

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

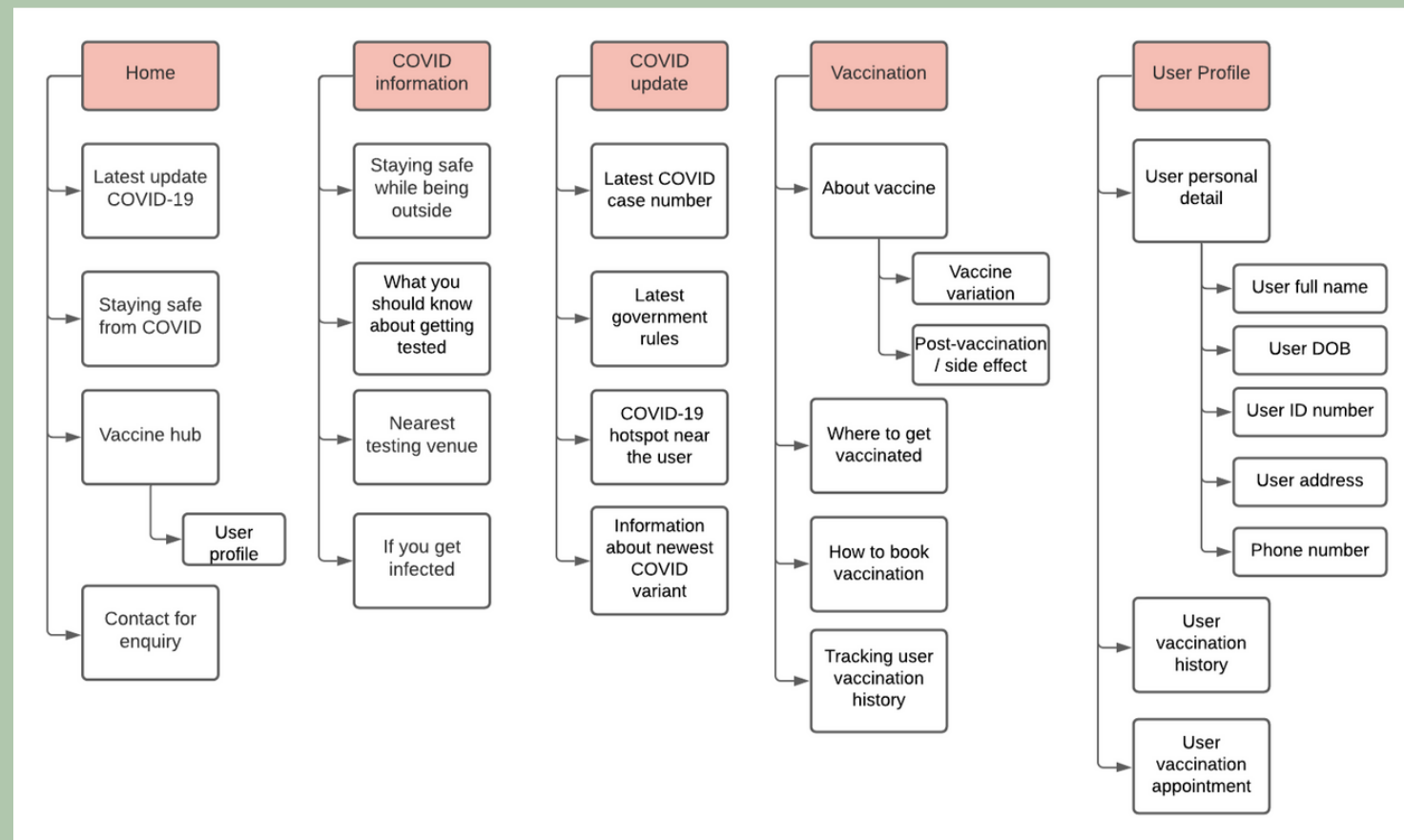
STRUCTURE & NAVIGATION

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.

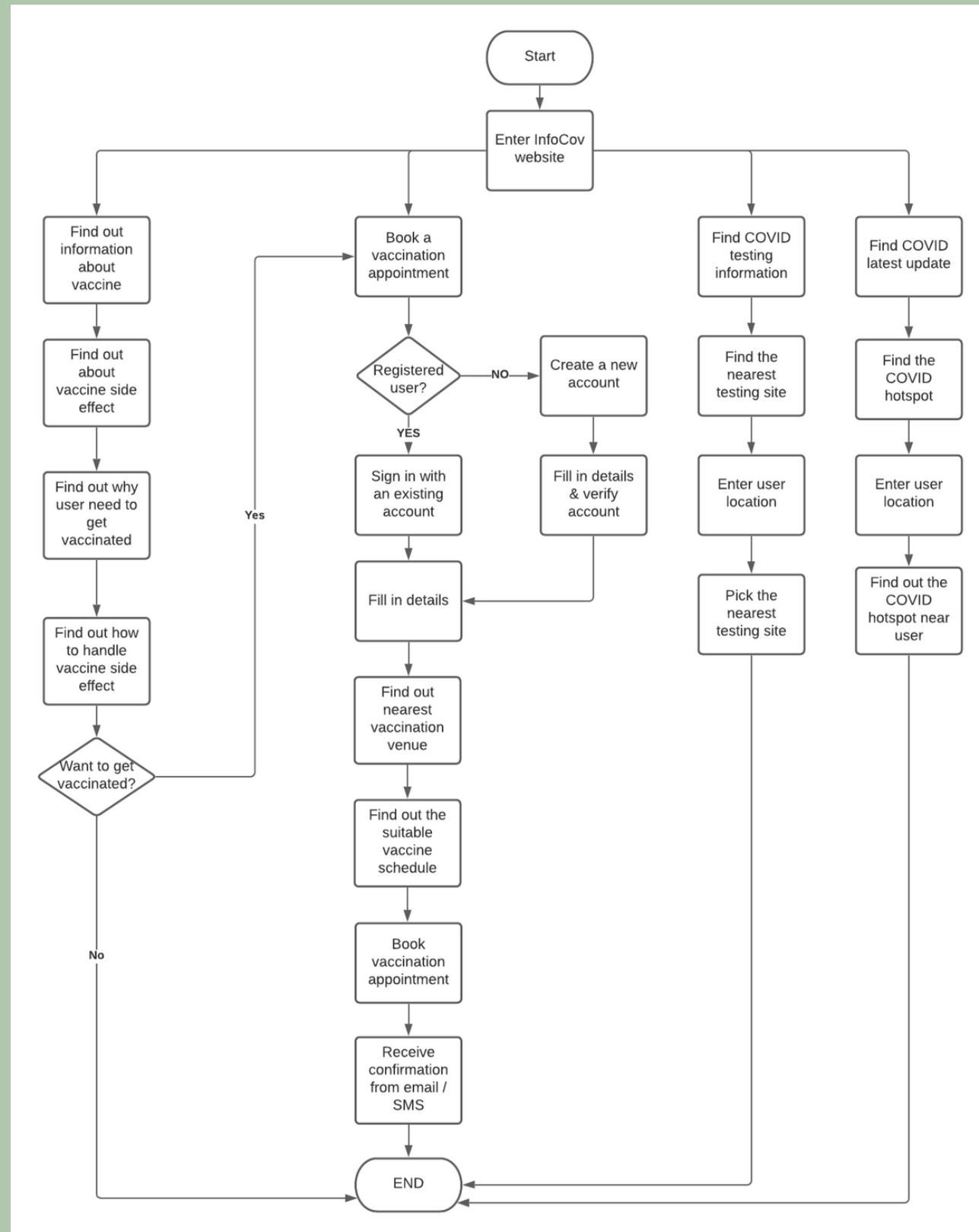
Vaccination

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>

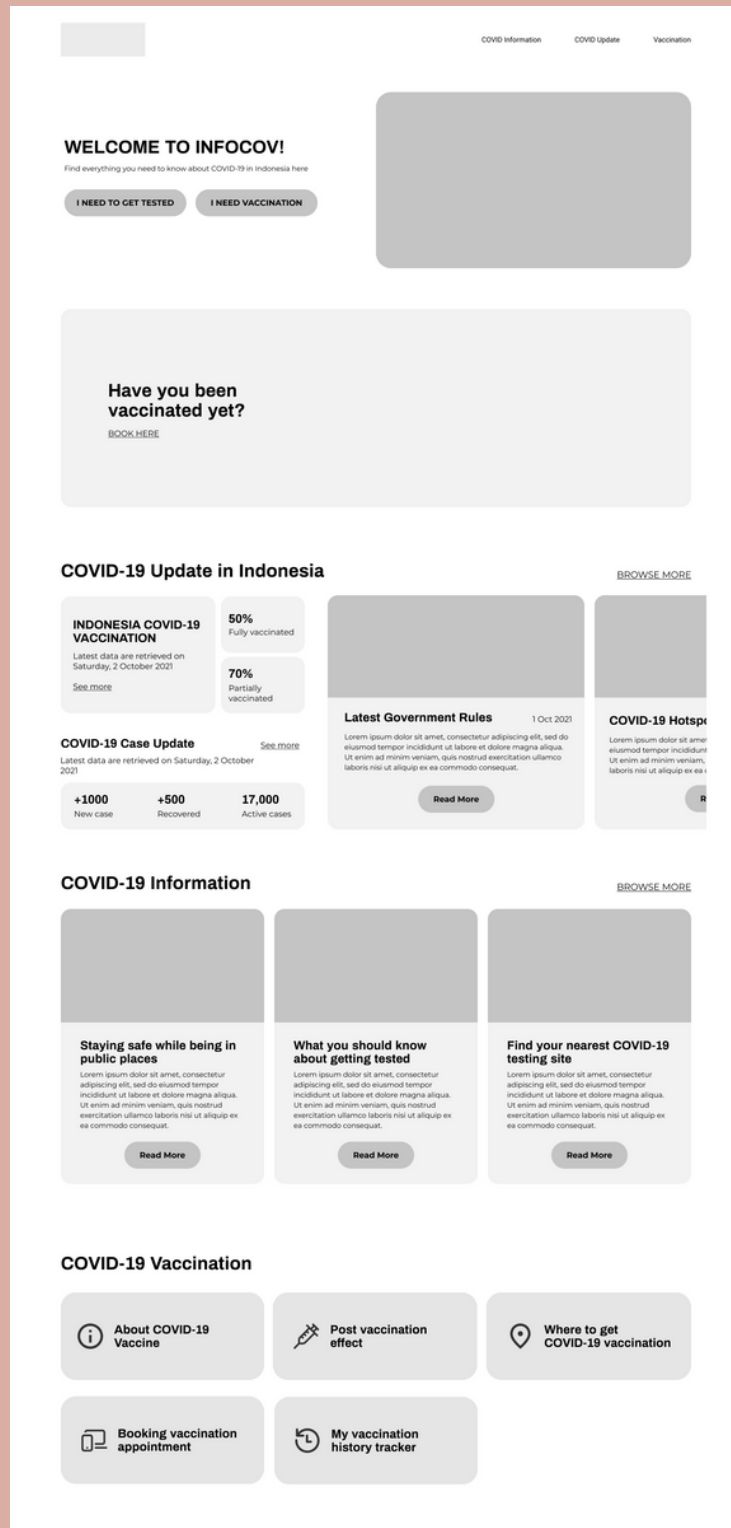
INTERFACE COMPOSITION

Low fidelity – High fidelity – Prototype

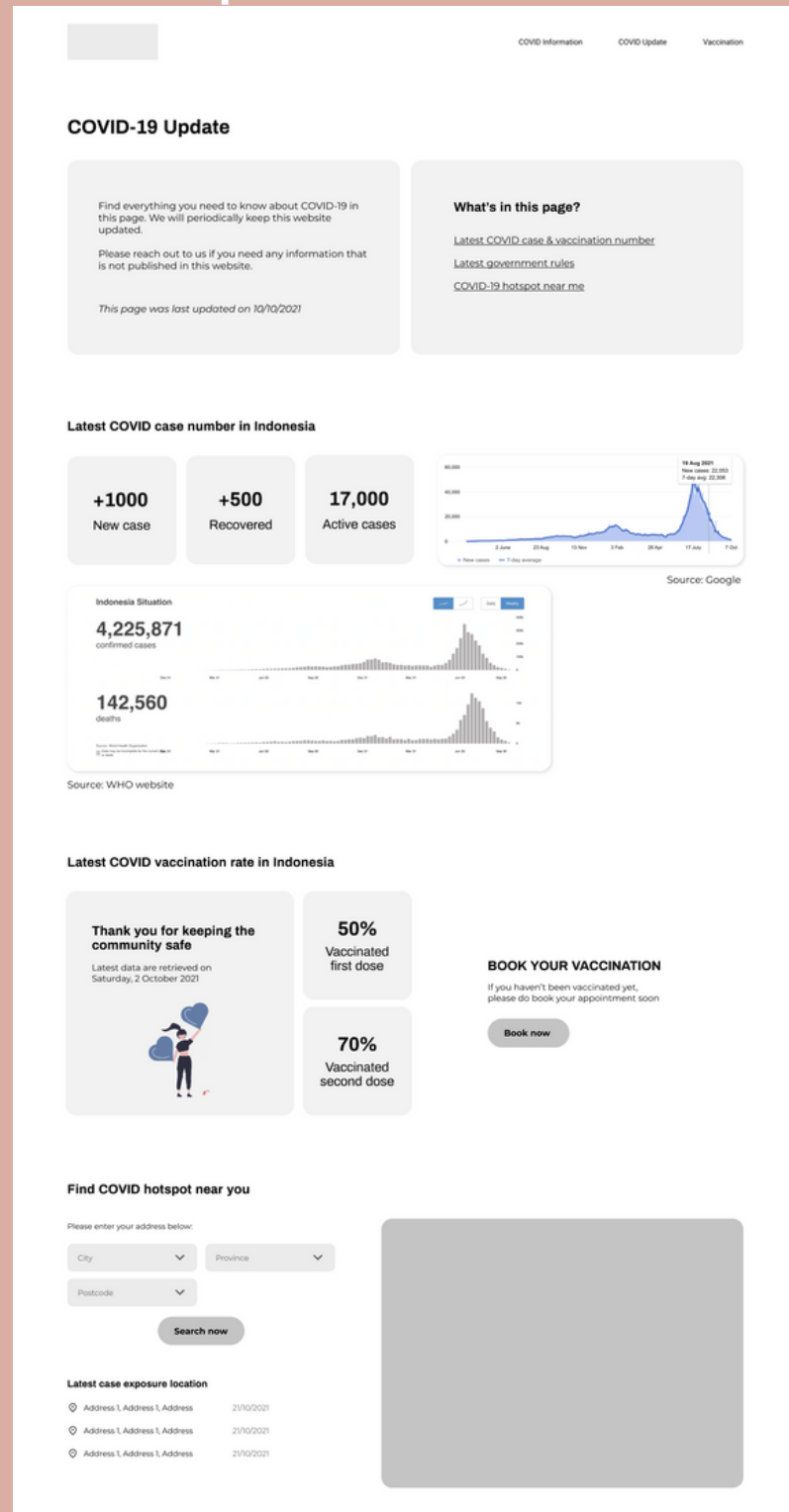


WIREFRAME

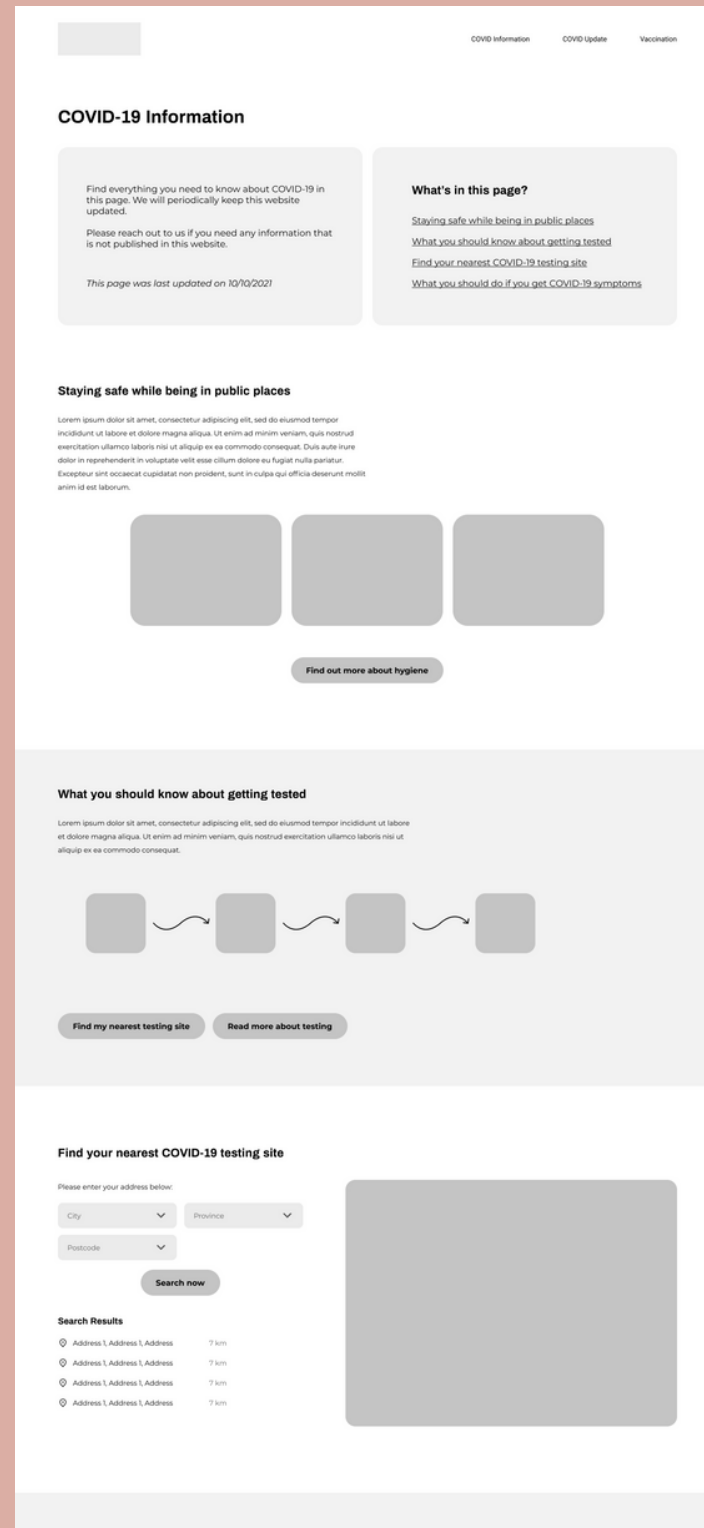
Home



COVID update



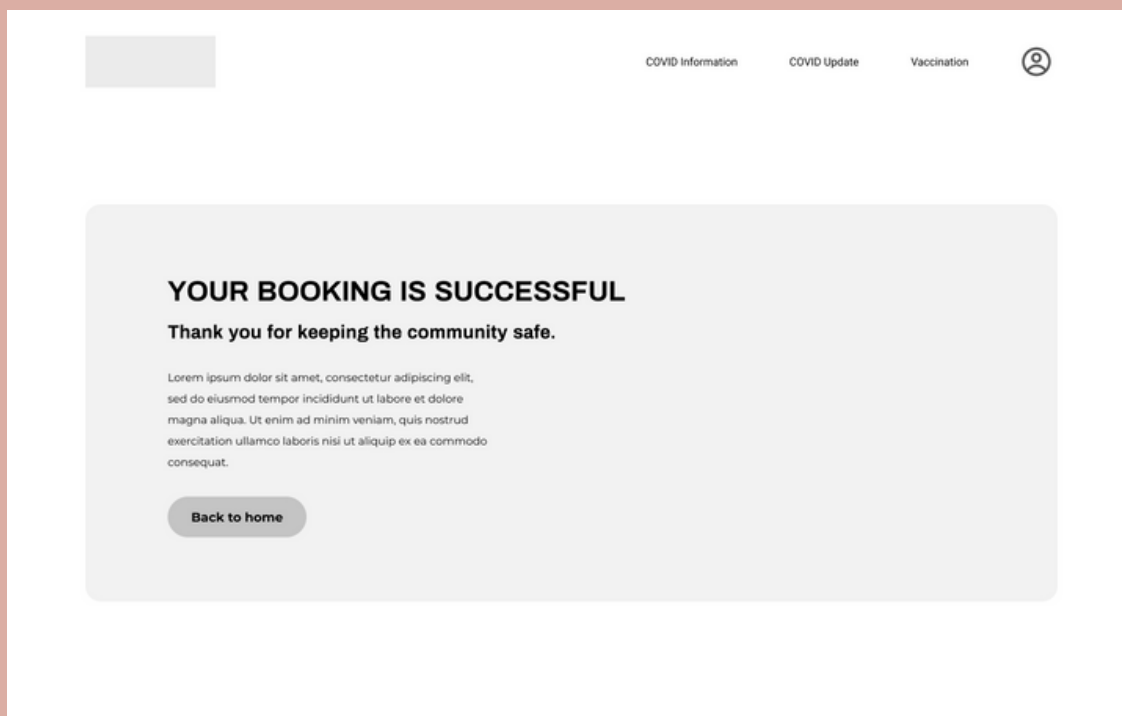
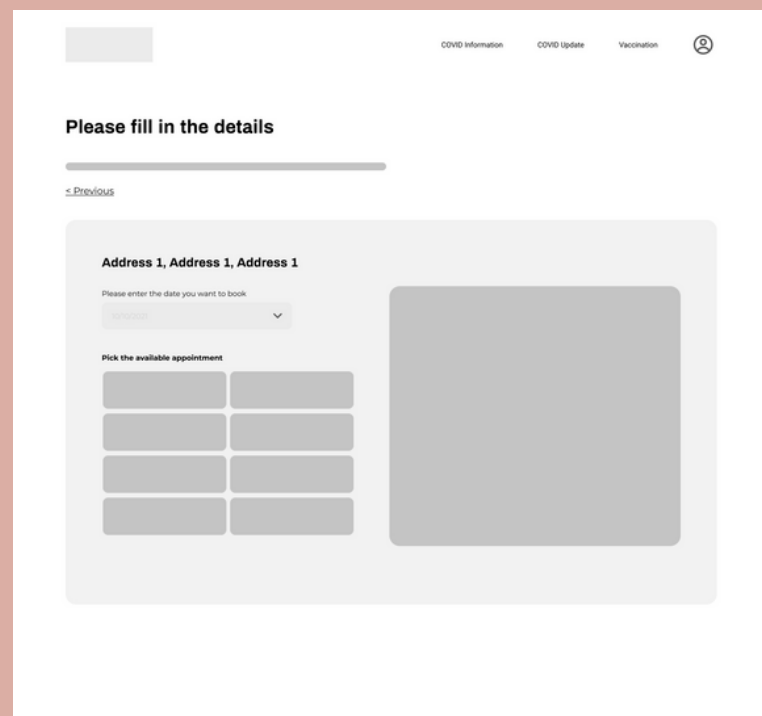
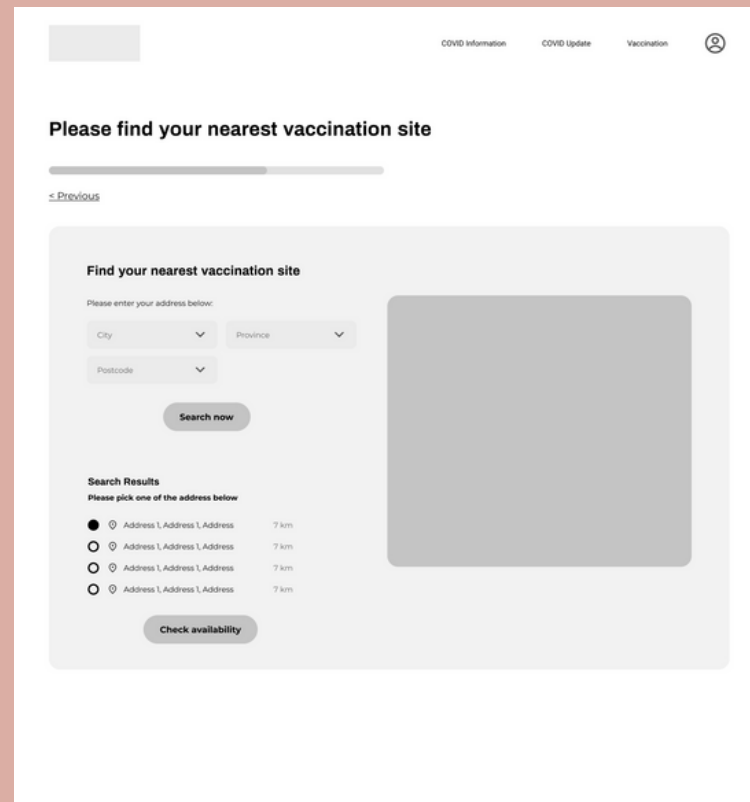
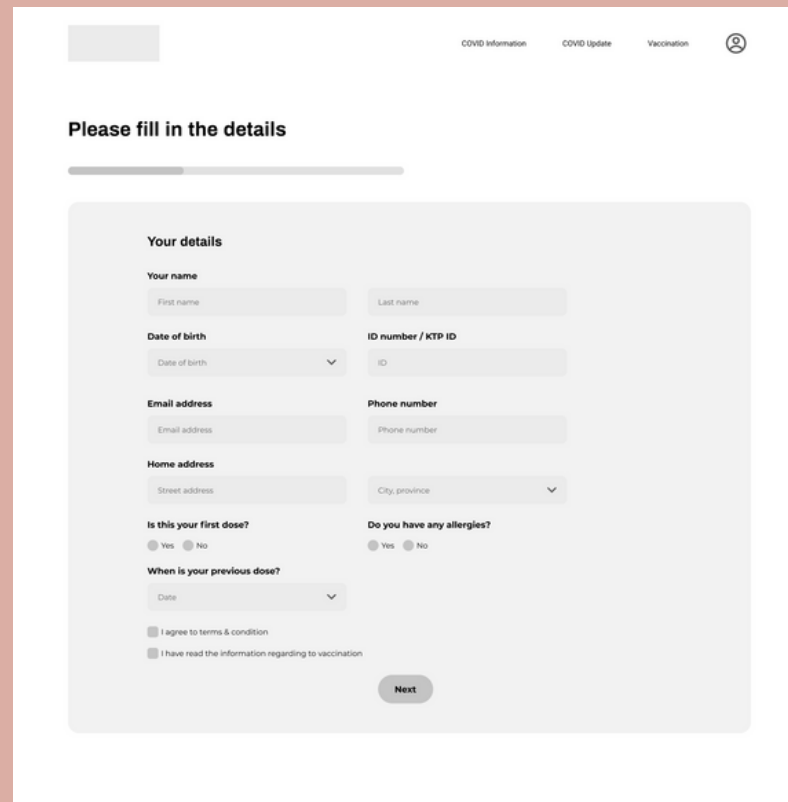
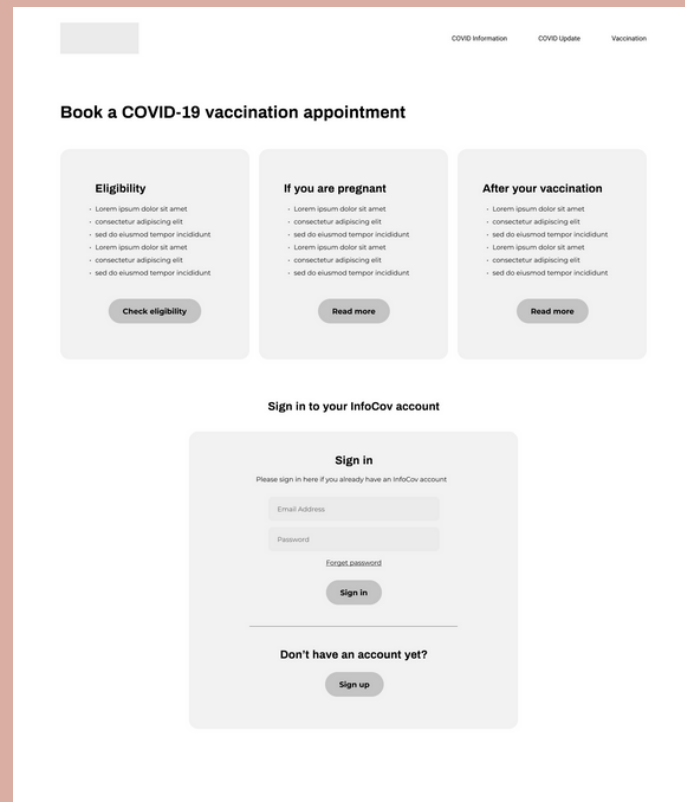
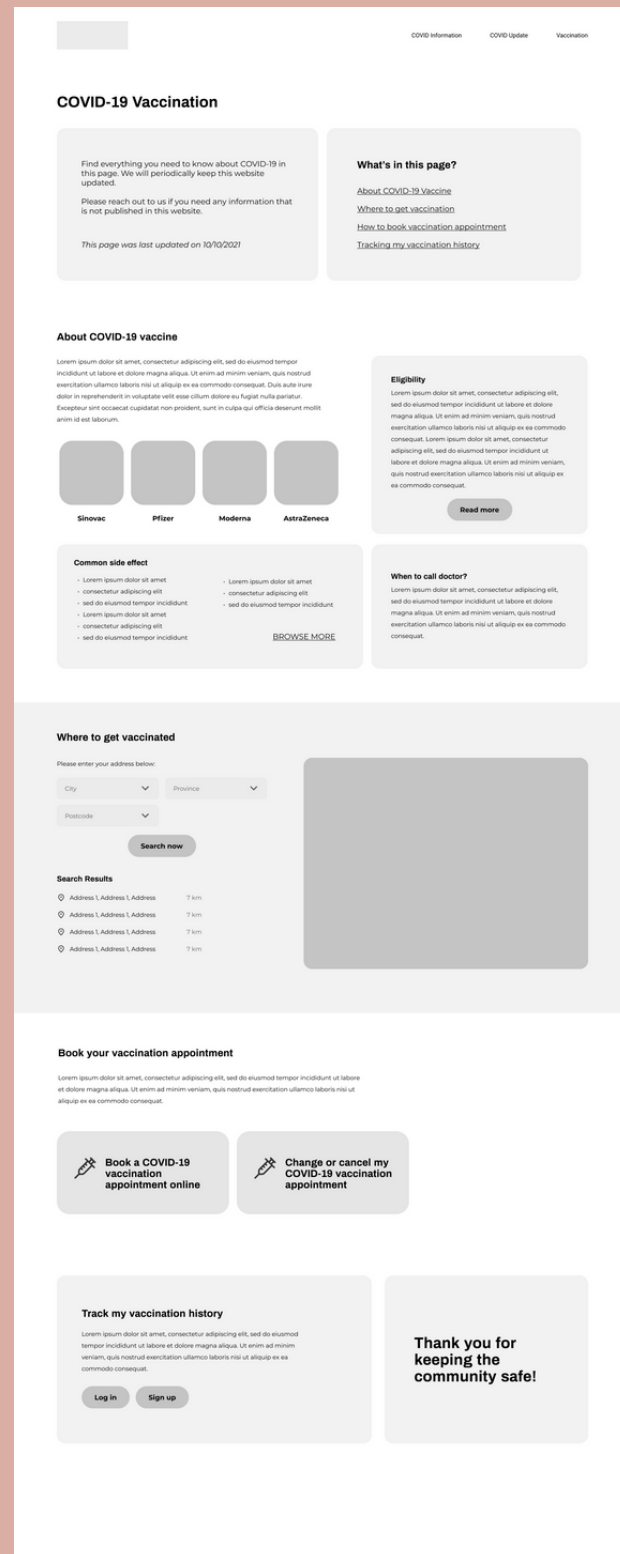
COVID information



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/IfoCov?node-id=0%3A1>

WIREFRAME

Tracking vaccination history

COVID InformationCOVID UpdateVaccination

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

COVID InformationCOVID UpdateVaccination

Welcome back, John!

Your Vaccination History

	Date	Time	Location
First dose	10/02/2021	10:40 AM	RS Pelita Harapan
Second dose	N/A	N/A	N/A

Your next appointment for vaccination
You have no appointment for next vaccination

Book nowChange date

Your personal details

Full nameJohn Smith

Date of birth21/04/1992

Identification ID12356789

Address31 Sesame 123, No 7

Phone number08192829381

Email addressjohn.smith@gmail.com

Emergency contact

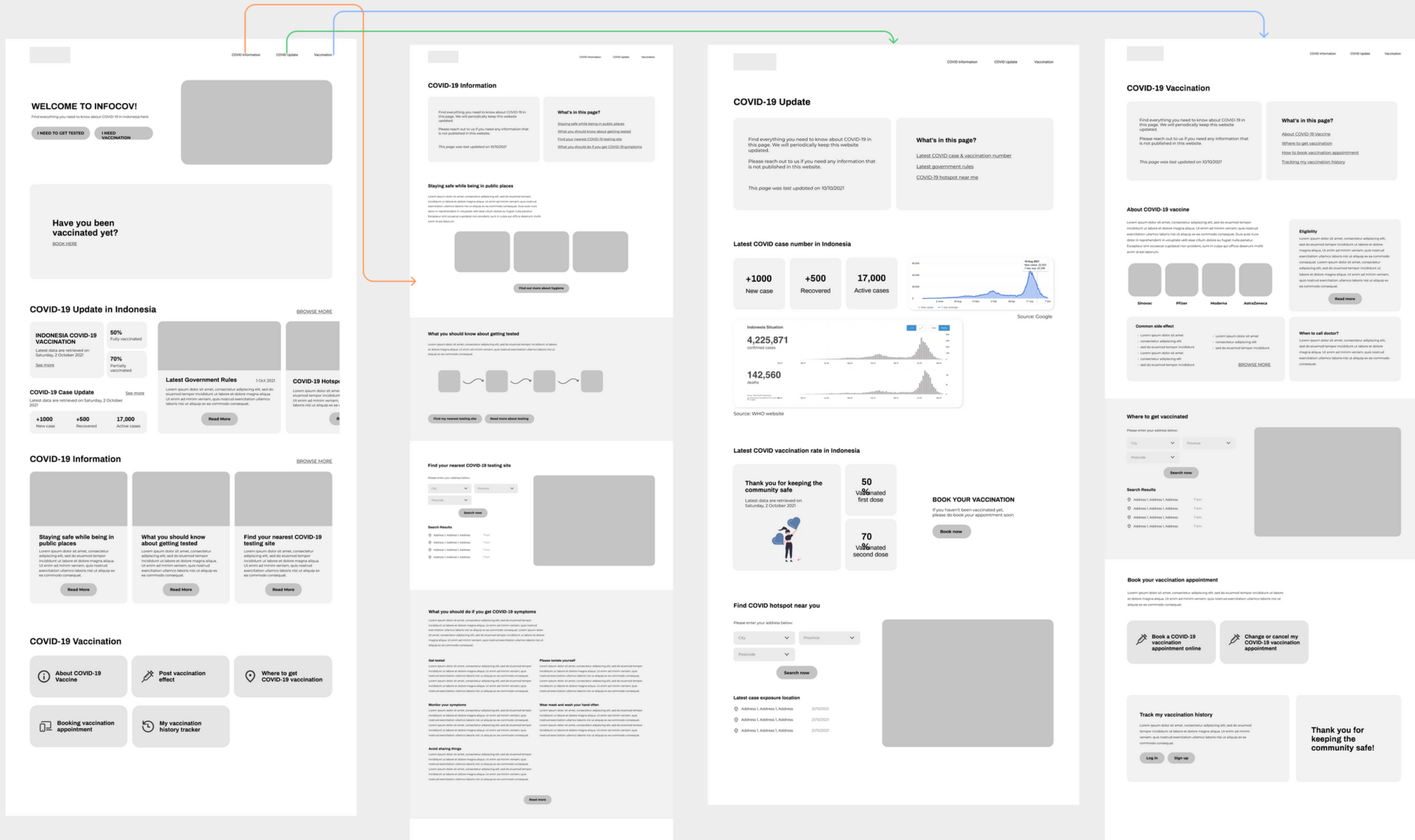
Full nameJane Smith

Phone number08192810921

Address31 Sesame 123, No 7

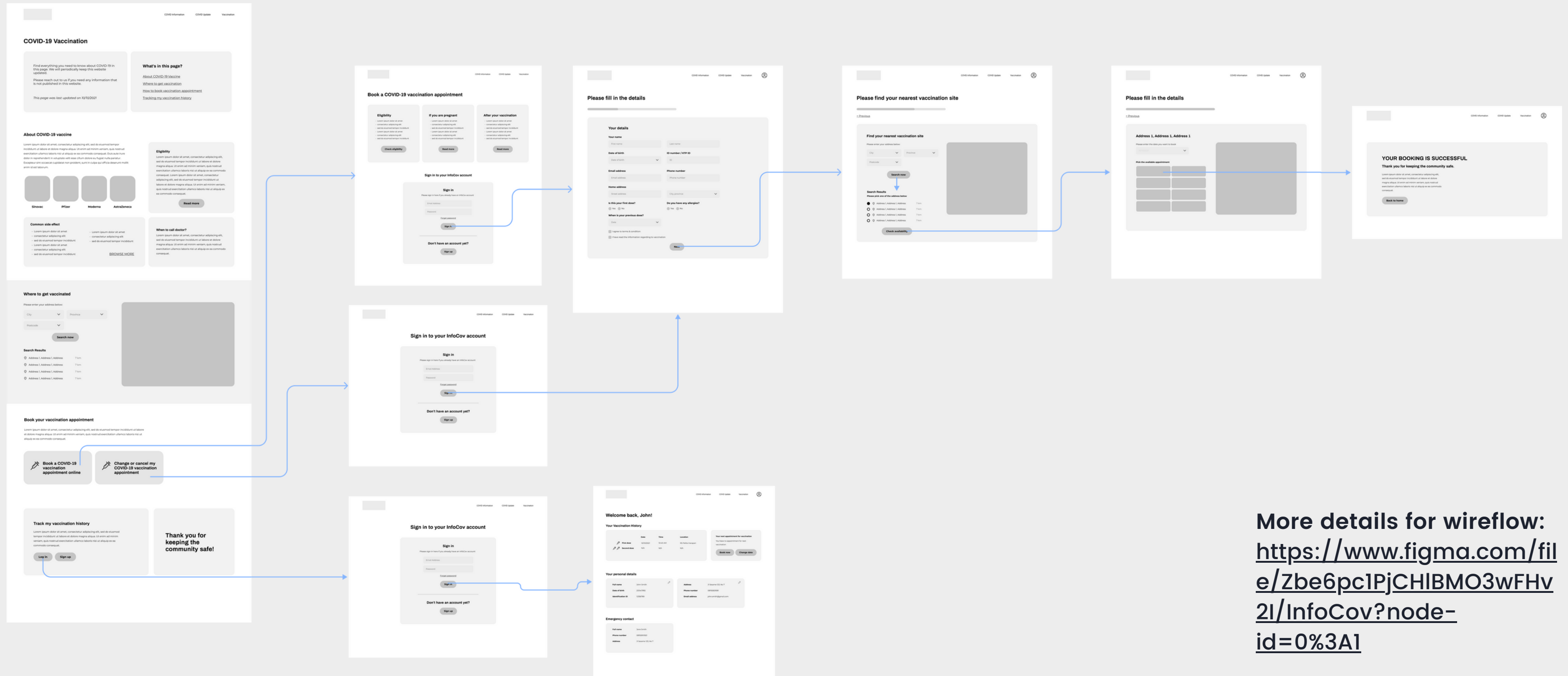
More details for wireframe:
<https://www.figma.com/file/FzHBv2urNJ6MFxDoXEWtgw/InfoCov?node-id=0%3A1>

WIREFLOW



More details for wireflow:
<https://www.figma.com/file/Zbe6pc1PjCHIBMO3wFHV2l/InfoCov?node-id=0%3A1>

WIREFLOW



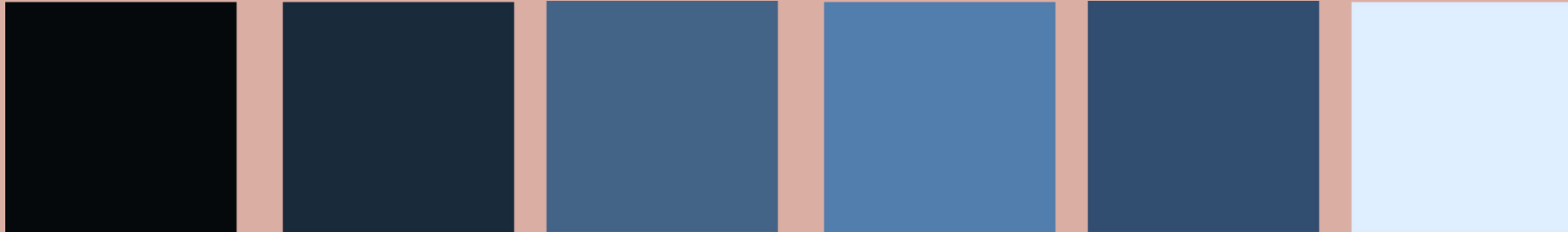
More details for wireflow:
<https://www.figma.com/file/Zbe6pc1PjCHIBMO3wFHV2l/InfoCov?node-id=0%3A1>

HIGH FIDELITY DESIGN & PROTOTYPE



STYLE & COMPONENT

Color palette



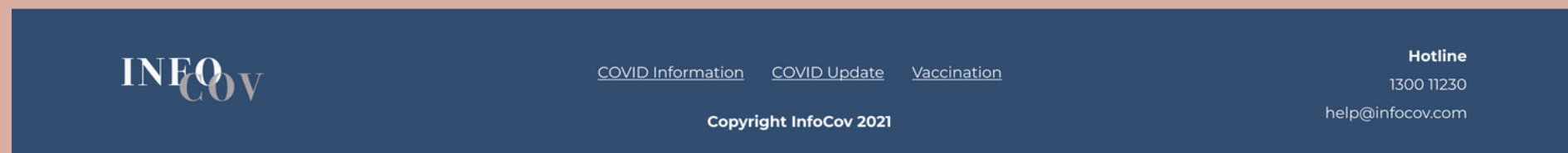
Header



CTA



Footer



Font style

Text Styles

Ag H1 Archivo · 36/Auto

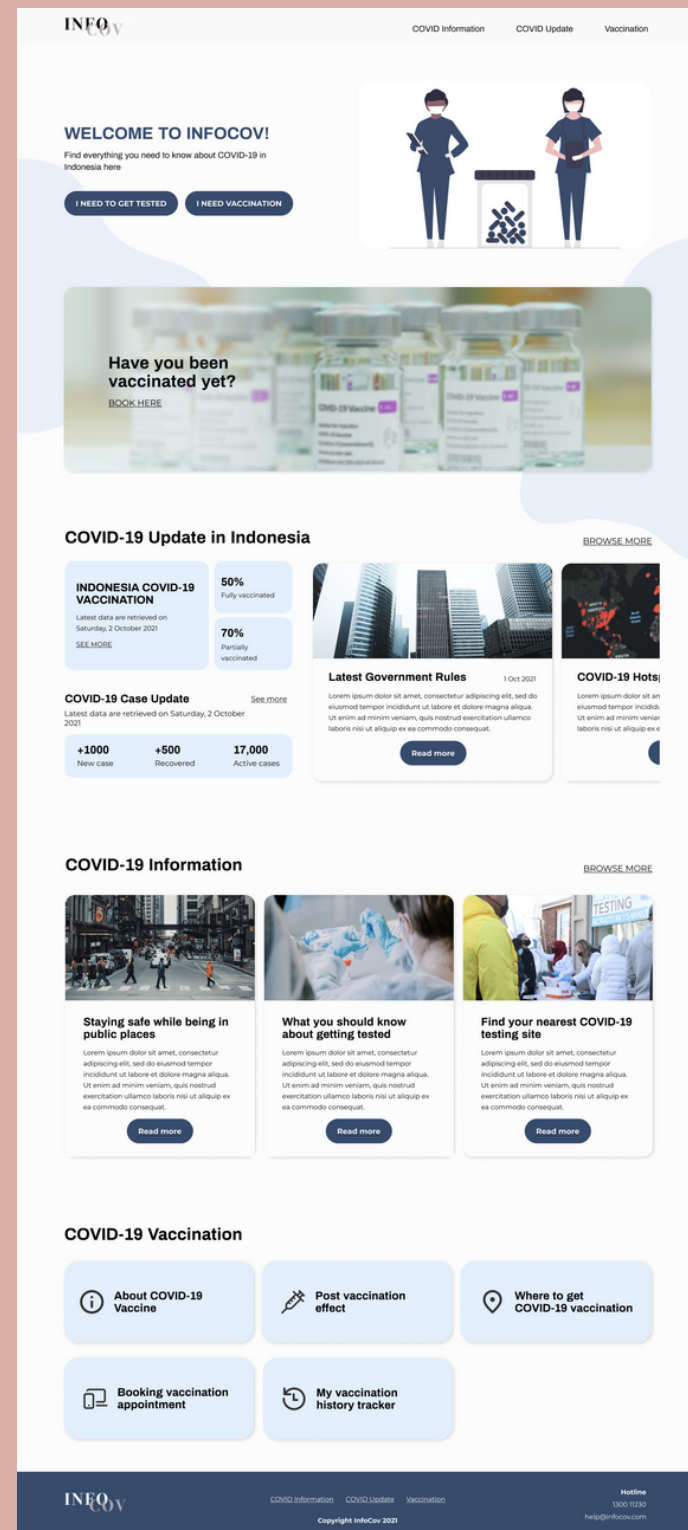
Ag H2 Archivo · 24/Auto

Ag H3 Archivo · 18/Auto

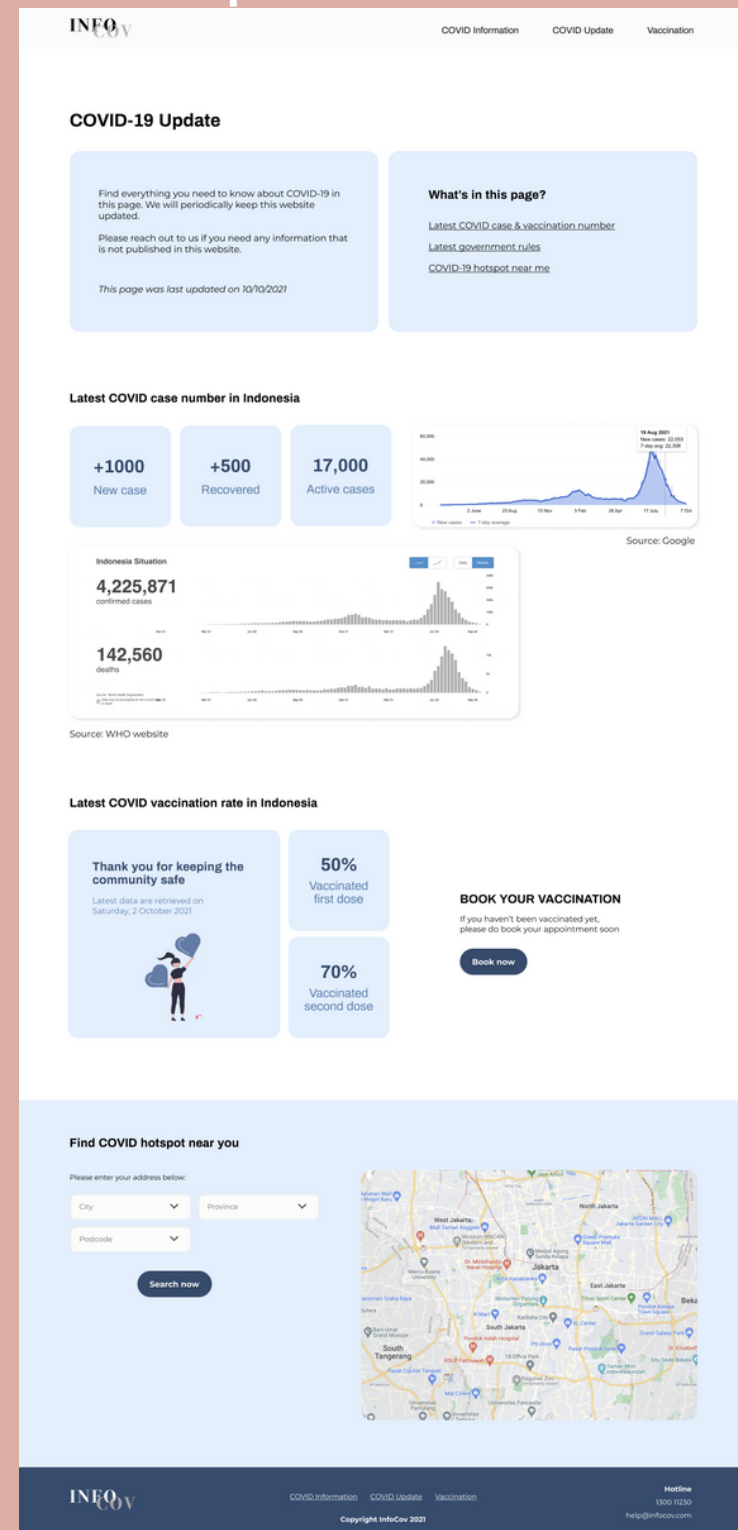
Ag text - Montserrat · 14/23

HIGH FIDELITY DESIGN

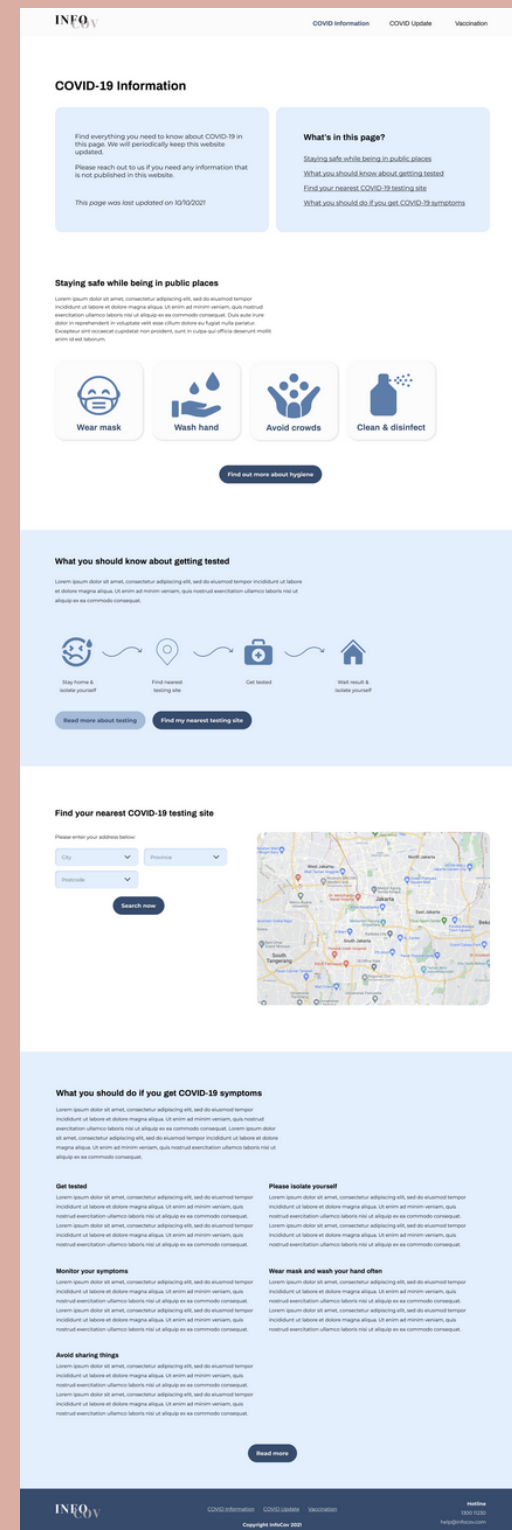
Home



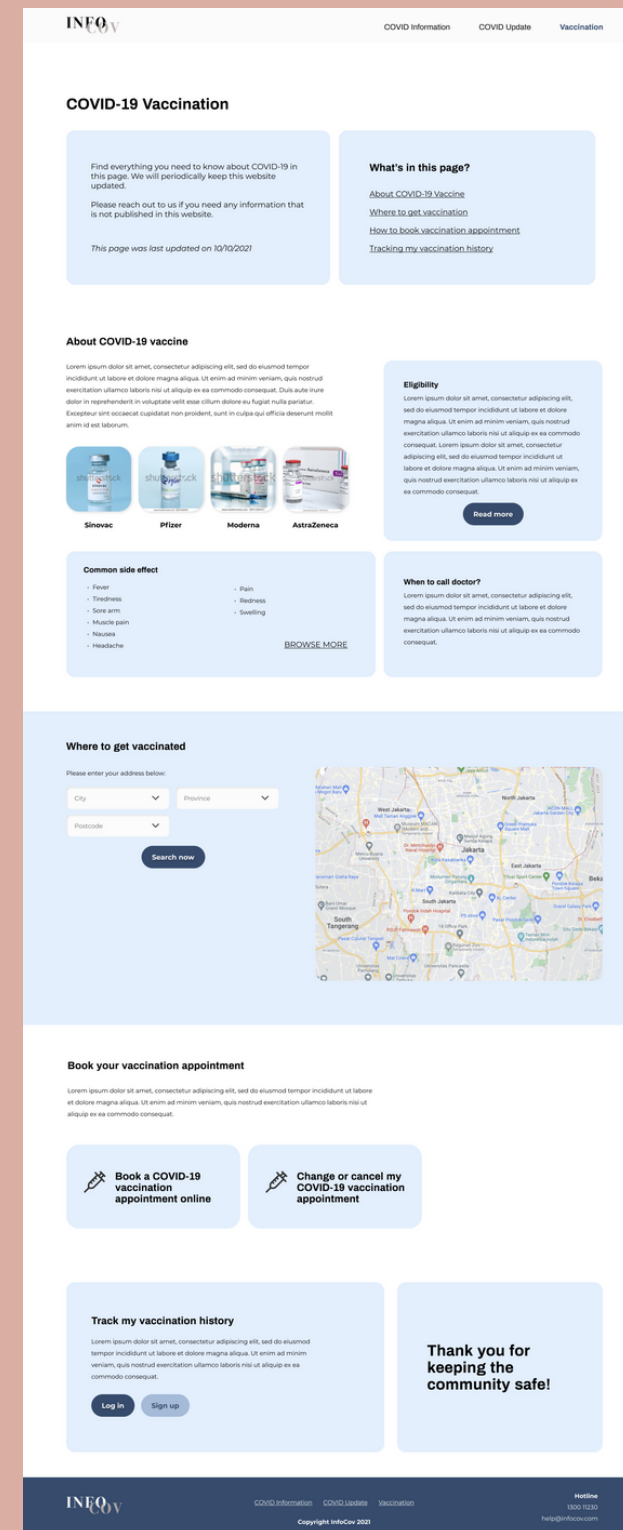
COVID update



COVID information



Vaccination



Link for prototype:
https://www.figma.com/proto/FzHBv2urNJ6MFxD_oXEWtgw/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

INFOCov

COVID InformationCOVID UpdateVaccination

Book a COVID-19 vaccination appointment

Eligibility

• 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

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.

Read more

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.

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?

Sign up

INFOCov

COVID InformationCOVID UpdateVaccination

Hotline
1300 11230
help@infocov.com

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INFOCov

COVID InformationCOVID UpdateVaccination

Please fill in the details

Your details

Your name

First name

Last name

Date of birth

Date of birth

ID number / KTP ID

ID

Phone number

Email address

Phone number

Home address

City, province

Is this your first dose?

Do you have any allergies?

When is your previous dose?

Date

I agree to terms & condition

I have read the information regarding to vaccination

Next

INFOCov

COVID InformationCOVID UpdateVaccination

Please find your nearest vaccination site

< Previous

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 17 km

Address 1, Address 1, Address 7 km

Address 1, Address 1, Address 7 km

Address 1, Address 1, Address 7 km

Check availability

Map

INFOCov

COVID InformationCOVID UpdateVaccination

Please fill in the details

< Previous

Address 1, Address 1, Address 1

Please enter the date you want to book

Address 1

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

Map

INFOCov

COVID InformationCOVID UpdateVaccination

Please review your booking details

< Previous

Personal Details

Your name

Date of birth

Email address

ID number / KTP ID

Home address

Phone number

Vaccination History

Is this your first dose?

Do you have any allergies?

Vaccination Booking Details

Vaccination site address

Appointment date

Appointment time

Cancel

Book now

INFOCov

COVID InformationCOVID UpdateVaccination

YOUR BOOKING IS SUCCESSFUL

Thank you for keeping the community safe.

Back to home

INFOCov

COVID InformationCOVID UpdateVaccination

Hotline
1300 11230
help@infocov.com

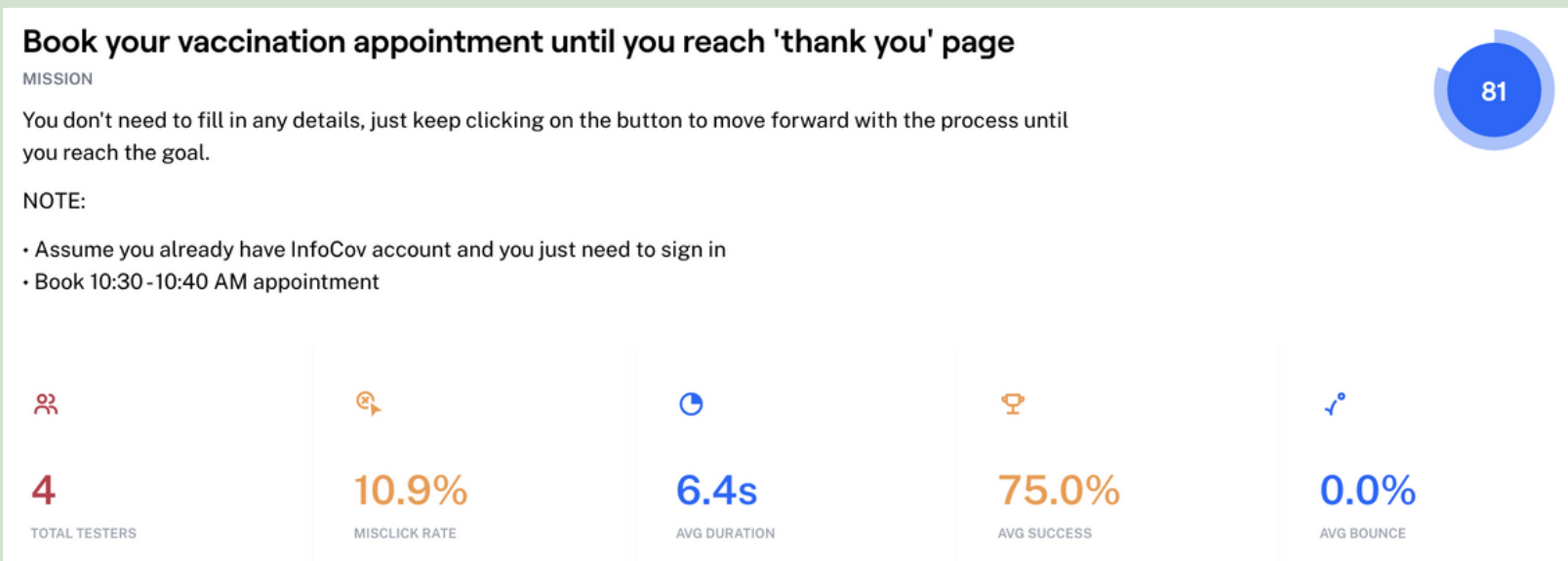
Copyright InfoCov 2021

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.

Book a COVID-19 vaccination appointment

Eligibility

- 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](#)

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

[Read more](#)

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

[Read more](#)

Sign in to your InfoCov account

Sign in

Please sign in here if you already have an InfoCov account

Email Address

Password

[Forget password](#)

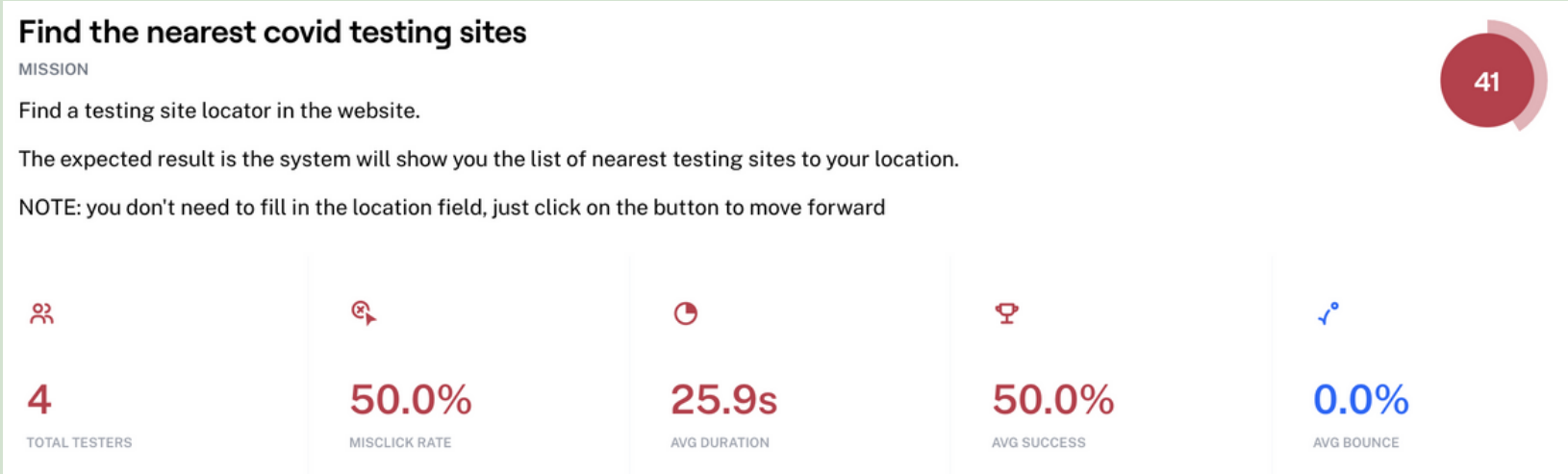
[Sign in](#)

[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.

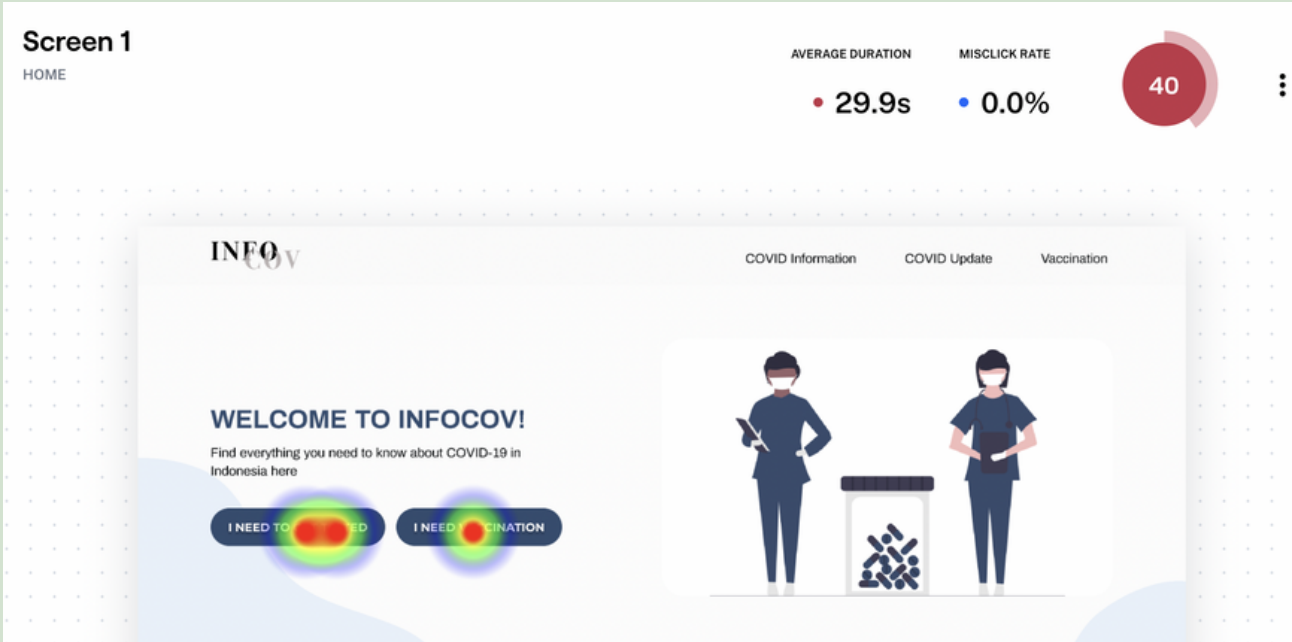
The expected result is that the user only needs to click on 'sign in' button. However, some users might be wondering if they need to click on the eligibility / read more about the information above the sign in portal.

Task 2: Finding the nearest covid testing site

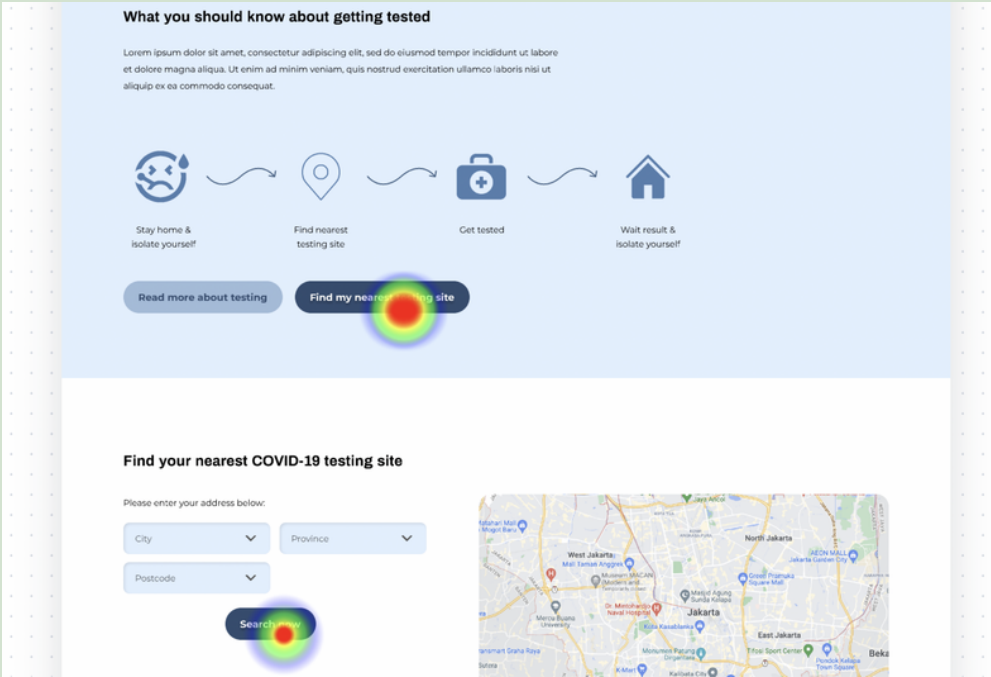


41

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.

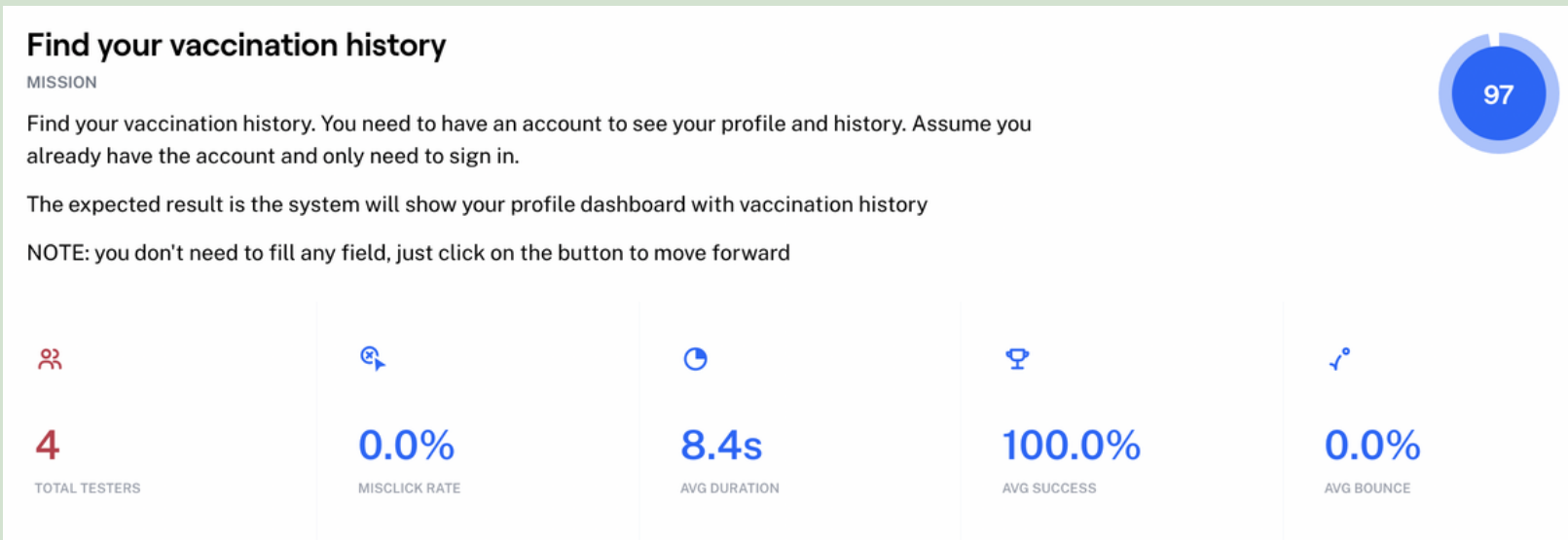


Started from the homepage, the expected action was user to click on the left CTA that read 'I NEED TO GET TESTED' but some users might think that they can find that section under vaccination section.



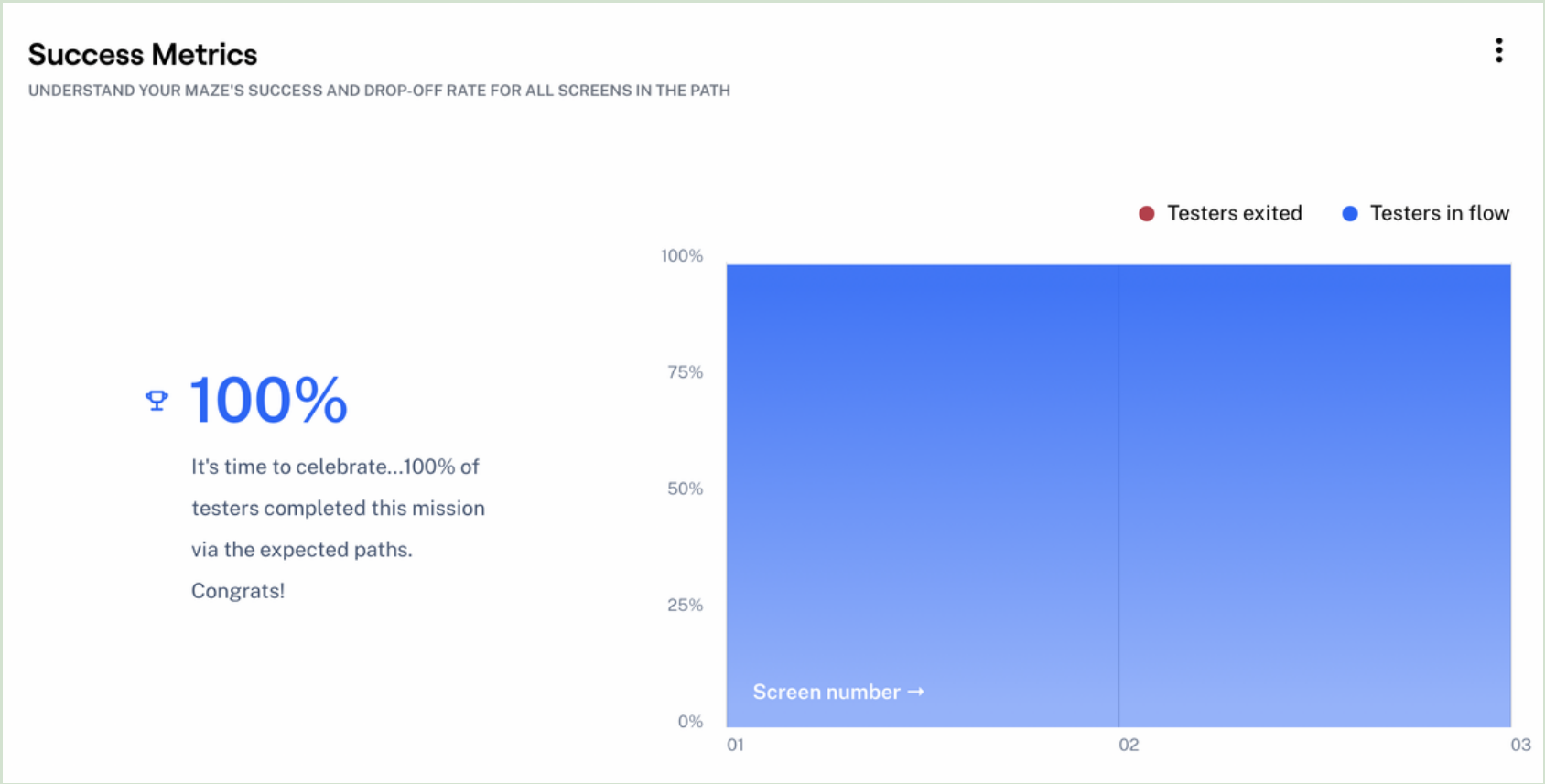
On the next page, I expected the user to directly click on 'Search now' button under the testing site locator. But users saw the previous section first that has a button read 'Find my nearest testing site' so they tend to click it first.

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.