

# A5b. Usability Testing Results

Group Number: 5

Group Name: Cool Health Guides

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## 1. Reiterating the problem and my design section

The problem we are addressing is helping University of Toronto students who lack support better understand their mental health situation and improve their access to mental health support. In A3, the result of the focus group revealed a problem with difficulty and confusion in the service booking system. Also, in the interview, we found that some participants complained about the service quality they received from the Health & Wellness Centre, and they mentioned that they do not feel the Health & Wellness team truly cares about their health. Aside from that, in surveys, we noticed that most participants noted that the support they received was below average. Therefore, our team wanted to develop a product that would help the students who think they do not have enough support from their environment.

The product we purpose was a mental health tracking website, and I will address the journaling and periodic mental health assessment functions in this assignment. First, the website recommends that users write their daily journals, and instead of just text, the website uses different tags to give users a more intuitive view of their days. Users are encouraged to record weather, relationships, meals, and emotions, write journals and upload pictures. Then, all the journals will be saved, categorized by month and displayed in a list view. Next, users will take a periodic mental health assessment, the default will be weekly, and users can take additional ones if they prefer. Furthermore, users can leave any notes for themselves when they finish the assessment. Using these parts of the website, we hope students can pay more attention to caring for and loving themselves by learning more about their mental health.

## 2. Motivation and vision behind the proposed solution

- Daily Journaling

Our users have the experience that no one can offer help and no one can hear their thoughts. In my vision, the journal is where users can independently express their emotions and record their lives. And it can avoid anxiety, pain, and other emotions which are nowhere to vent and keep piling up to deteriorate their psychological condition. The aspects of the problem my design is trying to tackle are enhancing self-identification, improving mental immunity, and decreasing the sense of mandatory. Firstly, I believe every emotion is meaningful, and every minute is valuable. To enhance self-identification, users have to know who they are first. Hence, I neglected to make the positive journal stand out; instead, I used one template for all different journals. The monotony will prevent users from skipping negative journals, allowing them to understand every side of themselves while reviewing their journals. Secondly, improving mental immunity can support users better through the ups and downs of their life. My design restricted social media involvement by closing the function of sharing journals. And allow users to practice self-reflection by using the tags in the journal to spark them. Last, I used an interesting and cute interface to decrease the sense of mandatory journaling in case the users feel that their freedom is threatened and leads to the urge to rebel. Overall, the journal is excellent for clarifying thoughts and emotions, but the

shortcoming is also apparent. The redundancy of content may increase anxiety, and a sense of lacking support will reappear.

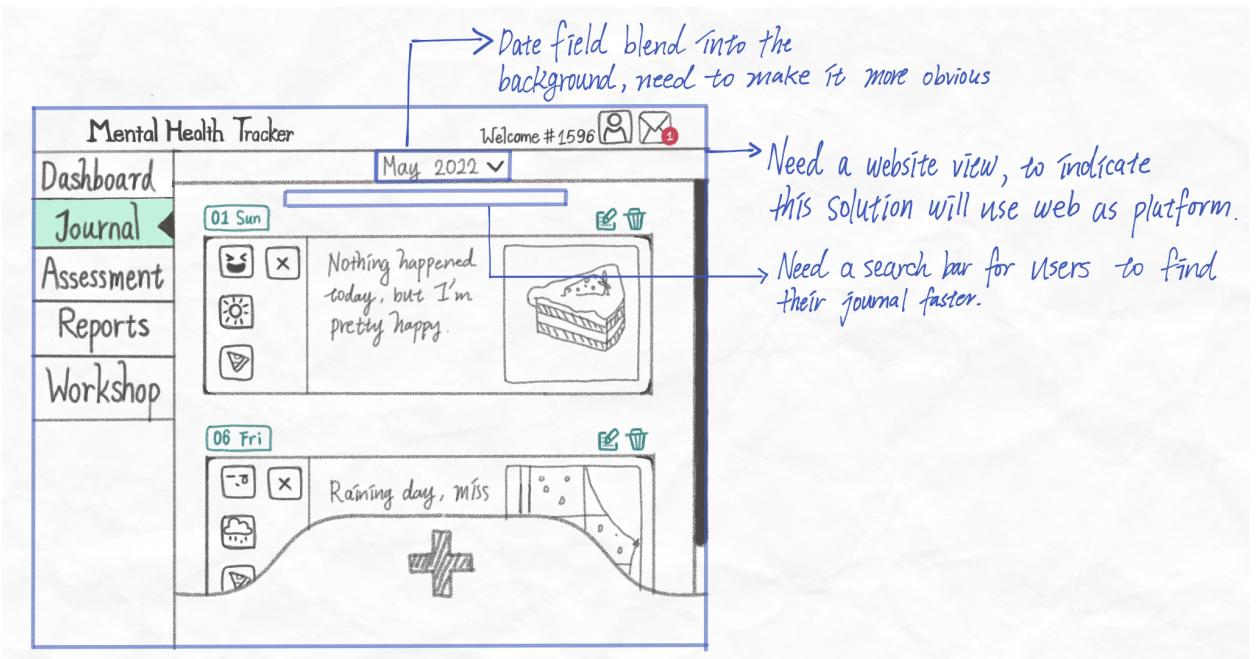
- Periodic Mental Health Assessment

We want our users to stay informed about their psychological circumstances using periodic mental health assessments. This assessment is a type of self-care, and it's a way for the users to reflect on their negative emotions, guide them to understand these emotions and eventually conquer them. The aspects of the problem my design is trying to tackle are increasing self-reflection and decreasing certainty. In my design, I added a note section for users to increase their frequency of self-reflection, which will help them improve their ability to handle negative emotions by knowing them and iterating to use different methods to manage them. At the same time, my design paid attention to the use of words avoiding certainty. Because the feedback we gave users is just for their reference, we want to reflect instead of disappoint. Although my design is trying its best to avoid the negative impact of assessment marks, our target user is students who lack support, and that might cause them to be pessimistic. However, the supporting functionality of the website will assist this shortcoming.

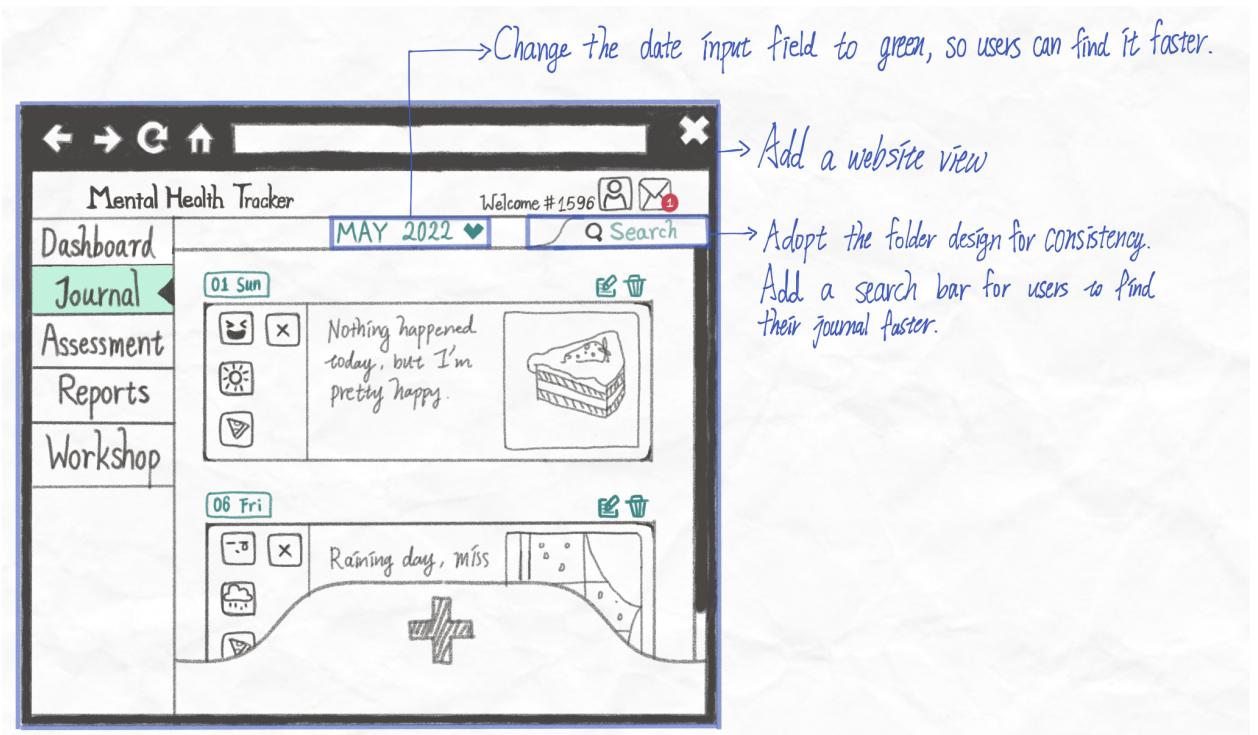
### 3. Feedback for prototype

My overall design received positive feedback, and the participant mentioned, “The interface was adorable, and she can already imagine using it.” Many others also talked about the detail of my design was terrific. However, some participants noted that part of my questions led them by using the text on the prototype. At the same time, the changes proposed by participants are: change the date field on the list of journals to make it more obvious, include text explanation for the tag, add a search bar on the journal list, add a website look, and replace the comment with some more self-explanatory statement.

#### 4. [Page 1 – BEFORE TESTING]



#### 5. [Page 1 - AFTER TESTING]



## 6. [Page 2 – BEFORE TESTING]

Mental Health Tracker

Welcome #1596  

**Dashboard**

**Journal**

**Assessment**

**Reports**

**Workshop**

Your information have been sent to the Health & Wellness Center.

You received a **75** on this assessment

Note: the scores are just for your reference, it might not truly reflect your current mental health standing.

Comment?

(SAVE)

Need a website view to indicate solution use web as platform.

Just comment? is ambiguous.

## 7. [Page 2 - AFTER TESTING]

Mental Health Tracker

Welcome #1596  

**Dashboard**

**Journal**

**Assessment**

**Reports**

**Workshop**

Your information have been sent to the Health & Wellness Center.

You received a **75** on this assessment

Note: the scores are just for your reference, it might not truly reflect your current mental health standing.

For better self-reflection leave a note for yourself

(SAVE)

Add website view to show Solution is using web as platform.

Move the content up, and change the message left for users to encourage more self-reflection