

FIT 3175 – Usability
Assignment – Stage A
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1. Introduction – Idea

A Vaccine checker that maps centers for available vaccinations and records a personal vaccination history of individuals in the community

Product: A Vaccine Tracker mobile app

Community: Melbourne/Victoria

Better: accessibility - People are able to easily view what vaccinations they are recommended to get as well as look up healthcare centers in which the vaccines are readily available.

Safer - With a more effective and effortless way of tracking and booking their own vaccines, more people will be inclined to do so, increasing herd immunity of the community.

2. Questionnaire

The purpose of this questionnaire is to provide the necessary foundation for the production of a mobile app that focuses on vaccinations. Through this brief survey, your answers would be helpful in meeting the needs and enhancement of the application. All recorded responses are anonymous and will only be used for the scope of this assignment. Thank you for taking the time to answer this questionnaire.

Google Form link: <https://forms.gle/XxnY9MaRYJQbx1dk9>

1. What gender do you identify yourself as?
 - A. Female
 - B. Male
 - C. Prefer not to say
2. What is your age?
 - A. Below 18
 - B. 18-25 years old
 - C. 25-35 years old
 - D. 35-45 years old
 - E. Above 45 years old
3. Which of the following categories best describes your residential area?
 - A. Central Business District
 - B. Suburban Area
 - C. Rural Area

4. Have you ever been vaccinated?

- A. Yes
- B. No

5. In your own opinion, how would you rate the importance of vaccination

	1	2	3	4	5	
Least important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very important

6. I feel well informed about vaccinations

- A. Strongly Agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly Disagree

7. What is the maximum amount of time you would be willing to spend to get yourself vaccinated?

- A. 15 mins
- B. 30 mins
- C. An hour
- D. 3 hours
- E. As long as it takes

8. Do you have any difficulty in accessing vaccinations?

- A. Yes
- B. No

9. If so, select one of the options below that closely resembles the difficulty

- A. Costs
- B. Remote Location
- C. Lack of Vaccination Options
- D. Unhygienic practices at the health institution
- E. Other: _____

10. Do you keep track of your vaccinations?

- A. Yes
- B. No

11. How beneficial would an app that keep tracks of your vaccinations be in your daily lives?

1 2 3 4 5 6 7 8 9 10

No impact ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Very impactful

12. What are the features or functionalities that you would like to see in the app?

- _____

13. When a new vaccine is introduced, are you interested to be vaccinated?

- A. Yes
- B. No

14. If you answered Yes, why is that the case?

- _____

3. Collected questionnaire responses, with some basic analysis

The questionnaire was distributed electronically to nearby communities through a Google Forum link. Upon conducting research using the questionnaire, several identifying habits of our potential users were found and those will be briefly discussed in this report.

To begin with, the questionnaire asks the respondent a few background questions such as their gender, age, and residential area. For this questionnaire, I was able to collect a balanced number of female and male respondents. The age of the respondents was mostly centred around 20-40 years old, whereas the residential area of the respondents was equally divided between CBD and suburban area.

Firstly, the respondents were asked whether or not they have ever been vaccinated before. 93.1% answered Yes while the rest answered No. A follow-up question regarding the importance of vaccines resulted in a consensus that vaccines are important. Although the data included varying degrees of importance, it should be noted that no respondents thought vaccines were not important. With this information, it is also safe to say that the respondents have attained medium to a high level of knowledge regarding vaccines.

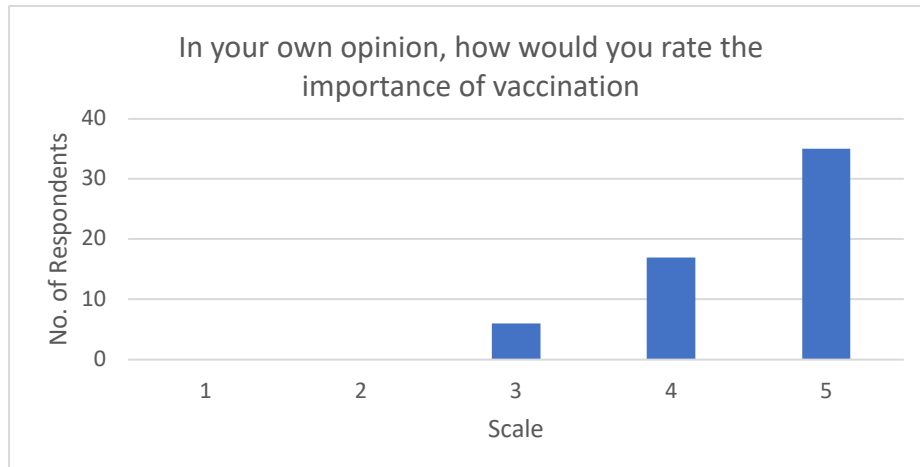


Figure 1: Bar Graph depicting respondents' opinion on the importance of vaccines

A large number of respondents did not feel well informed regarding vaccinations, with only a small percentage (15.5%) strongly agreeing to that. This is interesting to see, as, in modern age such as now, these respondents still aren't satisfied with the information they have on vaccinations. Here is a graph depicting the respondent's opinion.

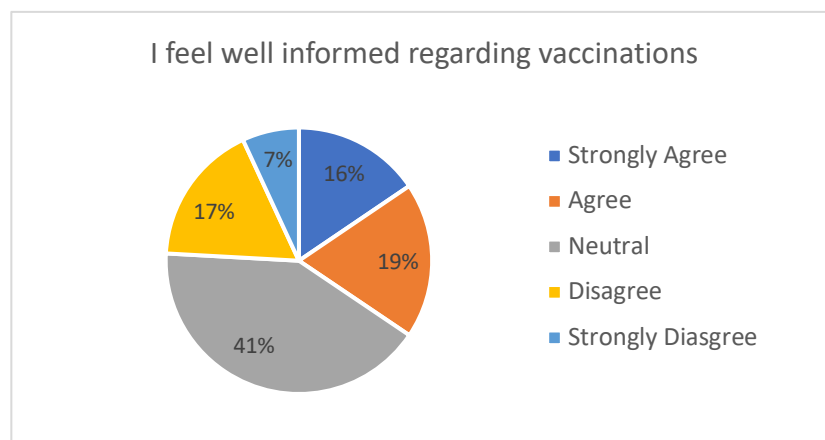


Figure 2: Pie Chart showing how well respondents are informed on vaccines

The questionnaire then asks the respondents how much time they are willing to spend to get themselves vaccinated. The majority of the responses lies in the one-hour timeframe, followed by unlimited timeframe. This question is mainly directed to the workaholics who may not have time to spend on vaccinations. What was also interesting to see was that if vaccinations were a necessity the respondents wouldn't mind sparing their time for immunizations, but that is not the case here.

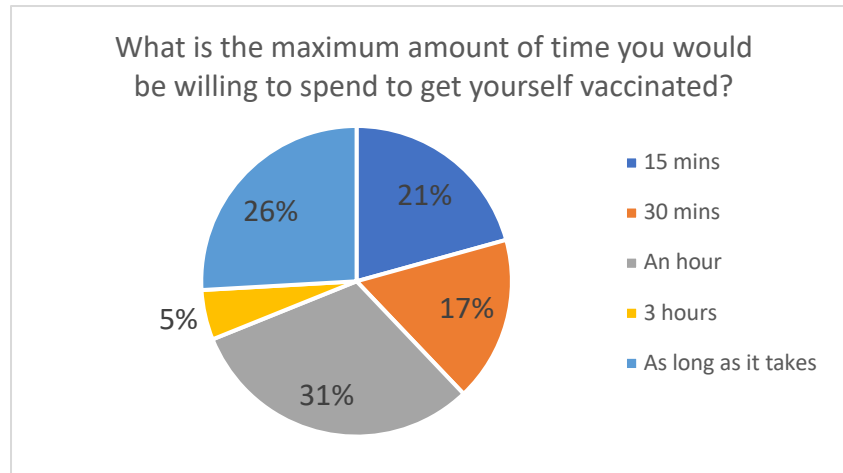


Figure 3: Pie Chart showing the amount of time respondents are willing to spend

Following this trend, a couple of respondents expressed their difficulty in accessing vaccination services, with the largest factor being the presence of unhygienic practices at the health institution. Another main factor would be the unawareness of the need for second and third doses of vaccines and a belief that disease is better than immunization. Factors such as costs and the remote location of some respondents also play a role. Other minor factors include the lack of vaccination options offered in certain clinics.

Since the mobile application our group is developing closely relates to organizing various vaccine necessities, it was only wise I asked the respondents whether or not they keep track of their vaccinations. To my surprise, the final findings were divided into a 60-40 outlook, with the majority being that they do not keep track of their vaccinations. The respondents were asked for their opinion regarding the usefulness of the vaccine tracker app. This generated various ranges of data, and it can be seen from the graph that most of the respondents were unsure regarding the value of the vaccine tracker app.

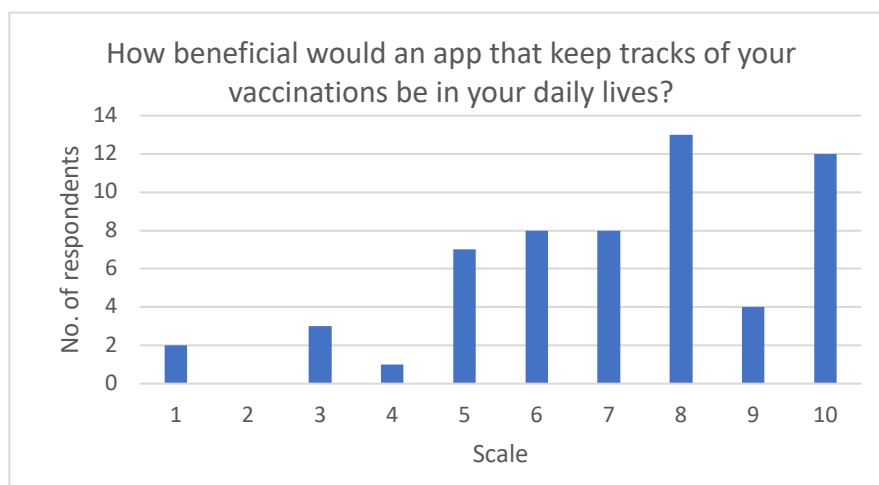


Figure 4: Bar Chart showing respondents' opinion on the app

When the respondents were asked what features, they would like to see get integrated into the app, a large number of respondents voiced out their demands for a 'reminder' feature – leaving me to assume that this group of respondents have trouble remembering their vaccine appointments. Another demand that was sought out was the availability of information regarding vaccines in the app and the appointment feature. Other minor features such as booking an appointment, contents of the vaccine, and the integration between the app and collaborating medical institutions were also included.

To conclude this report, a large majority of respondents (67.2%) would be interested to be vaccinated if a new vaccine was introduced. The main reasoning behind this would be to increase general body defence on diseases and to reduce the likelihood of getting a disease.

4. Personas

The personas are attached on a separate .pdf file upon submission.

5. 15 User Stories

1. As a new user, I want to be able to create a new account so that my data can be saved
Acceptance Criteria:
 - Display "Create a new account or login to existing account" at the main page
2. As a guest user, I want to be able to enter my personal details so that I won't have to type them every time I access the app
Acceptance Criteria:
 - Given that I'm in a role of a guest user, when I open the app for the second time, the app will still save my personal details
3. As a family user, I want to add different profiles (For example: daughter/son) so that I can easily access my family member's details
Acceptance Criteria:
 - Display an "Add profile" option after the first profile that was created
4. As a logged-in user, I want to be able to edit personal details in the app so that I can update them whenever and wherever
Acceptance Criteria:
 - Display an "Edit Profile" option below the profile that was already created
5. As an international user, I want to change my preferred languages so that it can be used by different ethnicities
Acceptance Criteria:
 - Show "Preferred Language" tab in settings
6. As a registered user, I want to be able to recover my account in case I forgot my password

Acceptance Criteria:

- Display “Forget Password” menu and offer various ways to recover an account such as through phone number or email address

7. As an account owner, I want to be able to view readily available information on vaccines

Acceptance Criteria:

- Given that I’m in the role of an account owner, when I press over the explore tab at the bottom of the screen, the app should have a block of information relating to vaccinations

8. As a registered user, I want to be able to book appointments for vaccinations at participating medical institutions

Acceptance Criteria:

- Given that I’m in the role of a registered user, when I’m in the vaccination tab, the app should have the option that would let the user book their vaccination appointment. For example: “You can book your vaccination appointment through [here](#)”

9. As a user, I want the app to notify me of any alerts and important information regarding vaccinations

Acceptance Criteria:

- Asks the user upon entering the app whether they would like to receive notifications from the app

10. As a user, I want the app to recommend me articles related to my vaccine troubles

11. As a user of the app, I want to be able to ask questions with a chatbot in the app so that I can get instant replies regarding my troubles

Acceptance Criteria:

- Given that I’m in the role of a user, when I’m in the explore tab, there should be an “Ask me a question” search bar at the top of the screen

12. As a user, I want to be able to delete my profile safely and surely so that my personal details are not exposed to the wrong party of people

Acceptance Criteria:

- Given that I’m in the role of a user, when I’m in the edit child tab, there should be an option that would allow me to delete the profile

13. As a user, I want to be able to view and track my vaccination history

Acceptance Criteria:

- At the main screen of the app, there should be an icon that says “Track your child’s immunizations”

14. As a user, I want the app to tell me who to contact in cases of emergency

Acceptance Criteria:

- At the contacts tab of the app located at the bottom of the screen, there should be readily available emergency contacts. For example: 000 (Triple-0) in Melbourne, Victoria

15. As a user, I want to be able to navigate seamlessly through the app