

A7.a Draft Hi-Fi Prototype & Usability Instruments

Group Number: 5

Group Name: Cool Health Guides

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High-Fidelity Prototype

FIGMA LINK:

<https://www.figma.com/proto/yJqG18CDHWlnCYn5d5pHgP/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>

Usability Study Instruments

Research Protocol

Project Title

Mental Health Tracker - User Testing

Investigators

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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 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.
- The session will be recorded.

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

1. Tell me about yourself. What is your name, gender and year of study?
2. In your opinion, does UofT prioritize the mental health of students?
3. How often do you prioritize your mental health? Do you think you should be prioritizing it differently? If so, what is preventing you?
4. If you are struggling with any mental health challenges, where do you reach out for support?

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

Participant

	P1	P2	P3	P4	P5
Scheduled session					
Gender					
Year of study					
Does UofT prioritize the mental health of students?					
How often do you prioritize your mental health?					
Do you think you should be prioritizing it differently?					
What is preventing you?					
Struggling with any mental health challenges?					
Support					

Observation

	P1	P2	P3	P4	P5	Possible solution	Notes
Observation 1							
Observation 2							
Observation 3							
Observation 4							
Observation 5							
Observation 6							
Observation 7							
Observation 8							
Observation 9							
Observation 10							
Observation 11							
Observation 12							
Observation 13							
Observation 14							
Observation 15							
Observation 16							
Observation 17							
Observation 18							

Observation 19								
Observation 20								
Observation 21								
Observation 22								
Observation 23								
Observation 24								
Observation 25								

Metrics

	Task 1			Task 2			Task 3			Task 4			Task 5		
	Succe ss	Time	Satisf action	Succe ss	Time	Satisf action	Succe ss	Time	Satisf action	Succe ss	Time	Satisf action	Succes s	Time	Satisf action
P1															
P2															
P3															
P4															
P5															
Mean															
Count															
Standard deviation															

Post Survey

	P1	P2	P3	P4	P5
Overall experience					
Most like about this product					
Easy task					
Difficult task					
Confusing task					
Will you use the product?					
Recommend to others?					
Questions/concerns/comments					

Summary

Questions	Answers	Action items	Primary findings
How would you record a diary entry for today?			
How would you delete an entry from May 6th, 2022?			
Show me how you would complete a mental health assessment and leave a note about your day.			
Compare your anxiety and stress scores throughout for April 2021.			
How would you view the details and results of a mental health assessment completed on April 4, 2021			
Browse available events hosted by Health & Wellness and register in 'Better sleep introduction'.			
Your registration/enrollment has been accepted. Check the details and add the event to your calendar.			
You have received a chat request from a health and wellness rep. Check the details and reply to the rep.			

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. If this product was made available to all UofT students, would you find yourself using it?
5. How likely are you to recommend this app to someone?
6. Do you have any questions/concerns/comments you would like to share?

Checklist

1. Prototype link:
<https://www.figma.com/proto/yJqG18CDHWlnCYn5d5pHgP/high-fi?node-id=6%3A4&scaling=scale-down&page-id=0%3A1&starting-point-node-id=6%3A4&show-proto-sidebar=1&hotspot-hints=0>

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

Study Checklist

1. Reset browser cookies (do we need to do this?)
2. Share prototype link with participant:
3. Disable 'Show Hotspot links on Click'
 - a. In the prototype view, go to 'Options' in the top right corner
4. Select 'Fit to screen'
 - a. In the prototype view, go to 'Options' in the top right corner
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)

- Template for Capturing Observer Notes
- Built journaling figma designs
- Help Mahmoud and Farin on the prototype
- Redesign the side menu and top menu
- Participated in cognitive walkthrough
- Routinely gave feedback about figma designs

EL BESTAWY, Mahmoud

- Research Protocols
- Test Scripts
- Built messages figma designs (with UI help from Katy)
- Built side menu, top menu, browser header, and dashboard on figma
- Help Naslin with Pre-survey questions
- Organized cognitive walkthrough to insure all task designs are user friendly
- Routinely gave feedback about figma designs

HOSSAIN, Farin

- User Session Checklist
- Built Surveys feature of prototype
- Participated in cognitive walkthrough
- Gave feedback on Figma designs

LI, Zhuoqian (Allison)

- Consent form
- Built the workshop feature of the prototype
- Participated in cognitive walkthroughs with team members and gave feedback
- Gave feedback on Figma designs
- Helped slightly format final document

RAHMAN, Naslin

- Pre-study and Post-study questionnaire
- Built Reports feature of prototype
- Participated in cognitive walkthroughs with team members
- Gave feedback on figma design