

FIT 3175 – Usability

Submission 3 (Stage D + E)

High-Fidelity Prototyping and Evaluation Report

Group 4

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1.0 Introduction

Developing a high-fidelity prototype is the final stretch of the designing and planning stage. In this stage of development, the prototype presented would be very close to the final product. This high-fidelity prototype will show how the screens look like, how they interact with each other and how they are formatted. Of course, this prototype is simply meant to highlight the interface of key features in the final product. Thus, no complex scripting or coding is done at this stage.

Since this high-fidelity prototype has no actual inner workings, some assumptions and constraints have to be made. An assumption is that these screens are designed assuming that the user is already logged in. This means that the user has already created an account and has access to the full feature set. Next, a constraint is that no real-time calculations or feedback would be done on these screens. Many things will be hard coded to merely illustrate the design of the final app.

With these in mind, our screens will be tied to the low-fidelity sketches we initially created. We picked a few of these sketches to fulfil the user requirements and turned those sketches into a full-fledged prototype while keeping the usability principles in mind.

2.0 High-Fidelity Prototypes

The high-fidelity prototypes we created are done on Figma and we will only be showing screenshot snippets of the project. The whole project is accessible via this link:

<https://www.figma.com/file/nLUXILKAzRZUS087bgP1qY/FIT-3175-Assignment-3---Group-4?node-id=0%3A1>

2.1 Implementation Process

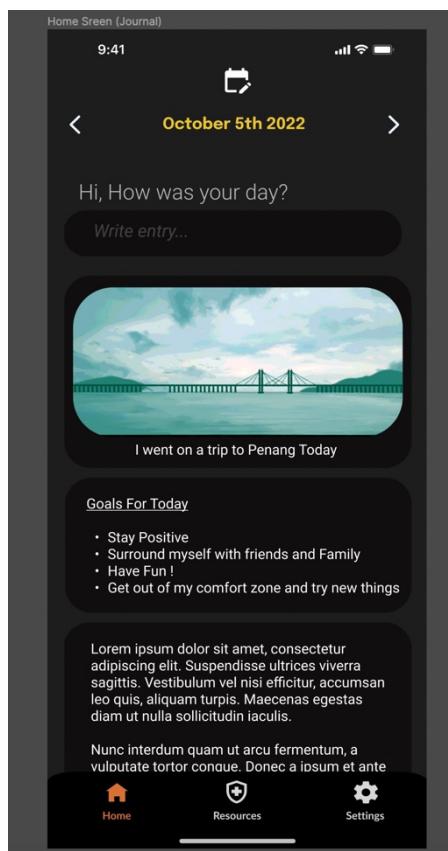
The implementation process of our high-fidelity prototype began with the learnings of our group's collective low-fidelity prototypes. We realised we have several different implementations in terms of layout and design for the same feature. It was difficult to choose the best implementation as all conformed to the design principles we have learned. Hence, we focused on refining and cleaning up our low-fidelity prototypes, including merging some elements between us. Finally, we gave the design a uniform colour, font, and overall theme.

Since we were required to only design 6 screens for at least 2 requirements, we chose the features that were most important to our user group based on our questionnaire and user stories. This includes a journaling feature for self-reflection and app customizability. Furthermore, for the other requirement, we have taken it from the project brief where users can find mental health resources and connect with health specialists.

In reflecting upon our persona, we decided to make our app to centre around the journal feature, thus making it the home screen itself. We believed this was the right choice as it was crucial to our user base that they can focus on journaling and get rid of the redundancy and clutter of a ‘traditional’ home screen. Instead, we implemented a menu bar at the bottom to toggle between features. Translating these screens onto Figma was difficult as none of us had any prior experience with that software. But we believe we managed to capture the requirements through our screens the best by following the design guidelines.

2.2 Screens

Home Screen (Journal)



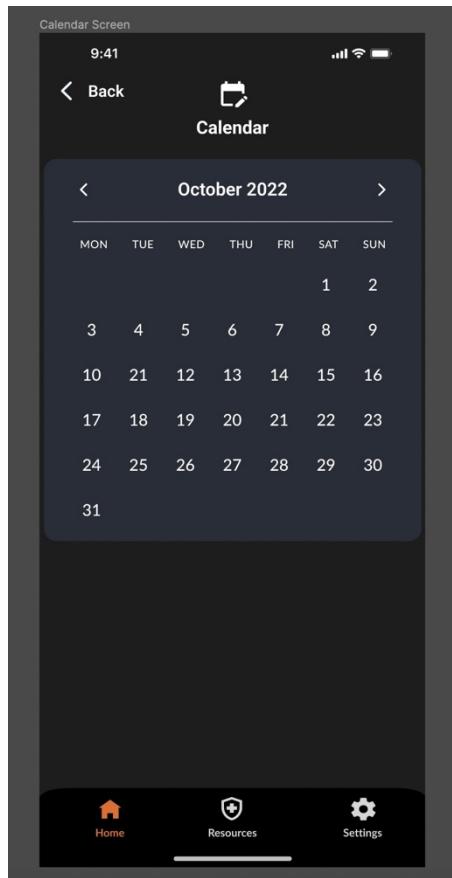
Screen 1

As mentioned previously, we have centered our app around the journaling feature and made it into our home screen.

Guideline followed: *Constraint* - Norman’s Principle of Design.

In this screen, the user will be able to put several types of entries, this includes one-line text, multi-line text, bullet points, images, and embedded links. The constraint comes from how each entry has its own cell, and each of these entry cells can only hold one type of entry. This constraint forces the user to keep their entries relatively short and tidy so that the user’s journal doesn’t end up very messy and overwhelming.

Calendar Screen



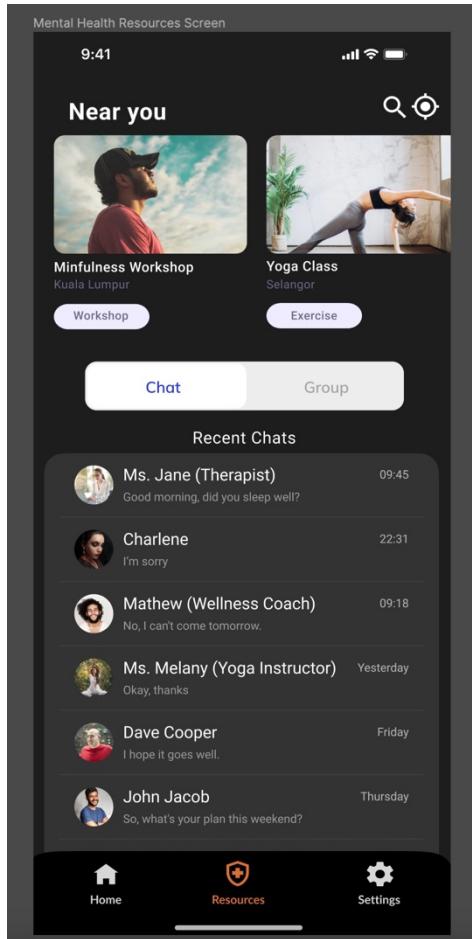
Screen 2

Users can go to the calendar to access their journal entries for any particular day selected.

Guideline followed: *Affordance*- Norman's Principle of Design.

In this screen, the Calendar UI element is created based on how the physical calendar would look like in real life. This is because we need the users to be able to recognize immediately that the UI shown on the screen is a Calendar. Thus, users can intuitively gauge the possible interaction they can have with it in selecting the journal entry of a particular day.

Mental Health Resources Screen



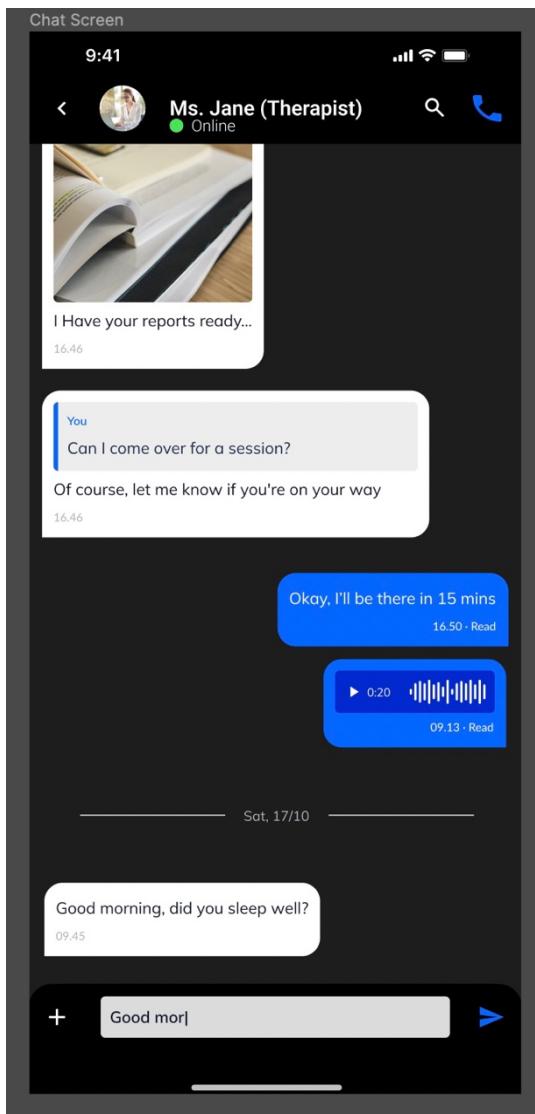
Screen 3

Users can find nearby resources such workshops, exercise classes and medical professionals. Users are then able to start up a chat to communicate with the organizer or health professionals.

Guideline followed: *Discoverability*- Norman's Principle of Design.

This screen highlights Norman's discoverability principle as icons such as search and location service, take the form of natural elements such as magnifying glass and GPS tracker. Users will be able to figure out the interactable elements and their uses easily. Furthermore, when the number of events or chats, exceeds the screen space, some graphic elements are abruptly cut off at the edge of the screen intentionally. This would help users in determining the range of possible actions based on prior knowledge, that is, scroll to view further information

Chat Screen



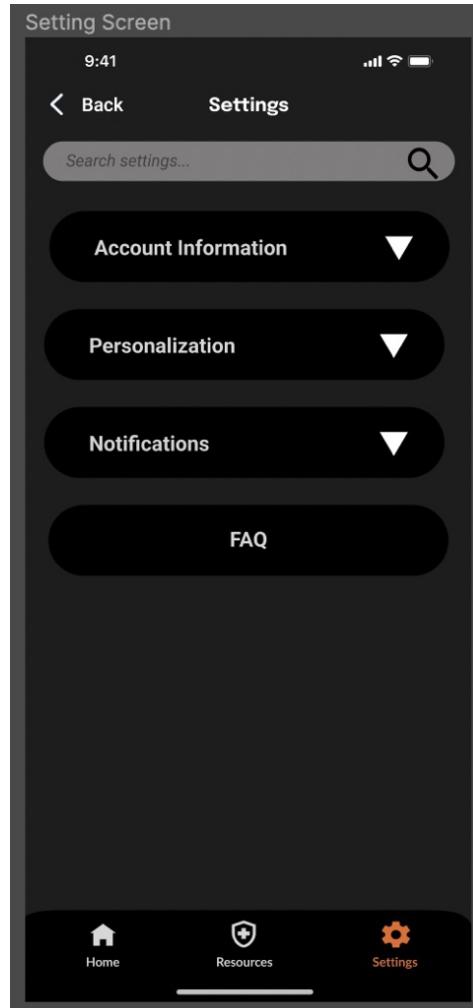
Screen 4

Users can communicate with mental health professionals and wellness coaches or connect with other users by joining a group chat.

Guideline followed: *Offer informative feedback* - Shneiderman's rule

The online status of users and read receipts of conversations are displayed on the chat interface. This feature demonstrates Shneiderman's offer informative feedback rule. It allows users to evaluate the result of their actions and act accordingly. Users would be able to know if the person they are chatting with is online and whether their messages have been read by the other person through the display of 'read' below the sent message.

Settings Screen

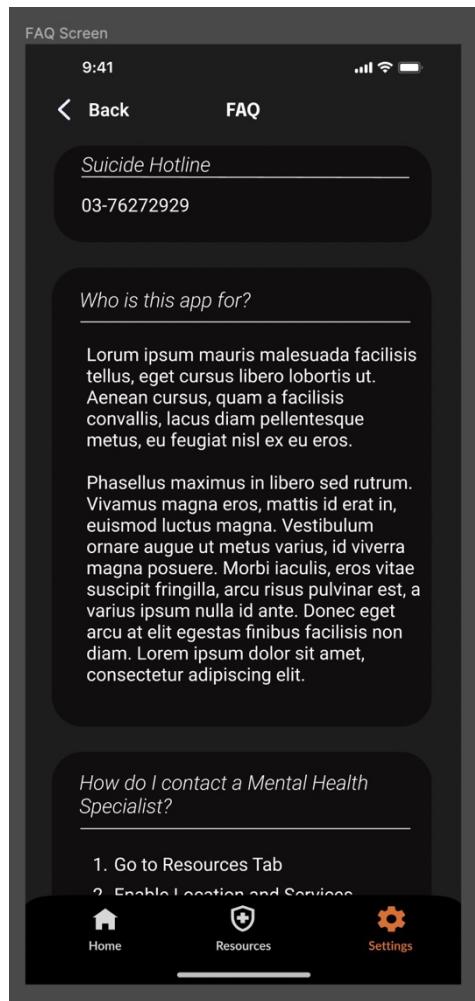


Screen 5

Guideline followed: *Keep Users in Control* - Shneiderman's rule

In this screen, the user is presented with a slew of options to turn on and off or edit. All of the settings are grouped based on what is being changed in the design, so that the user will not only have control of many aspects of the design, but also know which aspects are being changed. For example, they are able to control how frequent and what notifications they get and customize the look of the app.

FAQ Screen

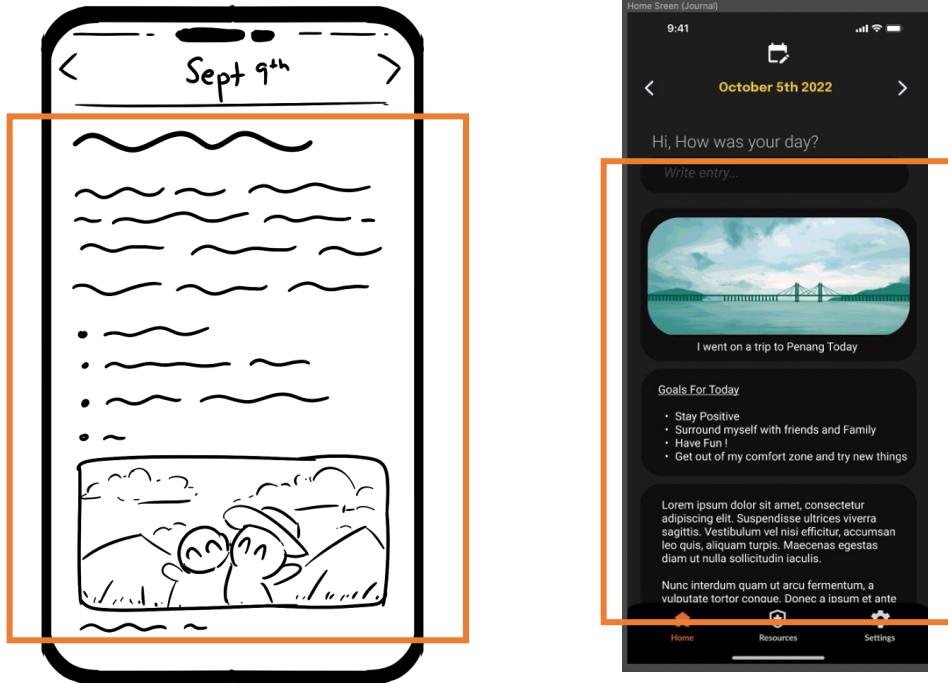


Screen 6

Guideline followed: *Strive for consistency* - Shneiderman's rule

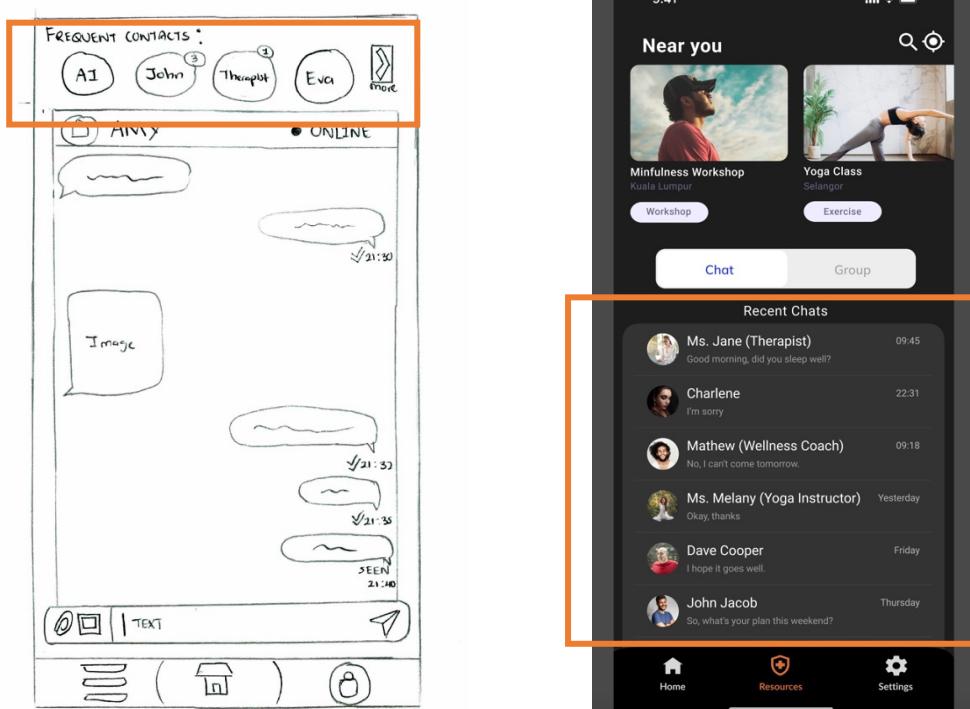
In this screen, consistent icons and fonts are used just like throughout the application such as the menu bar and back button. Besides, the layout for the questions also follows the home screen where each question is separated into a bubble with rounded corners. Hence, these icons and layouts would be consistent based on the user's experience and would allow them to easily navigate through the screen.

2.3 Changes from Low-Fidelity Prototype



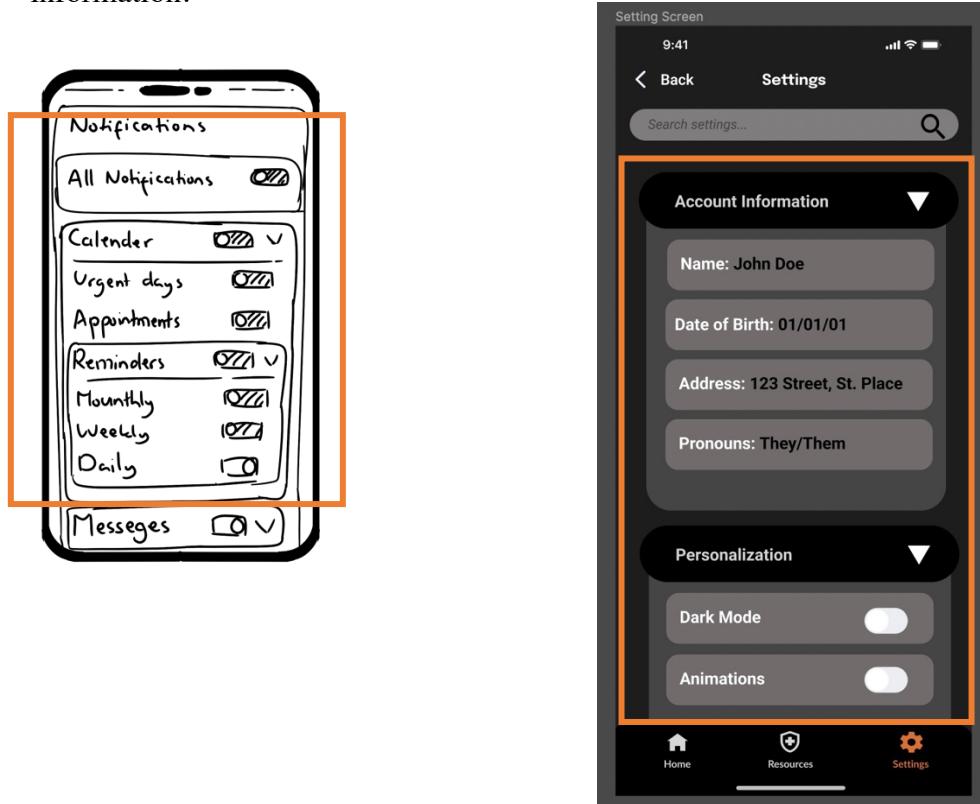
Change 1: Changes to Journal entries

One significant change between the low-fidelity prototype and the high-fidelity prototype is the inclusion of the entry cells in the home screen for the journal feature. In the low-fidelity prototype, the journal is formatted like a plain doc file and all types of data are programmatically scaled to comfortably fill the screen. While there is already the constraint of the screen itself, it still leaves the journal quite overwhelming. Thus, by following Norman's principle of constraint, we limit the data type for each cell to help to solve any potential readability issue.



Change 2: Changes to recent chats

The second change is made to the chat interface. In the low-fidelity prototype, the recent or frequent contacts are placed directly above the chat box. While the user may be notified of the number of unread messages, it would be hard for them to remember what was their last conversation and when. Thus, the user has to manually view each chat to know the previous conversation. This has been changed into a list view of recent chats by considering, Shneiderman's rule of reducing short term memory load. Users now do not have to remember their conversation, instead a simple glance would allow them to preview their recent chat information.



Change 3: Changes to settings grouping

The third change is in the setting screen where there is now a clear difference between different types of settings, from the ones that only need a switch, a text box, or bring you to a new screen. These settings are now grouped based on the functions that they control. Previously, there was no such grouping and was mixed. Now, the hi-fi prototype adds some of Norman's mapping principles to the screen.

2.4 Accessibility Considerations

Accessibility is an important factor in designing a prototype as it is important that everyone will be able to use our product. Below, will be a quick rundown of some of the accessibility guidelines that our prototype has followed. These guidelines are from the WCAG 2.0 which are the Web Content Accessibility Guidelines.

The first guideline followed is the *Use of Colour* (WCAG 1.4.1). Almost all of the features of our prototype don't use colour as the only visual means to communicate its uses, a lot of them use simple text and logos. For example, while the online indicator glows green in the chat interface, there is also a text denoting the status of the user. The design also uses mostly monochrome, making it so different elements are separated by clear contrast.

The second guideline followed is *No Timing* (WCAG 2.2.3). The only timing-related features are the more real-time features like the feed of professionals, mental health workshops and messaging, which, fortunately, according to WCAG, is allowed to be timing-dependent. There are no time-outs for our screen.

The third guideline followed is *Multiple ways* (WCAG 2.4.5). Key features of our design like the account settings, journal, and mental health help resource are locked in a toolbar at the bottom of the screen, making sure the user always gets easy access to these features. This means the user can either go to these screens by tapping back or just by simply pressing the toolbar.

The last guideline is *Consistent Navigation* (WCAG 3.2.3). Our design's navigation consists of only swipes and taps. This consistency makes sure the user does not get overwhelmed or lost when navigating through our design. For example, the back button is repeated on screens in the same uppermost left position and the screens are navigated back in the same order they were traversed in.

3.0 Individual Heuristic Evaluation

Introduction

The completed high-fidelity prototype is evaluated using Nielsen's 10 Usability Heuristics. For each of the heuristics, an evaluation is made on the screens of our prototype to see whether there is compliance or violation. In cases of compliance, it would enable us to understand how effectively the end-users would be benefited from our design. However, in cases of violation, it would allow us to understand and pinpoint the problems the users would potentially face when the app rolls out. Thus, an evaluation is important in identifying problems or issues with the usability design of the app much earlier on. Such evaluation is beneficial in terms of cost and time savings, as issues identified can be fixed during the design prototyping phase before entering into development.

Summary table for compliances:

No.	Instance of Compliance	Heuristic rule	Evidence	Design choices justification
1	Chat read receipts and message status	Visibility of system status	Refer below to figure 1: message status from the chat screen	Users are given feedback on their message status and are informed whether their messages have been read by the other person. If the message has not been read, it will be displayed as sent.
2	Use of natural icons	Match between system and real world	Refer below to figure 2: menu bar and figure 3: call icon	Icons that depict natural objects in the real world are used such as a house icon, a gear icon, and a telephone icon. Users easily can understand the functions of these icons by relating them to the real world
3	Consistent menu bar and icons	Consistency and standards	Refer below to figure 2: menu bar and figure 4: position of back button	In all screens where keyboard input is not required, the menu bar is always present with the same layout for users to switch between features. Besides, the layout of the back button is always in the topmost left corner. Hence users don't have to re-learn the layout as everything is consistent.
4	Recent chats list	Recognition rather than recall	Refer below to figure 5: Recent chat list	Users don't have to remember who recently texted them, what was the last message or when was it received. They only need to glance at the recent chat list to gain the information.

5	Simplistic Home screen (Journal)	Aesthetic and minimalist design	Refer below to figure 6: New Journal entry	The home screen is a journal entry that is minimalistic in design. It only has one text box for user input. There is no unnecessary clutter of menu buttons or tool which makes sure users can focus in writing their entries and not be overwhelmed.
6	FAQ Screen	Help and documentation	Refer below to figure 7: FAQ screen	There is a dedicated screen inside settings that helps users with frequently asked question to help them get through the app easily. There is step by step guide on how to use certain feature if they get stuck

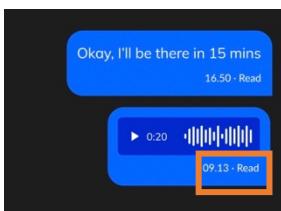


Figure 1: Message Status

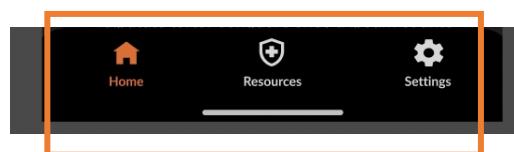


Figure 2: Menu brief

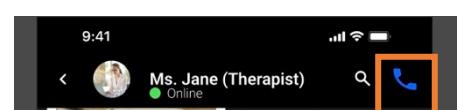


Figure 3: Call icon

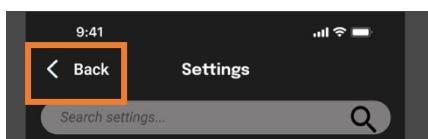


Figure 4: Position of back button

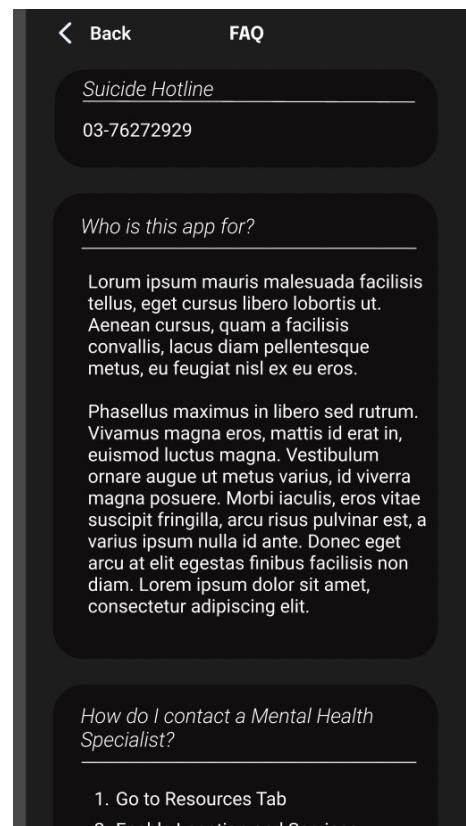


Figure 5: Recent chat list

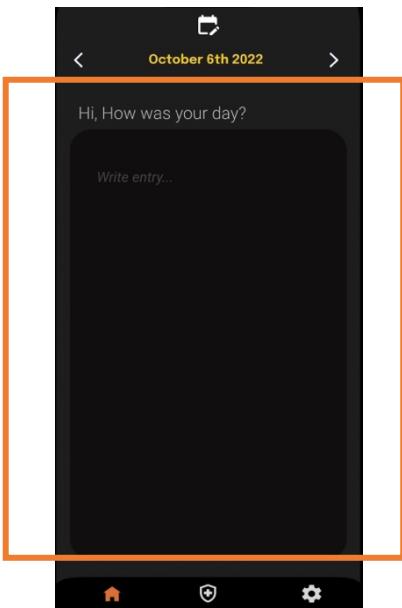


Figure 6: New journal entry

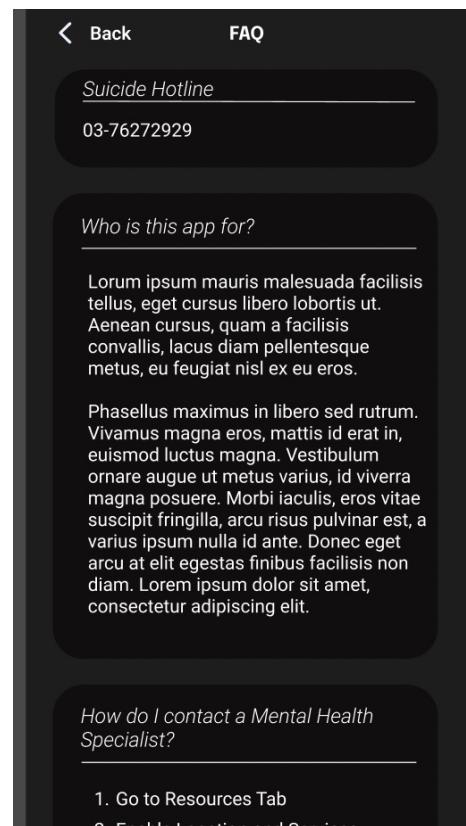


Figure 7: FAQ Screen

Summary table for violations:

	Instance of violation	Heuristic rule	Evidence	Severity rating	Recommendation
1	No undo, redo functionalities for journal	User control and freedom	Refer to figure 8 screenshot below: No undo, redo buttons	4	Allow users to edit their journals by providing undo and redo buttons for journal entries
2	No quick shortcuts for experienced users	Flexibility and efficiency of use	Refer to figure 9 screenshot below: No keyboard shortcuts	1	Have 2 finger gestures for easy copy and pasting, and other keyboard shortcuts
3	No error prompt for ‘failure to send’ messages	Help users recognize, diagnose and recover from errors	Refer to figure 10 screenshot below: No failed to send message prompt	3	Have a pop-up element explaining the ‘failed to send message’ error and guide users to resend the message
4	No support for user input error for account information	Error prevention	Refer to figure 11 screenshot below: No input error prevention	2	Have input validation to check for correct data type input from user or apply constraints to input fields (eg. Dropdown list of values)

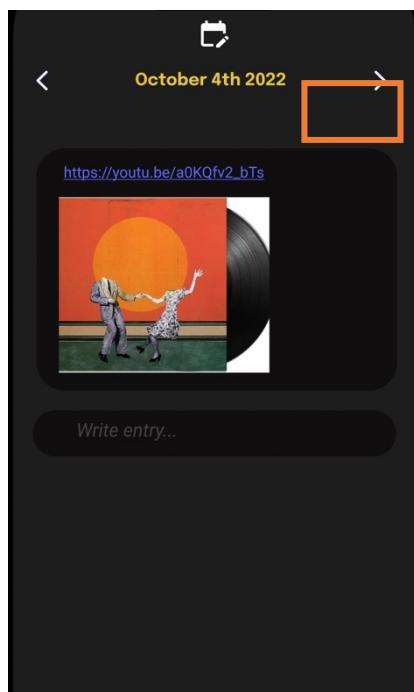


Figure 8: No undo redo buttons

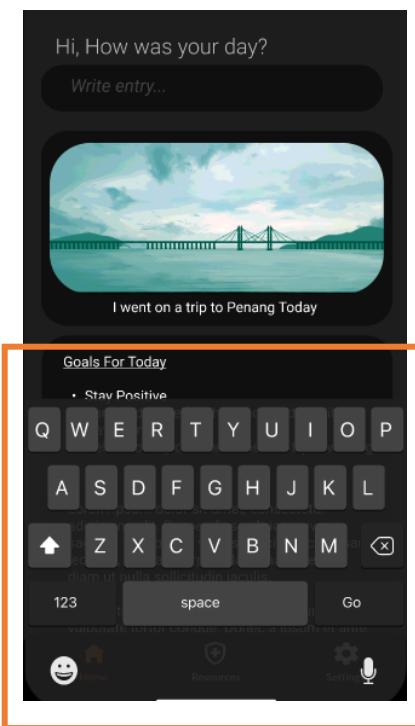


Figure 9: No keyboard shortcuts

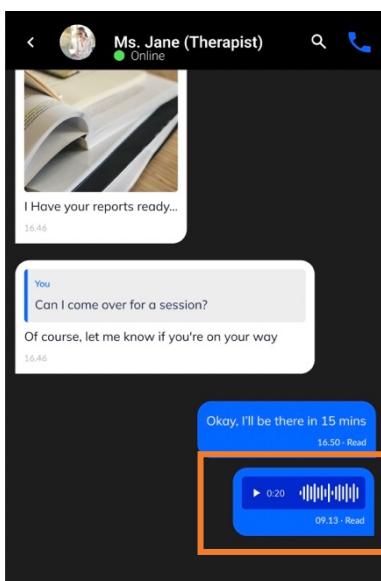


Figure 10: No failed to send message prompt

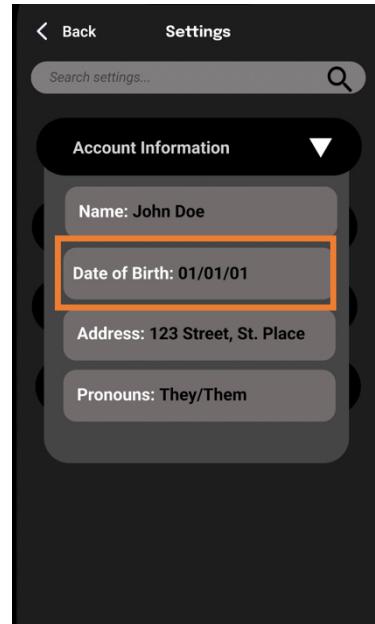


Figure 11: No input error prevention

Description and justification of violations

Violation 1: No undo, redo functionalities for journal

When a user accidentally types or has a change of mind, they cannot easily undo or redo their actions. This would certainly affect the users significantly since journaling is the central feature of our app. Thus, not giving control to the users would certainly frustrate them and they may lack patience in deleting and retying manually. Since mistakes would occur frequently, and it has a big impact on users every time they key in a journal entry, I rated its severity the highest at 4.

Violation 2: No quick shortcuts for experienced users

For users who are more experienced and have used the app for a long time, they may find the manual insert of information into journals or traditional copy-paste methods to be too time-consuming. We have not considered any keyboard shortcuts or gestures but since this may impact only a small sample size of users, I rated it at a low 1.

Violation 3: No error prompt for failure to send messages

When there is a service disruption, messages may not be sent to the other person. Since there is no error feedback nor a prompt asking to resend the message, users may have not noticed this. This may not occur that frequent, but it does have a big impact on users not realizing that their message was not sent. Hence, I rated it at a high 3

Violation 4: No support for user input error for account information

Users may enter invalid inputs for certain fields. If there is no error prevention, users would have to deal with annoying error messages. Since account information is something, the user would enter when setting up the app, this would not affect the user experience much. But still, it may deter off new users. Hence, I rated it a moderate 2.

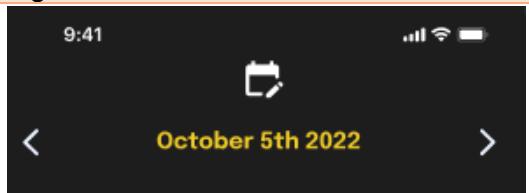
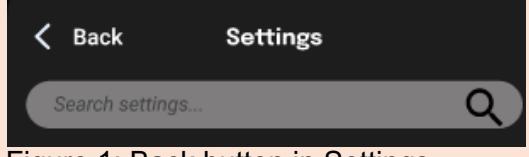
Conclusion

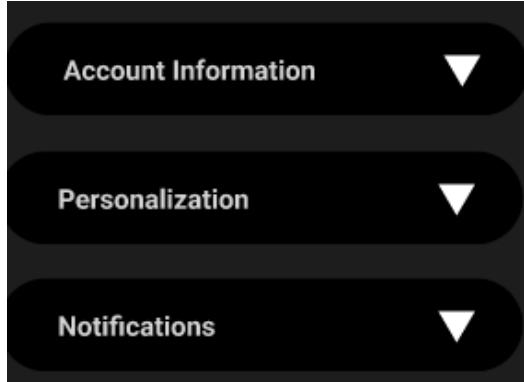
In conclusion, I have identified 6 compliances and 4 violations of Nielsen's 10 Heuristics. Some violations are more severe than others due to the frequency of occurrence and the level of impact it has on users. Most of the violations come due to a lack of error handling. Overall, we should have catered for editing tools such as undo and redo, and ensured errors are handled better. Otherwise, all the other features adhere well to the theories and principles, while complying to Nielsen's heuristics.

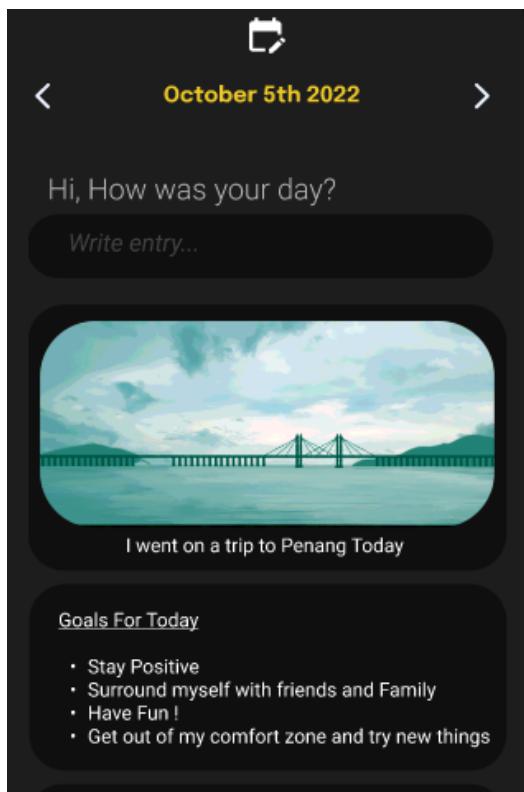
Introduction

After going through our high-fidelity prototype, I am able to provide an evaluation of Neilson's 10 heuristic evaluations. I have successfully identified 7 out of 10 compliances and 3 out of 10 violations from Neilson's 10 heuristic evaluations. I will show them in detail in the subsequent table.

Summary table for compliances:

No.	Instance of Compliance	Heuristic rule	Evidence	Design choices justification
1	Switches in the Settings Screen	Visibility of system status	 Figure 1: Switch off state  Figure 2: Switch on state	<p>When switches are turned on or off, the UI will change from off state to on state</p> <p>It complies with this rule because it notifies the user whether if certain settings are turned on or off</p>
2	The use of common logos and icons in some screens	Match between system and the real world	 Figure 1: Calendar Header  Figure 2: Navigation Bar	<p>Logos and icons that we utilize are mostly logos and icons that are well known and used often.</p> <p>In figure 1, the calendar icon and in figure 2, the Home icon and the settings icon. They are all well known icons. The only not well known icon is the Resources icon.</p>
3	Back buttons and Navigation Buttons	User control and freedom	 Figure 1: Back button in Settings  Figure 2: Navigation Bar	<p>In most of our screens, the back button is always implemented. It is for the users to navigate back to their previous screens so that if they made a mistake of going to another page, they are able to go back</p> <p>Not only the back button functions the same way but the Navigation buttons are able to navigate from one screen to another.</p> <p>It complies with the rules because this makes it easy for users to go back and forth between features and</p>

				cancel their action by using the back buttons
4	Settings Screen's bars and Journal Entry box and Chat bars.	Consistency and standards	 <p>Figure 1: Settings Drop downs</p>	<p>It complies with the rules because most of the components are designed the same depending on which screen.</p> <p>In Figure 1, most of the settings drop down is designed the same.</p> <p>In Figure 2, each box of the journal entry is the same box with different contents.</p> <p>In Figure 3, each chat bar is designed with the same box too. Which is a name and the recent text.</p>



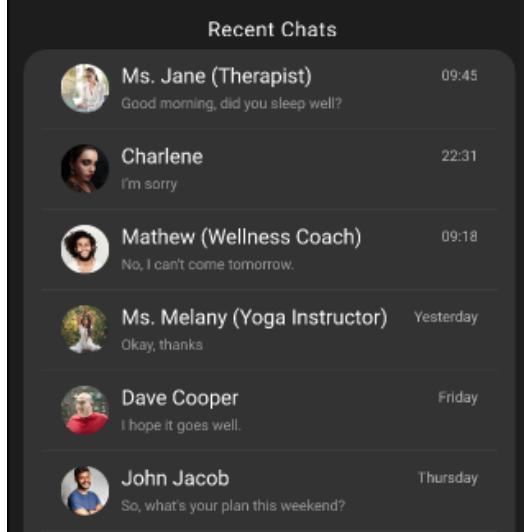
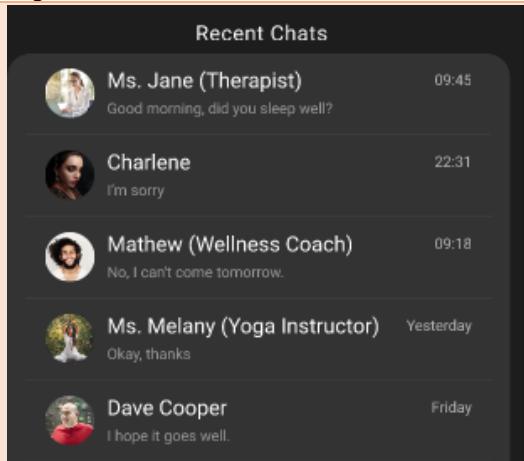
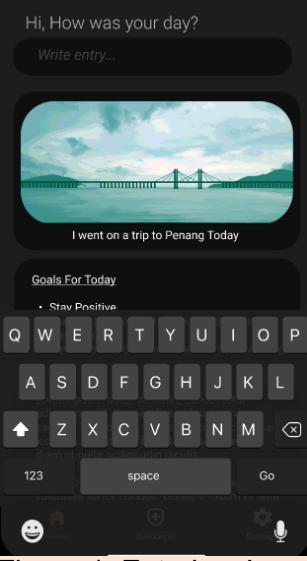
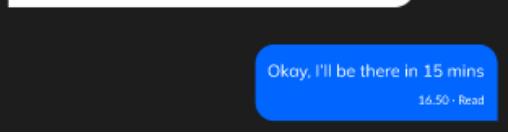
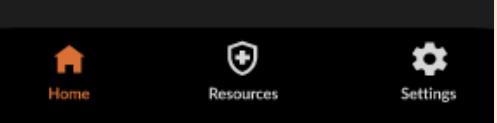
			 <p>Recent Chats</p> <ul style="list-style-type: none"> Ms. Jane (Therapist) 09:45 Good morning, did you sleep well? Charlene 22:31 I'm sorry Mathew (Wellness Coach) 09:18 No, I can't come tomorrow. Ms. Melany (Yoga Instructor) Yesterday Okay, thanks Dave Cooper Friday I hope it goes well. John Jacob Thursday So, what's your plan this weekend? 	
5	Recent Chats box	Recognition rather than recall	 <p>Recent Chats</p> <ul style="list-style-type: none"> Ms. Jane (Therapist) 09:45 Good morning, did you sleep well? Charlene 22:31 I'm sorry Mathew (Wellness Coach) 09:18 No, I can't come tomorrow. Ms. Melany (Yoga Instructor) Yesterday Okay, thanks Dave Cooper Friday I hope it goes well. 	It complies with the rules because users will not struggle to remember who they contacted recently. It also eases users to find their most recent chats.

Figure 3: Chat bars

Figure 1: Recent Chats

Summary table for violations:

	Instance of violation	Heuristic rule	Evidence	Severity rating	Recommendation
1	The lack of an editing feature for Journal Boxes	Error Prevention	 <p>Hi, How was your day? Write entry...</p> <p>I went on a trip to Penang Today</p> <p>Goals For Today</p> <ul style="list-style-type: none"> Stay Positive <p>Q W E R T Y U I O P A S D F G H J K L Z X C V B N M 123 space Go</p> <p>Home Resources Settings</p>	4	<p>Allow users to edit their journal after posting it.</p> <p>In each box of the journal entry, put a pencil icon to indicate the edit function.</p>
2	Does not prompt the user to resend when the text is failed to be sent	Help users recognize, diagnose, and recover from errors	 <p>Okay, I'll be there in 15 mins 16.50 · Read</p>	1	System should prompt the user to resend the text if the text fails to be sent.
3	The use of extra words.	Aesthetic and minimalist design	 <p>Home Resources Settings</p>	1	Removing the text is sufficient to solve this problem. However, we are not able to do this for the Resources button because there are not many popular icons that could indicate Resources.

Description and justification of violations

Violation 1: The lack of an editing feature for journal boxes.

When the user is about to register their entry, the system does not let the user to recheck what they are going to register. This causes the user to not be able to check their errors in typing or grammar.

An easy way out of this problem is to make a prompt to ask the user to recheck what they have typed. However, this is a journal entry. Users could enter a very large paragraph. It is not optimal to let the user recheck the whole large paragraph. Therefore, instead of prompting the user to check, I propose that the re-editing of journal features be added.

In conclusion, I think this violation is severe. Therefore, I gave it a 4 out of 4 in terms of severity.

Violation 2: Does not prompt the user to resend when the text is failed to be sent.

In this chatting feature, The system does not prompt the user when the text is failed to be sent. Although it is rare to happen, I think the system should have this implemented so that users are able to be notified and guided when a message has failed to be sent. Therefore, the severity of this problem is 1 out of 4 due to the rarity of this happening.

Violation 3: The use of extra words

For the navigation bar, words are used to give titles for each of the icons. In terms of aesthetic and minimalist design, I think that removing the words and having the icons to explain to the user what each button does is sufficient. The resource button icon does not describe the resource feature. A good solution for this is to find a better icon for the resource button. However, we are not able to look for an icon that best describes resources. Therefore, the severity of this problem is 1 out of 4 because the severity of the problem does not ruin the whole design of the high-fidelity prototype. In my opinion, I think it still looks good.

Conclusion

Overall, Personally, I like the final design of the screen. However, I wish that we could've done more error handling. If we have done these error handling properly, the application would be less annoying to utilize. For instance, Journal entries are not editable. In my opinion, this is not good for a journaling app. It reduces the usability of the application itself. Other than that, I am very happy with how high-fidelity turns out.

4.0 Group Evaluation Summary

This group evaluation summary is the collection of 2 members only, as 1 other member had obtained an extension for their individual part.

As a group, we have identified several good aspects of our design that adhere to theories and principles, and some aspects that would hamper the users' ability to utilize the app. This comes as a result of identifying compliances and violations of Nielsen's 10 usability heuristics. In terms of similarities between our evaluations, all members are in accordance that our prototype has good navigational mapping. Crucially, we acknowledge that our prototype lacks error prevention and handling that may potentially impact the users negatively. This is said because, in our findings, we realize that our prototype violates several principles such as error prevention and helping users to recognize, diagnose and recover from errors. Besides that, among the members, there is a gap in the severity rating for the violations. For example, one may give the violation of helping users to recover from an error, a moderate rating of 4 as the frequency of such error happening (eg. Failed to send a message) is low, while another member may argue that it has a bigger impact on users should the error occur, hence giving it a higher score of 4. Although we may use different heuristic rules to identify the violation, the instance of violation we found was the same.

3 Most Severe Violations

By combining all the violations that we discovered, an average is calculated for the severity ratings to find the 3 most severe violations our prototype has.

First, the lack of editing features for the journal. This can be said to be a violation of user control and freedom whereby users do not have full control over their content. There are no undo or redo buttons for them to correct their actions. Once a journal entry is posted users are not able to edit them but only delete them. This has a high impact on users as they would be using the journaling feature frequently and are prone to making mistakes and changing their minds. Thus, a recommended solution would be to implement a pencil-like icon as an edit button on the journal screen, which when expanded, has features such as undo, redo and eraser.

Secondly, the violation of helping users recognize, diagnose and recover from errors. Our prototype does not cater to when there is a service disruption. Hence, a message sent through the chat screen during this time may fail to deliver to the other user. When this occurs, there is no error messages or prompts asking the user to resend. Thus, users may not realize that their message failed to send. Messages can be a time-sensitive issue. As such, the recommended fix is to immediately display an error message and prompt the user to resend their message.

Finally, the violation of error prevention whereby user input errors for account information is not prevented. Without prevention, users may enter invalid characters and may run into error messages. Hence, the recommended fix is to have input validation for certain fields and design an input field with constraints, such as a drop-down list of numbers for date of birth.

5.0 Conclusion

In conclusion, the development of our high-fidelity prototype was tedious as it required us to go through the collective creation of low-fidelity sketches from the previous assignment. We have since able to choose the one with the best implementation and adheres to the theories and principles taught in this unit. However, our evaluation of the high-fidelity prototype showed that there is still room for improvement in regard to usability. We have overlooked the need for error handling and giving users control to correct their errors in context of journaling. For future implementations, we recommend to further improve the app design to cater to these error prevention and handling measures that would improve the user experience for the better.

6.0 References

[Images for chat list]

1. <https://www.pexels.com/photo/concentrated-female-entrepreneur-typing-on-laptop-in-workplace-3756681/>
2. <https://www.pexels.com/photo/close-up-photo-of-a-beautiful-woman-with-red-lipstick-4298629/>
3. <https://www.pexels.com/photo/portrait-photo-of-smiling-man-with-his-arms-crossed-standing-in-front-of-white-wall-2379004/>
4. <https://www.pexels.com/photo/woman-squatting-on-ground-while-raising-both-hands-2035066/>
5. https://www.youtube.com/watch?v=a0KQfv2_bTs
- 6.

[WCAG 2.0]

7. <https://www.w3.org/TR/WCAG20/>

7.0 Appendix

User Stories

1. As a university student, I want to be able to journal digitally, so that I can do it anywhere and is not limited by how many journals or notebooks I have.
2. As a full-time office worker, my days are quite busy so I want full control to ignore or hide any features and notifications of all of my apps, so that I can still freely use the app, without the app bothering me.
3. As a university student, I want an easy platform to get mental health professionals and communities, so that I can get myself mental health help without being so overwhelmed by the process.
4. As a University student, I want a journaling application that gives me access to more customization features on my journal so that I can design and customize my journals how I want.
5. As a stressed-out working adult, I want online access to professional mental health consultations without the need to fill out many forms so that I can try them out without adding to my stress

TIMI WIJAYA, FULL-TIME EMPLOYEE WHO GETS EASILY

Persona by: Louis Juliano

PROFILE Gender : Male Age : 25 Nationality : Indonesian Marital status : Single Education : Bachelor's degree Occupation : Data Scientist Located in : Selangor	GOALS <ul style="list-style-type: none">I want to be able to do my chores in a fun manner.I want to evaluate my mental state weekly.	PERSONAL INFO Physical Health : <div style="width: 100%;">Excellent</div> Very Poor Excellent
	MOTIVATIONS <ul style="list-style-type: none">I want to complete my chores even though they may boring.I want to maintain a good mental state and be able to tell if I need to schedule a therapy session.	Mental Health : <div style="width: 100%;">Excellent</div> Very Poor Excellent
BIOGRAPHY Im Timi, From Indonesia, Jakarta. I am a Data Scientist with the passion of Analysing Big Data. I love listening to sad Indonesian songs to help calm myself in stressful situations.	FRUSTRATIONS I tend to receive multiple notification from the mental health app. These notification does not give any importance to me. Therefore, it overwhelms me given with other important notifications.	Relationship with others : <div style="width: 100%;">Excellent</div> Very Poor Excellent
	WANTS & NEEDS I wish the mental health app I use does not send multiple useless notifications to me every hour. Instead, I want the app to only send me notification once every week. Not only that, I want an app that is also able to assess my mental health once every week.	School/Work life : <div style="width: 100%;">Excellent</div> Very Poor Excellent
		Social Life : <div style="width: 100%;">Excellent</div> Very Poor Excellent
		SKILLS & EXPERIENCE Previous Mental Health app used: Calm Frequently used social media app: Youtube Familiarity with app functionality: <div style="width: 100%;">Excellent</div> Mobile Apps: <div style="width: 100%;">Excellent</div>

JESSICA TANJAYA, UNIVERSITY STUDENT THAT LOVES JOURNALING

Persona by: Louis Juliano

PROFILE

Gender	:	Female
Age	:	21
Nationality	:	Indonesian
Marital status	:	In a relationship
Education	:	Bachelor's degree
Occupation	:	University Student
Located in	:	Jakarta



BIOGRAPHY

Hi, I'm Jessica and I am from Indonesia. I am currently a university student majoring in Business.

GOALS

- I want to be able to recall the happy and sad moments I have experienced in the past
- I want to be able to organize my journal in a digital form instead of a physical form.

MOTIVATION

I do journaling because it helps me with putting both my stressful and joyful thoughts into a book.

FRUSTRATIONS

I have always wanted to start journaling in a mobile phone. However, I find that the journaling app that I have been using, does not offer enough feature for me to customize and design my journals.

WANTS & NEEDS

I wish I am able to journal digitally with multiple unique customization in my application so that I can express my creativity and enjoy a more unique digital journal.

PERSONAL INFO

Physical Health :

Very Poor Excellent

Mental Health :

Very Poor Excellent

Relationship with others :

Very Poor Excellent

School/Work life :

Very Poor Excellent

Social Life :

Very Poor Excellent

SKILLS & EXPERIENCE

Previous Mental Health app used:

Finch

Frequently used social media app:

Instagram

Familiarity with app functionality:

Mobile Apps:

NUR HAJJAH HARMA, UNIVERSITY STUDENT WITH HIGH STRESS

Persona by: Hazael

PROFILE

Gender	:	Female
Age	:	20
Nationality	:	Malaysian
Marital status	:	Single
Education	:	Bachelor's degree
Occupation	:	Student
Located in	:	Sunway City



BIOGRAPHY

I'm Harma, I am a student in Sunway University currently pursuing a bachelor degree on the quite stressful major, engineering.

GOALS

- Wants to acquire the degree because of the potential future prospect
- Have a platform to write down any feelings and frustration

MOTIVATIONS

- I believe life will be infinitely if I can get more successful
- Pressure of daily life is constantly too high and I'm always looking for ways to blow off the steam

FRUSTRATIONS

I usually journal in a private social media account for convenience and have been facing a lot of anxiety about the security of these social media platforms. It would personally be a tragedy for me if any of these information gets spread everywhere.

WANTS & NEEDS

- I want an app with journaling features that is more convenient than your average social media.

PERSONAL INFO

Physical Health :

Very Poor Excellent

Mental Health :

Very Poor Excellent

Relationship with others :

Very Poor Excellent

School/Work life :

Very Poor Excellent

Social Life :

Very Poor Excellent

SKILLS & EXPERIENCE

Previous Mental Health app used:

None

Frequently used social media app:

Facebook

Familiarity with app functionality:

Mobile Apps:

FIT3175 - Usability Design Project - Submission 3 Task Allocation Form

Group Member 1 ID and Name: 32124260 Matin Raj Sundara Raj

Group Member 2 ID and Name: 31507794 Louis Juliano

Group Member 3 ID and Name: 32134835 Hazaef Frans Christian

In the Team Member column, please write the name of the group member(s) who did the task. **The assignment deliverable is not limited to the tasks mentioned below.**
(Tasks marked with * are applicable for groups with 4 or 5 members)

Task/Parts	Team Member(s)
Introduction	Hazaef
High fidelity prototype (2 Screens)	Matin
High fidelity prototype (2 Screens)	Louis
High fidelity prototype (2 Screens)	Hazaef
Description & justification of guidelines used	Matin,Hazaef,Louis
1st Change made to improve the design	Matin
2nd Change made to improve the design	Hazaef

3rd Change made to improve the design	Hazael
Discussion of 3 most severe violations	Matin, Louis
Discussion of similarities and differences	Matin
Other: Proofreading	Louis
Conclusion	Matin