



VAP ; UR

UCD ASSIGNMENT

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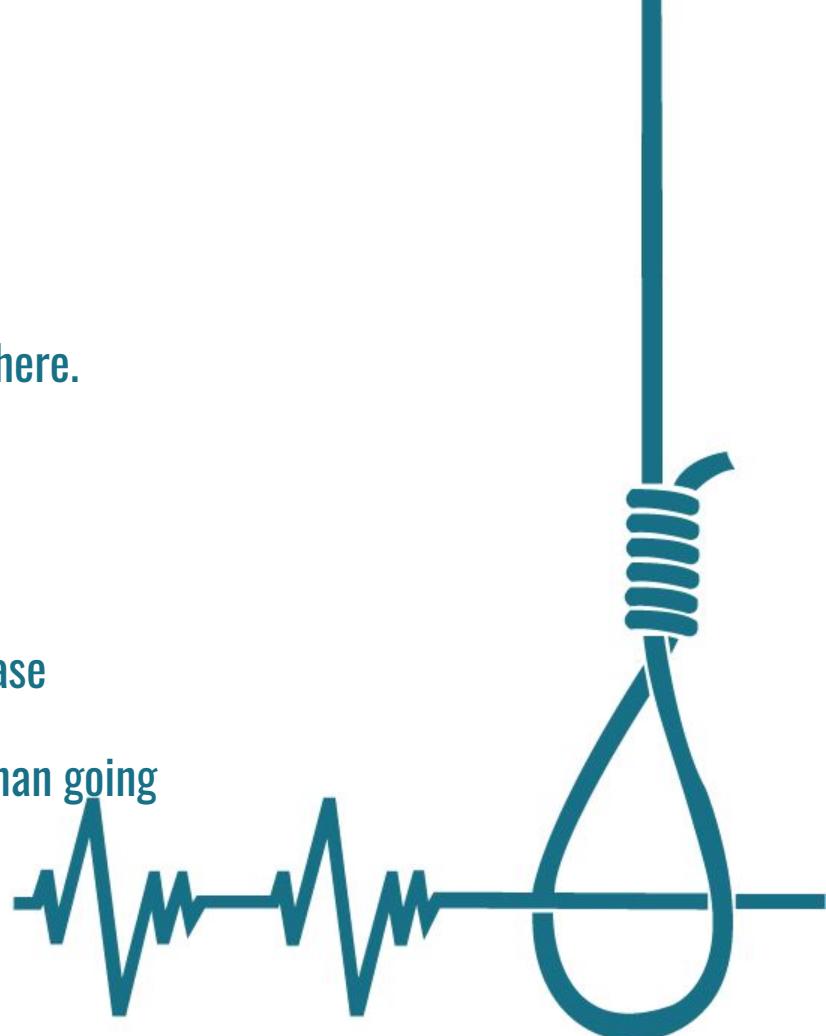
Updated Solution Overview

An App that has

AI bot catered towards consoling them anytime and anywhere.

- Programmed with emotional qualities
- Will send an alert to notify professionals
- Include educational features on depression
- Both educating and helping them to get over this phase

Eg: “ I can't take it anymore, dying would be better than going through this pain”



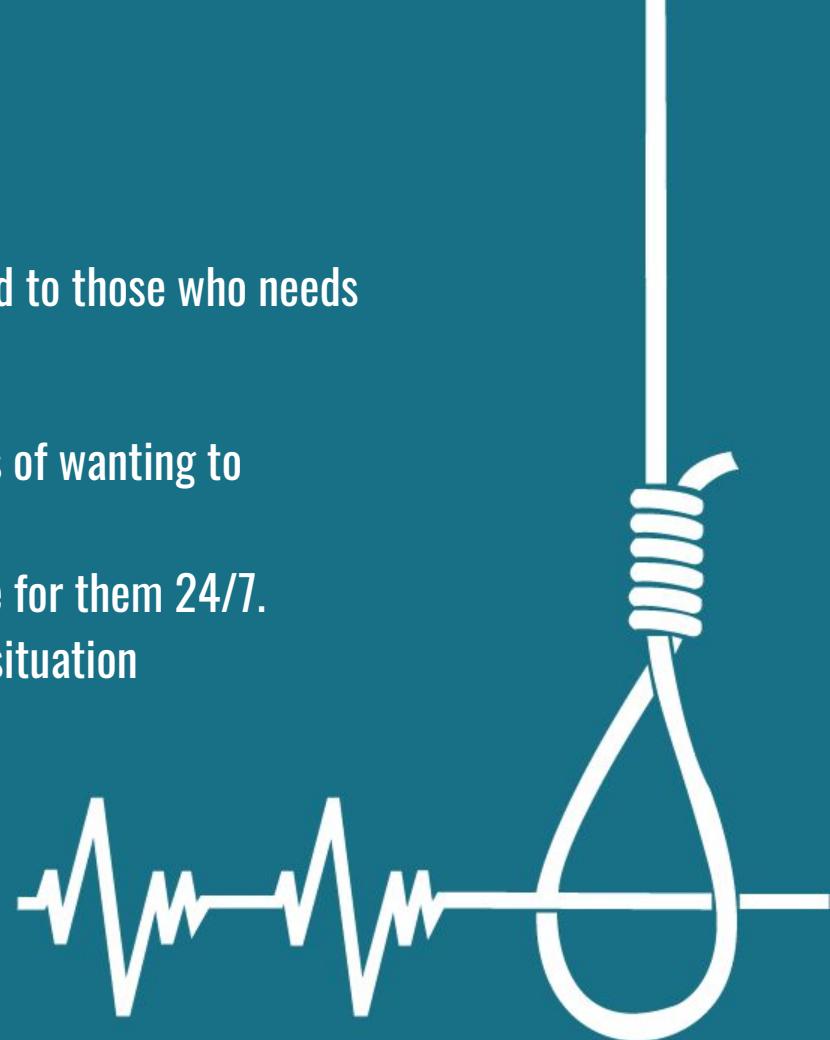
Experience Canvas

Stages	Launching	Chatting Options	Chat	Closing the app
Doing	Waiting for screen to load	Selecting preferences	Typing out what you feel on that day	Exiting to phone's home screen
Thinking	What the app is about	What I would prefer	Will they be able to relate to the problems?	The app was helpful and useful
Feeling	Curious	Thoughtful	Mixed emotions	Relieved / Calm
Experience	Curious	Good	Great	Happy

Project Goal

To educate/ encourage people who wants to help them and to those who needs help

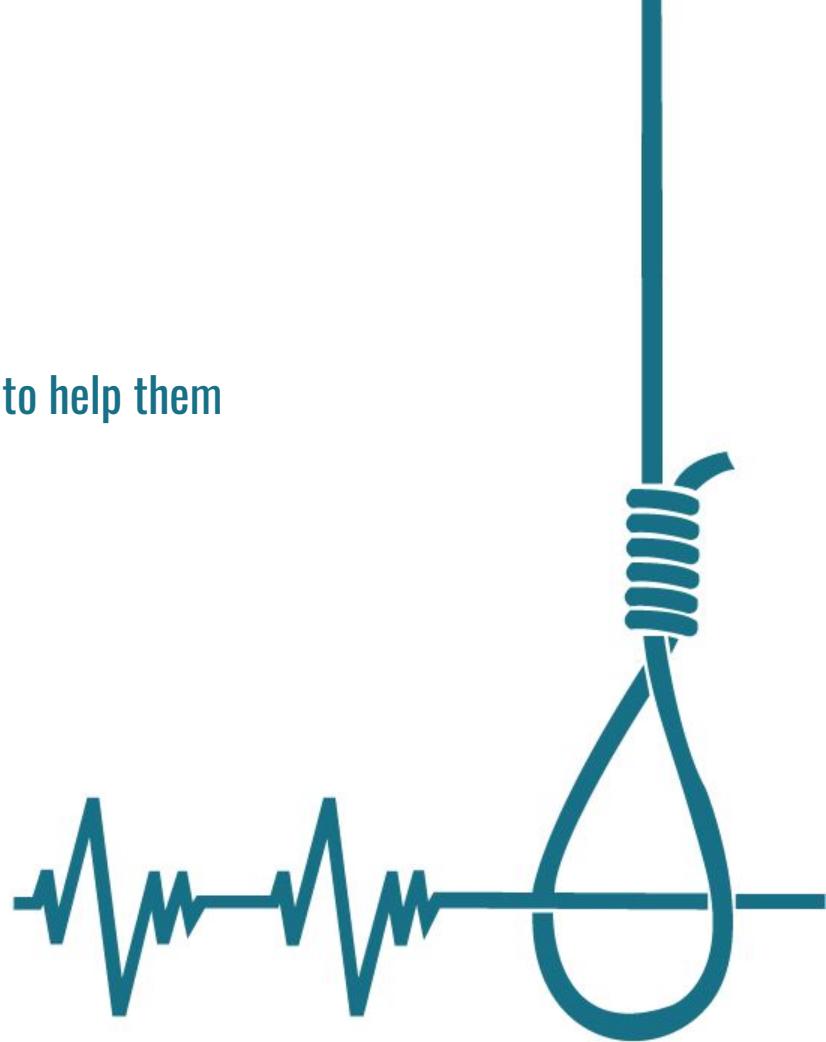
- Relief the feeling of being depressed or the thoughts of wanting to commit suicide
- Providing a listening ear/advisor bot and being there for them 24/7.
- To provide advices and tips on how to deal with the situation



Our target audience

People who are sad and troubled.

People who know of someone who is depressed and wants to help them



User Persona 1

Name: Depressed Dawn

Age: 16 years old

Occupation: Student

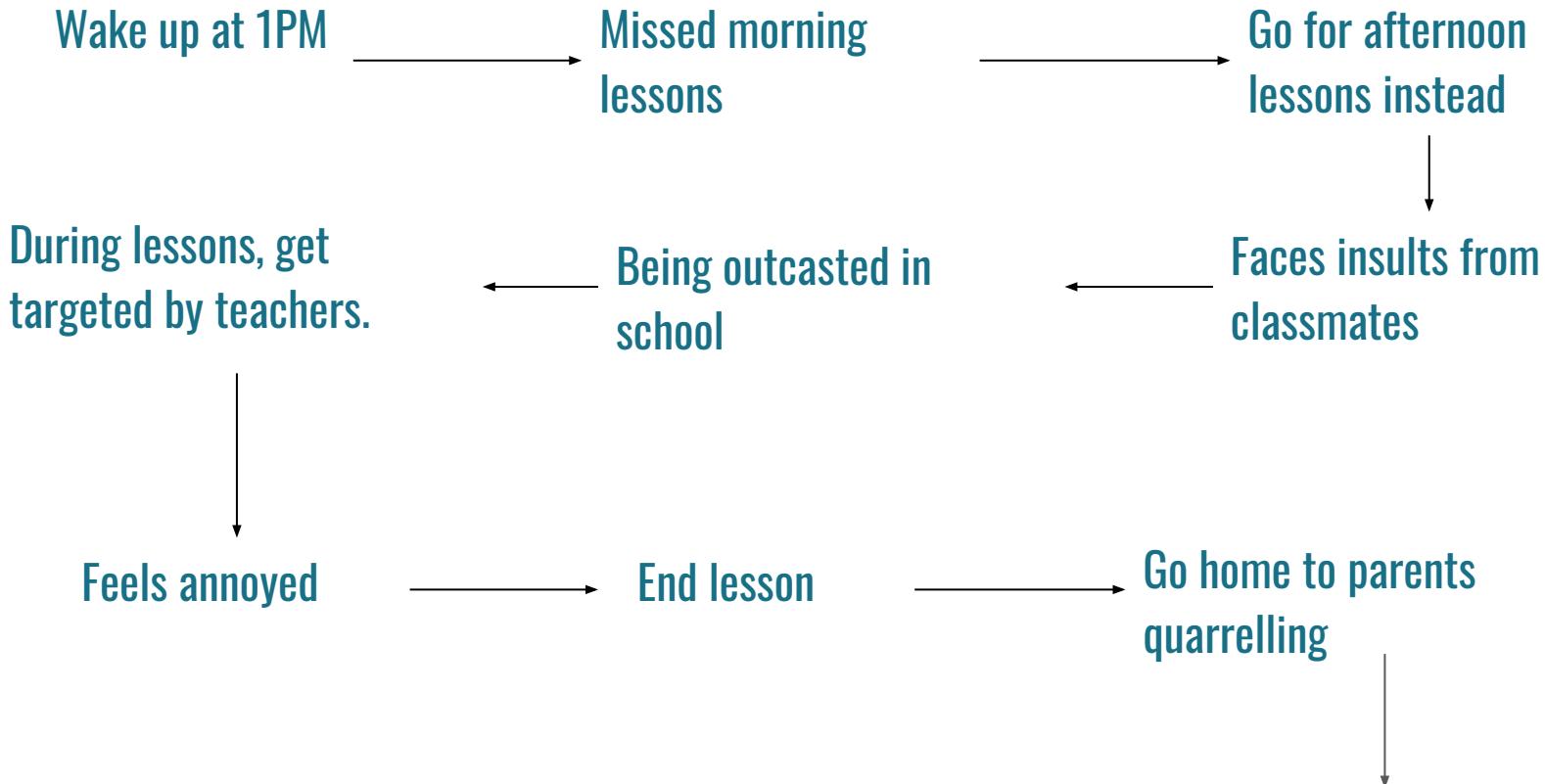
Pain points: She self harms , feels that no one is there for her, Parents keeps quarreling, being bullied in school

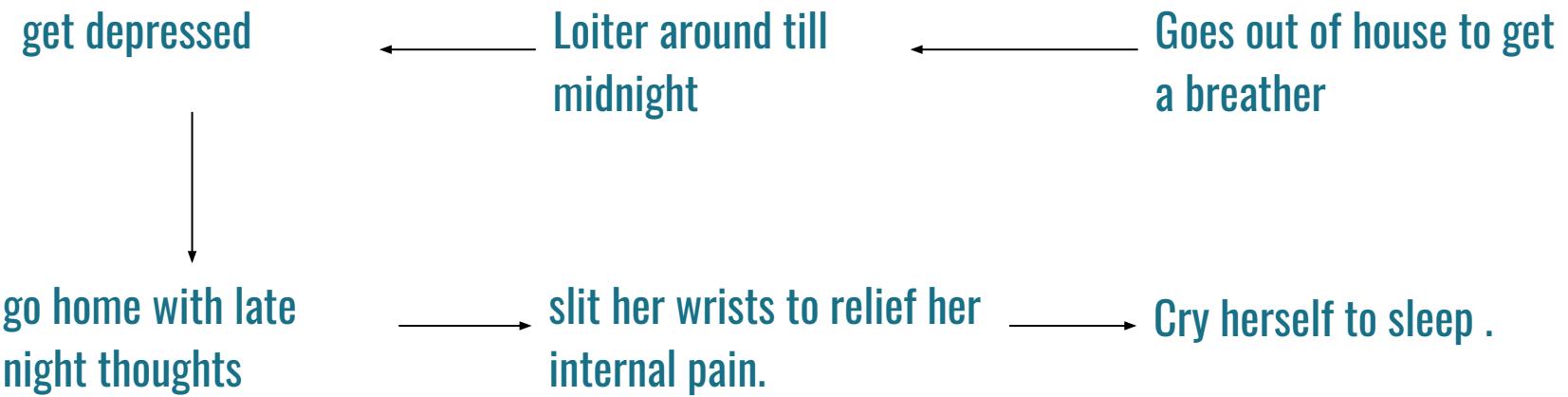
Gain points: Top student, rich, independent

Goals: To be happy and worry free

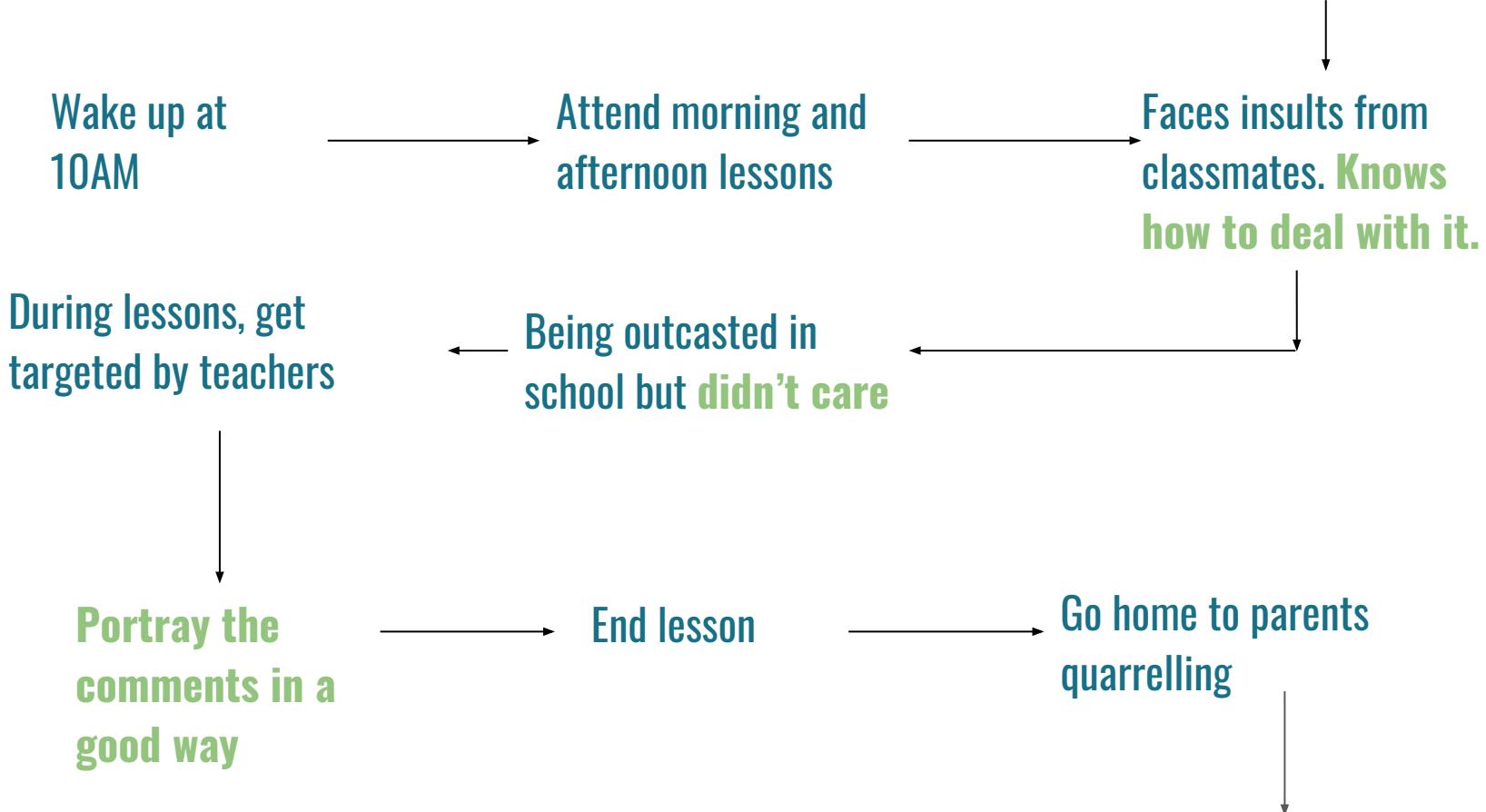


Current user journey





Ideal user journey



Mood is lightened

**Use the plugin and
talk to checkbot
about her day**

**Goes out of house to get
a breather**

**go home and sleep
in peace**



User Persona 2

Name: Helpful Hazel

Age: 20 years old

Occupation: Student

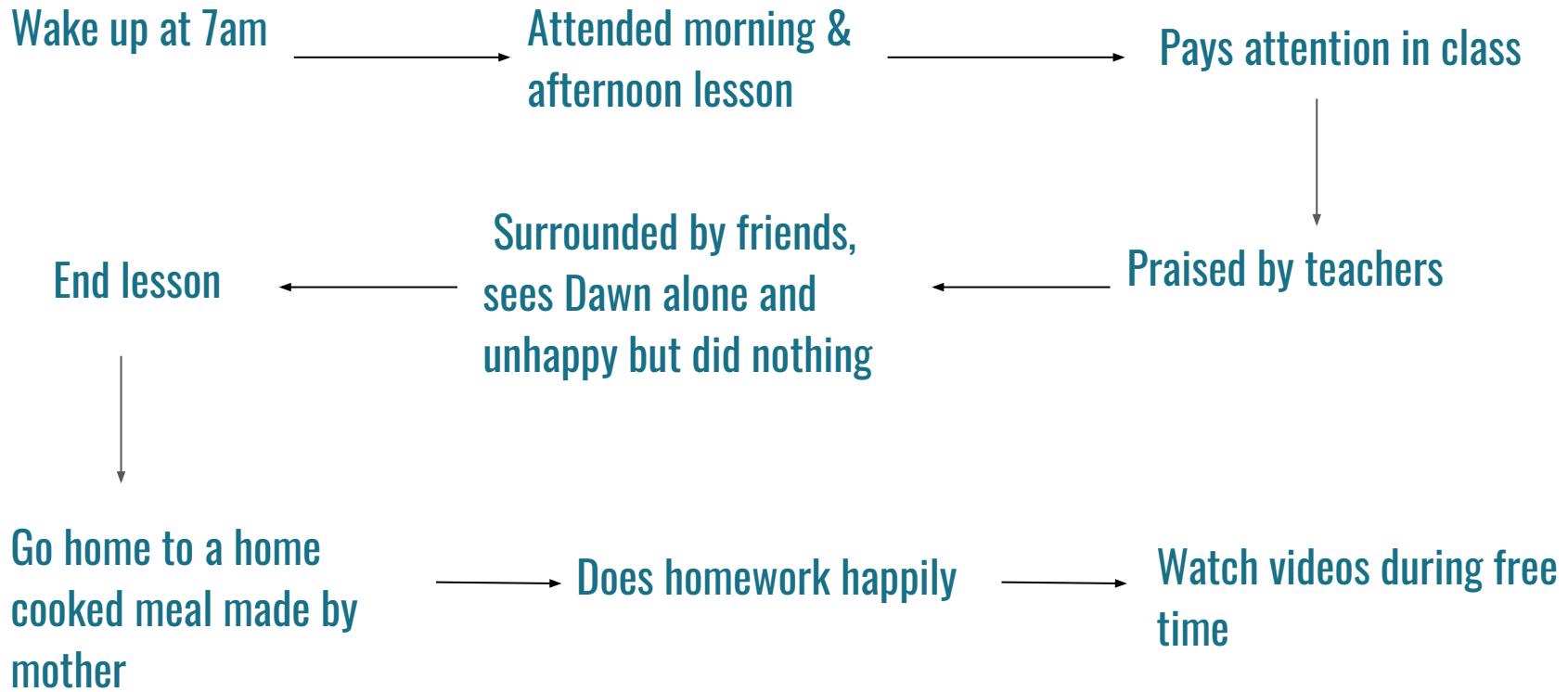
Pain points: Wants to help her troubled classmate but don't know how to.

Gain points: Good listener

Goals: To change her best friends mindset



Current user journey



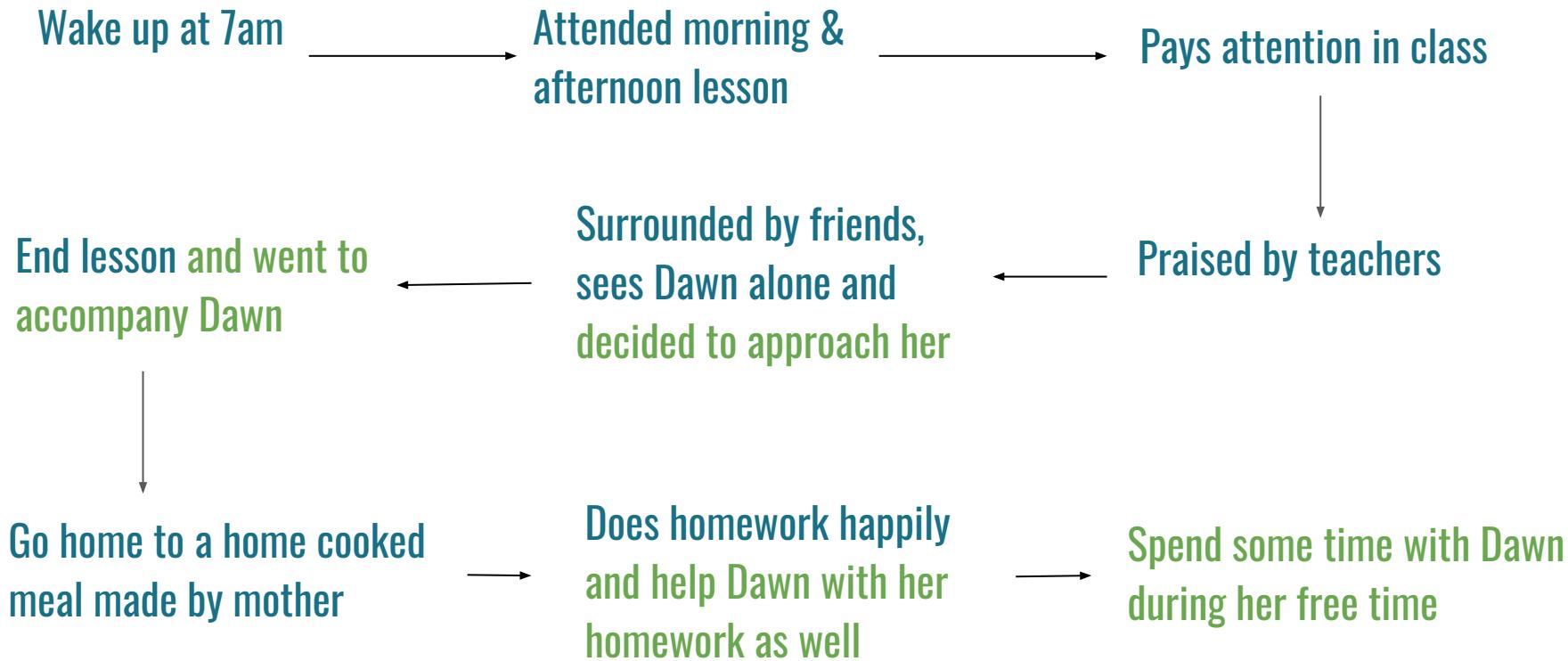


Goes to sleep



Parents remind her to
wake up earlier for
breakfast tomorrow

Ideal user journey





Goes to sleep

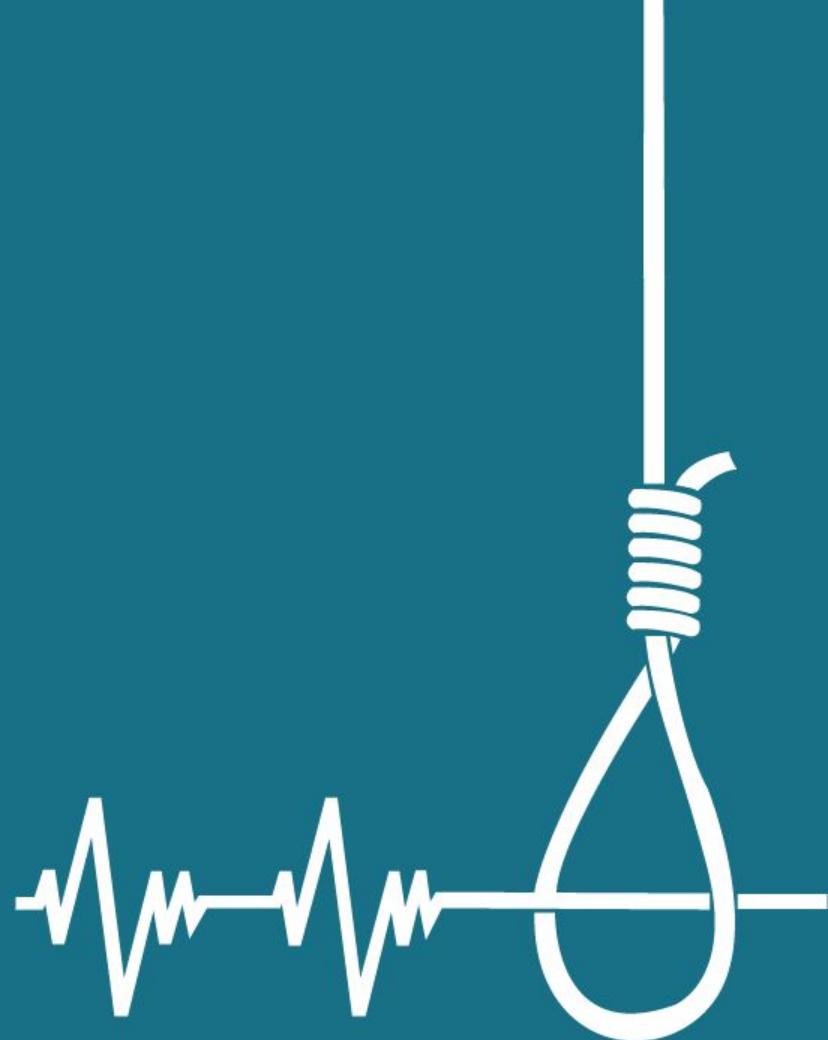
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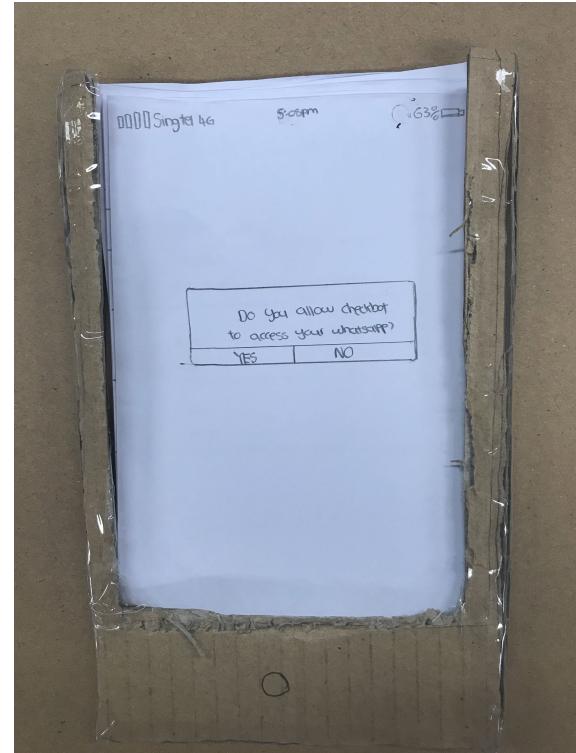
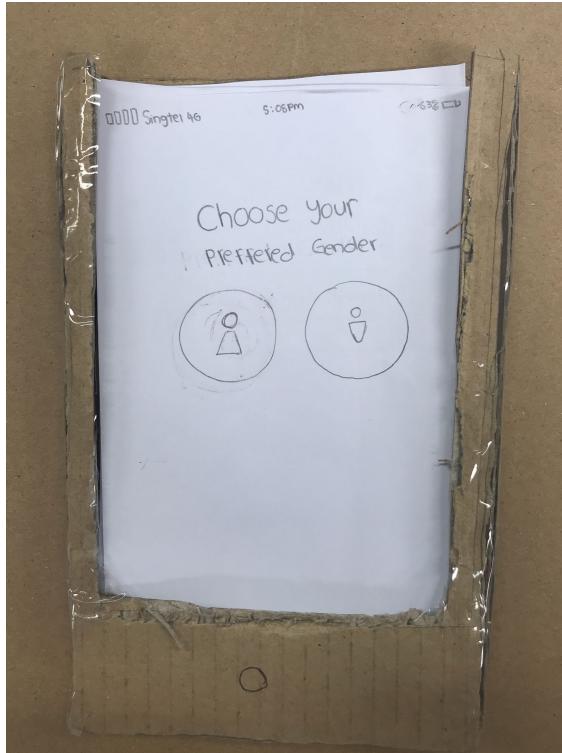
User Research

A team of researchers created an artificially intelligent robot psychologist named Ellie who can ask probing questions, read emotions with 3D cameras

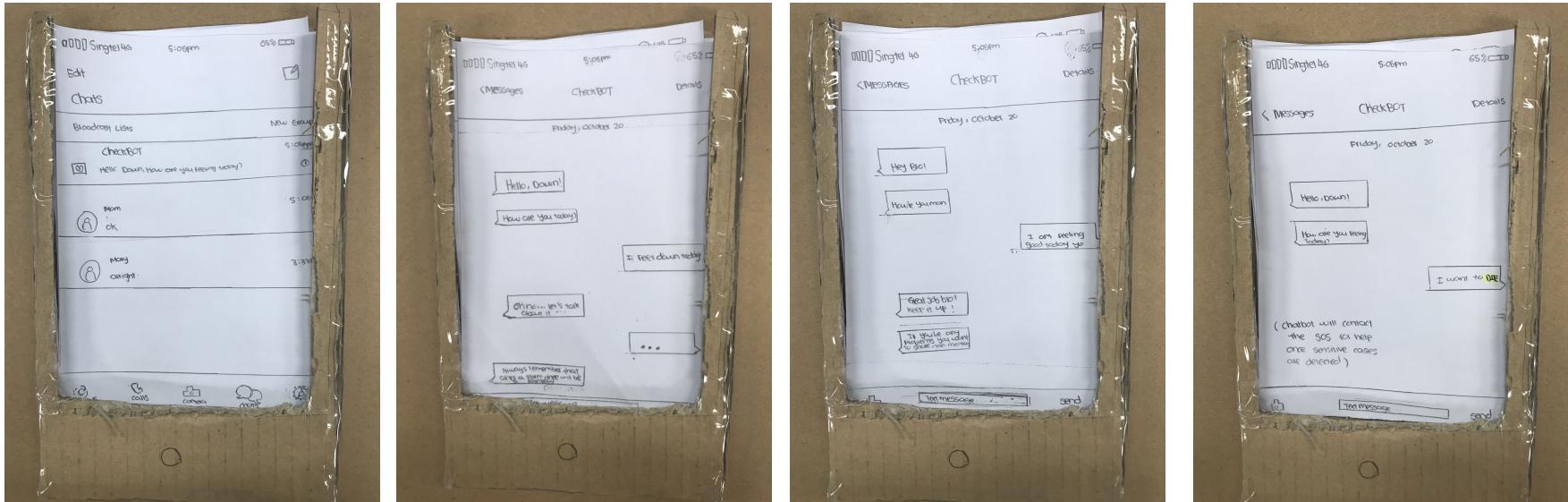
The experiment included over 200 participants, half of which were told that Ellie was a robot, half of which were lied to and said that she was being controlled by a human who was listening in. The half that knew that Ellie was just a machine were more likely to betray signs of sadness, and scored twice as high on willingness to disclose personal information.



Lo-fi Prototype and Testing



Lo-fi Prototype and Testing



Heuristic Evaluation

Heuristic Evaluation (1)			
Accessible	Rating (0... 5 or N/A)	Observation	
Is the text legible?	5 ① 5	① Clear and big fonts were used ② the fonts and the background colors are contrasting	③ the colors are not too similar to each other.
Does the site cater to color-blind users?	5 ① 5	① Colors are distinct	② the colors are not too similar to each other.
Is there unnecessary animation?	0 5 ② * 4	① No animations were unnecessary but some animations like entering messages weren't clear ② the animations start only when you click on something.	③ the media - no audio was given and no unnecessary animation
Does the site work with assistive technology such as screen readers?	0 0 1 ① 1	① Not much places was given for assistive technology	② no media - no audio was given and no unnecessary animation
Average: 4 3.75			
Self-evident	Rating (0... 5 or N/A)	Observation	
Is it clear what and who the site is for?	4 ① 0 1	① It is only clear that it is for clothing. ② not ready because it only shows you to record your song.	③
Is it easy to navigate?	3 ① 3 3.5	① Some buttons such as the back button were not there.	② it is easy to navigate.
Is the layout logical, with the most important information prominent?	0 4 ② 4	① It has a layout of a messenger but the message input could have been more obvious	② it shows you to see what you had record down
Do the icons and graphics make sense?	0 2 ① 1	① Not much icons were used apparently one single line was used as a back button	② there is this "unusual" icon that is different is used to where you press
Average: 3.25 2.75			

Heuristic Evaluation

Dongwan, Hui Bi, Xiaoyang

Heuristic Evaluation (1)

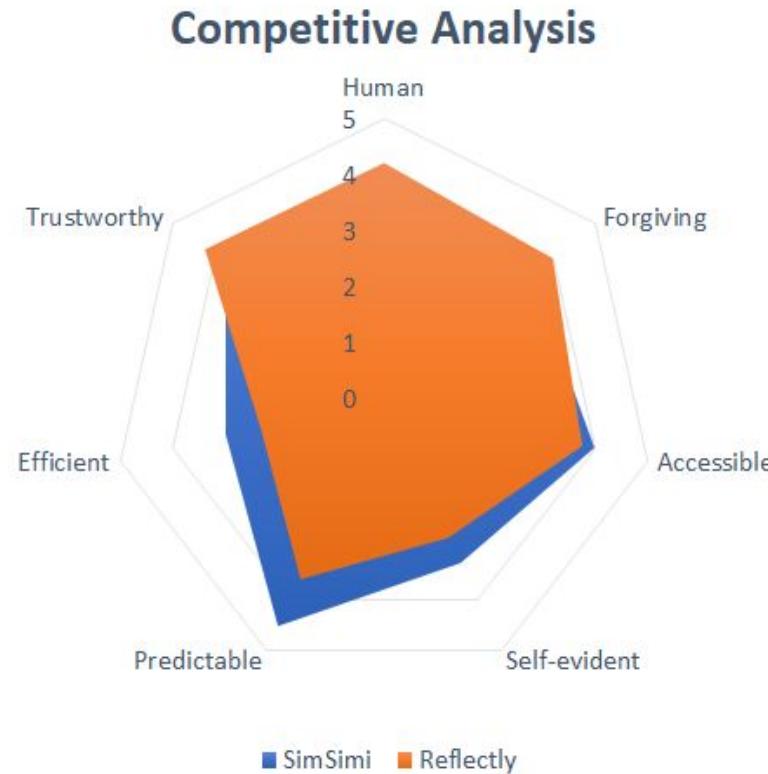
→ sim sim
→ reflecty

Predictable	Rating (0... 5 or N/A)	Observation
Is the site consistent?	0 5 5	① The colours are consistent ② the theme and colours are consistent.
Does it use known web conventions?	5/4 5	① Straight forward NAVBAR ② straightforward
Are there good defaults for user input?	0 0 NA	①
Does the site remember user preferences?	0 2 NA	① It only needed you log in
Average: ① 4.5 ② 2.5		.
Efficient	Rating (0... 5 or N/A)	Observation
Are text, imagery, and structure concise?	0 5 5	① Fonts used were consistent ② User input color were consistent ③ the colours in forms and font size are consistent
Is the site responsive, giving good feedback?	0 2 1	① Not good feedback ② It does not give feedback. It only allows you to record your day for today.
Does it prioritize the most important tasks?	0 3 1	① It somewhat prioritizes the most important stuff but only after going through the main menu ② It does not prioritize anything other than the dates inserted.
Average: ① 3 ② 2.3		.

Heuristic Evaluation

Heuristic Evaluation (1)			
Trust worthy	Rating (0... 5 or N/A)		Observation
Is the site accurate?	2	3	① Many of the stuff is not accurate as it has many responses added by users without checking. they ask you questions instead of answering you to have your question to do what you want.
Is its content up-to-date?	4	4	② It stays mostly up-to date. it will have updates here and there
Are there any bugs?	4	* 5	③ No theres not bugs now No, there are no bugs.
Does the site keep its promises?	5	5	④ Yeah, its for talking only It allows you to add your story like a personal source.
Average: $\frac{3.75}{4} \times 25$			

Heuristic Evaluation



STEEP Analysis

Dimension	Factor	Impact	Uncertainty
Social	Lesser suicide rates Happier society	High High	High Low
Technological	Chatbot not advanced enough	Med	High
Environmental	More fossil fuels used for development hence affecting environment	High	Med
Economic	Leser suicide rates, more people contribute to the economy of the country.	Med	Med
Political	Increase in Ageing population	Med	Med

Prototype Testing

 Chatbot APP 3:02 AM
Hi! How are you doing?

 Bryan Lee 3:03 AM
great

 Chatbot APP 3:03 AM
I agree!

 Bryan Lee 3:03 AM
Suicide

 Chatbot APP 3:03 AM
I didn't get that. Can you say it again?

 Bryan Lee 3:04 AM
Tell me a joke

 Chatbot APP 3:04 AM
You're quite the comedian.

 Bryan Lee 3:04 AM
I don't get it

 Chatbot APP 3:04 AM
Sorry, I didn't get that. Can you rephrase?

 ChuanWei 2:56 AM
Hi

 Chatbot APP 2:56 AM
Hi! How are you doing?

 ChuanWei 2:56 AM
Im fine

 Chatbot APP 2:56 AM
Say that one more time?

 ChuanWei 2:56 AM
I am feeling down

 Chatbot APP 2:56 AM
Say that one more time?

 ChuanWei 2:56 AM
i would like to learn more about suicide

 Chatbot APP 2:56 AM
One more time?

Feedback for User Testing

Feedback for bot

- Responses to replies too less most of the time the bot do not understand the user
- Not enough info about suicide answered by the bots
- Too rigid no personality

Feedback for app

- People were worried that would we put the lives of people in the hands of bot.

Iteration of the design with Prototypes and Testing

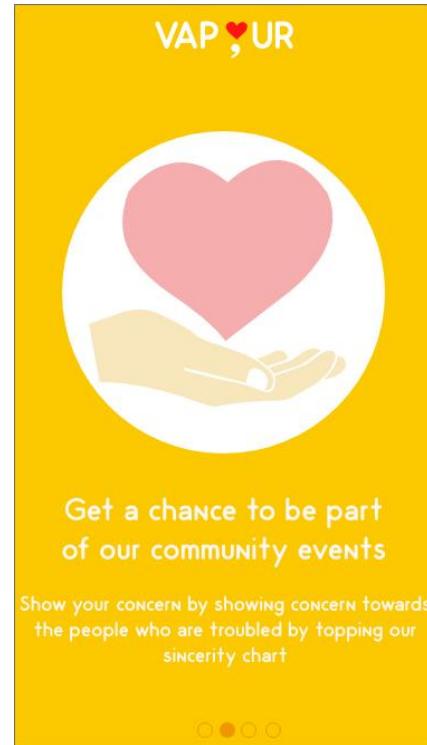
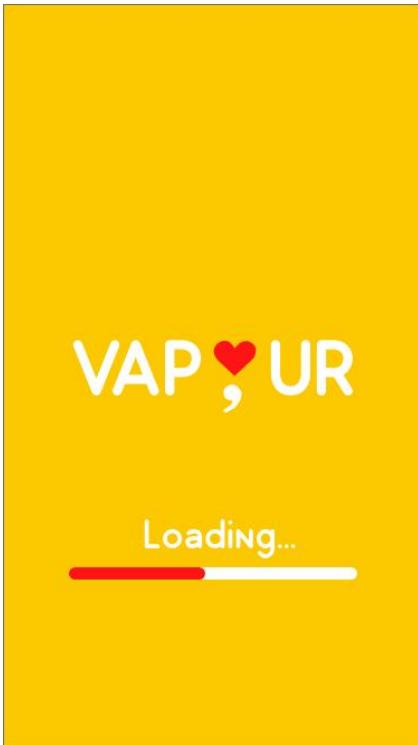
Changed the plugin to an app due to the addition of functions

- Addition of function to have an option to talk to real people or personal bots
- People find it troublesome to download for both sides as a plugin so we changed it to an app instead.

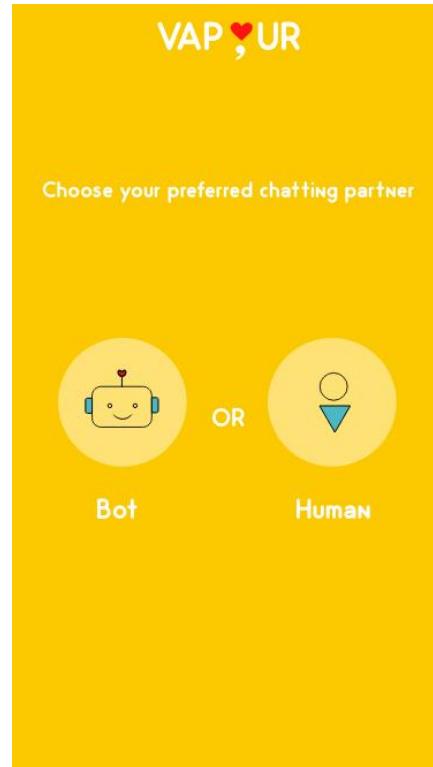
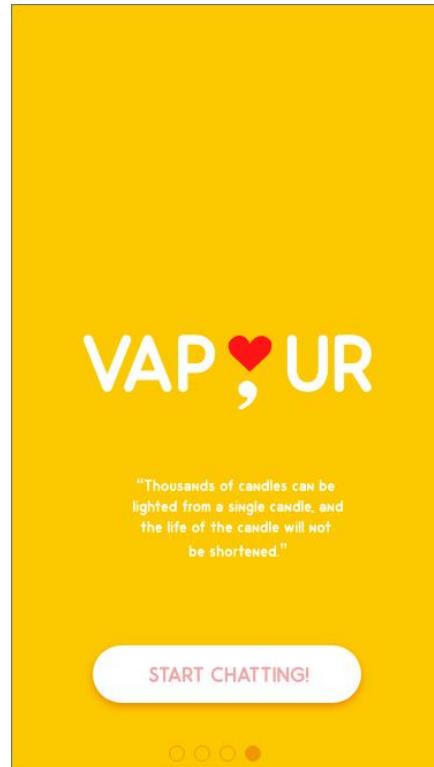
Included more variety of replies for the bot chat prototype

- Because different people have different replies to type to the bot so we expanded the replies based on the testing results.

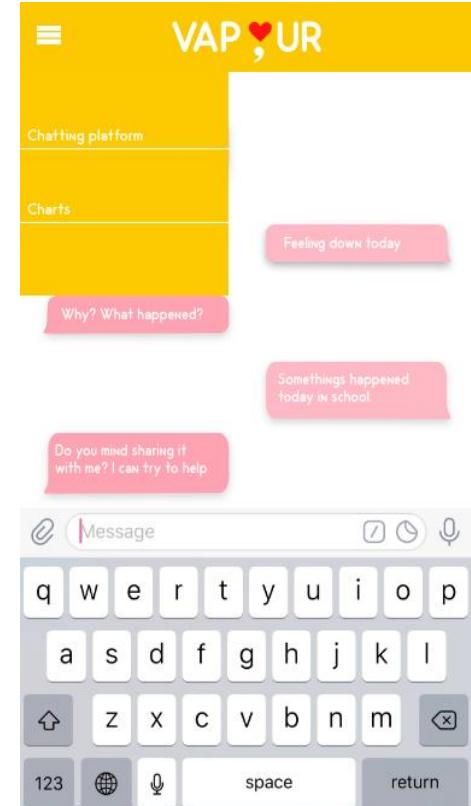
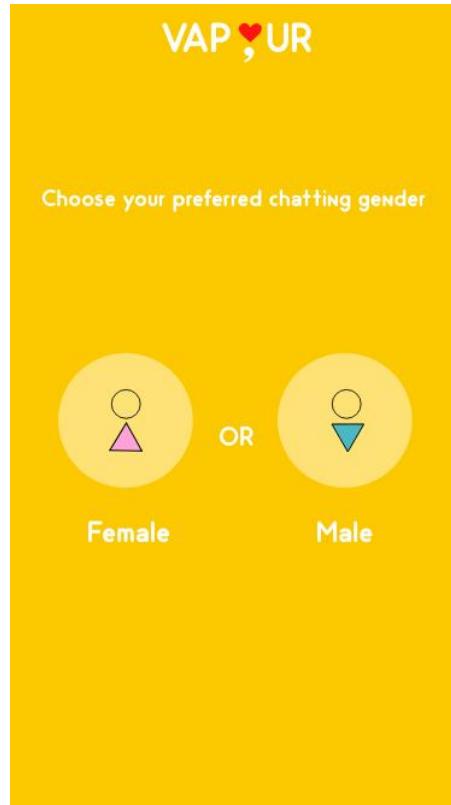
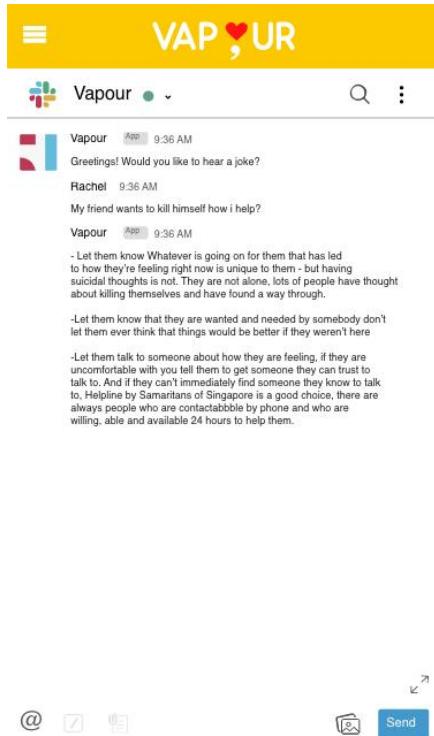
Final Prototype App



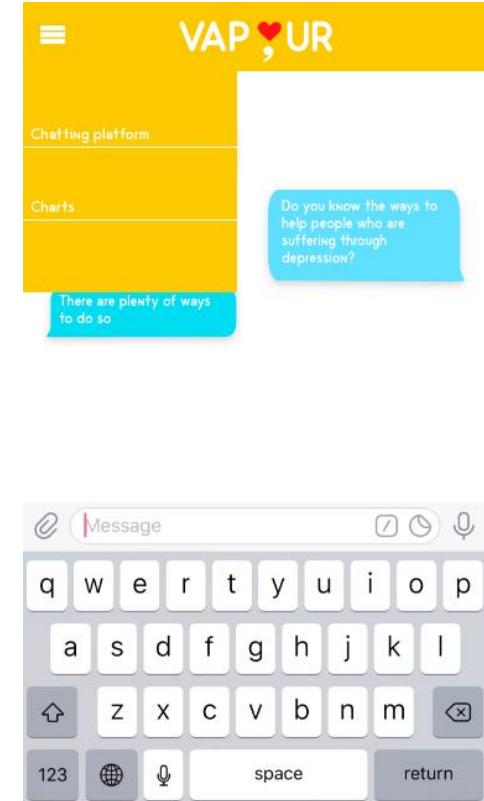
Final Prototype App



Final Prototype App



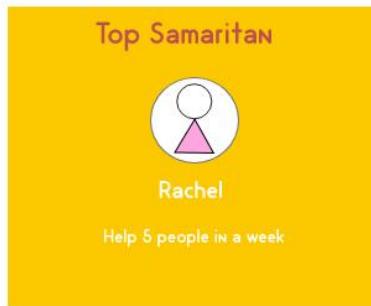
Final Prototype App



Final Prototype App

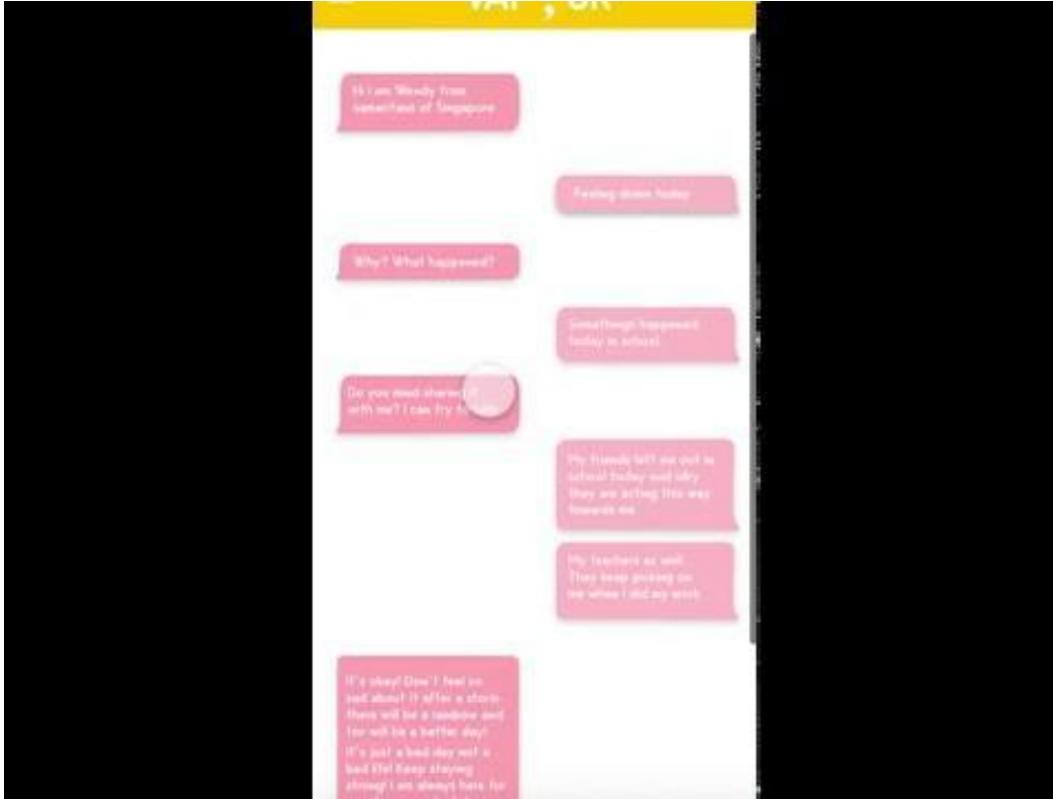


Sincerity Chart



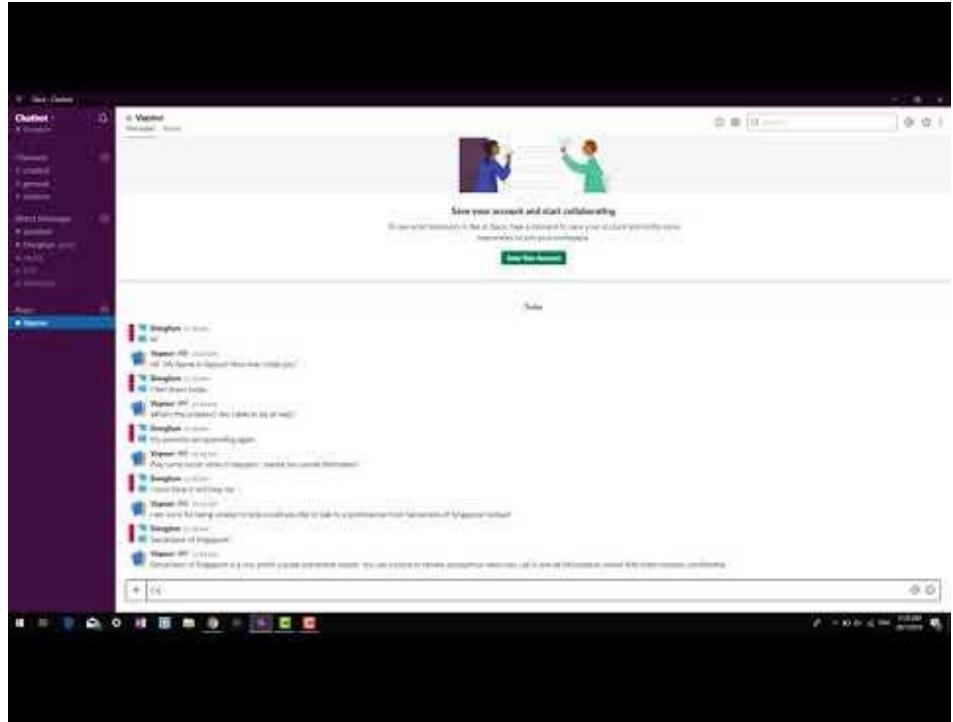
A chart to encourage more people to help others who are in need of a listening ear. Give them a chance to plan their own voluntary event with the help of the Samaritans Of Singapore (SOS). This will happen once every 3 months for those who top the chart.

Final Prototype Bot

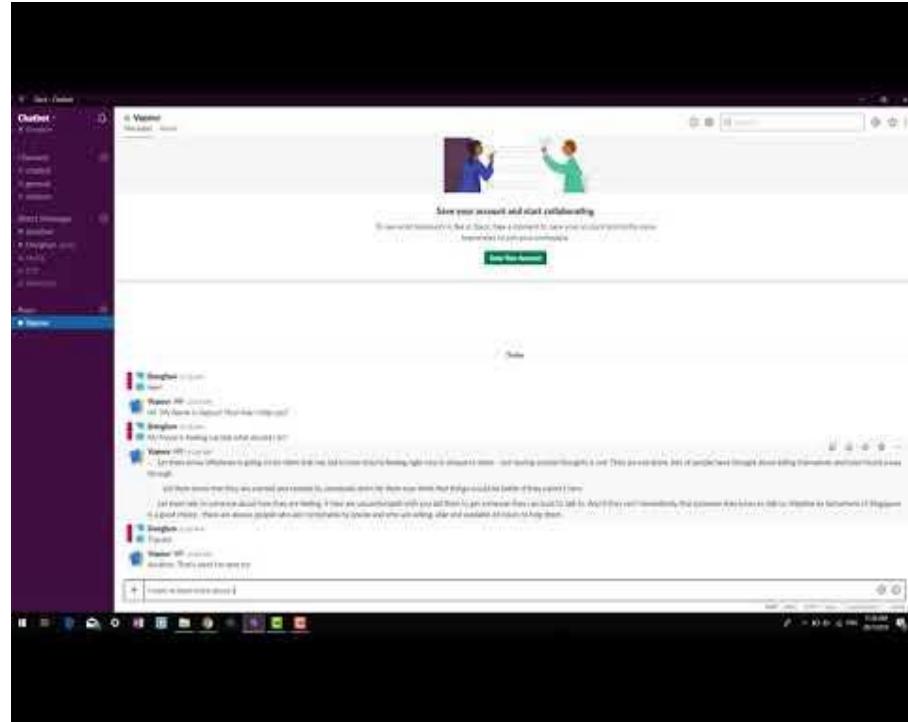


User testing

Final Prototype Bot



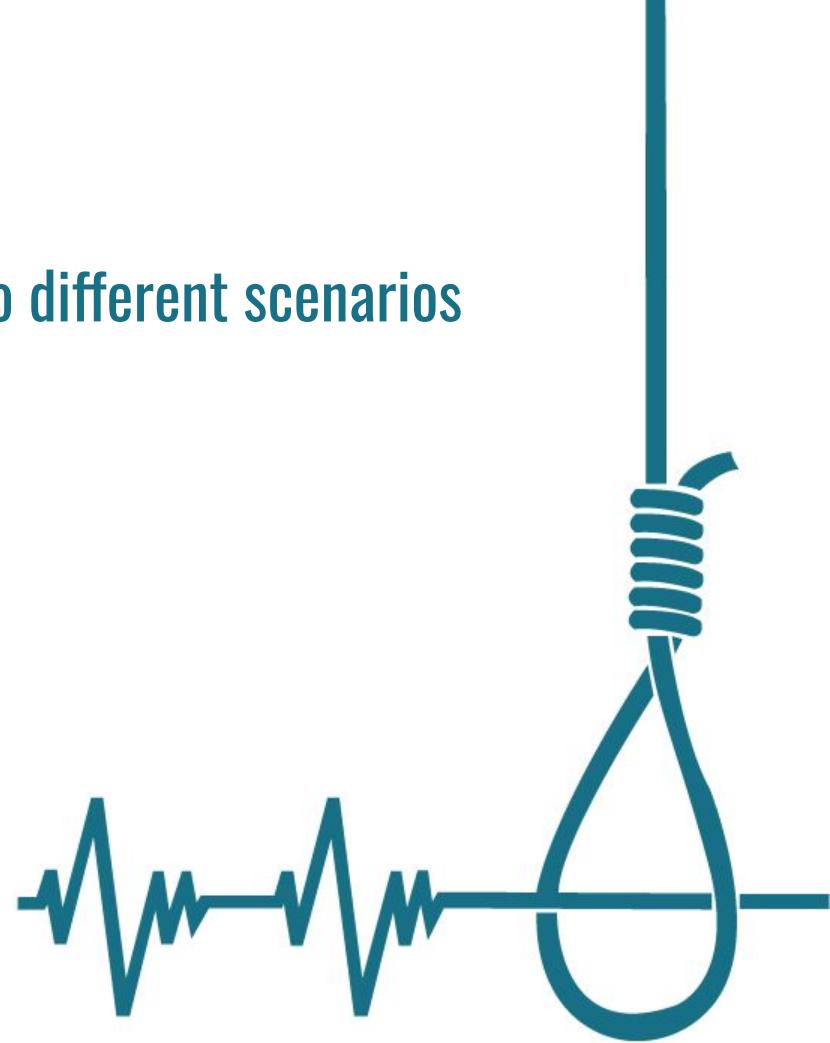
Conversation of someone who feels depressed



Conversation of someone who wants to know how to help people who are depressed

Our Next Move

- Make the chatbot have more responses to different scenarios
- Improve user experience of chatbot.



Thank You