

A photograph showing a person's hands working on a desk. The desk is covered with various papers, sticky notes, and a pen. The person is wearing a silver watch. The papers contain hand-drawn sketches of a mobile app interface, including a login screen with a 'Djazz' logo, a screen with a 'TV ET' button, and a screen with a 'BON PLAN' button. The person is using a green pen to draw on one of the papers. The background is a plain white wall.

UX Design portfolio:

A case study for a mental health and wellness app

Professional background

I pursued a bachelor's degree in Civil Engineering from Osun State University and graduated in 2018.

Always eager to leverage my passion for creativity and dynamism, my expertise lies in Front-end web development. I have interned in organizations and done various certification courses.

Now, I want to take on the next part of my learning by plunging into the world of UX design.

Abstract

I was given a task to create an app that can help users manage their mental health and wellness. I created this report to understand the user market and their pain point and arrive at a solution to help them have a go-to, handy app.

With the help of a design framework, I was able to come up with a solution which I will elaborate on in the next slides.

Portfolio outline

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User interview script

Hi! I am a student of UX design in the EntryLevel learning platform program. I am conducting research on mental health and wellness, so I will ask you some questions. This interview will take around 20 minutes. How does that sound? Do you have any questions before we begin?

“Sorry, one last thing- permit me to record this session. I promise your information will not be disclosed to the public, just for information retention.”

- What is your name?
- Where do you live?
- What do you do for a living?
- How do determine if your mental health is being affected?
- Have you ever suffered depression? WHY?
- Anytime you don't sleep well, what happen to you
- Do you have any emotional disturbance?
- What makes you happy?
- What makes you unhappy?
- What can make you not to sleep?
- Which relationship will you consider toxic
- Have you ever been in a toxic relationship? If so, how does it affect your mental health and wellness?

Interview findings

	Interview 1	Interview 2	Interview 3
How will you determine if your mental health is being affected?	If I don't sleep well. Another one is when I am unable to achieve what I want to achieve, I get disturbed.	Not being able to be myself. Wanting to be alone and sleeping too much.	I will rather run away from anything that will stress or bother
What will make you not sleep?	<ul style="list-style-type: none"> • Anger • Hunger 	<ul style="list-style-type: none"> • When I am supposed to complete a task, maybe at work, within a limited time • Hunger 	<ul style="list-style-type: none"> • When I disturbance in my work • Hunger • Anger
Anytime you don't sleep well, what happens to you	<ul style="list-style-type: none"> • Headache • Reasoning is affected • Affect my productivity 	<ul style="list-style-type: none"> • Migraine • Lightheadedness • Rise in temperature 	<ul style="list-style-type: none"> • dizziness
Have you ever suffered depression?	No. Once I relax, get a sound sleep and take it off my mind- I will get over it.	Yes, I once invested in forex, but suffered a loss.	If I get to that boundary, I withdraw
Do you have emotional disturbances?	Not at all. I am not an emotional being. I try not to make decisions when I am too happy or sad.	As it stands now- no, even if I have, let say, I am aiming to achieve something and not getting it; I will put in the work and if it is somebody causing it; I will try to talk about it with that person.	I don't let emotional disturbance stay. I tackle it by looking at those above me rather those below me. I take it simple
What makes you happy?	Being around people, especially like-minded people and also loving people.	Getting what I want at a particular time.	<ul style="list-style-type: none"> • When jokes are cracked • Money • Sporting activities
What makes you unhappy?	When I am cheated and when someone is not sincere to me	When I am not being able to put smile on people faces.	When somebody lie to me like been lied to.
What will make a relationship toxic?	When the relationship is becoming worrisome and inhuman in that it affects my reasoning and judgment.	When the other partner does not have impact, just draining you. I try to stay and work things out and if the other person is not seeing the same way- I walk away.	I don't want to talk about it
Have you ever been in a toxic relationship?	No. I have built a resistance against such relationship. The likelihood of falling in such relationship depends on the type of resistance you build against it.	Yes, but no regret. Lessons learnt and more awareness. It will surely affect me, but I bounce back and don't let it define me.	No, I have not been in a toxic relationship

Affinity mapping

Link to the map:

<https://www.figma.com/file/r5pCkO7vFkE5Xibkx9nhiA/Moshood-Sanusi's-affinity-map?type=design&node-id=0-1&t=mTEExfrA4ML2neMC-0>



User persona



Name: James

Background

He is a Muslim. He believes in one God, therefore he trusts in God. He is a business man.

Goals

- To be able to do what he set out to achieve
- He wants to be in a balanced relationship, that is not worrisome.

Behaviour

- He wants to be around like-minded people
- He wants to love people
- He is not an emotional being

Demographics

Age: 36

Location: Abuja

Occupation: Entrepreneur

Status: Single

Likes

- He loves to sleep well

Dislikes

- He does not like being cheated
- He does not like when he does not like insecurity

Problem statement

The mental health of a sane man is often dependent on the circumstance or situation he found himself. The degree to which he copes with these happenings determines his mental well-being and wellness. However, for a better and balanced life, he is constantly seeking ways to cope with these health-challenging situations in his environment.


In this world of uncertainties, James wants to be able to balance life with the experience of life.

How might we provide James with a handy and ready-made way of achieving his aim of balancing his life with life happenings?

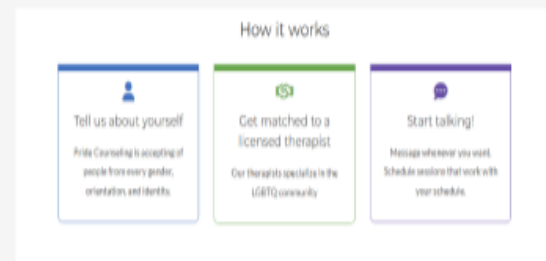
Lightning Demos

comparative analysis at a glance

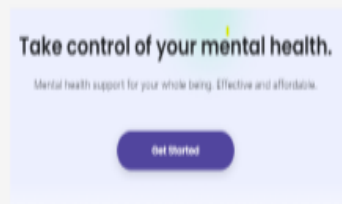
BetterHelp vs. traditional in-office therapy

	 BetterHelp	In-office
Provided by a credentialed therapist	✓	✓
In-office visits	✗	✓
Messaging any time	✓	✗
Chat sessions	✓	✗

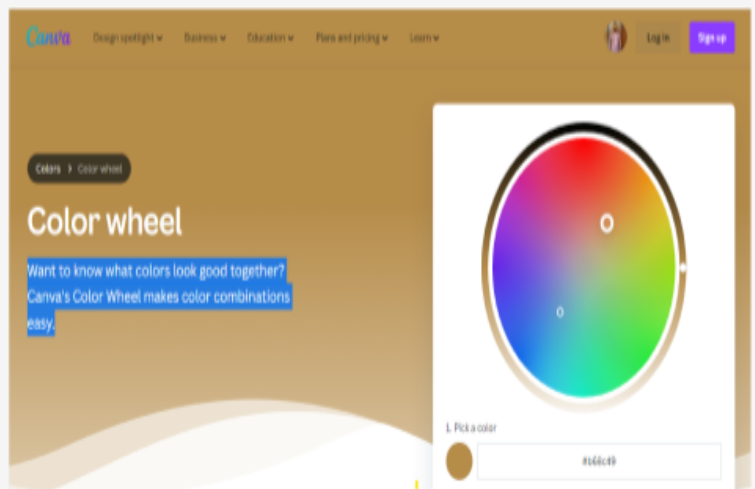
explicitly stating how it works



Knowing where to start immediately I load the app for easy navigation



easy to use



Brainstorming

Virtual, talk sessions therapy

Meet new people

make friends with people of like-minds

Learn how to manage stress

embrace high self-esteem
and do away with low self-esteem

make peace with yourself and God

clearly define your priorities
i.e know your wants and needs

manage your emotions

put smiles on peoples face

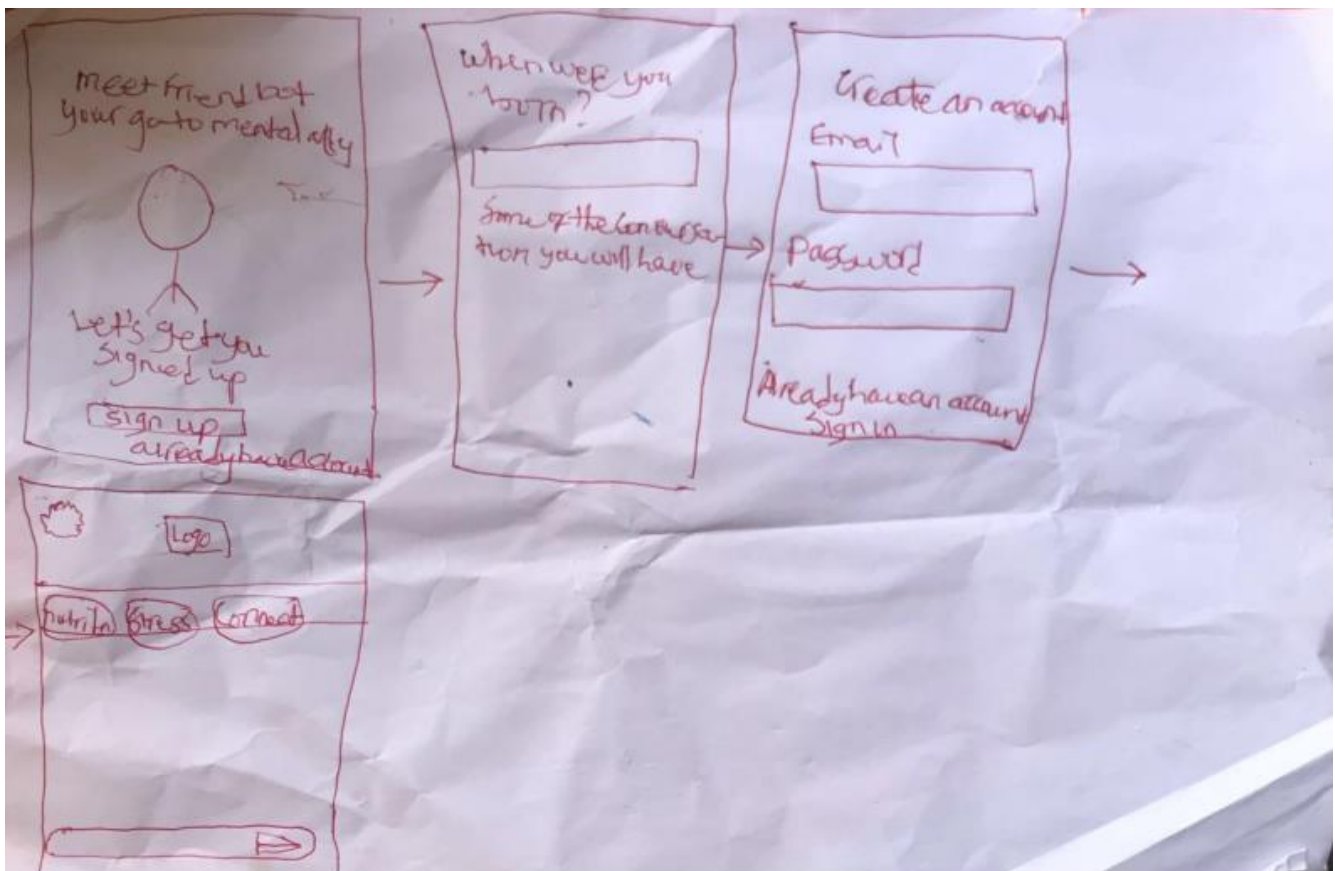
share your feelings with others for help

maintain good relationships
especially mutual relationships

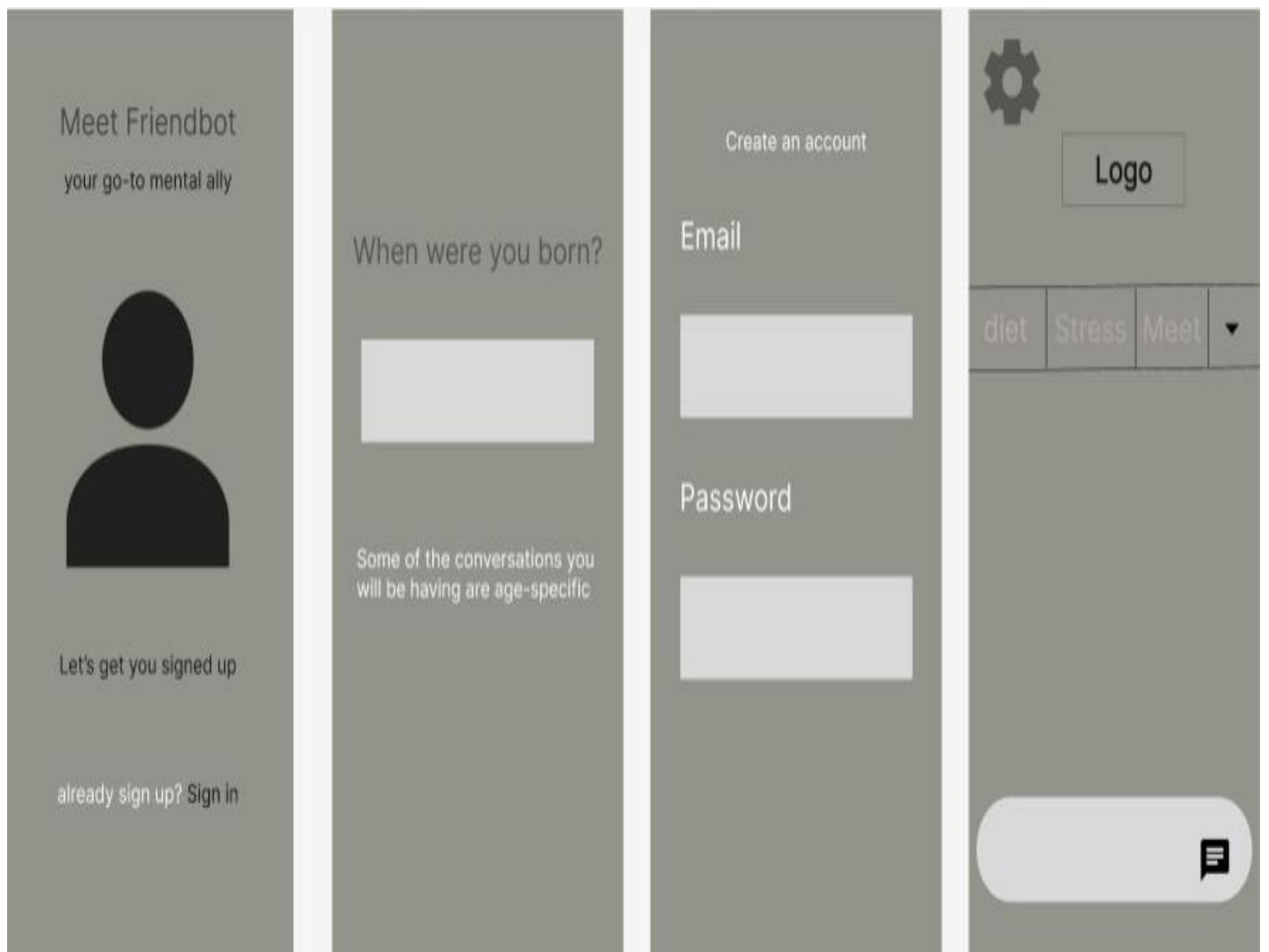
Crazy 8's sketch



Low-Fidelity prototype



Figma prototype



Usability test plan

The life of this word is too short, so we need to enjoy our lives. To do that, we need to monitor our mental health, because the state of our mental health will determine the rate at which we enjoy live. To make this even more seamless, I need to create an AI-powered handy app called “mentalCompanion” that will help us manage our mental health and wellness. Meanwhile, I need to get the response of the users to know areas of improvement. The goal of this test is to get an idea of how easy to use is the app and how useful is the app to them.

Here are the research questions:

- The ease of navigating the app
- Is the application responsive?
- What is their first impression about the interface upon opening the app?
- Are they able to achieve their aim?
- The usefulness and relevance of the mentalCompanion app to their situation, and suggestions for elements that could be added to adapt the mentalCompanion app.

Take a look at the methodology used:

A usability study will be held remotely with 10 participants. Each participant session will last 30 minutes and will include a short

briefing, an interview, a task performance with the app and a debriefing. Among the tasks: create an account to sign up, log out after account creation and sign in, and more.

The interview questions are:

Do you like the color combination?

Can you navigate the app easily?

Are you happy using the product?

The characteristics of the participants are:

- They make use make use of mental health app at least three times a week
- Educated sane individuals
- People that are having one or more mental health issues and which to overcome it.
- Between the ages of 20 and 70

The schedule for this test is a week.

Conclusion

In all, the journey has been rewarding and engaging. I learnt the 5 design stages. From empathy, define, ideate, prototyping to testing. From my user testing interview, I notice that users want an easy-to-use app; app that will make them navigate pages easily.