

ReJournal



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Arnie Techavimol: Prototyping, Usability Testing

Jessica Nguyen: Coordinator, Prototyping, Usability Testing
Gabe Carroll: Prototyping (Digital Aesthetics Designer)

Depression

- 70%

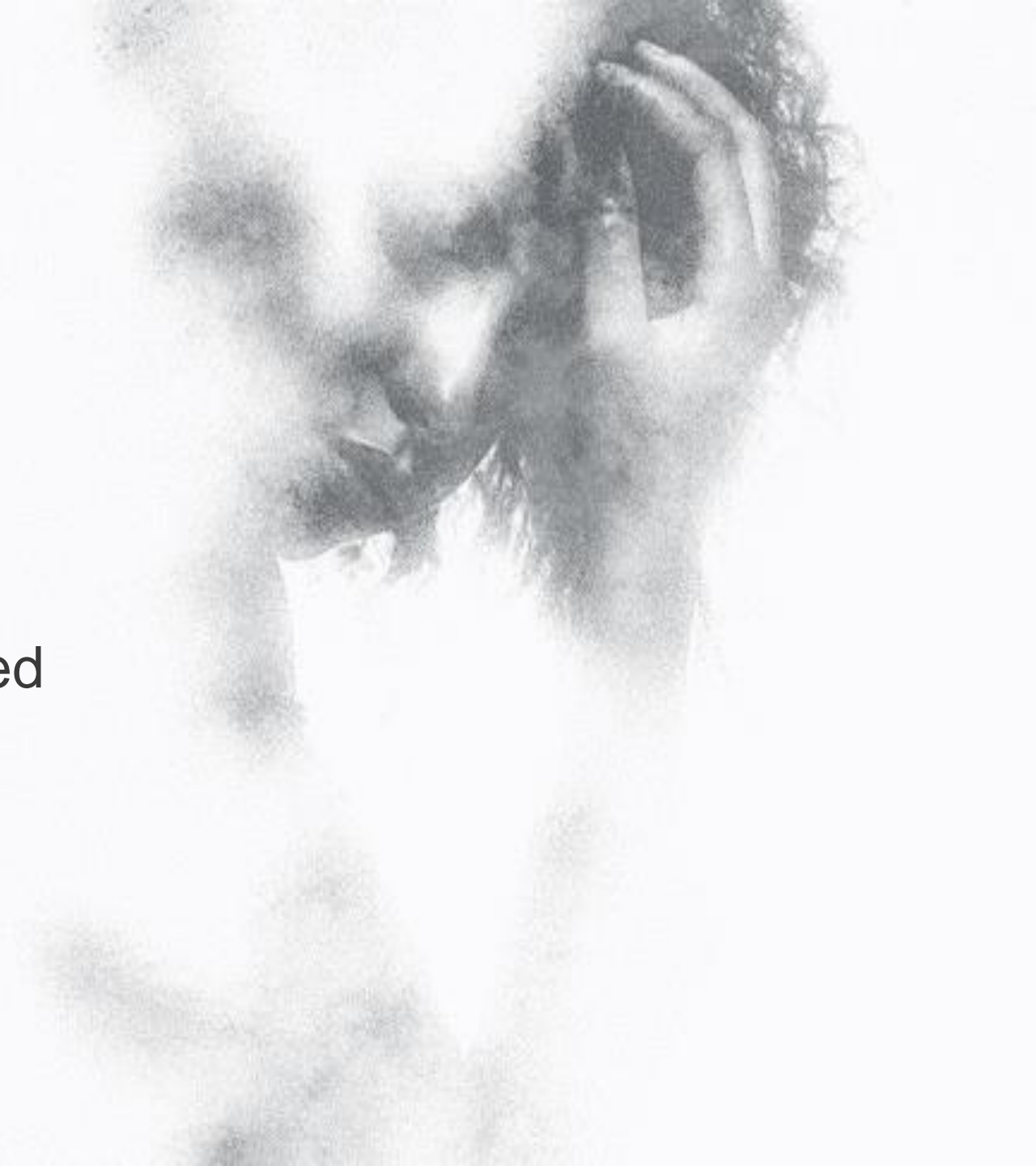
suicide reported diagnosed

- 86%

more likely to recover if supported

- 50%

unsuccessful treatment due to
non-compliance



Proactive Solution

Bridging the Gap



Problem

- Disconnected
- Secluded and left alone
- Lack of clarity
- Proactiveness and positivity

Solution

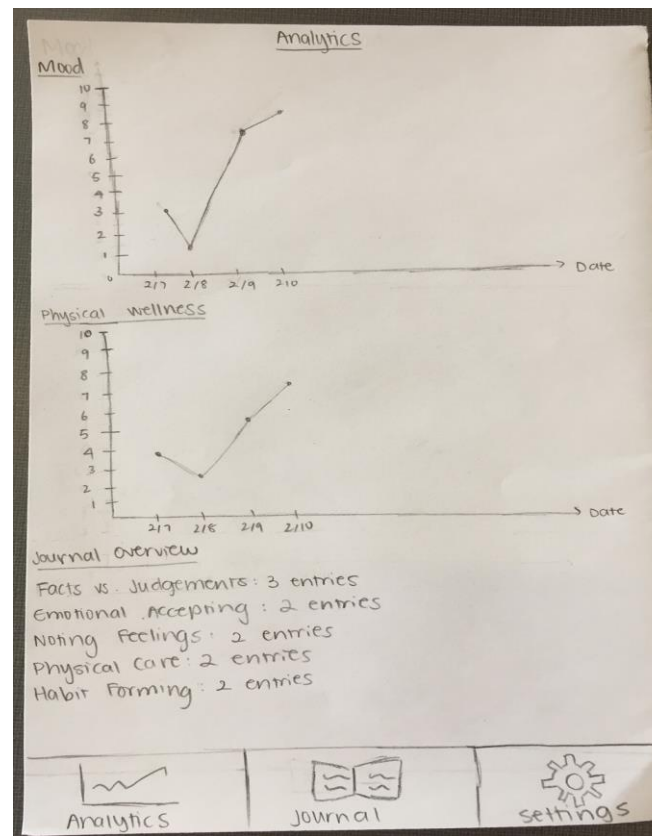
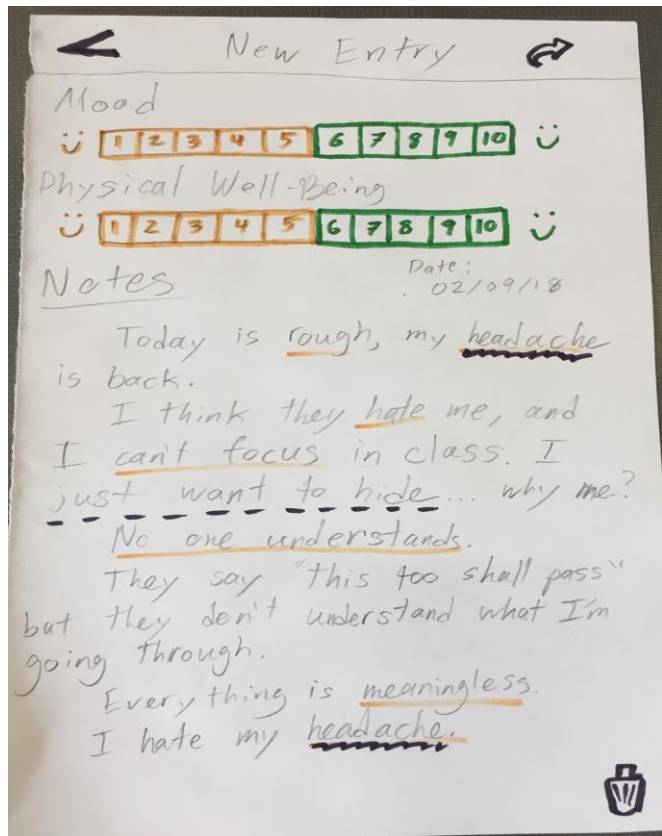
- Record thoughts and feelings
- Reflect on progress
- Reach out to supporters



Initial Paper Prototype

Record and Reflect

Task 1: Reflecting on Thoughts and Feelings



Reach out and Reconnect

Task 2: Reaching out to others

SmilingSettings10

Welcome to your new writing space!

😊 Your Name Jessica

Hi Jessica

Who are your three cheer supporters?

1 Name Annie
Mobile 912-647-777

2 Name Anna
Mobile 912-432-55

3 Name Gabe
Mobile 906-441-55

Journal Name Dear Friend

I am ready to start writing!
I am ready to start writing

New Entry

Mood ☺ 1 2 3 4 5 6 7 8 9 10

Physical Well-Being ☺ 1 2 3 4 5 6 7 8 9 10

Notes Date: 02/09/18

Today is rough, my headache is back.
I think they hate me, and I can't focus in class. I just want to hide.
No one understands.
They say "this too shall pass" but they don't understand I'm going through.
Everything is meaningless.
I hate my headache.

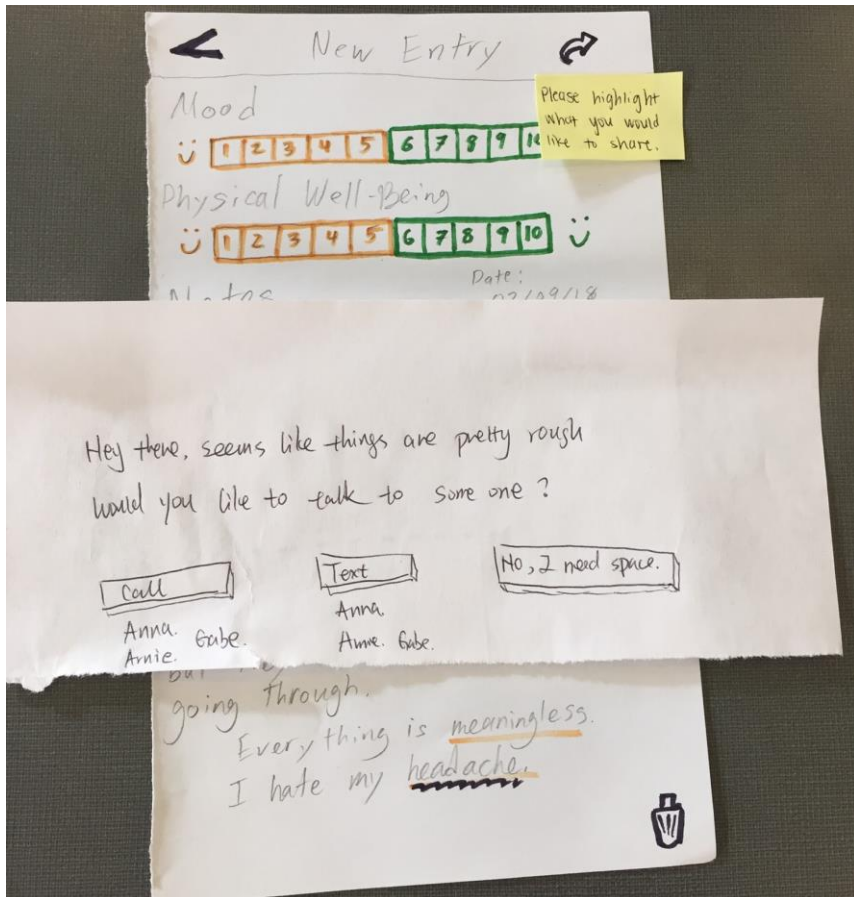
Share with:
Annu
Annie
Gabe.

Hey Annie,
["this too shall pass"]
Thought this is cool.
Hope you like it!



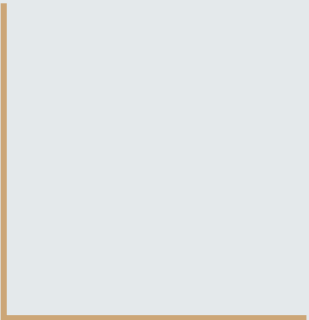
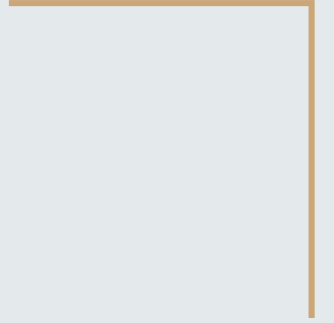
Catch relapse and encourage asking for help

Task 2: Reaching out to others





Testing



Diversity and Openness

Set-up and Rational

Users selection

- Diversity
- Representation

Environment setting

- Comfort
- Trust

Protocol walkthrough

- Semi guided

Protocol adjustment

- Exploration
- Fewer guidance
- Open ending



Feedback and Iteration Points

Affirmations



- Calendar view
- Journal reflection
- Communication
- Analytics

Areas to Improve



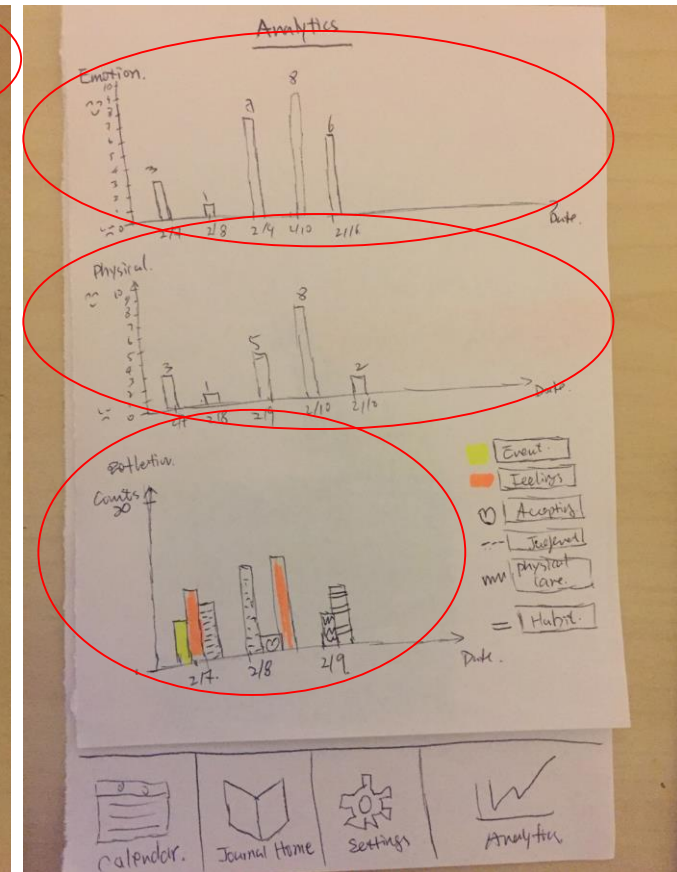
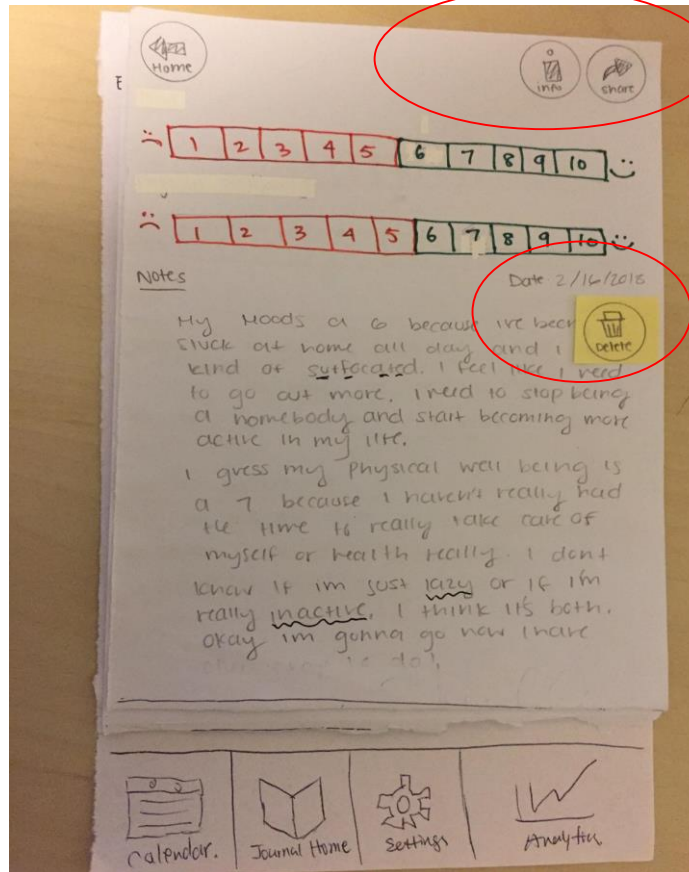
- Visualization
- Proactive communication
- Security and comfort
- Emergency outreach



Final Paper Prototype

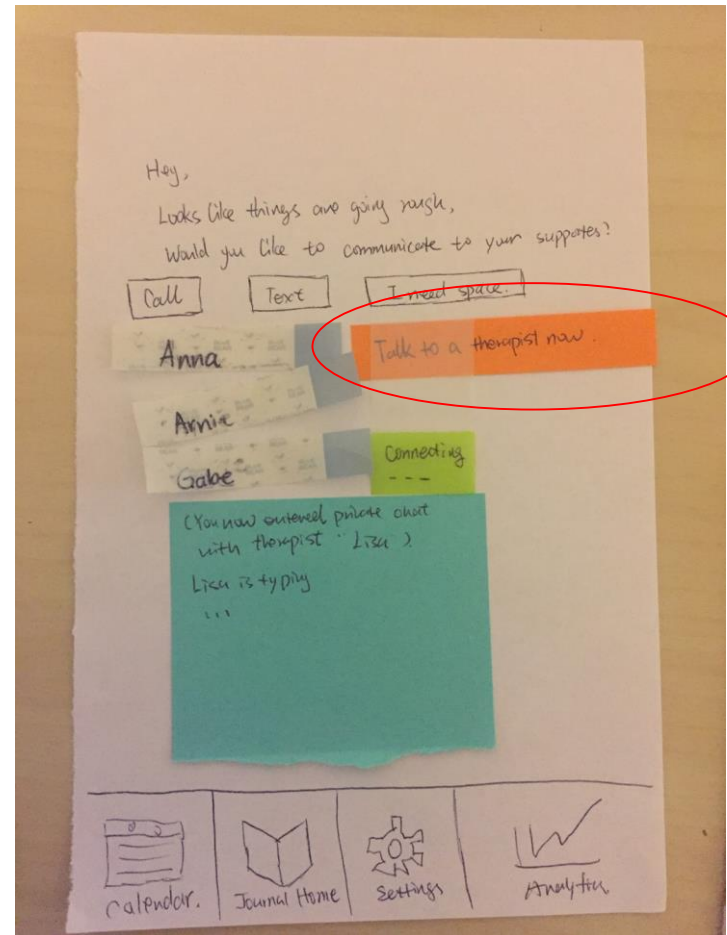
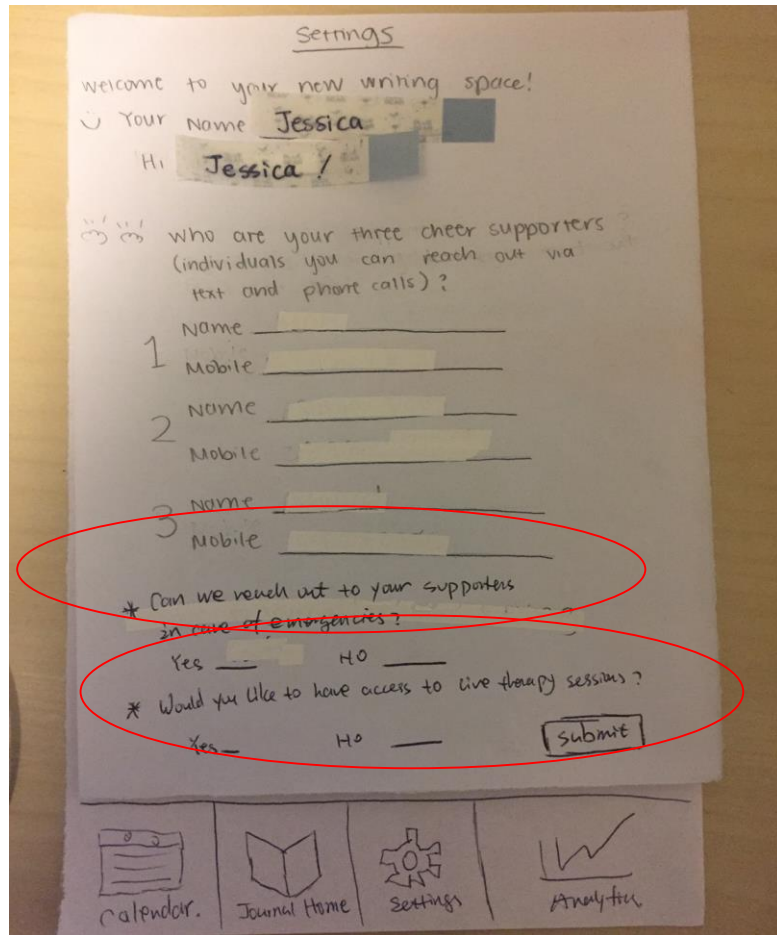
Record and Reflect

Task 1: Reflecting on Thoughts and Feelings



Reach out and Reconnect

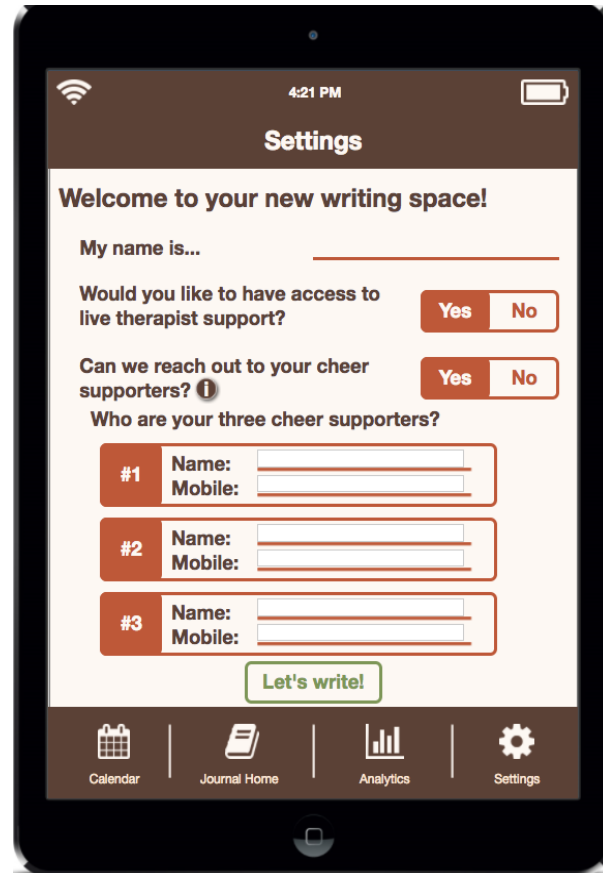
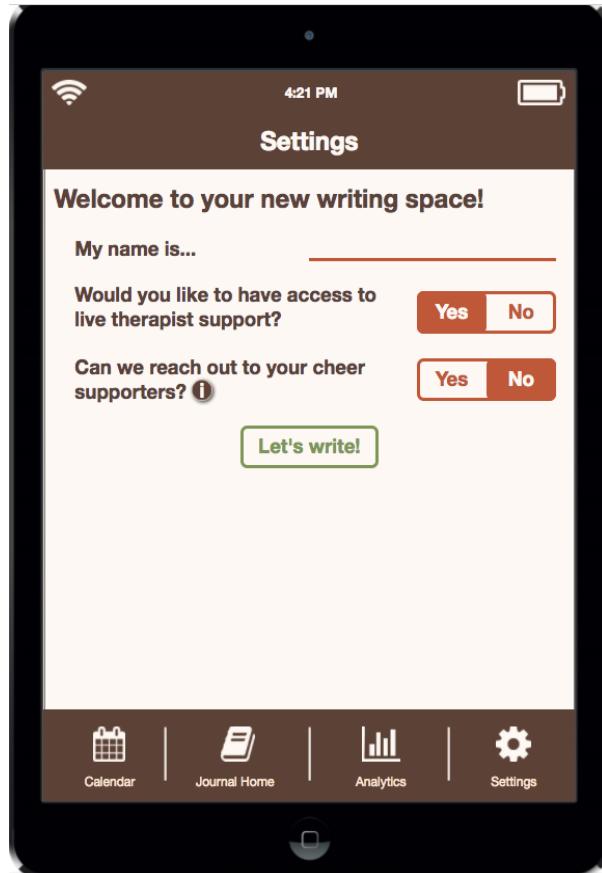
Task 2: Reaching out to others





Digital Mockup

Information/Settings

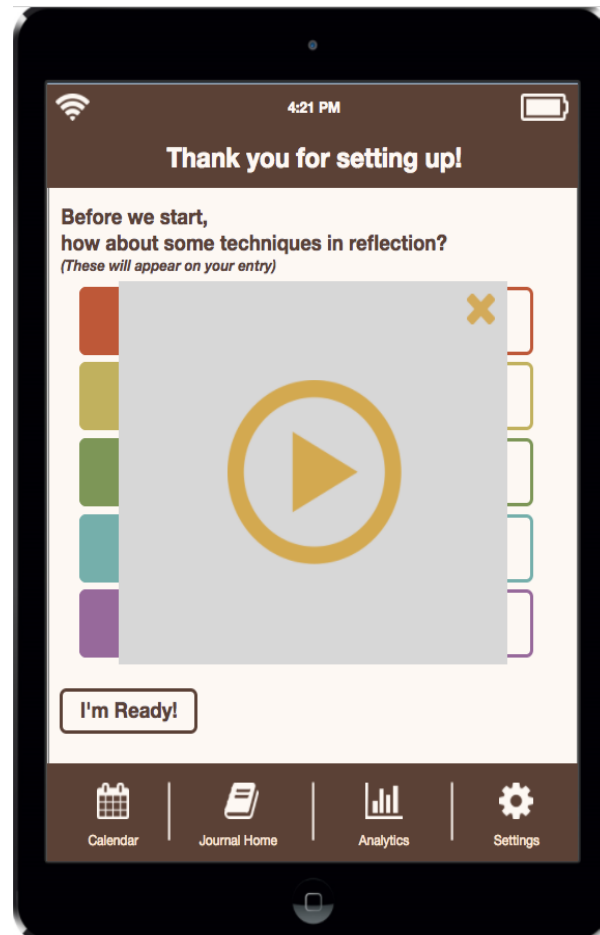
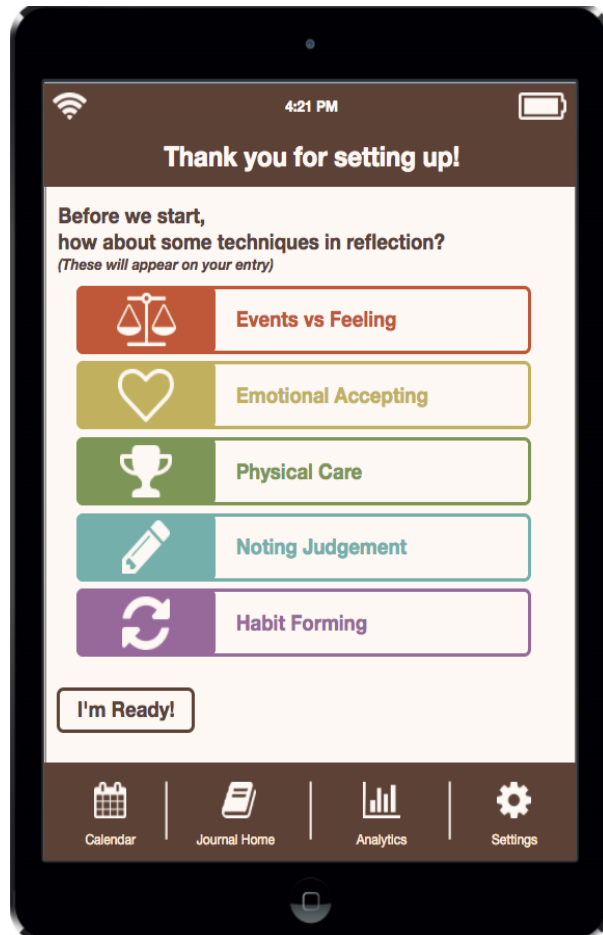


Changes:

Added share

and privacy settings

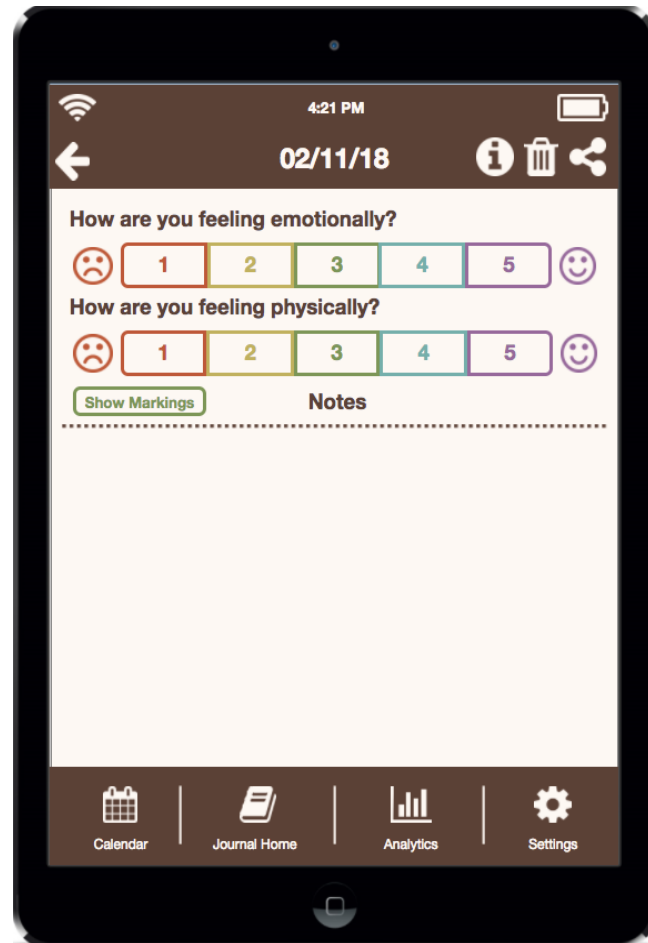
Education



Changes:

Information for
reflection and clarity
categories

Task 1: Reflect



01

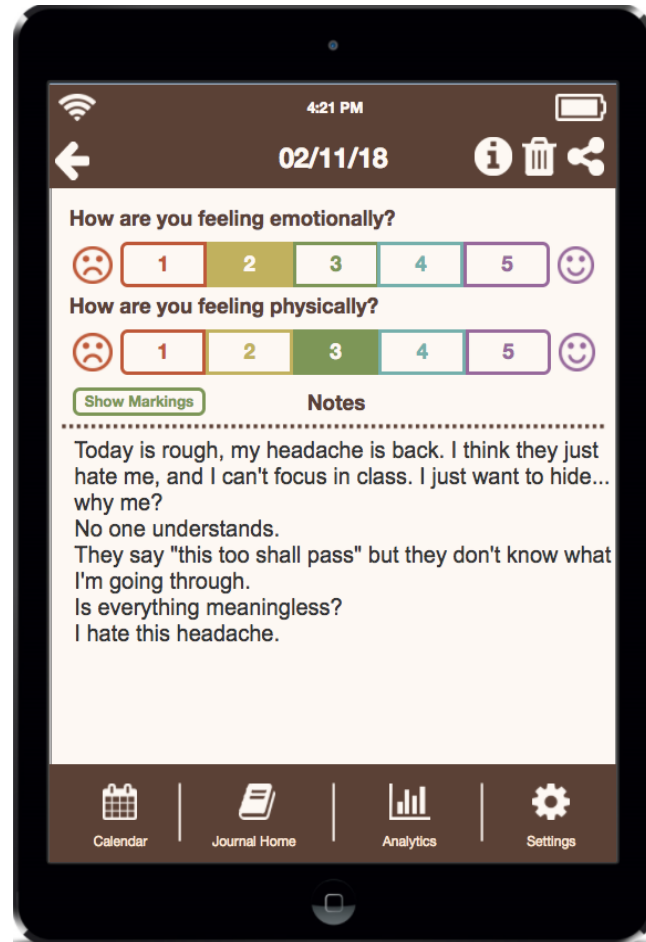
Changes:

Scale

02

03

Task 1: Reflect



01

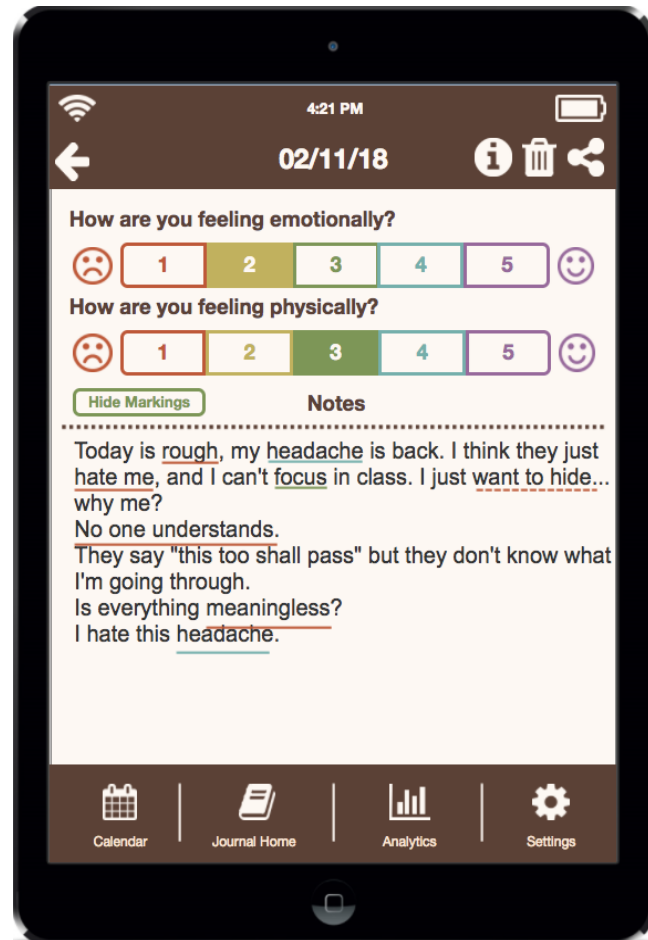
Changes:

02

Markings show hide toggle

03

Task 1: Reflect



01

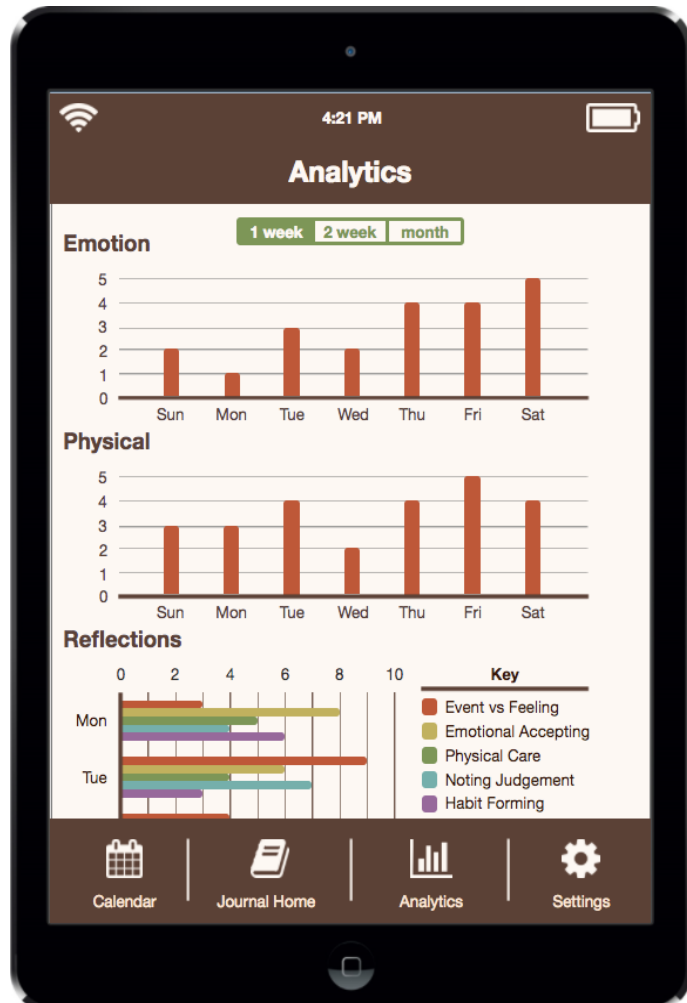
Changes:

02

Markings show hide toggle

03

Task 1: Reflect



Changes:

Time interval options

Categories in time series

Task 1: Reflect



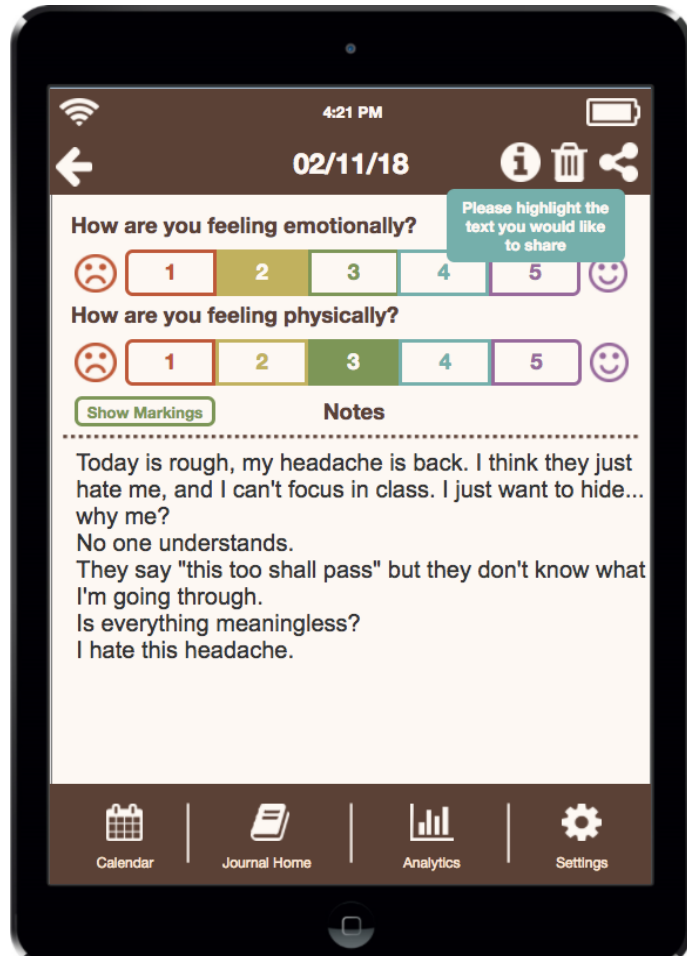
Changes:

Calendar less as a view

More like a progress chart

Reflection dictionary

Task 2: Reaching out (Share)



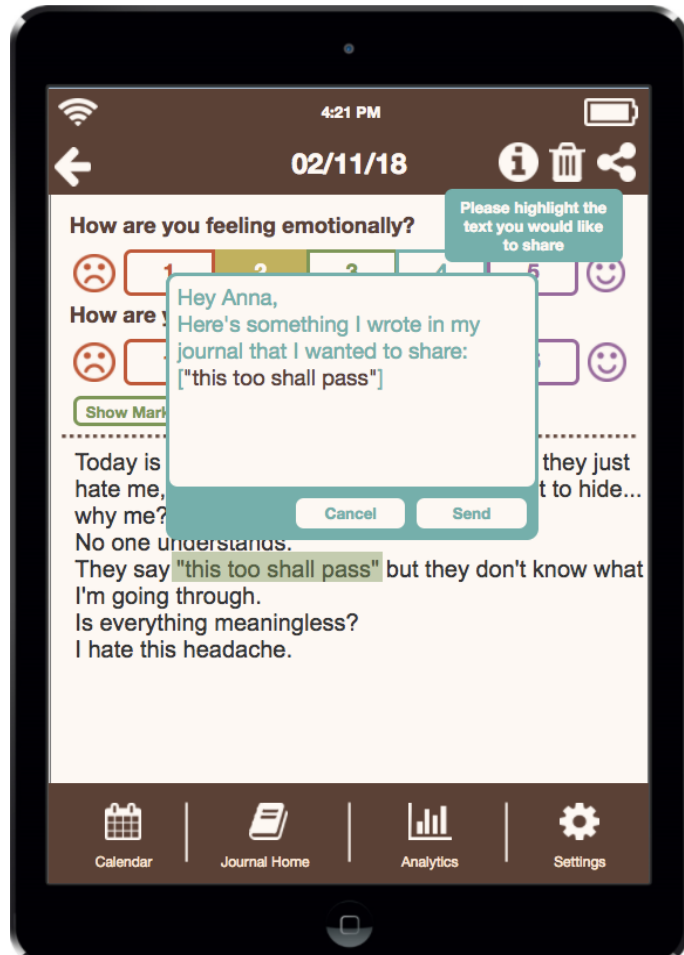
01

02

03

04

Task 2: Reaching out (Share)



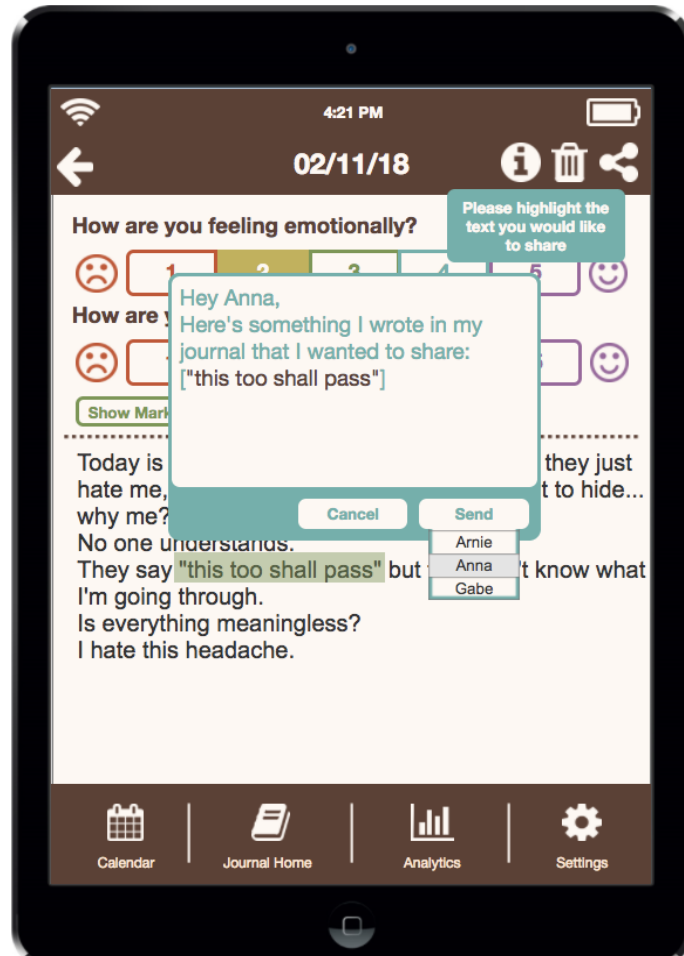
01

02

03

04

Task 2: Reaching out (Share)



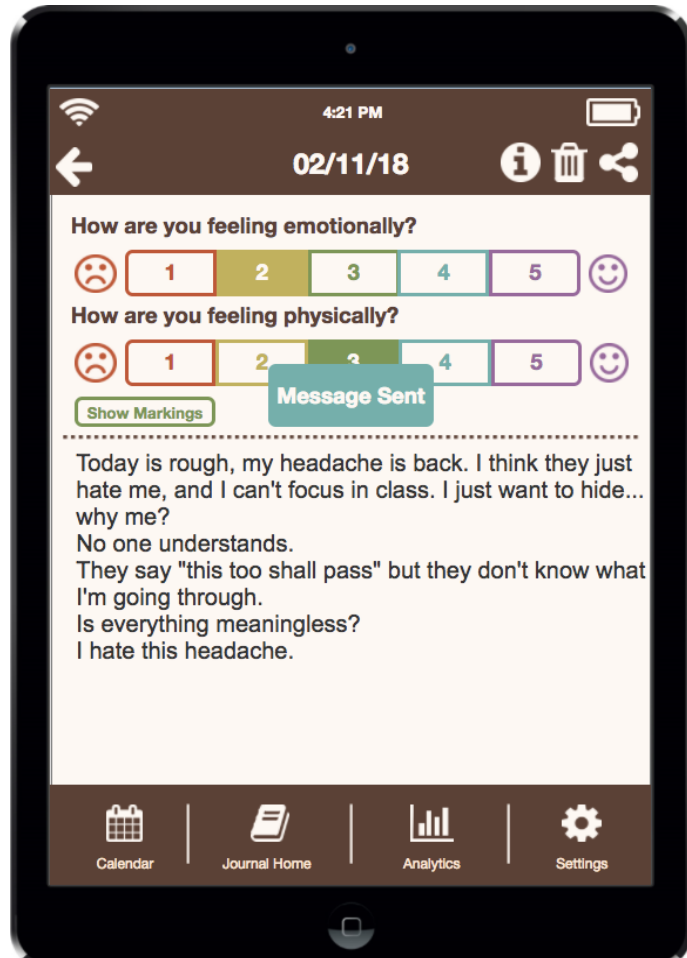
01

02

03

04

Task 2: Reaching out (Share)



01

02

03

04

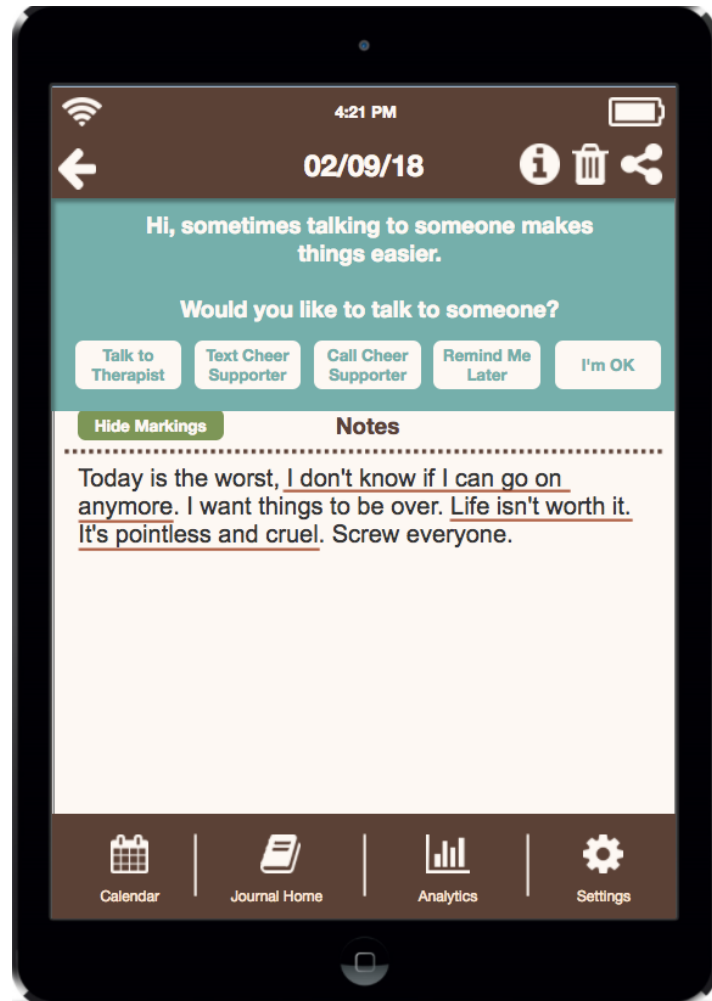
Task 2: Reaching out (SOS)



Changes:

Reaching out prompt on analytics with icon call out

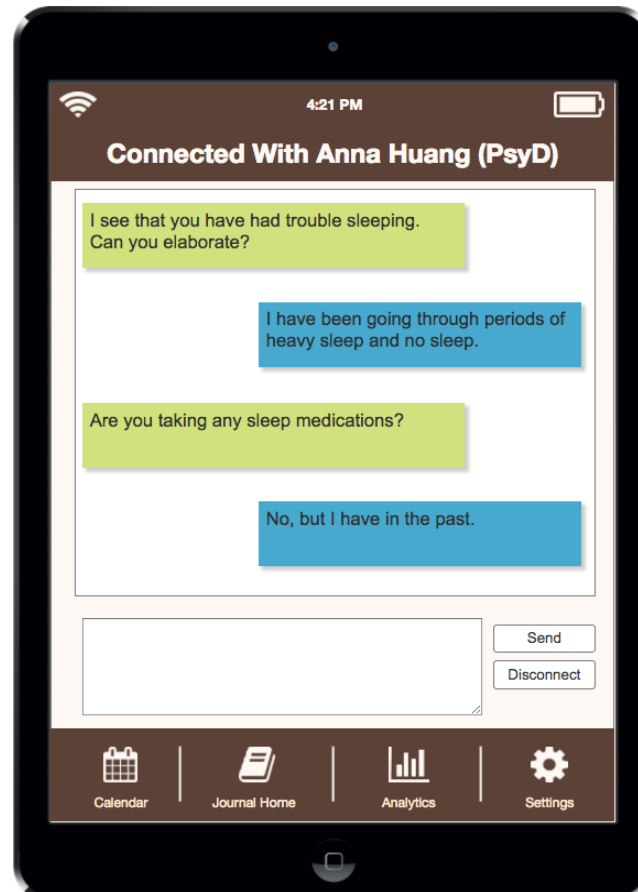
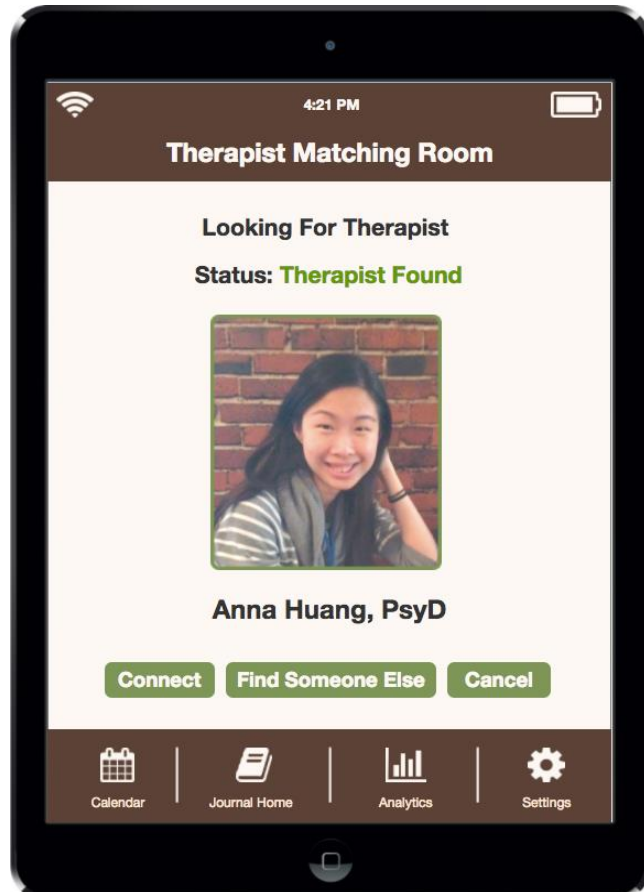
Task 2: Reaching out (SOS)



Changes:

SOS on real time entry detection

Task 2: Reaching out (Anonymous)



Changes:

Therapist chat room added for both SOS and trend alerts

ReJournal



Getting the right design:
Not how to improve what's be done
What's not done?

Flexibility in usability testing:
goal is to discover flaws, not to complete tasks

Prototyping with users in mind:
Think features as services not functions

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