

A5a: Task Analysis & Low-Fi Prototype

Group Number: 5

Group Name: Cool Health Guides

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TABLE OF CONTENTS

Introduction	3
1. Hierarchical Task Analysis	3
Section of the Full Solution	3
Hierarchical Task List	3
2. Usability Testing Script	4
3. Low-Fidelity Paper Prototype	5

Introduction

Continuing from A4, our team made significant changes to the problem space we defined and the solution we came up with. First of all, the problem space changed from “Address mental health challenges among the University of Toronto students caused by lack of motivation, procrastination, and lack of social interaction.” to “Help University of Toronto students who are lacking support better understand their mental health situation and improve students’ access to mental health support.” This adaptation is because our team found many existing solutions to the old problem space, and our product had some overlapping features. Hence, we turn to our second option and dive deeply into it. As mentioned in A4, 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. This website allows users to understand better their current mental health standing through optional daily journaling, periodic mental health assessments, and comparable periodic reports. Moreover, the student's quiz results will be anonymously sent to Health & Wellness Centre. According to trends and predictions, Health & Wellness Centre will host various workshops to help the student. Also, individuals with particular struggles will be highlighted, and the Health & Wellness Centre team will send an invitation for a one-to-one consulting session. By using this website, students will not just learn better about themselves to care for and love themselves but also feel the care from the University of Toronto.

1. Hierarchical Task Analysis

Section of the Full Solution

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 input any comment when they finish the assessment to give themselves a note or feedback.

Hierarchical Task List

- Optional Daily Journaling
 1. Make a journal
 - 1.1. Click the entry for journal on dashboard
 - 1.2. Click make a new journal
 - 1.3. Write the journal
 - 1.3.1. Input weather

- 1.3.2. Input relationships
 - 1.3.3. Input meal
 - 1.3.4. Input emotions
 - 1.3.5. Write journal
 - 1.3.6. Upload pictures
- 2. Save journal
 - 2.1. Click the save button
 - 2.2. Confirm you are saving
- 3. Delete the journal
 - 3.1. View list of journal
 - 3.2. Select a specific month
 - 3.3. Scroll to find the date
 - 3.4. Click delete
 - 3.5. Confirm you are deleting
- Periodic Mental Health Assessment
 - 1. Take the required outstanding weekly quiz
 - 1.1. Access the quiz from the mailbox
 - 1.2. Access the quiz from the dashboard
 - 1.3. Fill out the quiz
 - 2. Start an additional quiz
 - 2.1. Access the quiz from the dashboard
 - 2.2. Fill out the quiz
 - 3. Submit the quiz
 - 3.1. Read the consent form
 - 3.2. Confirm submission
 - 4. Leave comment
 - 4.1. Save comment

2. Usability Testing Script

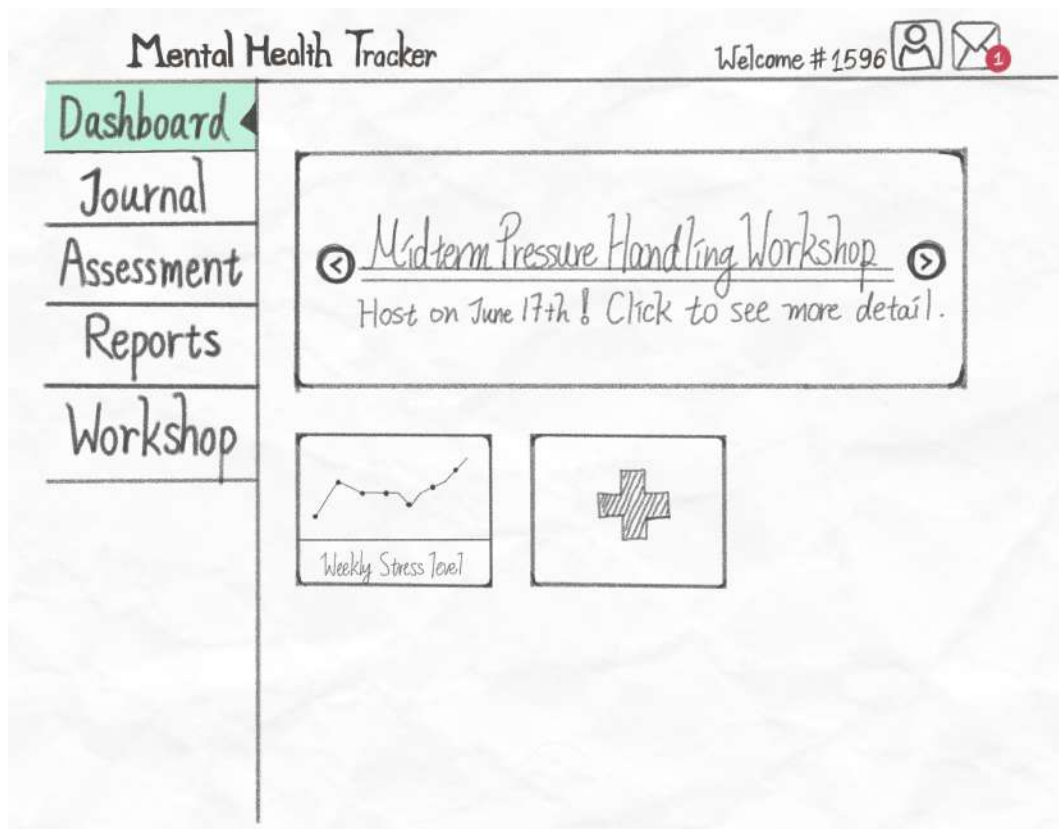
- Optional Daily Journaling Scenario: “You are a 3rd-year management student. You heard from your friends there is a website that could help you better understand your mental health situation, and you decided to try it.”
Using this website, can you show me how you would do the following tasks:
 - (1) You want to record your exult mood, and you also want to record the sunny and cloudy weather. How would you complete it using this prototype?
 - (2) You reviewed your journal and are pretty satisfied with it. Hence, you want to keep it. How would you do it using the prototype?
 - (3) You recalled that you accidentally saved an unwanted journal on May 6th. How would you delete it?

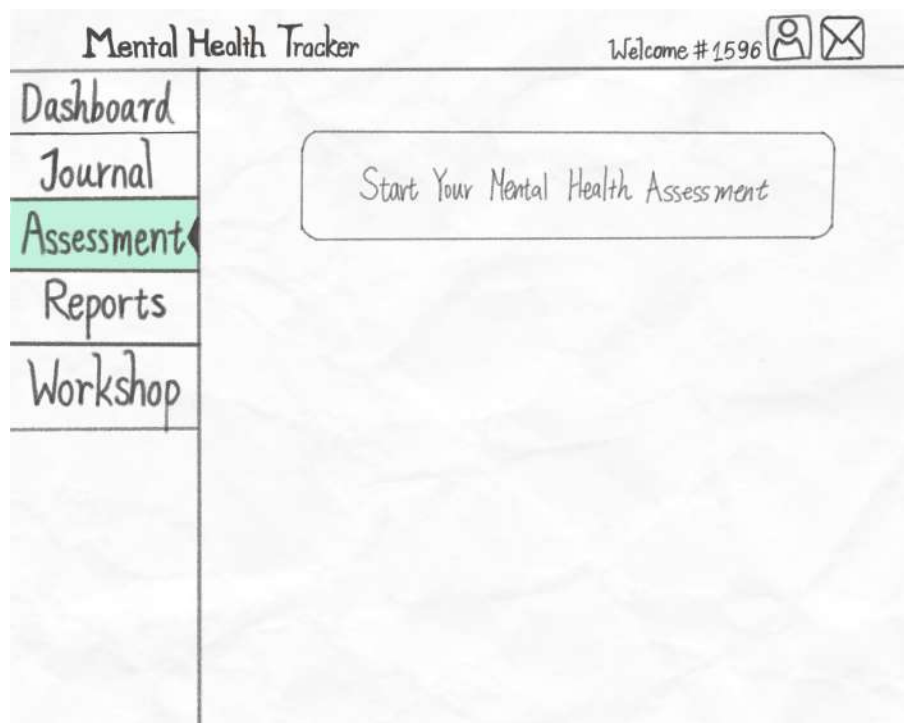
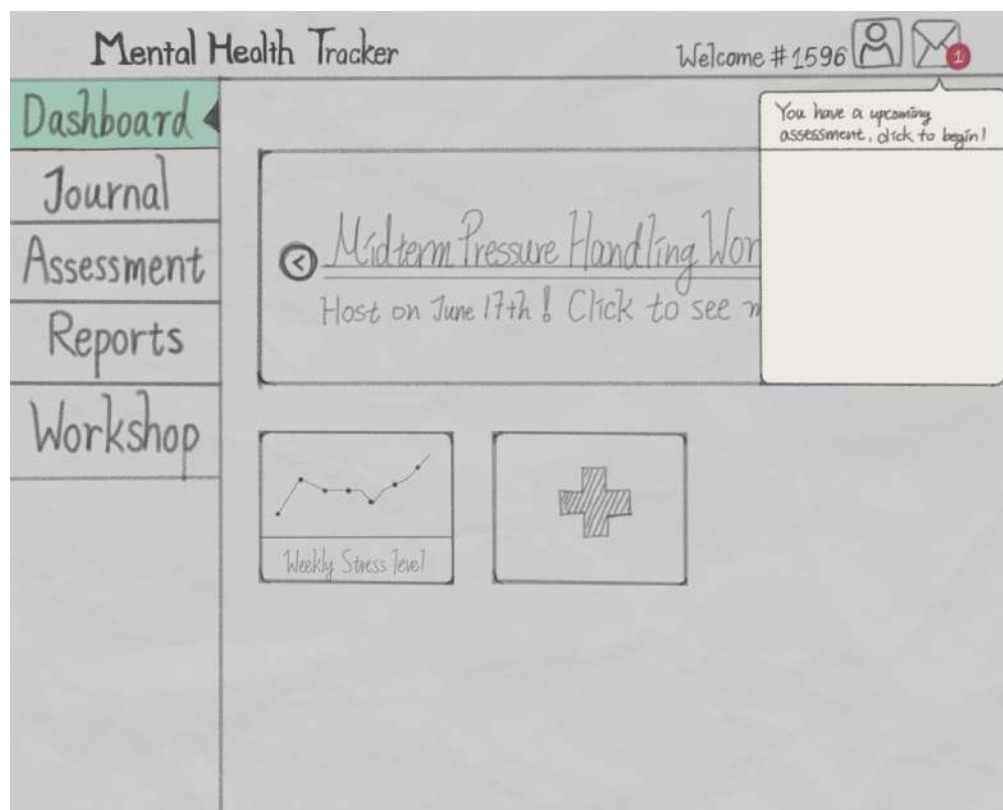
- Periodic Mental Health Assessment Scenario: “You are a 1st-year statistics student with mental health challenges. You are receiving minimal support. You saw the poster for this website on the school bulletin board, and you think the website would help you better understand yourself. You decide to try it.”



Using this website, can you show me how you would do the following tasks:

- (1) Option 1: You received a notice in your website mailbox, and it’s time to do your periodic mental health quiz. How would you proceed using this website?
Option 2: You want to do an additional periodic mental health quiz. How would you proceed using this website?
- (2) You completed the assessment. What would you do to proceed?
- (3) You see the score. However you think the score is underrated, you want to leave a note on this assessment to notify yourself about that. How would you do that using this prototype?

3. Low-Fidelity Paper Prototype





Mental Health Tracker
Welcome #1596



Dashboard
Journal
Assessment
Reports
Workshop

Q24. How often have you been bothered by feeling afraid as if something awful might happen?

☐ Not at all
☐ Several days



☐ Most of the days
☐ Nearly everyday.

Q25. How often have you been bothered by having trouble to relax?

☐ Not at all
☐ Several days

☐ Most of the days
☐ Nearly everyday.

Submit

Mental Health Tracker
Welcome #1596



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Mental Health Tracker
Welcome #1596

Dashboard
Journal
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Q24. How often have you been bothered by feeling afraid as if something awful might happen?

Your Information will be anonymously send to Health & Wellness Center for analysis purpose. Do you want to continue?

☐ Not at all
☒ Several days
☐ Most of the days
☐ Nearly everyday

Mental Health Tracker
Welcome #1596

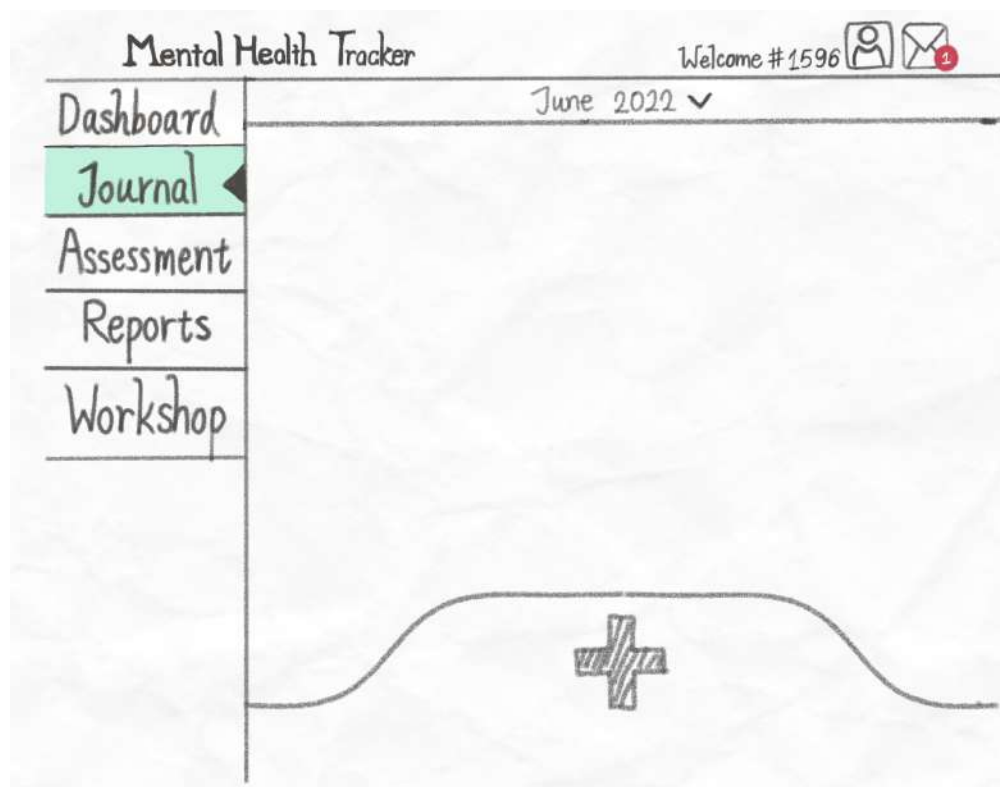
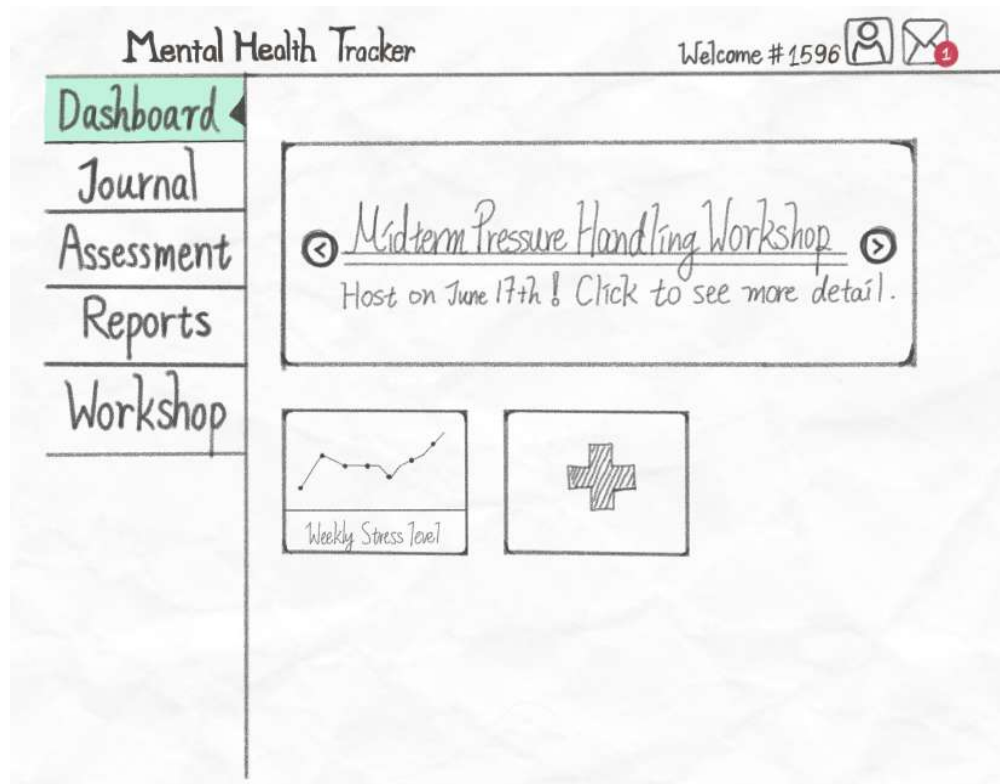
Dashboard
Journal
Assessment
Reports
Workshop

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?



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Dashboard
Journal
Assessment
Reports
Workshop

June 2022

How Do You Feel Today ?

Mental Health Tracker
Welcome #1596

Dashboard
Journal
Assessment
Reports
Workshop

Emotion

Weather

Relationship

Meal

Write your journal.

Ace the pop quiz today! Note: there is a Mata31 homework due tomorrow.

Mental Health Tracker
Welcome #1596

Dashboard
Journal
Assessment
Reports
Workshop

Emotion

Weather

Relationship

Friend
Family
Love
Stranger
None

Meal

Breakfast
Lunch
Supper
Snack

Write your journal.

Ace the pop quiz today! Note: there is a Mata31 homework due tomorrow.

Mental Health Tracker
Welcome #1596

Dashboard
Journal
Assessment
Reports
Workshop

Write your journal.

Ace the pop quiz today! Note: there is a Mata31 homework due tomorrow.

Upload pictures.

SAVE

