Better Journey: A Community Support System built for Refugees

Design Document

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Revisions:

   N/A

1. Use Cases:

Use Case 1:

Joe is a refugee just settling in the country. He has been assigned a Caseworker who enrolled him in the Better Journey app. Joe installs the app and now he is able to see what steps he needs to take to settle in the neighbourhood. Better Journey app reminds Joe of the tasks due today and the upcoming tasks. Moreover, he is able to see his progress and is assured of the steps he is taking to live a better life here.

Use Case 2:

Samantha uses the app on a daily basis. She is making significant progress on her journeys and the caseworker is quite happy. Whenever Samantha is unsure about something, she just swipes left on a task and activity and is taken to the Better Journey BOT where she can ask questions. The BOT replies by giving Samantha options to choose - whichever works best for her. If she needs community support, she goes in the Channels and is able to communicate with different caseworkers about her query. She feels motivated and empowered because of the support available to her 24x7 on her fingertips.

Use Case 3:

Mahesh is a refugee who has been using the Better Journey app for quite some time. He has settled in the new country and has even made a community around him. He still likes to use the Better Journey app from time to time to see the Recommended Journeys for him and also embark upon new Journeys that make his life better. In this way, Mahesh ensures a continuous development of himself and his family.
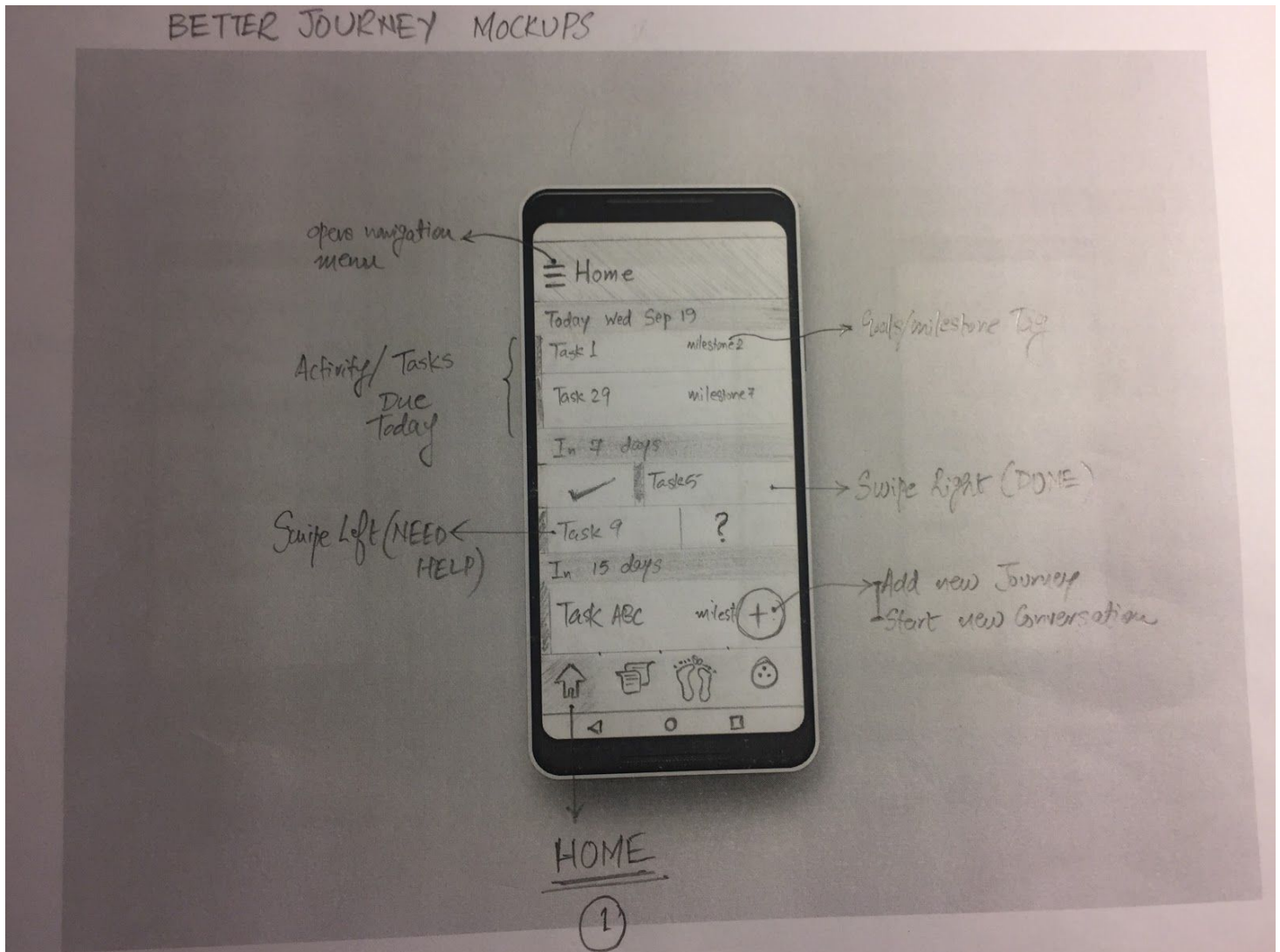
Use Case 4:

2. Data Definitions:

- **Better Journey** : Name of the application

- **Refugee** : User that utilizes the application to track their progress and communicate with case workers

- **Integrated Chatbot** : A one stop solution for all questions asked and information needed by the refugees

- **Caseworker** : The caseworker assigned to refugee(s)

- **Journey tab** : View tracking all refugee(s) journeys and progress in those journeys

- **Conversations tab** : Communication with the case worker and the home for the integrated chatbot

- **Discover tab** : Shows recommended Journeys for individual user and categorizes the journey according to the need (ex. Education, Finances, Housing etc.)

3. UI Design Overview & Specifications:
A - Home tab:

BETTER JOURNEY MOCKUPS

Annotations on the mockup:
- opens navigation menu
- Activity/Tasks Due Today
- Swipe Left (NEED HELP)
- Goals/milestone Tag
- Swipe Right (DONE)
- Add new Journey / Start new Conversation

Screen content:
Home
Today Wed Sep 19
Task 1   milestone 2
Task 29   milestone 7
In 7 days
✔ Task 5
Task 9   ?
In 15 days
Task ABC   milest (+)

HOME
①

- The **Home** tab serves as the go to screen whenever user opens the app.
- The **Home** tab shall display the tasks/activities due for the day.
- The **Home** tab shall display the tasks/activities due in 7 and 15 days.
- The **Home** tab shall provide a button for adding a new Journey or starting a new Conversation.
- The **Home** tab shall be in "blue" color.
- Swiping Right on a task/activity shall mark it as DONE.
- Swiping Left on a task/activity shall take the user to the Conversations tab.

B - Conversations tab:
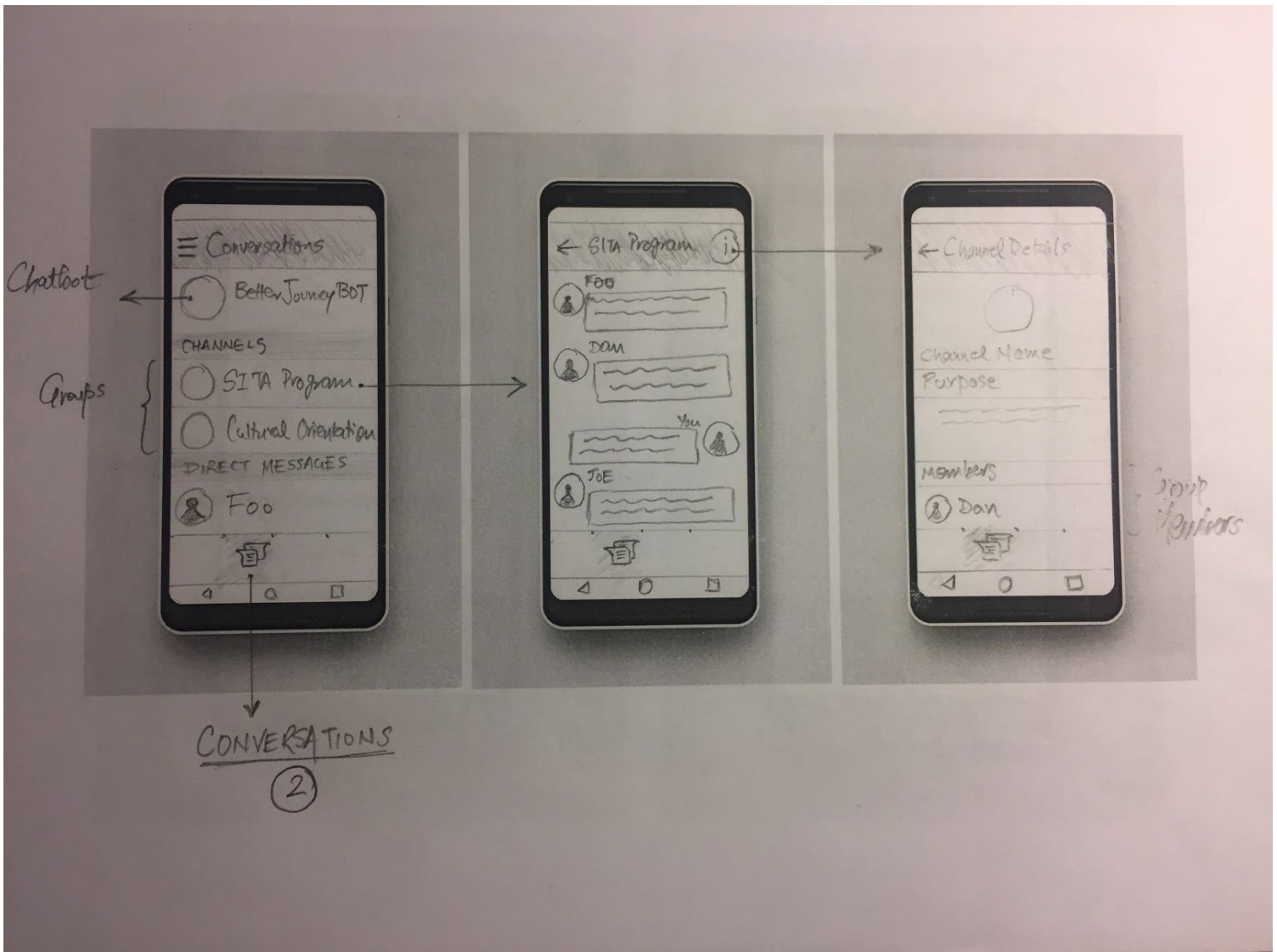
- The **Conversations** tab shall host the BetterJourney chatbot at the top.
- The **Conversations** tab shall list the channels/groups that the user is a part of.
- The **Conversations** tab shall list the case workers that can be directly contacted.
- Tapping on a channel/case worker shall take to the messages screen with the messages displayed
- Tapping on the (i) info icon on the top right of the message view, shall display the channel/case worker details.

C - Journeys tab:
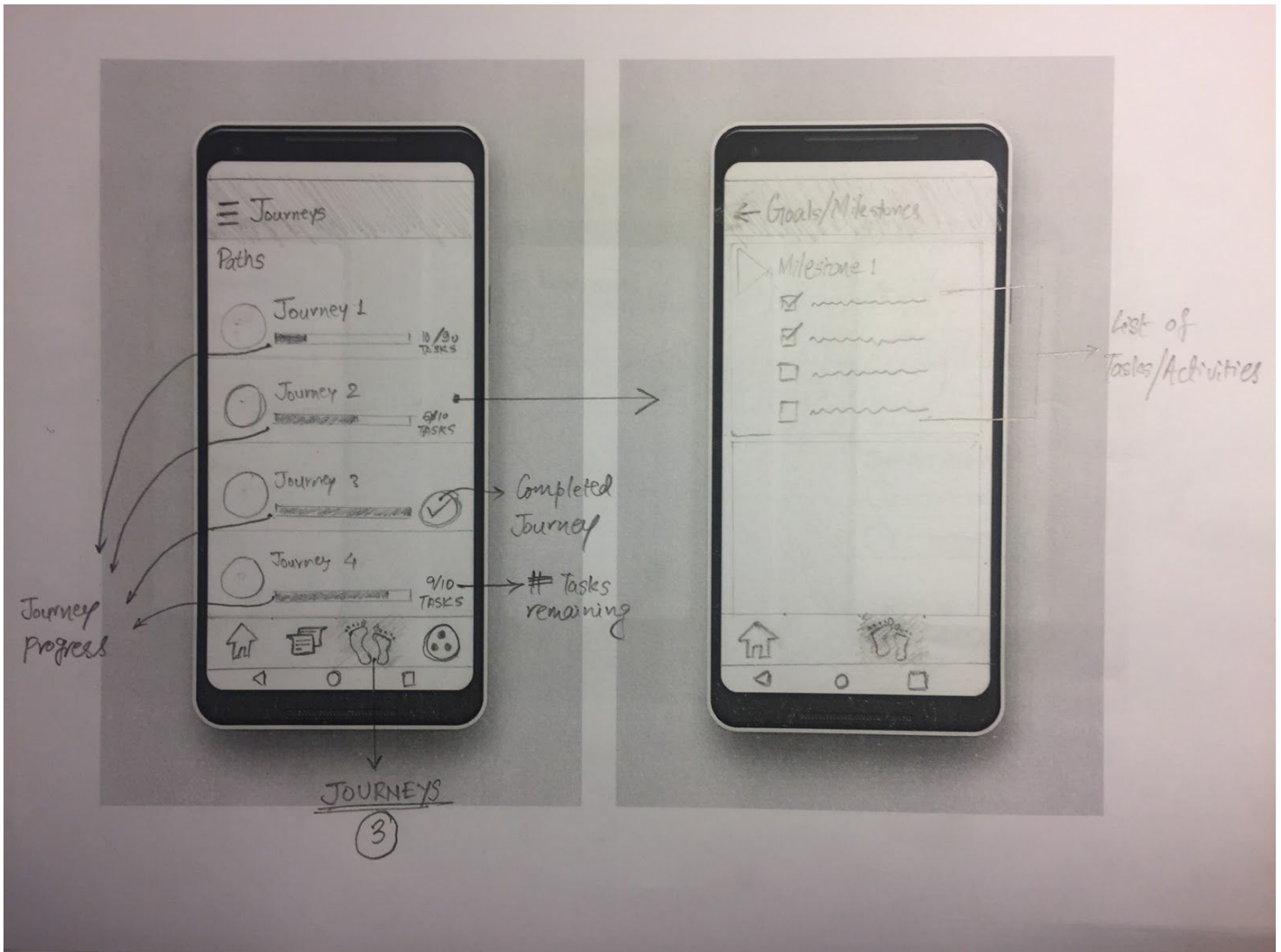
- The **Journeys** tab shall display the enrolled journeys/paths of the user as well as the completed ones.
- The **Journeys** tab shall display a progress bar visualizing the % of journey completed.
- The **Journeys** tab shall display the # of tasks associated with the journey and the ones completed.
- On tapping a particular journey, the user shall be taken to the details of the Goals/Milestones of the journey.
- Every Goal/Milestone will contain a list of tasks/activity to be completed.
- User shall be able to check mark the tasks completed in a particular Goal/Milestone.

D - Discover tab:
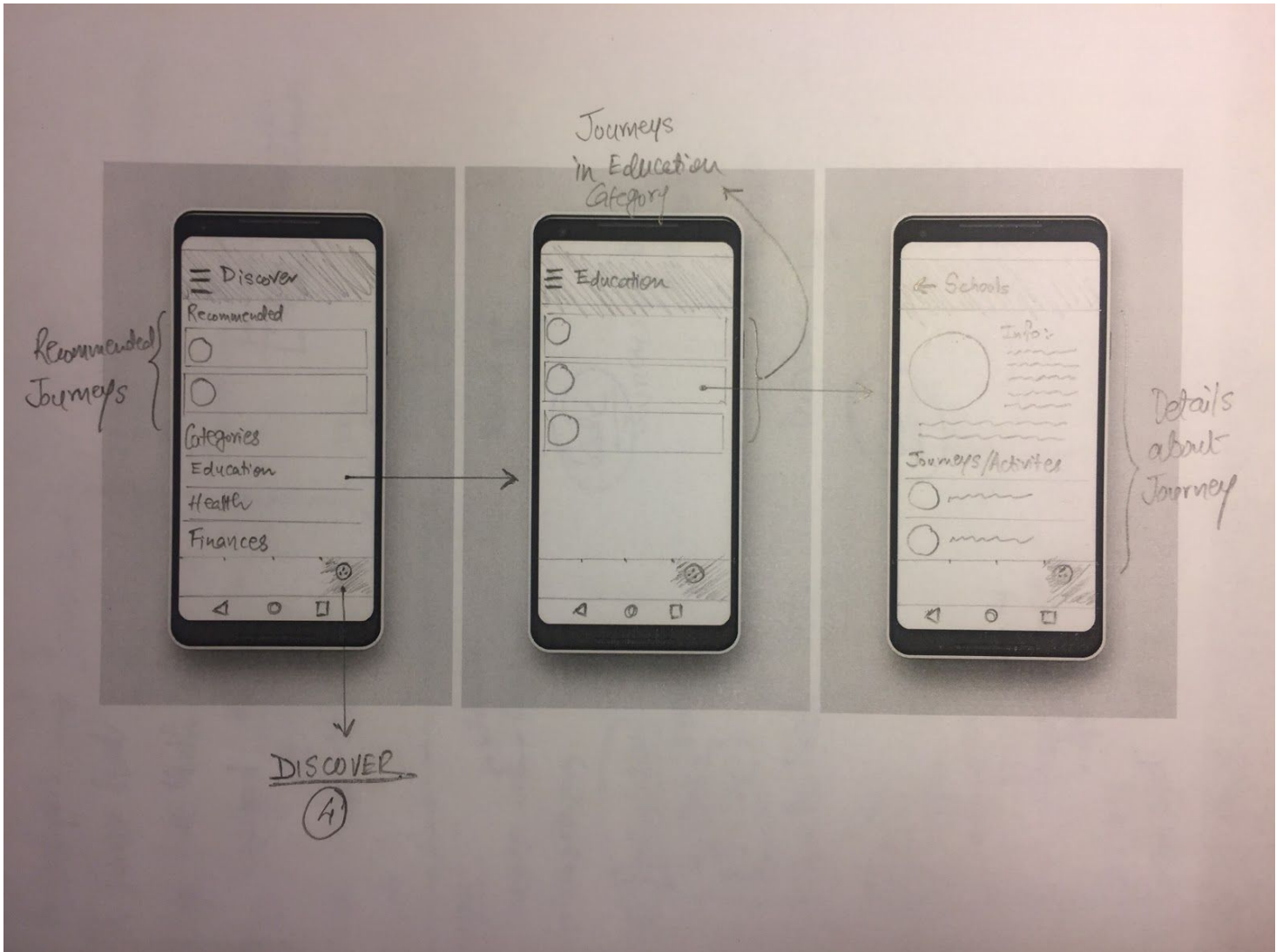
- The **Discover** tab shall show the recommended journeys for an individual user.
- The **Discover** tab shall have categories to differentiate journey accordingly
- On tapping a category, the user shall be taken to a list of all journeys for the particular category.
- All categories shall have a different color to differentiate them.
- On Tapping on a journey, the user shall be taken to the details view of the journey.