

FIT 3175 – Usability
Assignment – Stage B – Consolidate and Report
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1. Report

After keen observation of my group's initial analysis regarding our potential users, I have found various similarities and differences on each of our individual approaches. One namely similarity that was present in each member's initial report was the understanding of the importance of vaccinations, namely its sundry benefits towards our health and wellbeing. These users, despite acknowledging that vaccines exist to prevent diseases, do not feel well informed regarding different emerging vaccination programs or even their own history of vaccinations.

Another similarity was the age of the respondents that took the questionnaire. These respondents were mostly circulated around 18-35 years old. Moreover, a large majority of the participants did not keep a record of their immunizations including those that had children. This could be the result of a lack of a centralized platform that would allow them to keep and track their vaccination records. These users also showed high interest in downloading an application that stored information regarding their vaccine history, and also notifications regarding immunizations that are due and a book appointment feature

Moving away from the similarities in my findings, there were also some differences presented in each of our initial report, mainly in our unique approaches and focus to our users. One group member posits that their users have never booked an appointment to get vaccinated – whereby these users would just come straight to the clinic to get their vaccine. Another difference was the presence of dedicated immunization days on high schools which prior to this, did not know that was a thing.

Another main difference was the different occupations of different individuals. Although I did touch on this in my initial report, the focus brought upon by my group was on the occupation of the users itself. It states that those who work in the medical area are more likely to retain more information on vaccinations compared to those who worked elsewhere. Whereas my focus was too technical, focusing instead on costs and the remote location of the respondents.

One difference that I failed to ask my users were the availability of a healthcare or medical app that would serve similar functionalities to the app that we're designing. This difference was found as I have just simply assumed that there was no such app available yet on the market. My group members also included the user's opinion on which type of vaccinations they would like to receive. This did not receive the scope of my initial report as I thought it would be hard to generalize the various types of vaccines available in the market

In conclusion, I was able to grasp the different details of each of my group member's initial report. Overall, they all did a better job at understanding their users as my questionnaires to my users consisted of mostly technical questions – bringing forward costs, remote location and generally, factors that externally affect my users. If given the chance, I would like to revise

my initial report and approach towards my questionnaire and focus more towards my users and not other identifying factors.

2. Updated Personas and user stories

User Stories

- As a registered user, I want the app to tell me the requirements needed to get a vaccine
- As a user looking for help, I want the app to show me the medical certificates of the experts so that I know for sure that the doctor is legitimate
- As a registered user of the app and a recurring patient of a collaborative health centre, I want the app to be able to sync my personal details presented in the health centre.

3. Finalised Project Idea

The current issue is that there isn't a centralised and easy-to-use application that manages Victorian's vaccination history and information. Additionally, information regarding vaccinations is not readily available for the consumer to digest, as a result, individuals are not as proactive about taking vaccinations.

Therefore, as a solution to this issue, a vaccination tracker app that would map centres for available vaccinations, provide useful information on relevant vaccinations and the ability to record personal vaccination histories of individuals in the community. The main users of our app would be individuals who acknowledge the importance of vaccinations and want to have an efficient way to manage their vaccination history and tasks.

Some key functions include a location services map that shows nearby medical centres which offer vaccinations, an option to make a booking, reminders for all the appointments that are in progress, the ability to create and login to a profile that contains all the users information, a way for users can also upload or log their vaccination history and a calendar which gives the user an accessible way to manage their booking information.

The application will also host a variety of information regarding the vaccination process, such as information about the diseases certain vaccines prevent, side effects, length of vaccination period, costs, and more.

Finally, A chat bot will be provided at the bottom of select screens which offer assistance for users. Interactions with the bot will aid the user in sifting through information and finding the right section of the application.