

Redesign Case Study
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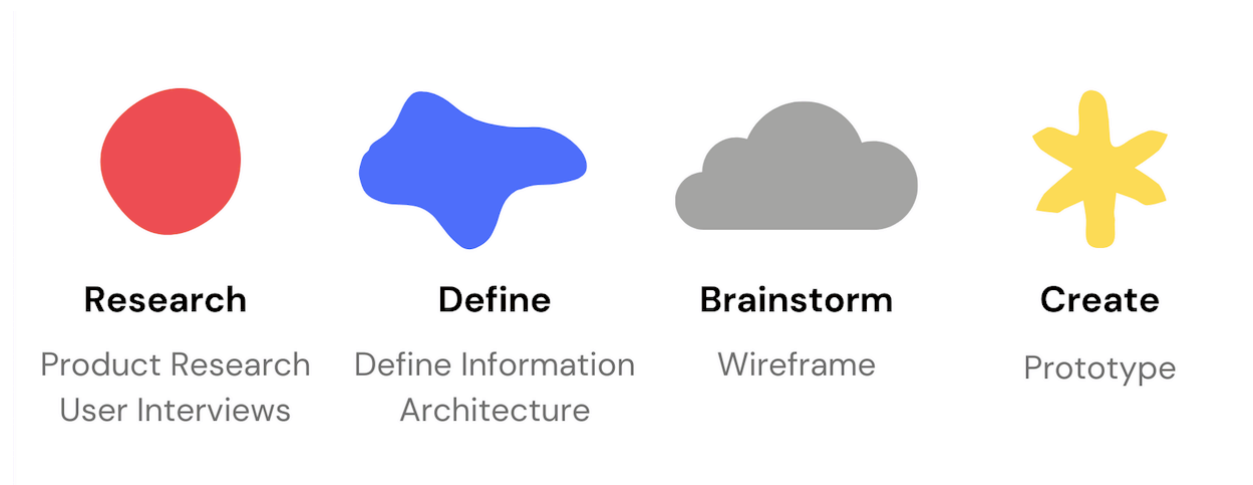
NJ COVID Connect App – Redesign Concept Project

New Jersey residents are able to use this app to find updates on the state's COVID response, report their symptoms, and utilize the exposure tracking feature. The app needed to be easy for users of all ages to use while also providing accurate and up to date information related to the COVID-19 pandemic.

The Issue

The COVID Alert NJ app was pretty static and lacked a clear information architecture. The features were fairly limited and was consistently redirecting users away from the app itself.

The Process



The Research

I interviewed and observed five users as they completed the following tasks:

- Find the amount of COVID cases in their county
- Complete the COVID check in
- Pre-register for the COVID vaccine

3 of 5 users were able to find their county's COVID case totals

5 of 5 users wanted to know how they could view cases from previous days, weeks, etc.

4 of 5 users wanted to know how to change their answer on the symptom check in

2 of 5 users were unable to find where to pre-register

Improvement opportunities:

- Define a clear information architecture
- Allow for features such as test site searching to be executed on the app instead of redirecting the user to the NJ website
- Improve consistency of how information is delivered
- Replace current data visuals with more inclusive graphs and charts

Use Cases

Account for changes or errors while using the COVID check in

The current function allows for one symptom check entry per day per user. If a user made a mistake with their submission or had symptoms appear later in the day after their check in, they have no way of updating their original answers. The COVID Check-In page was already reporting a history of your check in results by day, so I added a feature that allows the user to edit records in their history.

Stop redirecting users, they're using the app for a reason!

There was an overall lack of information architecture for the COVID app. In a general ongoing research effort of mine, I've noticed that there is a significant drop in user engagement when users are redirected away from the origin point (mobile or web application that they had intended to use). The app was redirecting users to the NJ COVID website when clicking on eight of the 12 information buttons. This was improved by simply providing the information in plain text when the buttons are clicked and only redirecting when necessary.

Consistency is key

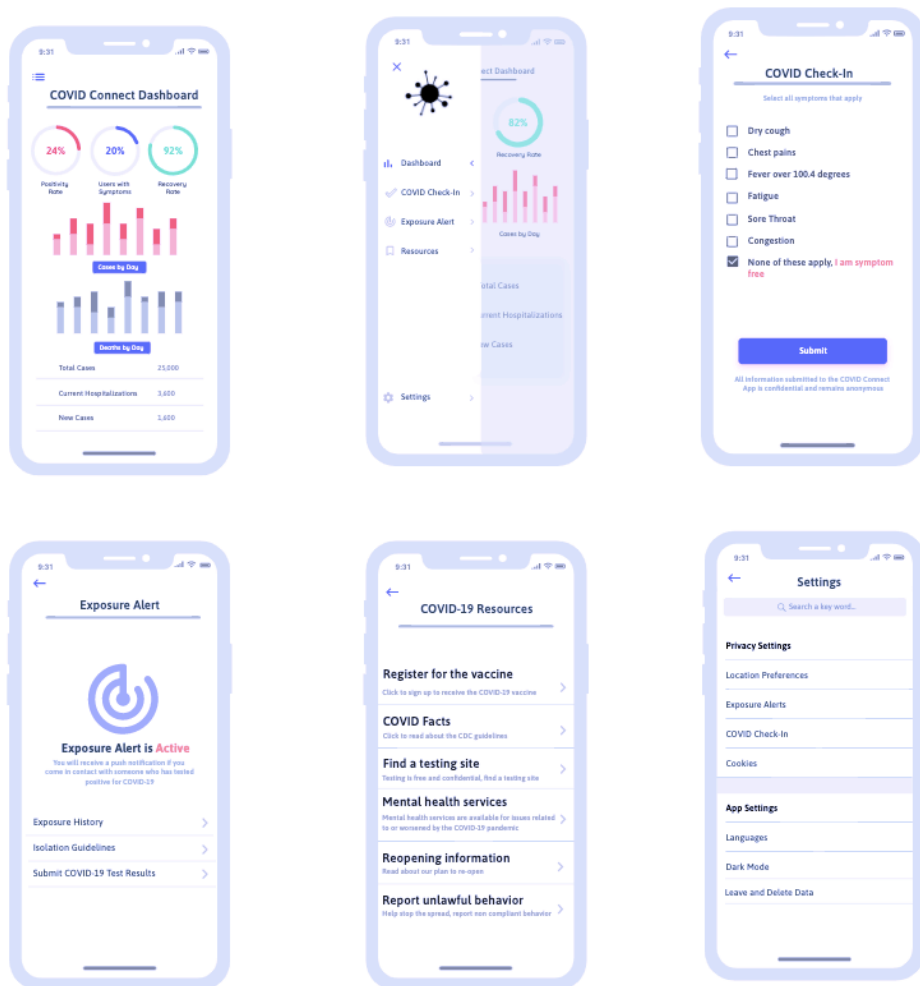
As mentioned above, 8 of the 12 information buttons were redirecting users away from the app. The other 4 buttons were behaving differently where the information was already displaying as plain text. The redirection use case helped out with the delivery of information, but there were still issues with the display. Button colors, fonts, font colors, and header/body combinations were inconsistent and misleading. All of these elements were redesigned to be uniform.

The Output

Palette



Low-Fidelity Wireframe



Prototype

