

Declaration


I, Isaac Yeong, declare that this assignment, titled *A1: Design Report*, is my own original work and has not been copied from any other source except where explicitly acknowledged. I have not engaged in plagiarism, collusion, or any other form of academic misconduct in the preparation and submission of this assignment. All sources of information and data used in this assignment have been properly cited and referenced in accordance with the prescribed guidelines. I have not used unauthorised assistance in the preparation of this assignment and have not allowed any other student to copy my work. I am aware that any breach of academic integrity may result in disciplinary action as per the [policies of Monash University](#), which may include failing this assignment or the course, and further academic penalties.

Signature: Isaac Yeong

Date: 20/8/24





Github Check

Enter your Github details here.

Github Username <i>Enter your username here</i>	isyeong-yh
A2 Shared? <i>Have you started and shared your assignment repository with your tutor yet?</i>	Yes  https://github.com/isyeong-yh/fit5032

Self-Evaluation

Rate your performance for each criteria. Put a  (tick) in the box where you think your work belongs.

Criteria	Exceeds Expectations	Meets Expectations	Needs Improvement	Fail to meet expectations
Executive Summary				
User Personas				
Sitemap				
Wireframes/Low-fidelity Prototype				

Section 1: Executive Summary

This project involves designing and developing a web application for a prominent health charity concerned with the health and well-being of elderly people. The client wants to leverage digital technology in order to reach more people, gain more efficient operations, and be able to provide access to necessary health services and educational resources. The main priority is for the client to develop a user-centred website that would act both as one-stop shopping for health information and as a community engagement vehicle for support. This could be achieved if the charity enhances the accessibility and usability of its website, enabling older adults, most of whom are technologically challenged, to locate resources they need to live and engage in programs, services, and with others within their community. The core target audience for the project includes older adults, carers, and health professionals. A prerequisite to the success of the platform is understanding the different needs and levels of technical capability of these users.

The primary objectives of the web application are to:

- Make the platform user-friendly by having functionality for changing the text size to have high contrast options and be screen reader compatible in order to make the platform accessible to older aged users and users with disabilities. Something like the Alzheimer's association website [1] shows this in real life, where the website is very well-organised with a top navigation menu that enables people to find resources easily, get involved, and help. Moreover, the site uses the previously mentioned adjustable text size and simple layout that further promote accessibility.
- Be able to offer a place where a user can find and retrieve information on relevant health services, educational materials, and community support, based on the general needs of elderly individuals.
- Develop a sense of community by offering interactive features, such as forums, blogs and event calendars, through which to encourage participation and connection among users.
- Raise awareness about the mission and impact of the charity with targeted content and clear calls to action through donation, volunteerism, and partnerships.
- Assist the charity with certain operations in order to better streamline organisation and administrative tasks

[1] Alzheimer's Association, "Alzheimer's Association," Alzheimer's Disease and Dementia, 2022.
<https://www.alz.org/>

Section 2: User Personas

Geraldine Paulsen

Demographics:

- Age: 72
- Gender: Female
- Location: Hawthorn
- Occupation: Retired (Formerly a teacher)
- Proficiency with Technology: Basic (Inexperienced but growing more comfortable with emails, video calling, internet browsing)
- Health: Dealing with chronic conditions such as arthritis and back pain
- Living Situation: Living alone in her home, but with adult children living nearby around Melbourne

Goals and Needs

Geraldine requires reliable, accessible information on the long-term management of her chronic condition. She also needs advice on exercise routines that would be appropriate for the treatment of arthritis and dietary advice in regards to the maintenance of her blood pressure. Geraldine feels very isolated after the loss of her husband and with her children having left home to live their independent adult lives. She would like to get to know more people and engage with the community at large and is interested in the possibility of local online events or groups where she could engage with others. She would like to feel confident and secure in the steps being taken towards healthy ageing and independence. This includes access to trustworthy health resources and pertinent support networks.

Pain Points:

Geraldine often struggles with mobility in everyday life, which makes her attendance at in-person events or visiting healthcare providers frequently very challenging. She often feels overwhelmed by the sheer amount of health information on the internet and has a hard time filtering out credible sources from those that aren't reputable, which has led to her being misled a number of times. Furthermore, as her mobility is declining, Geraldine fears she may become increasingly isolated and seeks ways to stay actively engaged with her community.

Addressing Specific Requirements:

The website will aim to offer access to medical information that is specifically designed for the elderly and focuses on the management of their various chronic diseases. All articles, videos, and guides from the site will be made to be delivered very clearly in an easy and straightforward manner that is easy to understand. There will also be an online community through the platform where people identifying with users like Geraldine can have discussions, register for upcoming events, and connect with others facing the same problems. This will not only keep her connected socially without needing to step out but also engage with hundreds who are like her. This system will be able to accommodate Geraldine's basic technology skills by using a very simple and intuitive interface, bigger text sizing, straightforward navigation, and accessible support that guides her to access the information she needs without getting frustrated.

Bang Ha

Demographics:

- Age: 20
- Gender: Male
- Location: Sunshine
- Occupation: Part-time carer for his elderly mother, part-time university student
- Proficiency with Technology: Moderate (has experience with university platforms and has grown up with technology and the internet)
- Health: Healthy, but under high stress due to juggling responsibilities of caring and studying
- Living Situation: Living with his mother in a small apartment

Goals and Needs:

Bang is seeking practical, concrete information and resources in order to care for his mother, who lives with both dementia and mobility challenges. He seeks advice on everything from managing her conditions and medication to finding support services in his area. He spends a majority of his time taking care of her, and therefore needs more efficient ways to get resources, schedule appointments, and look for respite care. He is often feeling lonely and overwhelmed with the pressure of taking up such a huge responsibility. So he is seeking a community to share his problems with and would like to make contact with people in the same situation as he, who understands it and would, at least, sympathise or even advise.

Pain Points:

Bang finds it hard to effectively seek out reliable resources that are accessible and relevant for dementia patients and their carers. Much more so in his case, being a carer with limited time and capacity. As such, with his family-student lifestyle, that Bang has very little time to devote to himself, and not nearly enough time to research and seek out the help he needs. Emotionally and physically, the demands of caregiving are wearing on him through stress and burnout. Oftentimes, he feels overwhelmed, lost and does not know where to turn for help.

Addressing Specific Requirements:

A carers' portal will be included in the site, giving information on care for the elderly (for medical conditions and general tips), medication management, and local support services. This will stop Bang from exerting an extraneous amount of time and effort in looking up all the information that he constantly tries to find. The integrated tools for scheduling appointments, setting reminders for medication, and other tools for finding respite care services will thus help him better manage his time and hopefully increase his own confidence in being able to handle the situation. The platform will also include forums and support groups that will let him get into touch with other carers involved in the organisation to discuss the different experiences and get moral and practical support. This will help decrease his perception of isolation and provide a much needed outlet for stress and worry, while at the same time improving his ability as a carer as he learns from others.

Adam Cole

Demographics:

- Age: 42
- Gender: Male
- Location: Noble Park
- Occupation: Charity Volunteer Coordinator
- Proficiency with Technology: Moderate (comfortable with most online tools and platforms related to his role)
- Health: Healthy
- Living Situation: Living with his partner and children in a suburban household

Goals and Needs:

Adam is looking for effective and efficient methods of management and coordination of volunteer activities and keeping open communication lines with his team members. He organises community outreach and fundraising events and needs to have tools for monitoring volunteer engagement and collecting meaningful feedback. He wants to ensure that all volunteer efforts go smoothly, and communication with his dispersed team goes just as well. The tools he is looking for should do more than make these processes easier; they also help create a great and streamlined volunteer experience that makes contribution easier on the team.

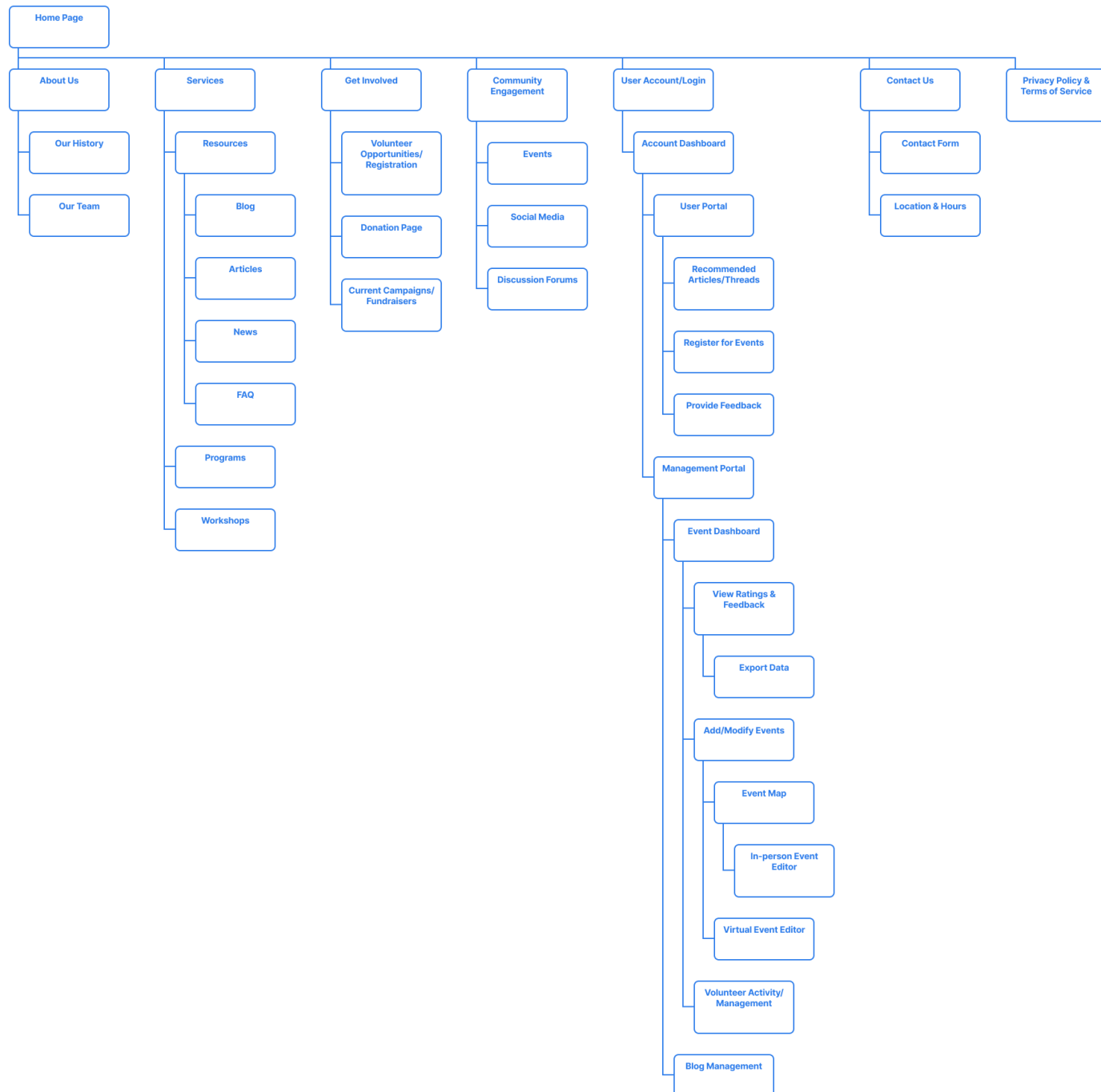
Pain Points:

Managing a dispersed group of volunteers from different regions poses certain problems for Adam due to their varying availability, characteristics and physical distances. This requires that effective scheduling, communication, and resource allocation tools are in place for both virtual and in-person events. In addition, Adam also wants to find reliable ways to measure the impact of volunteer efforts and report on critical metrics. These tasks become overwhelming without the proper support systems in place performing them, which may mean inefficiency and mismanagement of resources. As a result, the current lack of such a tool has increased the complexity of the job.

Addressing Specific Requirements:

The platform will integrate email services, allowing Adam to send bulk emails to volunteers with the event schedule attached and important notes. A rating feature will be added, in which volunteers can give feedback about their experience with different events and initiatives. This feedback will help Adam understand how to design future activities informed by volunteer input. The website will also include geolocation features, making it possible for Adam to organise volunteers according to their locations and therefore coordinate in-person events more effectively. On a map, he can schedule volunteers to the closest event location for any activity, thereby maximising participation and resources.

Section 3: Sitemap



Main Section Summaries

Home:

The purpose of the “Home” section is to provide an overview of the charity, its offerings, and calls to action for visitors to the site.

About Us:

The purpose of the “About Us” section is to inform users about the charity’s mission, history, members, and sponsors/partners.

Services:

The purpose of the “Services” section is to provide information on the health and wellness services and to point towards additional informative resources offered by the platform.

Get Involved:

The purpose of the “Get Involved” section is to engage users by providing opportunities for volunteering, donating, and participating in campaigns and fundraisers.

Community Engagement:

The purpose of the “Community Engagement” section is to foster a sense of community among users through forums, events, and social media integration.

Contact Us:

The purpose of the “Contact Us” section is to make the charity accessible to visitors by providing users with a way to reach out to the charity for inquiries, support, or directions.

User Account/Login:

The purpose of the “User Account/Login” section is to allow users to manage their profiles, access personalised content, and perform specific actions like leaving reviews, rating and feedback.

Privacy Policy & Terms of Service:

The purpose of the “Privacy Policy & Terms of Service” section is to inform users about data protection practices and the terms of using the website.

Section 4: Wireframes/Low-fidelity prototype

The wireframes/low-fidelity prototype demonstrate a clear understanding of the basic layout and interface elements of the web pages. The wireframes are well-executed, and effectively convey the structure and functionality of the web application.

Focus on any 2 business requirements.

Declaration: Additional Help

Any tools that you used (including Gen AI or existing code reuse) must be declared here.

Note: GenAI is not allowed for coding purposes in any assignment,

However, you may use GenAI for brainstorming and problem solving. You need to declare all such uses here.
One row per help used.

Name	Description
<i>Example: ChatGPT for brainstorming ideas</i>	<i>I used ChatGPT to brainstorm how to do X because I was feeling stuck with Y problem.</i>