

CHALLENGE 5

Vanessa Chrestella | Wave 15



InfoCov Website

A website built for Indonesian society to find all of the trustworthy news and COVID fact sheet. This official website will contain all of the COVID related information and vaccination.

InfoCov website can be accessed through desktop and mobile phone. People can also book their vaccination through this website by linking their ID (KTP) number or NIK.

Project Background

There is a lot of obscure news and COVID information as the media mostly publishes the news around COVID that could give a bad impact of negativity bias to society. People in Indonesia usually share a lot of unofficial information through social media which source is not trustworthy. This has made many people feel overwhelmed with too much unofficial information and hence most of the people have decided to stop caring about COVID update around them.



(Previous chapter)

RESEARCH PROCESS

01 USER & CONTEXT
IDENTIFICATION

DESIGN PROCESS

01 STRUCTURE & NAVIGATION
COMPOSITION

02 INTERFACE COMPOSITION

03 VISUAL DESIGN

04 PROTOTYPING

05 USABILITY TESTING

HOW MIGHT WE

The 'How Might We' that were found in the previous chapter

COVID Information

How might the government deliver the COVID update without making the society feel overwhelmed?

How might the government announce the new COVID variant so that people could be aware but not feel overwhelmed?

User Activity

How might the user stay productive while working from home / staying at home?

How might the user feel safe while doing activities or working at public places?

Vaccination Information

How might the user be updated with official vaccination information?

How might the user be able to find the vaccination easily and quickly?

INFOCOV WEBSITE TARGET USER

01

People who
are currently
living in
Indonesia

02

15 – 65 year old

03

People who are able to
operate mobile phone or
laptop

04

People who would
like to get their
vaccination

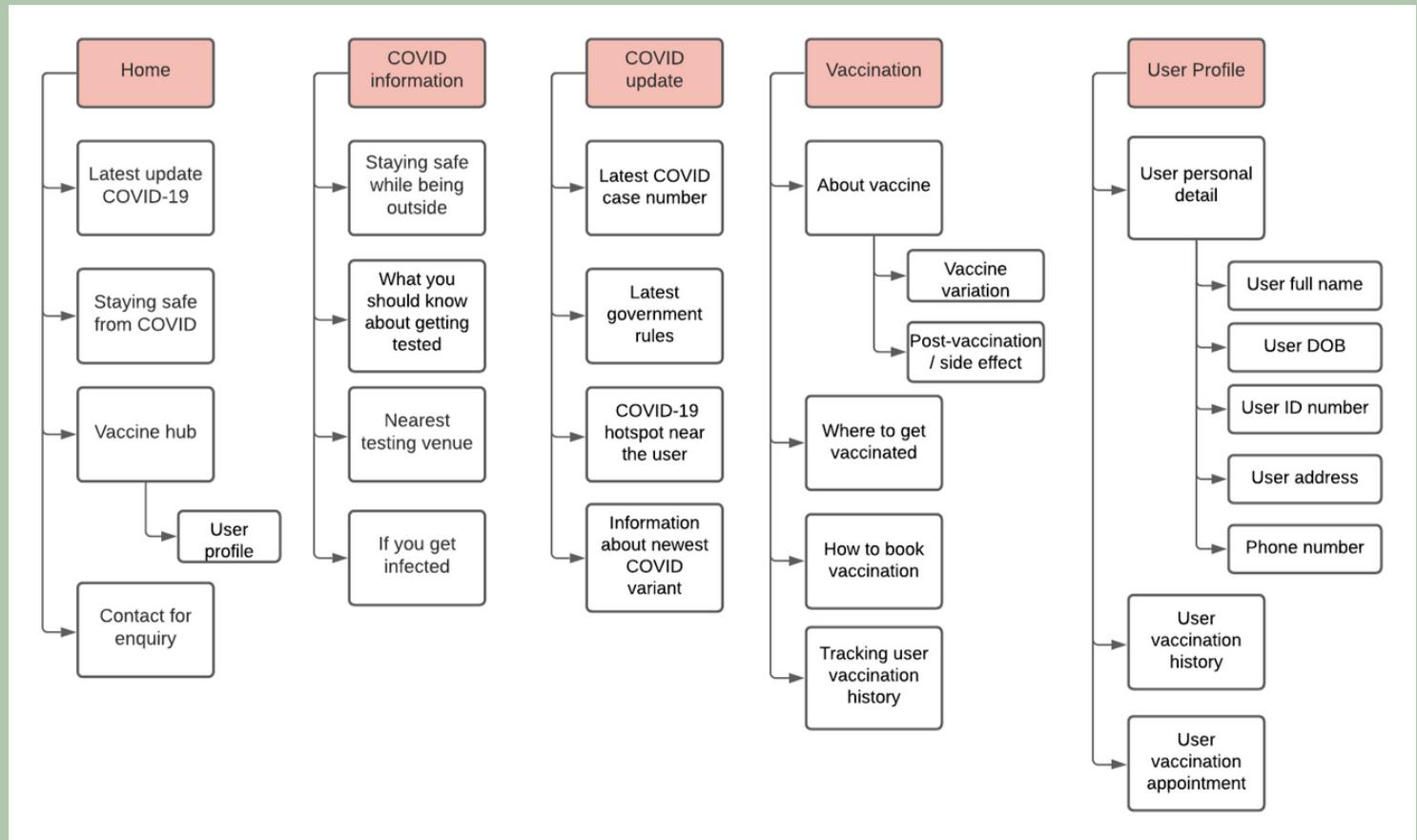
STRUCTURE & NAVIGATION

Information Architecture – Flowchart

In this process, I designed the information architecture of the website first and then build the flowchart to give clarity of how booking a vaccination appointment process will take in the website.



Information Architecture



There are 4 main sections in the website:

Home – COVID information – COVID update – Vaccination and additionally User profile if the user has logged in to the InfoCov account to book vaccination appointment or find their vaccination history.

Initially, the homepage will contain the summary of each section in the website.

COVID Information

This section will mainly contain every information about COVID-19 such as getting tested, how to stay safe, etc.

COVID Update

This section will contain the update of COVID-19 in Indonesia such as the latest case number, vaccination rate, etc.

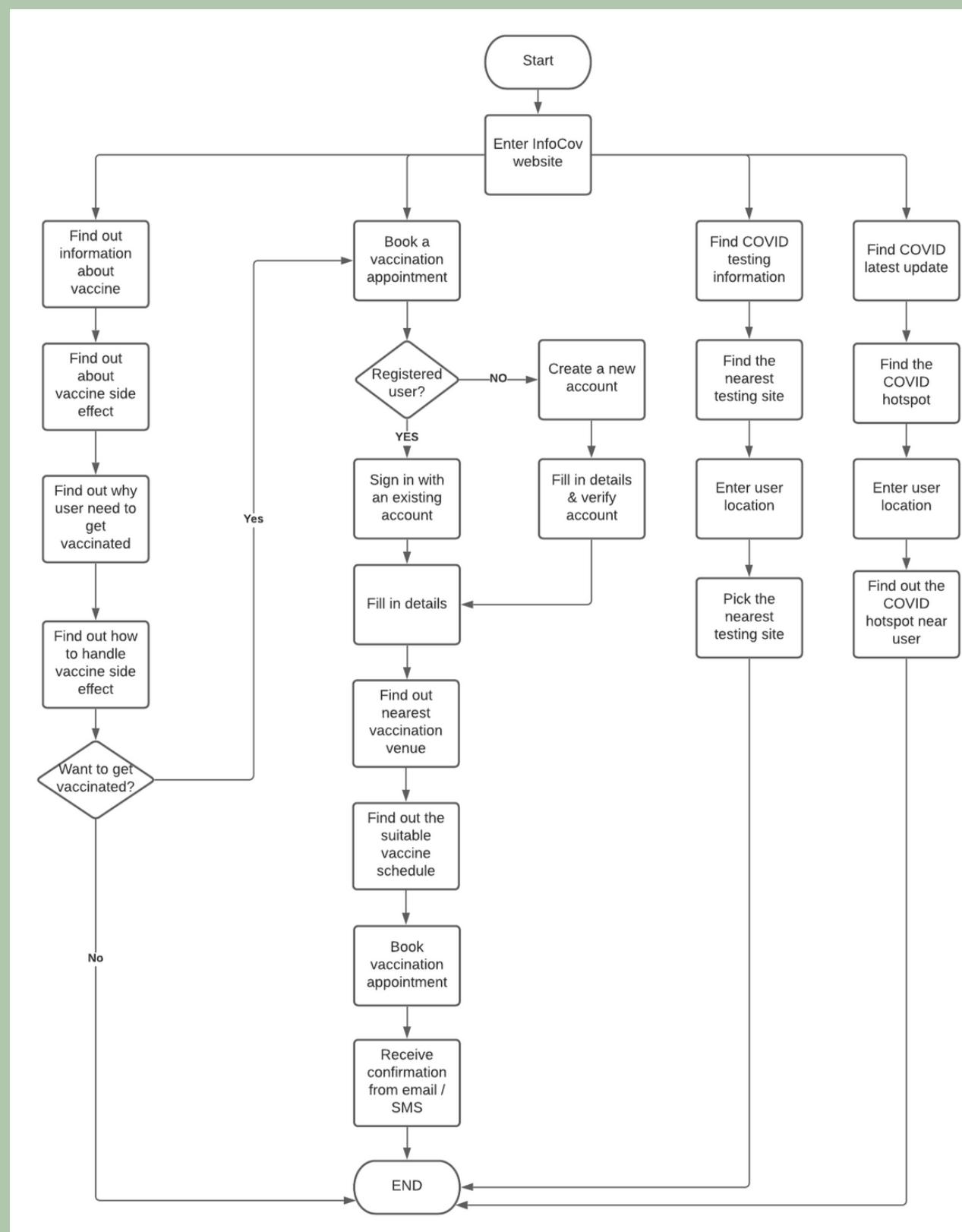
Vaccination

This section is clearly for all of the information around COVID-19 vaccination in Indonesia. User is also able to book their vaccination appointment from this website.

More details:

<https://www.figma.com/file/zbe6pc1PjCHIBMO3wFHv2I/InfoCov?node-id=0%3A1>

Flowchart



This flowchart is highlighting the process of booking a vaccination appointment. User needs to have an InfoCov account to be able to book the vaccination appointment and see their vaccination history record.

More details:

<https://www.figma.com/file/zbe6pc1PjCHIBMO3wFHv2I/InfoCov?node-id=0%3A1>



INTERFACE COMPOSITION

Low fidelity – High fidelity – Prototype

WIREFRAME

Home

WELCOME TO INFOCOV!
Find everything you need to know about COVID-19 in Indonesia here

I NEED TO GET TESTED I NEED VACCINATION

Have you been vaccinated yet?
[BOOK HERE](#)

COVID-19 Update in Indonesia

INDONESIA COVID-19 VACCINATION
Latest data are retrieved on Saturday, 2 October 2021
[See more](#)

COVID-19 Case Update
Latest data are retrieved on Saturday, 2 October 2021
[See more](#)

COVID-19 Information

Staying safe while being in public places
[Read More](#)

What you should know about getting tested
[Read More](#)

Find your nearest COVID-19 testing site
[Read More](#)

COVID-19 Vaccination

About COVID-19 Vaccine
[Read More](#)

Post vaccination effect
[Read More](#)

Where to get COVID-19 vaccination
[Read More](#)

Booking vaccination appointment
[Read More](#)

My vaccination history tracker
[Read More](#)

COVID update

COVID-19 Update

Find everything you need to know about COVID-19 in this page. We will periodically keep this website updated.

Please reach out to us if you need any information that is not published in this website.

This page was last updated on 10/10/2021

What's in this page?

Latest COVID case & vaccination number
Latest government rules
COVID-19 hotspot near me

Latest COVID case number in Indonesia

+1000 New case +500 Recovered 17,000 Active cases

Indonesia Situation
4,225,871 confirmed cases

142,560 deaths

Source: WHO website

Latest COVID vaccination rate in Indonesia

Thank you for keeping the community safe
Latest data are retrieved on Saturday, 2 October 2021

50% Vaccinated first dose

70% Vaccinated second dose

BOOK YOUR VACCINATION
If you haven't been vaccinated yet, please do book your appointment soon.
[Book now](#)

Find COVID hotspot near you

Please enter your address below:

City Province
Postcode
[Search now](#)

Latest case exposure location

Address 1, Address 1, Address 2/10/2021
Address 1, Address 1, Address 2/10/2021
Address 1, Address 1, Address 2/10/2021

COVID information

COVID-19 Information

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Please reach out to us if you need any information that is not published in this website.

This page was last updated on 10/10/2021

What's in this page?

Staying safe while being in public places
What you should know about getting tested
Find your nearest COVID-19 testing site
What you should do if you get COVID-19 symptoms

Staying safe while being in public places

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

[Find out more about hygiene](#)

What you should know about getting tested

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Find my nearest testing site [Read more about testing](#)

Find your nearest COVID-19 testing site

Please enter your address below:

City Province
Postcode
[Search now](#)

Search Results

Address 1, Address 1, Address 2 km
Address 1, Address 1, Address 2 km
Address 1, Address 1, Address 2 km
Address 1, Address 1, Address 2 km

More details for wireframe:
<https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWTgw/InfoCovid?node-id=0%3A1>

WIREFRAME

Vaccination

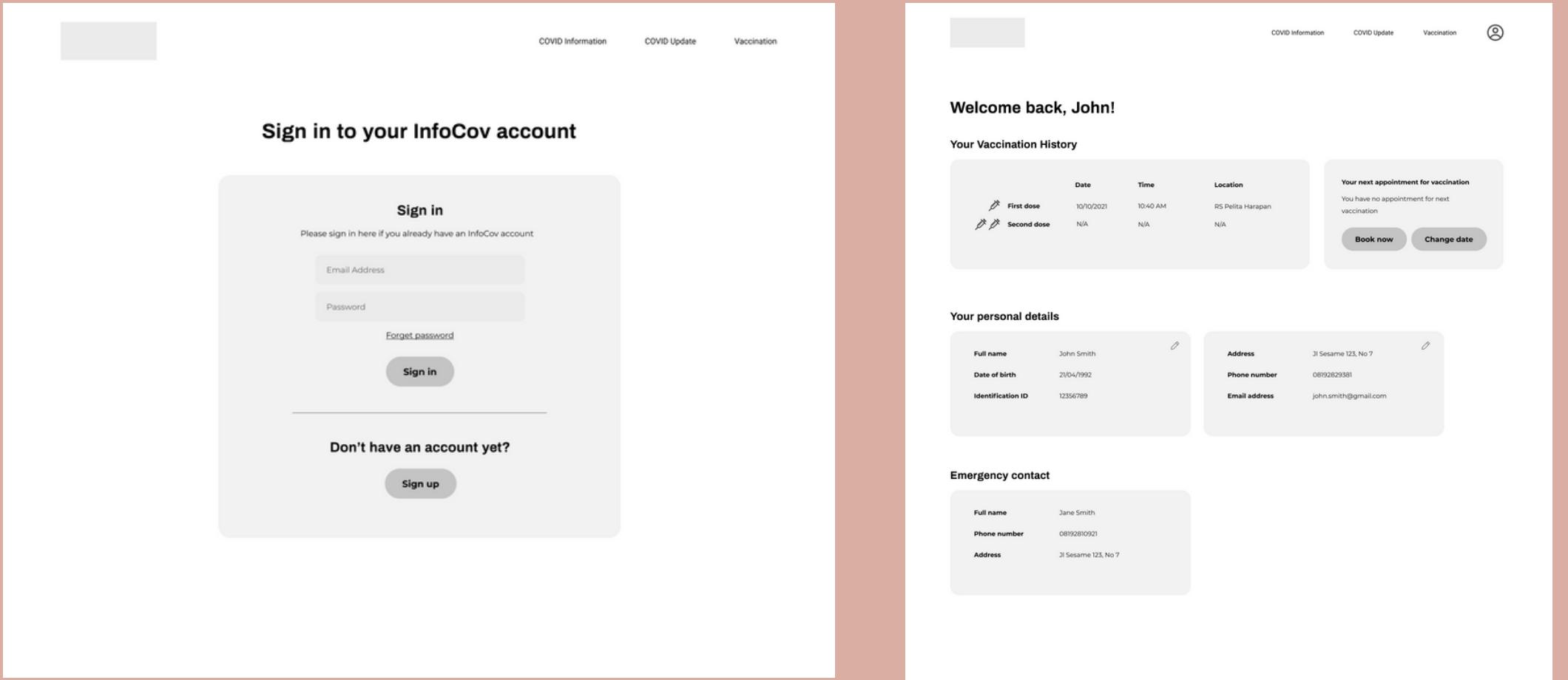
The wireframes illustrate the following steps:

- COVID-19 Vaccination**: A landing page with sections for "About COVID-19 vaccine", "Common side effect", and "Where to get vaccinated". It includes links for "Book your vaccination appointment" and "Track my vaccination history".
- Book a COVID-19 vaccination appointment**: A page where users can check their eligibility, read about pregnancy, and learn what to do after vaccination. It also features a sign-in form for an InfoCov account.
- Please fill in the details**: A form for entering personal information like name, date of birth, ID number, email, phone number, and home address. It includes fields for first dose status, allergies, and previous doses.
- Please find your nearest vaccination site**: A search interface where users can enter their address to find nearby vaccination sites. It shows a list of results with distances.
- Please fill in the details**: A continuation of the form-filling process, specifically for booking an appointment. It includes a section for "Address 1, Address 1, Address 1" and a grid for picking an available appointment.
- YOUR BOOKING IS SUCCESSFUL**: A confirmation message thanking the user for keeping the community safe. It includes a "Back to home" button.

More details for wireframe:
<https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWWTgw/infoCov?node-id=0%3A1>

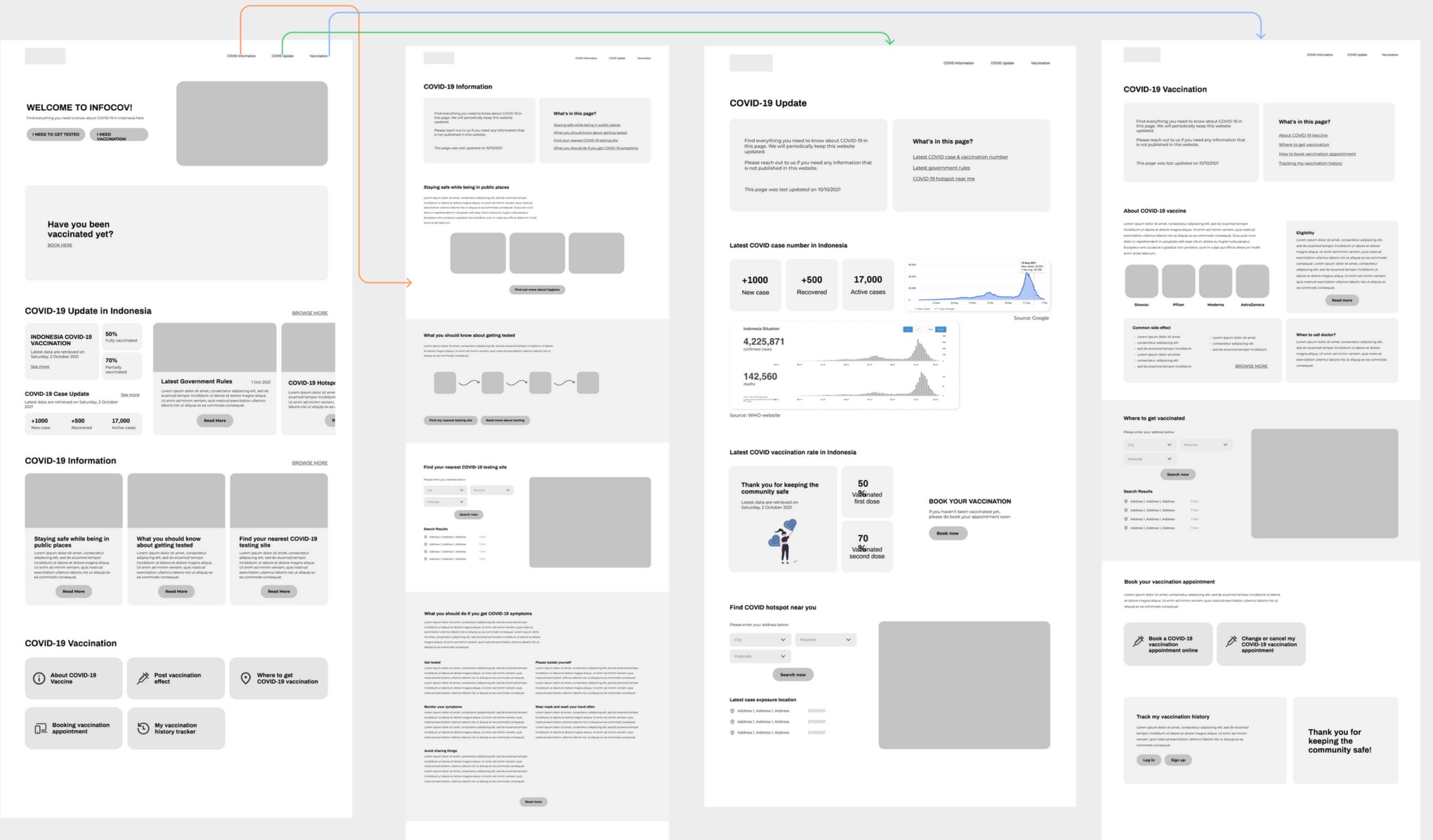
WIREFRAME

Tracking vaccination history



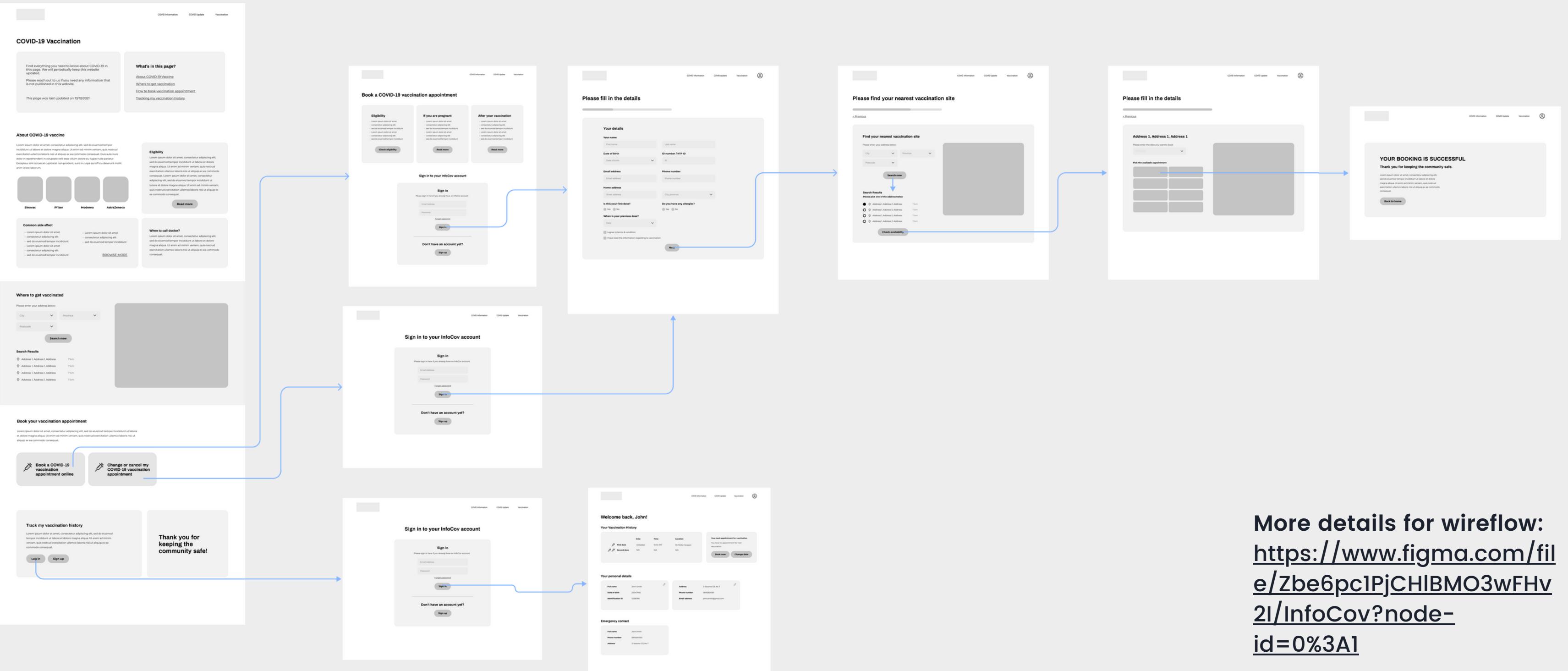
More details for wireframe:
<https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWWTgw/infoCov?node-id=0%3A1>

WIREFLOW



More details for wireflow:
<https://www.figma.com/file/Zbe6pc1PjCHIBMO3wFHv2I/InfoCov?node-id=0%3A1>

WIREFLOW



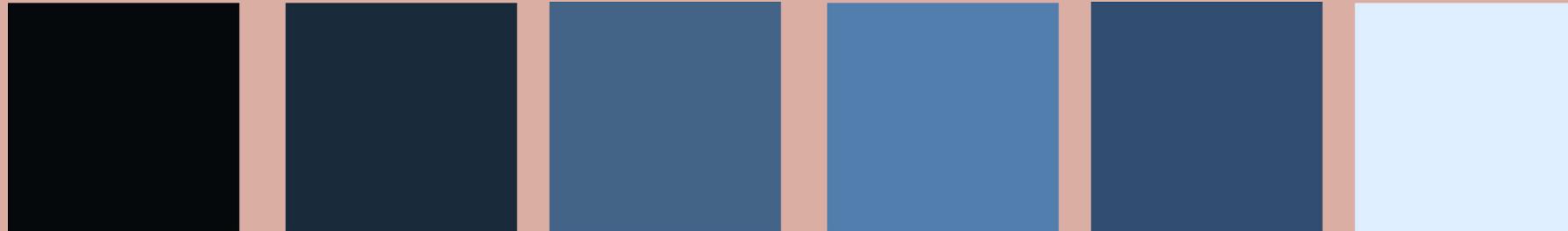
More details for wireflow:
<https://www.figma.com/file/Zbe6pc1PjCHIBMO3wFHv2I/InfoCov?node-id=0%3A1>

HIGH FIDELITY DESIGN & PROTOTYPE



STYLE & COMPONENT

Color palette



Header



CTA



Footer



Font style

Text Styles

Ag H1 Archivo · 36/Auto

Ag H2 Archivo · 24/Auto

Ag H3 Archivo · 18/Auto

Ag text - Montserrat · 14/23

HIGH FIDELITY DESIGN

Home

INFO COV

WELCOME TO INFOCOV!
Find everything you need to know about COVID-19 in Indonesia here

I NEED TO GET TESTED | I NEED VACCINATION

COVID-19 Update in Indonesia

INDONESIA COVID-19 VACCINATION
Latest data are retrieved on Saturday, 2 October 2021
SEE MORE

COVID-19 Case Update
Latest data are retrieved on Saturday, 2 October 2021
+1000 New case | +500 Recovered | 17,000 Active cases

COVID-19 Information

Staying safe while being in public places
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

What you should know about getting tested
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

BOOK YOUR VACCINATION
If you haven't been vaccinated yet, please do book your appointment soon

Find COVID hotspot near you
Please enter your address below:

COVID-19 Vaccination

About COVID-19 Vaccine | Post vaccination effect | Where to get COVID-19 vaccination
Booking vaccination appointment | My vaccination history tracker

INFO COV

COVID Information | COVID Update | Vaccination
Copyright InfoCov 2021
Hotline 1300 1230
Help@infocov.com

COVID update

INFO COV

COVID-19 Update

Find everything you need to know about COVID-19 in this page. We will periodically keep this website updated.

Please reach out to us if you need any information that is not published in this website.

This page was last updated on 10/10/2021

Latest COVID case number in Indonesia

+1000 New case | +500 Recovered | 17,000 Active cases

Indonesia Situation

4,225,871 confirmed cases | 142,560 deaths

Source: WHO website

Latest COVID vaccination rate in Indonesia

50% Vaccinated first dose | 70% Vaccinated second dose

Find COVID hotspot near you
Please enter your address below:

INFO COV

COVID Information | COVID Update | Vaccination
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Hotline 1300 1230
Help@infocov.com

COVID information

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What's in this page?

Staying safe while being in public places
What you should know about getting tested
Find your nearest COVID-19 testing site
What you should do if you get COVID-19 symptoms
Book your vaccination appointment
Track my vaccination history

Find your nearest COVID-19 testing site
Please enter your address below:

INFO COV

COVID Information | COVID Update | Vaccination
Copyright InfoCov 2021
Hotline 1300 1230
Help@infocov.com

Vaccination

INFO COV

COVID-19 Vaccination

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Please reach out to us if you need any information that is not published in this website.

This page was last updated on 10/10/2021

What's in this page?

About COVID-19 Vaccine | Where to get vaccination | How to book vaccination appointment | Tracking my vaccination history

About COVID-19 vaccine

Wear mask | Wash hand | Avoid crowds | Clean & disinfect

Find out more about hygiene

Common side effect

Fever | Tiredness | Dry nose | Muscle pain | Nausea | Headache

When to call doctor?

Pain | Redness | Swelling

Where to get vaccinated
Please enter your address below:

INFO COV

COVID Information | COVID Update | Vaccination
Copyright InfoCov 2021
Hotline 1300 1230
Help@infocov.com

Link for prototype:
<https://www.figma.com/proto/FzHBv2urNJ6MFxDoxEWtgw/InfoCov?node-id=28%3A1435&scaling=min-zoom&page-id=26%3A1434&starting-point-node-id=65%3A1447&show-proto-sidebar=1>

WIREFRAME

Booking Vaccination

INFOV

COVID Information COVID Update Vaccination

Book a COVID-19 vaccination appointment

If you are eligible:
Eligibility
If you are pregnant:
After your vaccination:

Sign in to your InfoCov account

Sign in
Please sign in here if you already have an InfoCov account.
Email Address
Password
Forgot password
Sign In

Don't have an account yet?
Sign up

Please fill in the details

Your details

Your name: First name [] Last name []
Date of birth [] ID number / KTP ID []
Email address [] Phone number []
Home address: Street address [] City, province []
Is this your first dose? Yes [] No []
Do you have any allergies? Yes [] No []
When is your previous dose? Date []
I agree to terms & condition
I have read the information regarding to vaccination

Please find your nearest vaccination site

Find your nearest vaccination site

Please enter your address below:
City [] Province [] Postcode []
Search now

Search Results

Please pick one of the address below

- Address 1, Address 1, Address 7 km

Check availability

Please fill in the details

Address 1, Address 1, Address 1

Please enter the date you want to book []

Pick the available appointment

10:30 - 10:40 AM	10:40 - 10:50 AM
10:50 - 11:00 AM	11:10 - 11:20 AM
11:20 - 11:30 AM	11:30 - 11:40 AM
11:50 - 12:00 PM	12:00 - 12:10 PM

Please review your booking details

Personal Details

Your name: John Smith
Date of birth: 29/10/1992
Email address: john@example.com
ID number / KTP ID: 1234567890
Home address: Jl Sesame 123, Jakarta
Phone number: 081234567890

Vaccination History

Is this your first dose? Yes
Do you have any allergies? No

Vaccination Booking Details

Vaccination site address: Jl Sesame 123, Jakarta
Appointment date: 29/10/2021
Appointment time: 10:30 - 10:40 AM

YOUR BOOKING IS SUCCESSFUL

Thank you for keeping the community safe.

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magna aliqua. Ut enim ad minim veniam, quis nostrud
exercitation ullam laboris nisi ut aliquip ex ea commodo
consequat.

Back to home

INFOV

COVID Information COVID Update Vaccination

Copyright InfoCov 2021

Hotline 1300 11230 help@infocov.com

INFOV

COVID Information COVID Update Vaccination

Copyright InfoCov 2021

Hotline 1300 11230 help@infocov.com

INFOV

COVID Information COVID Update Vaccination

Copyright InfoCov 2021

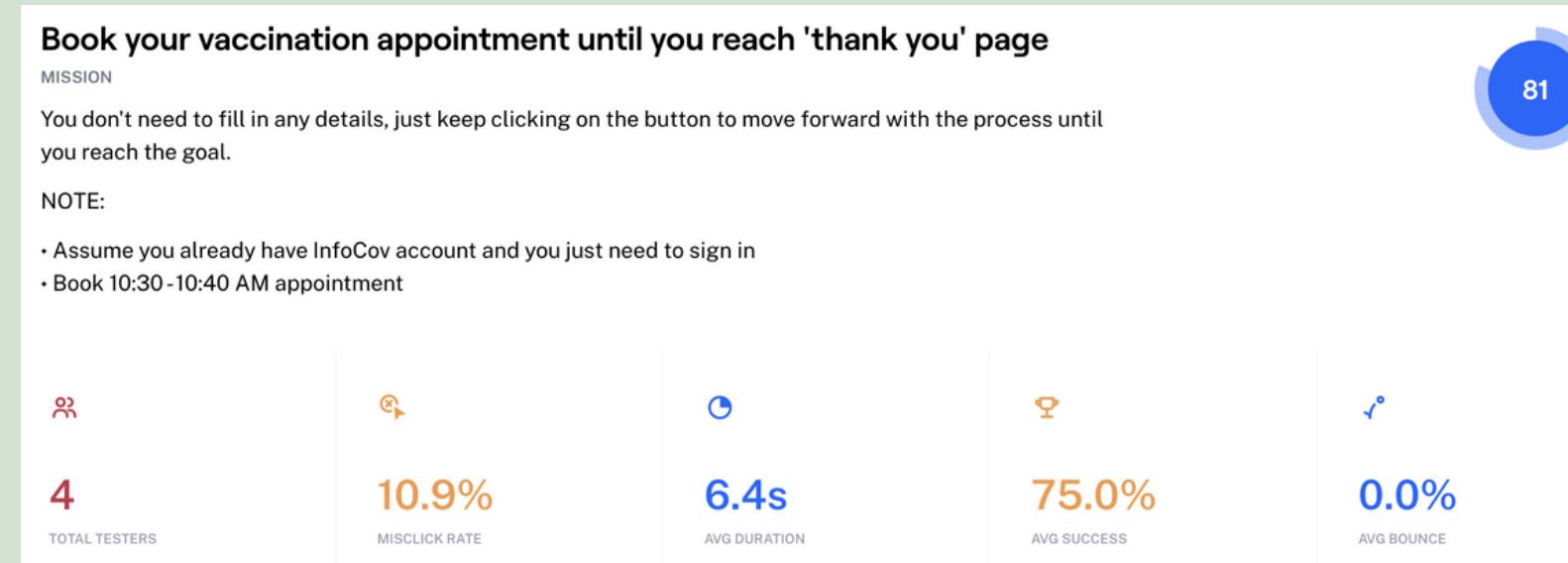
Hotline 1300 11230 help@infocov.com

More details for wireframe:
<https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWWTgw/InfoCov?node-id=0%3A1>

USABILITY TESTING



Task 1: Booking a vaccination appointment



After investigating the misclick report, I can conclude that most of the testers have misclicked on the part that I made to be non-clickable. This might have been caused by the inadequate instruction and description that I have given.

For example, user tried to fill in the details text field such as name, location, etc meanwhile it is not clickable in the prototype.

Book a COVID-19 vaccination appointment

Eligibility

- Lorem ipsum dolor sit amet
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- sed do eiusmod tempor incididunt
- Lorem ipsum dolor sit amet
- consectetur adipiscing elit
- sed do eiusmod tempor incididunt

If you are pregnant

- Lorem ipsum dolor sit amet
- consectetur adipiscing elit
- sed do eiusmod tempor incididunt
- Lorem ipsum dolor sit amet
- consectetur adipiscing elit
- sed do eiusmod tempor incididunt

After your vaccination

- Lorem ipsum dolor sit amet
- consectetur adipiscing elit
- sed do eiusmod tempor incididunt
- Lorem ipsum dolor sit amet
- consectetur adipiscing elit
- sed do eiusmod tempor incididunt

Check eligibility **Read more** **Read more**

Sign in to your InfoCov account

Sign in

Please sign in here if you already have an InfoCov account

Email Address

Password

Forgot password

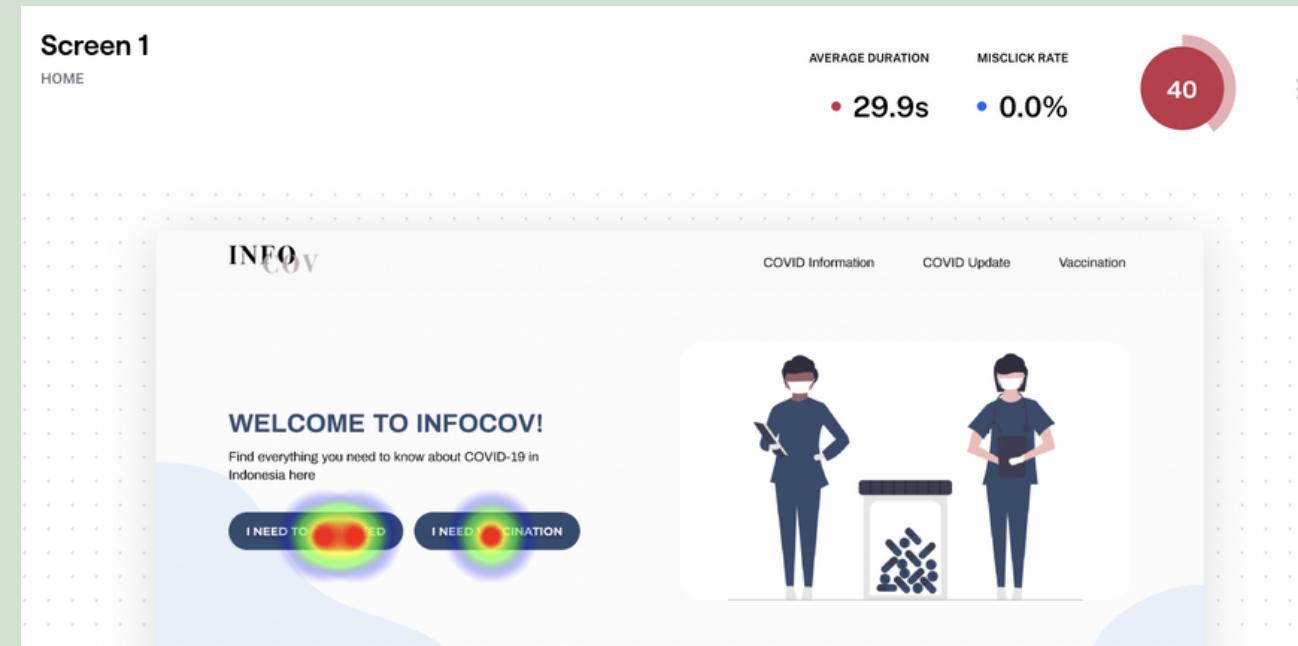
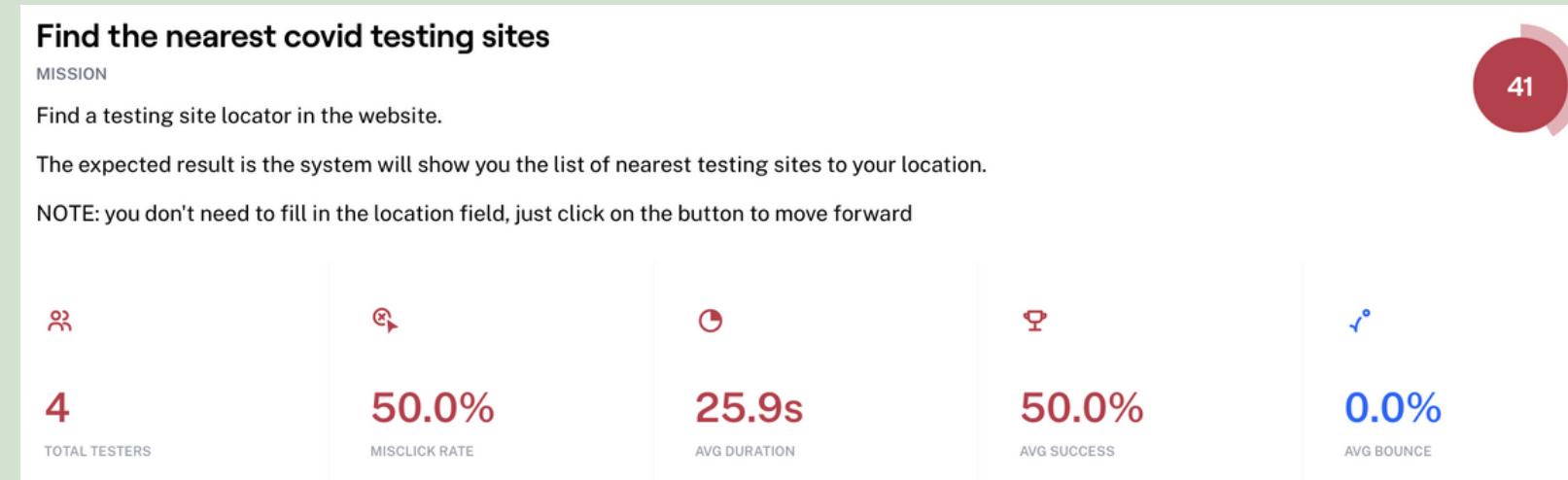
Sign in

Don't have an account yet?

This page has the lowest quality of clarity and I suspected that the user was confused on which button they should click on or next step that they should take.

The expected result is that the user only needs to click on 'sign in' button. However, some users might be wondering if they need to click on the eligibility / read more about the information above the sign in portal.

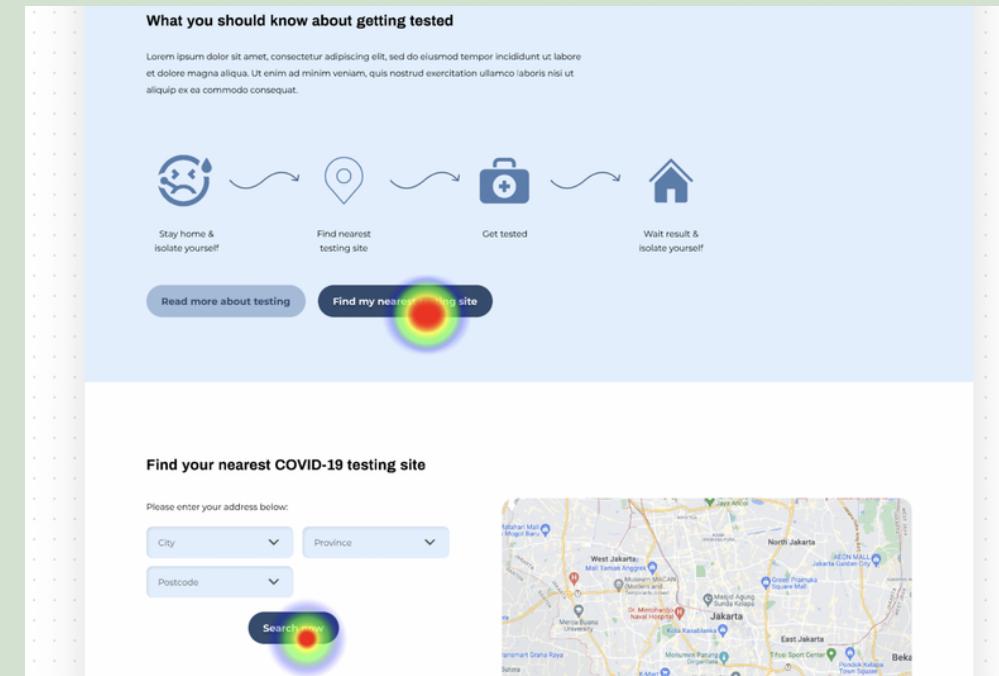
Task 2: Finding the nearest covid testing site



Started from the homepage, the expected action was user to click on the left CTA that read 'I NEED TO GET TESTED' but some users might think that they can find that section under vaccination section.



This task has the lowest usability score. I suspected that testers were confused because lack of clarity in instruction and task background and hence users were not really clear on what they need to do to accomplish this task. The task is to ask the user to find a COVID testing site that is closest to their location.



On the next page, I expected the user to directly click on 'Search now' button under the testing site locator. But users saw the previous section first that has a button read 'Find my nearest testing site' so they tend to click it first.



Task 3: Find your vaccination history

Find your vaccination history	
MISSION	97
Find your vaccination history. You need to have an account to see your profile and history. Assume you already have the account and only need to sign in.	
The expected result is the system will show your profile dashboard with vaccination history	
NOTE: you don't need to fill any field, just click on the button to move forward	
4	0.0%
TOTAL TESTERS	MISCLICK RATE
8.4s	100.0%
AVG DURATION	AVG SUCCESS
0.0%	
AVG BOUNCE	

This task has the highest usability score. Users has reported that the instruction is clear and the expected path in the website is straightforward.

This task is to ask the user to find their vaccination history in InfoCov website.

Success Metrics

UNDERSTAND YOUR MAZE'S SUCCESS AND DROP-OFF RATE FOR ALL SCREENS IN THE PATH

⌚ 100%

It's time to celebrate...100% of testers completed this mission via the expected paths.

Congrats!

Screen number →

● Testers exited ● Testers in flow

Screen Number	Testers in flow (%)
01	100%
02	100%
03	100%

100% of the testers get this task done in the expected path.



RETROSPECTIVE

Due to time constraints in doing this challenge, I realized that a lot of things can be improved in InfoCov website mock-up and usability testing process.

Content and Copywriting

Information Architecture

Some rewording needs to be worked on further. There is no clear differentiation between 'COVID Information' and 'COVID Update' as I have proposed in the beginning.

For example, I expected that user can find general information about COVID such as testing, staying safe during pandemic under the 'COVID Information' section. However, some users might intuitively look for that information under 'COVID Update'

Placeholder

Due to time constraints in doing this challenge, I could not fill in every copywriting content in the mock-up and I used a lot of Lorem ipsum placeholder. This has affected the tester during the usability testing as they are clueless what the content / copywriting is supposed to be on the real website.

Usability Testing

Number of testers

The number of testers can be increased to be at least 5 people to find a better pattern and feedback from the user.

Live Usability Testing

Time difference between Australia and Indonesia and time constraints in doing the challenge have hindered me to do video call with all of the testers to watch the usability testing process.

I did watch the process with only one of my testers.

SUS

If I were given more time to improve this InfoCov project, I will create a System Usability Scale (SUS) survey and calculate the result to help me understand how to improve the current design better.