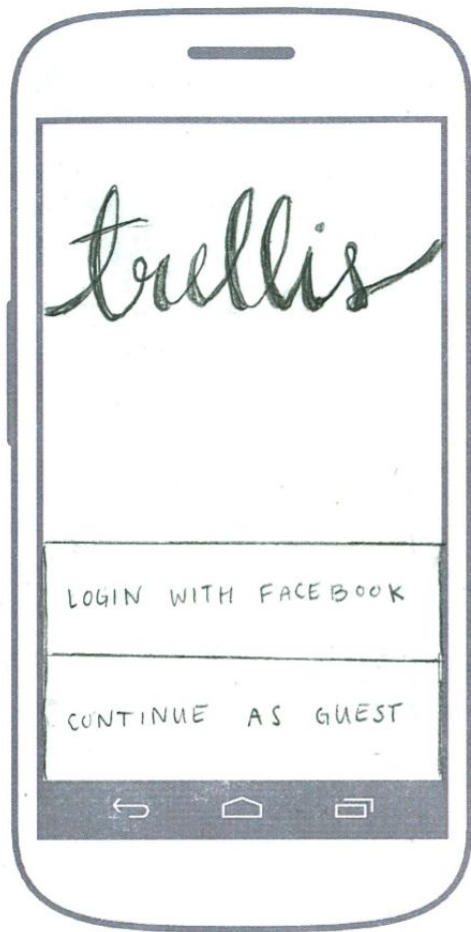
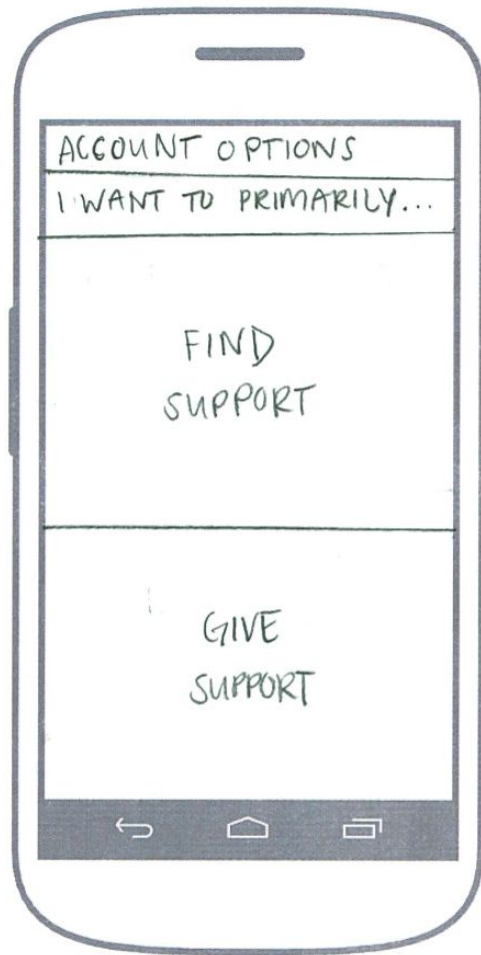


Paper Prototype



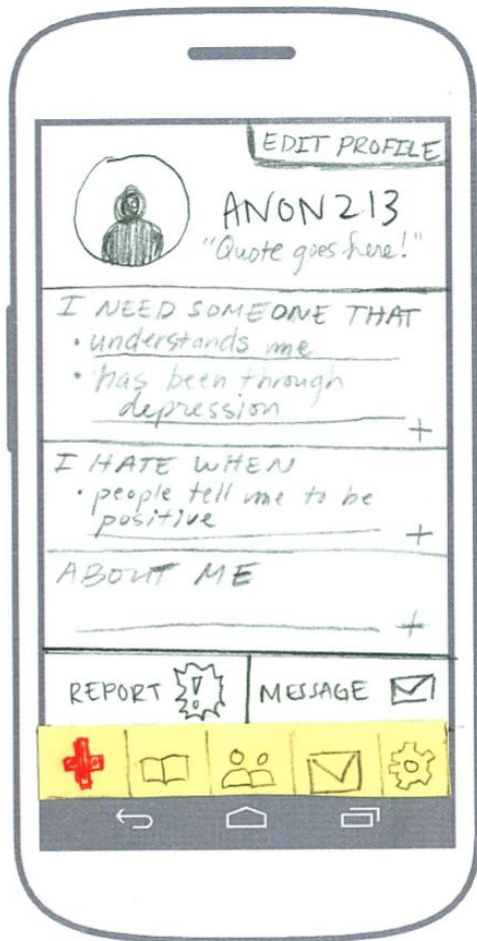
Login/Welcome



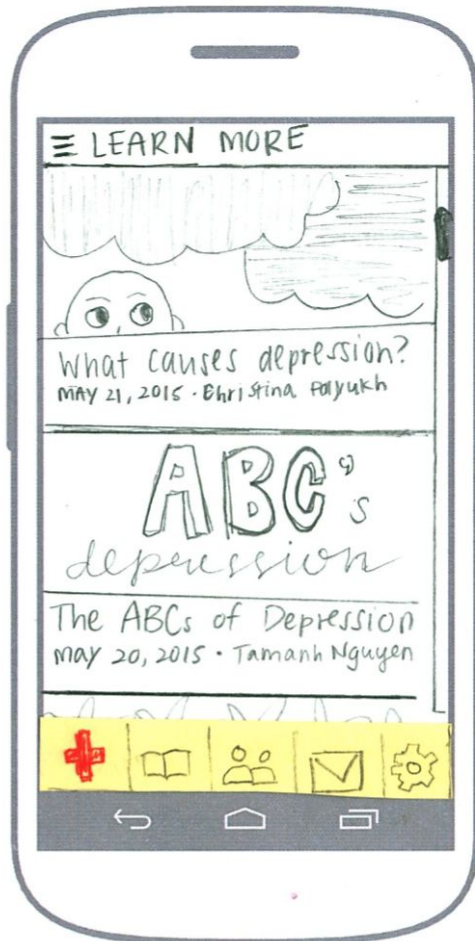
Select Pathway



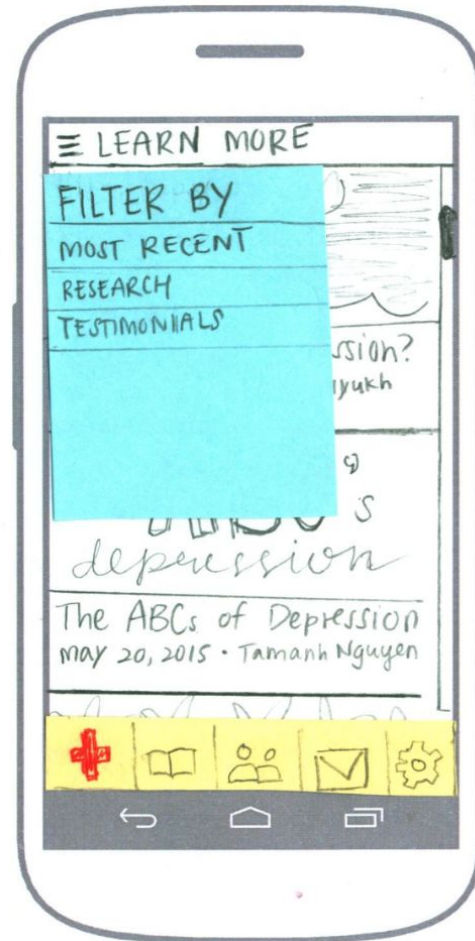
Supportee Initial Setup



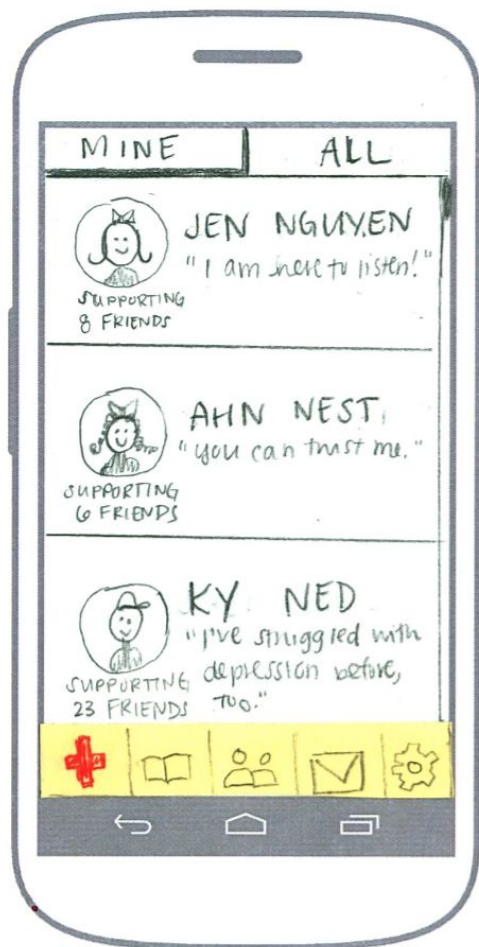
Supportee Edit Profile



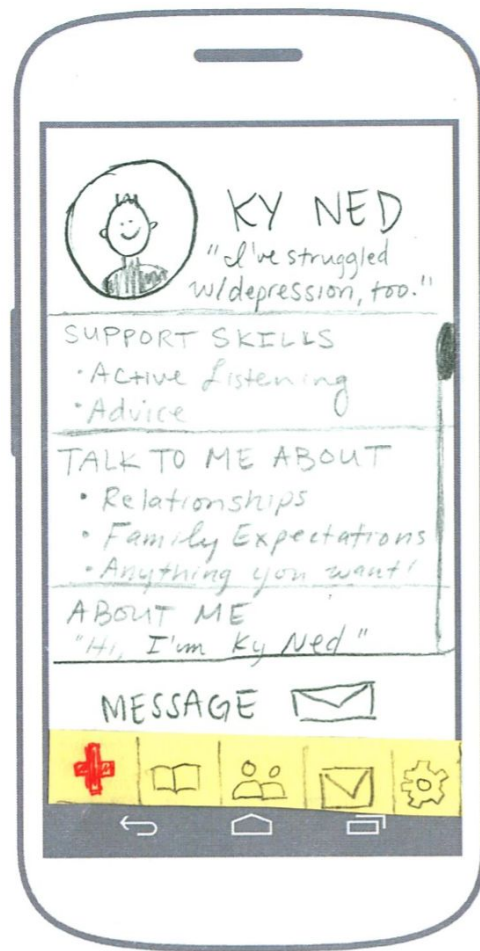
Learn More



Learn More w/ Filter



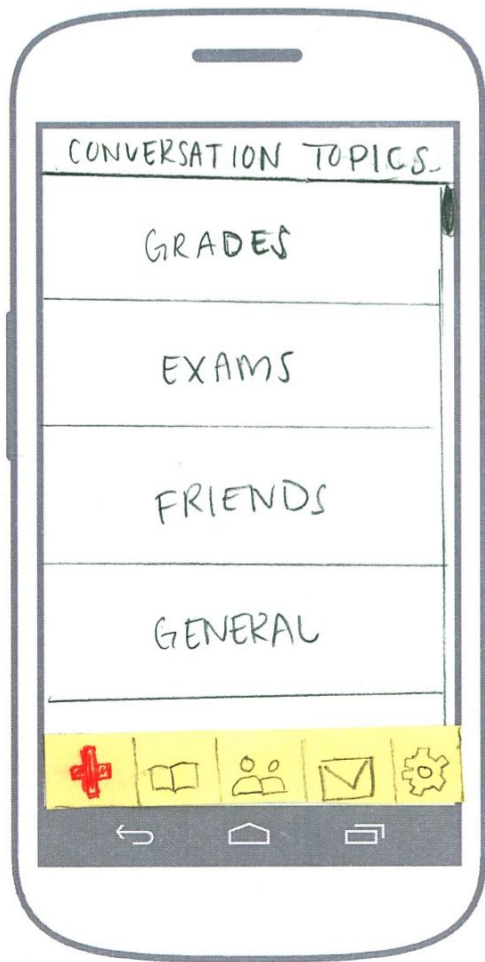
Supporter Browse



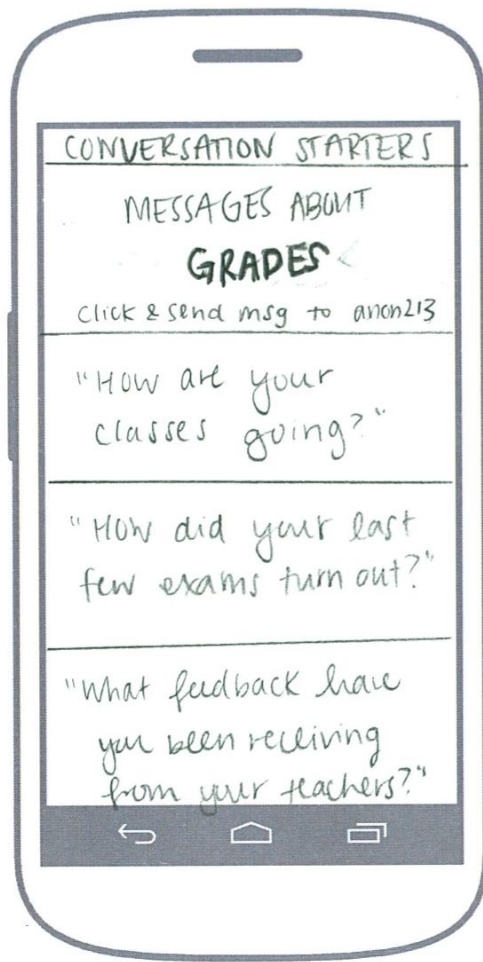
View Supporter Profile



Message Conversation



Conversation Topics



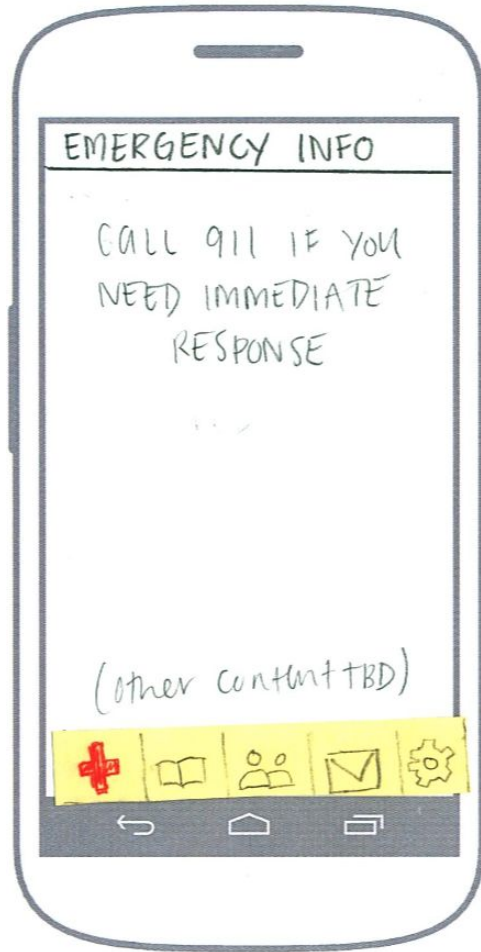
Conversation Starters



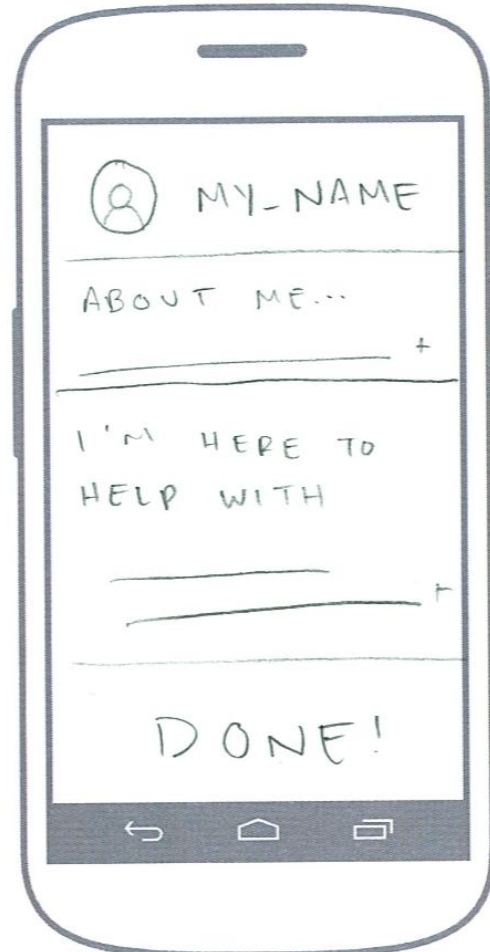
Messages



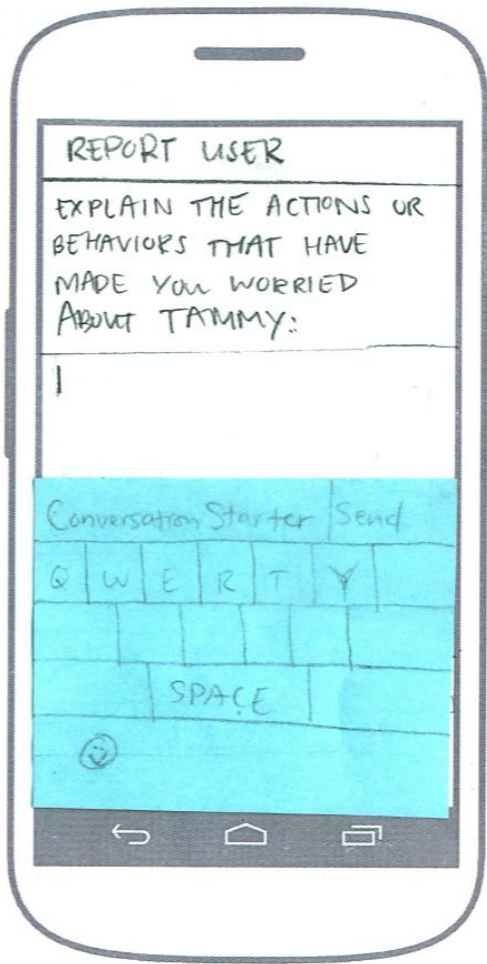
Message Conversation



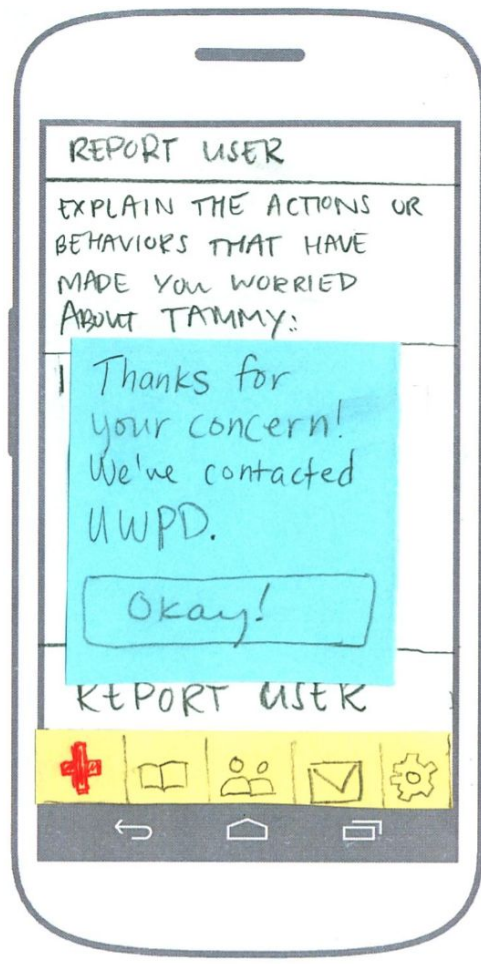
Emergency Information



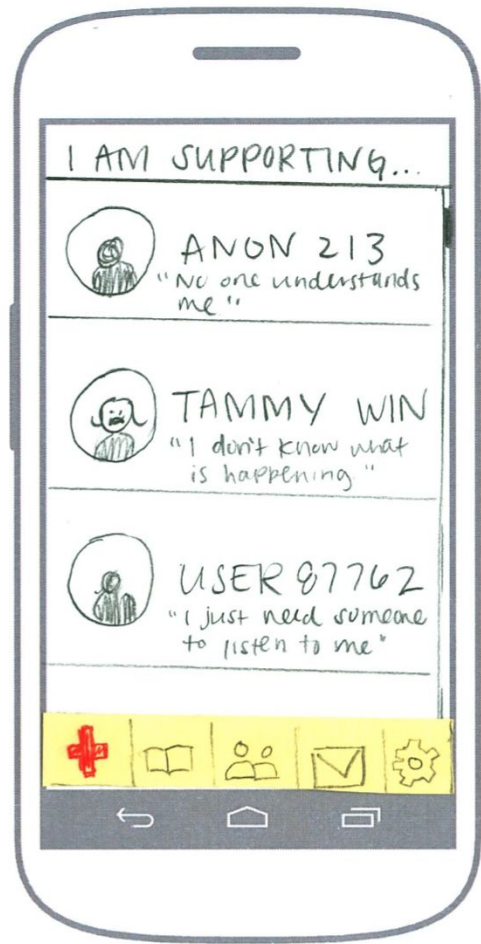
Supporter Initial Setup



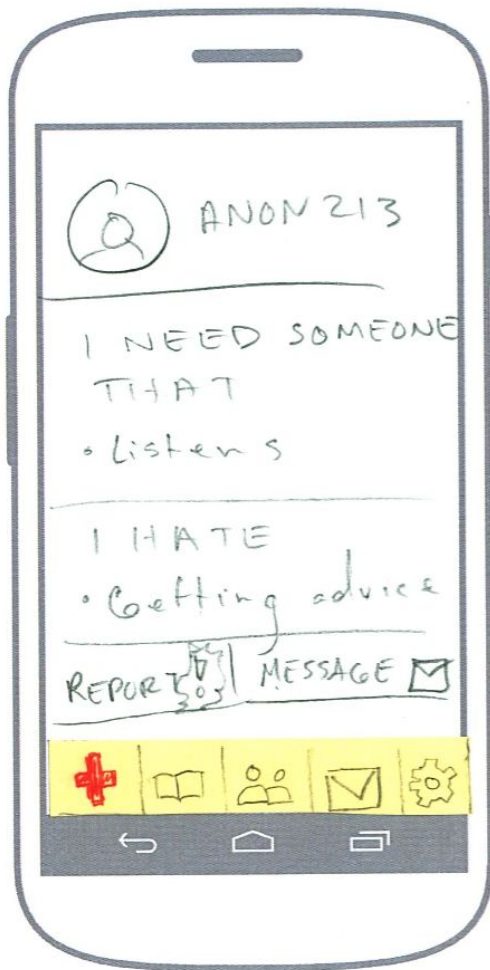
Report w/ Keyboard



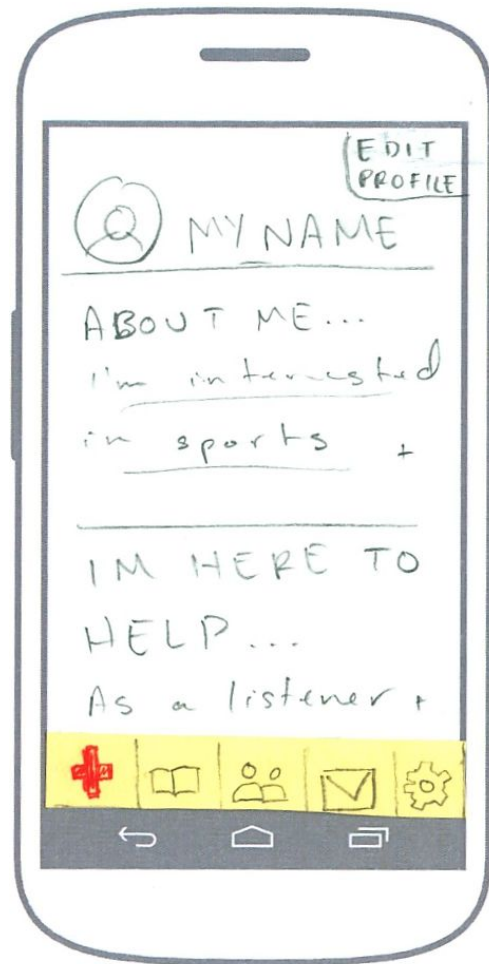
Report w/ Confirmation



Support Seeker View



Supporter view Support Seeker



Supporter Edit Profile

Usability Testing

- Process
- Findings

User Tasks

- Supporter Testing Tasks
 - Set up an account
 - View people you are supporting
 - Edit your profile
 - Learn more about depression
 - Report someone
- Supportee Testing Tasks
 - Set up an account
 - Find a supporter
 - Message a supporter
 - Use a conversation starter
 - Edit your profile + add information



Feedback on Icons

Messages

Pretty straight forward, users were able to tell this would take them to their messages

Supporters

Users didn't understand what the heart symbol meant, so we switched this symbol to a person icon (similar to edit page)

Edit Page

People recognized this as the supporter people

Help

Thought it was an add button or thought it was meant for reporting

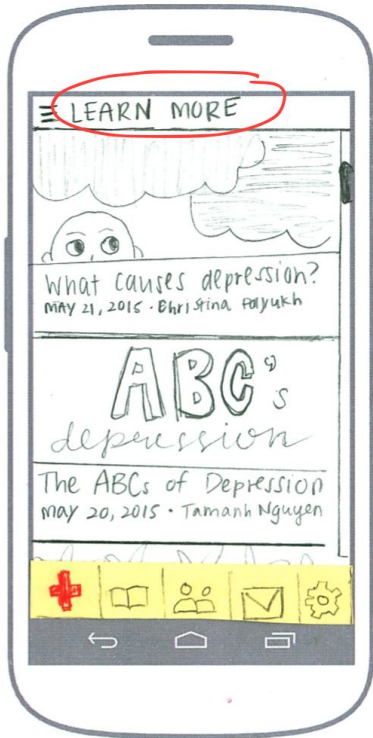
Discover

Thought it was a directory or an address book

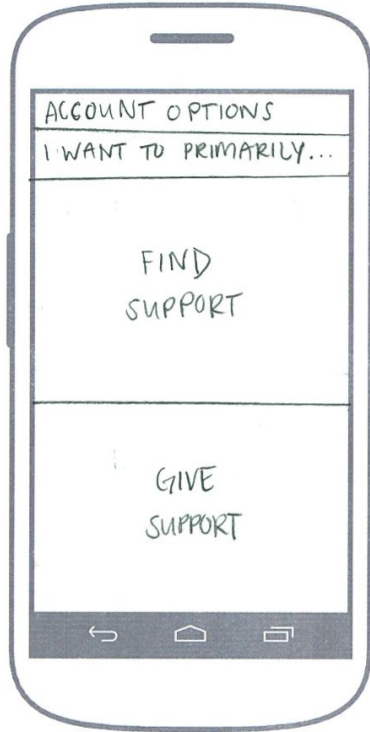
Feedback from Supporters

"Is this how I
report
someone?"

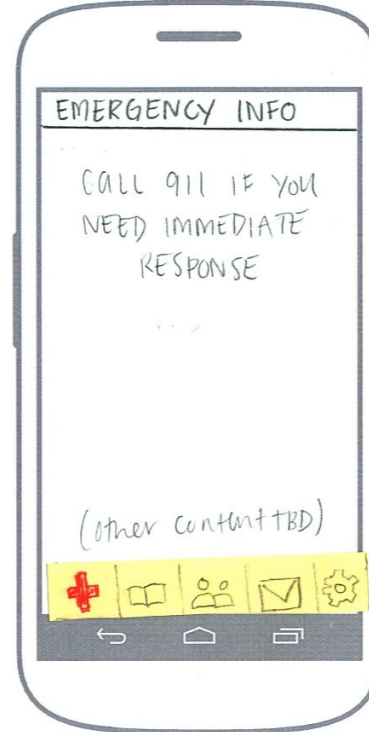
"Why is there
an edit profile
button?"



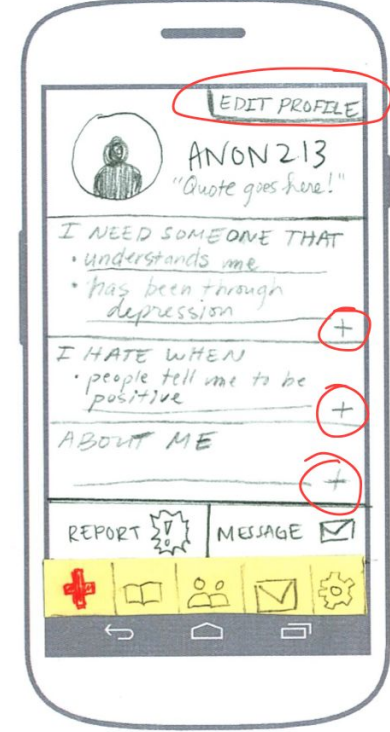
'Learn More' looked
like a button



Enjoyed simple UI
to login

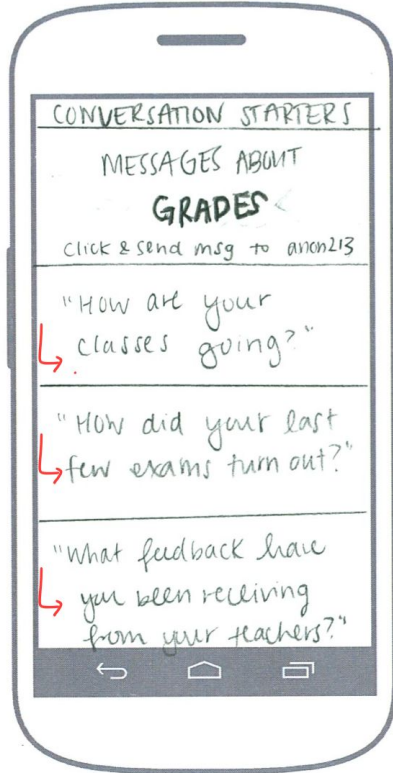


Confusion of the '+' symbol
page and its purpose



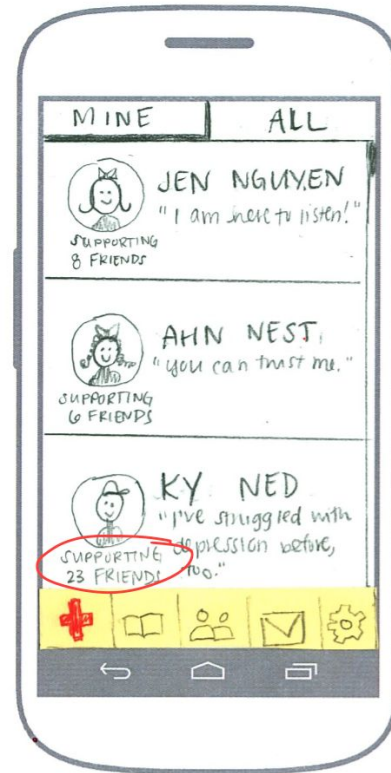
Redundant edit profile button w/
edit buttons cause confusion

Feedback from Supportees (Support Seekers)



Suggestions:

- Include **surface level conversations** to build a relationship between the two (e.g. current events)
- Include **statements** to avoid having the support seeker feel like they're just being interviewed



Comments:

- One user found it a positive that 'Ky Ned' was supporting 23 people and **found him to be experienced**
- Another user thought 'Ky Ned' **would be too busy** to talk because of his overwhelming amount of supportees