

## INF352 Evolution Assignment

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### **Track Learnings**

Throughout the semester, our group worked on delivering a COVID-19 information application with the best user experience possible. In the beginning, designing applications/ “things” seemed like a simple process evenly divided into five steps: discovery, interpretation, ideation, experimentation, and evolution. However, as we approached each element, it became evident that they are complex procedures dependent on one another to achieve good UX. Data collected from the discovery stage is analyzed in the interpretation stage, which allows us to generate solutions in the ideation stage and then test them out on users in the experimentation stage. Putting ourselves in the shoes of potential users also seemed straightforward; however, it has proven to be a rigorous iteration process by mapping empathy maps, as-is scenarios, to-be scenarios, and personas.

Being a group that learns better from practical applications than theoretical ones, concepts such as “assumptions and claims,” “affordances and signifiers,” and “empathy maps” became more apparent to us once we applied them ourselves. For example, the concept of design as a “diverging and converging process” came to life through this project as we went through multiple stages of designing, ideating, voting, and redesigning to achieve our optimal goal. However, we had to continually remind ourselves to focus on the user rather than the solution we have to offer, especially in the discovery and interpretation stages.

This project was a great learning experience that would prepare us for future jobs in related fields. One aspect we struggled with, however, was with the time limitation that we had for the projects. Design is something that must be very carefully crafted with detail. However, time limitations have stopped us from going above and beyond with crafting our design. Despite this, we thoroughly enjoyed the design process nevertheless.

Should we work on design again in the future, one thing our group would collectively do differently is lay out a number of designs rather than one design so that we can compare and contrast before finalizing on a design. One thing that worked well was the lo fi testing, as it helped us learn what elements of the design needed to be changed and what elements were working well.

### **Move Forward**

#### *Pitch*

With uncertainty on all fronts due to the COVID-19 pandemic, the world is in dire need of ways to alleviate the challenges and obstacles we have faced in the past year. We live in a time of great uncertainty. The need for reliable COVID-19 related information is of the utmost importance to keep ourselves and each other safe. Due to the convoluted nature of COVID-19 related news, it has become challenging even to answer simple questions such as whether wearing masks are effective or not. Infocheck aims to help make a difficult time a little easier by helping people answer their COVID-19 related questions and providing people with a means to access reliable COVID-19 information. With features such as a COVID-19 case hotspot map, a

list of COVID-19 services, local and world COVID-19 stats and restrictions, and a way to compare COVID-19 news and articles. Infocheck is not only the solution to the pressing issue of COVID-19 misinformation—it is the solution to better battling the virus and pandemic.

### *Next Steps*

For the next steps, we want to include a page dedicated to the vaccine. This would include information on what it is, where to get it, and what to do afterwards. As we are hopefully beginning our tail end journey of this pandemic, the app itself also does need to evolve along with it, and a vaccine specific page is the ideal next step. Based on one participants suggestion, there is also the notion of changing this app to become more of a general information checker. As it is specifically designed for COVID-19, there is not much life should the pandemic end. However, as there is already a foundation in place to provide people with the means to retrieve reliable information, evolving this app to tackle more general news and events is also a possible next step. Aside from those massive changes, there are also some little adjustments and quality of life improvements that we can make to provide a better user experience for the next prototype. This includes a legend for the map, a more intuitive menu system, and additional visual elements.