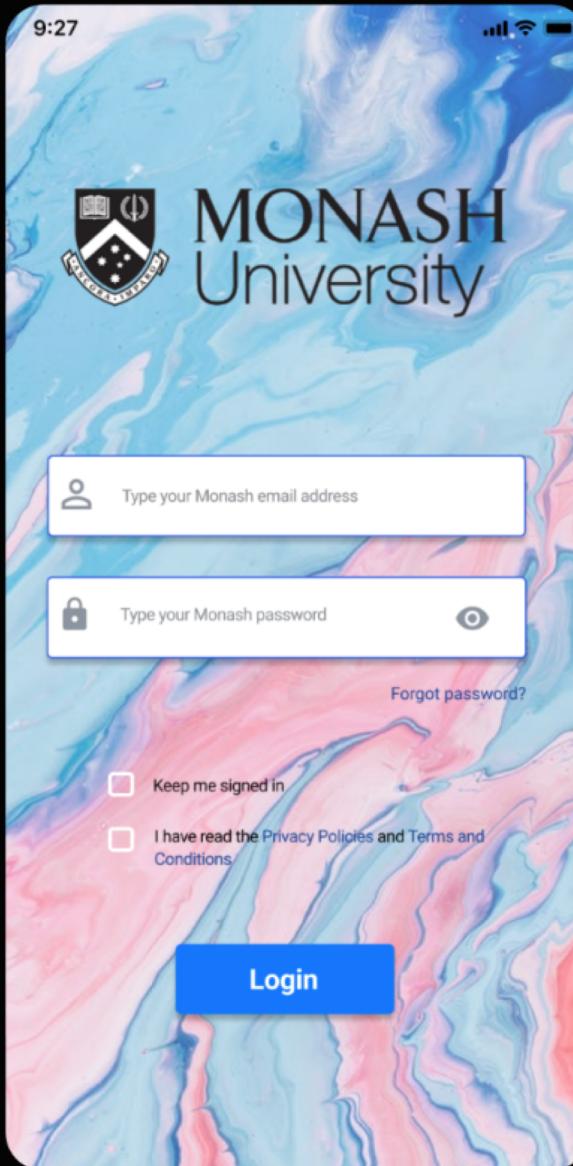


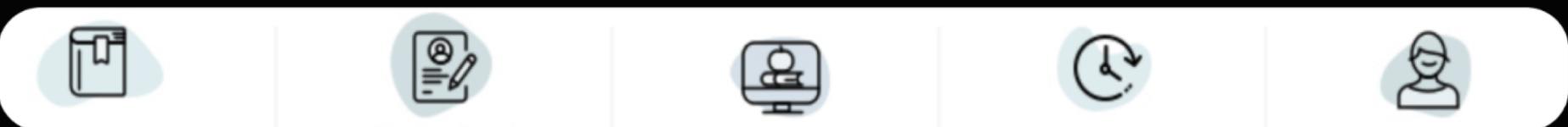
Monash Motivation App



Lihang Jiao's Project



UX/UI Designer



Education	Background	Program	Project Timeline	Current Role
Monash University Bachelor of Business Bachelor of IT Major in Accounting Major in BIS	Has background of Accounting and IT. Has UX and UI design experience for a mobile app named "Monash motivation app".	UX Design	14 March 2020 - 14 June 2020	UX/UI Designer

Skills



Profile

UI / UX Designer, Front-end Developer

UX Research



Tools

Paper, Pen, Balsamiq

UI Design



Tools

Adobe PS, AI, XD, Figma

Front-end



Tools

HTML, CSS, JS, Bootstrap, React

Strength

Creativity

Flexibility

Honesty

Self-control

Versatility

Weakness

Too sensitive

Extremely Extroverted

Too detail oriented

UX/UI Designer



During studying at Monash University with a Business and IT double degree. Lihang found him with passion for UX/UI design, and decided to enroll a usability course with a UX design program. He Completed the UX Design program with a specialization in frontend development on June 14, 2020.

So, why UX?

"I used to think that having a lot of different interests in different area was a bad thing. But, as it turns out, being a UX designer means that you can combine your different interests as part of one multidisciplinary field. I did a lot of research into which career path I wanted to take. The decision was made when I finished a Course for Android mobile development. I realized how important and interesting the usability is. After seeing that there was a course for Usability, I decided to move towards what I am interested in. I knew it was right for me."

Design Thinking Process

Discover

The Project Idea
Questionnaire
Competitor Analysis

Define

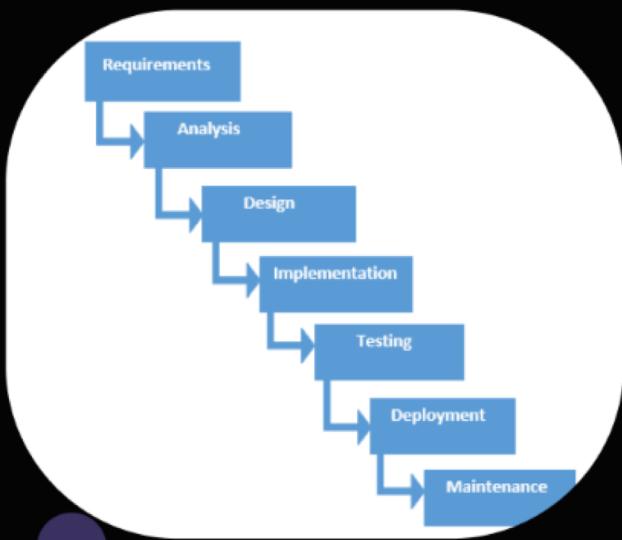
User Story
User Persona
Functions

Develop

Sketches
High-fidelity prototype
User testing

Deliver

Improve prototype
Final prototype



Lihang's project is based on the framework of the waterfall approach. In the discover, Lihang collects the requirements by questionnaire and do competitor analysis. Then he makes the user stories and personas to define the real functions. Then he uses sketches to design the prototypes following Norman's 7 principles and many theories. After designing the product, Lihang used Figma to develop the final high-fidelity prototype. The user testing he has done is based on think aloud and questionnaire approach. In the end, according to the breakdowns, he improved the prototypes.

Project Idea



The app aims to motivate and assist Monash students in their study. It provides them with a platform to help make learning more fun and try to address the obstacles and difficulties they encounter. It also aims to broaden students' social activities, allowing them to make more friends. The app would provide four main functions. These include social - friends and chats, study - daily tasks and learning resources, time management - timed studies and breaks, clubs - view and create clubs. It also would contain a reward system and gamification layout to attract students.

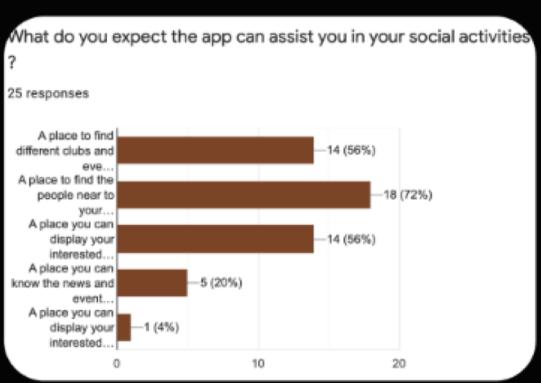
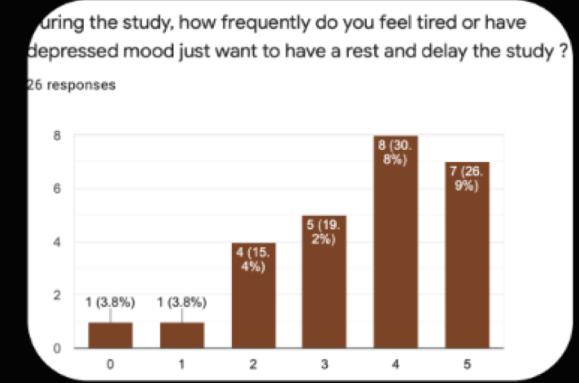
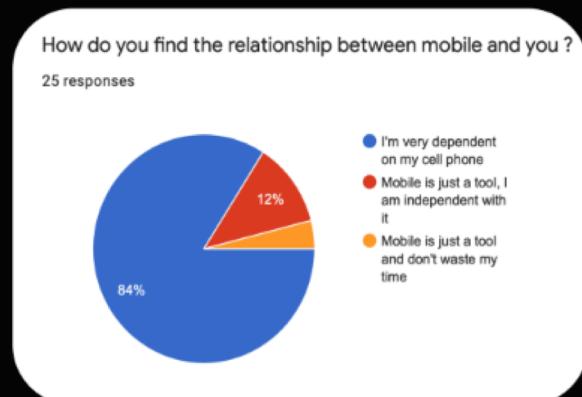
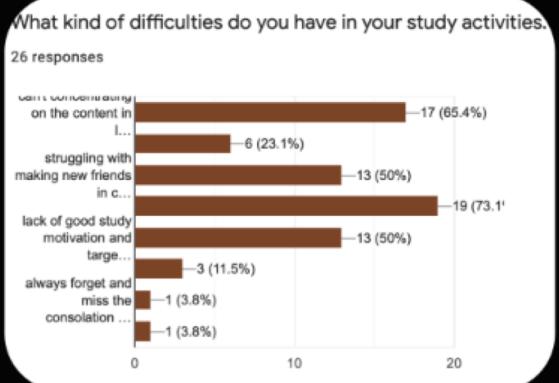
Target Audience



The main audience is the Monash student. Lihang Jiao wants to design the app for them and make the Monash community better with his product.

Questionnaire

As Lihang Jiao is a student from Monash University, this project idea is from his study experience. He chose to use the questionnaire to find the real needs of target audiences. The questionnaire is based on the four functions: study, time management, gamification, and social.



▼
Study Functions

▼
Time management Functions

▼
Gamification Functions

▼
Social Functions

Questionnaire Method

Snowball sampling

Questionnaire results

25 valid responses

Competitor Analysis



WhatsApp is a well known social media. It is very popular in the Monash community. Lihang's project also has a social media function.

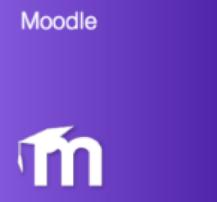
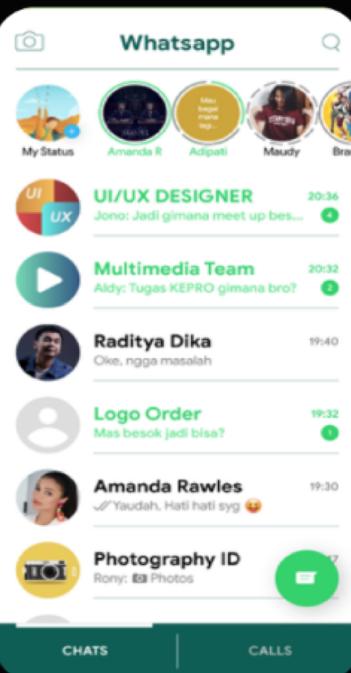
UX Strength

Available on all platforms

Good user perception

UX Weakness

No option for group calls



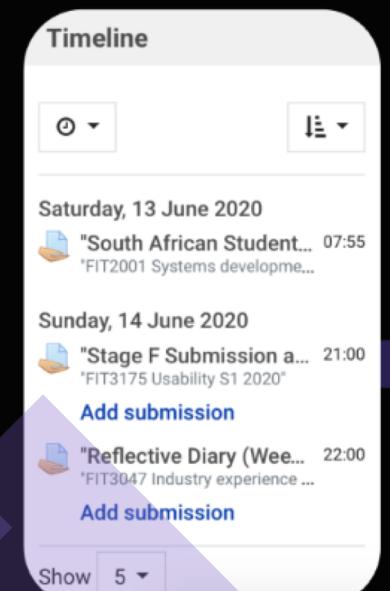
Monash Moodle is designed for Monash students to assist in their study. which link to the study function in Lihang's designed app

UX Strength

Using a grid of layout, increasing the efficiency

UX Weakness

Timeline area with little attention



4 Key User Story

Homepage

As an application administrator, I want to have a good gamification profile for each student from level 1 to level 30 with customized photos, so that they would be motivated to keep using this app

Study

As a type 2 student, I want to have a reminder for assignment and quiz due, so that I will not miss any assignment and quiz.

Social

As a type 1 student, I want to have a virtual social chat function, so that I can make friends online and chat anonymously in public channel.

Time management

As a type 3 student, I want to have a time control function in the app to record the time I use mobile for each day and this should be gamification, so that I can know how many hours I spend each day and be limited the use of mobile.

Acceptance criteria

When I open this application, the students' account would be distinguished by different levels, upgrading by contribution in study box, time box and club box.

When I click in the study box, there should be a reminder for assignment and quiz. The system would retrieve the activity detail from the given school account. Then it would remind me a week before due, and 3 days before due and 1 day before due, and 3 hours before due.

When I click in the social chat box button on UI, I should have a list of friends, chat box and public message channel. Then I can click friend's chat box to talk. I can also choose to post in public channel anonymously.

When I click in the Time control box on the layout, there should be a table recording my time use today

Persona

Alice Bennett



Goals

- enhance grade to 70 to get to idea university
- to better use of the mobile, to be self-discipline and make every second valuable
- can do assignment more easily and efficiently
- can make some friends who is studying well with motivated study attitude

Personality - ESTJ



Age 23

Degree/Major Accounting

Occupation Student

Academic Record 67

target grade 70

outgoing Driving egoism

Bio

Alice is a third-year student preparing to apply for postgraduate and she needs to get 70 for her idea university. She has many friends, but mostly don't study hard. She can not control her time one mobile as she has many followers in Twitter, and she has trouble doing assignments and concentrating in class. Alice is looking for some help to study efficiently and be self-disciplined.

Preferred Channels



Frustrations

- grade is not enough to get to idea university
- cannot control the time use on mobile
- struggle on assignment cannot have extra time to get a part time job
- could not find a group or friends who study hard and can carry her in study mode.

Motivations



Favourite Application



- Grade between 50 to 65.
- Struggling with study.
- Sometimes would participate social events.
- Cannot control the time use on mobile.

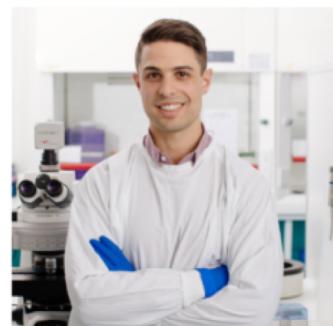
1. Grade above 75.

2. Study efficiently and effectively.

3. Few friends and had scrophobia to join clubs and events.

4. Can control the use of mobile.

William Butler



Age 22

Degree/Major Science, chemistry

Occupation student

Academic Record 78

target grade 85

Introvert Driven altruism

Bio

William is a student doing bachelor of science in the second year. He has a passion for study and had done great job in last semester. William wanted to join some clubs but has scrophobia to participate the face-to-face events. He is doing research now and needs to find people in same interest project. He wants to get 85 grade to apply for PHD.

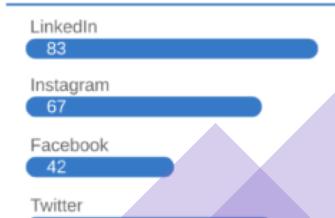
Goals

- wants to make friends online and chat anonymously.
- wants to find the people who have same grade requirement to motivate each other
- find group in same unit to explore the research
- has high academic requirement which is 85.

Personality - ESTJ



Preferred Channels



Frustrations

- Willian is socmephobia to attend offline meeting and merely participate social events, few friends
- very few friends and "driven" in making friends
- does not know much people in same unit for discussing the research
- does not have motivation to improve the grade

Motivations



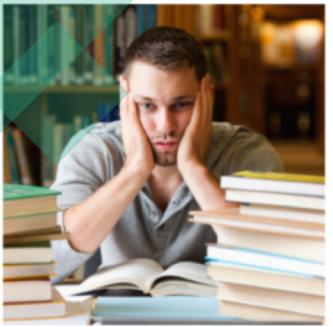
Favourite Application



Google Calendar

Persona

Alex Verde



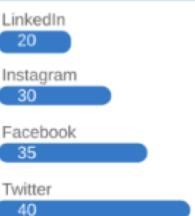
Goals

- wants to have motivation to push him to achieve a better academic grade
- wants to make more friends and find a like-minded person
- wants to have a time manager to schedule his time
- wants to receive more information of activities

Personality - ESTJ



Preferred Channels

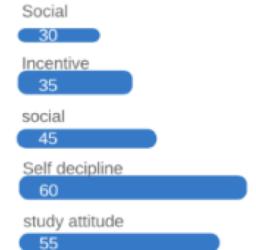


- Grade near 70.
- Study not very efficiently.
- Few friends and had scrophobia to join clubs and events.
- Can not control the use of mobile.

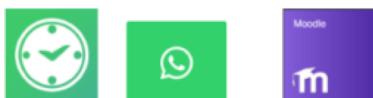
Frustrations

- Alex has no motivation on his grade and no intention to achieve better academic record
- Alex feels bored when he is at campus and could not find a like-minded person to talk
- Alex is a bad time manager and always forgets things in schedule
- Alex requires information for activities

Motivations



Favourite Application



- Grade between 65 to 75.
- Study hard but need to be better.
- Has many friends and participating social events frequently.
- Cannot control the time use on mobile.

Freya Cole



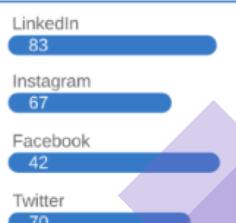
Goals

- pass all the exams left in university
- know exactly what the unit is about and feedback from peers before she enrolls the units to avoid difficult ones
- never miss an assignment due and go every consultation
- study with high self-discipline

Personality - ESTJ



Preferred Channels



Bio

Freya is a first year student doing software development. Freya studies very hard but ineffectively and inefficiently as she has bad self-decpline and good guide in her study. Freya is quite athepathic to others and study insularly. Freya enjoys the virtual communication and want to have virtual calss such as a anonymous platform to ask questions and make friends.

Frustrations

- failed some units, some is not passed the assessment hurdle and some are failed the exam
- has no guideline before the enrolment and lack of preparation for incoming units
- frequently miss the quiz due date cannot be focused on the study

Motivations



Favourite Application



Main Functions

After collecting the requirement from the users and made the user stories, Lihang has finalized the functions that meet users' real needs



On the homepage, there should have four main parts: social, clubs, study. The profile of users should be of good gamification. The users can have different levels.



On the social chat page. The user should be able to add and chat with friends. The user should be able to send voice message. The user should be able to post feelings and thoughts via the app.

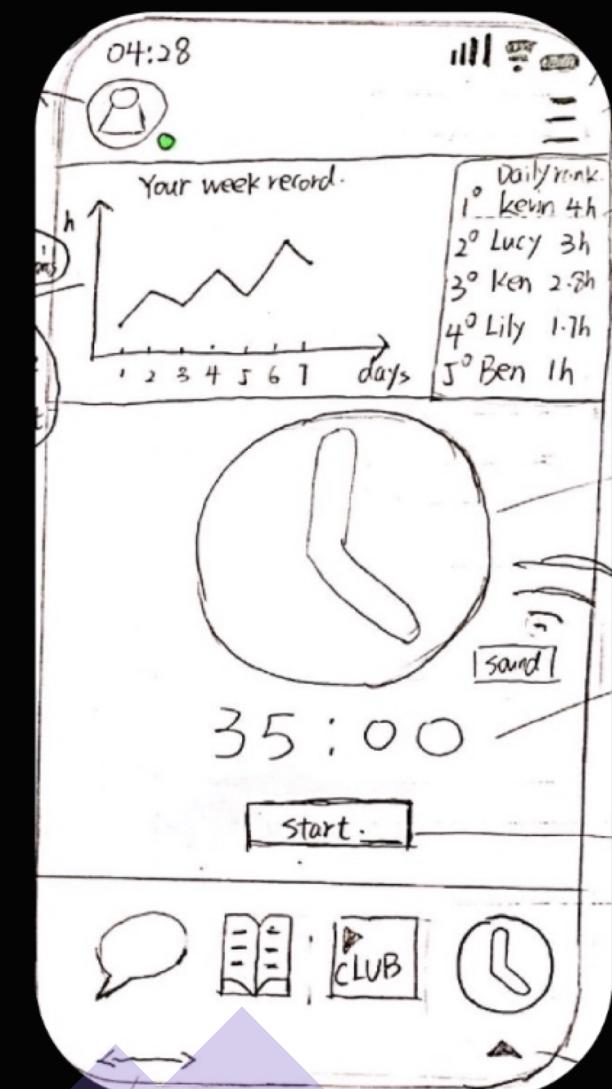
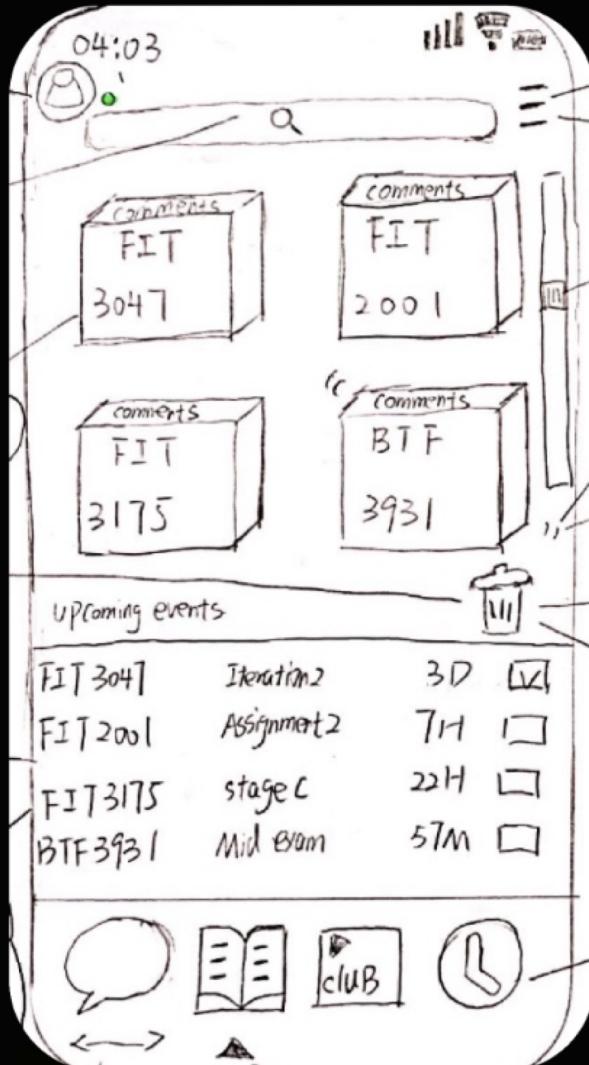
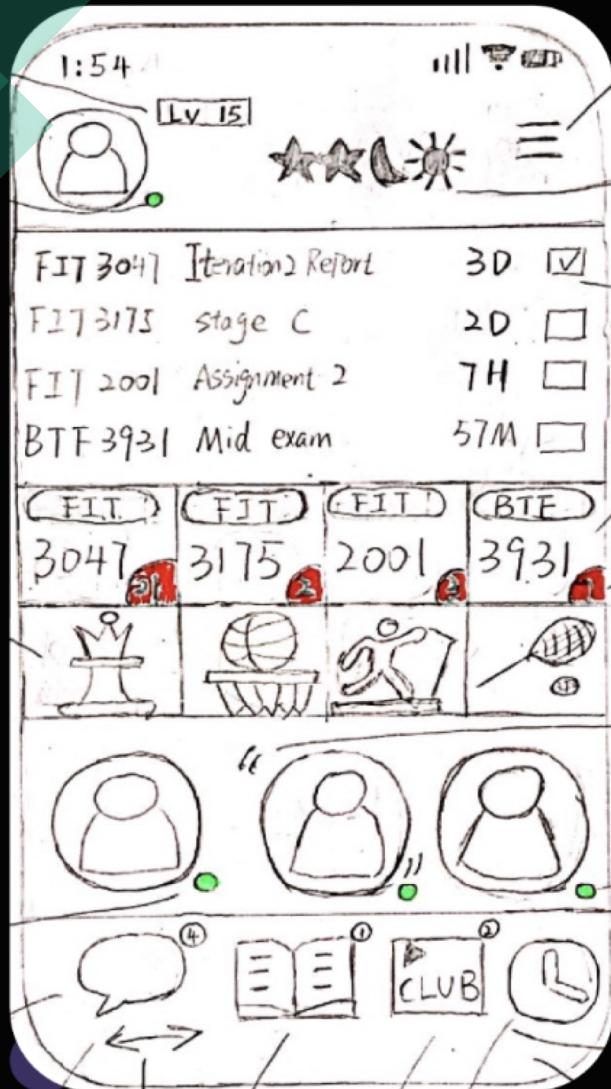


The app should be able to remind user the assignments and quiz due date. The app should be able to let users select different units and view the comments and introductions.



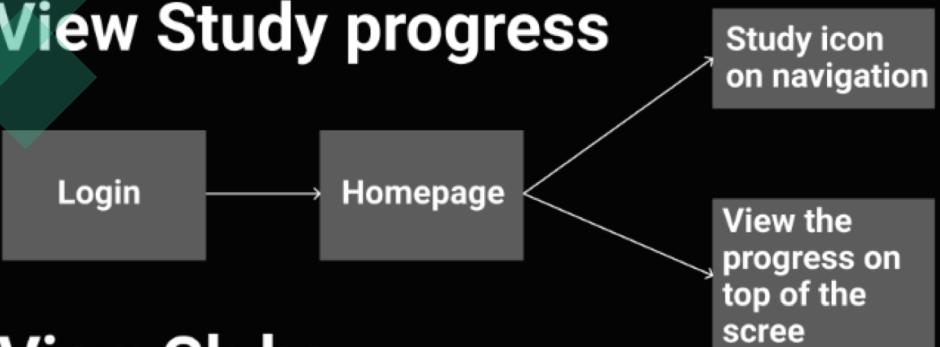
The time management page should have a clock icon to record the users' time for using mobile. The users should be able to see a line graph of the time spent trend of week and month.

Sketches



The Functions Map

View Study progress



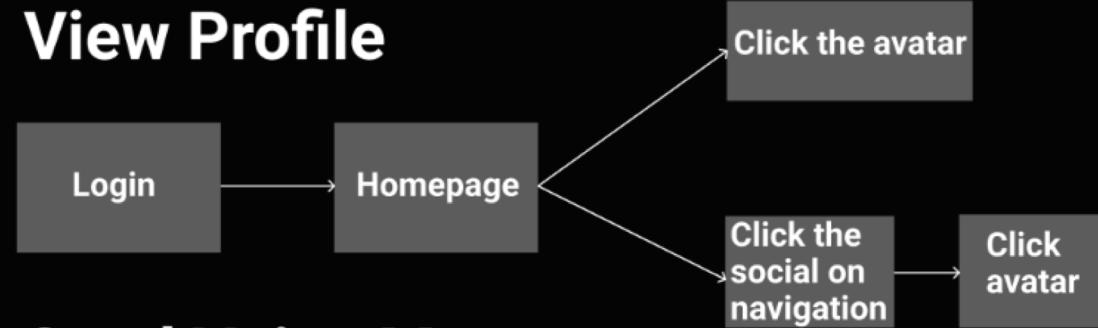
View Clubs



View Time Manaement



View Profile



Send Voice Message



High-fidelity Prototype

There are 9 prototypes

Login

Homepage

Time management

Study

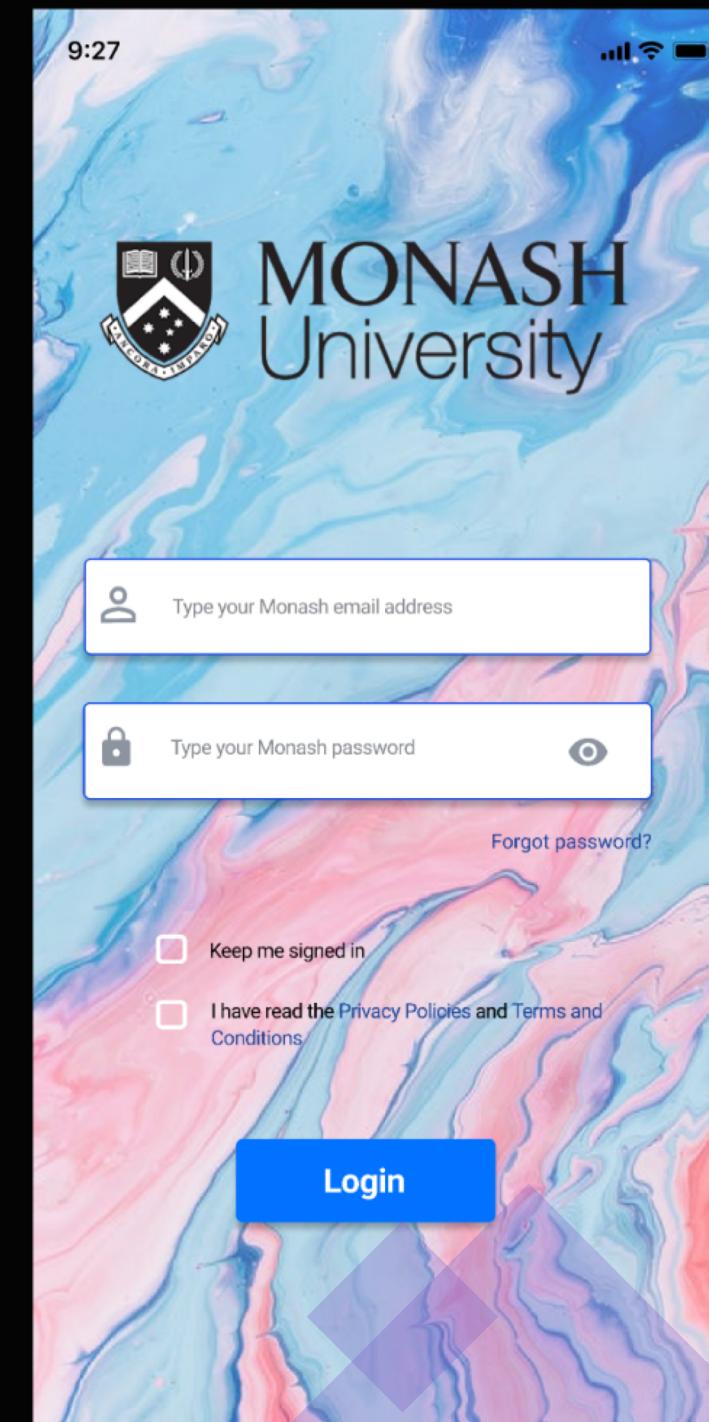
Clubs

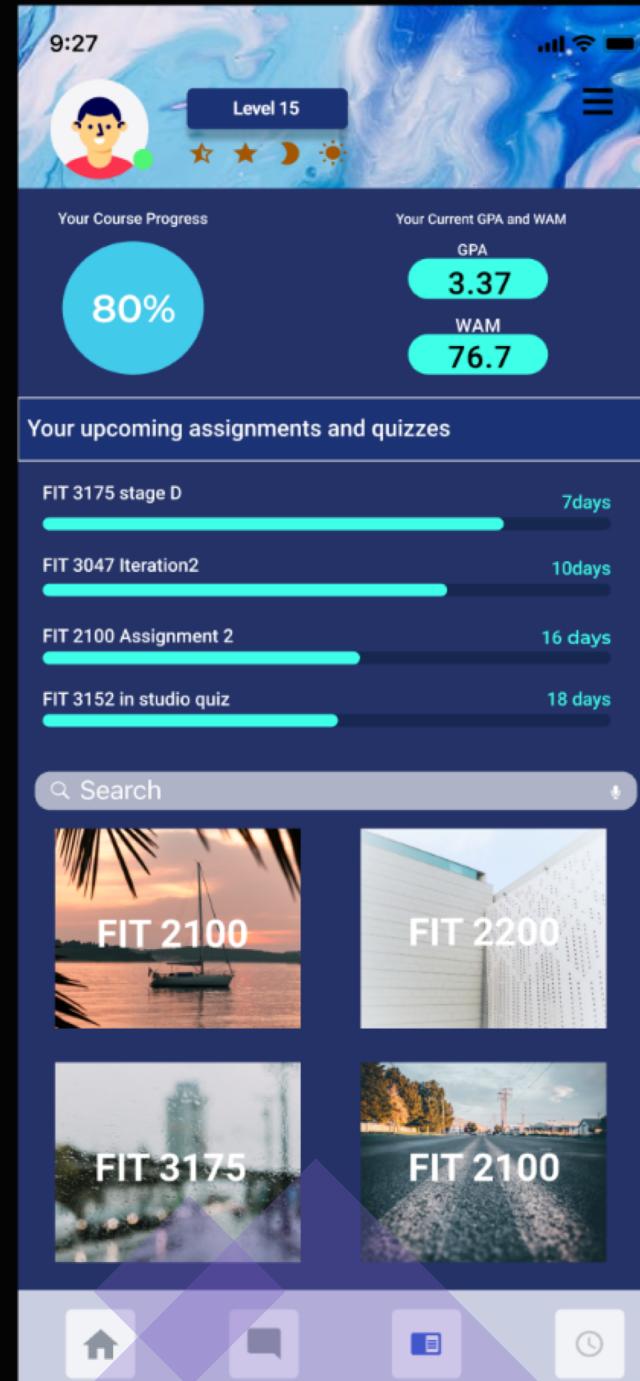
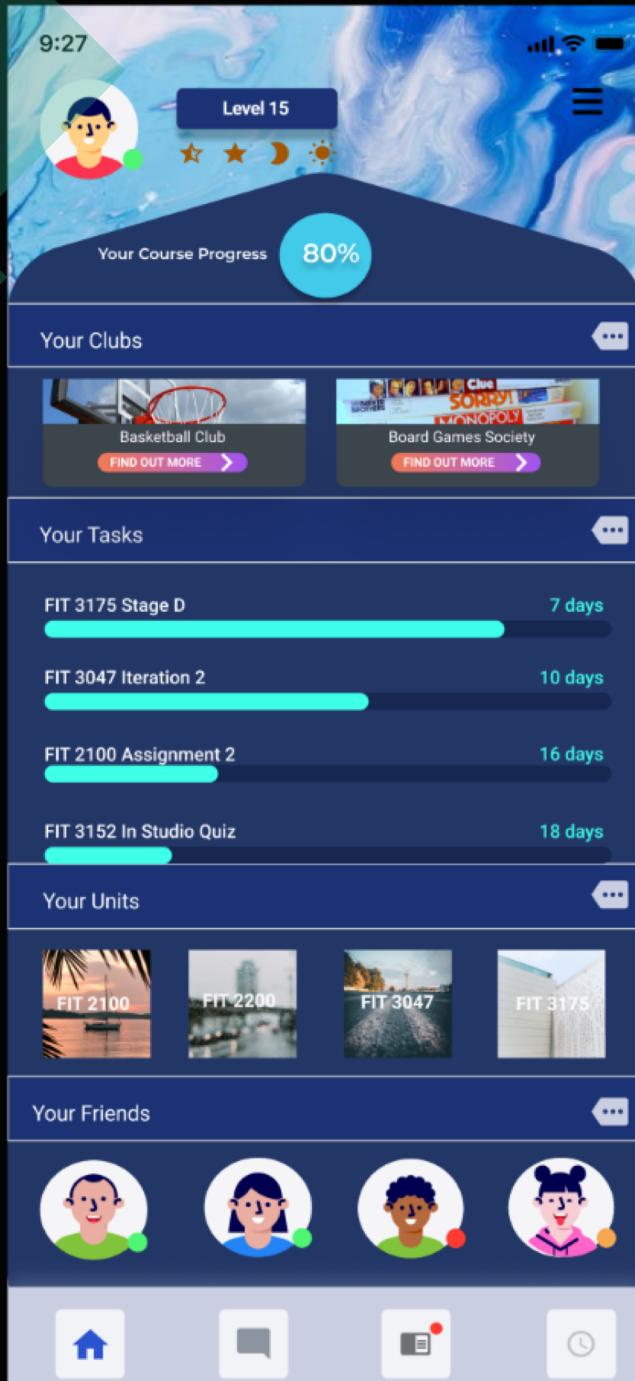
Chat list

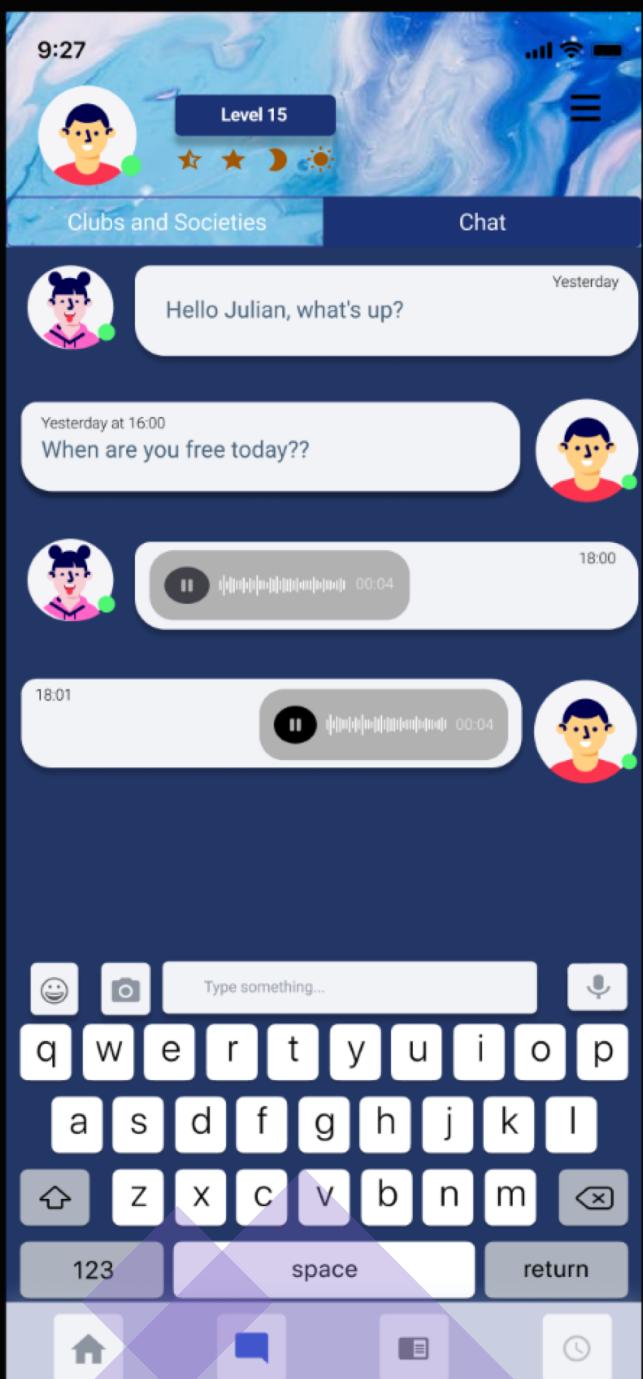
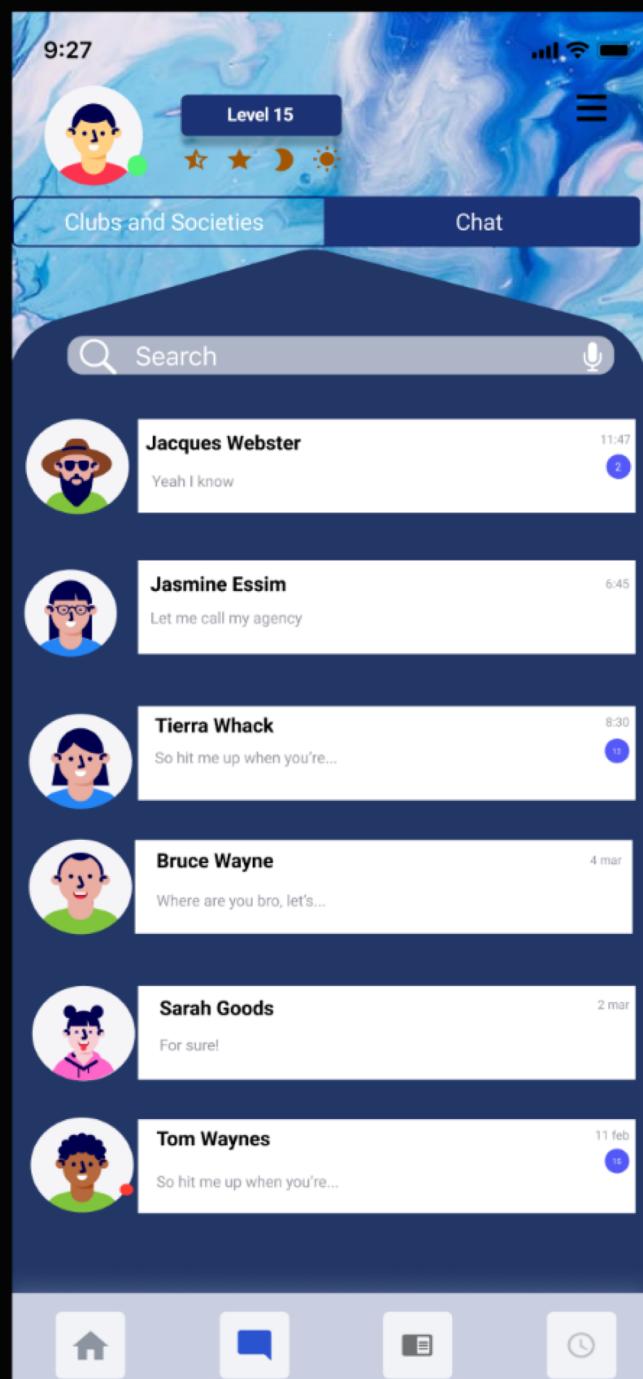
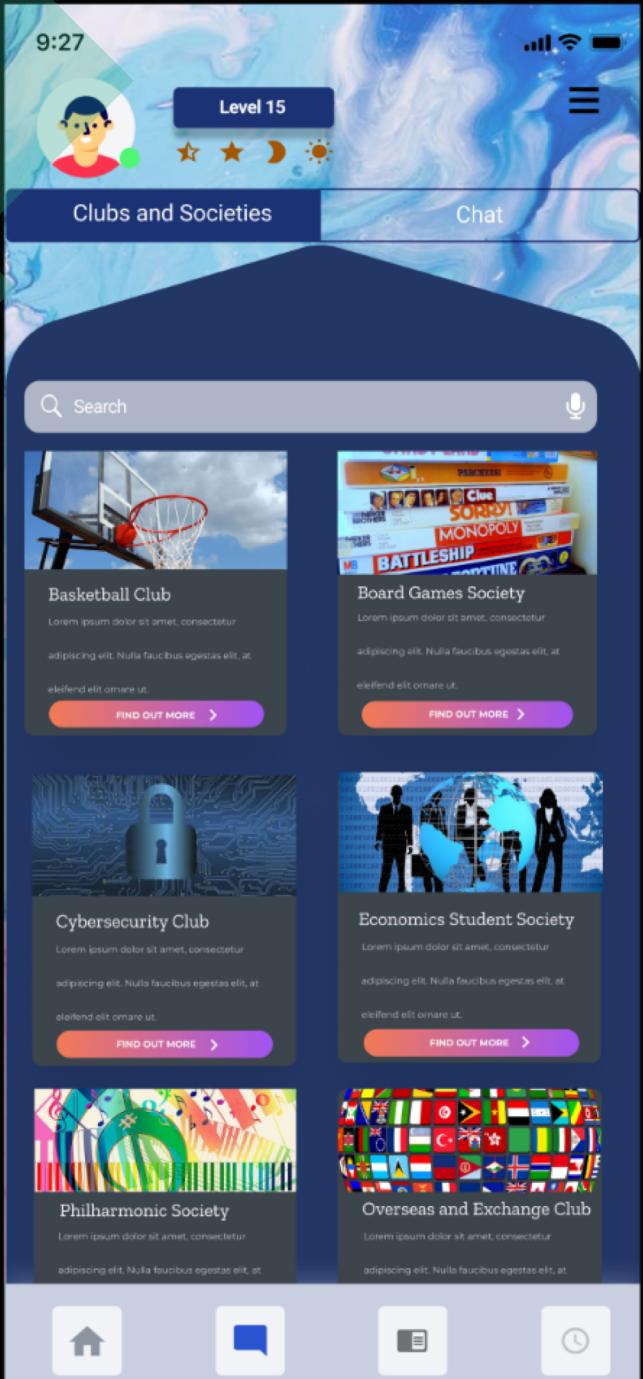
Conversation

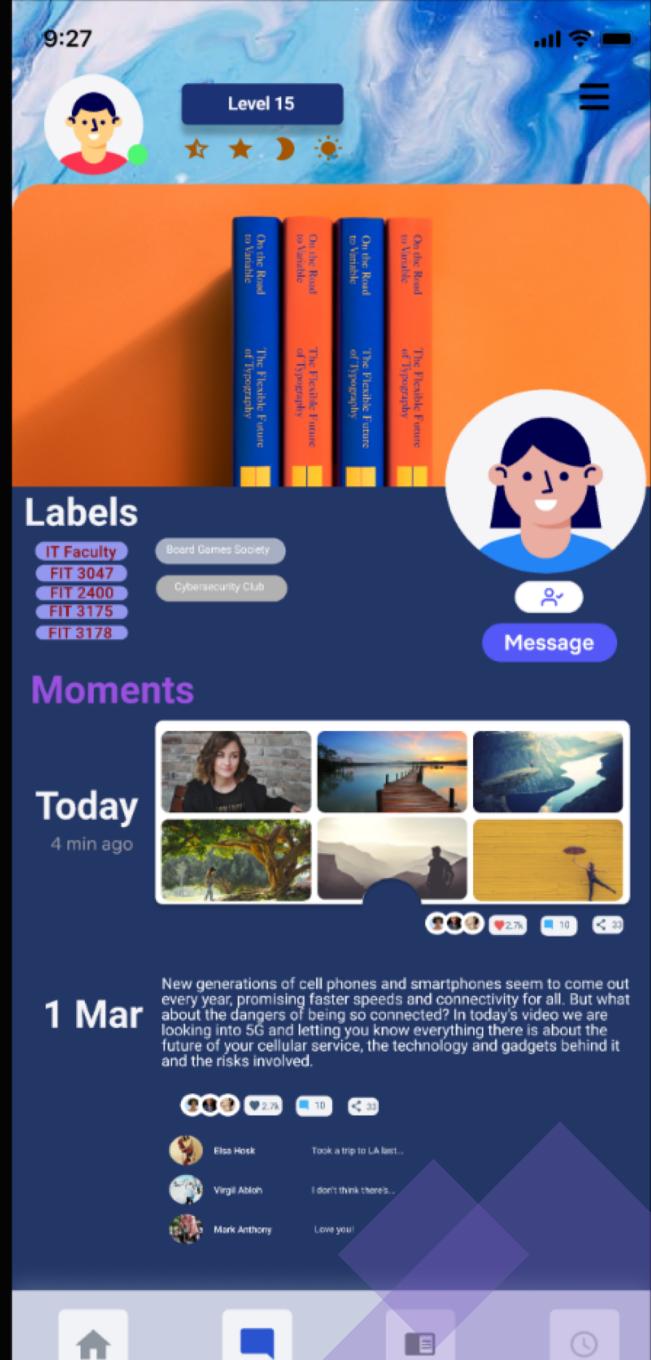
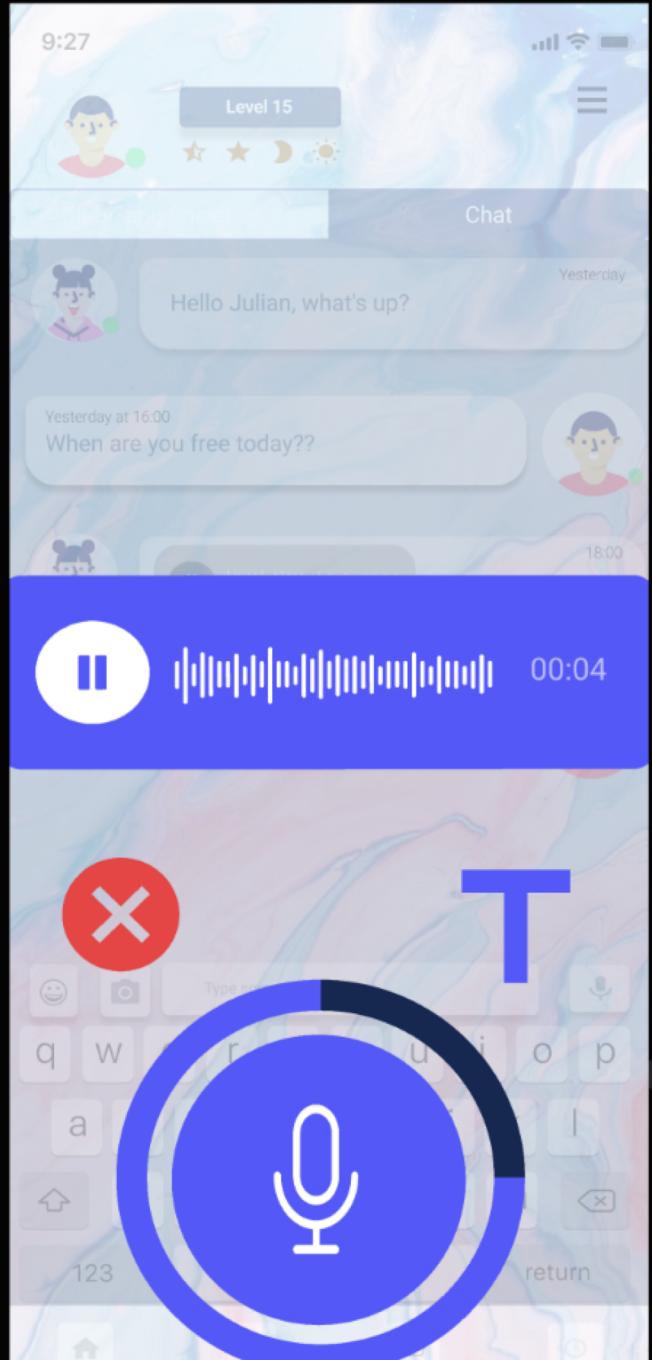
Voice message

Profile



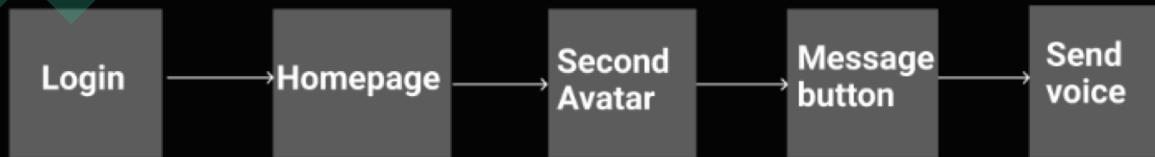




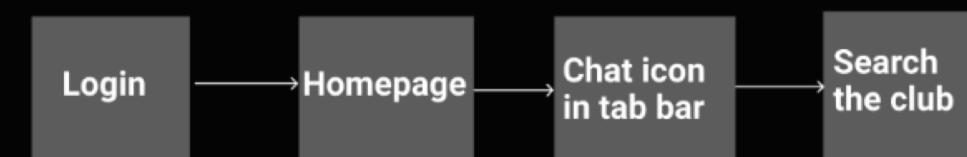
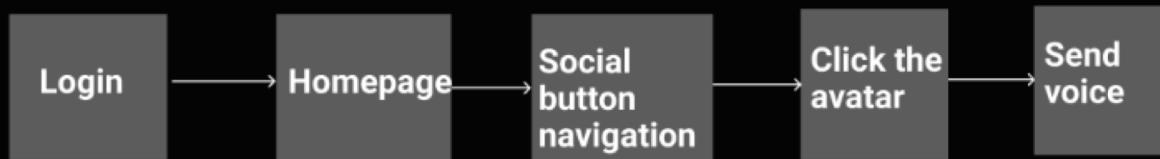
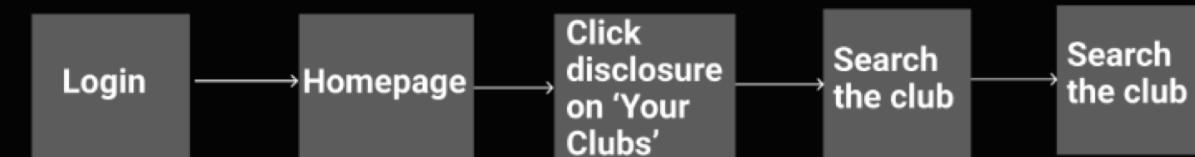


User Testing

Testing1: Send voice to friend



Testing2: View the clubs information



User Testing

Think aloud testing

Testing1: Send voice to friend

"I typed my email address and password, But i did not notice that I needed to read the privacy as well."

"The background looks cool but not very good as the color contrast has a problem."

"Then I clicked the login button, but I felt it can be moved lower a bit to a more reachable area."

"On the homepage, the first attention for the club information I got is on the top which showed a club section."

"I tried to find the club button at bottom but I went to the study page by mistake, then I clicked the "chat" icon to have a try."

"I noticed the club section on top, but it is not very reachable and big to get my attention."

"Once I clicked into the club page, I was stuck there to find the software cybersecurity. But the good thing is that the clubs are ordered by first letter which is convenient."

Testing2: View the clubs information

"I inputted my information but I realized the password is visible by default."

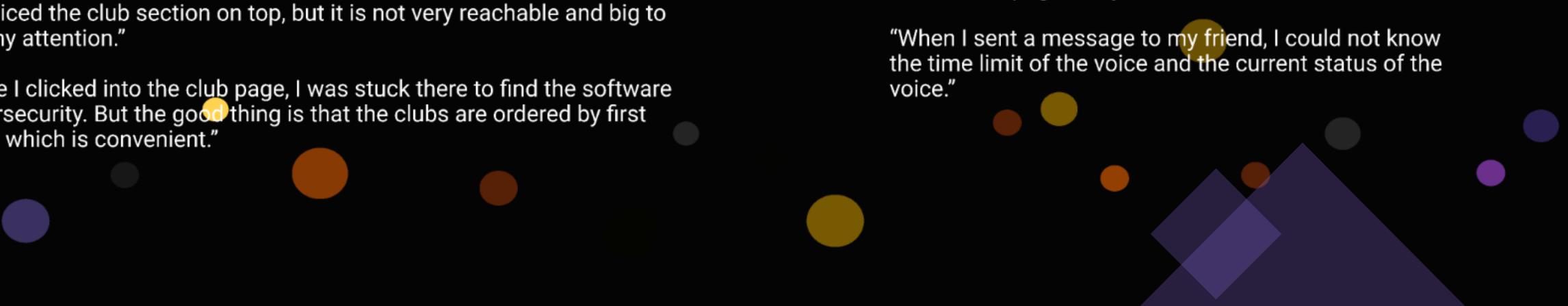
"I hope that can be "non-visible" by default. Maybe the background color can use some color that avoid the Color blindness to increase the accessibility."

"On the homepage, I clicked the profile of the friend. I found the Message button is not very reachable."

"On the chat page, when I wanted to return back to see the profile, I failed."

"There should be a return button otherwise i need to get to the homepage every time."

"When I sent a message to my friend, I could not know the time limit of the voice and the current status of the voice."

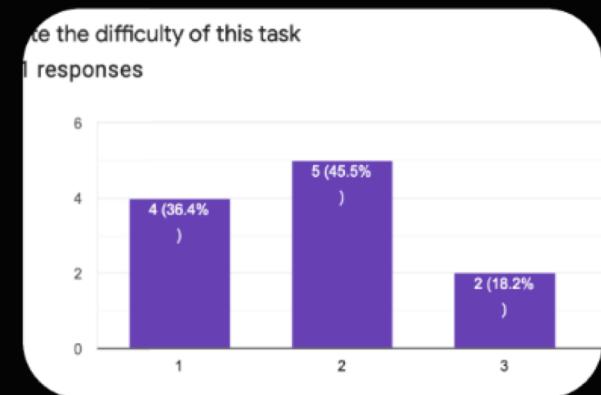


User Testing

Questionnaire

This questionnaire aims to test and evaluate the usability of the Monash motivation app. The test would mainly focus on the social tab which are the clubs and the chats. The questionnaire also aims to find the breakdowns and evaluate the product against the theories and principles. The participants would be required to login to the Figma and answer the questionnaire questions accordingly.

Testing1: Send voice to friend



Please provide additional improvements that you think could be added to the prototype.
0 responses

None

overall it's good, maybe put the latest chat at the top of chat home page

I came across the message function through the friend profile page. This is not immediately discoverable without chance but it is a welcome addition to the already easy navigation using the chat icon in the navigation bar.

on the voice page, I don't know how long I can record exactly make the 'your friends' also accessible*

increase the contrast colour on login page

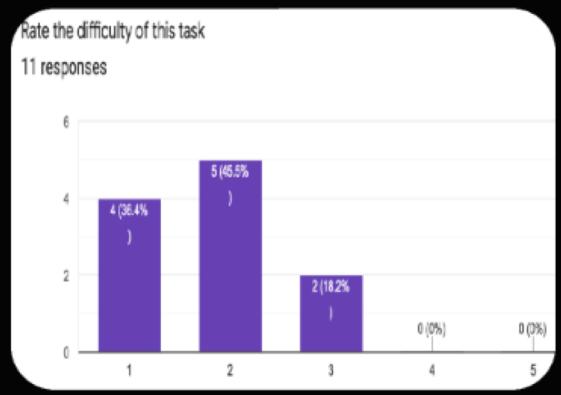
increase the size of the "message" icon.

add a back button on each page to return to the previous page

when I reached to the voice sending page, I don't know whether there is protection to send by mistake. I hope there could be a error prevention.

adjust the time limit length

Testing2: View the clubs information



Please provide additional improvements that you think could be added to the prototype.
0 responses

Change the tab bar icon to incorporate 'club' elements to make it easier to immediately identify.

Maybe add more clubs for the title of different sections or add a border font

None

Maybe can make the 'your club' also accessible, and increase the size of disclosure button.

move the clubs at bottom of the page make a separate club icon at the bottom of the homepage

1.maybe add a search function to select the first letter
2. increase the club icon size in chat page

Maybe use different colour for different section, and make the button on the right of each section more understandable, so that users can understand that button can

Difficulty of sending message

Improvement on message

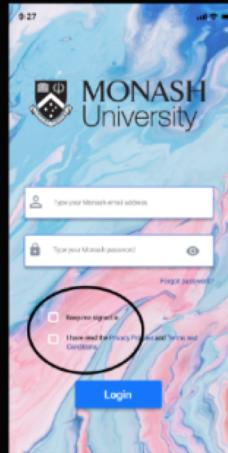
Difficulty of viewing clubs

Improvement on clubs

Issues

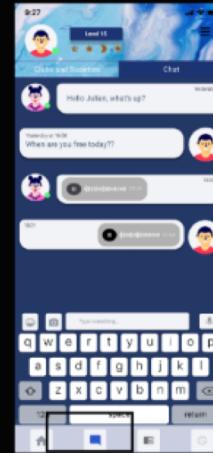
Login page

Tendency to ignore the Terms and Conditions and Privacy Policy due to the color contrast.

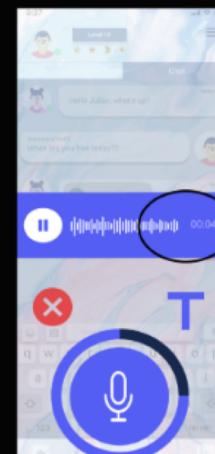


Chat page

Inability to navigate back to the chat overview page after engaging in a conversation with a friend without pressing on the chat icon on the tab bar.



Lack of confirmation prompt before the voice message gets sent. This means participants who accidentally press on the microphone button might accidentally send a voice message.



Navigation to the clubs page is unclear from the tab bar navigation. There is no icon that indicates relationship with clubs.



Improvement

Find another colour scheme for the app that is more accessibility-friendly

Add 'back' button in the navigation bar to allow users to go back to the previous screen.

Add a confirmation prompt to allow the user to review the voice message and then send it.

It is possible to replace the chat icon with something that is less oriented to chat and more relatable to social which covers both social and clubs.

What went well

what didn't go well

what can be improved

The general design of my app came quickly and organically, from the sketches to the high-fidelity prototypes. The sketches have involved a lot of principles and theories, making the development of prototypes easy.

Skills: Good sketch and use of Figma. Inspiration from principles.

Processes:

Search the principles and good competitors

solution:

Seek for futher inspiration such as Austin Kleon's book, Steal Like An Artist

Spent too much time making user stories and personas. Some personas have a lot of overlapped features. The user stories are not very concise oriented to the design.

Skills: Requirements finding. Requirements documentation

Processes:

Collect the requirements. Document to user story, personas

solution:

Find a more efficient way to document the requirements. Make more distinct personas.

Need to have a better persona and user flow. The questionnaire could be more focused on the design function. Could add more questionnaires as possible.

Skills: User flow, questionnaire

Processes:

conduct more questionnaires

solution:

Seek for more good examples of the user stories and personas.

Get in Touch

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Behance LihangJiao-Behance

CodePen LihangJiao-CodePen

GitHub LihangJiao-GitHub

Medium LihangJiao-Medium

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