

A7.b Final Hi-Fi Prototype & Usability Instruments

Group Number: 5

Group Name: Cool Health Guides

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High-Fidelity Prototype

OLD FIGMA PROTOTYPE

<https://www.figma.com/proto/yJqG18CDHWInCYn5d5pHgP/high-fi?page-id=0%3A1&node-id=6%3A4&viewport=587%2C-379%2C0.17&scaling=scale-down&starting-point-node-id=6%3A4&disable-default-keyboard-nav=1&hotspot-hints=0&hide-ui=1>

UPDATED FIGMA PROTOTYPE

[https://www.figma.com/proto/JNyNb6ZdLsHbGdqlHhfCbh/A7-\(B\)?page-id=0%3A1&node-id=6%3A4&viewport=702%2C-1739%2C0.47&scaling=scale-down&starting-point-node-id=6%3A4&show-prototype-sidebar=1](https://www.figma.com/proto/JNyNb6ZdLsHbGdqlHhfCbh/A7-(B)?page-id=0%3A1&node-id=6%3A4&viewport=702%2C-1739%2C0.47&scaling=scale-down&starting-point-node-id=6%3A4&show-prototype-sidebar=1)

Change Log

1. Add indicator for new message on chat menu icon. (unread message)
2. Add more expressive/meaning context to the journal tag section.
3. Reformat the Upcoming workshops modal on the dashboard. (change to 'Your Upcoming Workshop - Date')
4. Add Legend and Y-axis (with quiz scores) to trendline graph
5. Survey front page - change accept to accept and continue.
6. Remove confirmation for save button. (July Journal page)
7. Make the journal date dropdown button more obvious
8. Link the starting journal page to other past journal.
9. Redesign message accept confirmation pop-up.
10. Add info pop up beside calendar download button to explain where the calendar download is exporting to.

Future Changes:

- Make a default report and display it on the starting Report Page (so its not blank)
- Link journal statistics to a trendline (example weather, number of meals)

Usability Study Instruments

Research Protocol

Project Title

Mental Health Tracker - User Testing

Investigators

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HOSSAIN, Farin – farin.hossain@mail.utoronto.ca

LI, Zhuoqian (Allison) – allisonz.li@mail.utoronto.ca

RAHMAN, Naslin – naslin.rahman@mail.utoronto.ca

Purpose

The purpose of our testing is to identify UI flaws early. By asking undergraduate UofT students who seek to improve and track their overall mental health to perform certain core tasks on our prototype, we can observe and detect flaws that slow down the user's progress. Our design concept is to simulate a realistic situation in which potential users would use the platform as they most likely would in the real world. Our ultimate goal is to find where our expectations of the user's experience fail.

Process To Be Followed

We will brief the participants about the purpose of the study, explain the consent form to them, and ensure that they sign the consent form. We will then engage the participants in our user testing process. We will ask the participant some preliminary questions to gauge their demographics and which persona they may exemplify. Afterward, we will begin presenting the participant with scenarios and tasks that they will use our prototype to navigate. Finally, the user will go through another questionnaire probing their experience using the platform. Since all the testing will be conducted online, we will ask for the users permission before any starting any recordings.

Participant Selection

Participants will be chosen from the UofT undergraduate student population. They will be identified via outreach and selected according to likelihood of potentially using a platform similar to our prototype. In general, they will be characterized by year of study and the overall levels of stress they experience during the school year.

Relationships

Our relationships with the participants may be described as peers, students, or no relationship.

Risk And Benefit

There will be minimal risk to the participants, for example, that they feel that they have wasted their time. The only benefit will be to contribute to the education of the investigators. Participants are free to withdraw before or at any time during the study without the need to give any explanation.

Consent Details

We will brief the participants about the purpose of the study, and explain the attached consent form to them, and ensure that they consent to participate and sign the consent form.

Compensation

Participants will receive no compensation.

Information Sought

The information to be sought is qualitative data regarding the participants' behaviour and interaction with the prototype.

Confidentiality

Information will be kept confidential by the investigators. Names or other identifying or identified information will not be kept with the data. The only other use will be to include excerpts or copies in the assignment submitted, but names and other identifying or identified information will not be submitted.

Consent Form: Mental Health Tracker Usability Test

I hereby consent to participate in a research study conducted by Yuxin (Katy) Chen, Mahmoud El Bestawy, Farin Hossain, Zhuoqian (Allison) Li, and Naslin Rahman for an assignment in University of Toronto Computer Science course *CSC318 The Design of Interactive Computational Media*.

I agree to participate in this study the purpose of which is to conduct a usability test for an UI design of a mental health tracker website. The goal is to identify whether or not the core user tasks of the website can be completed with ease.

I understand that

- The procedure to be used ~~are~~ **is** usability testing.
- I will receive no compensation for my participation.
- I am free to withdraw before or any time during the study without the need to give any explanation.
- All materials and results will be kept confidential, and, in particular, that my name and any identifying or identified information will not be associated with the data.

PARTICIPANT

Name (please print)

Signature

Date

INVESTIGATORS

Name Yuxin (Katy) Chen

Signature Yuxin (Katy) Chen

Name Mahmoud El Bestawy

Signature Mahmoud El Bestawy

Name Farin Hossain

Signature Farin Hossain

Name Allison Li

Signature Allison Li

Name Naslin Rahman

Signature Naslin Rahman

Consent form link (google forms)

<https://forms.gle/WXDZEysDs37KenoB6>

Pre-Study Questionnaire (Google Form)

1. ~~Tell me about yourself. What is your name, gender and year of study?~~ How would you rate Mental Health support provided by UofT by 1 (weak) - 7 (strong).
2. ~~In your opinion, does UofT prioritize the mental health of students?~~
2. How often do you journal your thoughts?
3. ~~If you are struggling with any mental health challenges, where do you reach out for support?~~ How many hours per day do you spend online on laptop/desktop?
4. ~~How often do you prioritize your mental health? Do you think you should be prioritizing it differently? If so, what is preventing you?~~ How highly do you prioritize your mental health? (range 1 (low) - 10 (high))

Google Form Link:

<https://docs.google.com/forms/d/e/1FAIpQLScjyWdVsPHMG87IqH1b5-zN4FaGAfyN-SxspPxQrVh9iuzfeQ/viewform>

Test Script

Scenario

You are a **2nd-year** Computer Science student that can get **very stressed** by school work but do not prioritize your mental health. You just heard that **UofT Health and Wellness** Services created a site for students to better understand and **track their mental health** and improve **their access** to support through workshops. How would you complete the following tasks?

Tasks

Task 1: Journaling

- Write the journal and save it
 - How would you record a diary entry for today?
- Delete a journal
 - How would you delete an entry from May 6th, 2022? [This task should be start where previous ended]

Task 2: Surveys

- Complete a mental health survey
 - Show me how you would complete a mental health assessment and leave a note about your day.

Task 3: View Reports

- View general reports
 - Compare your anxiety and stress scores throughout for April 2021.
- View previous surveys
 - How would you view the details and results of a mental health assessment completed on April 4, 2021

Task 4: Export Workshops to Calendar

- Browse Workshops
 - Browse available events hosted by Health & Wellness and register in 'Better sleep introduction'.
- Add workshop to calendar
 - Your registration/enrollment has been accepted. Check the details and add the event to your calendar.

Task 5: Responding to messages from H&W Representative

- Responding to messages
 - You have received a chat request from a health and wellness rep. Check the details and reply to the rep.

Template for Capturing Observer Notes

Google Sheets Link:

https://docs.google.com/spreadsheets/d/1BBHcOMIE0B4B9tVWNDiBy98_aitYEtgDTm55jlxaHQ/edit?usp=sharing

Changes made on template:

1. Removed the pre survey char (since we are using google form)
2. Added a title "Observation" to observation chart
3. Change the colour of observation chart to match other charts
4. Added "Which tasks would you perform most often?" to post survey chart
5. Removed "Answers" column from summary chart

Post-Study Survey & Interview

1. How would you describe your overall experience with the product?
2. What did you like most about this product?
3. Were there any task(s) you found easy/~~difficult/confusing~~? Please elaborate.
4. Were there any tasks that you found difficult or confusing? Please elaborate.
5. If this product was made available to all UofT students, would you find yourself using it?
6. If you were to use this platform, which tasks would you perform most often?
7. How likely are you to recommend this app to someone?
8. Do you have any questions/concerns/comments you would like to share?

Checklist

1. Prototype link:

<https://www.figma.com/proto/vJqG18CDHWlnCYn5d5pHgP/high-fi?node-id=6%3A4&scaling=scale-down&page-id=0%3A1&starting-point-node-id=6%3A4&show-prototype-sidebar=1&hotspot-hints=0>

[https://www.figma.com/proto/JNyNb6ZdLsHbGdqIHhfCbh/A7-\(B\)?page-id=0%3A1&node-id=6%3A4&viewport=702%2C-1739%2C0.47&scaling=scale-down&starting-point-node-id=6%3A4&show-prototype-sidebar=1](https://www.figma.com/proto/JNyNb6ZdLsHbGdqIHhfCbh/A7-(B)?page-id=0%3A1&node-id=6%3A4&viewport=702%2C-1739%2C0.47&scaling=scale-down&starting-point-node-id=6%3A4&show-prototype-sidebar=1)

Pre-study Checklist

1. Greet participant
 - a. Check name pronunciation
2. Introduce yourself and thank them for helping with our research
3. Explain study (the project and problem space), roles, equipment (Figma)
4. Introduction to the test (research plan summary)
 - a. Inform participant about observers and recording
5. Ask participant to sign consent form
6. Conduct pre-study questionnaire with background demographic questions
 - a. Send the google form link and ask participant to fill it out

Study Checklist

- ~~1. Reset browser cookies~~
1. Share prototype link with participant:
2. Disable 'Show Hotspot links on Click'
 - a. In the prototype view, go to 'Options' in the top right corner
3. Select 'Fit to screen'
 - a. In the prototype view, go to 'Options' in the top right corner
4. Press r to restart the prototype
5. Conduct study making sure to follow the script:
 - a. Make sure to give tasks one at a time
 - b. Make sure the task descriptions do not use words from the prototype
6. Take notes and capture user observations

Post-Study Checklist

1. Debrief participant and observers
2. Conduct post-study survey and interview
3. Ask participant if they have any questions
4. Thank participant and end the interview

Assignment Attribution

CHEN, Yuxin (Katy)

- Worked with rest of team to add issues to change log.
- Fixed Figma designs & reviewed other members' updates.
- Updated the study checklist and reviewed updates on instruments.

EL BESTAWY, Mahmoud

- Worked with rest of team to add issues to change log.
- Fix Figma designs & reviewed other members' updates.
- Review updates on instruments.

HOSSAIN, Farin

- Worked with the rest of the team to add issues to change log.
- Fix Figma designs & reviewed other members' updates.
- Updated the Post-study Survey & Interview

LI, Zhuoqian (Allison)

- Worked with the rest of the team to add issues to change log.
- Fix Figma designs & reviewed other members' updates.
- Created google sheets for the templates used to capture observer notes for easier usage.

RAHMAN, Naslin

- Worked with the rest of the team to add issues to change log.
- Fix Figma designs & reviewed other members' updates.
- Updated the Pre-study Survey