



# Course Project Milestone 5

## User Experience Engineering

Team Name                  Inner Peace

Team Number              AO3

### Group Members

Aadil Moeen                  17i-0243

Syed Adil Hassan          17i-0096

Zainab Aftab                  17i-0225

Submitted To

Dr. Amna Basharat

Submission Date

14/Dec/2020

# Section 1: Heuristic Evaluation

## 1. Introduction

"Feel better" is the application that aims at bringing peace to the users who are stressed out due to the issues they face in their life. We aim to help them through various kinds of helping materials, such as taking tips from application viewing courses etc

In this portion we aim to perform heuristic evaluation on our GUIs. We aim to achieve maximum and better usability for our users and students to make sure they are achieving their goals, without any difficulty through the path. In this part we have perceived the violations of heuristics and the heuristics we followed throughout our implementation

## 2. Methods

### a. Scope of the Evaluation

To evaluate the user achieving his or her goal to get the outcome in their stressful time by using the features in the application with ease and proper usage.

### b. Heuristics Evaluated

1. Visibility of system status
2. Match between system and the real world
3. User control and freedom
4. Consistency and standards
5. Error prevention
6. Recognition rather than recall
7. Flexibility and efficiency of use
8. Aesthetic and minimalist design

9. Help users recognize, diagnose, and recover from errors
10. Help and documentation

### **c. Individual Neilson's Heuristic Evaluations**

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. The screens were evaluated on five star basis (Accordingly)

1. Usability Catastrophe - It is a major problem and require urgent and utmost attention
2. Major Usability issue - Needs to be fixed with high priority
3. Minor Usability Issue - Minor problem with low priority to fix
4. Cosmetic Issue - If have extra time then should be fixed
5. No Issue at all - Perfect GUI

List of heuristic violations in Appendix.

### **d. Group Debrief**

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.

### **e. Consolidation of Results**

After the group discussion a new list was created considering the individual evaluations with most importance was shortlisted and each of them and gave severity to each of them according to the given stars mentioned above

### 3. Findings and Recommendations

#### a. Summary Results

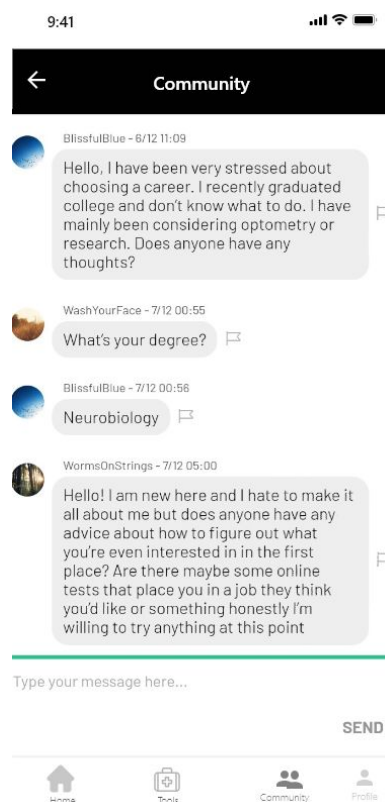
There are 6 major issues identified with different severity.

#### b. Key Findings

##### i. Finding 1) No mute option in community chat group

###### 1. Violating User freedom

###### 2. Evidence:



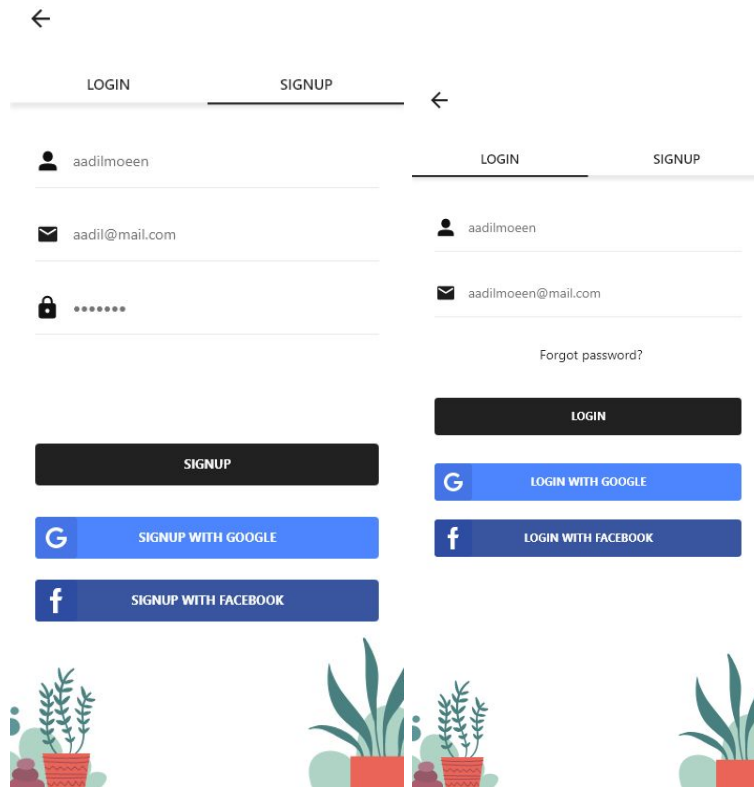
###### 3. Severity:

2 star (Major Usability Issue)

##### ii. Finding 2) One time password entry on signup screen and no re entry on login screen to prevent and identify errors

###### 1. Violating Error Prevention

###### 2. Evidence:



**Step - 1**

**Step - 2**

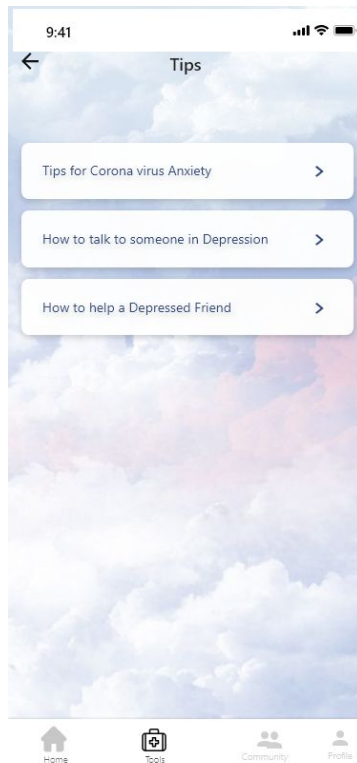
**3. Severity:**

2 Star (Major Usability issue)

**iii. Finding 3) Not taking input from user about tips he wants**

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

**2. Evidence:**



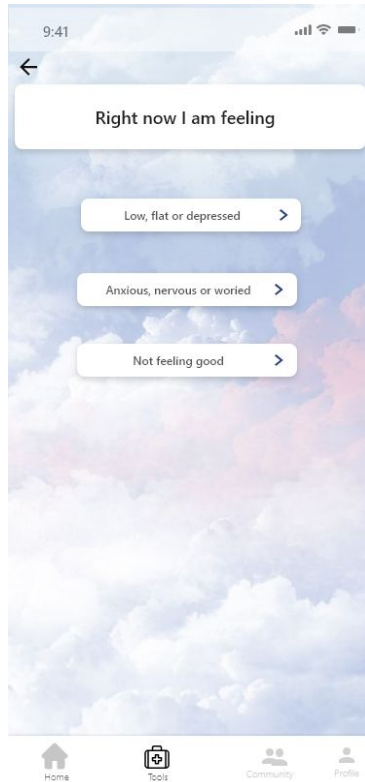
### 3. Severity:

2 Star major usability issue

#### iv. **Finding 4)** Only limited number of moods available to select

**1. Violation:** User Control and freedom

**2. Evidence:**



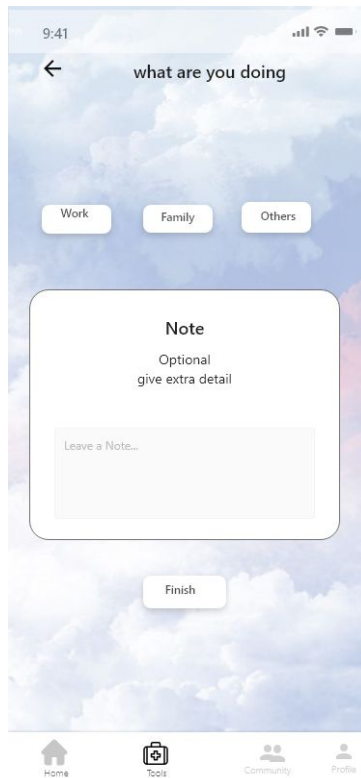
### 3. Severity:

4 star (Cosmetic Usability Issue)

**V. Finding 5)** 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

#### c. **Recommendations**

Recommendations according to the key findings are as follows

- i. Mute option with time span option should be given to user
- ii. Two times password should be asked from the user and also it should be shown on login screen
- iii. Ask user for the kinds of tip he requires



- iv. More number of moods with custom mood option should be given
- v. Some pop ups for helping the user on screen should be provided

#### **4. Conclusion**

As from the findings it was concluded properly with none of the evaluations receiving 1 star, there are only 2 star evaluations, with minor issues to be resolved. The majority evaluations were 4 stars and 5 stars which paves our way forward towards the more usable application for the user

## **Section 2: High Fidelity Final Prototypes**



LOGIN

SIGNUP



aadilmoeen



aadilmoeen@mail.com

[Forgot password?](#)

LOGIN



LOGIN WITH GOOGLE



LOGIN WITH FACEBOOK





LOGIN

SIGNUP



aadilmoeen



aadil@mail.com



••••••••

SIGNUP



SIGNUP WITH GOOGLE



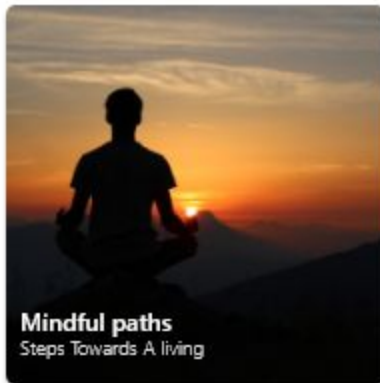
SIGNUP WITH FACEBOOK



9:41



New



Mindful Paths  
Kaya Webb



Walking the Buddha's path  
Dr. Sean



Home



Tools



Community



Profile

9:41



## Popular



**Mindful Paths**  
Kaya Webb



**Walking the Buddha's path**  
Dr. Sean



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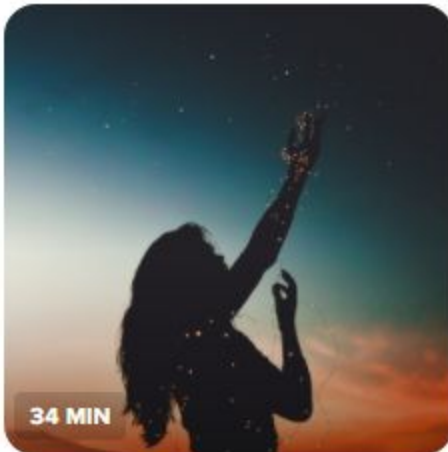


Guided

### Beginners Kit



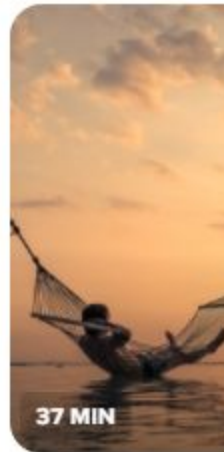
### Featured



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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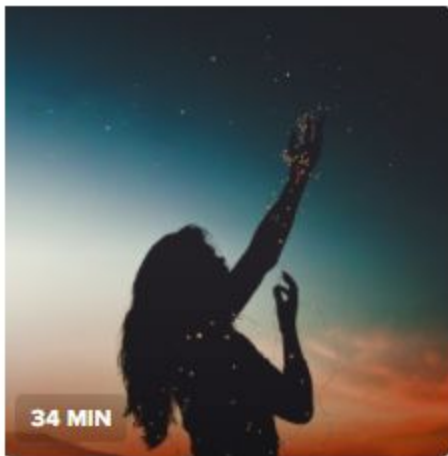
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# Learning to Meditate

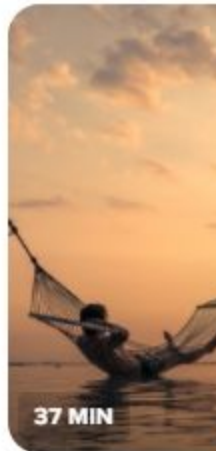
A daily practice can be life  
changing



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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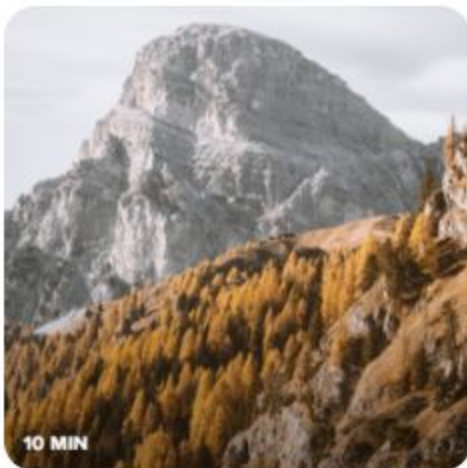
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Bethany Auriel-Hagan  
**Relieving Anxiety - Feeling Grounded**  
★ 4.4 (45,116)



Bethany Auriel-Hag  
**Sleep Meditation:  
a Clean Slate**  
★ 4.8 (16,584)



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## Mindful paths

Steps Towards A living

### 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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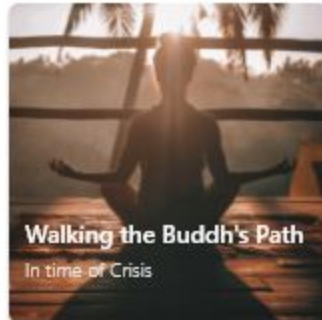
Courses



### Featured



Mindful Paths  
Koya Webb



Walking the Buddha's  
Dr. Sean

New



Popular



My Courses



Home



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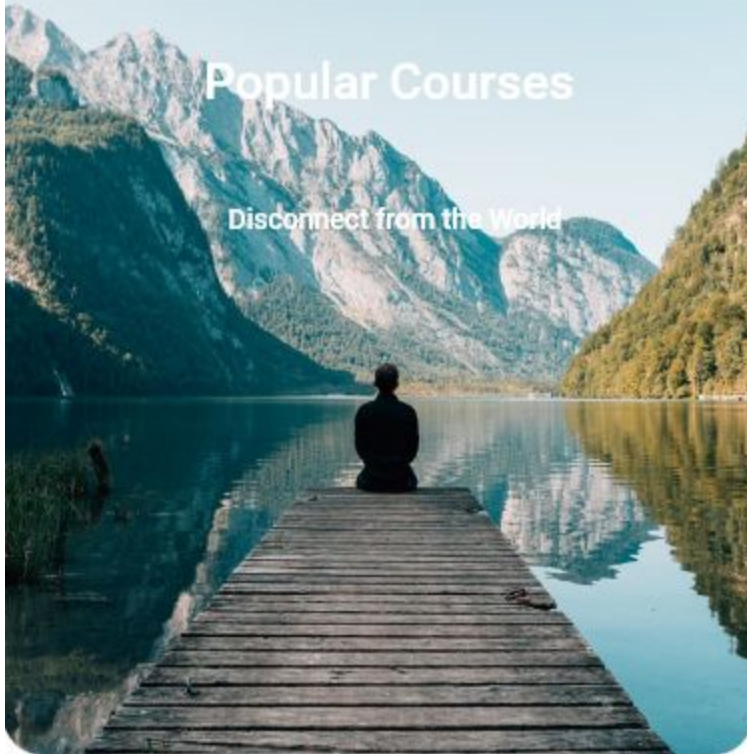
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## Popular Courses

Disconnect from the World



Courses



Therapist



Guided



Hope



Tips



Mood  
Tracker



Home



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Welcome,  
**Syed Adil**

Today's Meditation

## Coping with Morning Dread



Many people experience a feeling of dread in the morning. Use this activity when you wake up to more effectively face the day.



6/12 7/12 8/12 9/12 10/12 11/12 TODAY

Your Week: No Mood Ratings

Add a mood entry



**Brella** in **Gratitude**

5 days ago

Thankful for my best friend. She's the only person who I can still talk to about him, and does not judge me.



Home



Tools



Community



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## 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



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## Tips

Tips for Corona virus Anxiety



How to talk to someone in Depression



How to help a Depressed Friend



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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



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## Gratitude



**Clairebear01**

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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



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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

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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



Community



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Set Schedule

Set Time



Next >

9:41



Therapist

Set Schedule

Set Time



**Meeting with therapist**

is on 26/Dec/2020 on 4 pm

**CONTINUE**

04:00:00

6

Next >



Home



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Right now I am feeling

Low, flat or depressed



Anxious, nervous or worried



Not feeling good



Home



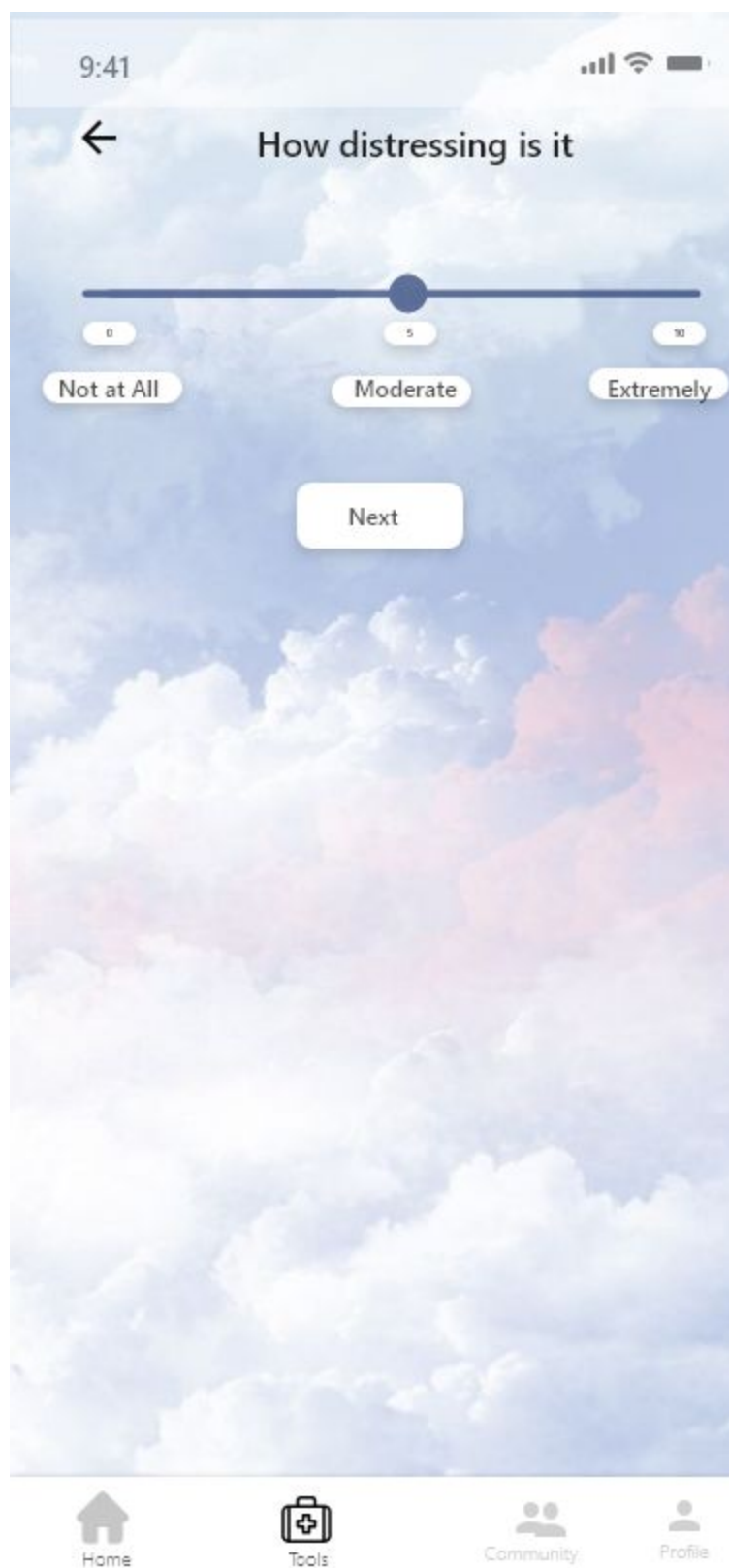
Tools



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what are you doing

Work

Family

Others

### Note

Optional  
give extra detail

Leave a Note...

Finish



Home



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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



Tools



Community



Profile



# Section 3: Test design and Test materials

## **User Test Plan:**

A description of the test, including high level goals, recruiting criteria, components of the test, and sequence of activities for the test sessions. This document should also include the specific task instructions that you will give to users.

## **AIM:**

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

## **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.

## **Components of the application testing:**

### **Tasks For the users:**

- 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
- 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
  - 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 and check in
      - User will enter his mood and will be redirected to the page where he can utilize options and features of the application
  - View the list of available of courses

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.

## **Consent Form:**

### **User Testing Consent Form**

#### **Description:**

- I \_\_\_\_\_ 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 \_\_\_\_\_

## Usability Logging Sheet:

<b>Participant:</b> ----- <b>Logger:</b> -----	<b>Date:</b> -----	<b>Starting Time:</b> -----
<b>Time</b>	<b>Event</b>	<b>Comments/Notes</b>

## **User Test Script:**

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.

## **Post-Test Questionnaire:**

Participant Name:

Date:

### **System Usability Scale:**

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

## **Appendix:**

### **1. Heuristic Violations**

#### **a. Syed Adil's Findings:**

- i. No storing of courses for the user to enter and keep track
  - 1. Violates User control
- ii. Only specific tips no input from the user
- iii. No password input on login screen and single input on signup
- iv. Setting up time for the therapist meeting in one go no confirmation
  - 1. Violates Error prevention

#### **b. Aadil Moeen's Finding:**

- i. No help and documentation for the user and on some screens it is necessary
- ii. No chat muting option available in community groups
- iii. Entering mood with no confirmation
  - 1. Violates the rule for user to diagnose and error prevention
- iv. Email entrance on the user signup screen with @email acceptance as it is invalid email
  - 1. Violates the rule for user to diagnose and error prevention

#### **C. Zainab's Finding:**

- i. Entering mood from the moods list is short as limited number of moods available to select
- ii. Time selection for user in scheduling therapist is vague and violates the user's freedom and control on the interface
- iii. On "Suggestions" screen the button is not properly highlighted or bordered
  - 1. Violates familiarity

## **2. Updated Project Brief**

### **2.1) Description:**

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.

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

### **2.2) Preliminary Overview**

Currently different ways are adopted by the people to cater and cure their mental health problems. Right now there are certain websites that contain information and soothing content to help people cope with their mental health problems. These contain some music and motivational talks. Apart from these, people with severe mental health problems often get therapy sessions with the therapists and psychiatrists to get themselves consoled. These therapies often include long extensive talks to dig out the problem of the patient. In some severe cases often medicines are the last resort. Currently anti-anxiety pills are the most demanding and selling product in the market as this is the most common problem for today's people.



## 2.3) Requirements

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.

## Summary of work division

Work	Aadil	Adil	Zainab
Section 1: Heuristic evaluation	✓	✓	-
Section 2: Hi-fi prototype	-	✓	✓
Section 3: Test design and Test materials	✓	-	✓