

## Part 3.1: System Prototype

### Project Description

The Uplift;U application is a digital tool that helps students manage their mental health concerns by providing a comfort space to express themselves. With rising stress, anxiety, and other mental health conditions among students, there is a pressing need for easily available, tailored, and dependable mental health options. This project attempts to meet this need by creating an application that features a variety of stress management activities such as personal journals and communicating with a chatbot to express themselves when they have no one to talk to or avoidant when speaking their thoughts and feelings with others.

### Requirements Summary

<b>MINIMUM REQUIREMENTS</b>	Processor Core	Single Core
	OS	Android 4.4 (KitKat)
	RAM	2 GB
<b>RECOMMENDED REQUIREMENTS</b>	Processor Core	Quad Core
	OS	Android 8.0(Oreo)
	RAM	4 GB
<b>OTHER REQUIREMENTS</b>	Permissions	Notifications and Storage

### Prototype Description

The Uplift;U prototype was developed using Figma. Figma's interactive prototyping software/website allows for easy distribution to testers via developer-provided URLs.

### UPLIFT;U Figma Link:

<https://www.figma.com/proto/pZNupWcVbg4XLQG8HApeFH/Untitled?node-id=1-596&t=9OgKJ5oDGvllvSiz-1&scaling=scale-down&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=1%3A596>

### User Scenario

Joy, a junior majoring in psychology, has been struggling with depression and chronic stress from her demanding coursework and part-time job. Despite feeling overwhelmed and exhausted, she finds it hard to talk to her friends and professors about her mental health issues, fearing they won't understand or might judge her.

One evening, while browsing social media, she stumbles upon an ad for Uplift;U, a mental health app designed specifically for college students. Intrigued, Joy downloads the app and quickly finds comfort in its mood checker, journal, and chatbot

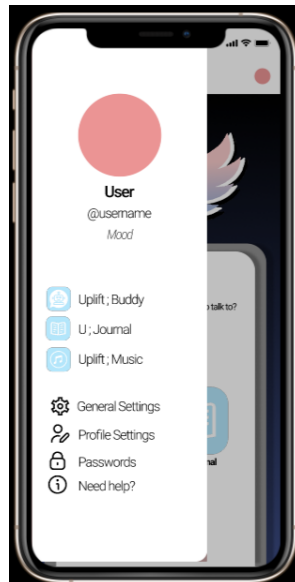
feature that allows her to express her feelings without fear of judgment. For the first time in months, Joy feels a glimmer of hope and a sense of support.

### Uplift;U Mock-up/Prototype:



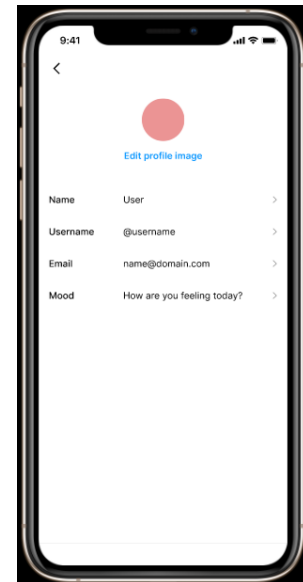
**Home Screen/Page**

The home page displays icons of the features Uplift;U has to offer.



**Menu Pane**

The menu pane contains icons that would lead to most parts of the app.



**Profile Setting**

The profile setting contains user information which also allows them to edit their information.



**Chatbot (Uplift;Buddy)**



**Music (Uplift;Music)**



**Music Player**

This pane shows a demo of a conversation with the chatbot, Uplift;Buddy.

The music page of the app shows playlists of various music and podcasts.

The app's music and podcasts can be played on the music player.



**Journal (U;Journal)**

This part shows the journaling feature of the app. The left image shows the collection of journal entries while the right image shows the notepad where the users can type into. The right image can be accessed after pressing on the add icon on the main journal menu.



**Avatar Customization**

This part allows users to choose from given avatars to change their profile image or upload their own images.

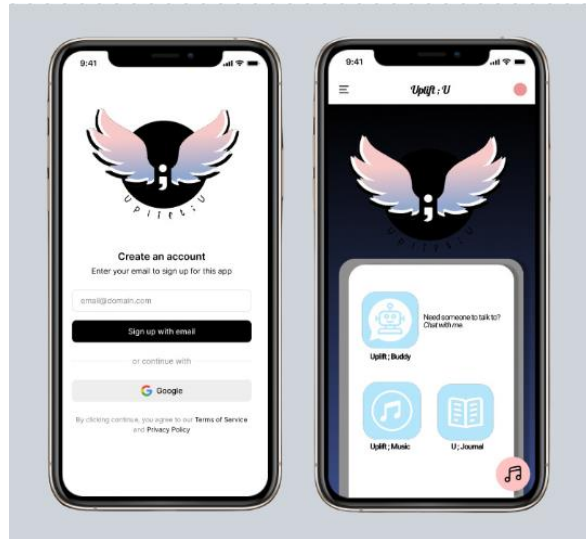


**Delete, Rename, and Edit Journal (CRUD)**

This part shows the delete, rename, and edit journal function.

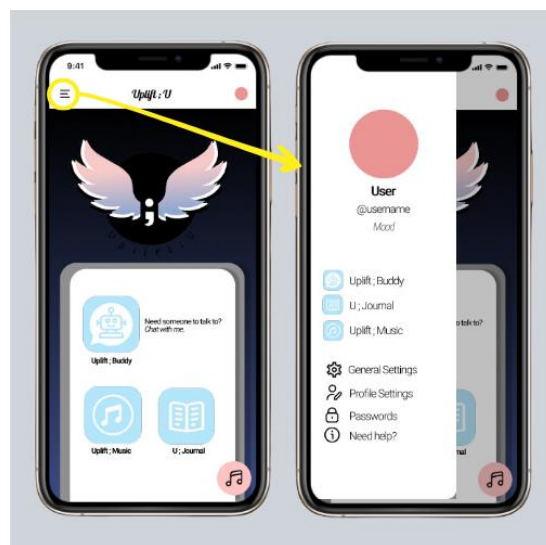
## Prototype Flow:

### Creating an Account and Home Page



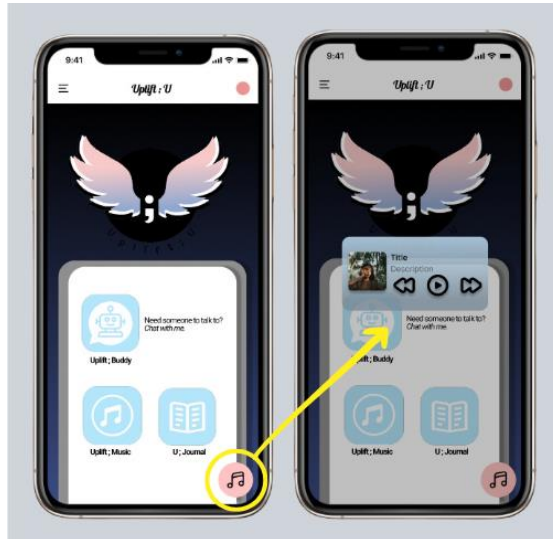
The application will ask the user to create an account to save the user's app data in the app's database.

### Home Page to Opening Menu Pane (Overlay)



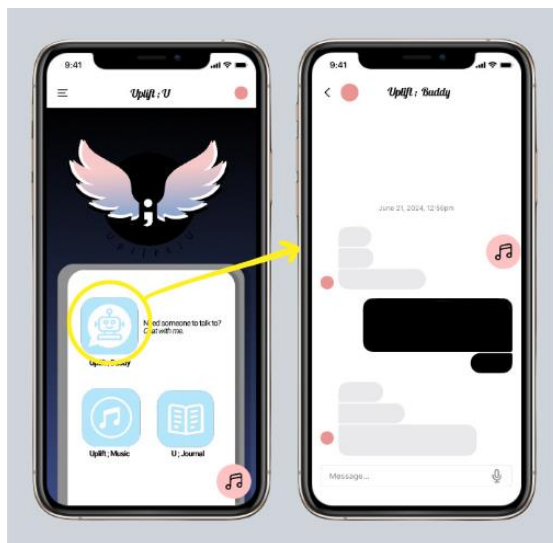
The menu pane (overlay) can be accessed by tapping the icon on upper left corner of the app header.

### Home Page to Opening Music Player Overlay



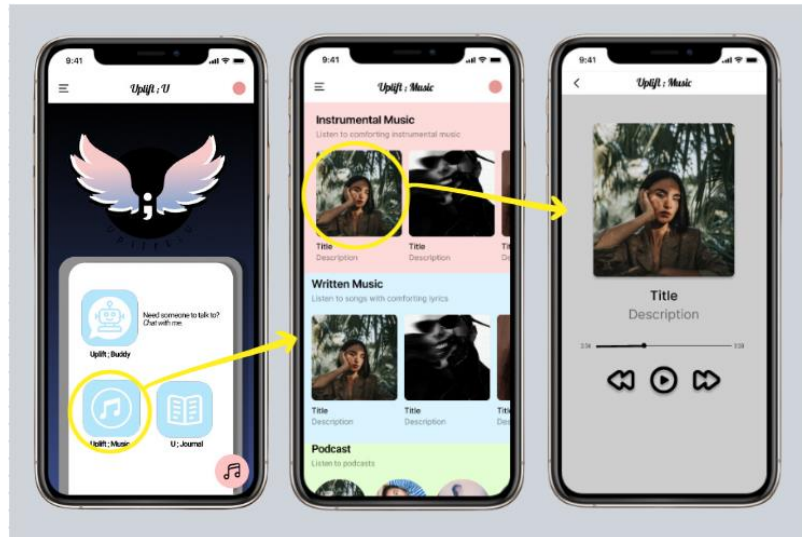
Tapping on the music icon in the lower left corner of the screen will show the music player overlay. This icon is available on most panels.

### Home Page to Chatbot Feature (Uplift;Buddy)



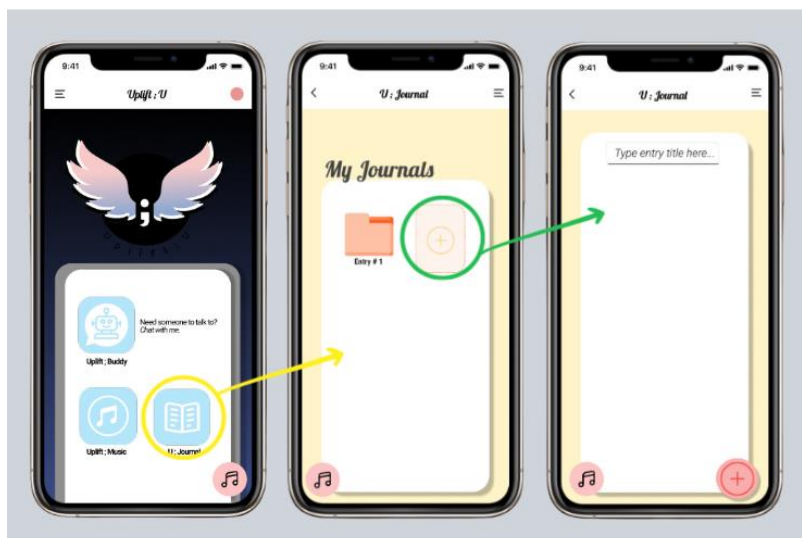
The chatbot feature (Uplift; Buddy) can be accessed by tapping on the robot icon with the label “Uplift; Buddy” on the menu page.

### Home Page to Music Feature (Uplift;Music and Music Player Page)



The Music feature (Uplift; Music) can be accessed by tapping on the musical note icon with the label “Uplift; Music” on the menu page. Tapping on the songs among the playlist will lead to the built in music player.

### Home Page to Journal Feature (U;Journal and Journal Pad)



The Journal feature (U; Journal) can be accessed by tapping on the open book icon with the label “U; Journal” on the menu page. Tapping on the ‘+’ icon will create a new journal entry which will lead to the text pad.

### Journal Page to Deleting and Renaming Filename to Editing File



Tapping the existing Journal/File on the Journal page/dashboard will open the overlay which contains the Delete, Rename, and Edit functions.

## Rationale

The team has chosen Figma for creating the prototype of our Mental Health Awareness application, the Uplift;U, due to their ease of use and collaborative features. Figma enables team members to edit prototypes in real time, resulting in effective collaboration and simple sharing with stakeholders. Figma's interactive features make it excellent for showcasing and developing app designs. In addition to the use of Figma's interface icons, the team also customized their own icons, as well as utilized image files of icons from the Flaticon website, which offered a variety of icons ranging from GIF icons to Interface icons.

## Changes to the Requirements

While developing the prototype, no specific changes were made to the core system requirements; however, several adjustments were made to the usability criteria. These revisions focused on enhancing user experience and addressing the question, "How easy can a user use this prototype?" The team used ideas from the 10 Usability Heuristics, stressing simple design, recognition over recollection, flexibility, freedom, and consistency. Furthermore, because of time limits, the team decided to exclude certain online functions from the prototype, resulting in the elimination of criteria for such functionalities. The team's updated objective is to keep the prototype as clear and easy to comprehend as possible, reducing user confusion when they migrate to the full version of the program.

## Initial Evaluation Plan

The team's initial evaluation plan involves conducting face-to-face surveys using Google Forms to gather user feedback on our Mental Health Awareness application the Uplift;U prototype. This technique seeks to examine usability specifications, use heuristic evaluations to detect usability difficulties, and collect participant comments on overall satisfaction and recommendations for improvement. Using these strategies, the team hopes to get significant information to continuously improve the prototype's usability and efficacy in improving students' mental health.

## Usability Specifications

The creation of this prototype will aim to achieve the following measures when it appeals to the use:

- **Effectiveness:** When accomplishing this measurement, it will show how well the prototype is at performing the required tasks.
- **Efficiency:** This measurement aims to show how easy and simple the prototype is used.
- **Utility:** This aims to show that the prototype will support suitable functions and alternatives to certain tasks
- **Learn Ability:** This will showcase how easy the users will learn to use the prototype system.
- **Memorization:** This will showcase how simply the users can remember steps when using the system.

## Population

Approximately 10 to 15 college students from Mapua Malayan Colleges Mindanao will be selected to participate in evaluating our Mental Health Awareness application prototype the Uplift;U. They will engage in specific tasks designed to assess the prototype's functionality and usability, providing valuable feedback to refine and improve the application's effectiveness in supporting students' mental health needs.

## Prototype Tasks

The tasks for this Prototype are divided into three sections: Navigation Tasks, Support Interaction Tasks, and CRUD Tasks. Below are some of the tasks that selected participants will be asked to perform for each section to showcase the prototype's functionality:

### Navigation Tasks:

- Enter and exit the prototype application.



- Navigate through different sections of the application.
- Access specific resources and information within the app.

#### Support Interaction Tasks:

- Use the chatbot feature to ask a mental health-related question (Chatbot: 2 chat entries).
- Connect with a mental health professional through the app.
- Provide feedback or report an issue using the support options.

#### CRUD Tasks

- Create, read, update, and delete entries in the journal.

These tasks were selected because the prototype was designed with the following goals in mind:

- **Easy Navigation**
- **Immediate Support**
- **CRUD (Create, Read, Update, Delete) functionality**

#### Roles

The team will gather at the very least 10 participants when conducting the evaluation. The team will have similar roles in this evaluation.

Developer / UI Designer Member	Task(s)
Noeme Jane S. Carnacer	<ul style="list-style-type: none"> <li>• Observing the users interact with a task section.</li> <li>• Taking notes of the user's time</li> <li>• Relaying the task that the participant will do.</li> </ul>
Ineke Vreda G. Lumaad	<ul style="list-style-type: none"> <li>• Observing the users interact with a task section.</li> <li>• Taking notes of the user's time</li> <li>• Relaying the task that the participant will do.</li> </ul>
Allyza Fe C. Villegas	<ul style="list-style-type: none"> <li>• Observing the users interact with a task section.</li> <li>• Taking notes of the user's time</li> <li>• Relaying the task that the participant will do.</li> </ul>

Table 1. Team Member Tasks

Main Menu	Within 1 minute or Below	Highly Acceptable	Successful
	Above 1 minute	Not Acceptable	Unsuccessful

<b>Chatbot Feature</b>	Within 5 minutes or Below	Highly Acceptable	Successful
	Above 5 minutes	Not Acceptable	Unsuccessful
<b>Journal Feature</b>	Within 5 minutes or Below	Highly Acceptable	Successful
	Above 5 minutes	Not Acceptable	Unsuccessful
<b>Music Feature</b>	Within 5 minutes or Below	Highly Acceptable	Successful
	Above 5 minutes	Not Acceptable	Unsuccessful

*Table 2. Time Interpretation*

Table 2 shows the team's interpretation of the time spent with each participant during their tasks. The table will be used as a guideline to determine whether the provided task's design is effective.

### **Heuristic Evaluation**

Evaluation of Uplift;U will also utilize the 10 Usability Heuristics method:

#### ***Visibility of System Status***

Ensure the app provides immediate and clear feedback to users about what is happening at any given moment.

#### ***Match Between System and the Real World***

Use language and concepts familiar to students, making the interface intuitive and relatable.

#### ***User Control and Freedom***

Allow users to easily navigate the app, undo actions, and recover from errors.

#### ***Consistency and Standards***

Maintain a consistent design throughout the app, adhering to platform-specific conventions and standards.

#### ***Error Prevention***

Design the app to minimize the occurrence of errors and provide clear guidance to prevent mistakes.

#### ***Recognition Rather Than Recall***

Make options, actions, and information visible so users do not have to remember details from one part of the app to another.

### ***Flexibility and Efficiency of Use***

Provide shortcuts and customization options for experienced users while ensuring ease of use for beginners.

### ***Aesthetic and Minimalist Design***

Keep the interface simple and uncluttered, displaying only relevant information.

### ***Help Users Recognize, Diagnose, and Recover from Errors***

Offer clear and concise error messages and provide solutions for error recovery.

### ***Help and Documentation***

Include accessible help and documentation to assist users when needed.

### **Participant Survey and Feedback**

<b>DATA GATHERING METHOD</b>	<b>DESCRIPTION</b>
Survey (Quantitative)	In gathering data, the team will distribute a survey to participants to gather data on their experience with the prototype. The responses will be interpreted using a 5-point Likert scale (refer to Table 5: 5-Point Likert Scale Interpretation).
Feedback (Qualitative)	The survey provided by the team will include a Feedback section to allow users/participants to express any concerns or issues with the prototype that need to be addressed.

*Table 3. Data Gathering Methods*

The table above showcases the three different data gathering methods the team will use while conducting the online test of the Uplift;U prototype.

<b>Questions</b>	<b>Method of Answer</b>
<b>Section 1: Survey Questionnaire</b>	
Participant Number	
On a scale of 1 to 5 how easy was it to navigate through the different sections of the Uplift;U prototype?	5-Point Scale

On a scale of 1 to 5 how satisfied are you with the responsiveness of the chatbot feature in the Uplift;U prototype?	
On a scale of 1 to 5 how likely are you to recommend the Uplift;U prototype to a friend or colleague?	
Have you used a mental health app before? Yes or No	Yes or No
Section 2: Features of the Prototype	
Home Page	5-Point Scale
Navigation Drawer	
Creating Journal	
Sorting Journal	
Deleting Journal	
Creating chatbox with chatbot (Uplift Buddy)	
Speech-recognition with chatbot	
Playing Music from playlist	
Section 3: Feedback Section	
Feedback	Short Answer

Table 4. Survey Questionnaire

The table above outlines the survey questions intended for this prototype. Participants will receive the survey via links following the test. The survey can also be accessed through the provided link:

[https://docs.google.com/forms/d/e/1FAIpQLSf79GxeQRd\\_3UR3QuQoHWFVJJR4iUY004fFzVodOQtmsuzX8Q/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSf79GxeQRd_3UR3QuQoHWFVJJR4iUY004fFzVodOQtmsuzX8Q/viewform?usp=sf_link)

Task	Time to Accomplish Tasks	Interpretation	Classification
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Scale	Range Value	Interpretation	Classification
5	4.50-5.00	Highly Acceptable	Successful
4	3.50-4.49	Acceptable	
3	2.50-3.49	Moderately Acceptable	Neutral
2	1.50-2.49	Fairly Acceptable	Unsuccessful

1	1.00-1.49	Not Acceptable	
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*Table 5. 5-Point Likert Scale Survey Interpretation*

This table presents the interpretation of the survey questions intended for participants, which will determine the success, neutrality, or lack of success of the design.