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

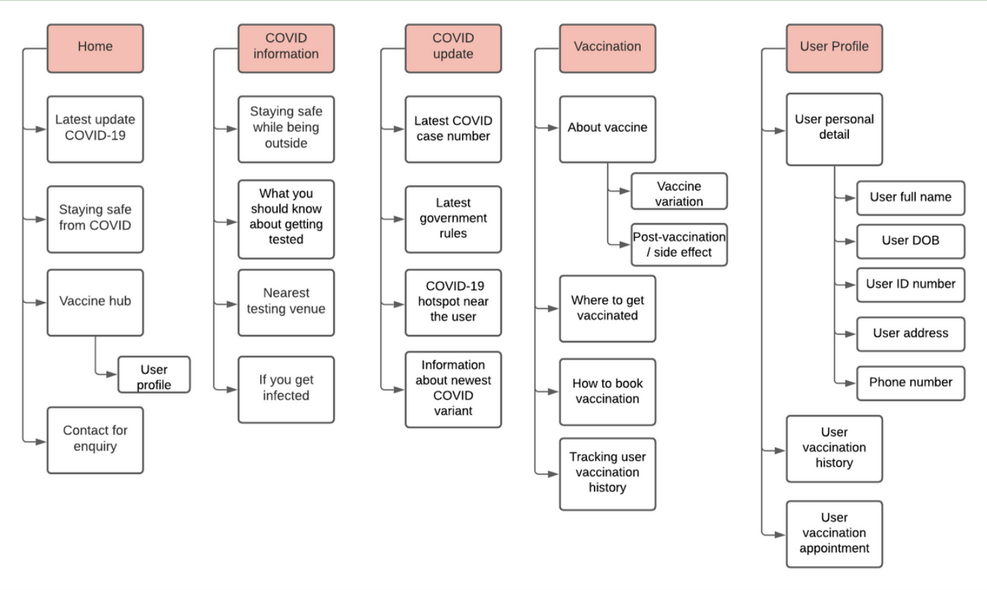
People who would like to get their vaccination

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.

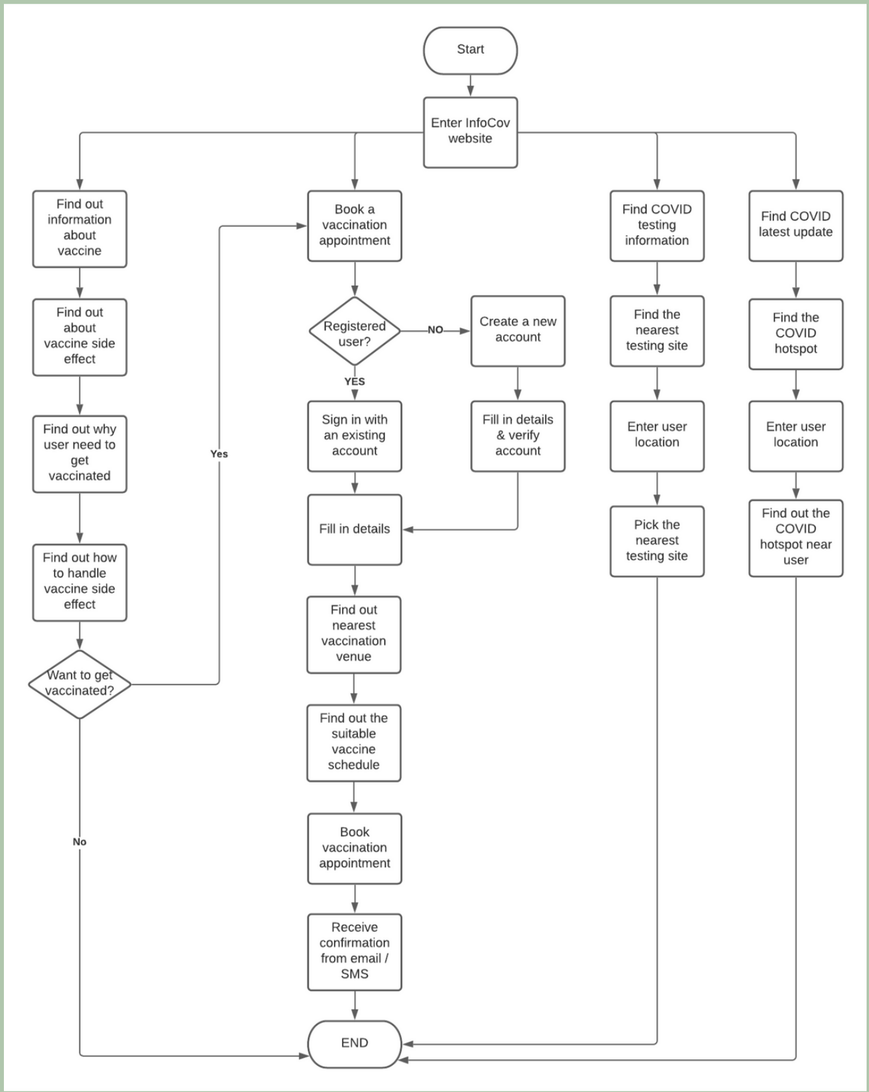
COVID Information
This section will mainly contain every information about COVID-19 such as getting tested, how to stay safe, etc.

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/Zbe6pc1PjCHlBMO3wFHv2I/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.

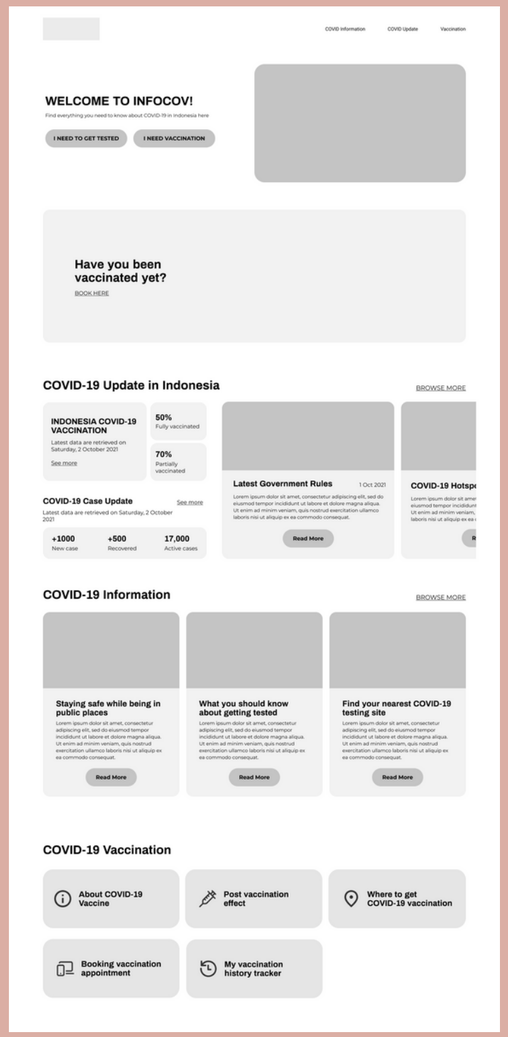
More details:
https://www.figma.com/file/Zbe6pc1PjCHlBMO3wFHv2I/InfoCov?node-id=0%3A1

INTERFACE COMPOSITION

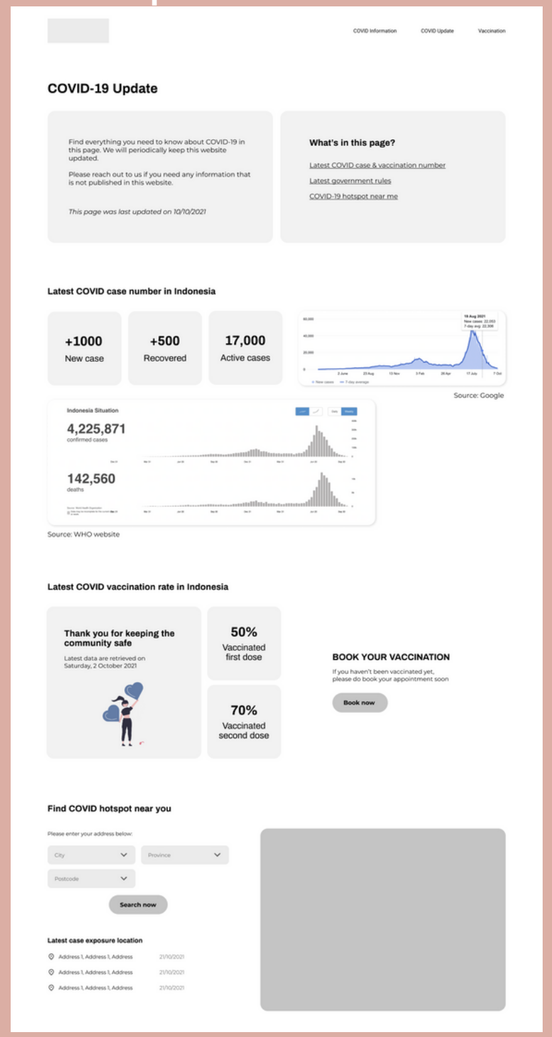
Low fidelity - High fidelity - Prototype

WIREFRAME

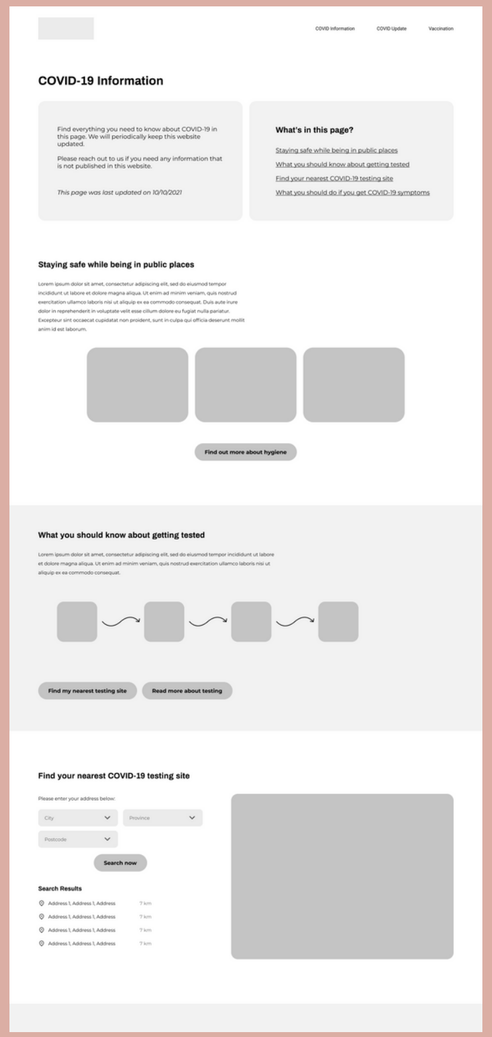
Home



COVID update



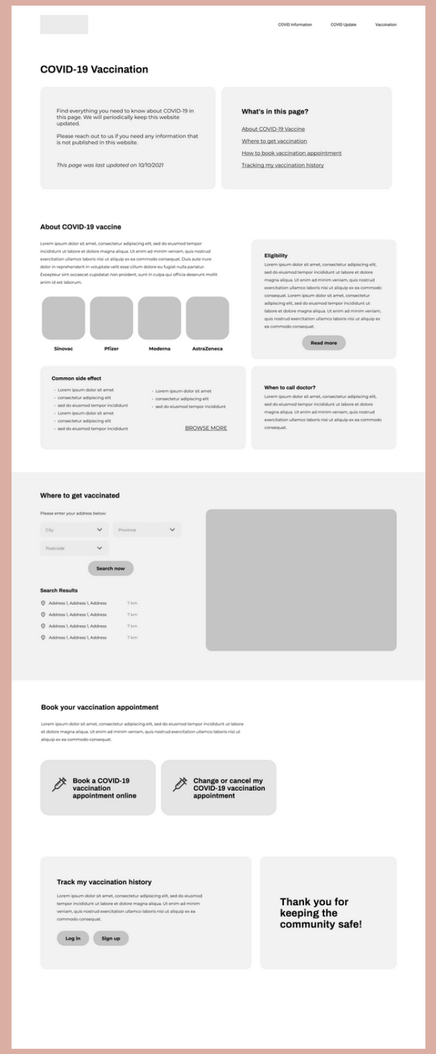
COVID information

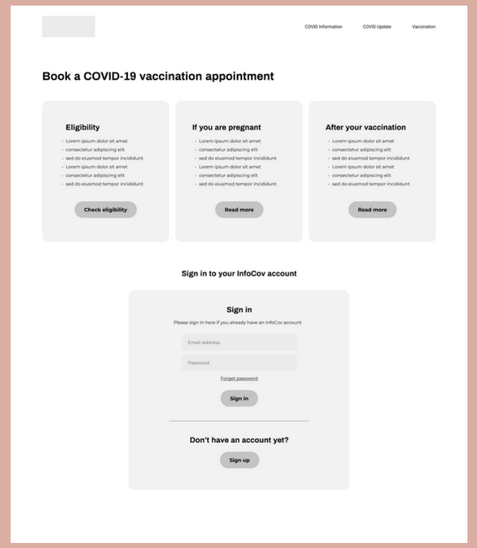


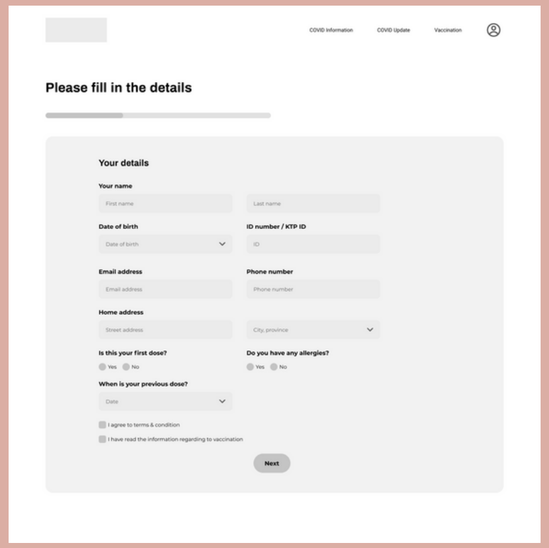
More details for wireframe: https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWTgw/InfoCov?node-id=0%3A1

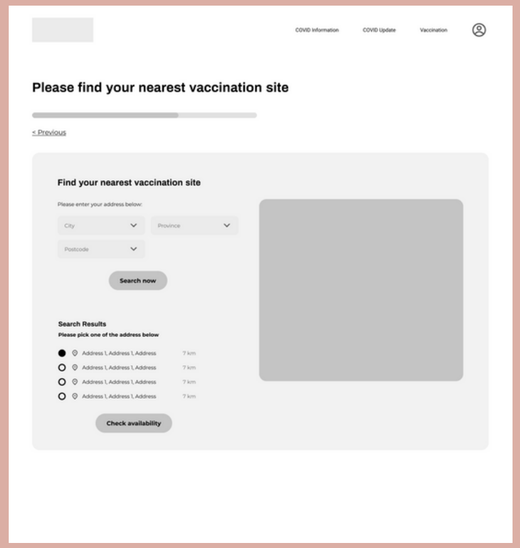
WIREFRAME

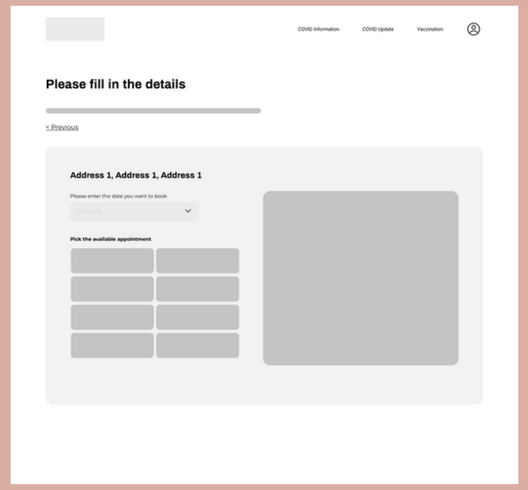
Vaccination

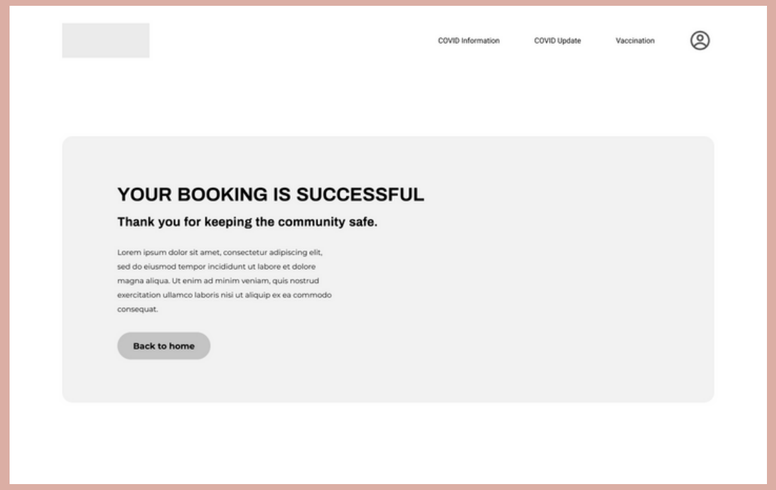








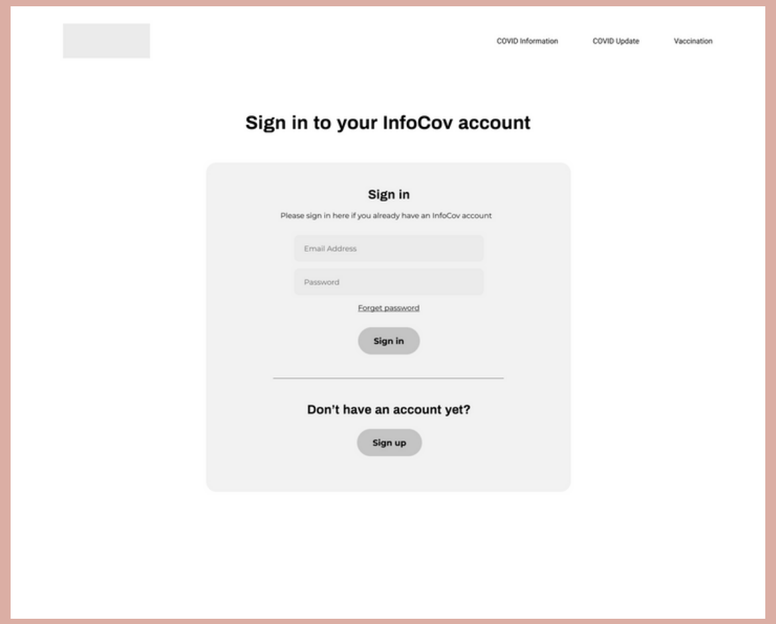


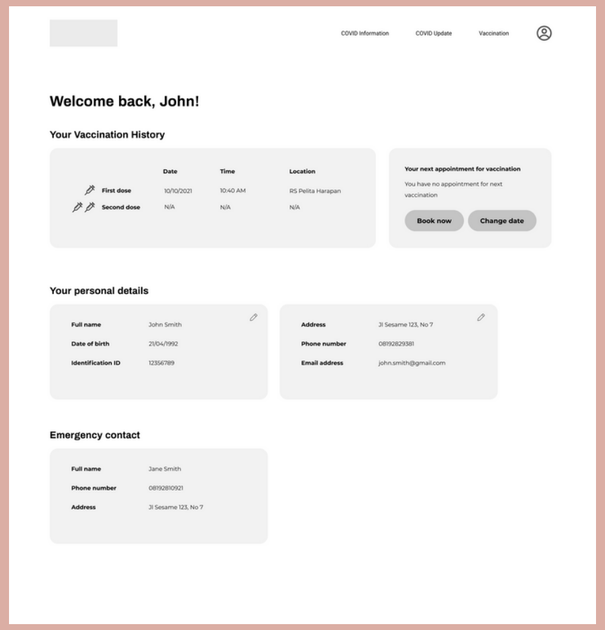


More details for wireframe: https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWTgw/InfoCov?node-id=0%3A1

WIREFRAME

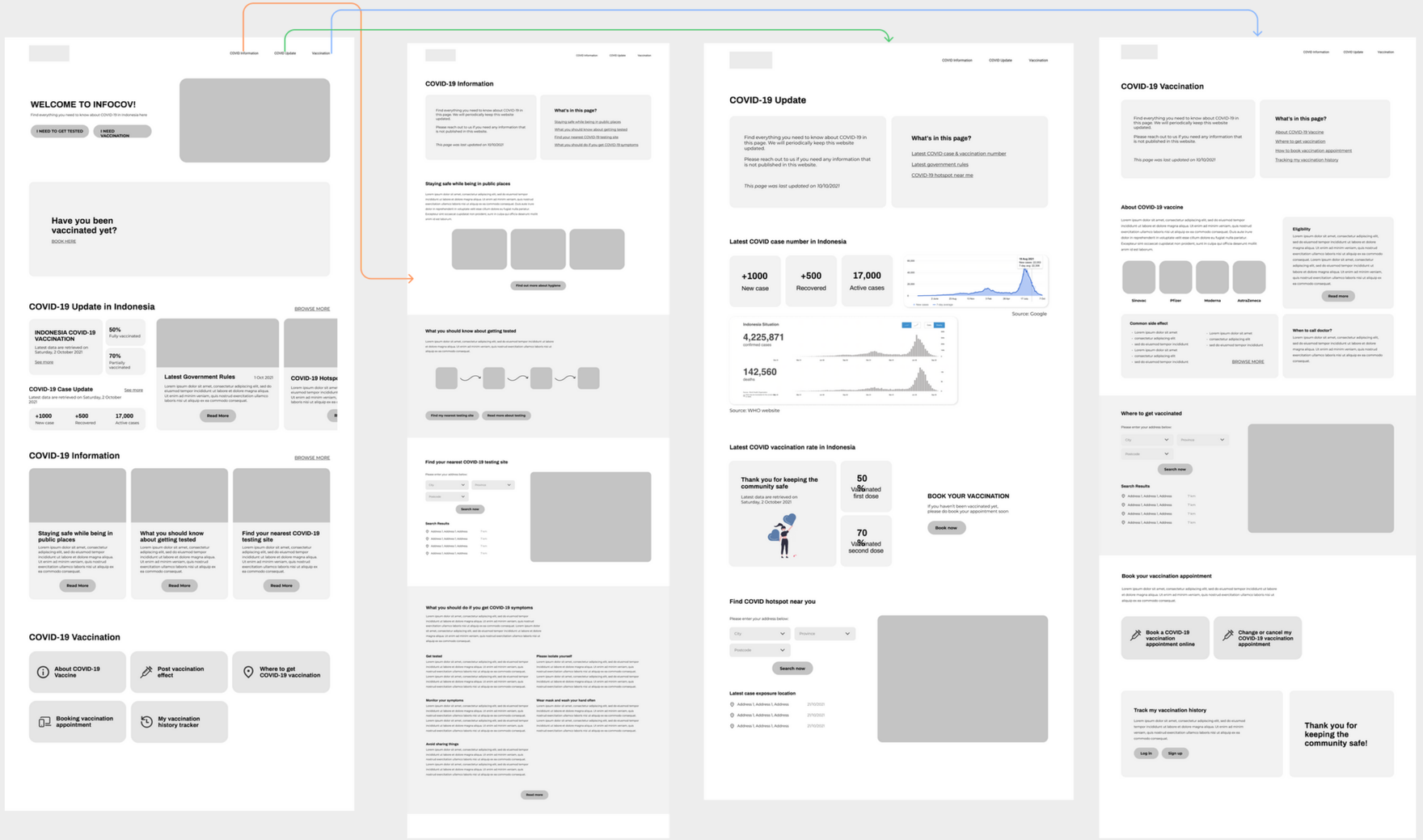
Tracking vaccination history





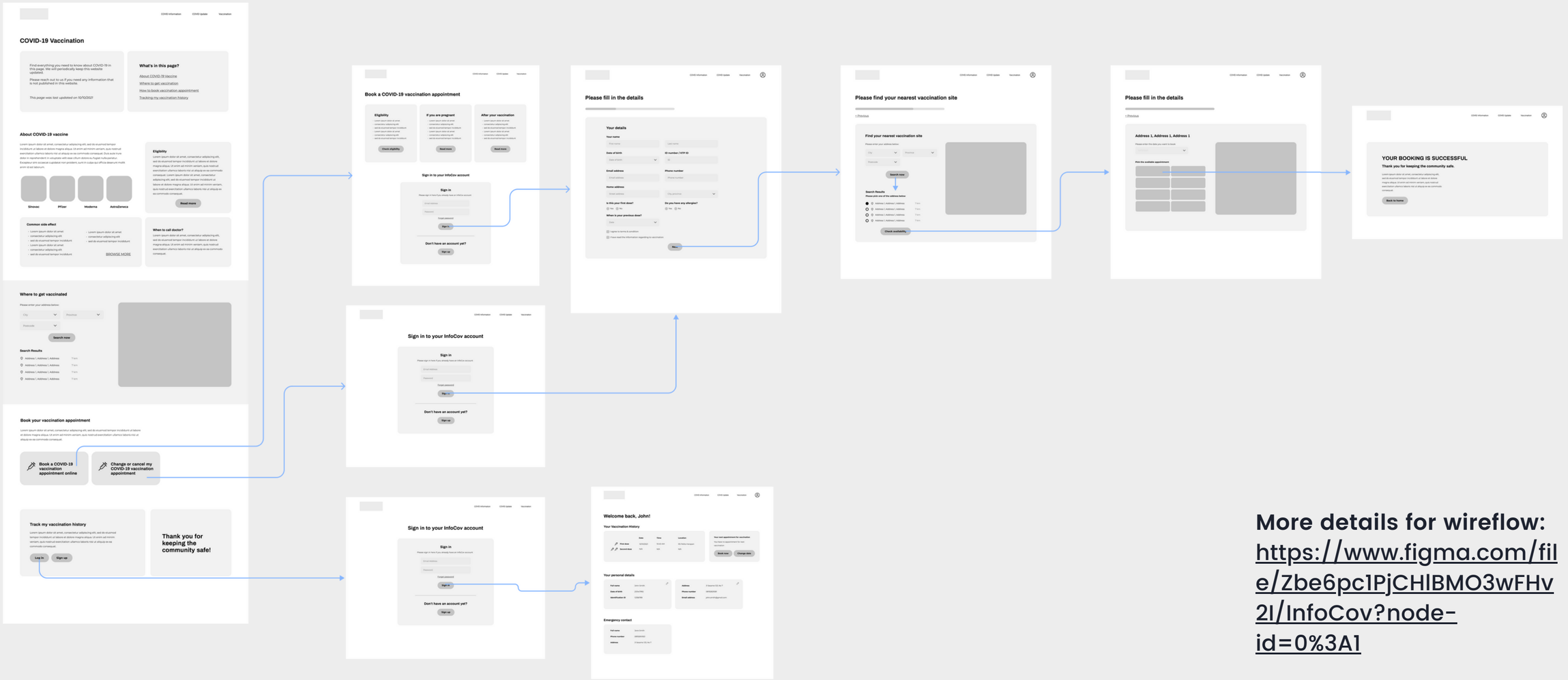
More details for wireframe: https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWTgw/InfoCov?node-id=0%3A1

WIREFLOW



More details for wireflow:
https://www.figma.com/file/Zbe6pc1PjCHlBMO3wFHv2I/InfoCov?node-id=0%3A1

WIREFLOW



More details for wireflow:
https://www.figma.com/file/Zbe6pc1PjCHlBMO3wFHv2I/InfoCov?node-id=0%3A1

HIGH FIDELITY DESIGN & PROTOTYPE

STYLE & COMPONENT

Color palette

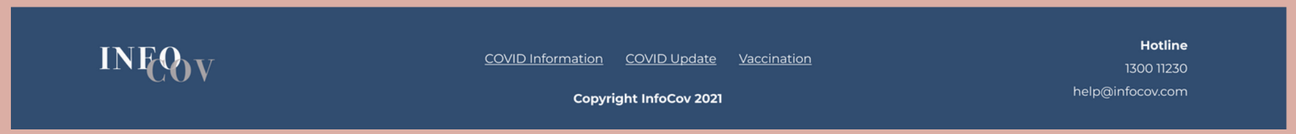
Header

CTA

I NEED TO GET TESTED

I NEED TO GET TESTED

Footer



Font style

Text Styles

Ag H1 Archivo · 36/Auto

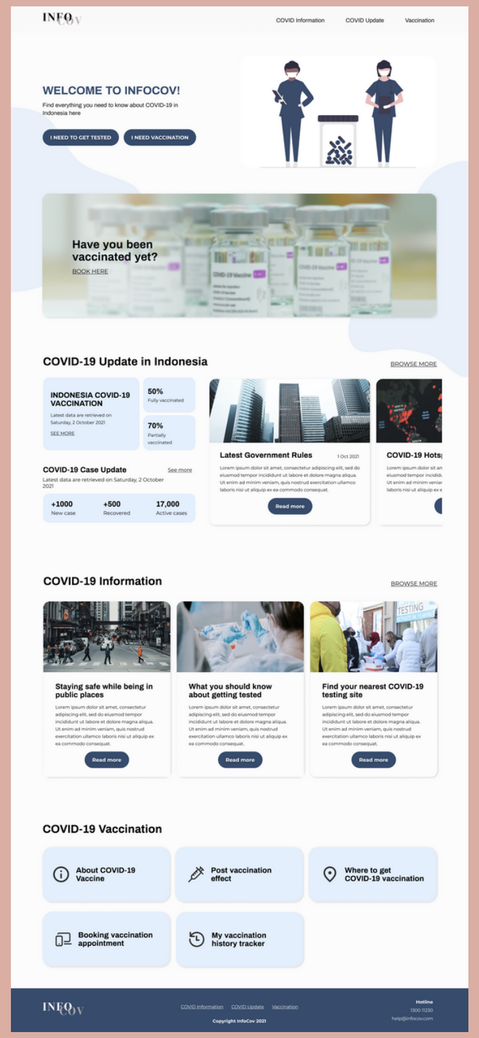
Ag H2 Archivo · 24/Auto

Ag H3 Archivo · 18/Auto

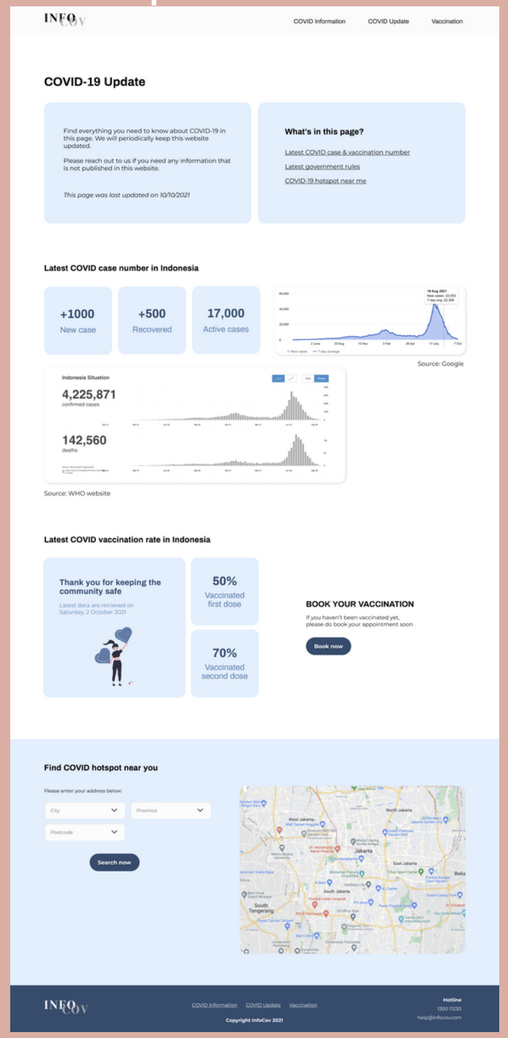
Ag text - Montserrat · 14/23

HIGH FIDELITY DESIGN

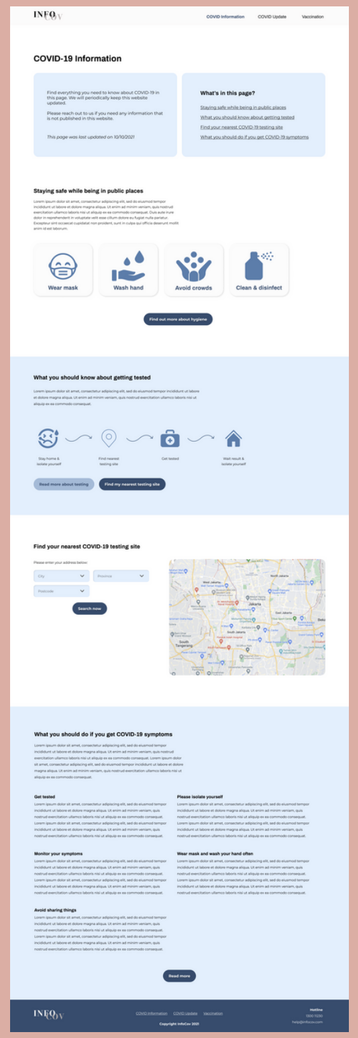
Home



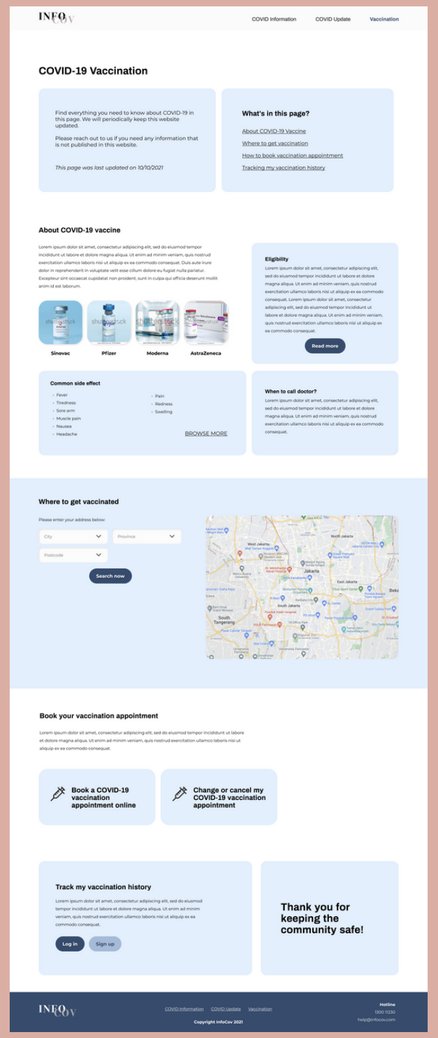
COVID update



COVID information



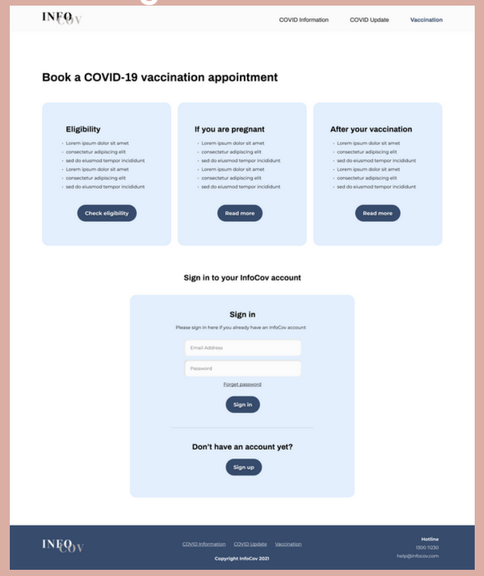
Vaccination

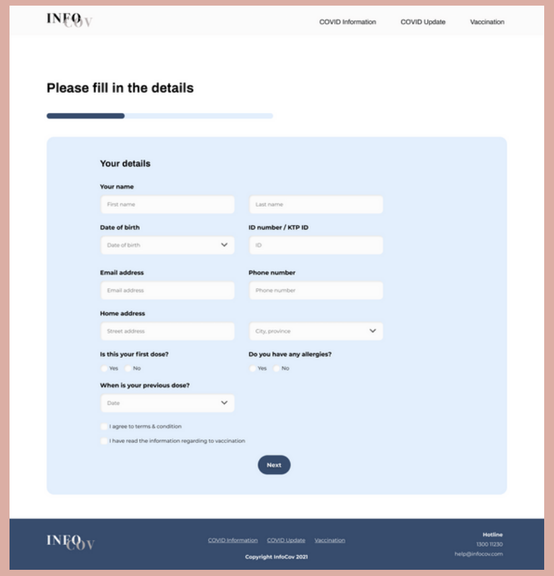


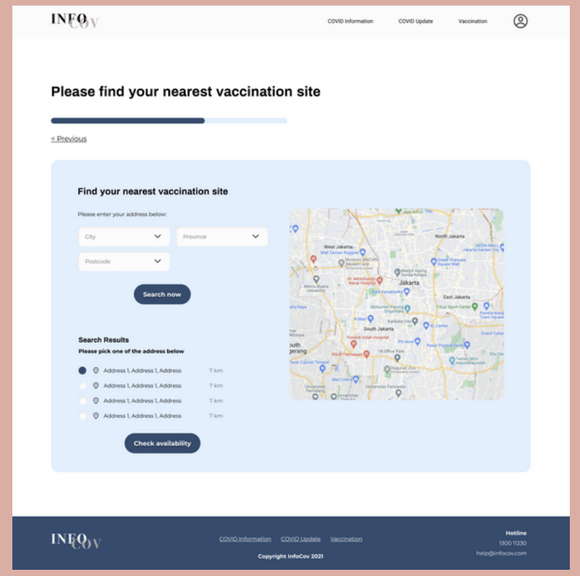
Link for prototype: https://www.figma.com/proto/FzHBv2urNJ6MFxDoXEWTgw/InfoCov?node-id=28%3A1435&scaling=min-zoom&page-id=26%3A1434&starting-point-node-id=65%3A1447&show-proto-sidebar=1

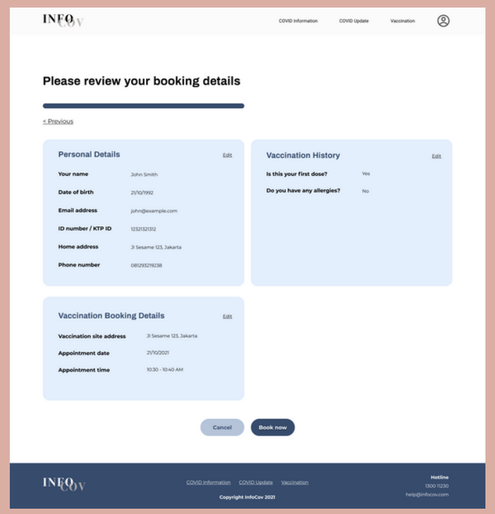
WIREFRAME

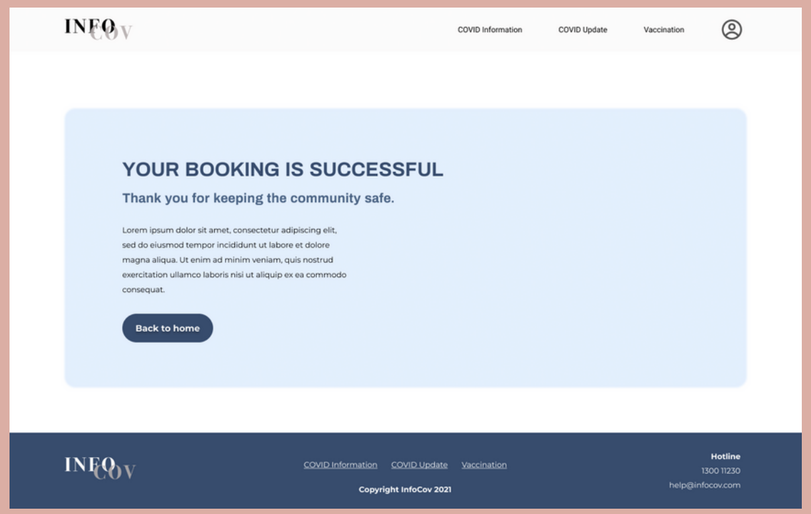
Booking Vaccination







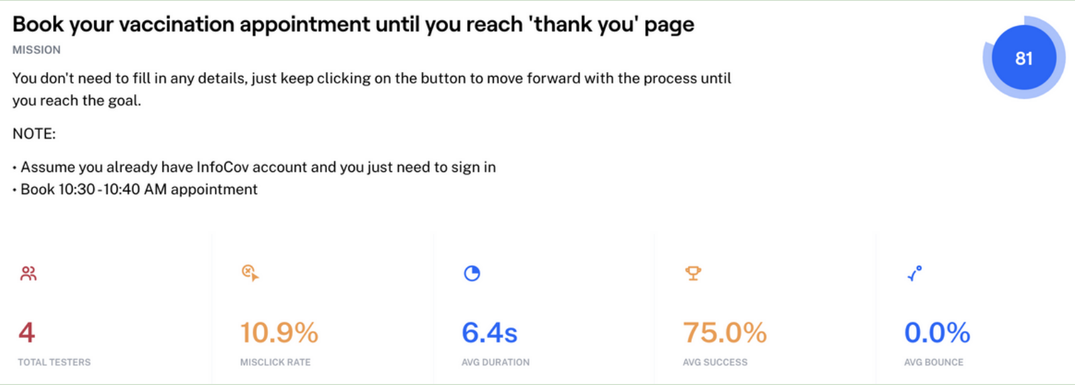




More details for wireframe: https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWTgw/InfoCov?node-id=0%3A1

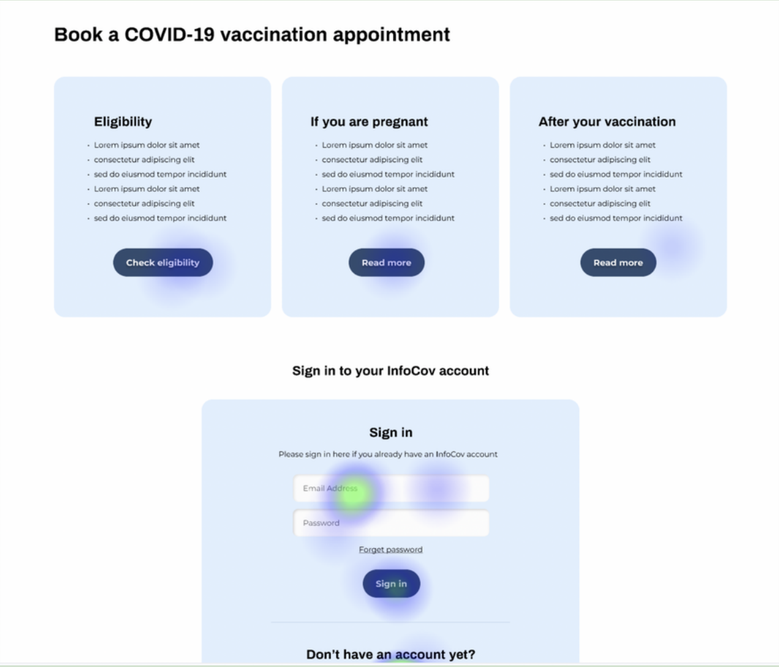
USABILITY TESTING

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.

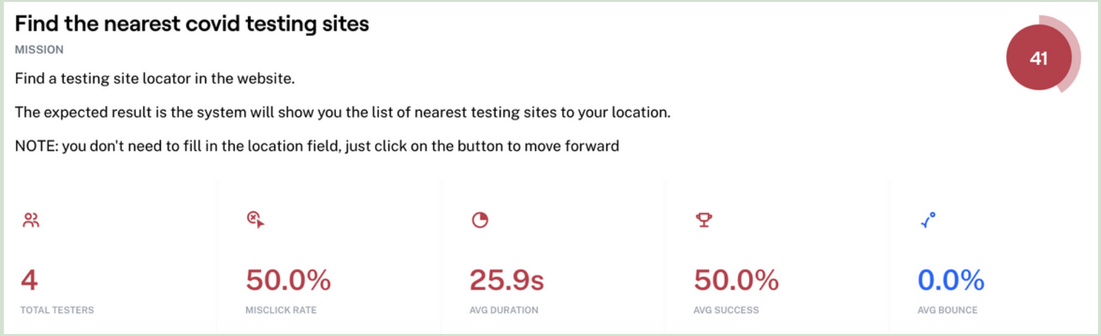
For example, user tried to fill in the details text field such as name, location, etc meanwhile it is not clickable in the prototype.



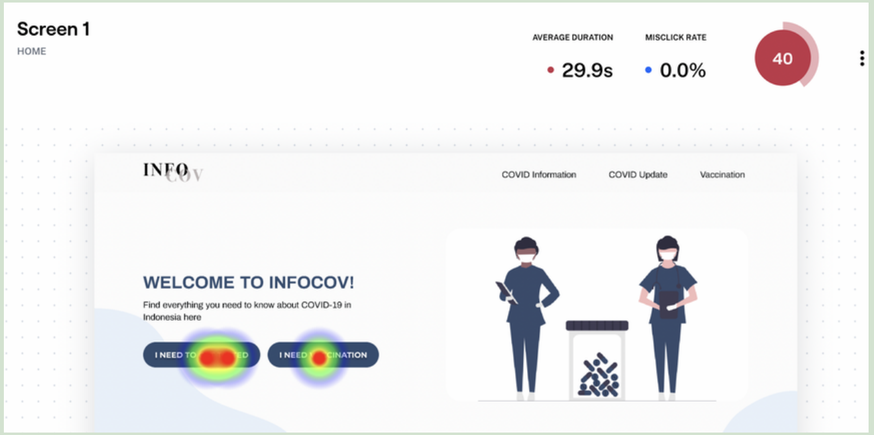
This page has the lowest quality of clarity and I suspected that the user was confused on which button they should click on or next step that they should take.

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.

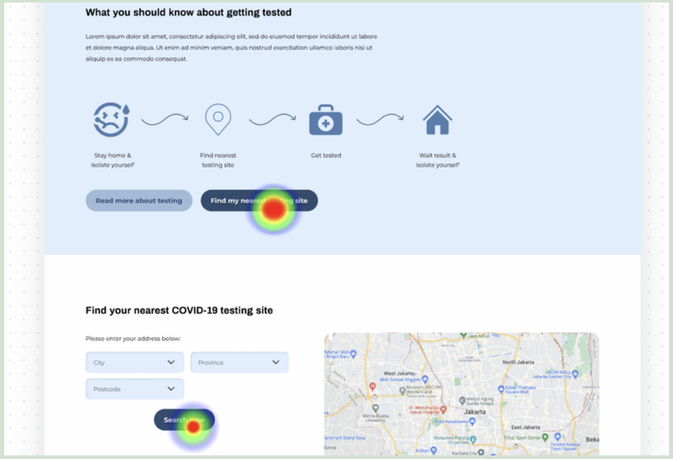
Task 2: Finding the nearest covid testing site



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.

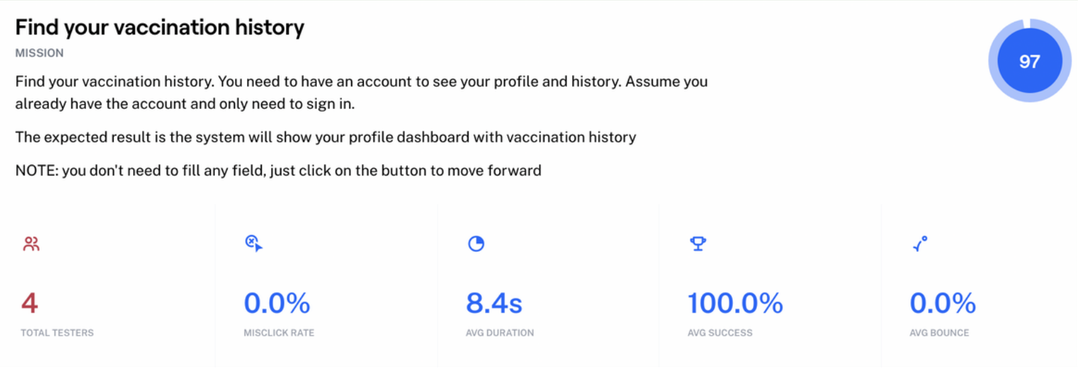


Started from the homepage, the expected action was user to click on the left CTA that read 'I NEED TO GET TESTED' but some users might think that they can find that section under vaccination section.



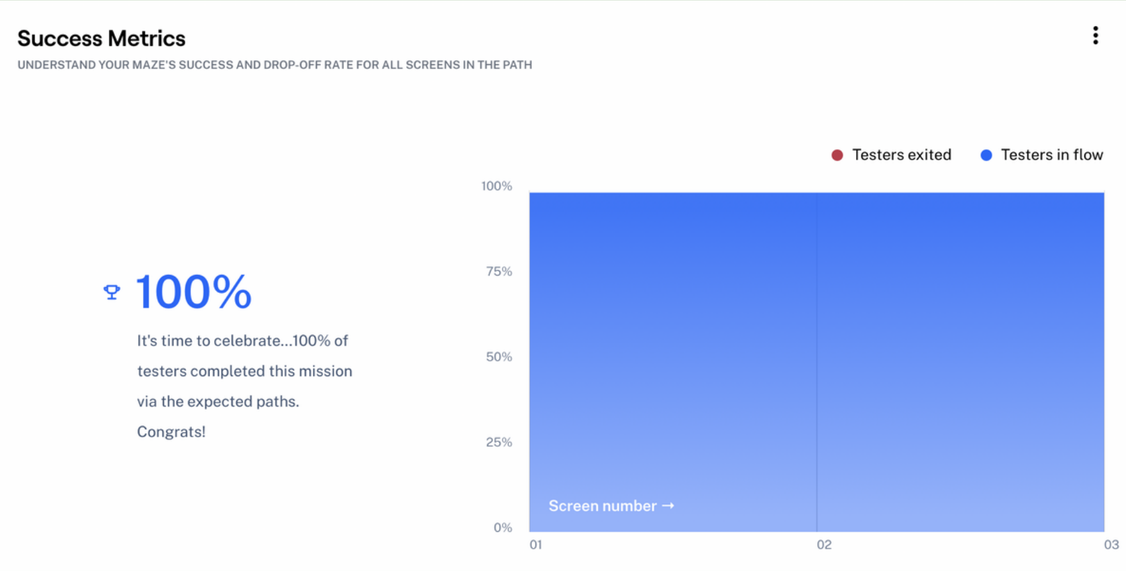
On the next page, I expected the user to directly click on 'Search now' button under the testing site locator. But users saw the previous section first that has a button read 'Find my nearest testing site' so they tend to click it first.

Task 3: Find your vaccination history



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.



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.