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Usability Design of Software Applications (UDSA)

4th November 2022

Assignment 2

ThoughtSpot: Mental Health App

Problem Statement

Mental health is one of the most important aspects of our lives, and it's something that we should all be working to maintain. Emerging digital mental health solutions are offering on-demand, anytime therapy making it a convinient way for users to interact with. But, there are various challenges associated with the existing apps. From our analysis, we found that there were significant usability issues associated with publicly available mental health apps, including: Bugs, poor design of the UI, lack of user manual that shows users how to use the app; and risk of losing tracked personal mental health data, battery and memory usage issue, redownload issue, and internet connectivity issues. With these problems in mind, we intend to create an application that will address them, improve user experience, and increase accessibility.

Project Description

The growing pressures of daily life are driving more people to use mental health apps when seeking psychological support. This trend has accelerated significantly in the past year due to social distancing demands that have been imposed as a result of the COVID-19 pandemic. While digital mental health services are increasingly being endorsed by governments and health professionals as a low-cost alternative to therapy, there are potential downsides. The aim is to design an effective mental health solution that will address the numerous concerns with the current apps and will serve users of all age

groups, and offer cost-effective and easily accessible support services. The app will enhance user experience, expand accessibility, provide customized settings, support groups facilities, and one-on-one therapy sessions and a lot more. It will also tackle problems of data breaches by providing better security so that users don't have to worry about privacy risks.

Research M

User Research Document

User Persona Document

Software Requirements Specification

Low Fidelity Prototype Document

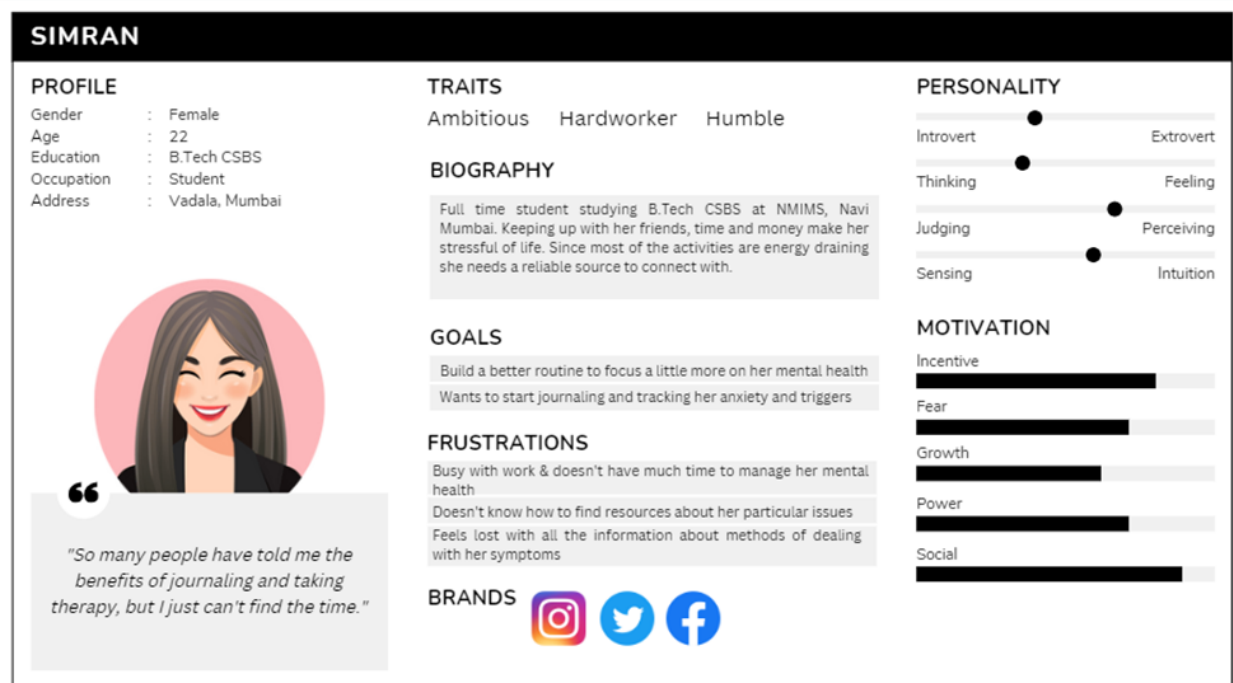**High Fidelity Prototype Document**

User Research

Here, we:

- Carried out various user research methods efficiently.

- Conducted contextual inquiries and interview sessions to identify the problems of the users.

- Performed a comparative analysis of at least 3-5 dominant competitors to your product/service in the market.

- Gathered user frustrations, challenges, needs and expectations from the solution.

- Showed that how we can overcome problems according to user needs.

So to summarize: we learnt that interview methodology aims to better understand what consumers are looking for and to build better products that incorporate those qualities and combine evidence-based practices that will result in building effective and desirable product. Furthermore, understanding how people search for apps and what influences their decision to use
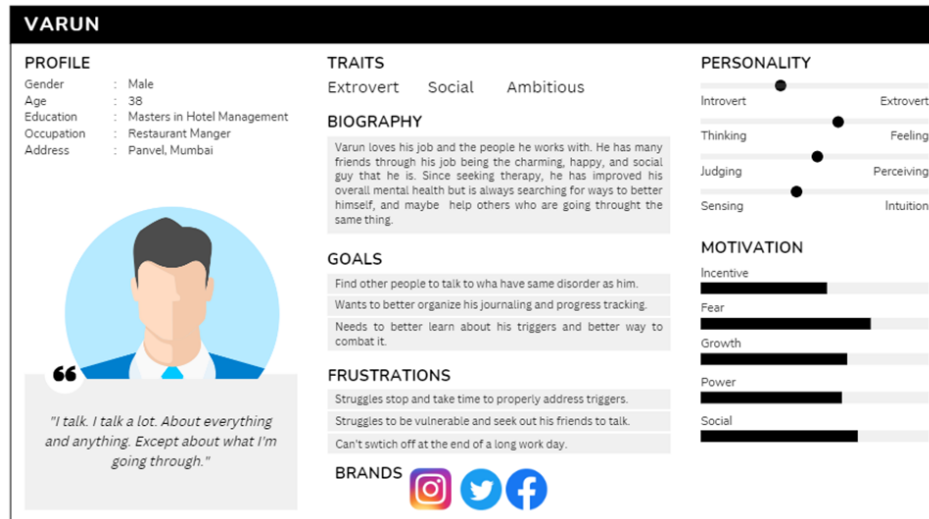
an app may be helpful in presenting information about apps in persuasive ways to drive uptake and long-term use. Through this comparison, we were able to comprehend the strengths and shortcomings of the three apps as well as the factors that led to their commercial success.

User Personas

Persona 1:

Persona 2:

VARUN

PROFILE

Gender   : Male
Age   : 38
Education : Masters in Hotel Management
Occupation : Restaurant Manger
Address   : Panvel, Mumbai

"I talk. I talk a lot. About everything and anything. Except about what I'm going through."

TRAITS

Extrovert   Social   Ambitious

BIOGRAPHY

Varun loves his job and the people he works with. He has many friends through his job being the charming, happy, and social guy that he is. Since seeking therapy, he has improved his overall mental health but is always searching for ways to better himself, and maybe help others who are going throught the same thing.

GOALS

Find other people to talk to wha have same disorder as him.

Wants to better organize his journaling and progress tracking.

Needs to better learn about his triggers and better way to combat it.

FRUSTRATIONS

Struggles stop and take time to properly address triggers.

Struggles to be vulnerable and seek out his friends to talk.

Can't swtich off at the end of a long work day.

BRANDS

PERSONALITY

Introvert — Extrovert
Thinking — Feeling
Judging — Perceiving
Sensing — Intuition

MOTIVATION

Incentive

Fear

Growth

Power

Social

We learnt the following from it:

Pain Points:

1.   Current apps are hard to navigate and use, basically user engagement challenges and usability issues

2.   Many modern therapists are expensive.

3.   Apps do not have a community where people can express their concerns and help each other.

4.   Having trouble choosing an app due to the abundance of choices in market

5.   Concerns regarding confidentiality and privacy.

Gain Points:

1.   Finding a therapist becomes easy and at a reasonable price and convenient.

2.   Having a community helps the user to ask for help freely and help others is need.

3.   Providing a simple, minimalistic UI helps in better navigation.

4.   Self-monitoring

5.   Notifications and reminders make it simple to monitor progress.
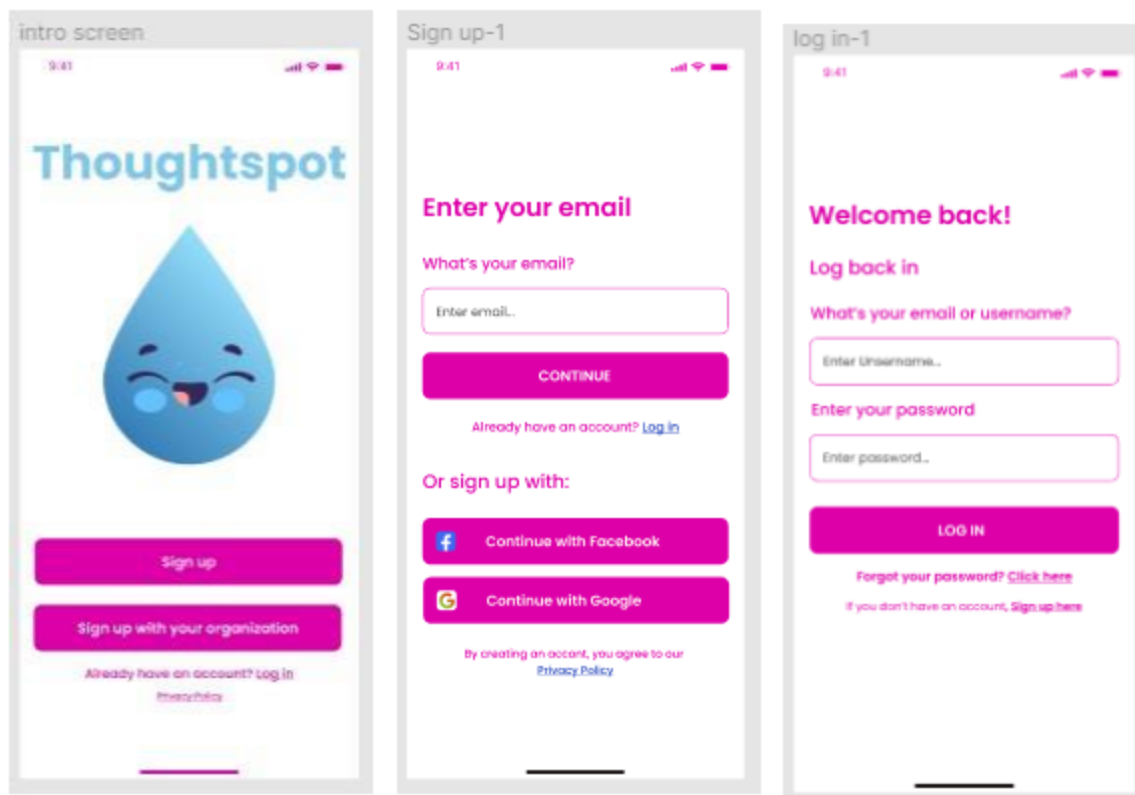
SDLC Making of the app
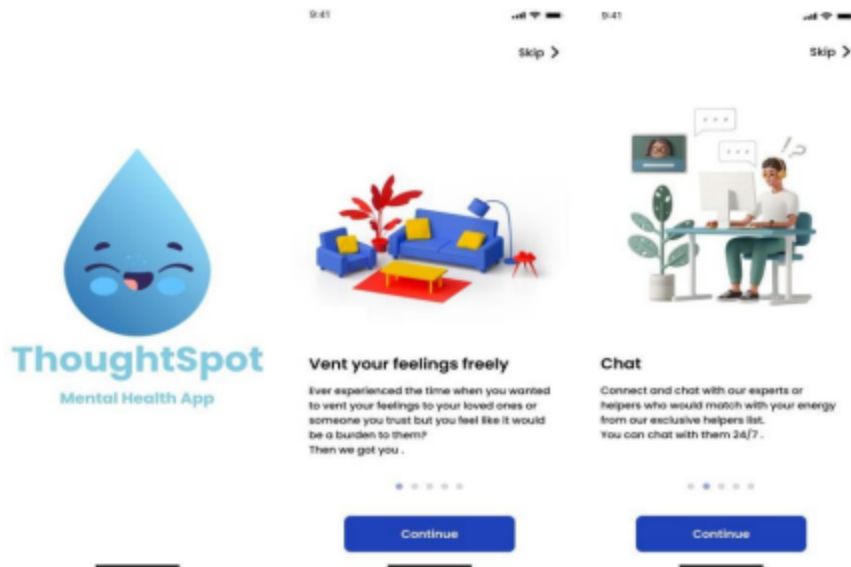
We have created the app SDLC and link of document is here

https://drive.google.com/file/d/1CDDefFon8Z4QaOaBDKPmq1j-jkUk6S0X/view

Low Fidelity Design

Below are the few snapshots of the same

High Fidelity Design

Here are the few snapshots of the same

Conclusion

To Conclude we were to complete the project with all the UDSA principles in mind.

Works Cited

To perform User Research for a given problem. (an application /website)

To design scenarios and create personas for a given problem. (an application /website)

To identify a project such as website or mobile app to redesign through the design life cycle.

To design a low-fidelity prototype of the application.

To design a high-fidelity prototype of the application.