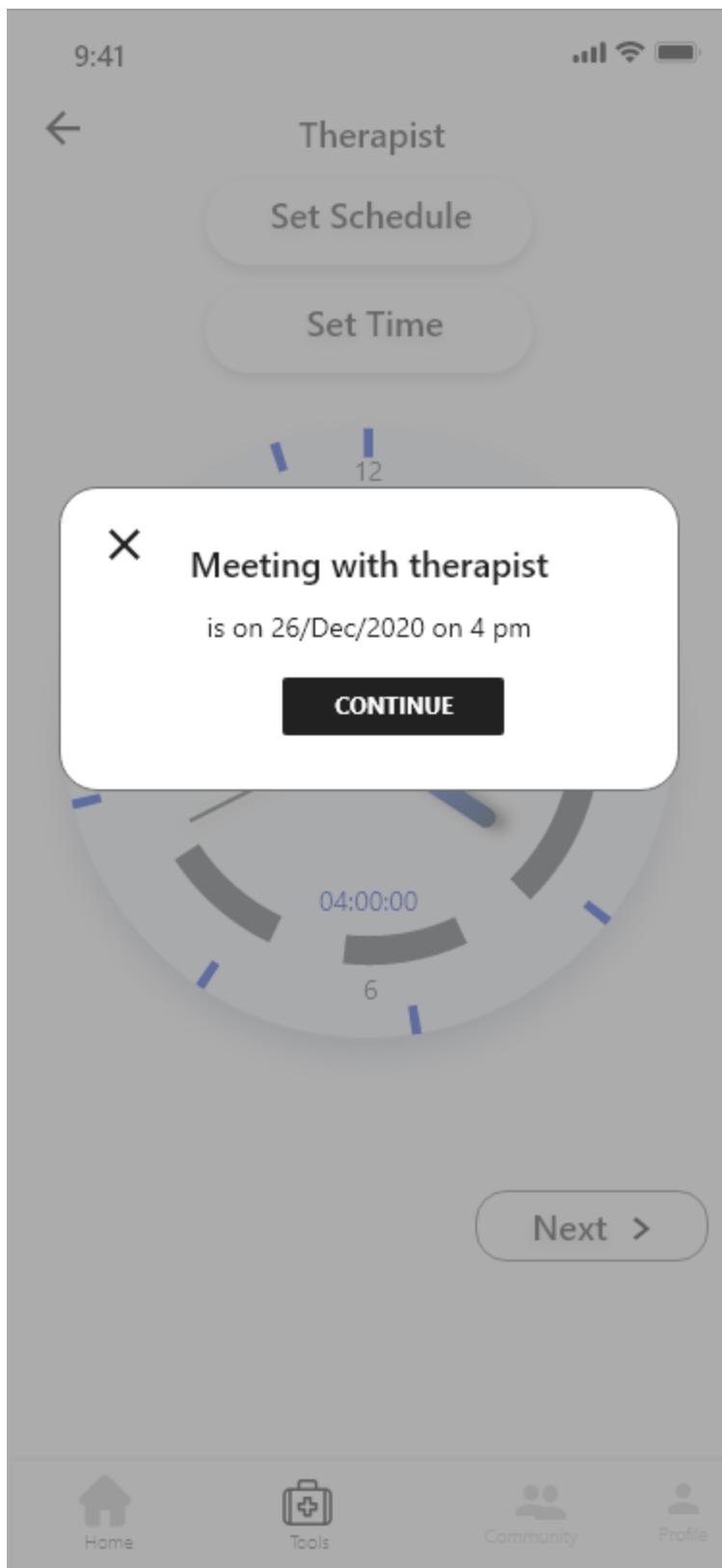


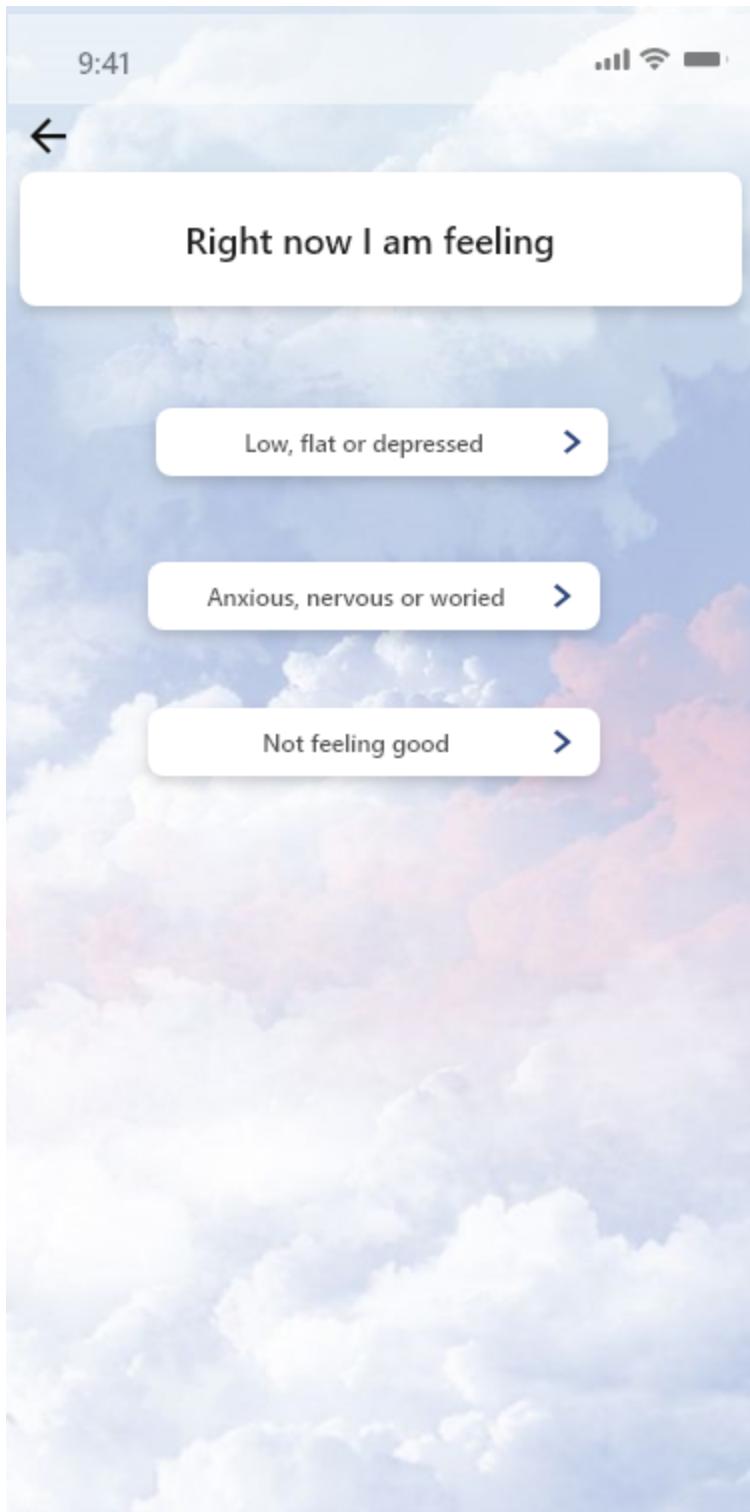
Set Schedule

Set Time



Next >





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How distressing is it



Next



Home



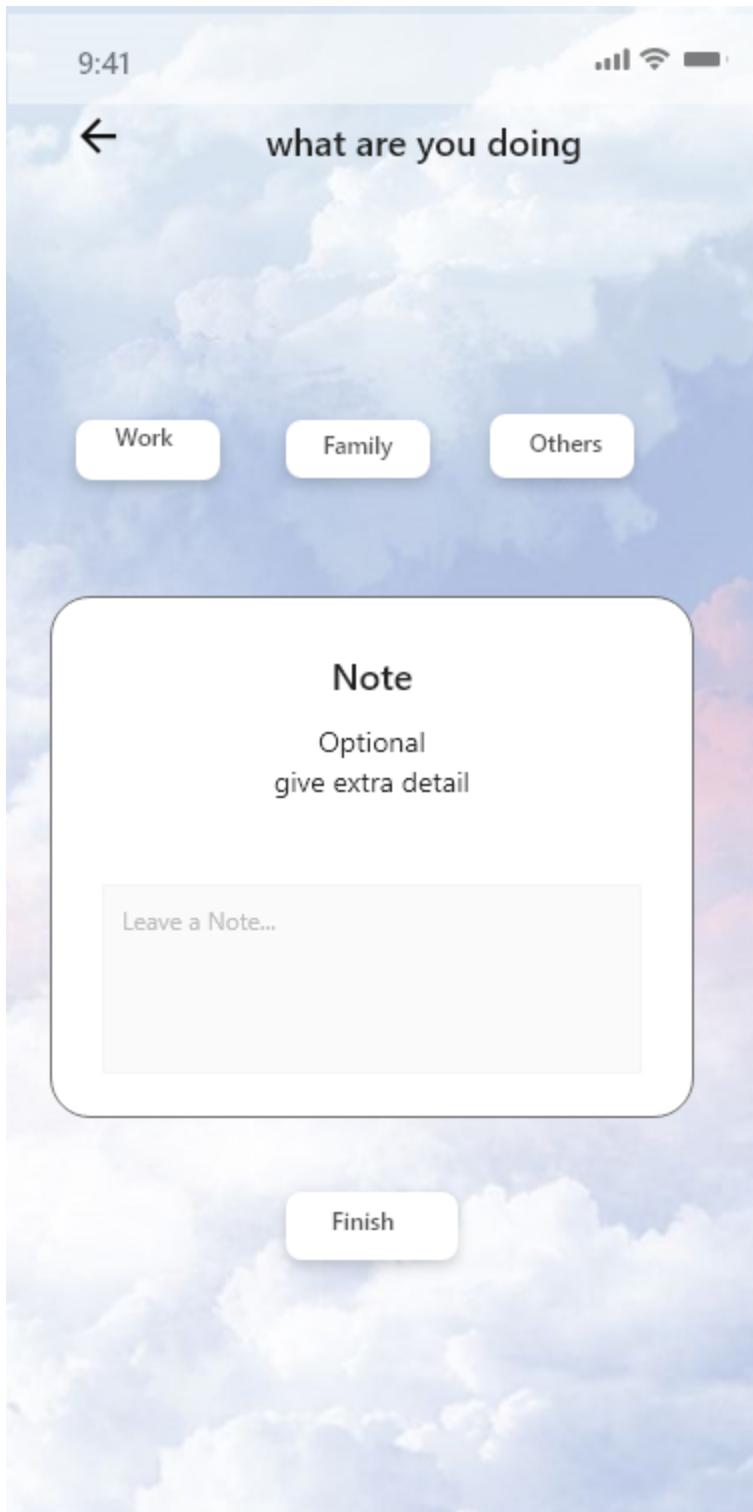
Tools



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## Suggestion

### Your mission

#### Objective

Take a moment to decide what will help boost your mood

#### Why this helps

Activities like indoor and outdoor games can help boost mood because they are usually pleasurable. When we feel low or anxious, we might not feel like doing these sort of things, but doing them can actually lift us out of an unpleasant state.

Accept mission



Home



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# Final User Test:

## Goals:

The user test plan was established to test and evaluate the usability of the application "Feel Better". Feel Better is a remedy for the depressed and stressed out people, and provides courses and help from certain sources to get themselves at ease. Our main aim of conducting this user test was to get the feedback from the potential users those were our testers. We aim to test the usability of our application to how much extent user friendly it is and how easily user can interact with the application

## Participants:

The tests were conducted online and were provided the adobe xd link for completing the user tests. Furthermore each user was also asked to come online on google meet and we shared the task instructions to the user for the test.

The target population was the youth of the age in between 18-25 who suffered from this problem the most. We specifically recruited the suffering students of FAST University.

## Recruitment Criteria:

To identify these users first of all we recruited the people from which we interviewed in our milestone 3 and we further selected those people who were in favor of application and had knowledge of using an application over a mobile phone.

## Summary of the Participants

User ID	Details	Task 1	Task 2	Task 3
1	17th Batch student who went through a lot of stress in early phases of university	✓	✓	✓
2	17th Batch student who gets some medications and is stressed out due to the pressure and stress university puts up	✓	✓	✓
3	A 16 Batch Senior who was a bit unaware of any kind of stress relief applications and was on therapists sessions last year	✓	✓	✓

4	17th Batch - Application Creator and a android application savvy, with an experience of a stressful month	✓	✓	✓
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## Instruments

Prototype on Adobe XD with a link to the prototype test of the application

<https://xd.adobe.com/view/db5age34-887a-4b1a-867b-4963cabd91dd-8e09/?fullscreen&hints=off>

## Process:

- **Interview and observe through Google Meet**
- **Consent Form as defined (Appendix)**
- **Test Script (Appendix)**
- **3 Tasks**
  1. Set time for therapist appointment
    - In this module we created a prototype and tested how a stressful person will get some tips in his anxious and stressful situation to get ease the test includes
      - The outcome of the user selecting the time to meet the therapist and appoint meeting
  2. Community discussions groups
    - In this module user was tested based on their problems and relevant support groups in which
      - User will be able to enter any group by tapping the bar mentioning and discuss his or her issue with the group
  3. Check in in the application with entering the mood
    - User will be asked to check in and enter his or her mood in the application check in
      - User will enter his mood and will be redirected to the page where he can utilize options and features of the application

For our second test session we added 3 tests and removed the tests that gave good results last time. For this time we took appointments and then we passed some testing instructions, the forms and asked them to sign them, and then the module to test and observe the user testing.

- **System Usability Scale**

- To be fulfilled by the user after the test (Appendix)

## ● **Analysis Method**

- Analysing and observing the meet interview and test session
- Logging Sheets (in appendix)
- Analysis was done by asking the questions from user after the test

## ● **Results:**

The user testing was done on selected users and all of them were technical people and got familiarised with the application in no time. All of them were quite happy with what our application hopes to achieve and were glad to see the things we addressed inside our application. All of them found easy navigation of the application.

There are 4 major issues identified with different severity.

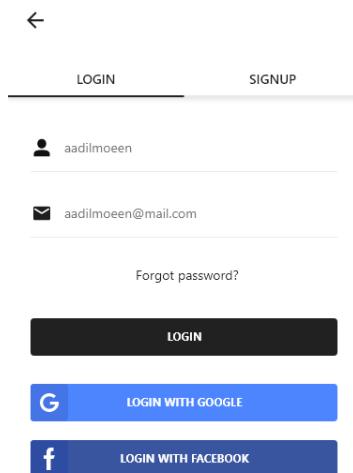
## ● **Key Findings:**

**Finding 1).** Issue in login screen

### **a. Problem:**

- i. The place for password entering was not given but a forgot password click was given

### **b. Evidence:**



**c. Severity:**

It's a rank 3 major usability problem.

**Finding 2) Set Schedule with therapist**

**1. Problem:**

- a. A button is shown set schedule which is not clickable because it is a title not a button.

**2. Evidence:**



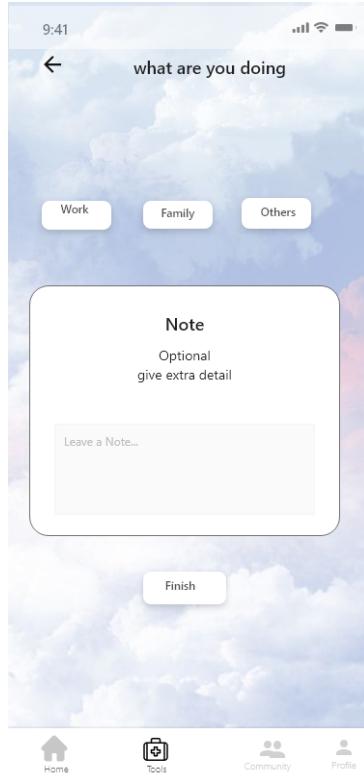
**3. Severity:**

It's a rank 1 minor usability problem. It should be fixed as early as possible so that the user might not get frustrated.

**Finding 3) No help available for the user for navigation and moving forward**

**1. Violation:** Help and documentation to the user

**2. Evidence:**

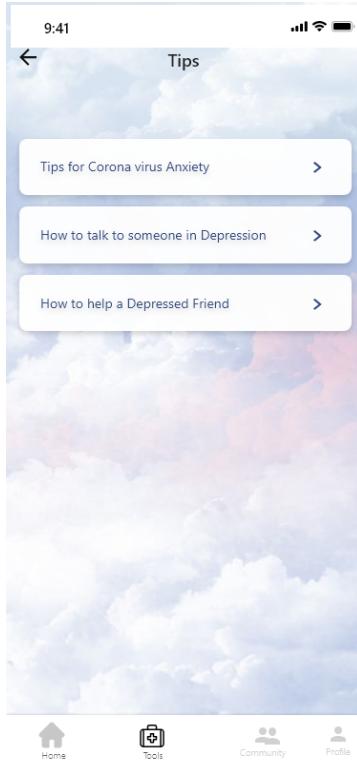


### 3. Severity: 3 Star Minor Usability issue

**Finding 4)** Not taking input from user about tips he wants

**b. Violation:** Flexibility and efficiency of use

**C. Evidence:**



#### d. Severity:

2 Star major usability issue

## Future Directions:

We are aiming to offer this project to some of the professionals so they could continue the thought as mental health is a severe problem in our society and needs to be addressed as soon as possible. Small loop holes left in the application that were concluded through the final user test and heuristic evaluation will be addressed by them although some of them overlap which includes the navigation in tips. The one time password required, if there is one time password then login must not be visible all the time and so on such minor issues. Moreover, there should be research on students of other universities and some initial job holders that will give us a better understanding of the issue in our target population as we were limited mostly only to FAST university.

# Appendix:

## Personas:

<b>Hamza Malik</b>  <p>"The mind works very quickly, pen and paper slow it down "</p>	<b>Professional Background</b>  <b>Education</b> BBA, FAST National University Islamabad  <b>Issues</b> <ul style="list-style-type: none"><li>▶ Facing changes</li><li>▶ work/ studies that is overwhelming</li></ul>
<b>Demographics</b>  Age: 22 Gender: Male Marital Status: Location: 6th road, Rawalpindi	<b>Hamza Malik Needs and Goals</b>  <ul style="list-style-type: none"><li>▶ Have a strong work/life balance</li><li>▶ Keep moving and pushing himself</li><li>▶ make physical and mental health priority</li><li>▶ An applications that can help reduce and manage stress.</li><li>▶ 1:1 coaching that can help his condition.</li></ul>
<b>Motivation</b>  <ul style="list-style-type: none"><li>▶ feel strong and capable</li><li>▶ Have someone to share his problems.</li></ul>	<b>Hamza Malik Frustrations and pain points</b>  <ul style="list-style-type: none"><li>▶ Little things can through him off.</li><li>▶ To much work pressure creates stress.</li><li>▶ Depression</li><li>▶ having a stigma associated with going to therapy among</li></ul>

## Scenarios:

### Scenario# 1

Hamza is 22 and lives in Sialkot He is in his 2nd year and is a student of FAST university. His papers are a week ahead and he has not completed the required syllabus for his examinations. The exam stress is

building up and he is getting tense for not coping up with the schedule. Furthermore, he is not able to study because the study pressure is building up. He usually does a long walk and talks with his peers to get relaxed but he wants to get relaxed and get back to his study as early as possible. So, he is using applications from google store to release his stress and get back to normal work to pace up things. He listens to motivation lectures and music to boot up the moral. Furthermore, he turns on his mobile phone and opens the stress reliever application "Feelbetter" to do small short exercises that build up his motivation to study and makes him easy. He gets relieved from his stress after utilising some essential features of the application including motivational talks, physical exercises and some course contents. After getting relieved he gets back to study and ace with good grades.

### **Competitor Criteria:**

Observing the current solutions the users opted for we shortlisted the doctors or therapists that oppose any online approach to the patients. The applications also add up to our competitors.

### **Learnings regarding the competitive landscape, especially best practices and opportunities for differentiation**

There are relieving applications currently available that are termed as a cure for the mental problems such as anxiety and stress. There are doctors who are not used to doing online treatment and can only cure in person. We came to the idea from Happify and Mango Health for an opportunity to have a mood tracking module. Happify enables online counselling sessions and mango health has exercise tracker these practices pleased us and created an opportunity for us to integrate it in a single application to provide a comprehensive healthy application.

## **Consent Forms:**

### **Participant 01:**

#### **User Testing Consent Form**

##### **Description:**

- I Ahsan deliberately consent to take part in this observation study.
- I know that regardless of whether I consent to take an interest now, I can pull out whenever.
- I have had the reason and nature of the test disclosed to me recorded as a hard copy print and I have had the occasion to pose inquiries about it.
- I consent to my meeting being sound recorded and video recorded for full observation.
- I comprehend that all data I accommodate this examination will be dealt with confidentiality.
- I comprehend that my personality for the test will be anonymous.
- I comprehend that hidden observations might be cited in the report for the observation purposes.

##### **Declaration for the User:**

Any type of confidentiality will be maintained furthermore you reserve the right to retreat at any time. We urge you to kindly read carefully before signing.

Signature/Date Ahsan / 01.12.2020

### **Participant 02:**

#### **User Testing Consent Form**

##### **Description:**

- I Hammad deliberately consent to take part in this observation study.
- I know that regardless of whether I consent to take an interest now, I can pull out whenever.
- I have had the reason and nature of the test disclosed to me recorded as a hard copy print and I have had the occasion to pose inquiries about it.
- I consent to my meeting being sound recorded and video recorded for full observation.
- I comprehend that all data I accommodate this examination will be dealt with confidentiality.
- I comprehend that my personality for the test will be anonymous.

- I comprehend that hidden observations might be cited in the report for the observation purposes.

**Declaration for the User:**

Any type of confidentiality will be maintained furthermore you reserve the right to retreat at any time. We urge you to kindly read carefully before signing.

Signature/Date **Hammad / 01.12.2020**

**Participant 03:**

**User Testing Consent Form**

**Description:**

- I **Asad** deliberately consent to take part in this observation study.
- I know that regardless of whether I consent to take an interest now, I can pull out whenever.
- I have had the reason and nature of the test disclosed to me recorded as a hard copy print and I have had the occasion to pose inquiries about it.
- I consent to my meeting being sound recorded and video recorded for full observation.
- I comprehend that all data I accommodate this examination will be dealt with confidentiality.
- I comprehend that my personality for the test will be anonymous.
- I comprehend that hidden observations might be cited in the report for the observation purposes.

**Declaration for the User:**

Any type of confidentiality will be maintained furthermore you reserve the right to retreat at any time. We urge you to kindly read carefully before signing.

Signature/Date **Asad / 2.12.2020**

**Participant 04:**

**User Testing Consent Form**

**Description:**

- I **Sana** deliberately consent to take part in this observation study.
- I know that regardless of whether I consent to take an interest now, I can pull out whenever.
- I have had the reason and nature of the test disclosed to me recorded as a hard copy print and I have had the occasion to pose inquiries about it.
- I consent to my meeting being sound recorded and video recorded for full observation.
- I comprehend that all data I accommodate this examination will be dealt with confidentiality.

- I comprehend that my personality for the test will be anonymous.
- I comprehend that hidden observations might be cited in the report for the observation purposes.

### **Declaration for the User:**

Any type of confidentiality will be maintained furthermore you reserve the right to retreat at any time. We urge you to kindly read carefully before signing.

Signature/Date **Sana / 2.12.2020**

**Test Scr**Script is termed as :

Hey, my name is Adil/Aadil/Zainab,

Much obliged to you such a great amount for setting aside some effort for this usability test. Today we'd like you to assist us with the understanding of our application "Feel Better"

We need your assistance to comprehend the application "Feel Better" which results in establishing a healthy environment in your life by giving the capacity of asking help from Support groups or professionals.

Along these lines, we'd like you to do a few assignments utilizing this application and gather your input. Explicitly we'd prefer to know whether the said highlights function are admirable for you or not. Your criticism will assist us with figuring out how we can improve this application.

Before we start, here are things we'd like you to know. Most importantly, we're trying the application yet not you. There's nothing you can mess up. So don't stress over doing any missteps. In the event that you can't get something to work, or you believe there's anything broken or off-base or unusual or befuddling, it isn't your issue however the application's missing features. Kindly let us know precisely your opinion of the application. You can be straightforward. You won't offend anyone in the event that you say something awful regarding it. This is really why we are carrying you here today to tell us which highlights of the application don't work admirably.

Furthermore, I'll request you to mention what errands utilizing the site. After you start, if it's not too much trouble attempt to zero in on the

undertakings, however I may ask you a couple of questions during the test. You can likewise ask me, yet I will be unable to answer every one of them, since we're attempting to observe what individuals do when there's no application professional close to them. Be that as it may, I'll attempt to respond to questions you actually have when we are finished. As we come, I will request that you verbally speak up some times if it is easier for you, which implies that you talk the entirety of your considerations while you're utilizing the application features, for instance: what you're seeing, what you're attempting to do, what you're doing and thinking, why you're doing that way. On the off chance that you can't figure out how to finish a task and you believe you're trapped, tell us and you can proceed onward to the following one. Kindly mention it after completing every assigned task. Do you have any inquiries for us before we start?

#### **Pre-Test Questions:**

- Welcome on board how are you feeling?
- Can you give us this much time to carry out our user test
- If you have any questions before the test you may ask

#### **Post-Test Questions:**

- It was so nice to had you on board
- We look forward to your cooperation and using our application in future with further clearances
- We will do our best to protect your information as per our agreement
- So nice of you Regards.

## System Usability Scale:

### Participant 1:

Please enter your participant number: 01

#### System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.



	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. I found the tool unnecessarily complex.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I thought the tool was easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I found the various functions in this tool were well integrated.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I thought there was too much inconsistency in this tool.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I would imagine that most people would learn to use this tool very quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I felt very confident using the tool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. I needed to learn a lot of things before I could get going with this tool.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How likely are you to recommend this website to others? (please circle your answer)

Not at all likely 0    1    2    3    4    5    6    7    **8**    9    10    Extremely likely

## Participant 2:

Please enter your participant number: 02

### System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. I found the tool unnecessarily complex.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I thought the tool was easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
4. I think that I would need the support of a technical person to be able to use this system.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I found the various functions in this tool were well integrated.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I thought there was too much inconsistency in this tool.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I would imagine that most people would learn to use this tool very quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I felt very confident using the tool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. I needed to learn a lot of things before I could get going with this tool.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How likely are you to recommend this website to others? (please circle your answer)

Not at all likely 0    1    2    3    4    5    6    7    8    **9**    10 Extremely likely

## Participant 3:

Please enter your participant number: 03

### System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. I found the tool unnecessarily complex.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I thought the tool was easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
4. I think that I would need the support of a technical person to be able to use this system.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I found the various functions in this tool were well integrated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. I thought there was too much inconsistency in this tool.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I would imagine that most people would learn to use this tool very quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I felt very confident using the tool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. I needed to learn a lot of things before I could get going with this tool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

How likely are you to recommend this website to others? (please circle your answer)

Not at all likely 0    1    2    3    4    5    6    7    8    9    10    Extremely likely

## Participant 4:

Please enter your participant number: 04

### System Usability Scale (SUS)

This is a standard questionnaire that measures the overall usability of a system. Please select the answer that best expresses how you feel about each statement after using the website today.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. I think I would like to use this tool frequently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. I found the tool unnecessarily complex.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I thought the tool was easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. I think that I would need the support of a technical person to be able to use this system.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I found the various functions in this tool were well integrated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. I thought there was too much inconsistency in this tool.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I would imagine that most people would learn to use this tool very quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. I found the tool very cumbersome to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I felt very confident using the tool.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. I needed to learn a lot of things before I could get going with this tool.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How likely are you to recommend this website to others? (please circle your answer)

Not at all likely 0 1 2 3 4 5 6 7 8 **9** 10 | Extremely likely

## Logging Sheets:

### Sheet1:

Participant: 1 <b>Logger:</b> Adil	Date: 1 December 2020	Tasks: 1,2,3
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<b>Time</b>	<b>Event</b>	<b>Comments/Notes</b>
	Task1	1. It was easy and understood.
	Task2	In the chat screen the user was not sure if the message was sent and delivered.
	Task3	When the user finishes what you are doing, another screen of suggestions appears which was not expected.

### **Sheet2:**

<b>Participant:</b> 2 <b>Logger:</b> Zainab	<b>Date:</b> 1 December 2020	<b>Tasks:</b> 1,2,3
<b>Time</b>	<b>Event</b>	<b>Comments/Notes</b>
	Task1	At the time of login the user was not sure where to enter my password. Rest went well.
	Task2	I had no problem in getting to chat groups; it was pretty understood.
	Task3	At the time of mood tracking only bad moods and depressed moods options were given.

### **Sheet3:**

<b>Participant:</b> 4 <b>Logger:</b> Zainab	<b>Date:</b> 2 December 2020	<b>Tasks:</b> 1,2,3
<b>Time</b>	<b>Event</b>	<b>Comments/Notes</b>

	Task1	Setting the therapist was easy. The user appreciated this module in the app.
	Task2	User was not able to understand the difference between discussions and chat groups.
	Task3	User liked the cloudy background of mood tracking according to him it seemed relaxing.

#### Sheet4:

<b>Participant:</b> 4 <b>Logger:</b> Adil	<b>Date:</b> 2 December 2020	<b>Tasks:</b> 1,2,3
Time	Event	Comments/Notes
	Task1	Getting the therapist schedule confused the user a bit.
	Task2	Support Chat group entrance was smooth
	Task3	Navigation of tips was not in a flow. User was not sure what will be next.