

1.1 User Profile:

1. Questionnaires: <https://www.wjx.cn/vj/Qk2uEjy.aspx>
2. Target participants:

Who: University students and their parents

What: From 18 to 25 and people in their middle age.

Where: Both in China and overseas ()

Do they work: Students are full-time students and parents are with full-time jobs.

The mobile application is designed for those people who have family in another country, the most normal situation for them is that the children is or will go to a foreign country with the aim of university study. Based on this group of target users, the age group should have two main types: 1. people in their middle age (with their kid(s) at the age of university student age), most of them are still in the full-time job position in companies, and 2. university students who are normally from 18 to 25, most of them are full-time enrolled students in universities. Furthermore, the design of the app targets their main target users for those families based in China for the parents and for the students going abroad for studying in Australia, U.K., and U.S..

1.2 Questionnaire:

I disseminated the questionnaire through the wechat moment by sharing an online survey for the fifteen volunteers.

	Questions	Analysis
1.	Besides the calendar showing dates, activities, events, personal information, what other functions would you like to add?(Please choose 2 at most). A. Chat B. Clock C. Picture and Video Sharing D. Quick Access to the Wallet (E-Payment) E. No Else Function Needed.	The idea of asking for other functions will demonstrate the usage frequency and how willing the participants will use the app. The more functions they pick, the longer time they will spend on using the app, especially for functions like chatting and Picture and Video Sharing.
2.	Evaluating from 1 to 5(from the most unlikely to the most likely), would you like to add classifications to the activities and events function to make them sort out? From 1 to 5.	Classification for the activities and events can provide a better UI experience for the users. The higher the score will be, the more willing the users to spend more time on the app, which indicates a better app.
3.	Evaluating from 1 to 5(from the most unlikely to the most likely), would you like to add the show of exposure sites on the map in the app? From 1 to 5.	The exposure sites should be updated frequently for the convenience of activities or event planning. With a higher score of this question, which will imply the users' awareness of the latest COVID-19 situation in the chosen region. The more they will be aware, the more the usage will apply to the mobile application.
4.	Evaluating from 1 to 5(from the most unlikely to the most likely), would you like to add the show of Big Data statistics for the chosen region? From 1 to 5.	Statistics such as the number of people who get infected show how serious the chosen region is. With a higher score of this question, which will imply the users' awareness of the latest COVID-19 situation in the chosen region. The more they will be aware, the more the usage will apply to the mobile application.

5.	<p>Evaluating from 1 to 5(from the most unlikely to the most likely), would you like to add quick appointments with professional teams(i.e., the nurse & doctor)? From 1 to 5.</p>	<p>Due to some government policies such as curfew or lockdown policy, the inconvenience of shopping for daily usage has become a problem. If the participants would like to add quick access to professional teams, it will help them with these life difficulties.</p>
6.	<p>If you add the function of quick appointments with professional teams, what services are you expecting? (Please choose 3 at most)</p> <ul style="list-style-type: none"> A. Medical Staff (i.e. nurses and doctors) B. Psychological Counseling C. Daily Purchasing D. Daily Maintenance & Repairing E. Others <p>(Please answer in the blank space.)</p>	<p>Continuing with the former question, if the users would like to have quick access to a professional team, this question will figure out what aspect of life do the users face in reality.</p>
7.	<p>Would you want to add the show of daily protection methods and notices in the app?</p> <ul style="list-style-type: none"> A. Yes B. No C. Neutral 	<p>The introduction of daily protection is useful for the user, if the answers tick yes more than no, it will show that the participants are concerned about the COVID-19 situation.</p>
8.	<p>Would you want to add the show of the common symptom to self-check if the user may get infected?</p> <ul style="list-style-type: none"> A. Yes B. No C. Neutral 	<p>The introduction of symptoms is useful for the user, if the answers tick yes more than no, it will show that the participants are concerned about the COVID-19 situation. Meanwhile, the symptom is really similar to the flu, a detailed brief introduction can help people to have a self check first with the limited medical resources.</p>
9.	<p>Would you want to add notice of the attenders' health condition (including the information if the attender may get exposed to those exposed sites or infected people, get injection for the vaccine or not) when you add the same activities into the calendar?</p> <ul style="list-style-type: none"> A. Yes B. No C. Neutral 	<p>When planning the indoor or outdoor activities, when it involves attenders, the health condition should take into consideration. If the answers tick yes more than no, it will show that the participants are concerned about the COVID-19 situation and indicates that users will have a better concern on the protection.</p>
10.	<p>How often do you feel you need large-organized activities with your friends or family?</p> <ul style="list-style-type: none"> A. Most of the time B. Occasionally (more than 4 times a month) C. Rarely 	<p>The more recently the users will consider to plan activities with friends or families to have a physical contact, the more possible to indicate the user is under high pressure, also may take hold illegal or policy-breached activities in private, which may worsen the current situation(get more people to be infected or become asymptomatic carrier they may not be noticed</p>

	(1-3 times a month) D. Never E. Prefer not to answer.	by themselves).
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1.3 Collected Questionnaire Responses and Analysis :

After gathering the result from this questionnaire, we can find out that beyond the demonstration of information about the COVID-19, there are less functions users would add to make the mobile application more complex, yet half users prefer to keep the app simple and half users would like to add a chat function.

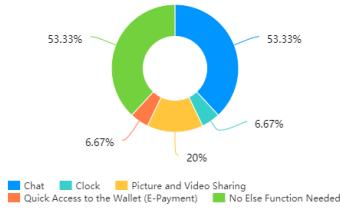


Figure 1.1

From question 2 (*Figure 1.2*), 3 (*Figure 1.3*) and 4 (*Figure 1.4*), there are more than 99% people seems really willing to add more information such as event classification to help them filter their preference, exposure sites to figure their suburb's health condition and data statics to help them with better acknowledge on the COVID-19 situation near them in order to have a better self-protection.

From question 5 (*Figure 1.5*) and question 6 (*Figure 1.6*), we can figure out that nearly 75% users are willing to have quick access to a professional team to seek help.

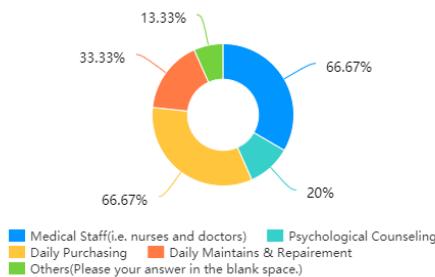


Figure 1.6

Based on the list, more than half people agree that they need the assistance of Medical Staff and Psychological, and one-third stick to daily life for purchasing and Maintenance & Repairing.

From question 7 (*Figure 1.7*) and question 8 (*Figure 1.8*), most users agree that it is okay to demonstrate more information on the instruction of daily-protection methods and self-check tests to let them gain more knowledge about the COVID-19 to protect themselves more thoroughly.

From question 9 (*Figure 1.9*), more than 85% of respondents have a strong willingness to add sub-functions under the calendar to help them with identifying the visitors' health condition and also allows them to decide whether to attend the organized activities or not based on visitors' health condition to prevent themselves from getting infected.

Lastly from question 10 (*Figure 1.10*), nearly 80% of users have a dispassionate mood on the COVID-19, which seem to be under no pressure of the situation. What's more, the high percentage of users also indicates that they prefer not going outside to get infected and understand how serious the virus is, meanwhile the large figure will also imply that with the good control on physical contact with those virus carriers, may lead to the decrease of infection cases.

2.1 Questionnaire

URL:https://docs.google.com/forms/d/1OvfSV45_8UPaNSIIUirODwhkejSBHfTMmIn7ku12aWs/edit#responses

2.2 The profile of the users:

For the profile of the users, I choose young adult people as my respondent. All of them are from the 19 to 29 age group with different employment statuses. Some of them are overseas students and others may have been employed. Based on this user profile, I make an interview questionnaire to gather data from participants.

2.3 Dissemination:

Through using Email, Wechat to invite the classmate, friends or others to participate in the survey. One of the biggest difficulties is the limitation of the Internet, some people can not connect to Google form without the VPN connection.

Question	Analysis
Q1. What is your gender? Male Female Prefer not to say	Closed-ended question, Single response question. To gather the user profile.
Q2. Choose your age group Under 18 19-29 30-39 40-49 50-59 Over 60 Prefer not to say	Closed-ended question, Single response question. To gather the user profile.
Q3. Which state do you currently live in? VIC NSW SA QLD WA NT TAS ACT Outside Australia Prefer not to say	Closed-ended question, Single response question. To gather the user profile.
Q4. What is your degree? Under Bachelor Bachelor Master PHD Prefer not to say	Closed-ended question, Single response question. To gather the user profile.
Q5. What is your employment status? Unemployed Student Full-time job Part-time job Freelancing Prefer not to say	Closed-ended question, Single response question. To gather the user profile.

<p>Q6. On a scale of 1 to 10, how would you rate the impact of pandemic restrictions on your personal life?</p> 	<p>Closed-end question, rating scales type. Asking participants to rate their impact experience during pandemic restrictions.</p>
<p>Q7. Which of the following activities or events do you use to attend on a regular basis? (multi-select)</p> <p>Shopping Socializing Sports Entertainment Food & Drinking Working or Studying Participating in religious activities Other</p>	<p>Closed-end question, multiple response question. To know what actions they usually do, gather their experience and desires.</p>
<p>Q8. On a scale of 1 to 10, what is the percentage of the events that you planned to attend being cancelled or postponed due to the pandemic?</p> 	<p>Closed-end question, rating scales type.</p>
<p>Q9. On a scale of 1 to 10, how would you rate your confidence in using mobile applications?</p> 	<p>Closed-end question, rating scales type. To know the ability to use mobile apps from the participants.</p>
<p>Q10. Which of the following aspects of a mobile application is most important to you? (multi-select)</p> <p>Customizability Easy to Learn Functionality Security Interface Other</p>	<p>Closed-end question, multiple response question. From users' perspective, knowing what function or feature is important when they are using the apps. Gather their desires.</p>
<p>Q11. Which of the following features do you think will have some effects on your decision of planning or attending an entertainment activity? (multi-select)</p> <p>COVID-19 Restrictions Participants Distance of activity Activity match with interest The safety of the activity Other</p>	<p>Closed-end question, multiple response question. To collect the participant's experience and opinion about the reason for influence planning.</p>

<p>Q12. Will you use an application that provides information about entertainment events and activities and is accessible for different users in the community you live in?</p> <p>Yes No Hard to say</p>	<p>Closed-ended question, Single response question. To gather the user's perspective and attitude about the new apps.</p>
<p>Q13. Following the features, which feature do you consider will be useful? (multi)</p> <p>Allow users to create a profile with preferences on types of events/activities General news about events/activities Allow users to plan events/activities and add them to their calendars Provide events/activities that match the user's preferences that are with current pandemic restrictions Show all participants in each events detail Allow user to set the events to public or private</p>	<p>Closed-ended question, Follow question. To know the availability of the new function based on the user's experience and desires.</p>
<p>Q14 Which of the following sign-in options do you prefer to use? (multi-select)</p> <p>Google Twitter WeChat Create a new one Without sign-in Other</p>	<p>Closed-ended question, multiple response question. Gather the experience and desires from respondents to know what type of sign-in option they want to apply.</p>
<p>Q15. What functionalities would you like to see in an application that helps you planning or booking activities and events (optional)?</p>	<p>Open-closed question. Allow participants to articulate their thoughts in their own words and help us to develop the app function further.</p>

2.4 Data collection and Analysis

Through observing the result, all the participants' profiles matched the expectation. All of them are from the 19 to 29 age group. Most of them currently live in Australia, especially in VIC. Others are currently living outside Australia. Almost 90% of participants have master's degrees. 15 out of 17 have suffered some impact from pandemic restrictions. In this respondent group, all of them do not usually participate in religious activities. However, the regular activities are Sports, Entertainment, Shopping, and Food & Drinking. Due to the pandemic, 14 out of 17 have canceled or postponed events over 50 percent. Most of them have sufficient experience or confidence in using mobile applications. And the aspect of easy to learn, functionality, and security for a mobile application is most important for them. Compared with that, the interface is not much required. Considering the Covid-19 restrictions plays a significant basis when they are deciding or planning an activity. Activity matches with their interest and the distance of the activity is followed. Most of them will prefer using this kind of application to help them plan or book entertainment events. For the current planning functions, the create profile with preference and

allow users to plan events and add them to the calendar are the most popular and useful functions. The most preferred sign-in option is sign-in through Wechat or Google account.

Overall, from this research, the user from the 19 to 29 age group has suffered a variety of influences during the Covid-19 pandemic restriction. The most activity they participated in are sports, entertainment, shopping. The most important features for a mobile application, which decided whether they will use it or not, are easy to learn, function, and secure. Covid-19 restriction and the activity match with their interest is a useful function for this app. Providing a variety of sign-in options is necessary. Using questionnaires for data collection is useful that can help the designer to gather the user's experience, desires, and perspective as much as possible. Through gathering that information, it can help the designer based on user's thoughts and habits to improve their products. Then to gain more user satisfaction. However, there are still have some limitations to this method. Firstly, the authenticity of the answer. Due to the personality, it is hard to ensure each answer is their real and true opinion. What is more, the sufficiency of questionnaires results. Lack of sufficient questionnaire results will lead to the reliability of the outcome.

Appendix

1. Yuanjia Wang Questionnaire Response

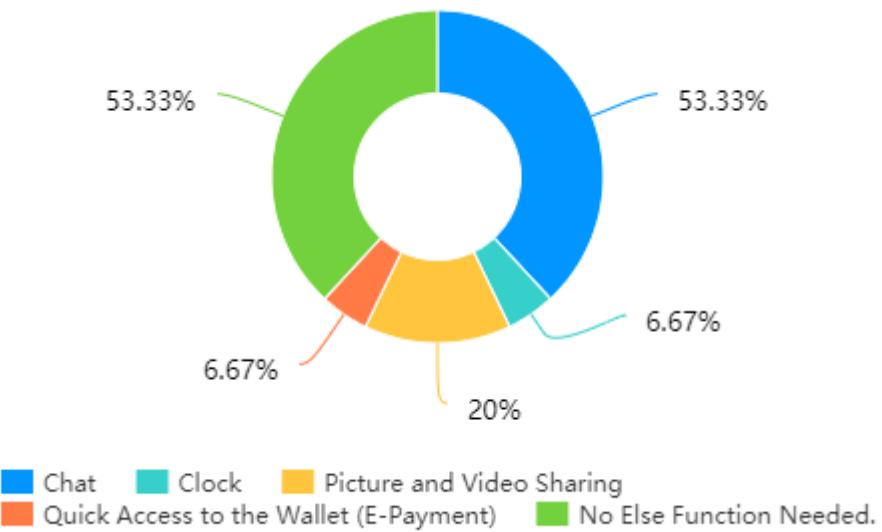


Figure 1.1

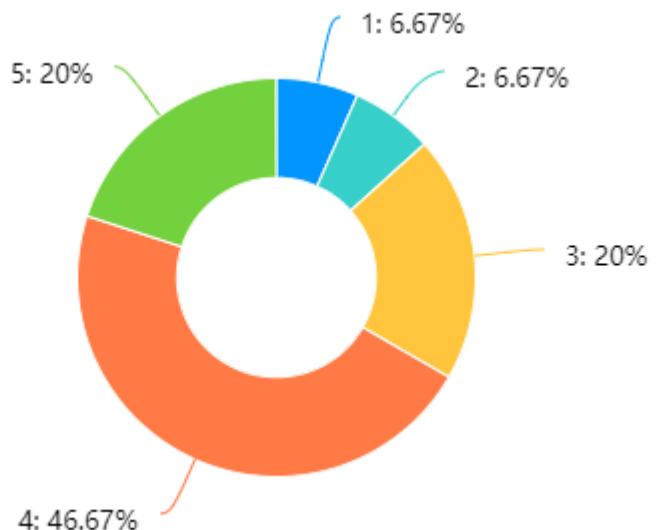


Figure 1.2

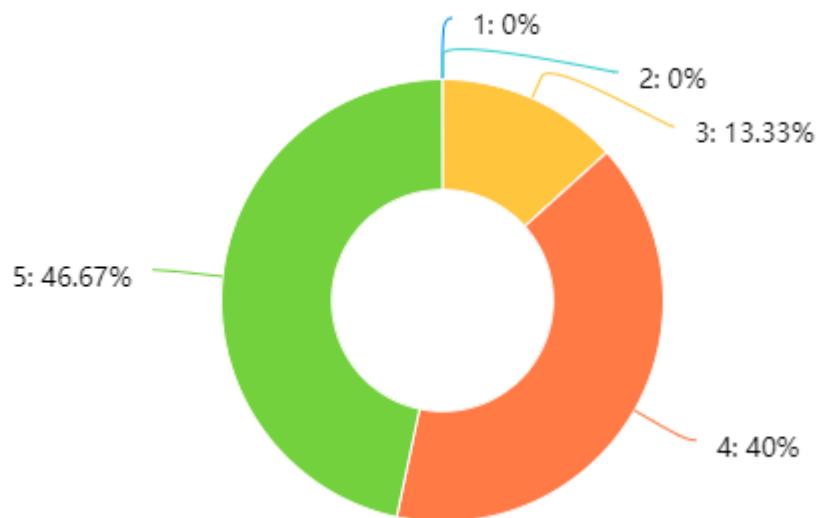


Figure 1.3

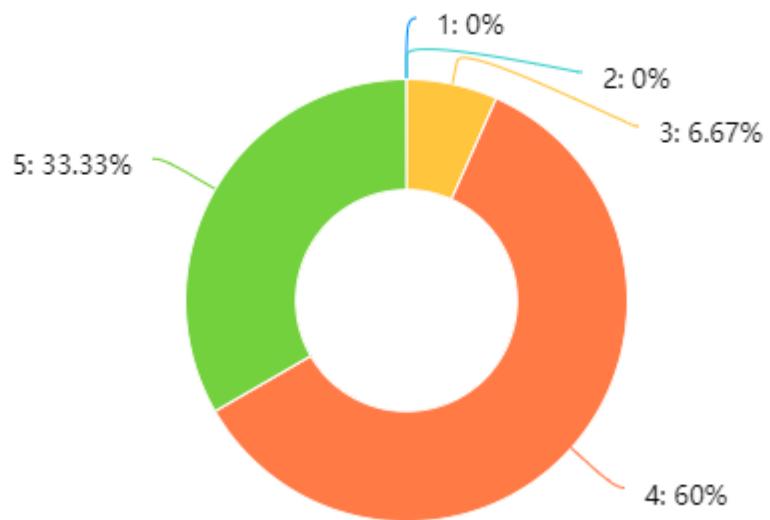


Figure 1.4

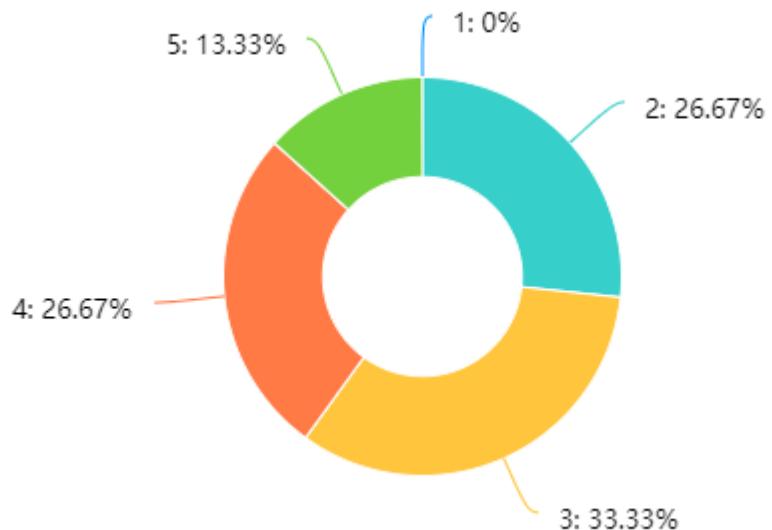


Figure 1.5

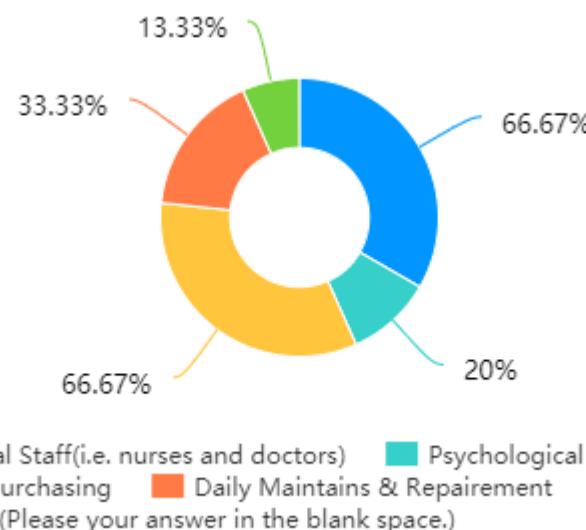


Figure 1.6

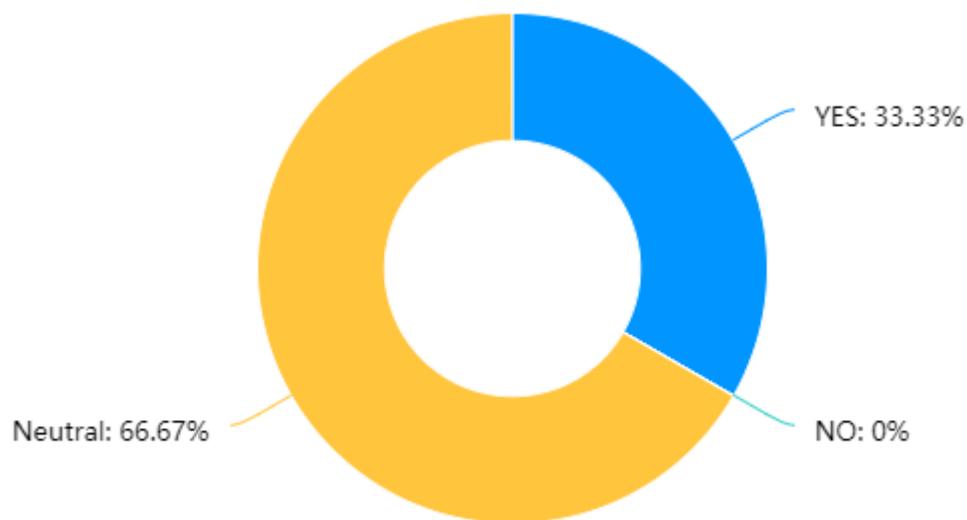


Figure 1.7

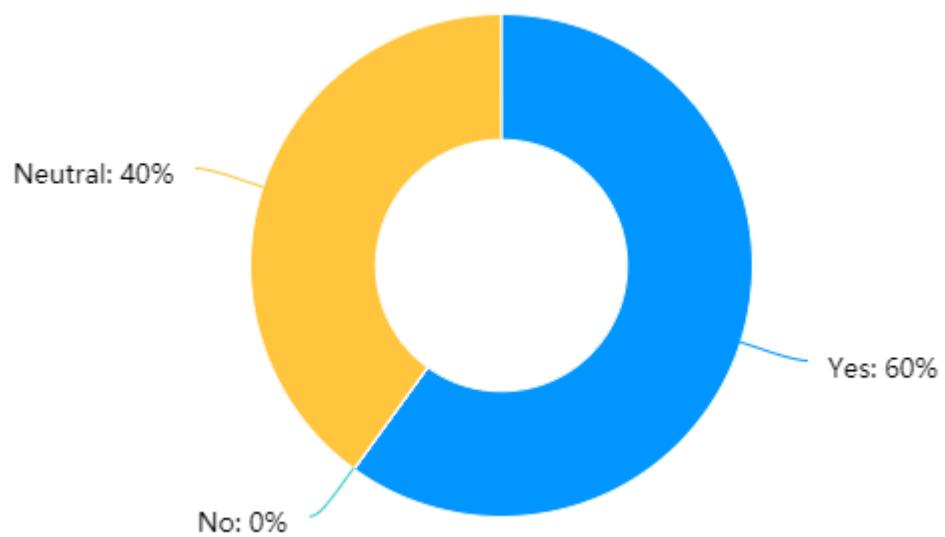


Figure 1.8

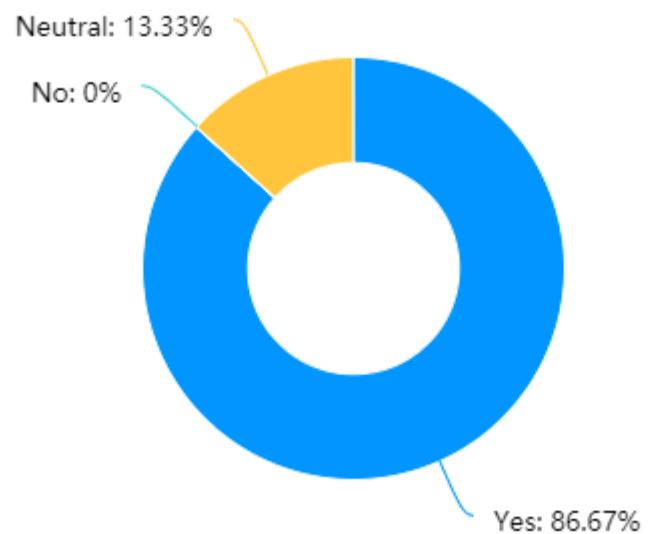


Figure 1.9

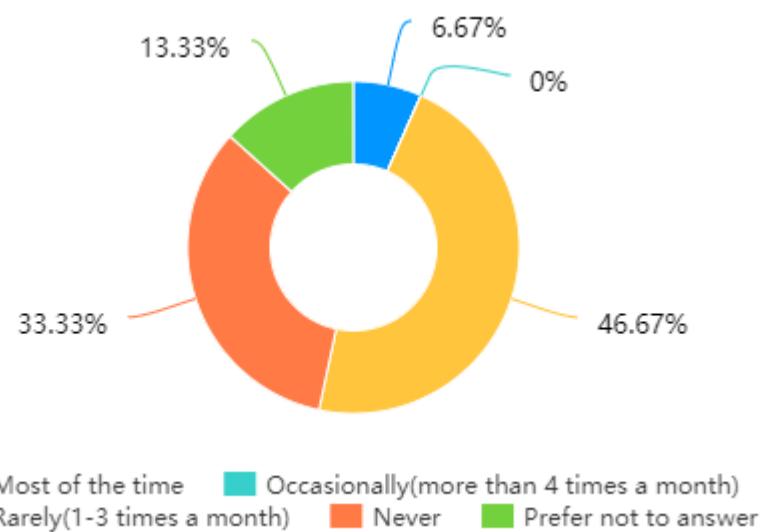


Figure 2.0

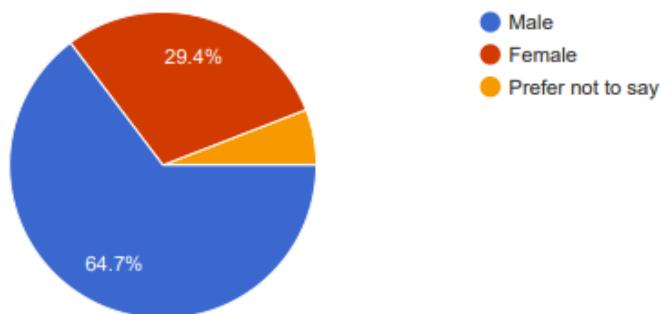
2. Yi Chong Questionnaire Response

17 responses

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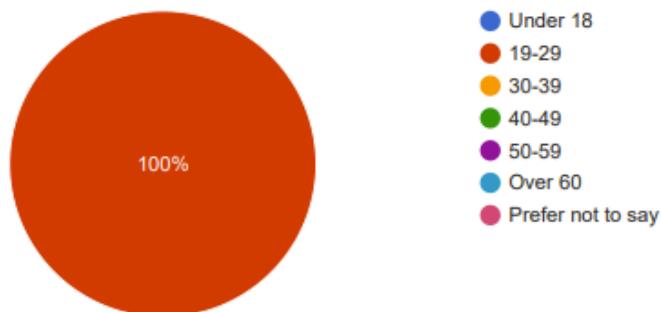
Q1. What is your gender?

17 responses



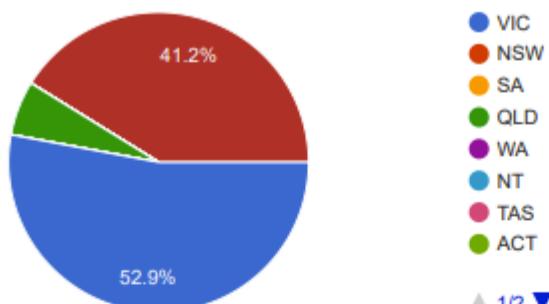
Q2. Choose your age group

17 responses



Q3. Which state do you currently live in?

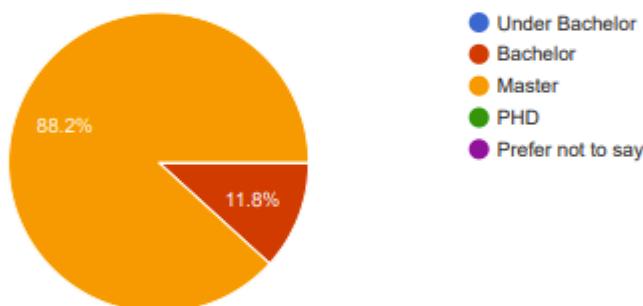
17 responses



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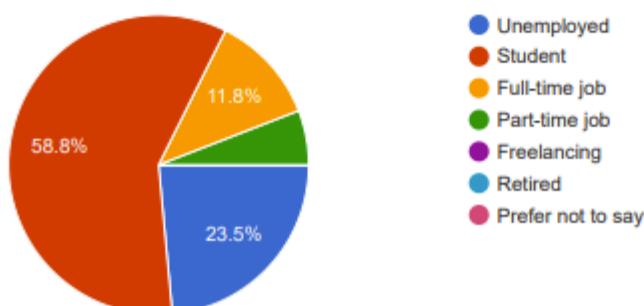
Q4. What is your degree?

17 responses



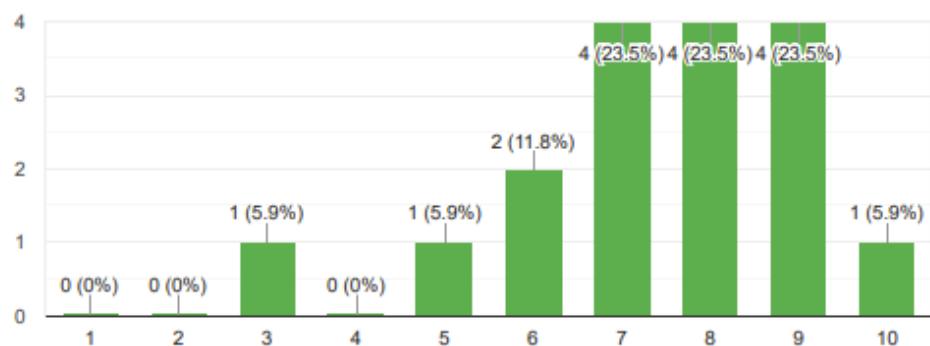
Q5. What is your employment status?

17 responses



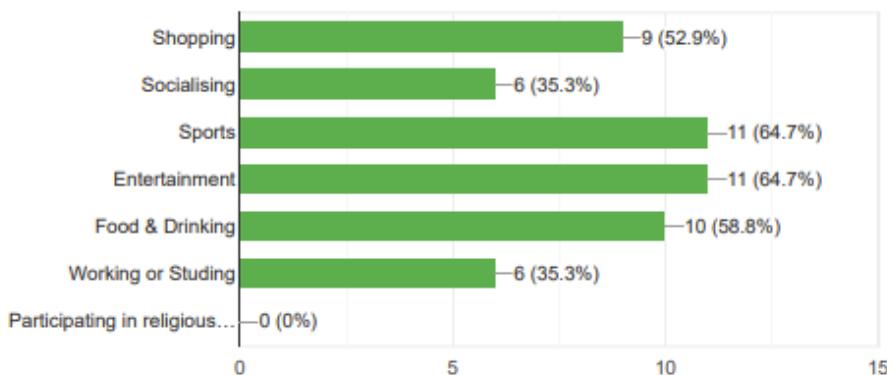
Q6. On a scale of 1 to 10, how would you rate the impact of pandemic restrictions on your personal life?

17 responses



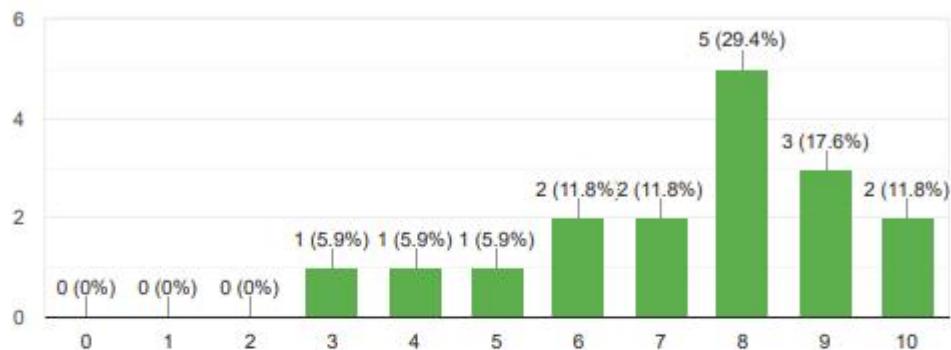
Q7. Which of the following activities or events you use to attend on a regular basis? (multi-select)

17 responses



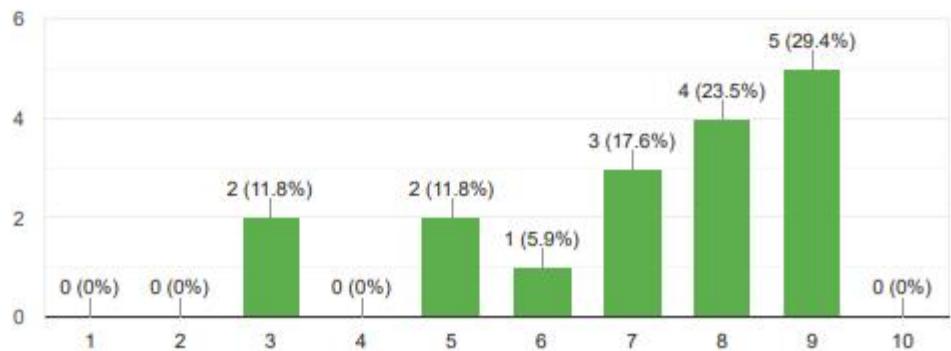
Q8. On a scale of 1 to 10, what is the percentage of the events that you planned to attend being cancelled or postponed due to the pandemic?

17 responses



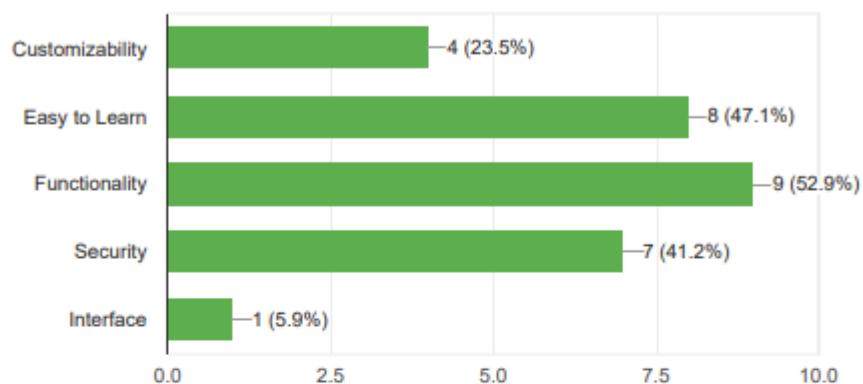
Q9. On a scale of 1 to 10, how would you rate your confidence in using mobile applications?

17 responses



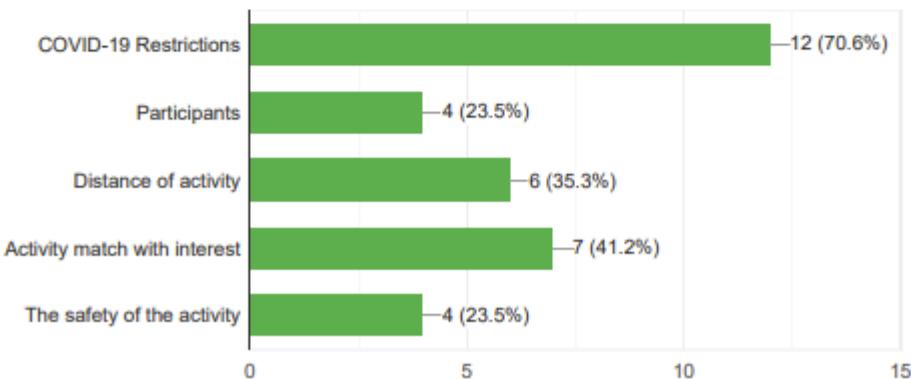
Q10. Which of the following aspects of a mobile application is most important to you? (multi-select)

17 responses



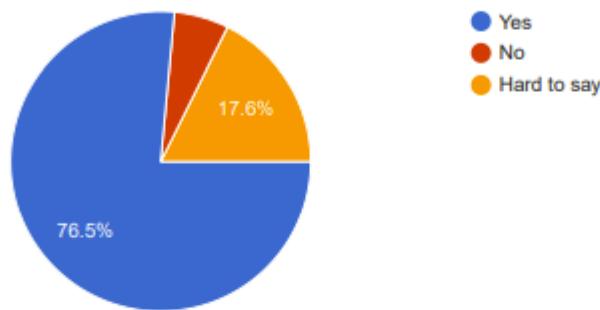
Q11. Which of the following feature do you think will have some effects on your decision of planning or attending an entertainment activity?(multi-select)

17 responses



Q12. Will you use an application that provides information about entertainment events and activities and is accessible for different users in the community you live in?

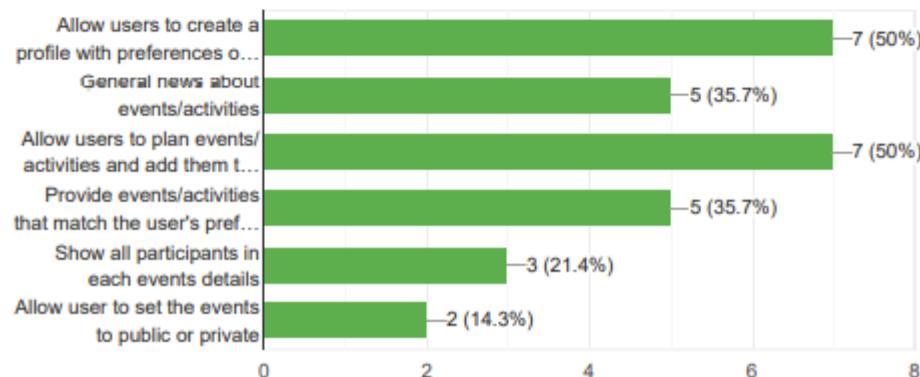
17 responses



Yes

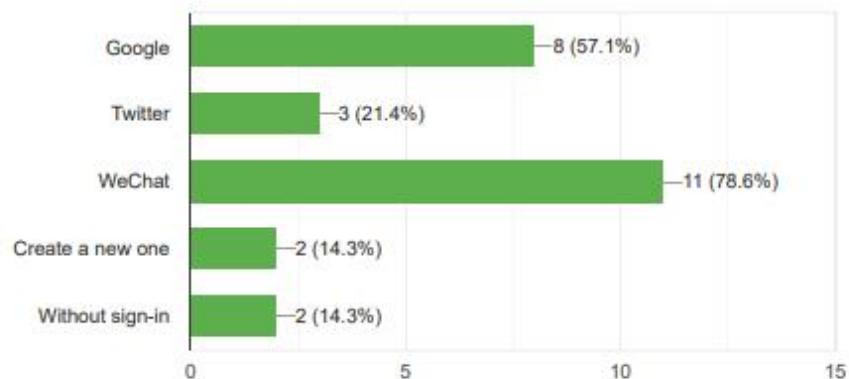
Q13. Following the features, which feature do you consider it will be useful? (multi)

14 responses



Q14 Which of the following sign-in option do you prefer to use?(multi-select)

14 responses



Q15. What functionalities would you like to see in an application that helps you planning or booking activities and events (optional)?

4 responses

recommend the events that my friends have joined or created

nothing

I hope to get real-time information about the epidemic, such as the number of cases, the time of lockdown, and travel distance restrictions.

Provide the business information of entertainment venues or gyms and reply business hours.

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