

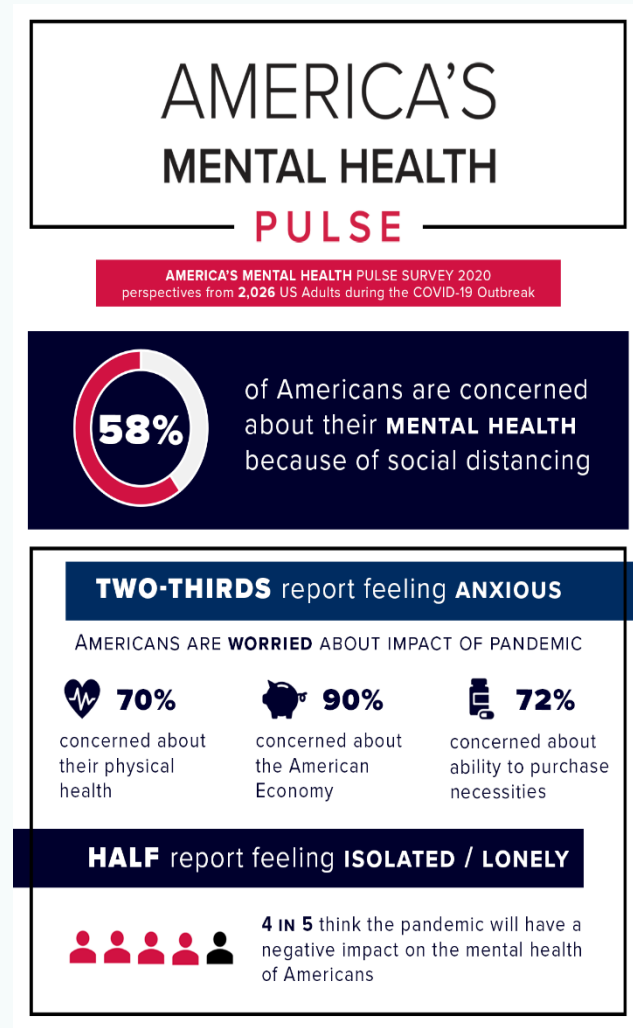
Designing Human Centred Software

Understanding and Designing for People

Presented By: Steffi Nazareth

Andrew ID: snazaret

Project Focus: Mental Health



- Isolation linked to declines in mental and physical health.
- COVID-19 pandemic inducing higher levels of stress in individuals.

Initial Thoughts

Doing any activity around the home is better than none at all. Be active during #COVID19 outbreak to maintain your heart health, muscle strength and flexibility. It is good for your mental health too!

**BE ACTIVE &
STAY HEALTHY
AT HOME!**

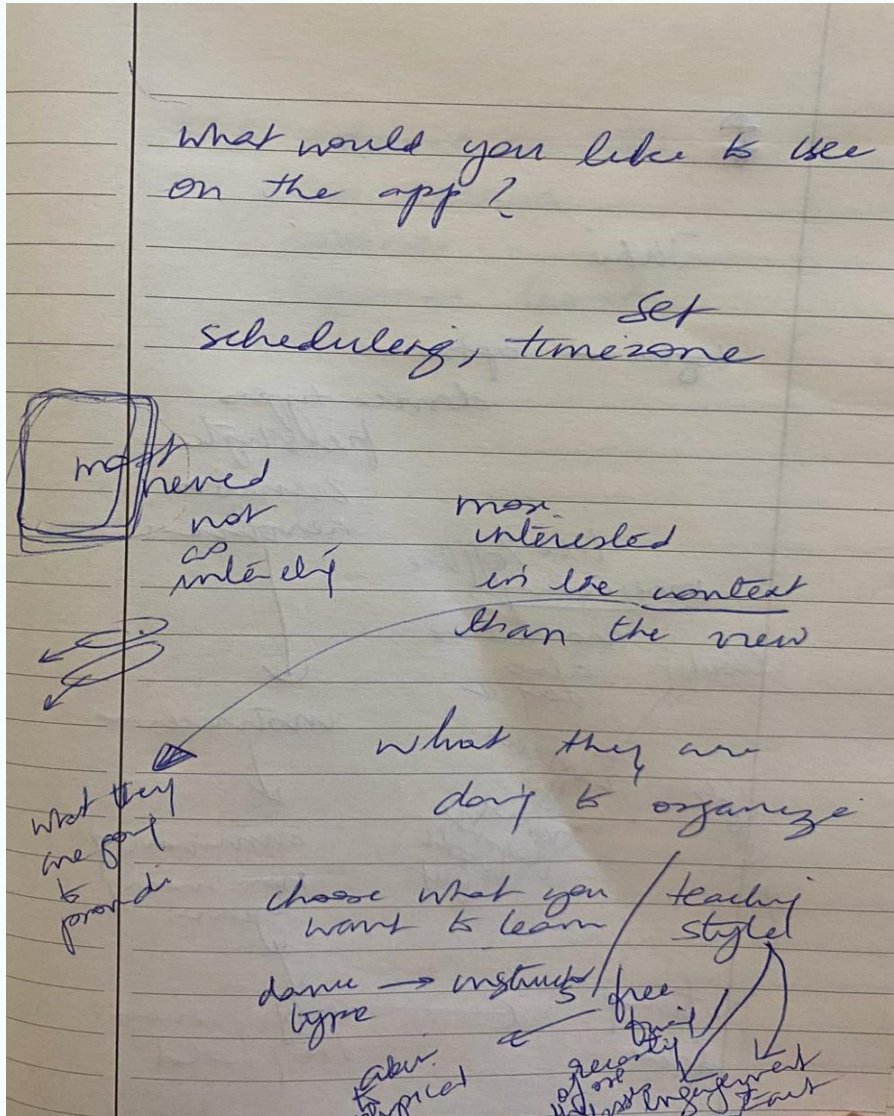


#BeActive

#HealthyAtHome

Talking to users who have conducted or participated in online workshops or sessions

Observation Phase

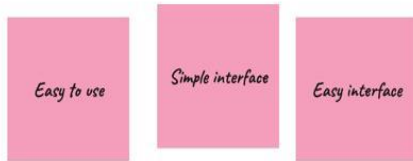


Method: Contextual Inquiry

Issue: Searching and Scheduling

Observation Findings ~Using Affinity Diagramming

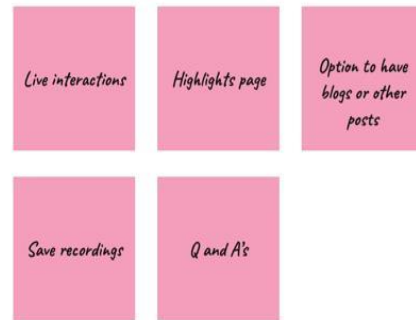
UI



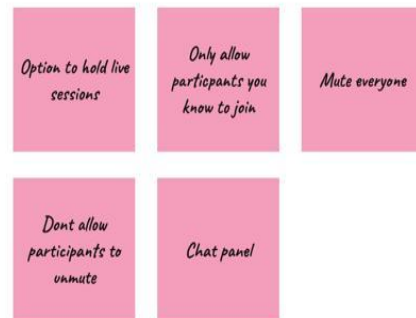
App requirements



Add-ons



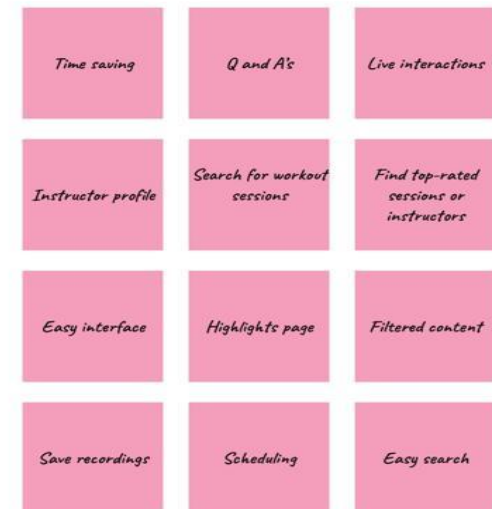
Online Meeting/ Zoom



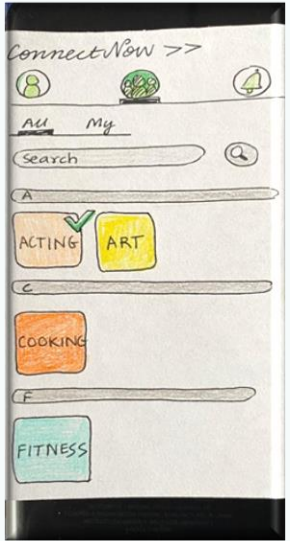
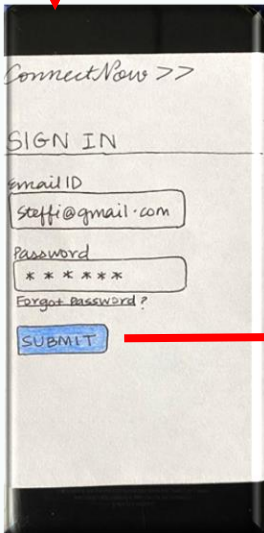
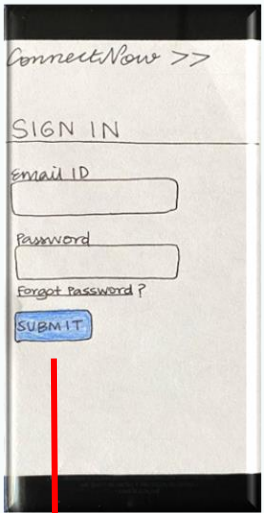
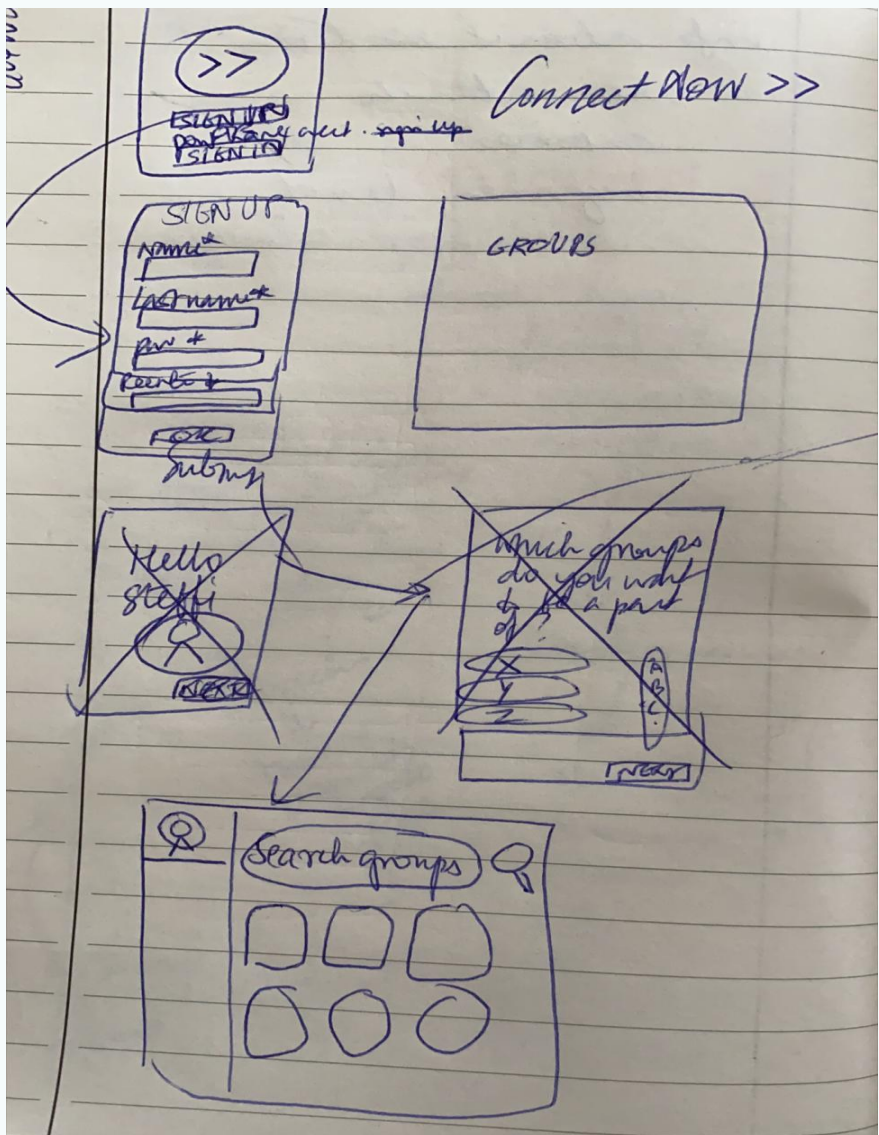
Instructors



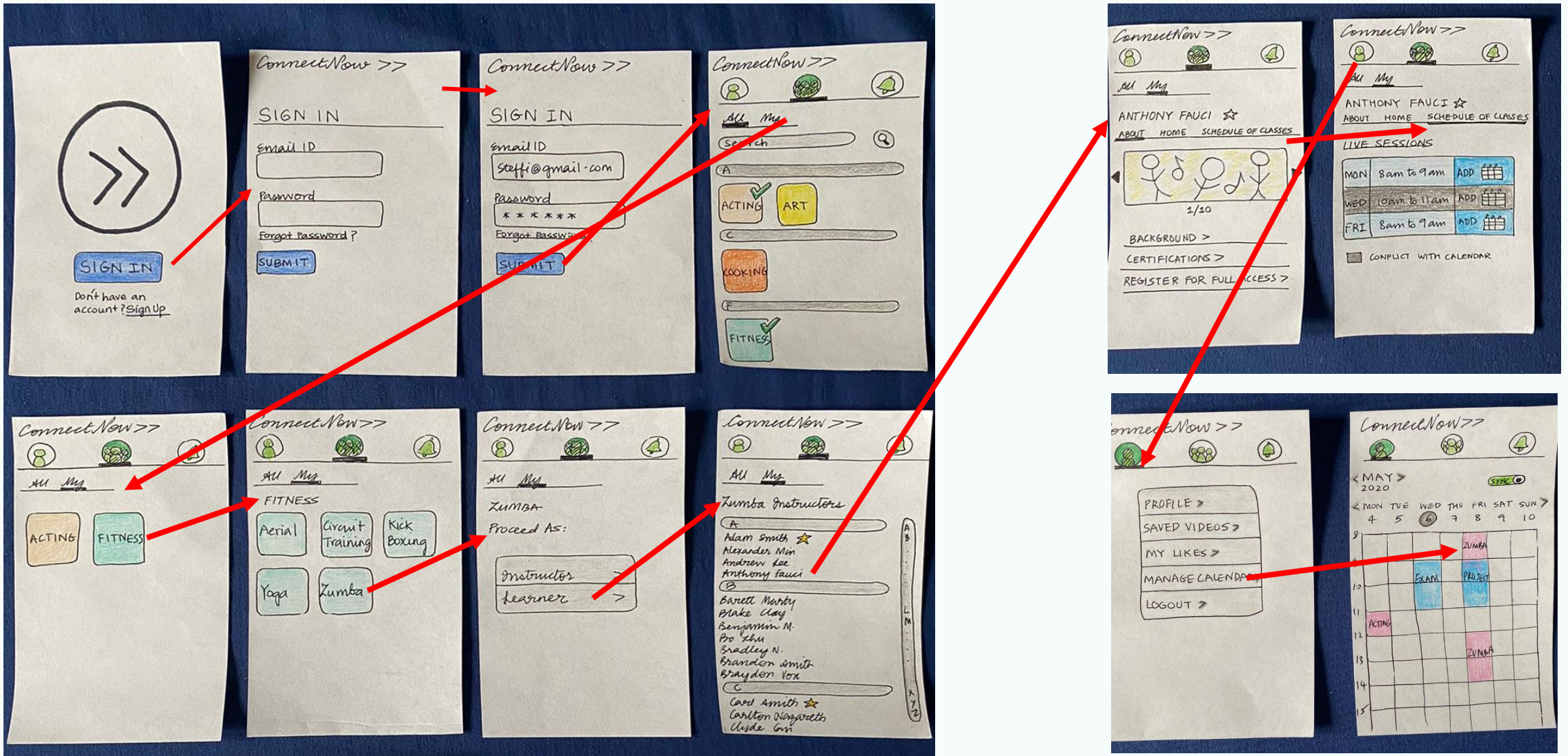
Learners



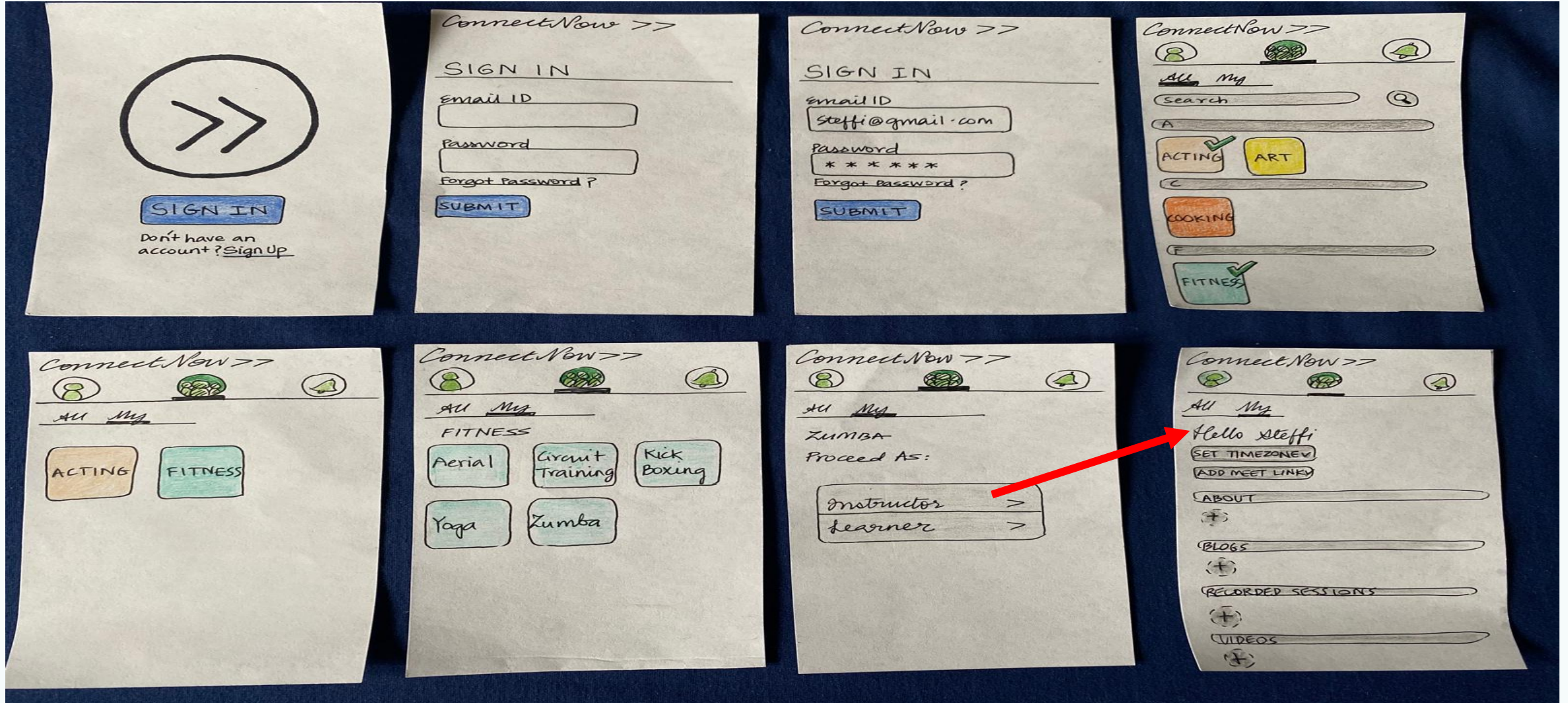
Design Phase



Design Phase



Design Phase



Evaluation Phase: User Think Alouds

1

- understandable icons
- — menu names
- could guess what content each held
- liked simplicity of app + calendar feature
- confused with ✓ sign
- activity?
- difficulty finding All, My
- want

2

- easy & simple • good flow
- wanted subgroups to be added under 'my groups'
- like option of instructor, learner
- activity??

3




- liked customizable interface for instructors
- signing to calendar ✓
- stars?
- '✓' sign?
- allow for customizable colour coding in calendar ~~add~~

Evaluation Findings: The Good

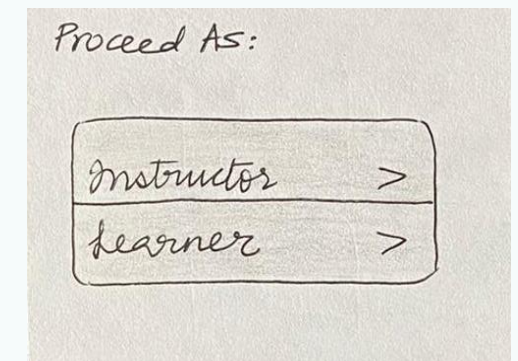
- 3 out of 3 users
 - Found the flow between screens easy to understand
 - Understood the three icons to indicate 'Your profile', 'Groups' and 'Notifications'
 - Understood menu names
 - Liked option to join group as Instructor or Learner
 - Liked greyed out sessions indicating conflict in schedule
- 1 out of 3 users
 - Liked the option for customizable Instructor page



LIVE SESSIONS

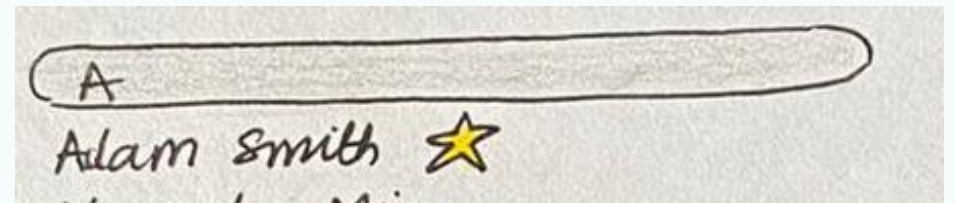
MON	8am to 9am	ADD	
WED	10am to 11am	ADD	
FRI	8am to 9am	ADD	

☐ CONFLICT WITH CALENDAR



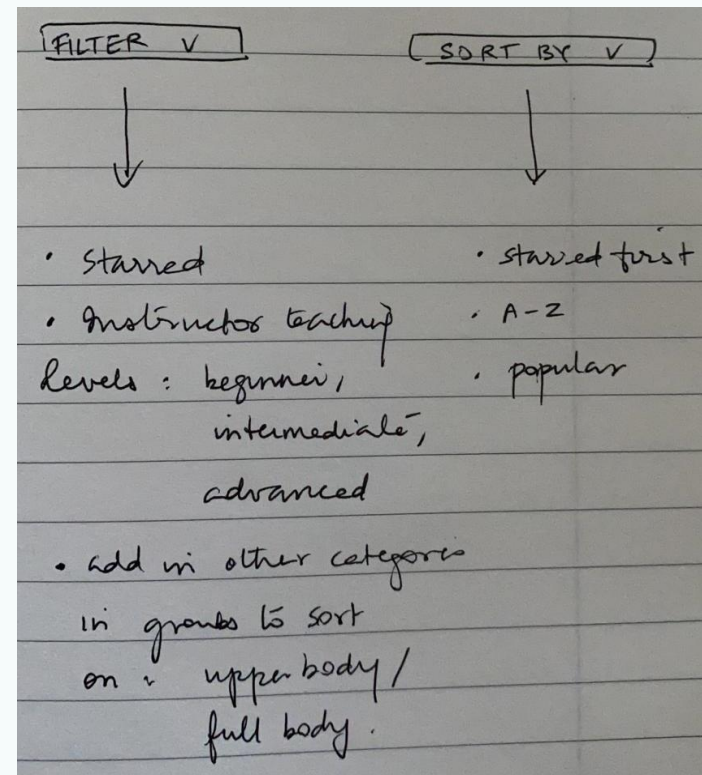
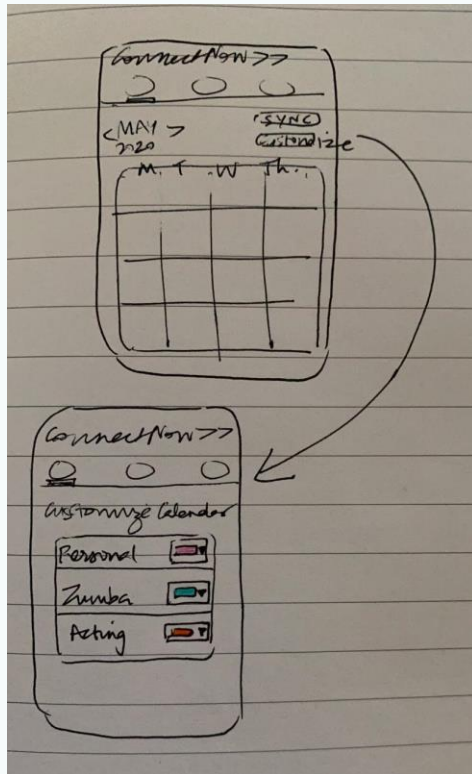
Evaluation Findings: The Bad

- 2 out of 3 users confused due to 'Activity' label
 - The third user was able to guess when prompted
- 2 out of 3 users confused due to 'tick' sign on group icons
 - 1 of them didn't realize it due to less visibility of the *All* and *My* labels under groups
 - The other realised it when they saw the tick after clicking 'Add to my group' option on the flipside of the group icon
- 1 out of 3 users confused due to 'star' sign against instructor names
 - The third user was able to guess when prompted



Evaluation Findings: & The Suggestions

- Customizable colour coding in calendar on app
- More filtering and sorting options for the instructors
- Filtering on categories within the group



References

- [1]<https://www.sciencedirect.com/science/article/abs/pii/S0033350617302731>
- [2]<https://www.qualtrics.com/blog/confronting-mental-health/>
- [3]<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>