



TEAM N-PROJECT 7

About Wellness Sign-in System

Abstract

A Sign-in system to enhance customer experience and staff efficiency at an About Wellness dispensary

Gregory B., Danielle M., Shayna C.

HCI-UX SS20



TEAM N-PROJECT 1

About Wellness Sign-in System

Abstract

A Sign-in system to enhance customer experience and staff efficiency at an About Wellness dispensary

Gregory B., Danielle M.

HCI-UX SS20

System Name: About Wellness Sign-in System

Client Organization: About Wellness Ohio

System Concept Statement

The About Wellness Sign-in System will help facilitate customer needs within the About Wellness dispensary by enabling customer information collection prior to staff contact. This will build upon the current system of diverting the different types of customers into separate queues through visual communication during the initial welcoming process. New customers will be able to provide related information needed for their sign-up to dramatically improve time efficiency in the process and provide prior clarification on topics to develop questions one may need to ask. Current customers will be able to see the current product selection and input their current symptoms to allow for quicker and easier consultation regarding their medicine. The information collection and organization of the lines will significantly reduce wait times and allow customers more knowledge regarding products. The design will enhance customer satisfaction through quickly providing needed medication in a more seamless process and create more pleasant interactions towards staff.



TEAM N-PROJECT 2

About Wellness Sign-in System

Abstract

A Sign-in system to enhance customer experience and staff efficiency at an About Wellness dispensary

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HCI-UX SS20

Preparation

The known information about the current workflow was discussed, and we developed questions relating to the current system and systems similar to those we have considered implementing. The questions were split based on the type of user.

People interviewed

- Dakota A., Store Associate, interviewed by Gregory:
 - Helps maintain the store inventory
 - Provides customers information and recommendations of medicine based on their symptoms
 - Handles purchases
 - Helps sign new customers up as new patients for the store.
- Austin A., Store Associate, interviewed by Gregory:
 - Helps maintain the store inventory
 - Provides customers information and recommendations of medicine based on their symptoms
 - Handles purchases
 - Helps sign new customers up as new patients for the store.
- Greg B., Customer, interviewed by Gregory
 - A “regular” that comes in weekly to biweekly.

Questions

Customer Questions:

How do you feel about the current purchasing system, from the time you walk-in to the time you leave the store?

How often do you stay in the store per visit?

Have you been to other dispensaries in the area using this system? If so, what were differences that you liked with that system?

Do you feel the software improves your experience?

Do you feel the software helps you be more knowledgeable about the store's products?

Employee Questions:

Does the current system make you and the store more efficient?

Which tasks are you able to do better with this system?

Do you feel the software helps direct customer questions towards products?

Can you walk me through the sign-in process from beginning to purchase?

What type of information is critical at sign-in?

Questions for Customers and Employees:

What issues, if any, do you experience during customer sign-up or sign-in?

What difficulties do you experience during product purchase?

What do you like the least about the current purchasing process?

What do you like the most about the current process?

What improvements would you like to see?

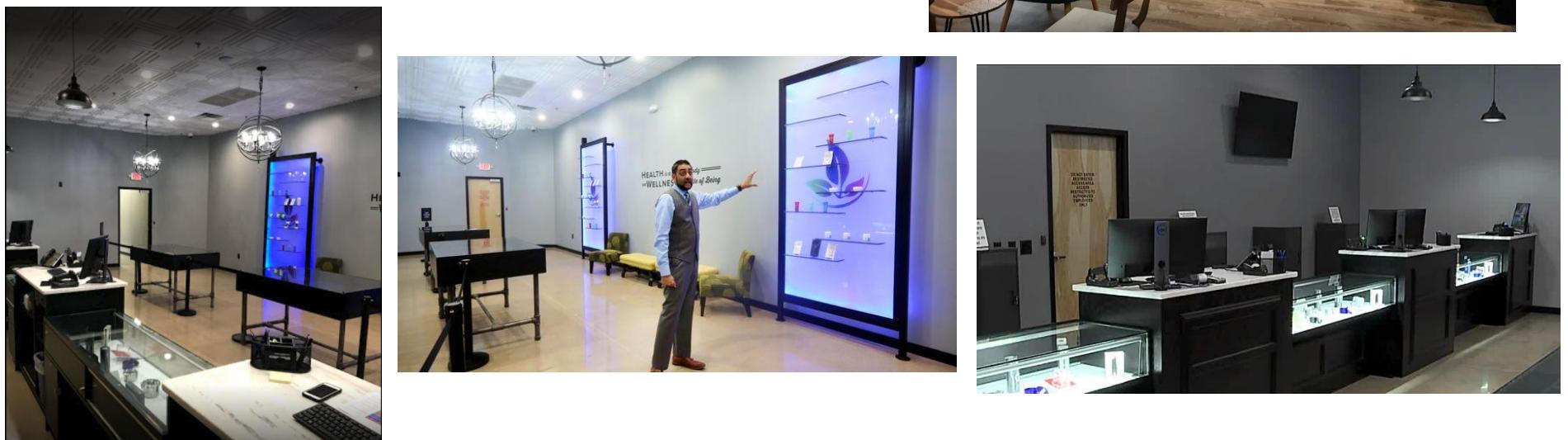
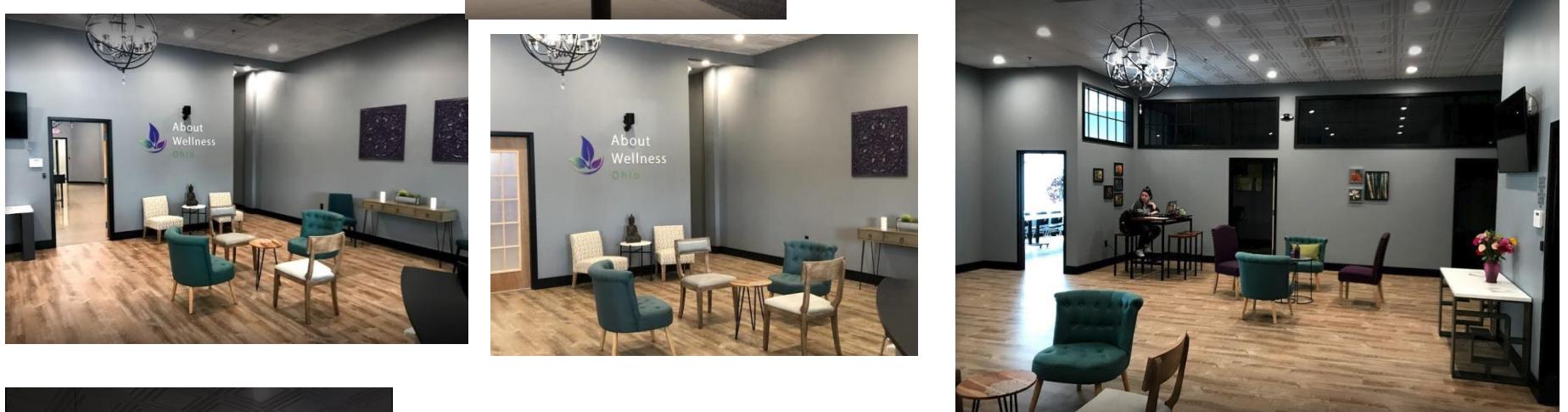
Do you have any suggestions on improving the current system?

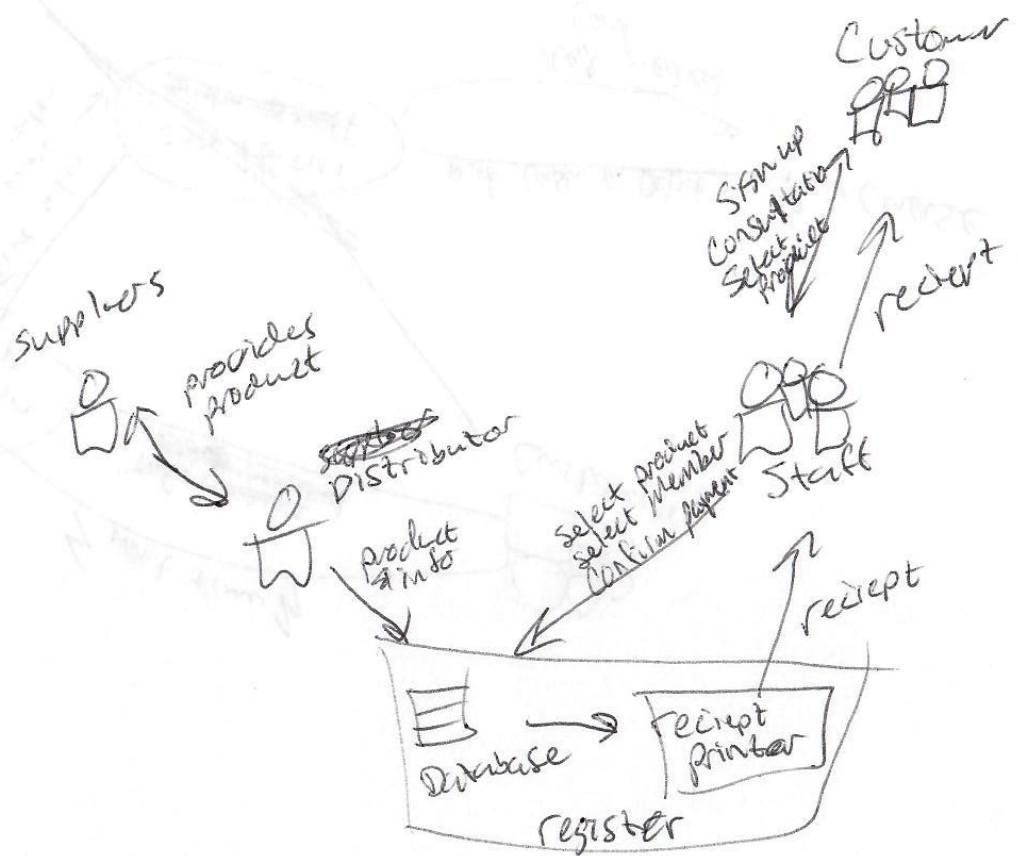
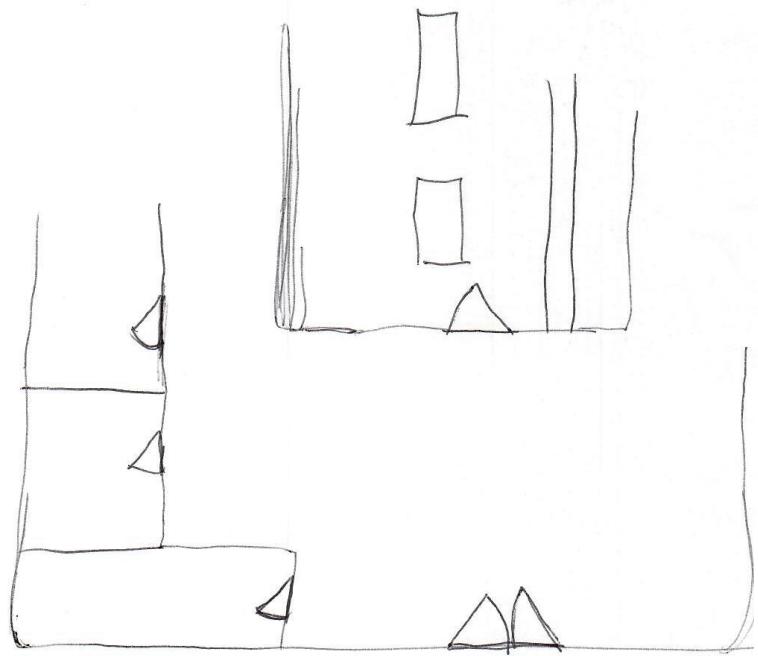
Meeting

The meetings generally described the problem in similar ways and with similar emotional responses. Each interviewee established their agitation with the current business flow, with the employees expressing more dissatisfaction. The employees noted general lack of organization and manual repetition of processes that could be automated. The customer noted the general frustration at times with the wait time and inconsistency with how other customers interacted with the store layout (cutting lines or going into the incorrect one). All three noted that the problem has become better as the store has decreased in customer count (possibly as a result of prior frustrations).

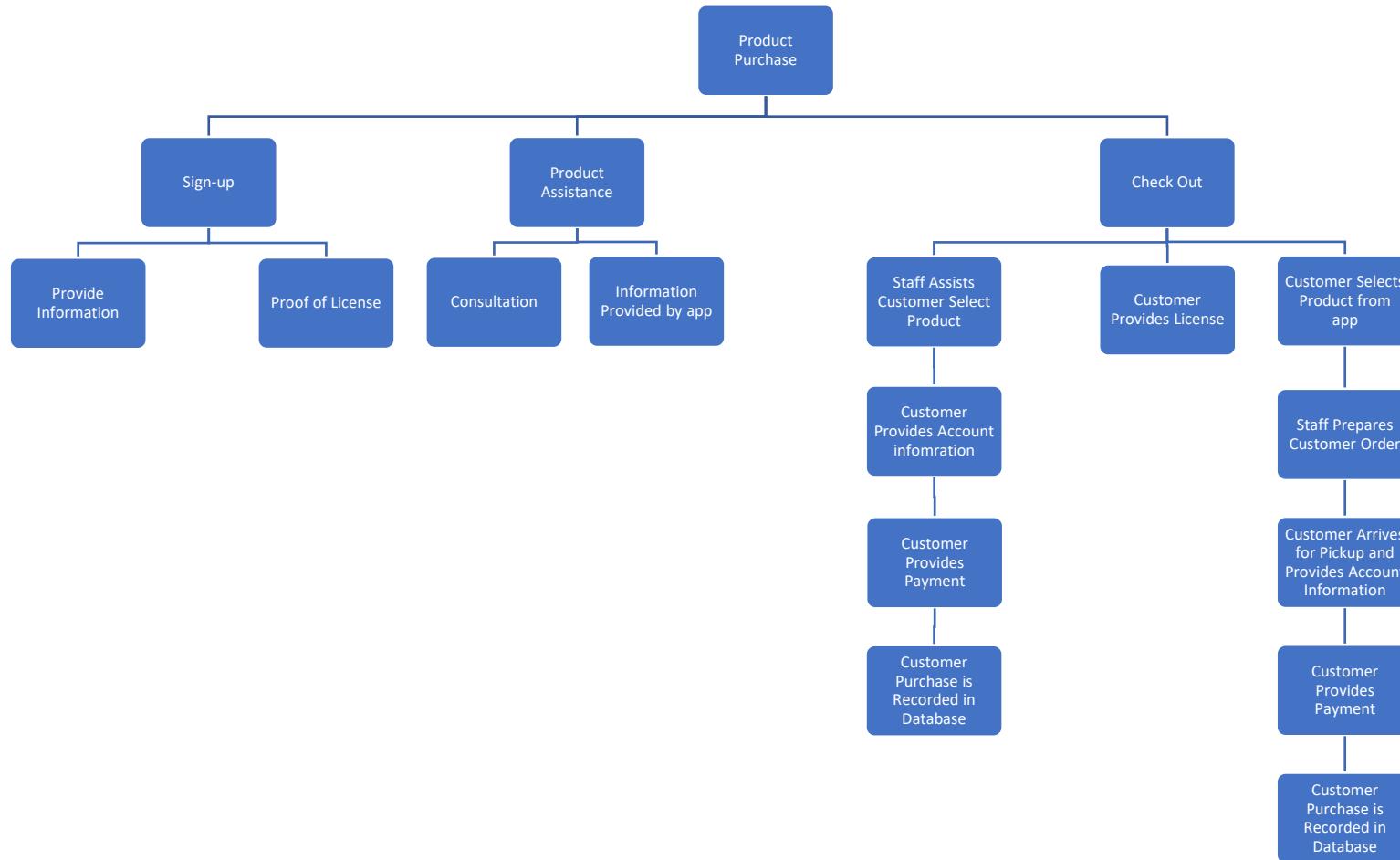
Data

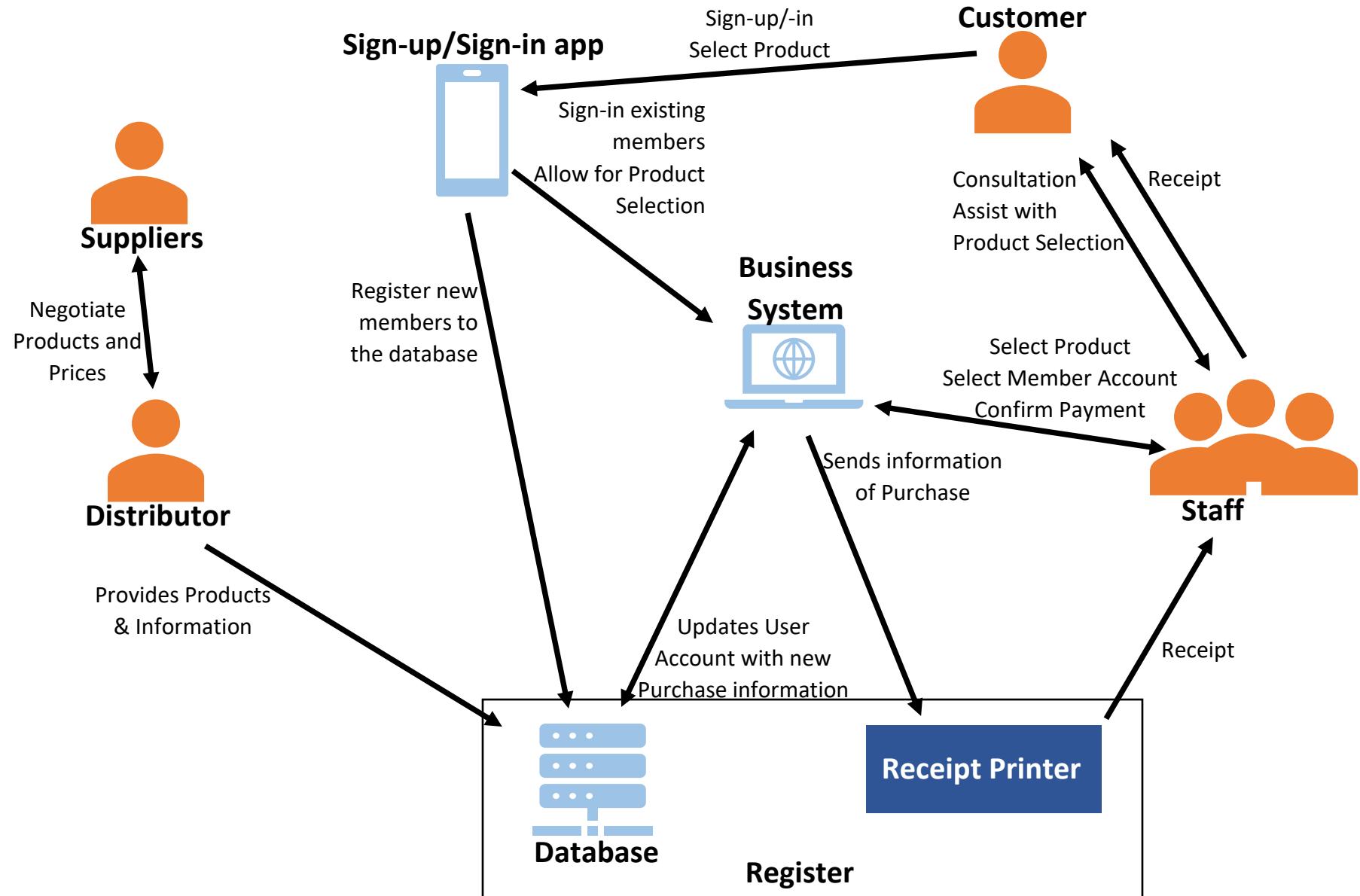
Data that was collected was obtained by general observation of the store workflow (which was limited at times due to this being a medical facility) and the supplementation of data provided by firsthand accounts of the customer and the employees. The customer's physical movements and the length of time spent on each task was noted, but data acquisition was limited in some aspects due to the variations in store business - depending on the day and the time – and the restraint in the time being able to spend in the medical facility. Further data was collected by research from photos, videos and news reports found from other sources. Data accumulated from all sources was used to create the WAAD and flow model diagrams.





Sign-in	Consultation	Registration	Purchase
Wait Time to sign in	Consultation between staff and customer on products	Staff registers member account	Staff check-out under member's account
Time taken for customer to provide information	Information on requirement to purchase product, i.e. Cash, Debit, Medical license	App automatically registers user account	Members may order product and pick-up and pay at register
Information required at sign in	Information provided by app to better inform customers prior to staff interaction		System saves member account and purchase information for future visits
Ability to sign-in/-up with app			







TEAM N-PROJECT 3

About Wellness Sign-in System

Abstract

A Sign-in system to enhance customer experience and staff efficiency at an About Wellness dispensary

Gregory B., Danielle M., Shayna C.

HCI-UX SS20

System Name: About Wellness Sign-in System
Client Organization: About Wellness Ohio

System Concept Statement

The About Wellness Sign-in System will help facilitate customer needs within the About Wellness dispensary by enabling customer information collection prior to staff contact. This will build upon the current system of diverting the different types of customers into separate queues through visual communication during the initial welcoming process. New customers will be able to provide related information needed for their sign-up to dramatically improve time efficiency in the process and provide prior clarification on topics to develop questions one may need to ask. Current customers will be able to see the current product selection and input their current symptoms to allow for quicker and easier consultation regarding their medicine. The information collection and organization of the lines will significantly reduce wait times and allow customers more knowledge regarding products. The design will enhance customer satisfaction through quickly providing needed medication in a more seamless process and create more pleasant interactions towards staff.

Section 1 – Scope

The About Wellness sign-in system consists of creating a system comprised of new hardware, such as multiple tablets to utilize, as well as software that features the ability to create customer accounts based on information customers provide. The aspects of this system will include required customer information input, a database of product information and customer accounts, the ability for product selection for purchase, and account alteration permissions.

Project Deliverables:

- Work Roles Model - Danielle Maddux
- Social Model – Danielle Maddux
- Usage Scenario – Danielle Maddux
- Essential Use Case – Danielle Maddux
- Hierarchical Task Inventory – Danielle Maddux
- Work Flow Model – Danielle Maddux
- Artifact Model – Shayna Creech
- Flow Model – Shayna Creech
- Information Architecture Model – Greg Bond

Section 2 – 15-20 interaction design requirements:

Level 1: Confidentiality
Level 2: Information provided by customer will be and remain confidential
Requirement: Keep secure files on customer account and needs
Note: Provide an easy sign in if account is created, has minimum personal information displayed during sign in for confidentiality

Level 1: Supply Information
Level 2: Supply information on products based on personal needs, ability to look at other products
Requirement: Upon sign in, suggestions for products based on the needs of the customer and the ability to see other products for sale
Note: This system can give general relevance to certain products based on what symptoms or diseases customer is affected with. If customer wishes to look at other products, a simple catalogue with filter and search bar is available.

Level 1: Supply Information
Level 2: Provide related information needed for sign-up
Requirement: During sign-up, system supplies information to help customer with requirements needed for purchase of product
Note: This will assist with new and/or returning customer knowing the requirements to purchase a product, such as a valid prescription.

Level 1: Product selection

Level 2: Allow customers to select a product to purchase

Requirement: The system will direct the customer to the checkout line if they do not need to speak with a staff member for further information

Note: This will improve efficiency to allow customers who know their order to pay and leave and not have to wait in line behind others who need to speak with a staff member.

Level 1: Sign up questionnaire

Level 2: Ask questions to the new customer to assist them with their needs

Requirement: Provide a relatively short questionnaire to help staff determine the needs of the customer

Note: Determining the needs of the customer will improve the customer/staff relationship. The questionnaire will also help customer understand what their own needs may be in relation to the product they need.

Level 1: Account Creation

Level 2: Creates account for customer

Requirement: The information used on the application is stored into a database

Note: This improves staff interaction with customer and relieves the need for manual data entry

Level 1: Customer account retrieval

Level 2: Ability for staff to access customer account

Requirement: Allows staff members access to customer accounts

Note: This will allow staff members to better assist customers by knowing what products they have purchased and customer information to help them with product selection. This will also allow staff members to update customer data upon request from customer.

Level 1: Customer account editing

Level 2: Allows for the ability to edit certain aspects of the customer account

Requirement: Allow for editing of the customer account

Note: This will allow customers and staff members to edit and update certain aspects of a customer account

Level 1: Database retrieval

Level 2: Allows the application to access the database

Requirement: Allow the application to access the database to retrieve information

Note: This allows for customer account retrieval and access to product information stored on the database

Level 1: Database access

Level 2: Allows access to database to update product information

Requirement: Allows system to access the database to add or update product information

Note: This allows staff members to add in new products or update existing product information

Level 1: Information Security

Level 2: Prevents user's information from being stolen

Requirement: Must protect user's personal data such as email and other private information

Note: In design, ensure that SQL has security credentials preventing unauthorized users from accessing private data

Level 1: Accessibility

Level 2: Gives users the option to tell personnel that they are deaf or hard of hearing and request for interpreter

Requirement: Upon first sign-in allow user to indicate if they are deaf or hard of hearing

Note: This alerts staff that they need an interpreter or have trouble hearing

Level 1: Accessibility

Level 2: Gives user the option to tell personnel that English is not their first language and request for interpreter

Requirement: Upon first sign-in allow user to indicate if they speak English or need a translator

Note: This alerts staff that they need a translator

Level 1: Quick Select

Level 2: Lets users “Save” products to a list to make them easy to find on the next visit

Requirement: Option to save product to a favorites list

Note: This makes selection of products much faster and easier the next time a user visits.

Level 1: Product availability

Level 2: low stock alert on products with low quantities

Requirement: Display “low stock” when user selects an item with low quantity on hand

Note: This alerts users that they should either get as much product as they are allowed or choose a different product

Section 3 – Models Section:

About Wellness Ohio Sign-up/-in system – Work Roles Model (Danielle Maddux)

- Customers, who interact with the sign-in system to create an account, sign-in, learn about products, select product for purchase, and interact with staff for further instruction on products and purchase of products.
- Staff, who interact with customers to inform about products and usage, who use the system to access customer account for better customer care, and to sell the product.
- Database administrator, who is responsible for maintaining and updating the database.
- Office manager, who is in charge of daily operations of organization.
- Service Technician, who is responsible for the proper functioning of the equipment.
- Distributor, supplies the information on the product.

About Wellness Ohio Sign-up/-in system – Social Model (Danielle Maddux)

- Customer
 - Concerned or worried about:
 - secured information
 - filling out information incorrectly (making a mistake)
 - not having all information required
 - Is pressured:
 - to read required and optional information
 - Experiences barriers in the form of:
 - noise from other customers in lobby
 - unable to properly navigate through information
- Staff
 - Concerned or worried about:
 - system errors
 - customer complaints
 - Is pressured:
 - to push through customers quickly
 - to please customers
 - External influences caused by:
 - office manager, who expects impractical resolution time with customer satisfaction
 - irate customers, who slow the process by not following the rules
 - improperly maintained equipment causing errors which slows down operations
- Database administrator
 - Is pressured:
 - to maintain data integrity
 - to keep the system running
 - updating database
 - Experiences barriers in the form of:
 - not being provided with proper information to keep database updated
- Office manager
 - Is pressured:
 - to keep operations running smoothly
 - to ensure equipment is operational (otherwise call service technician)
 - Concerned or worried about:
 - customer satisfaction
 - equipment maintenance, software updates and hardware inspections

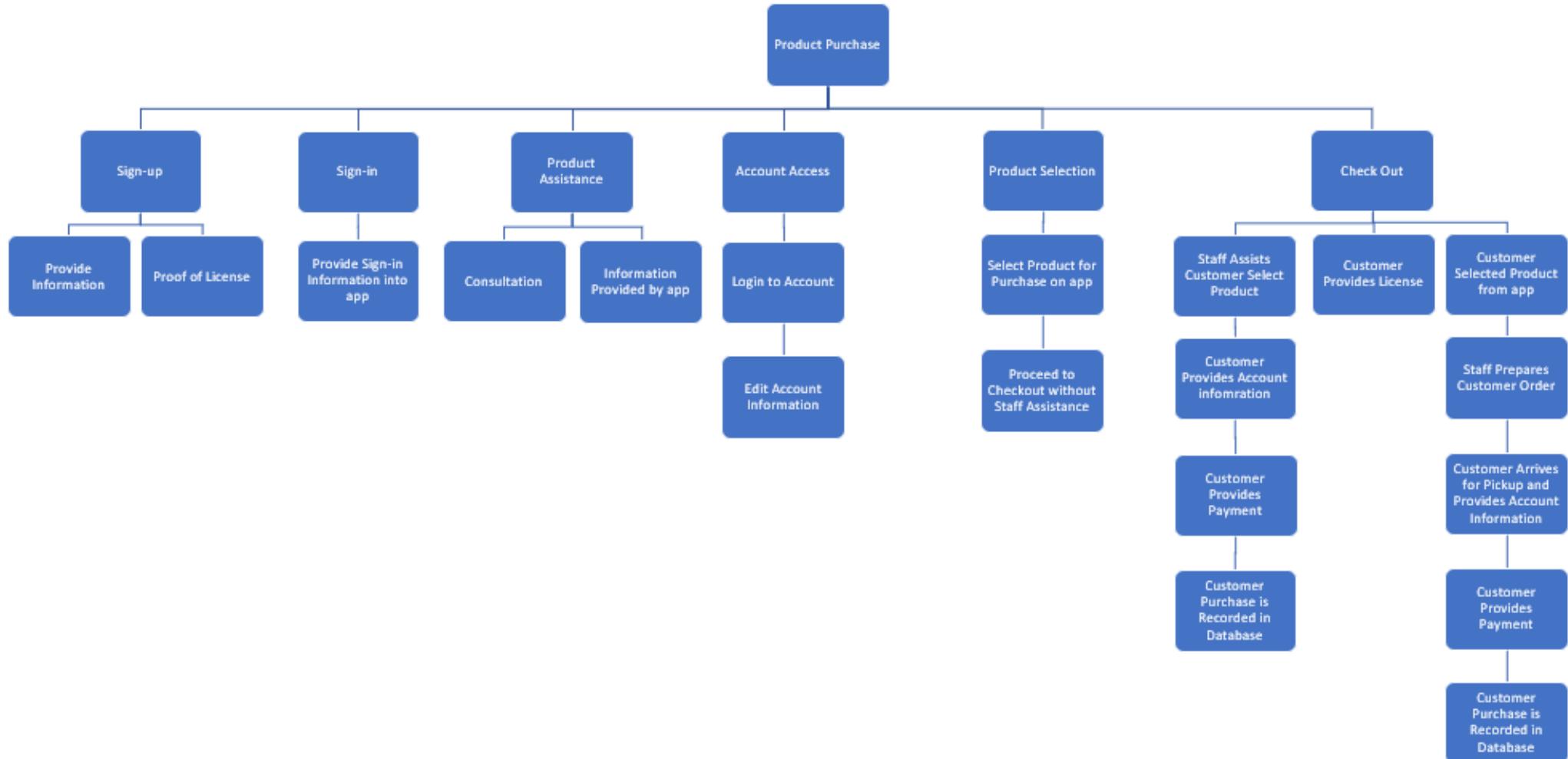
About Wellness Ohio Sign-up/-in system – Usage Scenario (Danielle Maddux)

Harold Walker is a 57-year-old male who suffers from Parkinson's Disease. After attempting to find the right medication, Harold's wife, Deborah, 54 years old, heard about medical marijuana and suggested Harold give it a try. Upon arriving at the dispensary, the couple are greeted at the front door and are welcomed into the lobby where they are asked to fill out an electronic sign-up form for new customers. They received a tablet with the electronic sign-up app displayed. The app goes through several of the necessary steps to sign-up such as first and last name, address, and phone number of the customer, medical card information, and the diseases or disorders the customer has and some brief information on the products that would best suit the patient's needs based on the previous answers. The app also features a pre-defined, frequently asked questions that the patient can select or fill out other question they may have so the staff can be prepared what questions to answer. Deborah fills out the application for Harold and presses the submit button; she then returns the tablet to the person who greeted her and is informed that someone will be with them shortly. Harold's name is called and a staff member who has access to the information that Deborah filled out on the application is already informed of Harold's situation. The staff member proceeds to answer their questions and explains the different products that would benefit Harold. The process is smooth and seamless; Deborah and Harold had minimal waiting time before speaking with the staff and purchasing the medication.

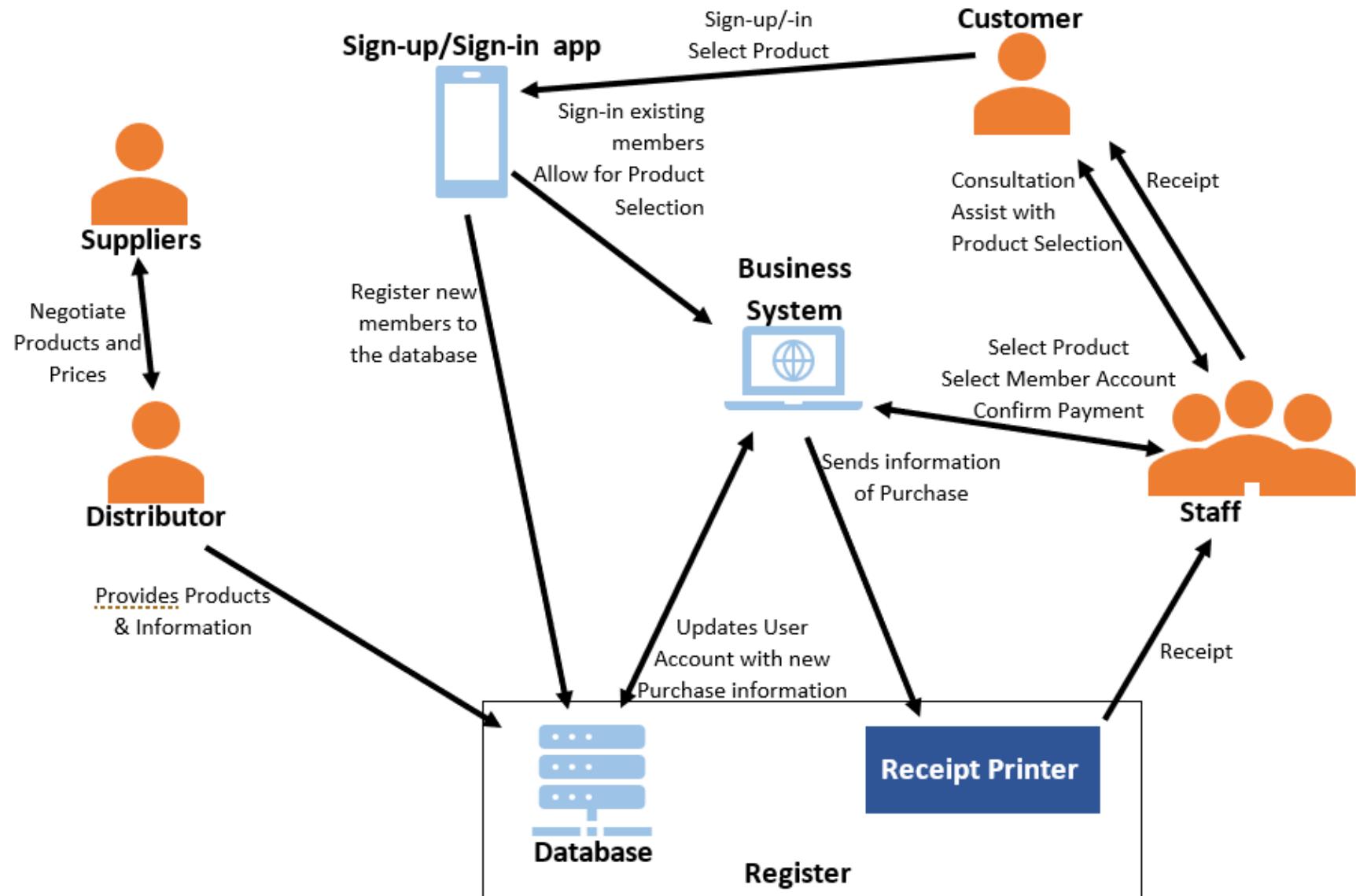
About Wellness Ohio Sign-up/-in system – Essential Use Case (Danielle Maddux)

1. Customer: arrives at store
2. Staff: provides tablet for sign-up/-in
3. Customer: retrieves tablet and takes a seat
4. Tablet sign-up/-in system: asks for customer information input
5. Customer: enters information required
6. Tablet: output beneficial information for customer
7. Customer: completes sign-up/-in and returns tablet
8. System: creates/stores customer account information, places customer in queue
9. Staff: calls on customer when next in queue
10. Customer: meets with staff member
11. Staff: retrieves customer account information from system with computer/tablet and consults user on products
12. Customer: asks questions about products
13. Staff: answers questions about products
14. Customer: selects product(s) for purchase
15. Staff: assists customer with check out
16. System: records customer purchase information on customers account
17. Staff: provides customer with purchase and receipt
18. Customer: accepts receipt and purchase

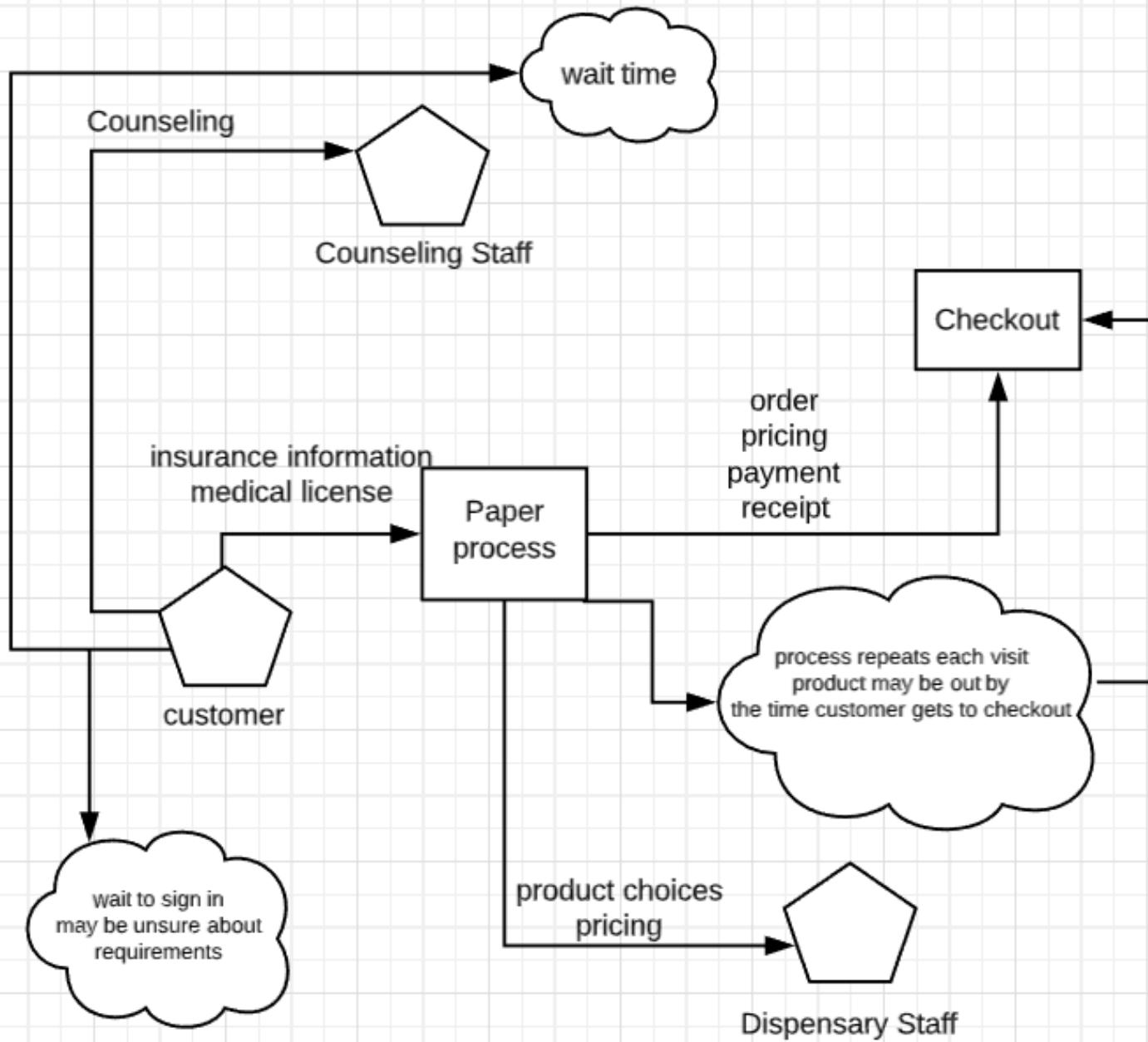
About Wellness Ohio Sign-up/-in system - Hierarchical Task Inventory (Danielle Maddux)



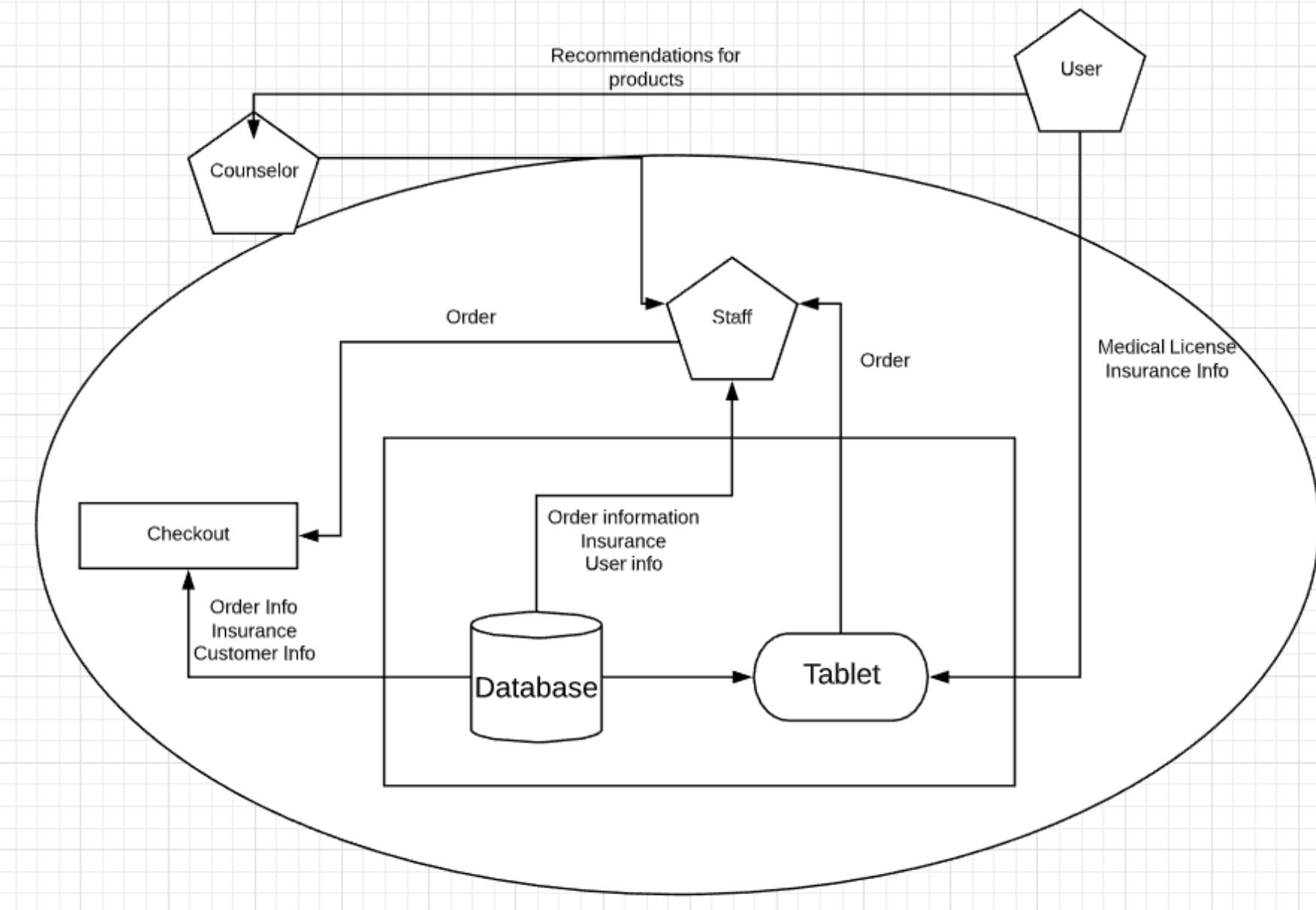
About Wellness Ohio Sign-up/-in system – Work Flow Model (Danielle Maddux)



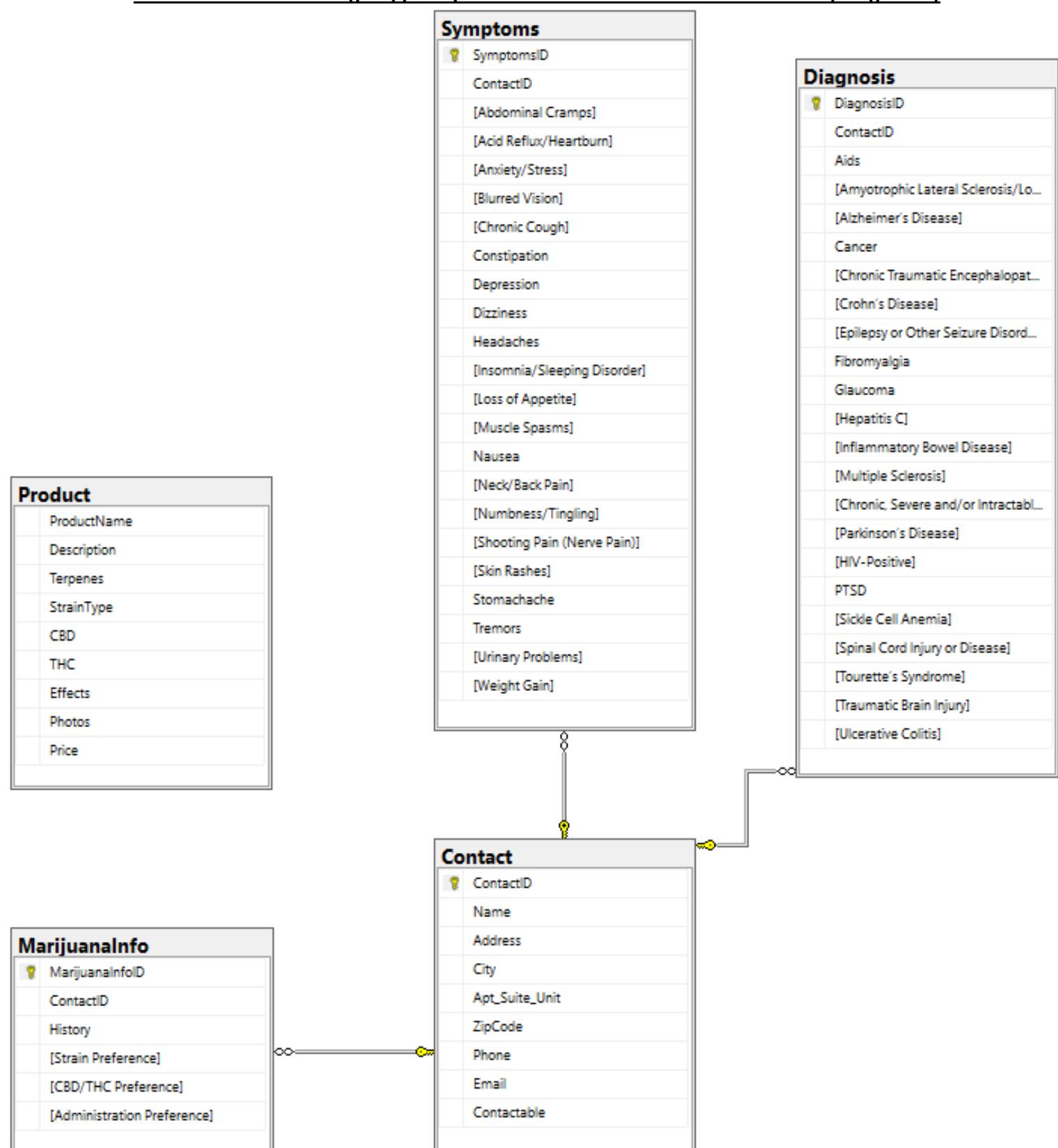
About Wellness Ohio Sign-up/-in system – Artifact Model (Shayna Creech)



About Wellness Ohio Sign-up/-in system – Flow Model (Shayna Creech)



About Wellness Ohio Sign-up/-in system – Information Architecture Model (Greg Bond)





TEAM N-PROJECT 4

About Wellness Sign-in System

Abstract

A Sign-in system to enhance customer experience and staff efficiency at an About Wellness dispensary

Gregory B., Danielle M., Shayna C.

HCI-UX SS20

Describe your Team product, system, or design idea:

Our system is an application that can be used while the customers are in the About Wellness marijuana dispensary – waiting to be serviced – to help facilitate information about products and create a more efficient sign-up and buying process.

Describe the range of user characteristics you expect to see for this target product:

The users vary fairly widely in age, as there is no age requirement to get a medical marijuana card in Ohio. All users suffer from either a physical or mental ailment. Many have worked in physically demanding industries, such as construction, and suffered some form of injury as a result.

Describe your design persona and the process you used to establish it:

We decided to use Greg Bond's design persona focusing on John, who is a married man in his forties that has been going to the dispensary since its opening. He previously worked in the construction industry and suffers from various aches throughout his body as a result of constantly being in demand of lifting heavy objects and frequent movement. The process Greg used to establish this persona was based on the observations and interviews he gathered regarding the store. Greg had noticed, as did one of the employees he spoke with, that many of the customers had been in physically demanding areas of work, and that this has led them to needing a form of pain relief.

Persona Statement:

John, a married man, age forty-nine, that has worked in construction for twenty-five years, goes into the store to purchase his medical marijuana for the week. While the store has customers, it is not too busy that he is not able to enter the main room. He walks into line and is greeted with a tablet that is using About Wellness' new app. He is able to see a list of current and new products that have been introduced into the store, and their various affects that they produce. He clicks on the "Recommend Me" button and is directed to a questionnaire that outlines possible symptoms he may have. After filling out this questionnaire, a list of products in the store that relieve his current symptoms is presented, with information on each. John reads the list of recommendations, and when it is his turn to purchase, he tells the clerk what strain and how much of it he is interested in purchasing. John returns the tablet to the clerk, and the clerk provides him his medicine upon completing the purchase. John then leaves the store.

S1 ecological view

TEAM N

YOUR NAME Danielle Maddux

Lobby of About Wellness Ohio



Interaction

Sign-up Waiting

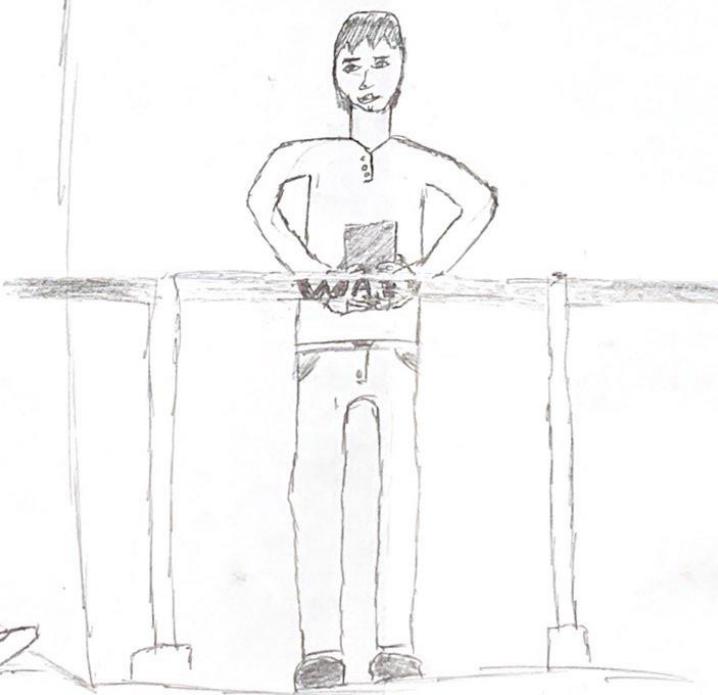
Waiting to Purchase

Using Device to sign-up

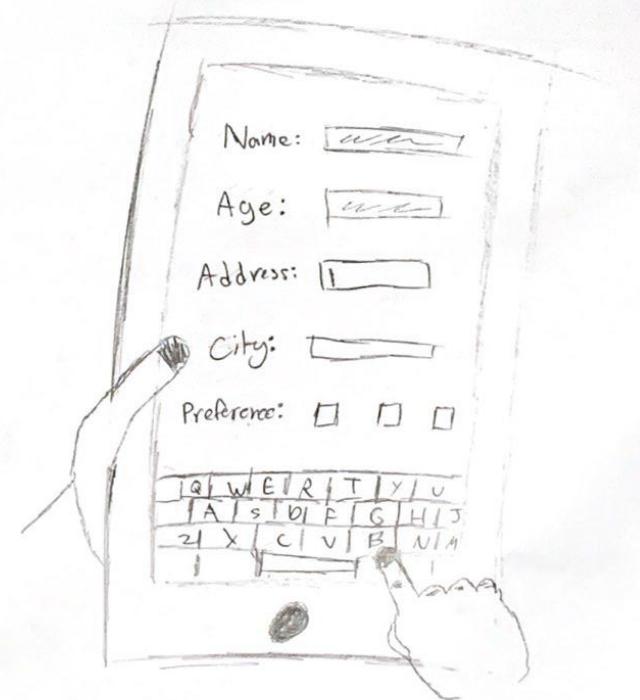
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S3 emotional view

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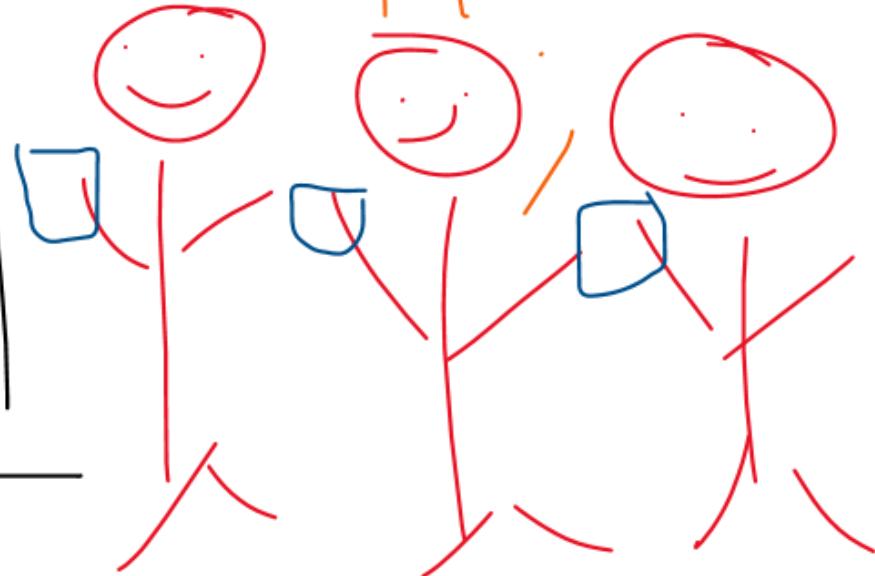
YOUR NAME _____ Shayna Creech _____

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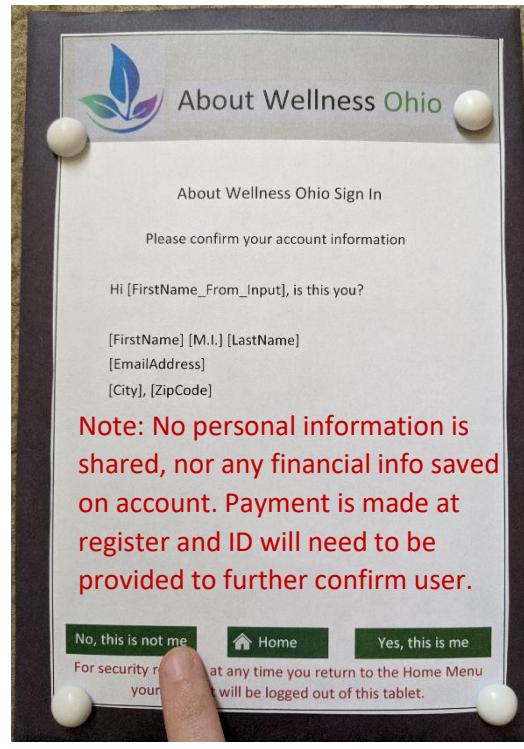
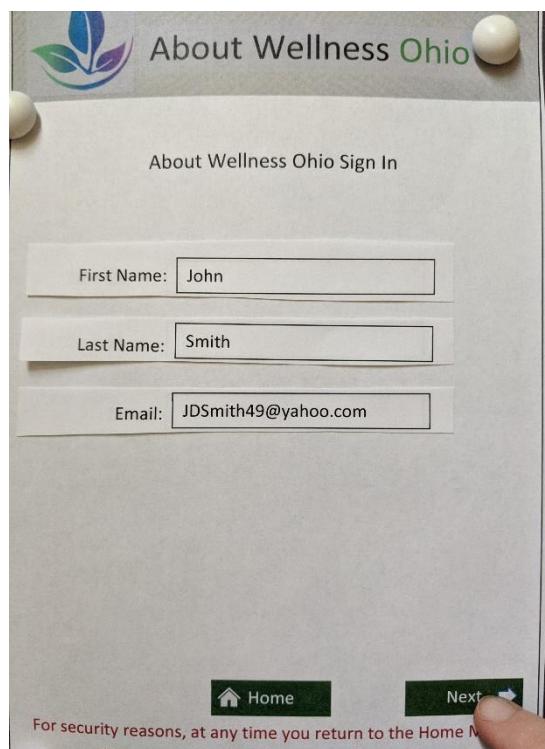
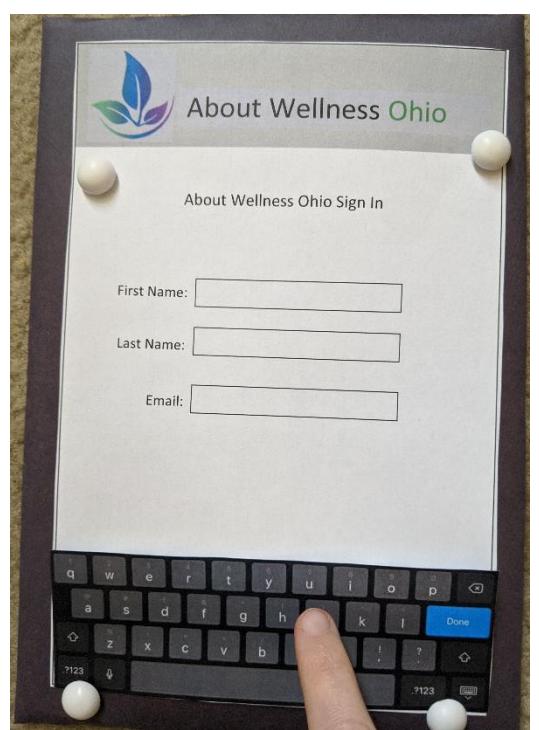
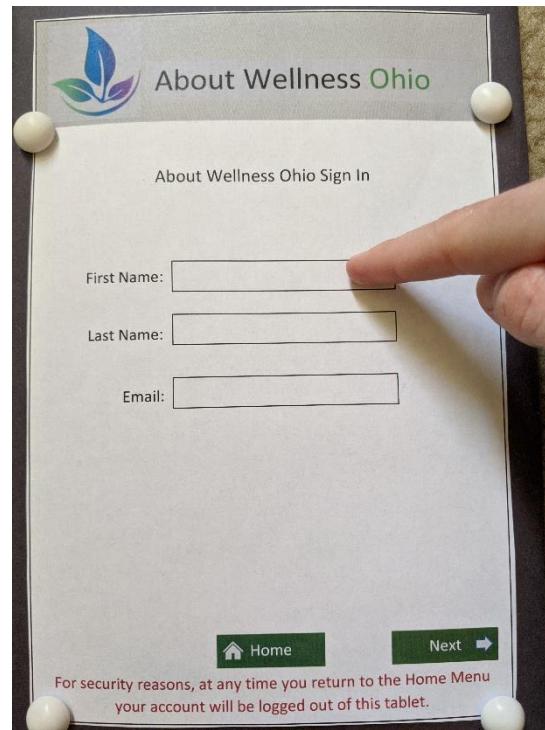
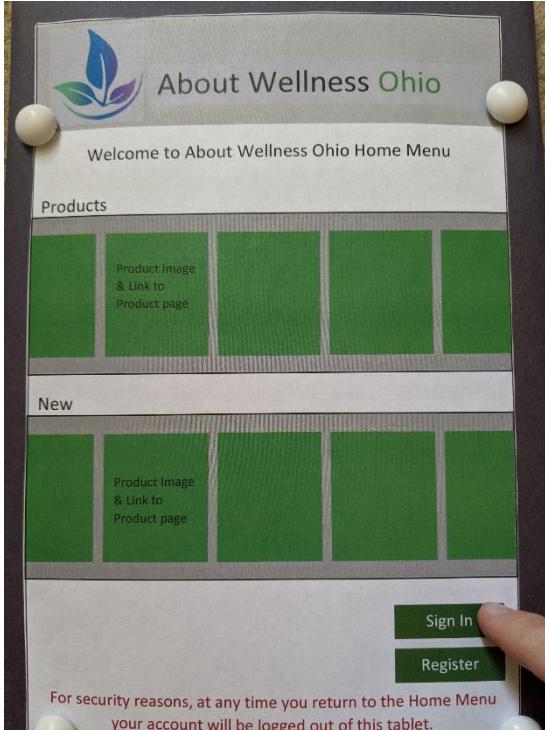
to sign
in



Designer Mental Model:

The system is a mixture of hardware and software that enables customers to sign-up to the store and search its selections for information regarding current products. It is organized through a set of tablets that have the software on it and a server which contains a database. The tablets for signing-up send data to the server where it is stored for record purposes. The tablets for providing product information fetch the data from the server and display it to the users as they are waiting to make a purchase. The users are able to make searches based off of their symptoms, price, strain, and other features.

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About Wellness Ohio Sign In

I'm Sorry, we could not find your account.
Check the information you provided and try again.

First Name: John

Last Name: Smith

Email: JDSmith49@yahoo.com

Do you have an account with us? [Register Now](#)

Home Next

For security reasons, at any time you return to the Home Menu
your account will be logged out of this tablet.

About Wellness Ohio Register

First Name: [redacted]
Middle Initial: [redacted]
Last Name: [redacted]
Street Address: [redacted]
[redacted]
City: [redacted]
State: [redacted]
Zip Code: [redacted]
Email: [redacted]
Phone Number: [redacted]

Home Next

For security reasons, at any time you return to the Home Menu
your account will be logged out of this tablet.

About Wellness Ohio Register

First Name: [redacted]
Middle Initial: [redacted]
Last Name: [redacted]
Street Address: [redacted]
[redacted]
City: [redacted]
State: [redacted]
Zip Code: [redacted]
Email: [redacted]
Phone Number: [redacted]

Please fill out all provided areas.

Home Next

For security reasons, at any time you return to the Home Menu
your account will be logged out of this tablet.

About Wellness Ohio Register

First Name: John

Middle Initial: D

Last Name: Smith

Street Address: 1234 Somewhere Street

[redacted]
[redacted]

City: Cincinnati

State: OH

Zip Code: 45555

Email: JDSmith49@yahoo.com

Phone Number: (513) 555-1234

Done

Back Home Next

For security reasons, at any time you return to the Home Menu
your account will be logged out of this tablet.

About Wellness Ohio Register

First Name: John

Middle Initial: D

Last Name: Smith

Street Address: 1234 Somewhere Street

[redacted]
[redacted]

City: Cincinnati

State: OH

Zip Code: 45555

Email: JDSmith49@yahoo.com

Phone Number: (513) 555-1234

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About Wellness Ohio Register

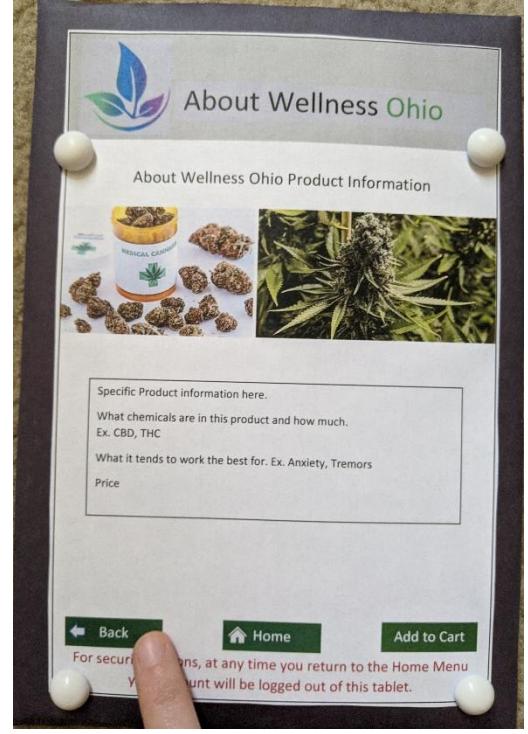
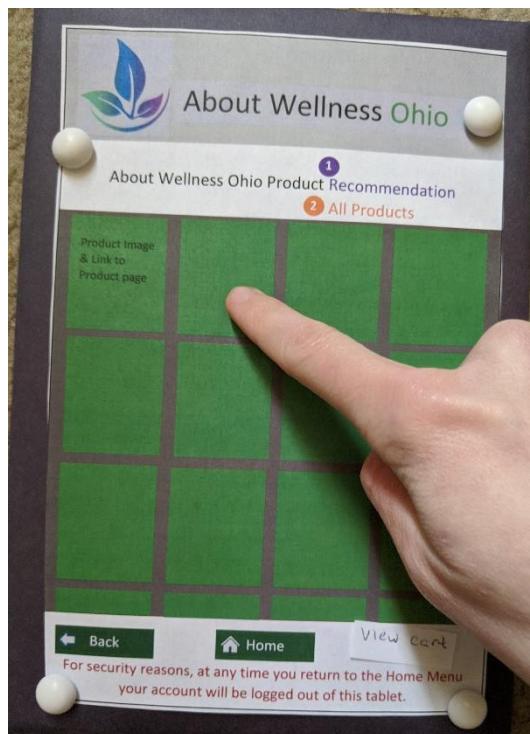
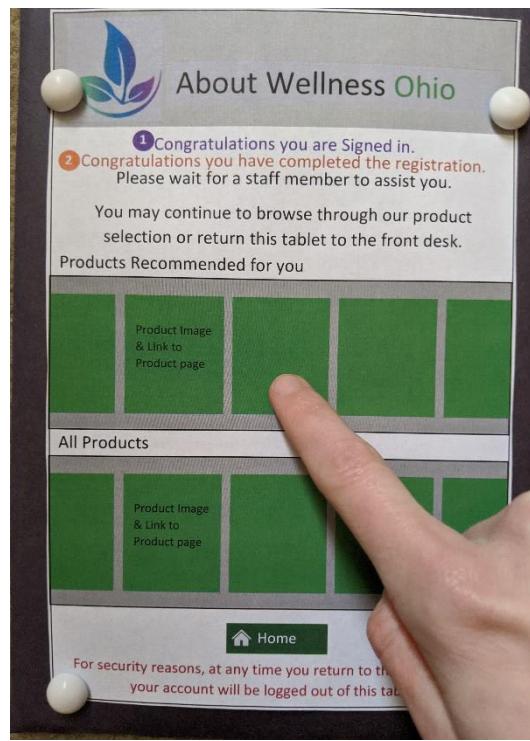
Do you have an Ohio Medical Marijuana Card?
A Medical Marijuana Card will need to be provided
prior to purchase.

Yes No

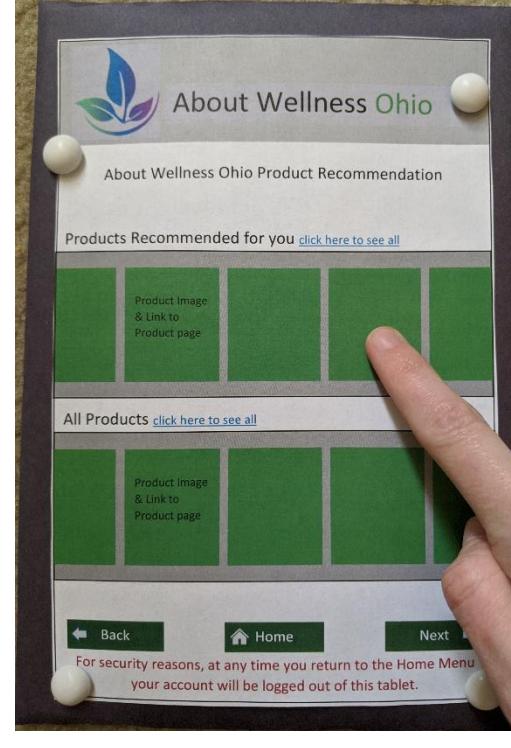
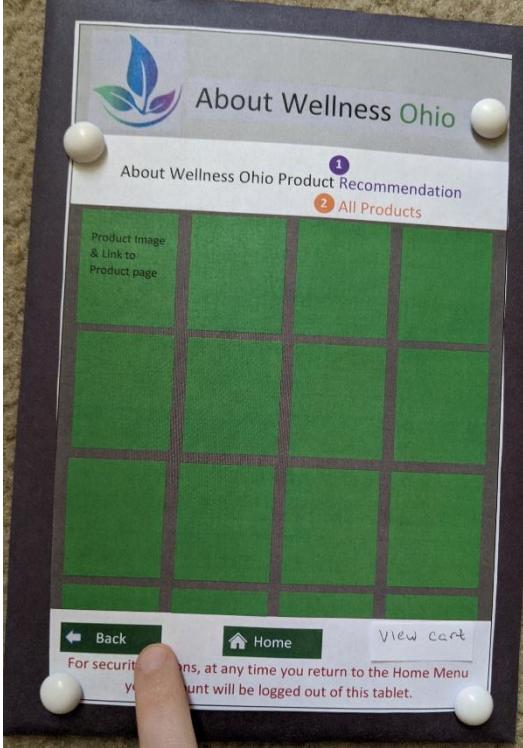
Back Home Next

For security reasons, at any time you return to the Home Menu
your account will be logged out of this tablet.

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The image displays two screenshots of a mobile application interface for "About Wellness Ohio".

Screenshot 1: Product Cart Screen

This screen shows a product cart summary. It includes a small image of a bowl of granola, a table for item details, and a "Delete this item" link.

Item in cart:	Quantity:	Subtotal:
Product Name	xx	\$xxx.xx

Below the table, there is a "Delete this item" link.

Screenshot 2: Home Menu Screen

This screen shows the "Welcome to About Wellness Ohio Home Menu". It features sections for "Products" and "New", each containing five placeholder green boxes labeled "Product Image & Link to Product page". At the bottom, there are "Sign In" and "Register" buttons, and a note about security logging out the account.

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.

Metaphors:

Our application is like a store's aisles where a customer can search and find products based on their labels and information.

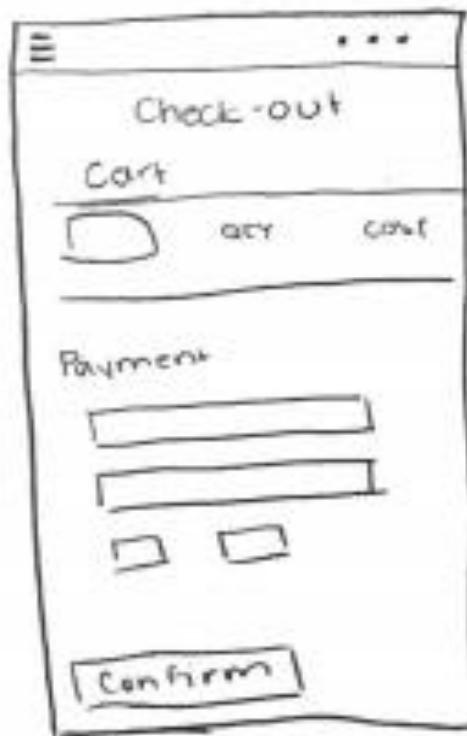
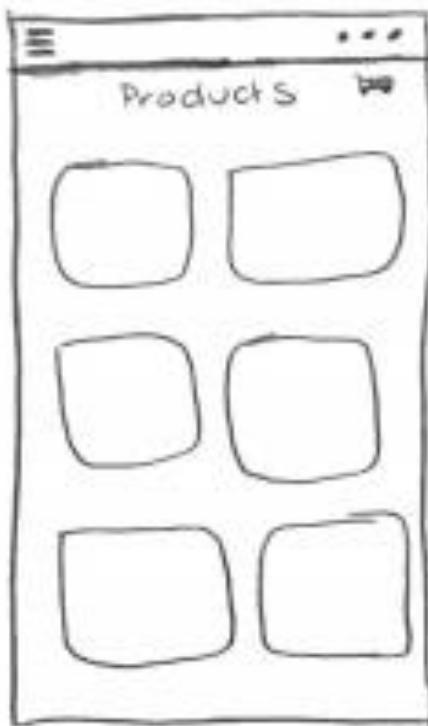
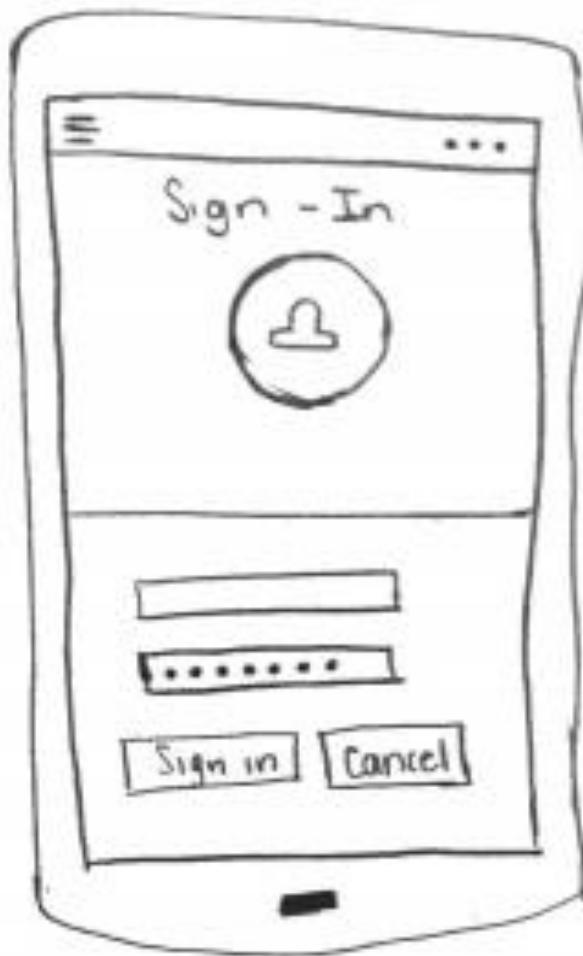
Our application is like a clipboard where a user can provide their information and submit it/turn it in when finished.

Our application is like a medical salesman where a user can provide their criteria for a product and receive a list of products that fit it.

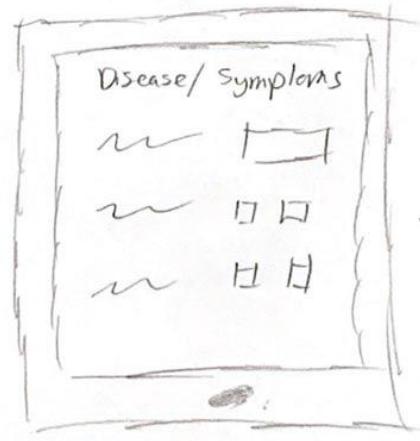
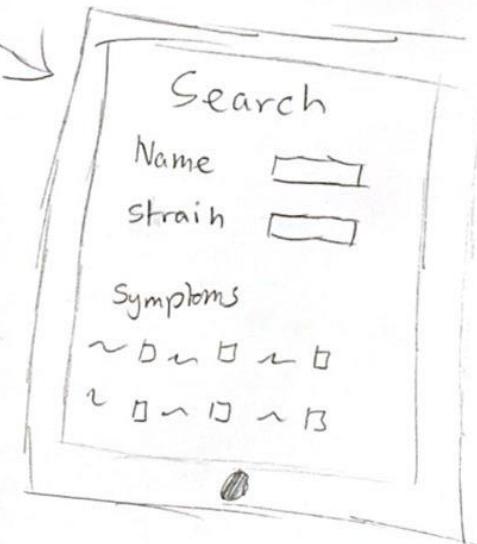
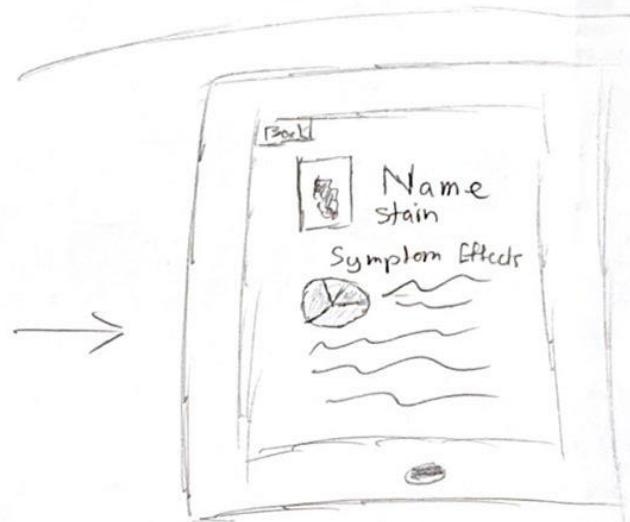
STORYBOARD PANELS FOR UX ENVISIONING



Wireframe



Wireframe





TEAM N-PROJECT 5

About Wellness Sign-in System

Abstract

A Sign-in system to enhance customer experience and staff efficiency at an About Wellness dispensary

Gregory B., Danielle M., Shayna C.

HCI-UX SS20

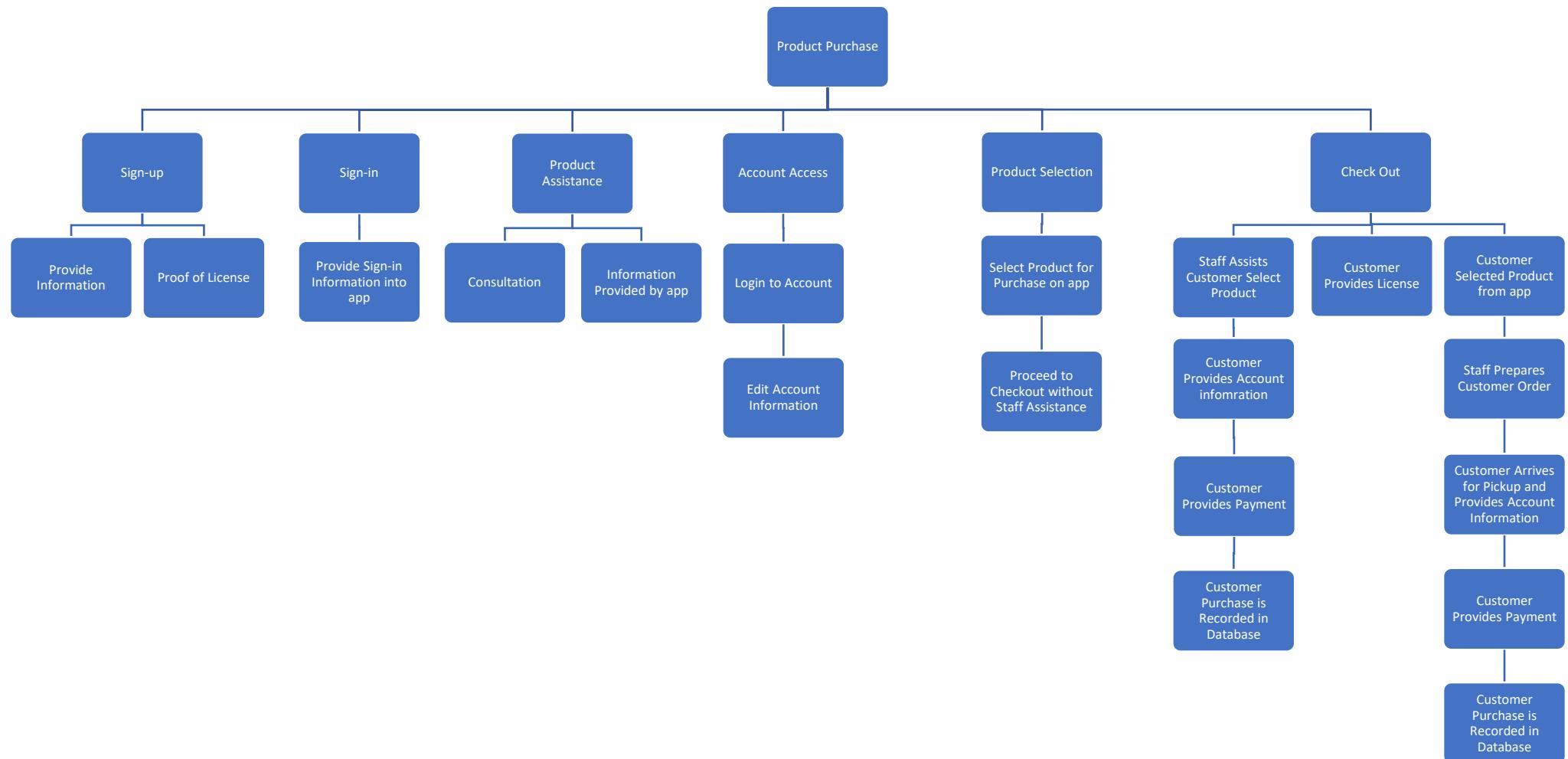
Overview: Our team decided how much to include in the prototype by looking toward the Hierarchical Task Inventory and selecting a few of the most used and important tasks that needed to be represented.

Task 1: Perform a sign in

Task 2: Perform a pre-purchase order after signing in

Task 3: Perform a registration for a new user

Hierarchical Task Inventory



Prototype Process: We decided to build a mockup prototype using HTML. First, we decided what processes from the Hierarchical Task Inventory we would represent within the Prototype. The processes that were used in this prototype click through are the sign in, registration, and a demo of how the product selection and pre-purchase ordering operates. After deciding upon the build out of the prototype, we used Notepad++ to create the HTML files and design the layout of the program. We started with the home page and use it as a template to build the remaining pages until we completed the processes from the HTI that were agreed upon. We performed a walk through by clicking on each of the pages to be sure they were functioning properly and immediately correcting any issues we ran into along the way. We included a hand icon to represent the user clicking on certain areas of the prototype and is not part of the prototype design.

The Wireframes – Task 1: Sign in

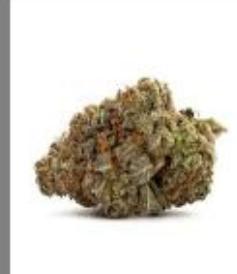


About Wellness Ohio

Welcome to About Wellness Ohio Home Menu

Please Sign In or Register.
You may also browse our selection of products.

Products



New





For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.

Copyright © About Wellness



About Wellness Ohio

Welcome to About Wellness Ohio Sign In

First name:

Last name:

Email Address:



Back

Home

Submit

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.

Copyright © About Wellness



About Wellness Ohio

Welcome to About Wellness Ohio Sign In

First name:

Last name:

Email Address:

Back

Home

Submit

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.



About Wellness Ohio

Welcome to About Wellness Ohio Sign In

Please confirm your account information

Hi John, is this you?

Name: John D. Smith
Email: JDSmith49@yahoo.com
Cincinnati, 45036

No,
this is not me

Home

Yes,
this is me



For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.

Copyright © About Wellness

The Wireframes – Task 2: After sign-in, perform a pre-purchase order

The wireframe shows the home screen of the About Wellness Ohio app. At the top, there is a logo consisting of three stylized leaves in blue, green, and purple. To the right of the logo, the text "About Wellness Ohio" is displayed in a large, bold, white font.

Below the header, a prominent message reads "Welcome to About Wellness Ohio". Underneath this, a message says "Congratulations you are signed in." followed by "Please wait for a staff member to assist you. You may continue to browse through our product selection or return this tablet to the front desk."

A section titled "Products Recommended for you" displays four product images in a grid. An orange hand cursor points to the first product, which is a bag of KUSHIE Edition cannabis. The other three products shown are a cannabis bud, a bar of KIVA chocolate, and a bag of TKEZ edibles.

Below this section is a heading "All Products" followed by a grid of four product images: a pack of BEARVAPE PLAIN JANE cartridges, a set of LEAFLY test tubes, a tray of dried cannabis flower, and a close-up of a cannabis plant.

A large green button at the bottom center contains the word "Home". At the very bottom of the screen, a red warning message states: "For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet." The footer also includes the copyright notice "Copyright © About Wellness".



About Wellness Ohio

Mini Krispies 360mg Berry



Name: Mini Krispies 360mg Berry

Description: Kushie Brand's Berry Mini Krispie offers a refreshingly sweet medicated treat for on-the-go medicating. Made with natural ingredients, each krispie contains 360mg of THC per unit.

Chemical Composition: 360mg of THC per unit

Symptom Aleviation: Pain, muscle spasticity, glaucoma, insomnia, low appetite, nausea, anxiety

Price: \$14.00

[Back](#)

[Home](#)

[Add To Cart](#)

For security reasons, at any time you return to the Home menu your account will be logged out of this tablet.



About Wellness Ohio

Welcome to About Wellness Ohio - Add To Cart



Quantity:

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.



About Wellness Ohio

Welcome to About Wellness Ohio - Shopping Cart Confirmation



Name: Mini Krispies 360mg Berry

Price: \$14.00
Quantity: 2

Name: Mini Krispies 360mg Berry

Subtotal: \$28.00
Tax: \$1.61
Total: \$29.61

Back

Home

Check Out

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.



About Wellness Ohio

Welcome to About Wellness Ohio - Order Complete

Thank you for your order. Please wait for a staff member to assist you with your order.

You may continue to browse through our product selection or return this tablet to the front desk.



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The Wireframes – Task 3: Register



About Wellness Ohio

Welcome to About Wellness Ohio Home Menu

Please Sign In or Register.
You may also browse our selection of products.

Products



New



[Sign In](#)

[Register](#)

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About Wellness Ohio

Welcome to About Wellness Ohio Register - Personal Information

First Name:



Middle Initial:

Last Name:

Street Address:

Apt/Suite/Unit:

City:

State:

Zip Code:

Phone Number:

Email:

Best Contact:

Email Phone

Home

Next

For security reasons, at any time you return to the Home Menu your account will be logged out
of this tablet.



About Wellness Ohio

Welcome to About Wellness Ohio Register - Personal Information

First Name:	<input type="text" value="John"/>
Middle Initial:	<input type="text" value="D"/>
Last Name:	<input type="text" value="Smith"/>
Street Address:	<input type="text" value="123 Somewhere Street"/>
Apt/Suite/Unit:	<input type="text"/>
City:	<input type="text" value="Cincinnati"/>
State:	<input style="width: 40px;" type="text" value="Ohio"/> <input type="button" value="▼"/>
Zip Code:	<input type="text" value="45036"/>
Phone Number:	<input type="text" value="123-456-7890"/>
Email:	<input type="text" value="JDSmith49@yahoo.com"/>
Best Contact:	<input type="radio"/> Email <input checked="" type="radio"/> Phone

Home

Next

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About Wellness Ohio

Welcome to About Wellness Ohio Register - Medical Card

Yes

No

Back

Home

Next



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About Wellness Ohio

Welcome to About Wellness Ohio Register - Diagnosis

- | | |
|--|--|
| <input type="checkbox"/> Alzheimer's | <input type="checkbox"/> Amyotrophic Lateral Sclerosis (ALS) |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Chronic Pain |
| <input type="checkbox"/> Crohn's | <input type="checkbox"/> Chronic Traumatic Encephalopathy |
| <input type="checkbox"/> Fibromyalgia | <input type="checkbox"/> Glaucoma |
| <input type="checkbox"/> HIV / AIDS | <input type="checkbox"/> Hepatitis C |
| <input type="checkbox"/> Multiple Sclerosis | <input type="checkbox"/> Inflammatory Bowel Disease |
| <input type="checkbox"/> Parkinson's | <input type="checkbox"/> Post-Traumatic Stress Disorder |
| <input type="checkbox"/> Sickle Cell Anemia | <input type="checkbox"/> Spinal Cord Injury |
| <input type="checkbox"/> Seizures | <input type="checkbox"/> Traumatic Brain Injury |
| <input type="checkbox"/> Tourette Syndrome | <input type="checkbox"/> Ulcerative Colitis |
| <input checked="" type="checkbox"/> Rather Not Say | <input type="checkbox"/> Other: <input type="text"/> |

Back

Home



Submit

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.



About Wellness Ohio

Welcome to About Wellness Ohio - Registration Confirmation

Please confirm your account information

Hi John, is this you?

Name: John D. Smith
Email: JDSmith49@yahoo.com
Cincinnati, 45036

No,
this is not me

Home

Yes,
this is me

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.

Copyright © About Wellness



About Wellness Ohio

Welcome to About Wellness Ohio

Congratulations you are signed in.

Please wait for a staff member to assist you.
You may continue to browse through our product selection or return this tablet to the front desk.

Products Recommended for you



All Products



[Home](#)

For security reasons, at any time you return to the Home Menu your account will be logged out of this tablet.



TEAM N-PROJECT 6

About Wellness Sign-in System

Abstract

A Sign-in system to enhance customer experience and staff efficiency at an About Wellness dispensary

Gregory B., Danielle M., Shayna C.

HCI-UX SS20

Describe the UX evaluation process you used

Our team used a design review that utilized a click through prototype created with HTML and hosted online to allow our volunteers to have an interactive experience and give us more comprehensive feedback.

Show the list of work tasks you used to drive the inspection process

We decided on two tasks from our hierarchical task inventory and asked our participants to perform these tasks with little direction. These two tasks were to register and to sign-in using the website. There are a few sections of the website that are not yet completely interactive and needed some communication to clarify the user's information.

Show the summary of quantitative data you compiled in the UX inspection process

All users completed the tasks quickly and within any reasonable time frame. The tasks were easy to perform with some minor confusion or user emotional disturbances when performing the tasks.

Show the summary of qualitative data you compiled

No user errors reported.

There were a number of cognitive and sensory affordance issues that our participants described as they were performing the tasks.

- Medical Card page lacking in instruction
- Ability to sign-out confusing
- Text not noticeable for confirmation on certain pages caused confusion
 - After signing in the text confirming the sign-in was uniform with the other text on the page which didn't give adequate information that the action was performed correctly
- Website configurations displayed differently on Chrome than on Firefox browsers
 - This did not upset the function of the website; it only displayed a horizontal scroll bar at the bottom of a couple of the pages.
- Home button was confusing on some of the pages.
 - Suggestion made was to have a navigation bar at the top of the page.

Show the conclusions made about the evaluation process

We concluded that there are more emotional design issues along with some sensory and cognitive affordances that need to be addressed. Before continuing we should work out the more problematic design issues, so the remaining functions not completed won't need to be reworked after-the-fact.

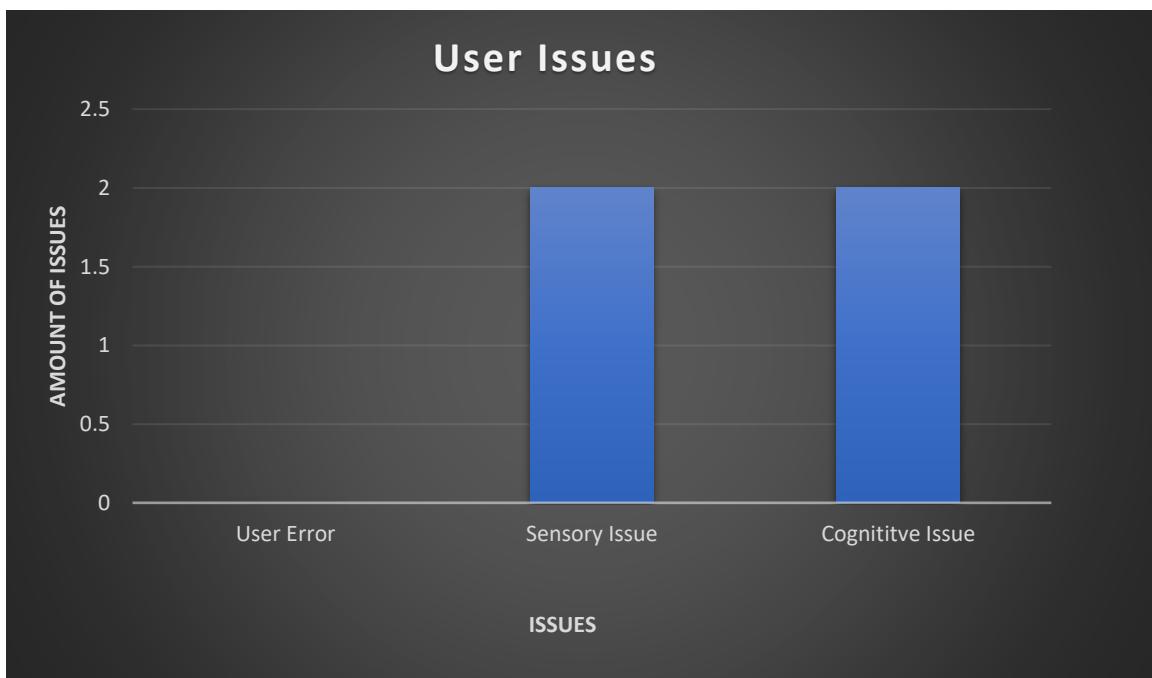
Show which project feature items will be remade or reworked in the final project version

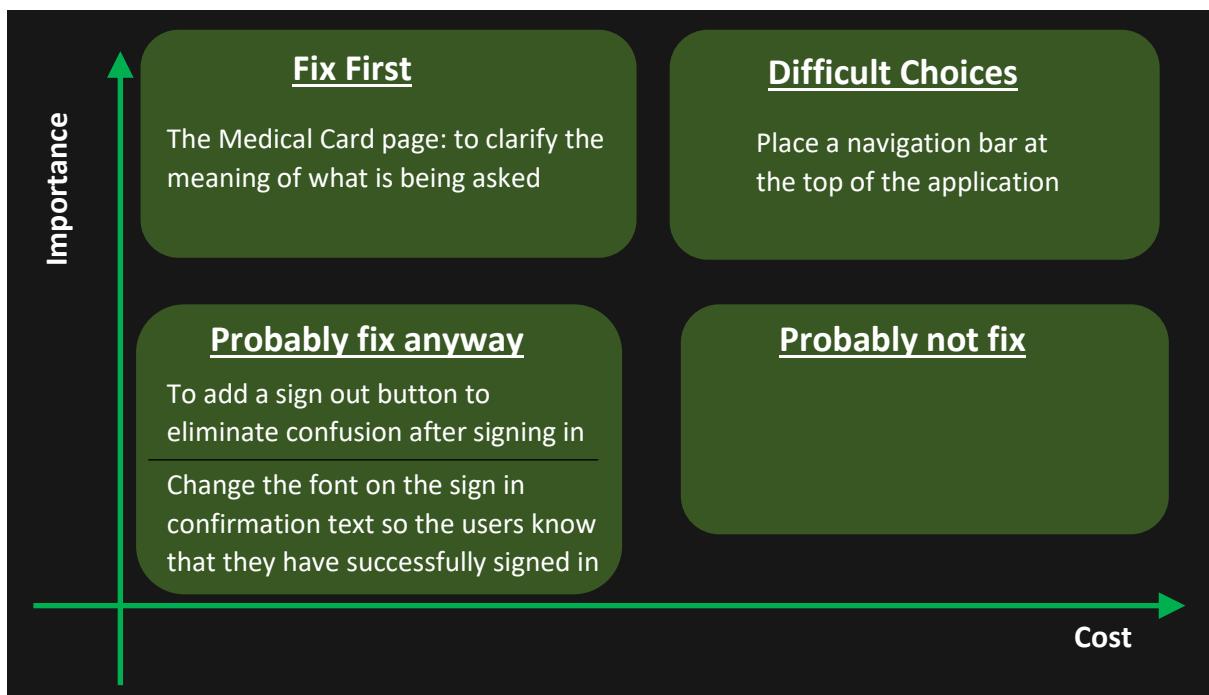
The features that will be reworked are:

- The Medical Card page: to clarify the meaning of what is being asked
- To add a sign out button to eliminate confusion after signing in
- Change the font on the sign in confirmation text so the users know that they have successfully signed in
- Place a navigation bar at the top of the application

Attach the tools you used, recording sheets, data summaries, samples of output

A pen, paper, and clock were used to record data from user evaluations. Video was also recorded in some of the sessions to acquire re-playable information for the feedback and the users' action. Data was then acquired through replaying said videos and logging details during it. Zero user errors occurred, and several user confusion points were noted. All users quickly completed the task with little issue. All outputs were the same as they should be if the register and sign-in were completed correctly.





REPORTING FORMAT TEMPLATE

Description of the product An application created for About Wellness Ohio that helps facilitate product information to customers and allow for easy sign-up of services.
Goals of the testing Determine the usability and user impact of the sign-in and registration features through observing usage by users and recording their feedback.
Description of the number and types of participants Seven participants were evaluated. These participants were volunteers who represent users of similar experience to the customers who will be using this application.
Tasks used in evaluation Registration process through which a user finds the registration and then successfully fills it out and registers for an account. Sign-In process through which a person finds the login portal and then enters their login credentials and attempts to successfully login.
Experimental design of the test For our tests we observed users as they went to the website and attempted to complete each task. Their actions were recorded, such as incorrect actions towards completing the task, and they were encouraged to communicate their thoughts openly while completing the task.
Evaluation methods used Think Aloud was used to receive user feedback through each step in the process of completing the tasks. Cooperative evaluation was used to provide clarification and encourage feedback of the system.
Usability measures and data collection methods employed Video was recorded to acquire re-playable information for the feedback and the users' action. Data was then acquired through replaying said videos and logging details during it.

Numerical results Graphical methods of presentation

Zero user errors.

Two sensory issues detected.

Two cognitive issues detected.

