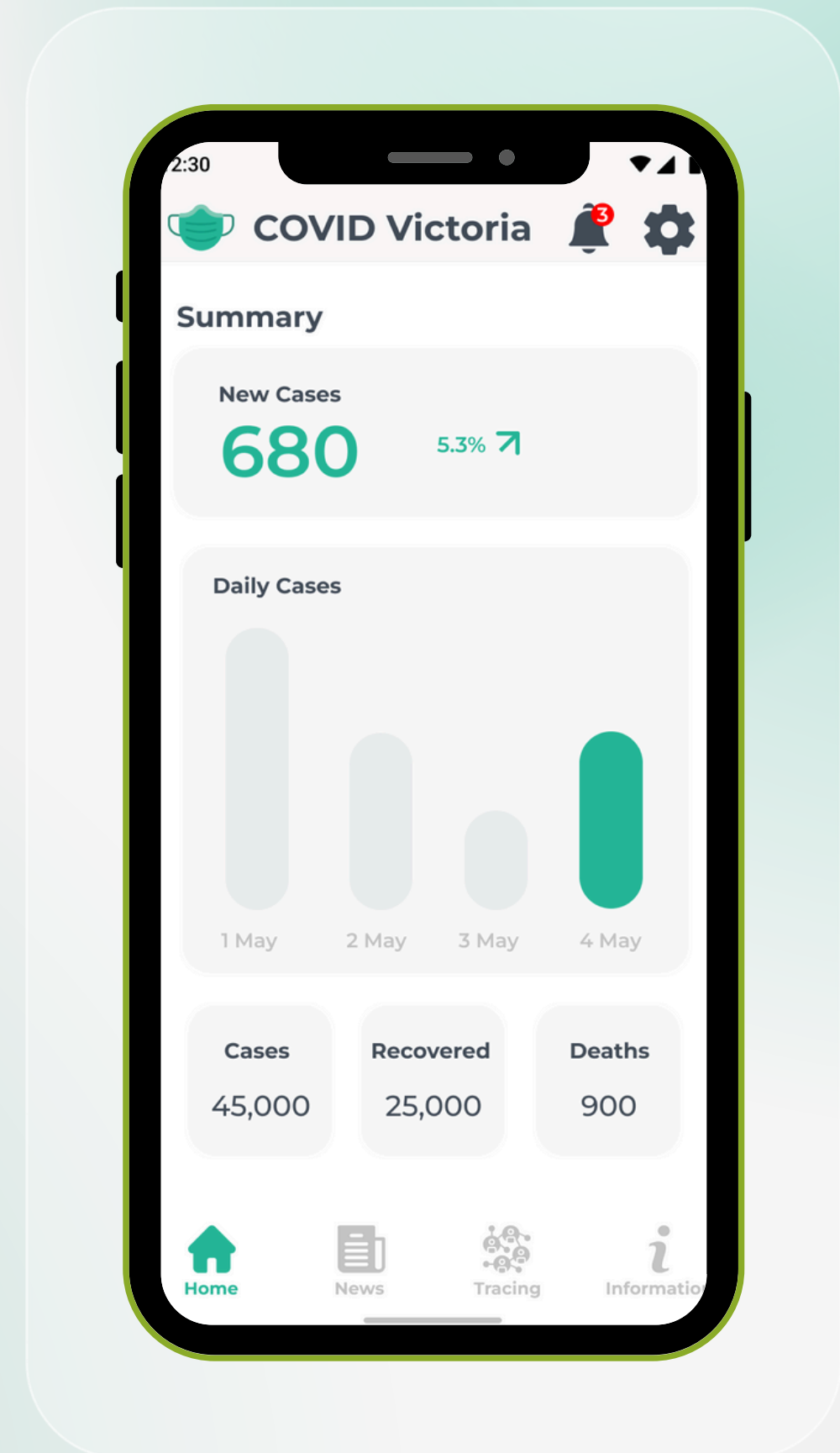




# COVID-Victoria

Sarah Tran





# Background

## Team

Sarah Tran  
Ryan Whiteman  
Adam Ye

## Timeline

February 2021 - May 2021  
(12 weeks)

## Role

UX/UI Designer

## Tools

Figma  
Miro  
Zoom



# About

The ongoing COVID-19 pandemic plays an important part in everyone's daily lives and has been effecting them to a great degree.

The pandemic was a stressful situation which made it difficult for many people in the community to follow restrictions and recommendations correctly.





01

Required too much time to gather information

02

A lot of sources are unreliable and inaccurate

03

Too much information was presented at once which made it unclear

04

No user friendly apps

# Problems

The pandemic was a stressful situation which made it difficult for many people in the community to follow restrictions and recommendations correctly.





# Solutions

The aim of this project is to design a system that makes this information transparent, easy to understand, and accessible for users in the community.

01

Providing data that is quick and easy to read

02

Providing accurate and reliable sources

03

Clearly represented information and easy to understand

04

Can easily access testing and vaccination locations



About

**Discover**

Define

Develop

Deliver

# Questionnaire



19 people via Google Forms

**We sent a questionnaire via Google Forms to 19 people, who reported finding it tiring or difficult to keep up to date with the current pandemic.**

- Throughout the COVID-19 pandemic, what challenges have you faced in getting the latest information that you need?
- What type of information do you want a COVID-19 app to provide?
- What information would you be comfortable providing to aid contact tracing?
- What other features do you expect a one stop COVID-19 app to offer?
- Do you currently use any apps, websites, or other sources for COVID-19 information? Why do you
- use the services you do, what do you like about them, and are there any you do not wish to use and
- why?
- How often do you check these other sources for Covid updates?



About

Discover

Define

Develop

**Deliver**

# Findings

68%

Faced challenges in keeping up with COVID-19 related news

95%

Was happy to share location and enable contact tracing

74%

Currently use an existing source to receive updates on COVID



About

**Discover**

Define

Develop

Deliver

# Findings



"I don't actively seek information so it is hard to keep up to date"

-A uni student



"Apps are not typically user friendly and make it hard to navigate to find info."

-A programmer



"I always have to check the news to update my kids but I get confused by the multiple sources."

-A parent



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# Key Insights

## Challenges

News was unreliable and not accurate. Also had an overwhelming amount of text and it was hard to keep up with.

## Privacy

All were happy to share location as long as data was securely stored. It will also help them find nearby clinics.

## Features

Majority wanted to know about cases and places to be wary about.

## Sources

Adults preferred to watch TV while University students leaned towards social media.





# Lily Williams

20 Yrs



## ABOUT

Lily is a University student who lives about an hour away from her University. She uses the train about 4 times per week to get to and from University. She is worried about catching COVID-19 during her commute and hopes there are ways to help warn her and keep her up to date with accurate and precise news daily.

## GOALS

- To stay safe on the train to and from University, as it gets quite busy and packed
- To be able to get the latest news and updates regarding the pandemic
- Receive information quickly and accurately

## CHALLENGES

- Too much time spent travelling on the train to University, making her more susceptible to catching COVID
- Social media tends to have fake news and misleading information about COVID
- Too much information presented on news sites

## AGE

20

## OCCUPATION

Student

## STATUS

Single

## LOCATION

Melbourne, Australia

## BEHAVIOUR

- Frequent user of social media and occasionally comes across information about COVID on Facebook/Twitter
- Always uses Google to look at information
- Enjoys looking at graphs and visuals

## EXPECTATIONS

- An app that is very visual and easy to read
- Wants to be wary of cases in her area, places to be wary about, testing locations, symptoms and other general information

# Personas



# Van Nguyen

50 Yrs



## ABOUT

Van is an immigrant from Vietnam, living in Australia and although he is always trying to improve his English, he still struggles at times. He works full time at a bakery and constantly has to make sure he abides by the rules and restrictions for COVID-19. In addition, he has two children who are in school and he wants to make sure they are safe at all times and are aware of current lockdown rules.

## GOALS

- To make sure him and his family especially his children are safe
- Find summarised information on the pandemic

## CHALLENGES

- English is difficult as it is not his primary language
- May have to take extra precautions at work as he works with food

### AGE

50

### OCCUPATION

Baker

### STATUS

Married

### LOCATION

Melbourne, Australia

## BEHAVIOUR

- English is difficult as it is not his primary language
- May have to take ext
- Enjoys looking at graphs and visuals

## EXPECTATIONS

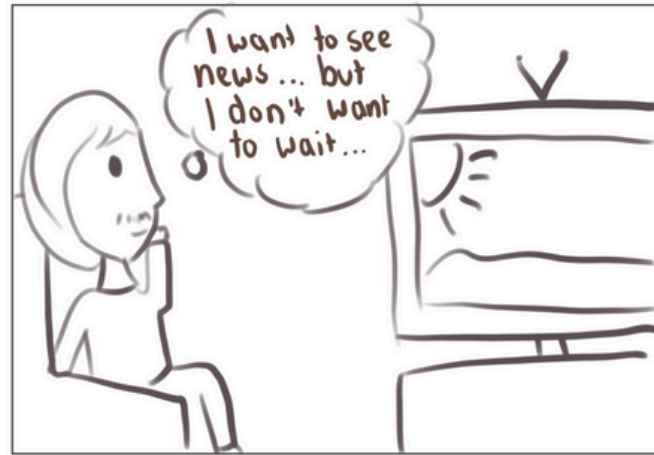
- Wants an app that provides news in a simple way
- Wants to be aware of lockdown rules and be able to keep up to date with latest news and information

# Personas

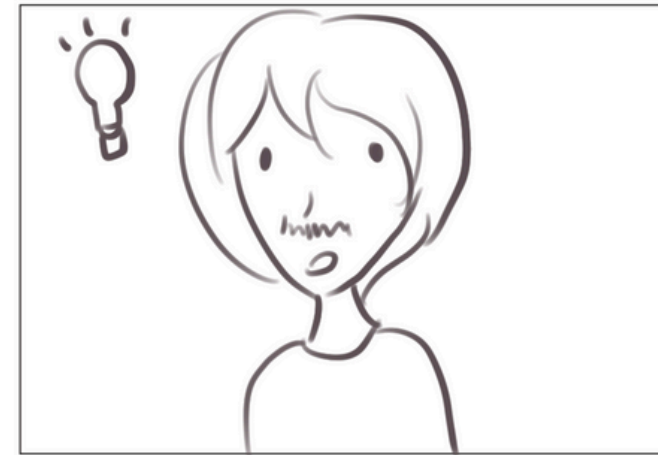




# Storyboard



Van is watching TV but has to wait till 6pm for any COVID news.



Van remembers he has the COVID-19 app.



Van realises he can now listen to the news whenever and wherever he wants.



Van notices quite easily that he can even switch languages to Vietnamese.



Van quickly goes to warn his children about new lockdown rules.



Van now uses the app everyday as it is super convenient.





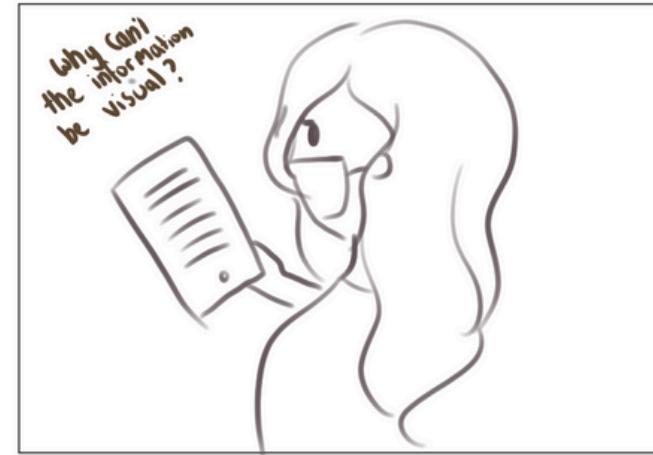
# Storyboard



Lily is a student travelling to University and wants to check the news.



The lack of visuals and amount of text in news articles overwhelms her.



Lily decides to go on app store to find something more convenient



She discovers an app that helps her visualise the information instead of reading.



There are graphs, statistics and even a map to show which places are safe.



Overall, she loves the app as it is visually enticing and displays information nicely.



About

Discover

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Develop

Deliver

# Feature Prioritisation

## Must Have

- Concise summary of COVID information
- Restriction changes
- Nearby cases
- Contact tracing
- Information securely stored

## Should Have

- Covid outbreak locations
- Testing locations
- Graphs and statistics

## Could Have

- Translations

## Won't Have

- Videos about COVID



About

Discover

**Define**

Develop

Deliver

# Key Features

## Facts and Statistics

Displays cases as a graph and show location of cases on a map.

## Quick Access

Home page should have a quick overview and have buttons to other pages.

## Reliable News

Information about COVID-19 will be from trustworthy sources with links for fact checking.

## Basic Information

There will be basic information about the pandemic for any frequently asked questions, symptoms, vaccines, etc



About

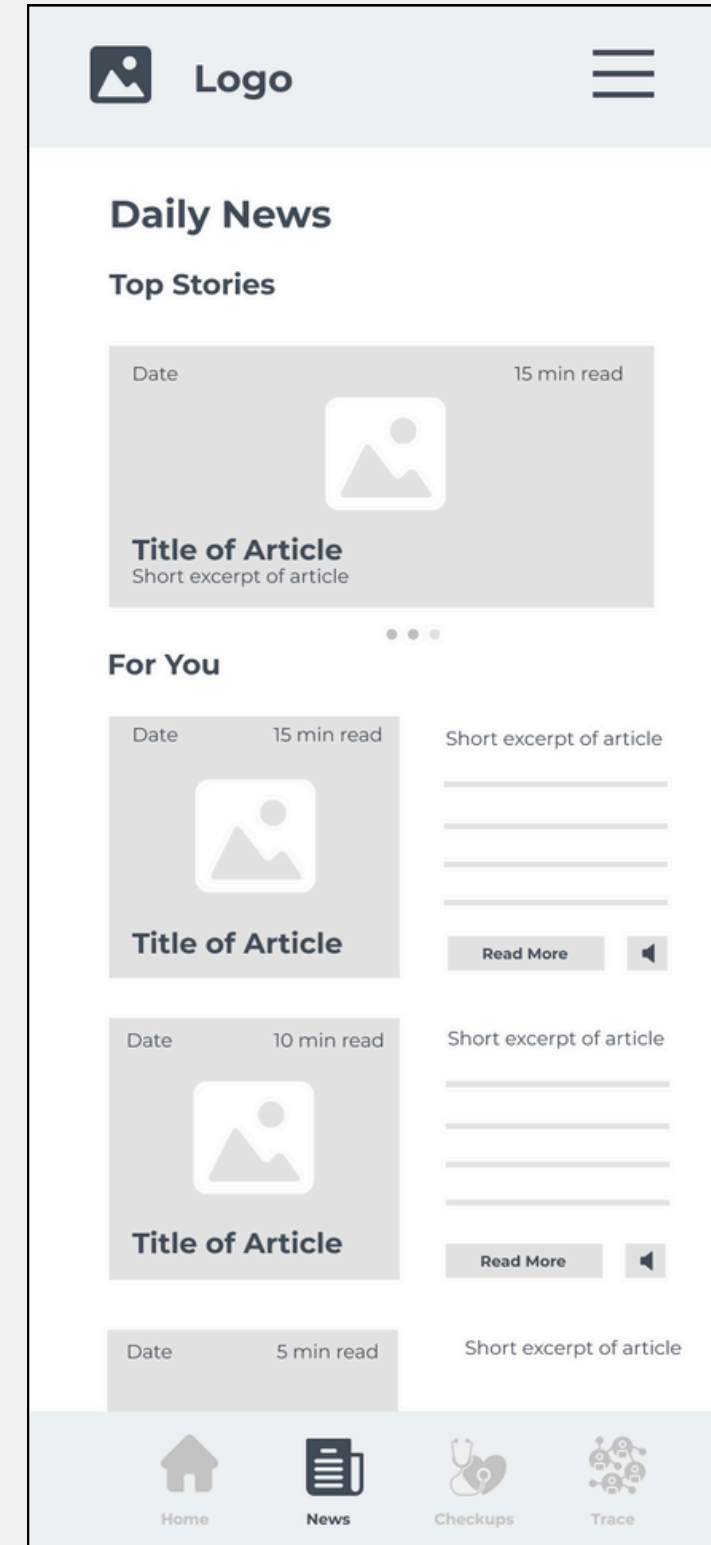
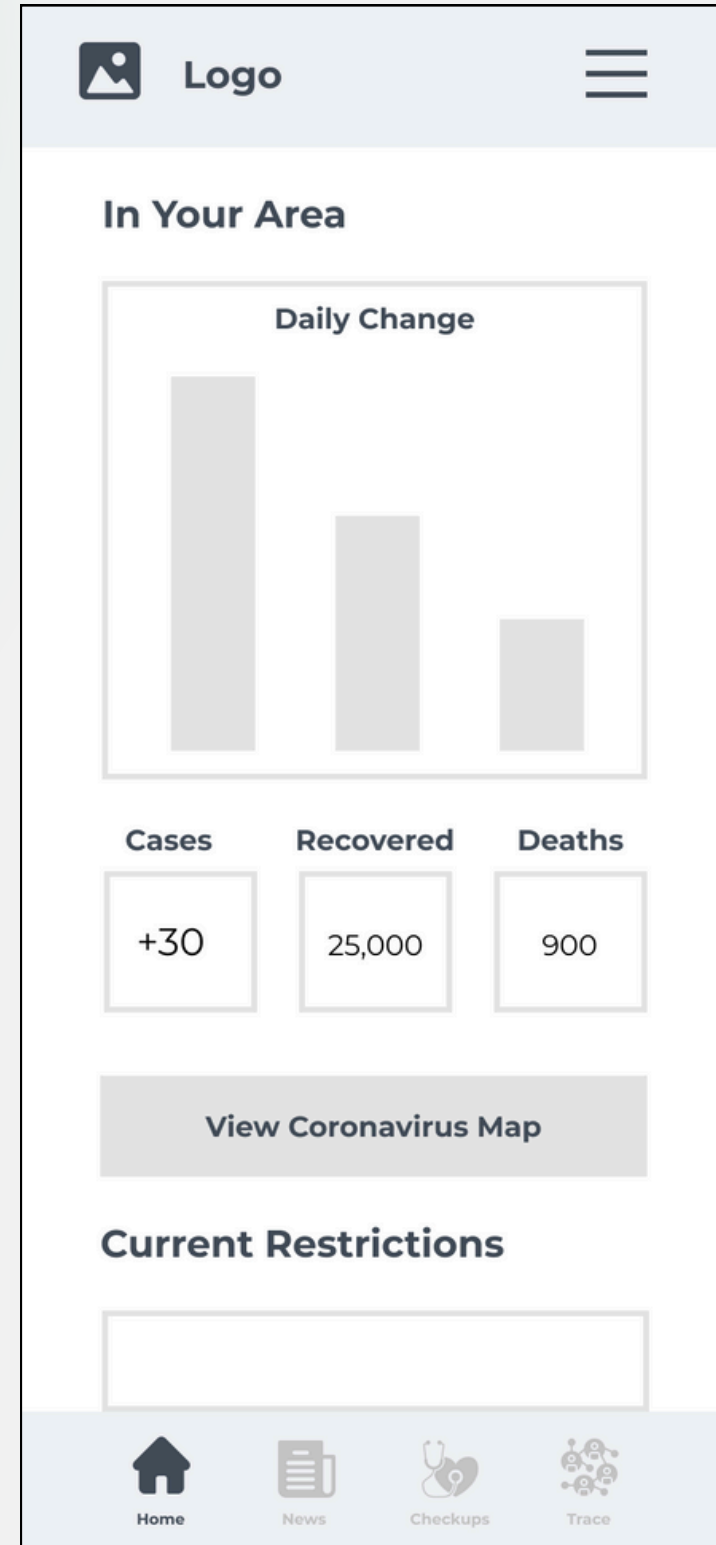
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# Mid Fidelity







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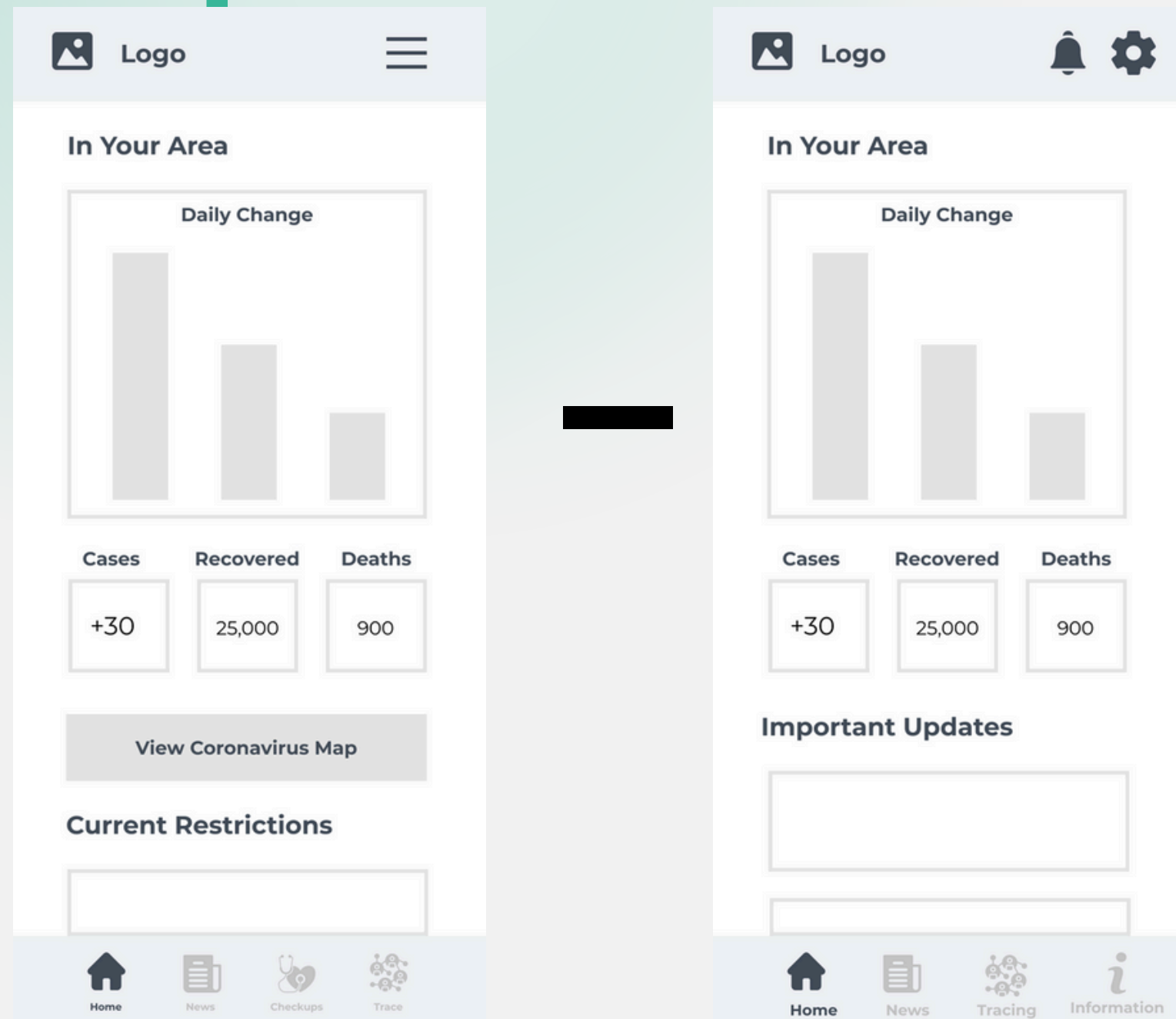
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# Improvements



After testing and sharing suggestions with team members, we iterated and changed our designs to better suit our user's needs.

01

The settings and notification icon replaces the previous hamburger menu to be more specific.

02

Changed the map button and current restrictions to important updates.

03

Changed menu icons at the bottom to make it more broader and better capture all the information presented in the app.



About

Discover

Define

**Develop**

Deliver

## Colours



## Logo



## Fonts

**Montserrat**

# Style Guide



About

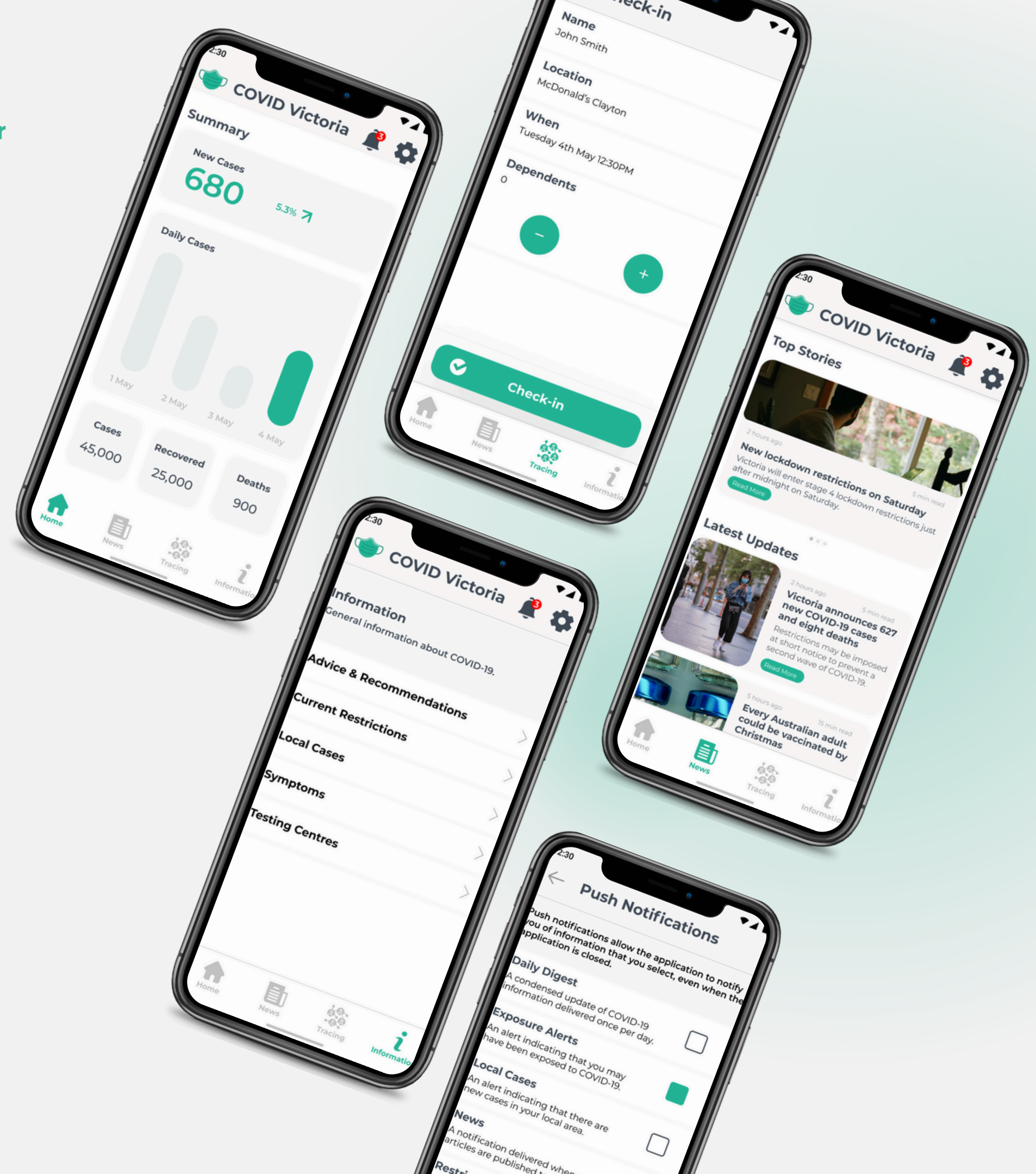
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Define

Develop

Deliver

# High Fidelity





About

Discover

Define

Develop

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# Welcome

## Important Updates

Users will receive notifications on latest restrictions and lockdown changes.



## Summary

Instantly track, cases, recoveries and deaths in your area at a glance







About

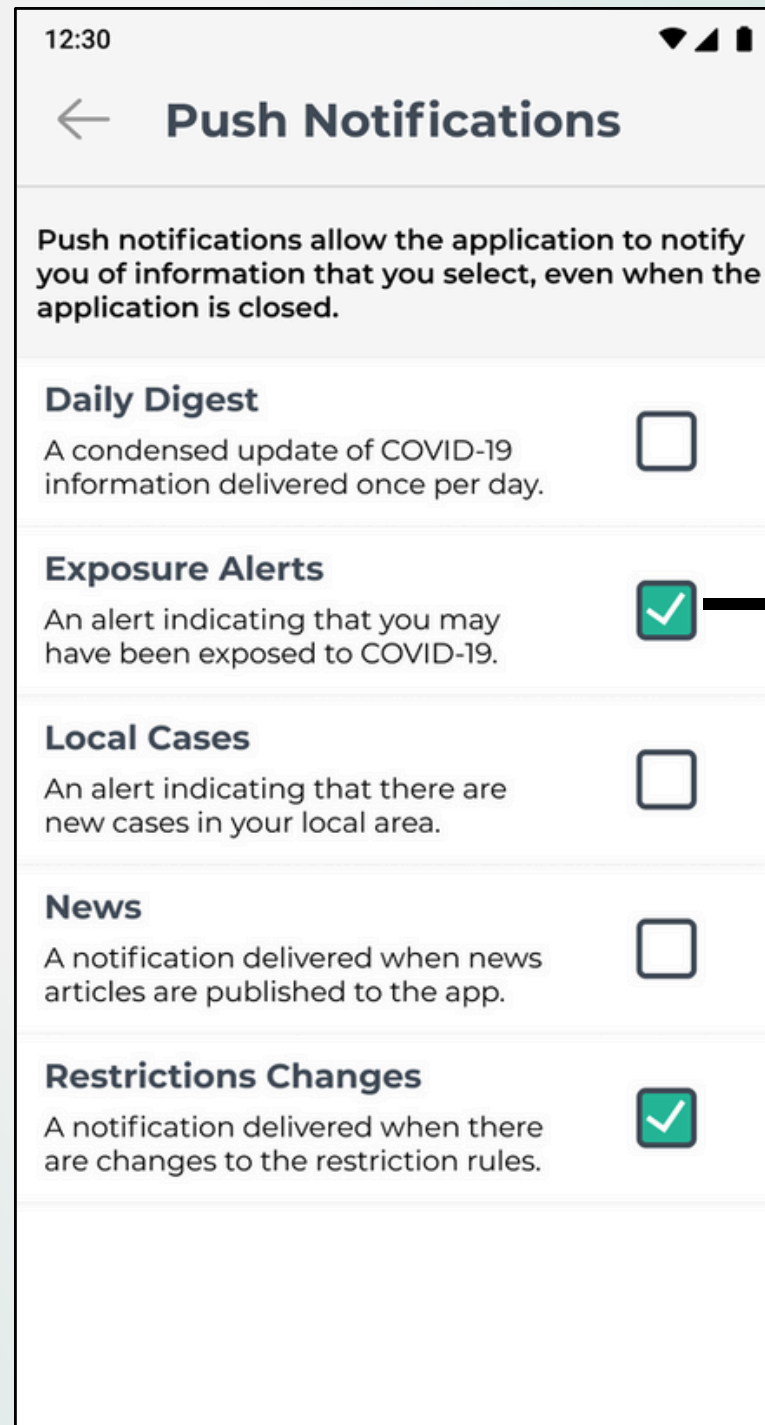
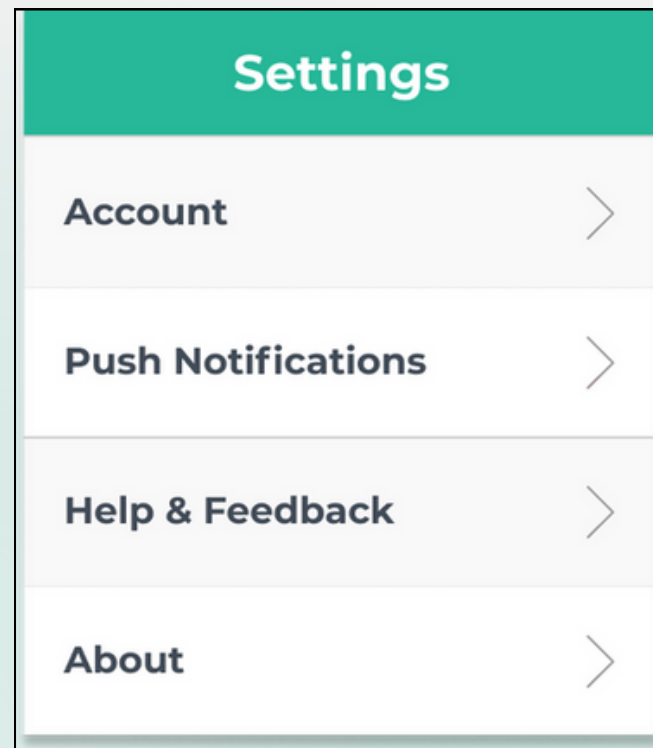
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Deliver

# Notifications



**Notifications**

Select which notifications you would like to receive



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Define

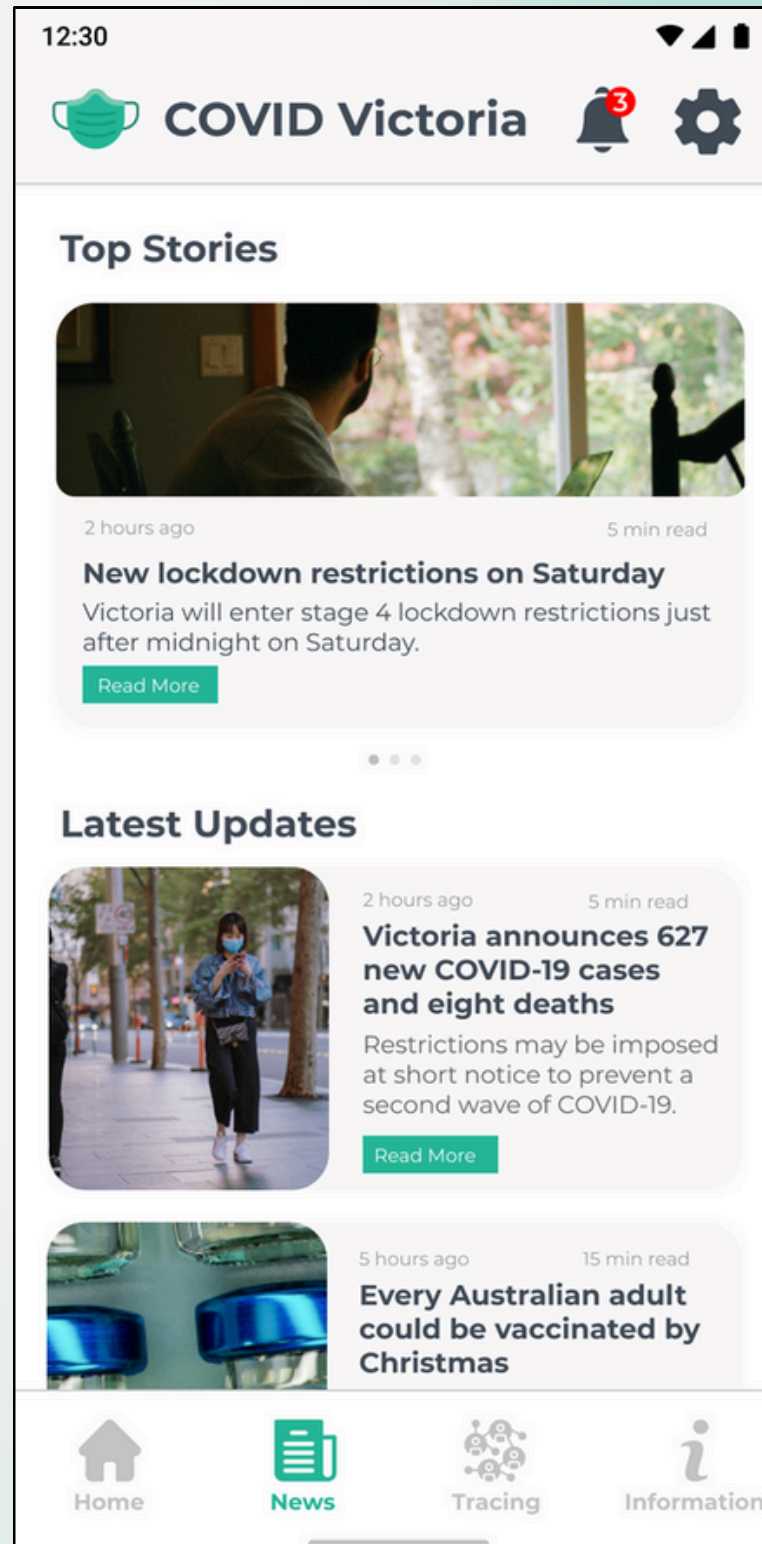
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# News

## Latest Updates

News will be ordered from most recent to oldest. Will show estimated reading time for users who are busy or have limited time.



## Top Stories

Important stories will be displayed first in a carousel.



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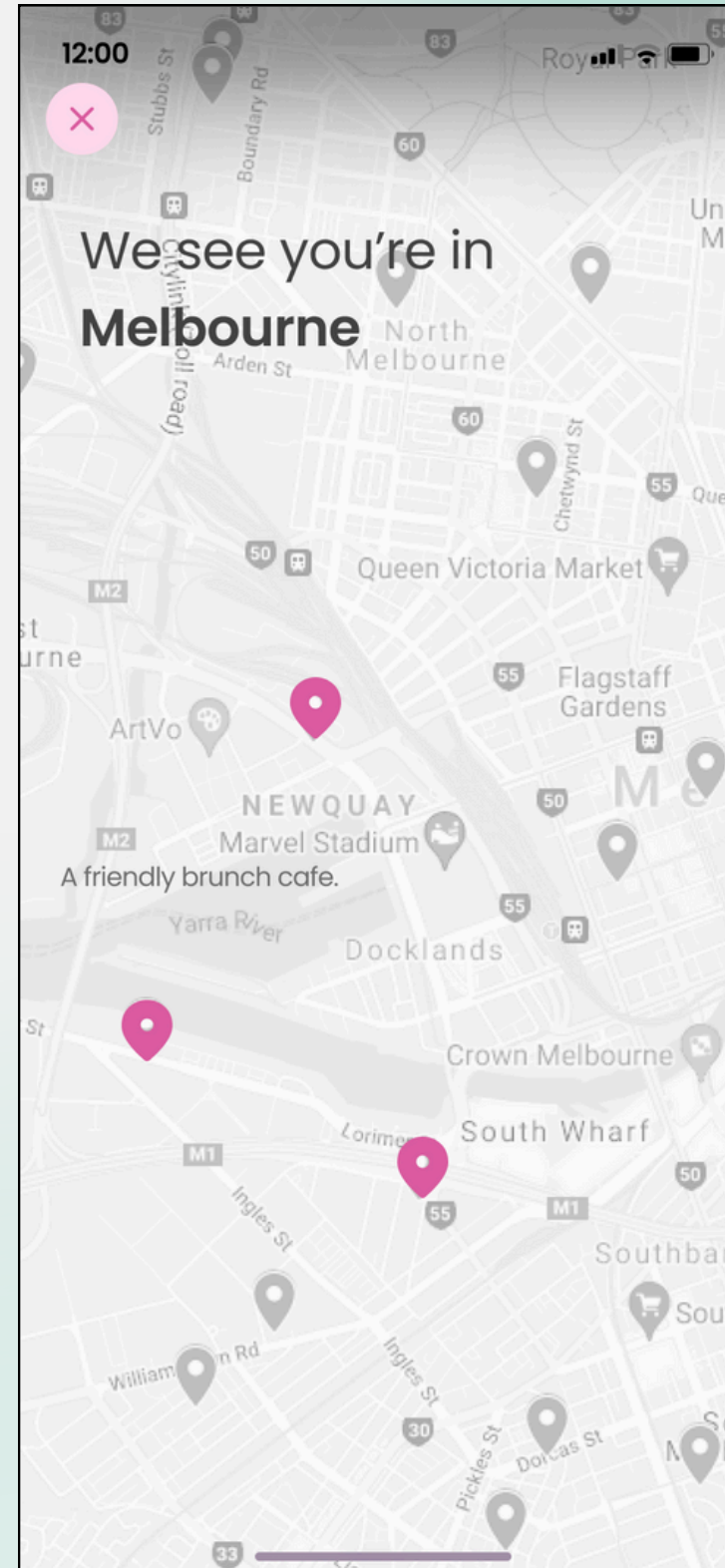
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### Liked Restaurant

Liked restaurants will all be displayed on the map by being highlighted.



### Location

The map will show the user's exact location and nearby restaurants. There will be directions to follow in order to go places.



# Map





About

Discover

Define

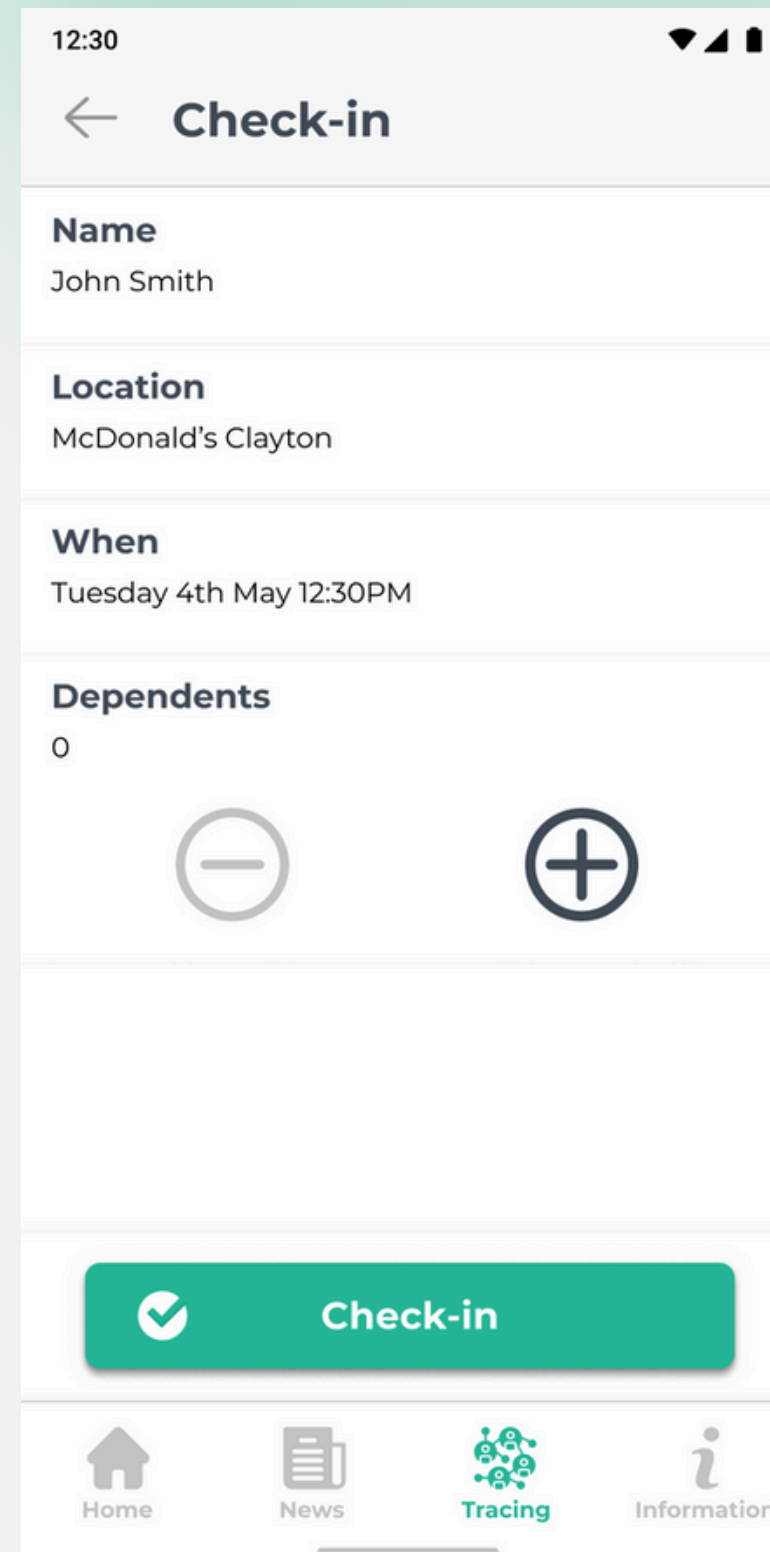
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# Check in

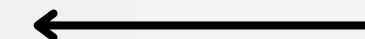
## Scan

Scanning will be used to identify the QR Code to check into places.



## Check in

This allows the user to input their data for contact tracing purposes.





About

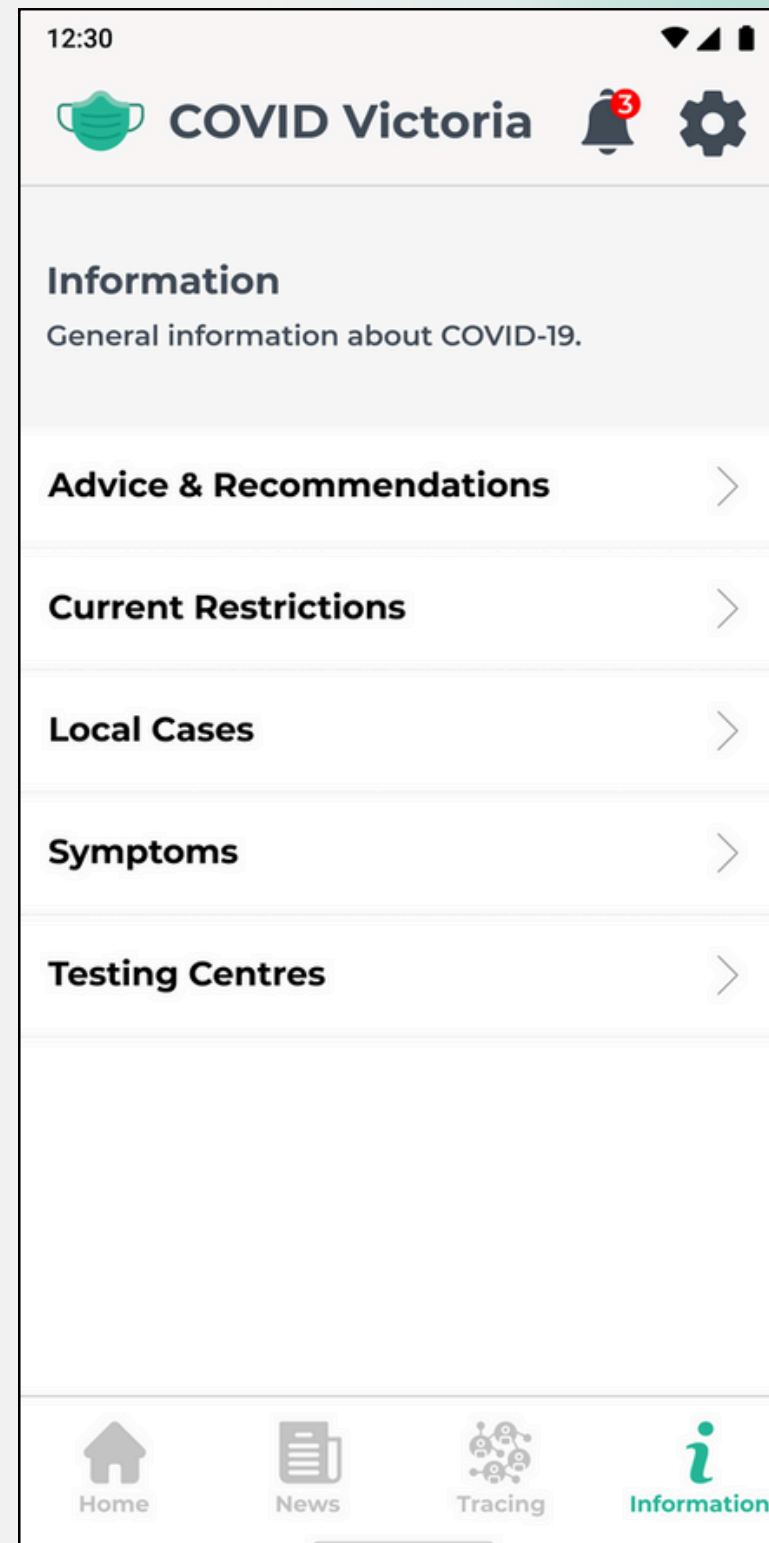
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Define

Develop

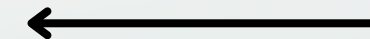
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# Filters



## Information

A menu that has all general information/frequently asked questions regarding COVID-19







About

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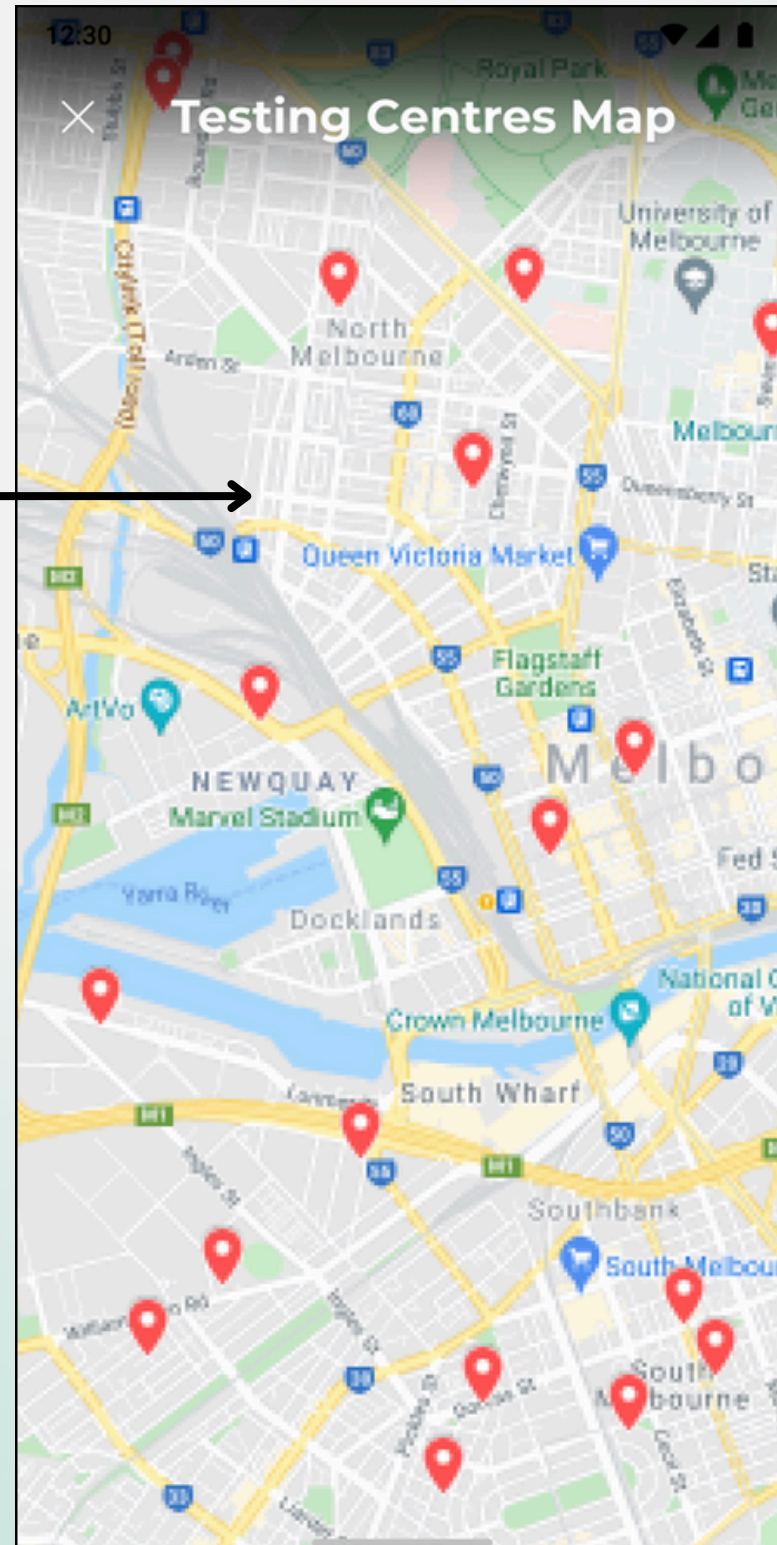
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Develop

Deliver

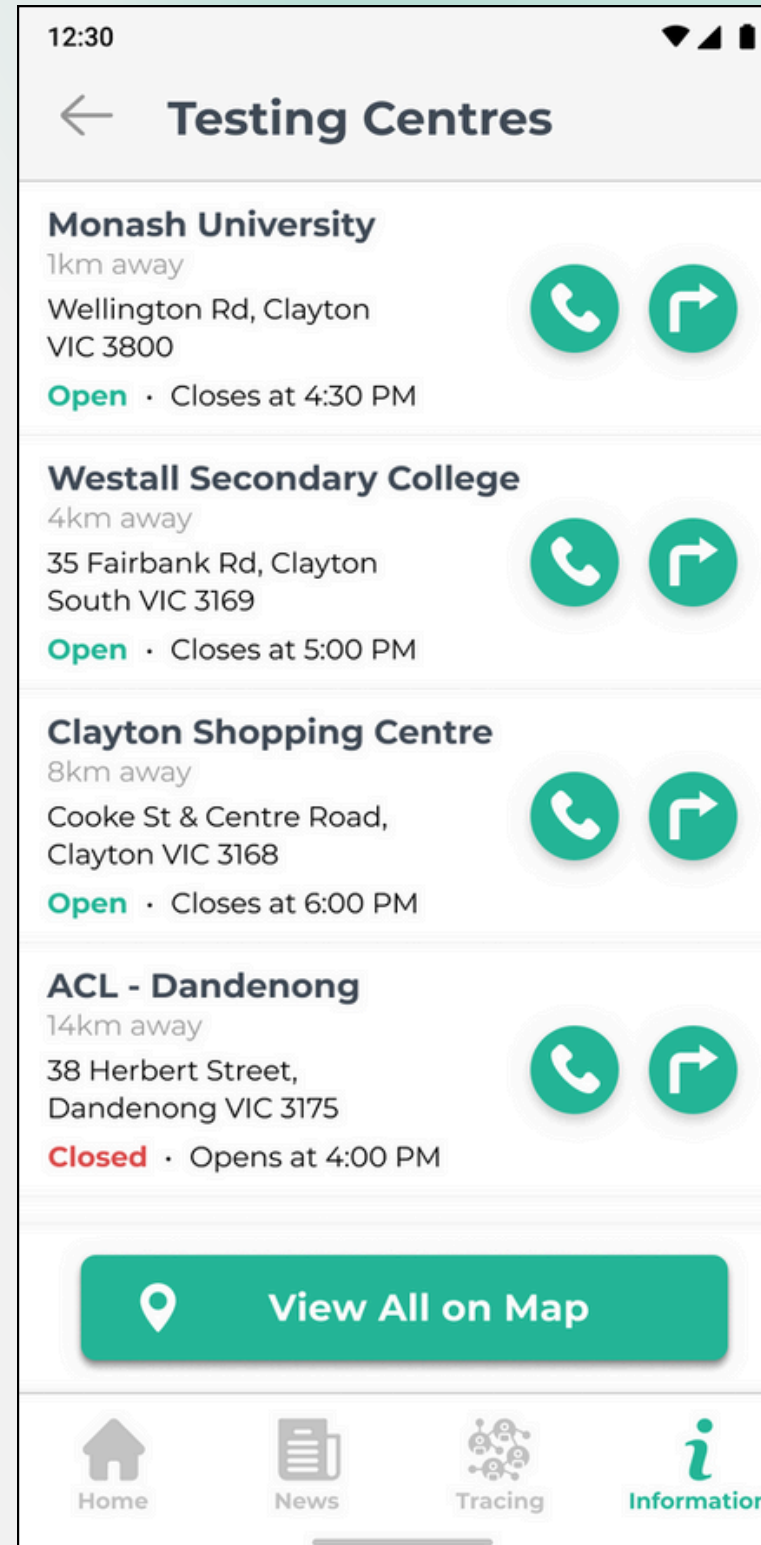
## Map

A map that displays the address of the testing location



## Testing Centres

A list of testing centre locations with a phone number, address and open/close time



# Friends



About

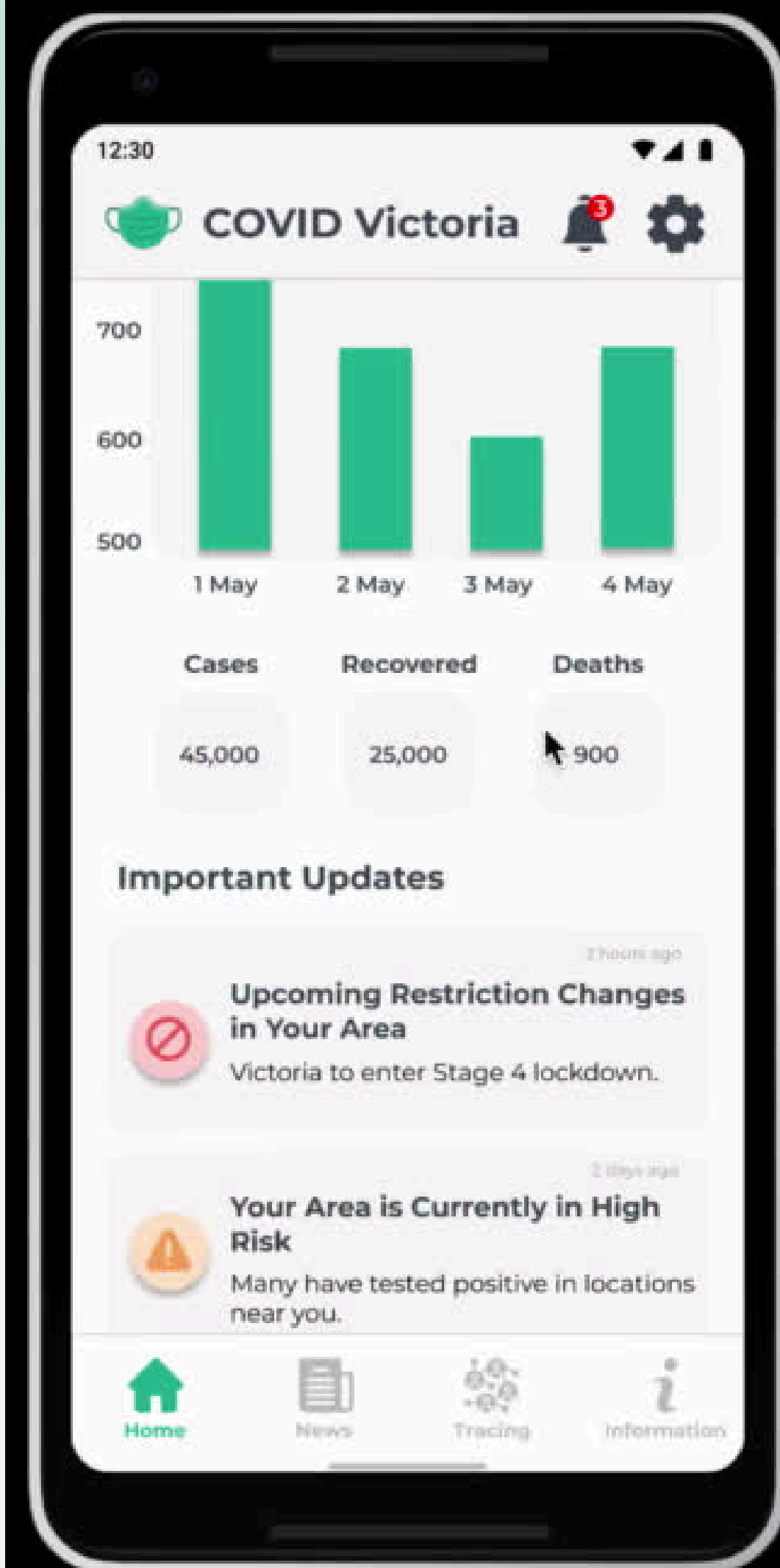
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Define

Develop

Deliver

# Prototype Demo





About

Discover

Define

Develop

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# Takeaways

## What went well

- Improved my UI design skills by taking inspiration and playing more with colours, shadows and styles
- Was able to conduct detailed research and obtained very useful quantitative and qualitative data

## What did not go well

- It is hard to prototype the map feature in Figma, as we want to navigate around a map which limits the experience in our prototype
- Some interactions such as the swiping mechanic, I didn't know how to prototype

## What could be improved

- Could interview more people to get more results, and to also get more people to participate in testing
- Could revisit our feature prioritisation and add more features that could go into the final product