

### **Quarantine Buddy**

An app designed for users staying at a hotel during their mandatory quarantine. The app provides a personalized meal plan with accessible food options, eliminating uncertainty about nutritional needs.

#### **Design Brief**

Team: Kristin Flannigan, Natasha Rozon, Melika Modiri & Dongchen Wu

Objective: Alleviate stress during mandatory quarantine through designing an app that connects customized hotel food services to the users phone, providing easy and accessible options.

**Duration: 3 Months** 

Design Methods: Design Thinking Workshops, Remote Usability Testing

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Meeting Notes: we will keep these on our team google drive then compile them

Research Notes: we will keep these on our team google drive

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### **Executive Summary**



#### **Best Features**

- -Food Ordering/ Delivery
- Personalized meal plan schedule and planner
- Customizable meals with accessibility toward users with various food restrictions

Design a personalized app that helps users during their quarantine at hotels have consistent access to food, fulfilling a variety of nutritional needs.

#### How is it different?

- Customized meal plans based on user preferences
- An accessible app that supports the entire user journey of scheduling, ordering and receiving food

#### **Customers**

#### **Personas**

Colleen Yu

- International Students

- Families
- People with covid

#### What problem(s) does it solve?

- Having variety in food options
- -Customizable meal plan
- Fulfilling a variety of dietary restrictions
- Instant access to front desk and urgent numbers

#### **Key Organizational Objectives**

App Price	ТАМ	Design Cost (\$)	Gross Profit
\$0.00 To download Additional \$ for features	https://www.forentrepre neurs.com/calculating- tam/	Resources: Tech Startups Government Funding	\$

#### **Competitors**



#### Competitors \$0.00

 Hotel Apps that offer a wide ranges of booking services

- Food delivery apps
  - Government COVID information Apps



#### Example:

- -Fresh Restaurant s
- Uber Eats
- Skip the Dishes

https://freshplantpowered.com/

### **Design Team**

#### Dongchen

Market Analysis:

Research User Interviews

Persona's

Empathy Map 5 Whys

Wireframes

Component Development

iOS Design [customization cards; components; swap

button designs; information page; etc.]

Responsiveness

Neuromorphic Design

Calendar User testing

#### **Kristin**

Project Manager

Zoom Meetings Market Analysis:

Research

User Interviews

Persona's

Prototyping

Food flow creation

A/B Testing

**Empathy Map** 

5 Whys

Wireframes

Note taking

Journals and Reflections

**Content Creation** 

User testing

#### Melika

UI Design/ Editing
Onboarding
Prototyping
Finalizing Reports/Executive

Summaries
Team Insights
Content/UX writing
Note Taking
Design Solution Deck Editor

#### Natasha

Market Analysis [competition] Moodboard/Brand Tone/Identity Information Architecture/User

Journey

Design Solution Deck Editor

Wireframes

Mood Buttons [research/design]

Android Design [customization cards; components; swap button designs; information

page; etc.] Responsiveness

Prototyping - Full Calendar; Full Day 3 Dinner Swap; Sarah

Prototype; User Testing

Final Evaluation Journal

# **Design Principles**

#### **Design Thinking Exercise**

#### Stage 1: Empathize—Research User Needs

- User research
- Market Analysis
- Interviews
- Surveys

#### Stage 2: Define Problem

- Personas
- 5 Whys
- Problem Statement

#### Stage 3: Ideation

- Brainstorming
- Critique
- Jam Board
- How Might We?
- Make assumptions and challenge them

#### Stage 3: Prototyping (low and medium fidelity)

- Hand drawn wireframes
- Low fidelity wireframes

#### **Stage 4: Usability Testing**

- -Find 5 users to test
- Write down observations
- Repeat. Repeat.

### **Design Principles**

#### **Neumorphic Design**

- Set the stable light source from the left-top side of the screen
- Use drop shadow to create the nature highlight and shadow on the button
- Use Figma mirror to test the actual effect on the mobile device

#### **Prototype (High Fidelity)**

- Use the user journey as prototype frame
- Divide prototype between team members
- Narrow down prototype to one user journey from onboarding to creating meal plan
- Use appropriate interactions and animation

#### Other

#### **Components**

#### Grid

- Use the magic number 8 (px)
- The height of the component and card should be able to divide by 8

#### **Material Design**

- We used consistent typography: Inter font (regular, medium and bold)
- Used the following colors: blue (trust, loyalty), green (peaceful, growth, health), yellow (optimism)
- Transitions: slide through food quiz

### **Problem Statements**

- 1. People who have mandatory quarantine need to have a guide/ resource because currently, they feel unprepared and anxious for the 14 days.
- 1. Hotels offering quarantine services need an all in one app to help alleviate the anxiety and lack of accessibility their customers have during their 14 day isolation

(How much do we focus on the profit hotels make/are they are target for funding?)

1. \*\*\* Users at hotels during their mandatory quarantine need consistent, nutritional and accessible meal options, in order to be healthy and alleviate stress from uncertainty. (Final problem statement)

### **Organizational Goals**

#### The organization is looking to achieve the following:

- Design an app that solves our users problem
- Design an app that is accessible, user friendly
- Work cross functionally as a team to successfully achieve our goals in spite of our constraints
- Develop strong research: Access and conduct reliable users interviews and testing
- Market the app in order to be well known and trusted
- Prototype the app in a intuitive and interactive way

#### The organization has the following constraints:

- We are a small team
- We have a time constraint of three months
- Funding options
- App is dependent and must be agile based changes of Covid-19 and government regulations

### **UI/UX Design Considerations**

### Market Analysis

#### volo.

<b>⊘</b> ALL AREAS	IN-ROOM DINING	TH RESTAURANTS & LOUNCES
& SPA OF SALON	# HOTEL AMENITIES	FRONT DESK
X Services	& LOCAL FLAVOR	TRANSPORT
L Concience	ei vaaraneer	OTHER REQUESTE?

#### https://www.getvolo.com/ Volo!

In Hotel Tablet System [not app]
Free For Clients

#### **Customer needs served:**

In room touch screen with all the hotel amenities for guests to have access to

#### Target customer types:

-Average hotel visitor - not someonedoing mandatory quarantine-high end boutique American style hotels

**Things they do well:** consolidating hotel amenities all in one place Makes things more accessible for people More hygenic

#### Things they don't do well:

It has to be used in the room only on it's dock.

Not international





#### **GuestAwe**

### [https://www.mediaconcepts.com/mobile-concierge.html]

Hotel 'Mobile' Concierge In Hotel System [App still needs to be downloaded by user] Free For Clients

Customer needs served: Guests need their own phones to access user facing content; seems to meet generic and extravagant hotel guest needs

**Target customer types:** Higher-end hotel guests; Expect the best;

Things they do well: Seamless check-in [can even send electronic room key - scan passport etc]; Immersive Environments [guests can choose sounds, visuals AND SMELLS??]

Things they don't do well: The dreaded GAMIFICATION aspect to entice users to become more eco-friendly [get points for environmentally friendly choices - not sure how they redeem these points]

### Market Research

- Conducted by watching TikTok's of people experiencing hotel quarantine in different regions of the world and sharing their experience
- Researched a variety of countries policies and procedures when it come to quarantine in those countries and pull the most common similarities to feature in our app
- Looked at the current app market and couldn't find a targeted app solving our problem statement so from our research we felt it was a good solution to continue to explore
- Users at hotels during the quarantine have limited food options

### **User Interviews**

#### **QUESTIONS:**

Gather basic info [age, gender, etc.]

What Country have you had to do quarantine in?

Why did you have to quarantine?

How long did you have to quarantine?

How did you get to your quarantine spot?

Were you able to pick where you stayed?

Did you have to pay for your stay or was it government funded?

Would you have paid money to pick your hotel or had better amenities? Explain.

Can you walk me through what your days looked like while you were in quarantine?

What were some things you wish you knew prior to quarantine?

What was the most challenging element of being in quarantine?

What were some emotions you felt prior?

#### **QUESTIONS CONTINUED:**

What were some emotions you felt during?

What were some emotions you felt after?

What were some activities you did while in quarantine to keep busy?

What was something you missed the most during quarantine?

What are some things you wish you could have done while in quarantine?

What advice would you give someone who has to do quarantine?

What were your food options? Did you enjoy the food? Did it meet your dietary needs?

Were you able to receive packages? If so, what did you get delivered?

Did you feel supported during your stay? If not, what would have made you feel more secure?

### **Customer Persona**



#### Colleen Yu

| want to do what is safest | for my | family"

Age: 21

Work Student

Family: Younger Brother Location: Taiwan + Waterloo +

Vancouver

#### Personality

_
Feeling
Intuition
Perceiving

#### Bio

Collen is a student travelling home to Taiwan during the pandemic. She is a vegan and cares a lot about the environment and her impact. She is a sister and has a partner in which they will be in a long-distance relationship. She has a YouTube channel where she shares her life experiences and shares her vegan lifestyle for others to learn about.

#### Goals

- To complete 14-day quarantine healthy and safely
- To keep busy while in quarantine by reading, exercising, relaxing, and watching tv
- · To travel safely home without contracting COVID

#### Frustrations

- Was challenging to get the food delivered that met her dietary restrictions
- · Was unclear on all policies/ rules of 14 days stay at the hotel
- · Problems with the available solutions

#### Motivation

Incentive

Tech Savvy

Fear
Growth
Power
Social

#### Technology Influences

Online & Social Media
Written Instructions

### **Customer Persona**

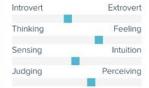


#### Vivian

Age: 24 Work: Job Title Family: Single

Location: China+ Toronto

#### Personality















#### Bio

Vivian is a University student who graduated this year. She decided to travel back to China to spend time with her family. She loves play video games. She really care about the nutritions in her food and eat lots fresh fruits daily.

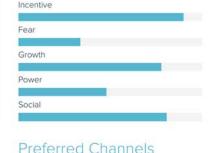
#### Goals

- · Finished the 14+7 days quarantines
- · Finished her Master Degree apply
- · Prevent to spend too much time on video games during quarantine

#### Frustrations

- · Needs to separate from her boyfriends
- · Afraid the nutrition of the food isn't balanced
- · Unsure if the guarantine will extend or not and who gonna pay for the extra fees

#### Motivation



Online & Social Media Referral

### **Customer Persona**



#### Danni

"I am really cherish the alone time "

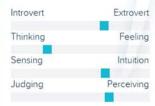
Age: 24

Work: Bank staff Family: Single

Location: New Zealand +

Hong Kong(China)+ China(Mainland)

#### Personality



#### Bio

Danni just got her Master degree and ready to back to China for work. She is qaurantine in Shenzhen. She likes to do yoga and zomba to stay energtic and maintain her health. Her working is highly rely on the internet.

#### Goals

- · Finished the 14 days quarantines in hotel
- · Finished her final essay and work tasks.
- Stay physcially active during the quarantine.

#### Frustrations

- · The hotel's internet connection is poor.
- · Was afraid she couldn't follow her gaurantine schedules

#### Motivation

Incentive

Fear Growth

Power

Social

#### Preferred Channels

Online & Social Media

Referral

# **Empathy Map**

SAYS	THINKS
<ul> <li>"I want to make sure my family is safe so I enjoyed staying at the hotel over at home."</li> <li>"I felt unsafe at times while in the hotel."</li> <li>"I enjoyed the downtime after a busy time at school."</li> <li>"I welcomed the alone time."</li> </ul>	<ul> <li>It's important to be in quarantine to prevent the spread of COVID</li> <li>The hotel cared well for her</li> <li>It was a little suffocating being stuck in the room</li> </ul>
DOES	FEEL
<ul> <li>Spent time reading, watching tv, exercising, eating, and socializing with friends online</li> <li>Eats vegan</li> <li>Tried to keep a schedule to get through the quarantine period</li> </ul>	-Anxious -Nervous -Unsafe -Relaxed -Bored -Excited

# **Empathy Map**

SAYS	THINKS	
<ul> <li>"I am cherish I could have some time in this society."</li> <li>"I could stay in a small room as long as I have internet."</li> <li>"I like the Cantonese food they offer."</li> <li>"I didn't order packages what I have is pretty enough."</li> </ul>	<ul> <li>Worry about internet connection</li> <li>The hotel staffs take good care of her</li> <li>The nutrition if food is balanced</li> <li>The hotel staffs and medical staffs are always stand by in the chat room</li> </ul>	
DOES	FEEL	
<ul> <li>Did research about the quarantine process</li> <li>Working on essay and work, doing yoga and zumba, watch TV shows</li> </ul>	-Satisfied -Bit nervous -Cherish -Peaceful -Happy(after)	

# **Empathy Map**

SAYS	THINKS
<ul> <li>"I miss my boyfriend."</li> <li>"I am able to pick the standard of the room."</li> <li>"The meals they offered are fine, but the fruits is not enough for me."</li> </ul>	<ul> <li>Larger room will be more space and more comfortable</li> <li>Nothing out of her expectation</li> </ul>
DOES	FEEL
<ul> <li>Facetime her family and boyfriend everyday</li> <li>Pay extra to pick a larger room</li> <li>Did research before quarantine</li> <li>Read novels, play games, chat with other players, watch drama</li> <li>Ask parents to send her packages</li> </ul>	<ul> <li>Lonely</li> <li>Nervous (about the unexpected extend of quarantine)</li> <li>Cherish</li> <li>Safe</li> <li>Supported by family</li> </ul>

# **5W's Matrix**

### UI/UX Design Considerations

Who uses it?	Colleen	Vivian
How do they use it?	She would use it to structure her hotel quarantine and communicate with the hotel	She could use it to get the newest quarantine arrangement and get technical help
Why do they use it?	To make sure she is informed and educated about how to spend the 14 day quarantine	Make sure everything is planned and feel less nervous
When do they use it?	While in their 14 day quarantine	Before and during the quarantine
Where do they use it?	In their assigned hotel room	In the airport and hotel room
What do they use it with?	They can find ways to fill their time, get the support they need physically and mentally, as well as food and amenities to make it through the next 14 days	Get some suggestion to keep themselves busy, reduce the loneliness and enjoy the alone time
System Integration	Works with the hotel infrastructure	Works with the hotel infrastructure and the government

# Low Fidelity Feature Explorations/Designs

Branding
User Journeys
Information Architecture
Wireframes
Critique Feedback
Team Insights

# **Mood Board/Inspiration**

#### **UI/UX Design Considerations**



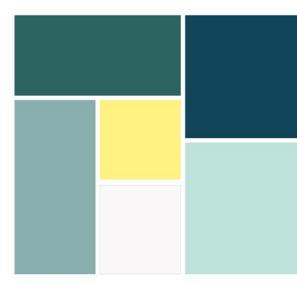






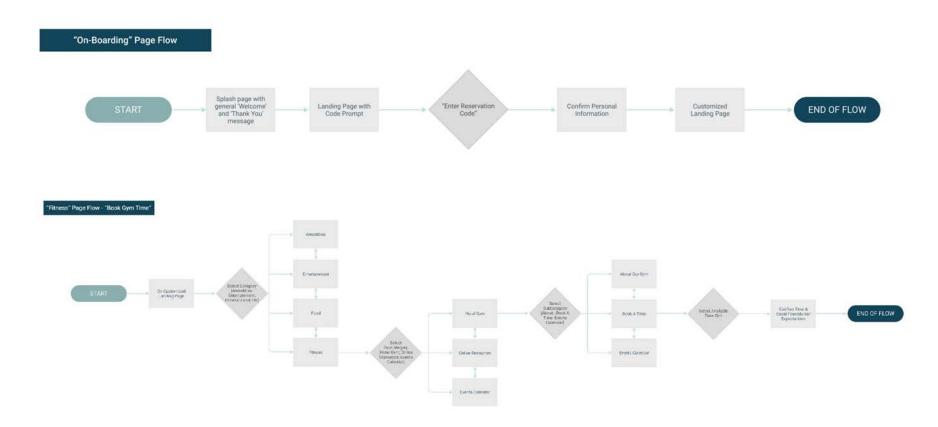






Colour Assets

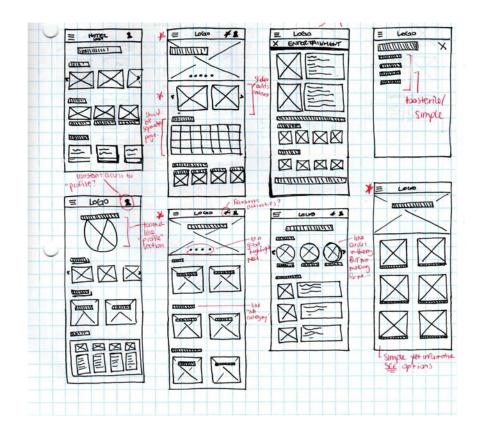
# **User Journey (OnBoarding-Feature 1)**

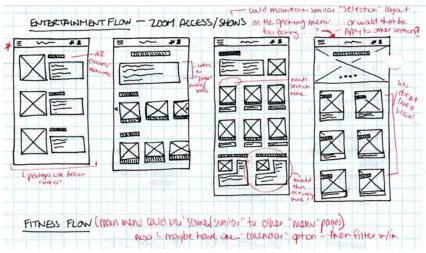


**Information Architecture** Hierarchy Style [w alphabetical] Through CHURCHER Through CHURCHER

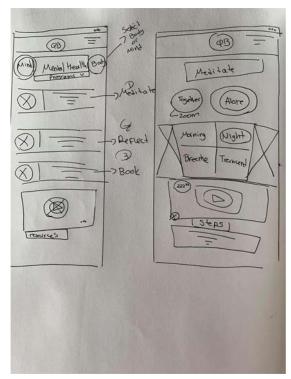
**Product Appearance and Operation** 

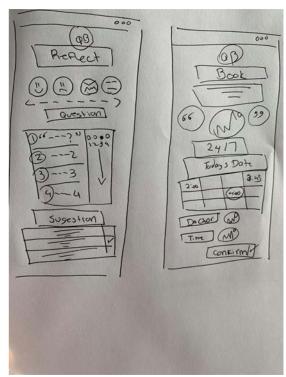
# Wireframes [sketched - First Round] Entertainment and Fitness Flow

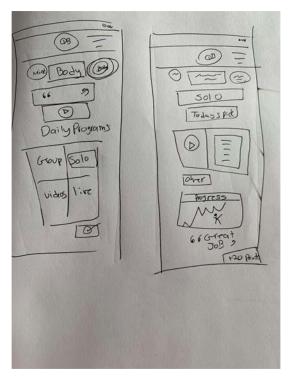




### Wireframes [Sketched] First Round







Mental & Physical Health

# Wireframes [digitized] First Round

### **Product Appearance and Operation**

#### **LOW FIDELITY**











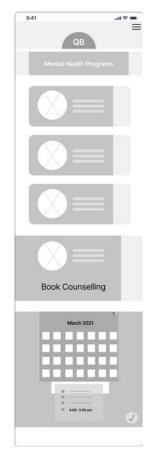
Fitness Resources

#### Entertainment

# Wireframes [digitized] First Round

### **Product Appearance and Operation**

#### **LOW FIDELITY**











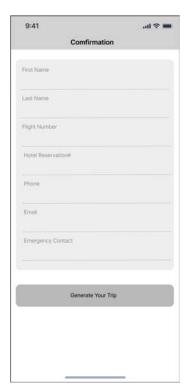
Food Services

Mental Health Programs

# Wireframes [digitized]

### Product Appearance and Operation





### Low Fidelity Feedback & Critique

#### **Pulkit:**

- great for international students
- positive feedback for Moodboard
- positive feedback on transportation and entertainment
- Can be used as analytics for the government and information for researchers to understand users and how people are dealing with the pandemic

#### Navjot:

- What's the difference from this app than the other?

A: How the structure of those 14 days looks like, in a well-rounded manner

- personalized for mental health

Suggestion: including pharmaceutics and getting your prescription filled through the app

#### Robert:

- Great facilitating
- Great empathy map and research & wireframes
- Very good 5 Why's
- He's very aware of our present and future process
- Is this a white labeled product? One hotel? Many?

#### **Bhuvan:**

- How to customize more and understand a larger scale of users
- MVP: Gym is not necessary at this point, could be something that's added later, what is vital at the moment are the other features
- Continue with design thinking

#### Guatami:

 One stop solution for anyone who is from another country in order to understand the regulations

#### **Product Appearance and Operation**

- 1. Can it be personalized?
- 2. feedback mechanism, is it one way communication?
- 3. What are the needs of the people and how can the hotel address them
- What if we make the perspective of the customer and how does the hotel address my needs, instead of having entertainment and things that hotels already offer. Maybe this was we can address more individual needs, and this also forces the hotel to curate their programs to meet the needs of individuals

### **Team Insights**

LOW FIDELITY

#### Low-Fidelity (IA & Wireframing)

#### **Preparation:**

- We should have super rough sketches but also sketches that are detailed and clean (hand drawn) despite being low fidelity, to show our process of thinking
- Organizing all our content on Figma, including hand drawn sketches

#### **What Worked:**

- 1. Dividing the wireframes between team members based on concept/ subjects pertaining to the categories of our app
- Categories:
- Home Page & Amenities: Kristin
- Food Menu & Check Out: Dongchen
- Mind & Body: Melika
- Onboarding and Medical: Natasha
- 2. Creating a component's file in order to have consistency in theme/ icons / type - Dongchen
- 3. Reviewing all the wireframes, collectively in order to make suggestions/improvements

#### Low-Fidelity (IA & Wireframing)

What didn't work and how it was overcome:

#### **Challenges Resolved:**

- Creating and choosing a user friendly menu that makes sense with the number of functions we have
- We started with a hamburger menu but realized it requires too much initial exploration of the content in order to recall the available content
- We resolved this issues by drawing up sketches and experimenting with having the main functions readily available as a menu at the bottom of our screens
- When facing issues with design decisions, we discussed and listed out the pros and cons of each feature and potential choice.
- Certain design decisions that are still being explored will be tested in medium fidelity before making a final decision for the high fidelity

# Mid Fidelity Feature Explorations/Designs

Wireframing - Update

Information Architecture - Update

**Navigation Clarification** 

**Feature Clarification** 

Feature Focus - Maslow

Feature Focus - Mood Buttons

Feature Focus - Covid Status Button

User Testing Plans [a/b; potential card sorting; etc]

A/B Test Results

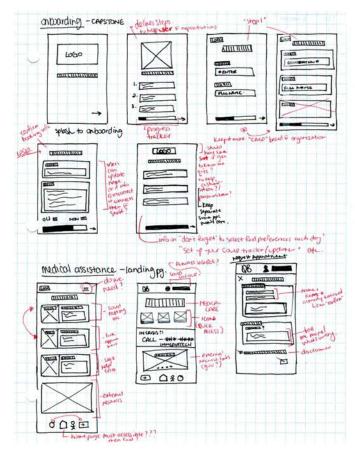
**Prototype Highlights** 

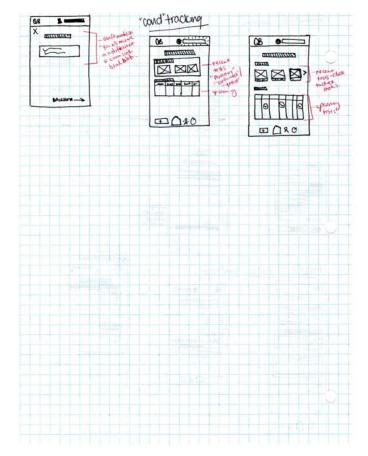
Critique Feedback

**Team Insights** 

#### **MID FIDELITY**

# Wireframes [sketched - Second Round] Onboarding and Medical Assistance





#### **Product Appearance and Operation**

# Wireframes [digitized] Second & Third Round

#### **MID FIDELITY**









Feb 7th Meeting: After meeting - instead of full 'notification bar' smaller more concise call button - need to look into designs for this more - first iteration after meeting - not in love

-took out constant covid tracker in header as well as search bar [not needed - will be on homepage]



Feb 7th Meeting: After meeting - changed terminology to "next" and added "back" button incase user needs to re-enter/update information on previous screen.





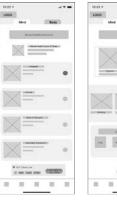


# Wireframes [digitized] Second & Third Round

### **Product Appearance and Operation**

#### **MID FIDELITY**

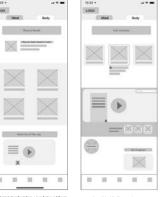














Mental Health Programs





Second variation of physical health screens

Suggested work outs here, a more button and then in the next screen that will show in a new page that looks like the food selection, select your difficulty and then show the programs

Add a small button \* add to your caf\* sheekile
 pop up overlay from home page for work out classes

icreen S Now or later/Shoedul

### **Information Architecture**

MID FIDELITY

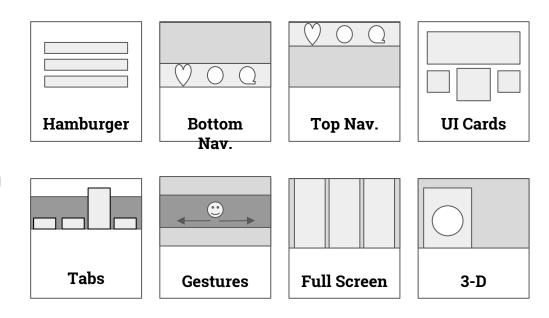
Updated to show edited features of our app and resulting new style of IA

<u>Tabbed View</u> - we will have standard menu 'stuck' at the bottom of our application/phone

Definition of hierarchy and what will be best for users in terms of placement of icons on menu at the QB bottom still need to be tested and confirmed.

MID FIDELITY

- User friendly navigation system for QB.
- Research & user testing on 8 different navigation styles
- Accessibility & usability in a content heavy menu based app



#### **MID FIDELITY**

### Feature Choices/ Goals

#### MVP:

- Mood buttons
- COVID Status
- Calendar
- Food Ordering Options and Customization
- Payment System
- Onboarding/ Tutorial
- Important Information Tab
- Clear navigation

#### Backlog:

- Medical Services
- Mental Health Assistance
- Mental Health Programing
- Exercise Program
- Entertainment System
- Hotel Transportation
- Hotel Amenities
- Hotel Buddy Program (chat with fellow guests in quarantine)
- Multi user account

# **MVP Decision- Maslow Hierarchy of Needs**

MID FIDELITY

#### Goal 1: Physiological Needs: Food

In our user research, we found that food is the number one concern people have when in quarantine, which is a logical correlation to Maslow's primary motivator of physiological needs.

In our medium-fidelity design, we have created a system that allows users to create daily and weekly schedules in advance, where they can place their food orders, assuring them of what they will eat, and when they will be fed. Additionally, we have emphasized adding options to the users' meals, where dietary restrictions are addressed while still providing quality meal choices.

# **Self-actualization**

desire to become the most that one can be

### Esteem

respect, self-esteem, status, recognition, strength, freedom

# Love and belonging

friendship, intimacy, family, sense of connection

# Safety needs

personal security, employment, resources, health, property

# Physiological needs

air, water, food, shelter, sleep, clothing, reproduction

**Starting Point** 

https://www.simplypsychology.org/maslow.html#gsc.tab=0

#### Research:

There are six universal emotions that we can recognize through facial expressions.



Other examples of emotions being rated by users:

- Grocery stores
- Amazon



# **Mood Buttons**

### UI/UX Design Considerations

#### **Process**



How are you today?







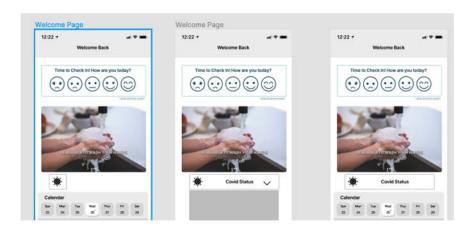












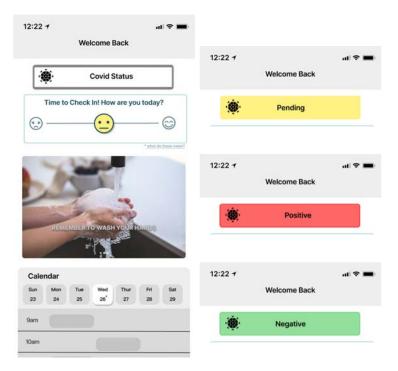
#### Feature:

- important for users to know their status
- ensure it's not overwhelming, especially if positive
- easy for user to understand and navigate





# **Covid Status Bar**



### **UI/UX Design Considerations**



#### **Card Sorting:**

We are using this test to evaluate the information architecture of our app. We want to focus on making sure our app's navigation is optimal and want to ensure that it makes the most logical sense for the user.

### The goals of the test:

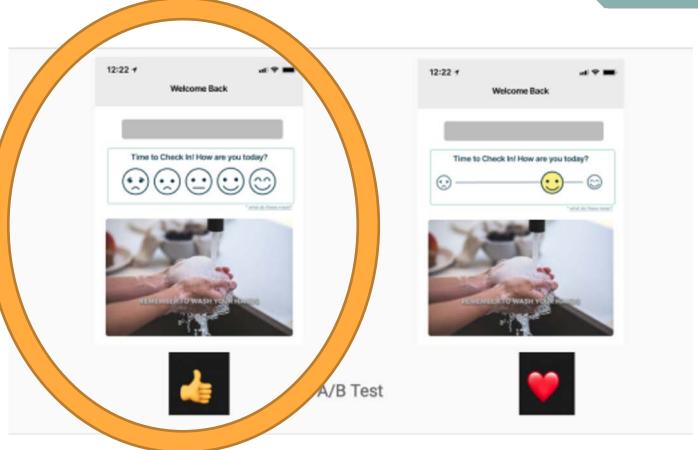
- 1. Decide what to put on the main page
- 2. Determine the hierarchical structure within the feature
- 3. Solidify the structure of the app

We will conduct the test remotely using <u>Optimal Workshop</u> to conduct the card sorting. We will have to do this remotely as we are currently in a pandemic, thus the use case of the app. The pro of this is that we will hopefully be able to reach more people, but the cons is it challenging to see how the user is sorting since they are using a website. We could overcome this by watching them via Zoom as they do the activity.

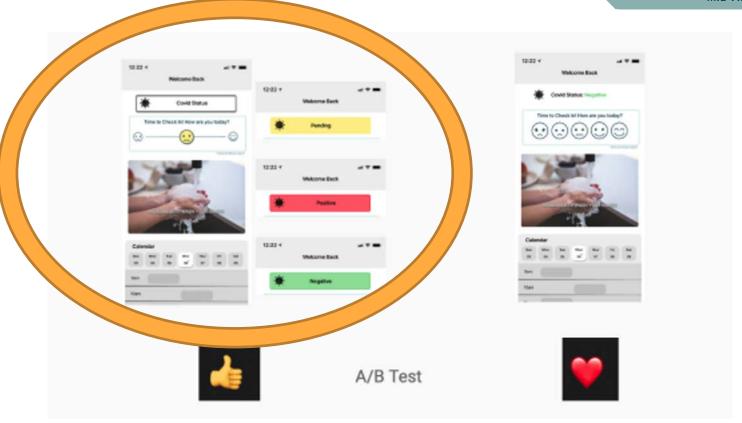
### A/B Testing:

This is an activity for us to do if we run into an issue of uncertainty around the layout of the app.

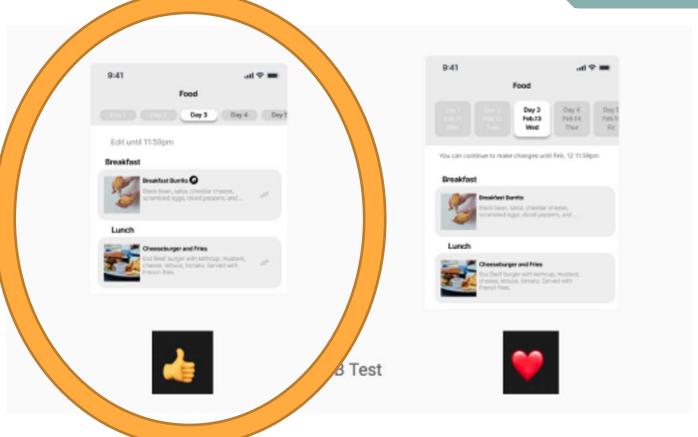
Plan: We run a survey during our five minutes and get the class to vote during our presentation. We can pick a couple of different layouts and see which people vote on as their favourite



# UI/UX Design Considerations



# A/B Test Results- Food 'Day' Layout



#### **Mood bar**

[An area that users check in daily so hotel and medical staff can provide support to those in need and keep an eye on their guests during this challenging time.]

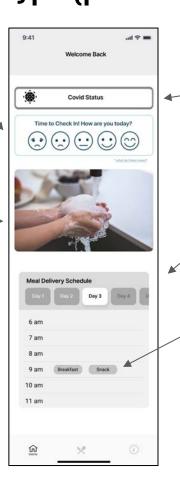
#### **Announcement Box**

[Area where important information can be passed onto hotel guests as well as reminders on how to navigate the pandemic at hand. ]

#### **Navigation Bar**

information

[Home: Brings back to main page Food: Brings you to order options Information: Provides emergency contact



#### Covid Status Bar

[This is the area users can come and check on their Covid test status. When clicked on it will display yellow (pending),red (positive) or green (negative).]

#### **Calendar**

[Show's users when they should be expecting their food orders. This is to ease any fears or anxiety of when and what food they will receive.]

[ directs users to their food summary for the day if clicked on ]

Android Mobile Device Prototype (portrait)

#### Mood bar

[An area that users check in daily so hotel and medical staff can provide support to those in need and keep an eye on their guests during this challenging time.]

#### **Announcement Box**

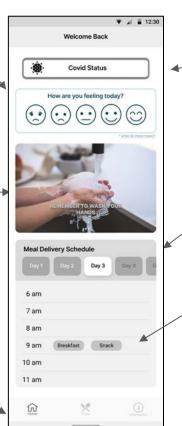
[Area where important information can be passed onto hotel guests as well as reminders on how to navigate the pandemic at hand. ]

#### **Navigation Bar**

information

[Home: Brings back to main page Food: Brings you to order

options Information: Provides emergency contact



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[Show's users when they should be expecting their food orders. This is to ease any fears or anxiety of when and what food they will receive.]

[ directs users to their food summary for the day if clicked on ]

# iOS Mobile Device Prototype (portrait)

### **Product Appearance and Operation**

#### **MID FIDELITY**

#### Important Information

[An area where users can find essential resources and emergency contact information.]

#### Website

[Directs users to the government guidelines of that country/city]



#### **Hotel Front Desk**

[Easy access to the front desk if you need assistance with your room or any other services provided by the hotel]

#### **Emergency Services**

[Number to contact for help outside of the hotel if they need assistance]

#### **Navigation Bar (Information)**

[Easy access for the user to access important information no matter where they are in the app.]

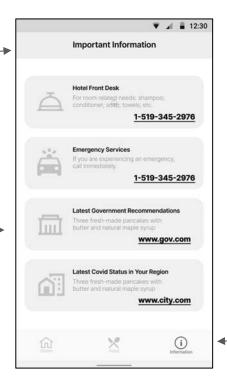
#### **Product Appearance and Operation** Android Mobile Device Prototype MID FIDELITY

# (portrait)

#### **Important Information** An area where users can find essential resources and emergency contact information.]

#### Website

Directs users to the government guidelines of that country/city



#### **Hotel Front Desk**

Easy access to the front desk if you need assistance with your room or any other services provided by the hotel

#### **Emergency Services**

Number to contact for help outside of the hotel if they need assistance]

#### **Navigation Bar (Information)**

Easy access for the user to access important information no matter where they are in the app.]

# iOS Mobile Device Prototype (portrait)

### **Product Appearance and Operation**

#### MID FIDELITY

#### **Notifies User of Deadline**

[User knows they can edit their choices until the time stated]

#### **Meal Card**

[Shows the user what meal has be selected for that meal]

#### **Dietary Restrictions**

[Icon will show user what restrictions or preferences might apply to that meal option]

#### **Navigation Bar**

[Shows the user they are in the food section and that they can easily access it no matter where they are in the app]

#### Day selection

[This area allows the users to see all their meal selections for their stay at the hotel]

#### **Meal Time**

[Area allows user to select what time or which meal their food item will be delivered to their room.]

#### Switch

[Allows the user to switch to a different option, they will be navigated to the daily menu page to see their options]

#### Additional Items

[This allows users to order more food if the average amount doesn't meet their needs] **Android Mobile Device Prototype** 

(portrait)

#### Notifies User of Deadline

[User knows they can edit their choices until the time stated]

#### Meal Card

[Shows the user what meal has be selected for that meal]

#### **Dietary Restrictions**

[Icon will show user what restrictions or preferences might apply to that meal option]

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# **Product Appearance and Operation**

#### MID FIDELITY

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[Allows the user to switch to a different option, they will be navigated to the daily menu page to see their options]

#### **Additional Items**

[This allows users to order more food if the average amount doesn't meet their needs]

# iOS Mobile Device Prototype (portrait)

### **Product Appearance and Operation**

#### MID FIDELITY

### Meal Selection Day

[This bar allows them to select their food category and in return it shows the user the food options under that category]

#### **Meal Card**

[Display the food option to the user. Once clicked on they can add customizations/ add-ons to that selection.]

#### Skip Meal

[Gives the option to skip a meal if they don't want it. However it is not encouraged so the hierarchy of this item is reduced



#### **Selection Box**

[Allows user to select which option they want or shows them what has been selected for them in advance.]

**Android Mobile Device Prototype** 

(portrait)

#### **Meal Selection Day**

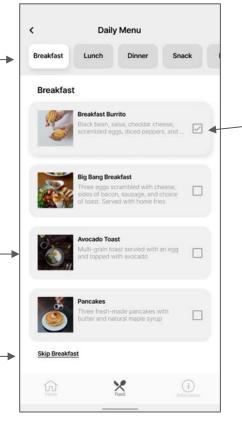
[This bar allows them to select their food category and in return it shows the user the food options under that category]

#### **Meal Card**

[Display the food option to the user. Once clicked on they can add customizations/ add-ons to that selection.]

#### Skip Meal

[Gives the option to skip a meal if they don't want it. However it is not encouraged so the hierarchy of this item is reduced]



### **Product Appearance and Operation**

#### **MID FIDELITY**

#### **Selection Box**

[Allows user to select which option they want or shows them what has been selected for them in advance.]

# iOS Mobile Device Prototype (portrait)

### **Product Appearance and Operation**

#### MID FIDELITY

#### **Meal Card**

[Display the food option to the user that we have selected.]

#### **Selection Box**

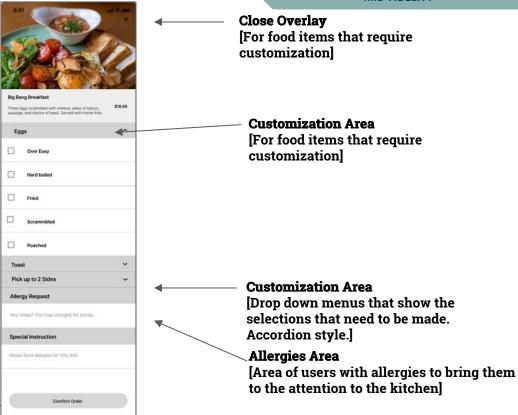
[Users click on their choice, if they select more than one the user will be notified with an add-on chargel

#### **Special Instructions**

[Area for user to leave special instructions to the kitchen]

#### **Confirm Order**

[Button will change colour once all sections have been made allowing user to confirm their selection]



**Android Mobile Device Prototype** 

(portrait)

#### **Meal Card**

[Display the food option to the user that we have selected.]

#### Selection Box

[Users click on their choice, if they select more than one the user will be notified with an add-on chargel

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[Area for user to leave special instructions to the kitchen]

#### **Confirm Order**

[Button will change colour once all sections have been made allowing user to confirm their selection]

# **Product Appearance and Operation**

#### MID FIDELITY

#### **Close Overlay**

₩ 4 12:30

Three enns scrambled with cheese, sides of hacon

Eggs

Over Easy

Hard Boiled

Fired

Scrambled

Poached

Sides [up to 2 included]

Any notes? You may charged for extras.

Notes food allergies for this dish

Special Instructions

Allergy Request

[For food items that require customization]

#### **Customization Area**

[For food items that require customization]

#### **Customization Area**

[Drop down menus that show the selections that need to be made. Accordion style.]

#### **Allergies Area**

[Area of users with allergies to bring them to the attention to the kitchen]

# iOS Mobile Device Prototype (portrait)

### **Product Appearance and Operation**

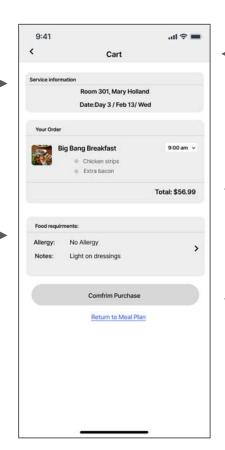
MID FIDELITY

#### Confirmation of user details

[Auto generated for the user. There to reassure the user that the correct room will be delivered to/ charged]

#### **Information for Staff**

[Display any specific details that the user may have listed]



#### Cart

[Shows the user the items that are in their cart and specifics for their order.]

#### **Charges Box**

[Shows the user the items that they will charged for and the total.]

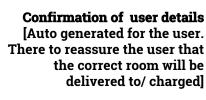
#### **Confirm Purchase**

[This button allows users to confirm their purchases. I prompt will pop up thanking the user for their order and letting them know their room has been charged if there are any extra items]

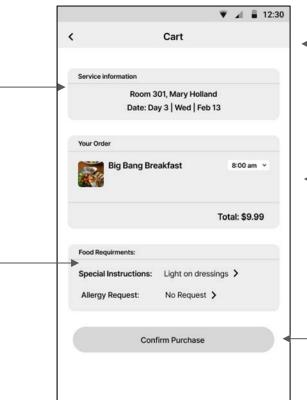
Android Mobile Device Prototype (portrait)

### **Product Appearance and Operation**

MID FIDELITY



Information for Staff
[Display any specific details
that the user may have listed]



#### Cart

[Shows the user the items that are in their cart and specifics for their order.]

#### **Charges Box**

[Shows the user the items that they will charged for and the total.]

#### **Confirm Purchase**

[This button allows users to confirm their purchases. I prompt will pop up thanking the user for their order and letting them know their room has been charged if there are any extra items]

# Mid Fidelity Feedback & Critique

- 1. Clear payment system/ confirmation of payment
- 2. Mood buttons- mental or physical or both tracking symptoms
- 3. Introduction quiz/ onboarding

# Team Insights

#### Medium-Fidelity (IA & Wireframing)

#### **Preparation:**

- Reviewed wireframes
- Created a backlog and current features priority list
- Further developed research on Maslow's Hierarchy of Needs
- Understanding navigation and fine tuning which ones to potentially test

#### **What Worked:**

- Each person was assigned a specific feature or task
   [Kristin: Covid Status; Natasha: Mood Buttons;
   Dongchen: Layout Design Food Pages; Melika:
   Navigation Finalization]
- Use images to help bring live to the app before we added colour

#### Medium-Fidelity (IA & Wireframing)

What didn't work and how it was overcome:

#### **Challenges Resolved:**

- Scope creep stayed focus by having defined task lists and backlog
- Design choices resolved through A/B testing

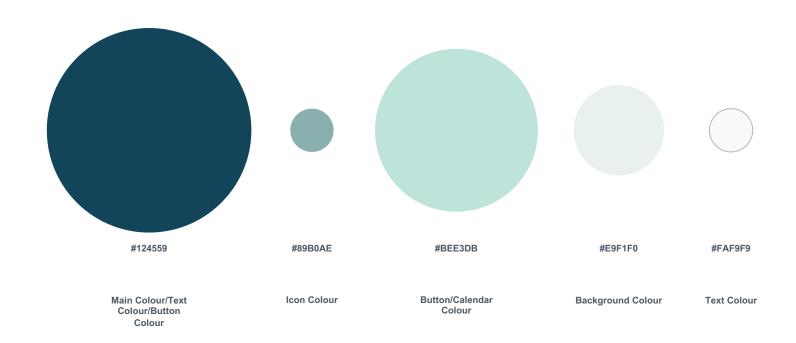
SEE REFLECTION FOR MORE DETAILS

# **High Fidelity Process**

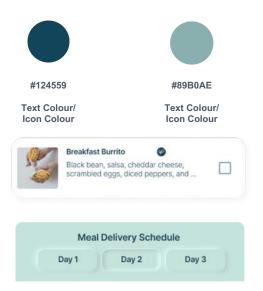
**Design Guide** Figma Components **Iconographic Choices/Resources** User Journey - Flow Update Information Architecture - Update **User Testing Result- Highlights** Final Updated Prototype Highlights Analytics - Data Collection [back end] **Team Insights Final Figma Links** 

# **Colour Palette**

**HIGH FIDELITY** 

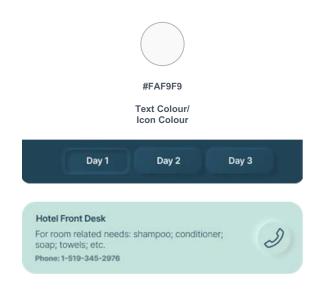


### Light Colour Background:



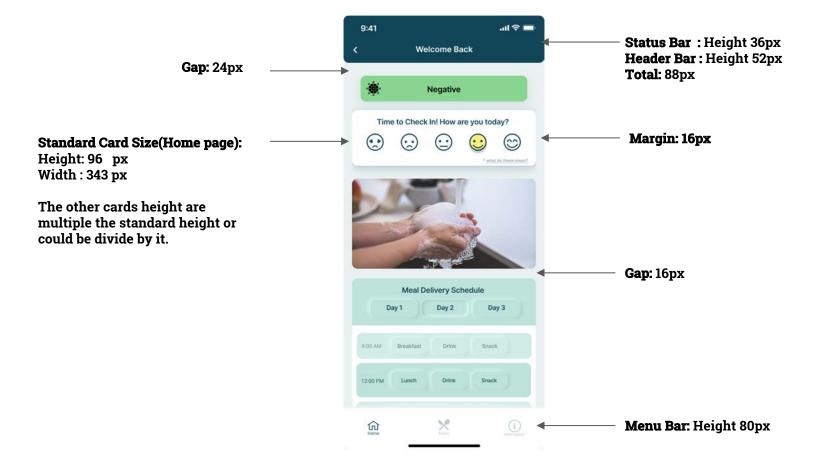


### Dark Colour Background:





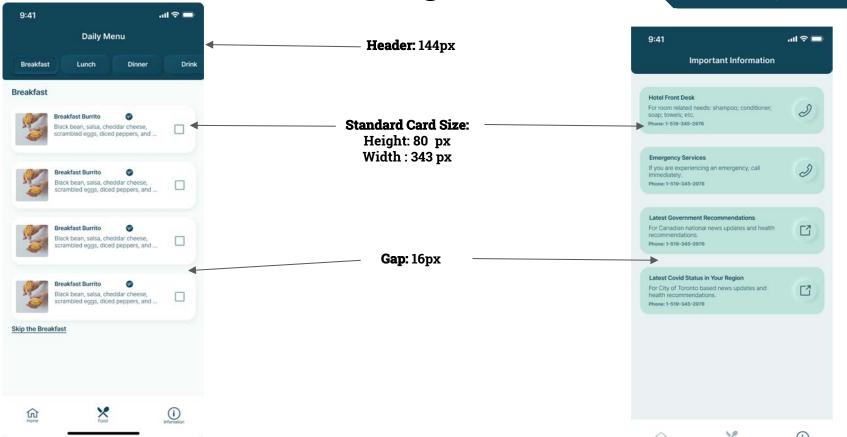
# **Grid Setting**



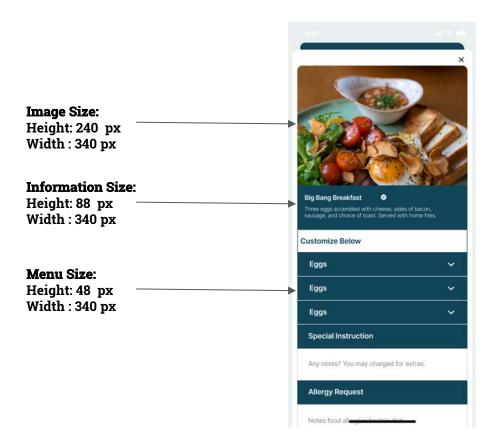
# Daily Menu and Information Page

### Design Guide

#### **HIGH FIDELITY**

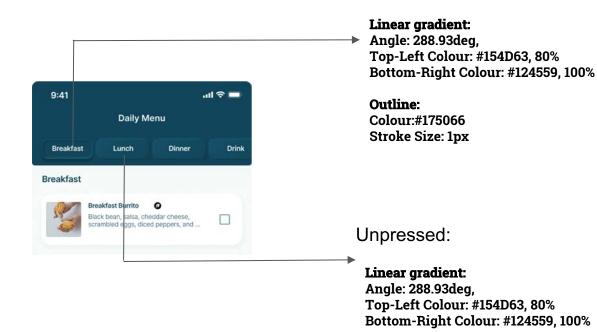


# **Customize Page Grid**



# Neumophic Design

#### HIGH FIDELITY



Pressed:

#124559.100%

#### Effect:

Box-shadow: -2px -2px 4px 0px

Colour: #195A74 inset;

Box-shadow: 6px 4px 4px 0px Colour: #0F3747 50% inset;

#### **Effect:**

#154D63, 80%

Box-shadow: -2px -2px 4px 0px

Colour: #195A74;

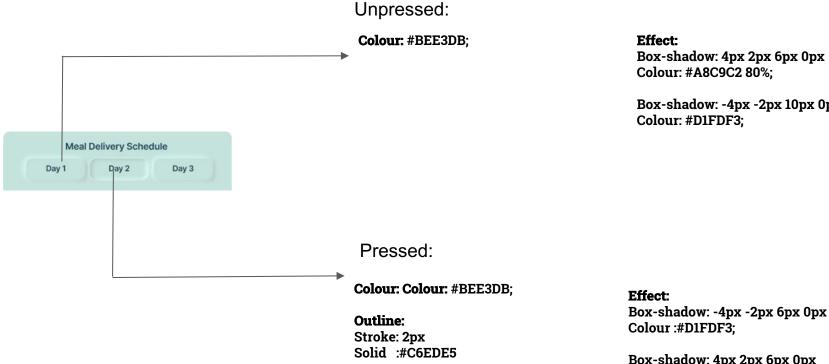
Box-shadow: 6px 4px 4px 0px

Colour: #0F3747 50%;

# **Neumophic Design**

### Design Guide

#### **HIGH FIDELITY**



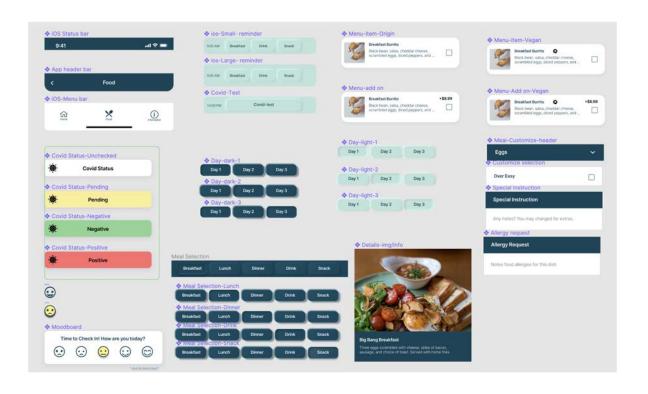
Box-shadow: -4px -2px 10px 0px

Box-shadow: -4px -2px 6px 0px

Box-shadow: 4px 2px 6px 0px

Colour: #A8C9C2 80%;

# Figma Components



- Repetitive elements
- Easy to change
- Convenient for collaborate

# **Iconographic Choices/Resources**

HIGH FIDELITY

- Icon8
- **Iconify**
- Flaticon
- Original Design

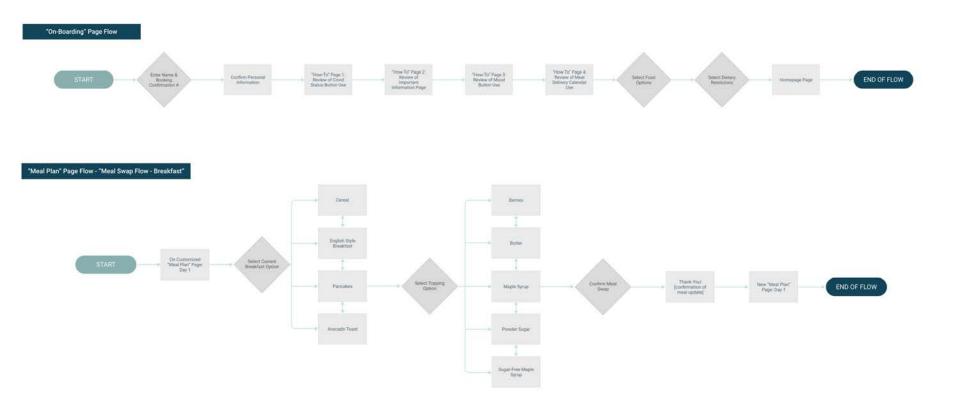


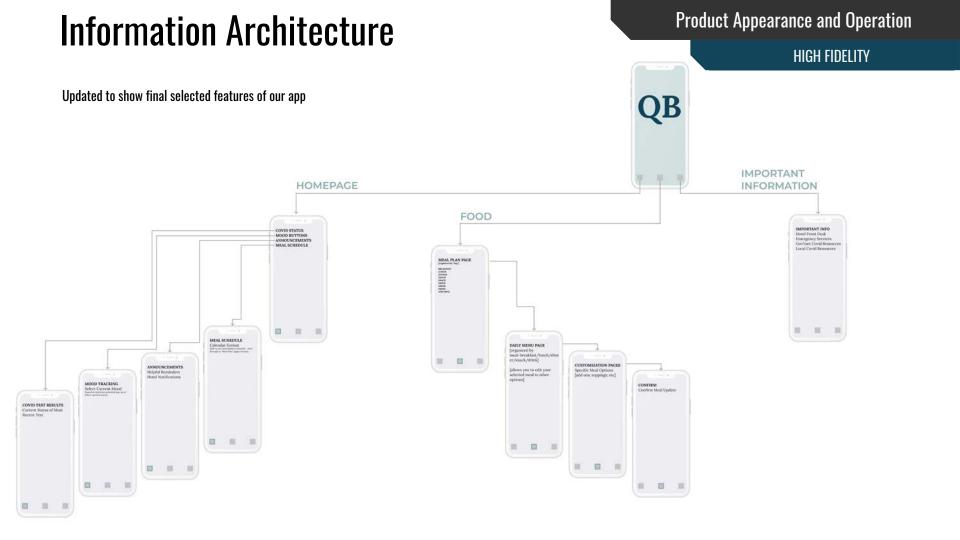




# **User Journey (OnBoarding-Main Feature)**

**HIGH FIDELITY** 





# User Test - #419 Feedback

https://youtu.be/W8COichd4ow

#### **Onboarding**

- Thought the 'mood buttons' were clickable and that we were asking for him to track his mood
- "Personalized Calendar" thought he would be able to select his meals for each day from there
- Unsure what the meal selection was for thought it was for a specific meal versus general likes

#### Homepage

- Disregarded the covid status bar when initially brought to home page assumed we were now asking about his mood [did not acknowledge the covid status until I asked him to check it]
- Initially started to self-describe his understanding of the mood buttons then saw the link and suggested it be moved within the white frame to make it more clear

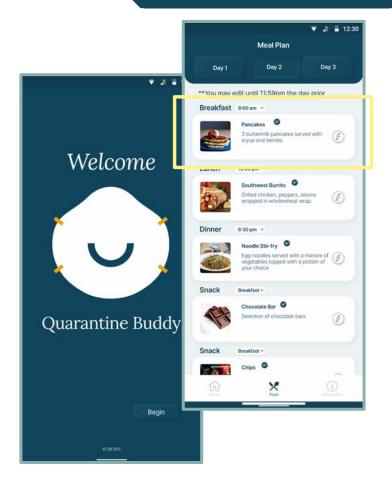
#### **Meal Customization**

 Once he customized his meals - the descriptions were not 'updated' to show his selections [would like it to match]

#### Information

 Initially tried to go back to the homepage to find out how to contact the front desk - quickly went to the information button after, then it was clear from there

## **UI/UX Design Considerations**



# User Test - #000 Feedback

**User Test** 

#### Onboarding

- Thought he had to enter his current COVID Status
- Believed he had to input his current mood
- Prototype was broken when selecting items in the food quiz
- Found the dietary restrictions difficult to see and thought the preferences/ meals were buttons. Also suggested that preference be taken more seriously.

#### Homepage

- Didn't think the Covid statu bar was a button
- Clicked on the the description link before selected mood.
- Found sad pop-up difficult to read (text to small and too much variation in the font styles)

#### Meal Customization

- Found it easy to navigate through
- Said it felt like any other food delivery app
- Did not notice the food delivery time customization

#### Information

- Thought he could find hotel information in the home section
- Liked the automatic dial function

## **UI/UX Design Considerations**



# User Test - #312 Feedback

**User Test** 

#### Onboarding

- Confused about few food icon in the preference customize page
- Confused about the which is contact number and emergency number at the confirmation page
- The back button isn't work in the prototype

#### Homepage

- Didn't think the Covid statu bar was a button
- Why he need to press it to show the covid status
- Not really sure where he could find the description about the mood button
- The calendar is similar to some delivery app so it easy to understand how it works
- The opacity of the calendar could be stronger

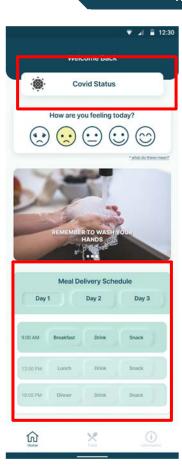
#### Meal Customization

- Easy to customize the food
- The process is accessible

#### Information

- Easy to understand where to find the Information
- Question about why it lead user back to the main page rather than Information page

# **UI/UX Design Considerations**



# User Test - #421 Feedback

https://youtu.be/uTYJDgvqc6o

#### **Onboarding**

- Followed the onboarding steps clearly and intuitively
- Read through instructions
- Confused at first about selecting desired options

#### Homepage

- Disregarded covid status bar initially
- Enjoyed the use of emotions
- Had a hard time reading the meal delivery schedule and commented on the light background color staying the same mint color once selected
- Suggested an outline, an overlay or a darker selection once button is pressed

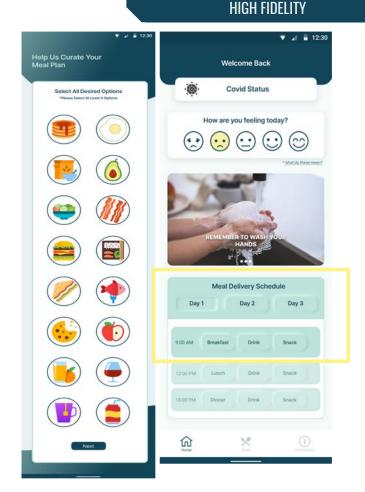
#### **Meal Customization**

- Had a hard time clicking to the next step and had to try a couple times
- When to press next wasn't intuitive

#### Information

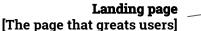
- Information button was clear and intuitive
- User easily found it and understood the categories

# UI/UX Design Considerations



Product Appearance and Operation

HIGH FIDELITY



## Quarantine Buddy Logo

[Icon with the mask and a smile to hopefully brighten the mood associated with a mask.]

# Terms and Conditions [Showcases the privacy within the app]



## **Begin Button**

[brings users to the onboarding experience]

# **Android Mobile Device Prototype** (portrait)

Landing page [The page that greats users]

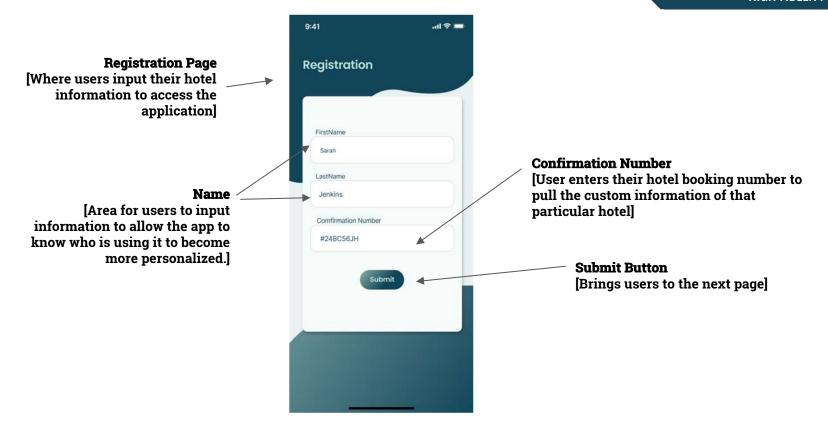
## Quarantine Buddy Logo

[Icon with the mask and a smile to hopefully brighten the mood associated with a mask. ]



**Product Appearance and Operation HIGH FIDELITY** 

**Begin Button** [brings users to the onboarding experience]



Product Appearance and Operation

HIGH FIDELITY

Android Mobile Device Prototype (portroit)

(portrait)

#### **Registration Page**

[Where users input their hotel information to access the application]

#### Name

[Area for users to input information to allow the app to know who is using it to become more personalized.]



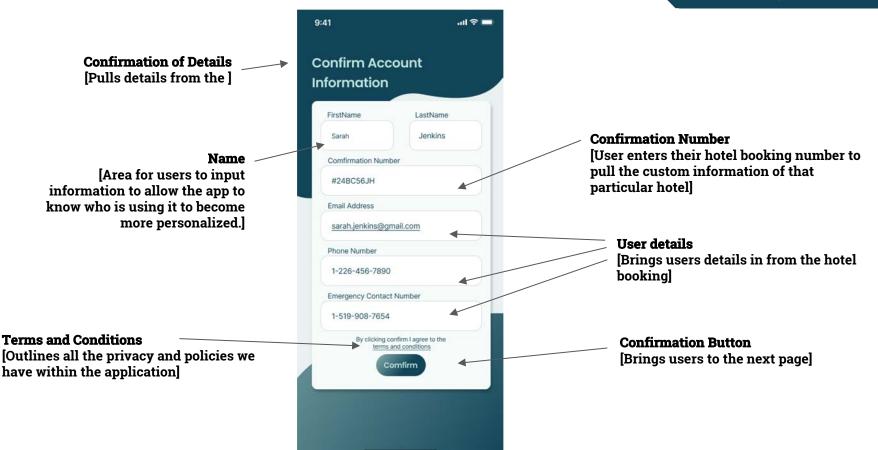
#### **Confirmation Number**

[User enters their hotel booking number to pull the custom information of that particular hotel]

#### **Submit Button**

[Brings users to the next page]

**Product Appearance and Operation** 



**Confirm Account** 

Information

First Name

Confirmation #

Email Address

Phone #

sarah.jenkins@gmail.com

Confirm

By clicking confirm I agree to the

1-226-456-7890

1-519-908-7654

#24BC56JH

Last Name Jenkins

(portrait)

Confirmation of Details

[Pulls details from the ]

#### Name

[Area for users to input information to allow the app to know who is using it to become more personalized.]

#### **Terms and Conditions**

[Outlines all the privacy and policies we have within the application]

Product Appearance and Operation
HIGH FIDELITY

#### **Confirmation Number**

[User enters their hotel booking number to pull the custom information of that particular hotel]

#### **User details**

[Brings users details in from the hotel booking]

#### **Confirmation Button**

[Brings users to the next page]

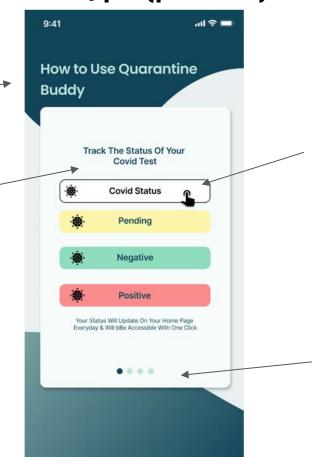
Product Appearance and Operation

**HIGH FIDELITY** 

Walk through of the app [Start of the onboarding experience]

#### **Covis Status**

[Shows the different status that a user can see within the app.]



#### **Covid Status Bar**

[User enters their hotel booking number to pull the custom information of that particular hotel]

## Ellipsis

Walks users through each stage of

How to Use

**Quarantine Buddy** 

**Covid Status** 

Pending

Negative

Positive

Your Status Will Update On Your Home Page
Everyday & Will Be Accessible With One Click

(portrait)

Walk through of the app [Start of the onboarding experience]

#### **Covis Status**

[Shows the different status that a user can see within the app.]

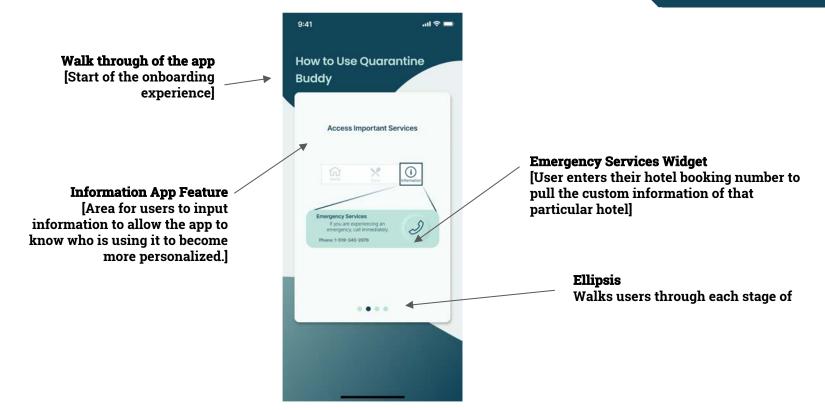


#### **Covid Status Bar**

[User enters their hotel booking number to pull the custom information of that particular hotel]

## **Ellipsis**

Walks users through each stage of

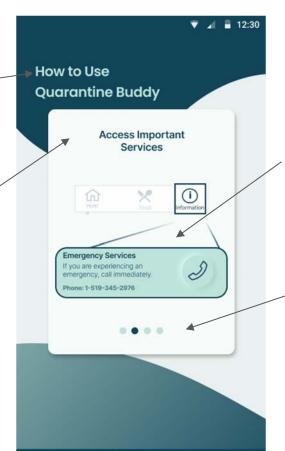


(portrait)

Walk through of the app [Start of the onboarding experience

#### **Information App Feature**

Area for users to input information to allow the app to know who is using it to become more personalized.]



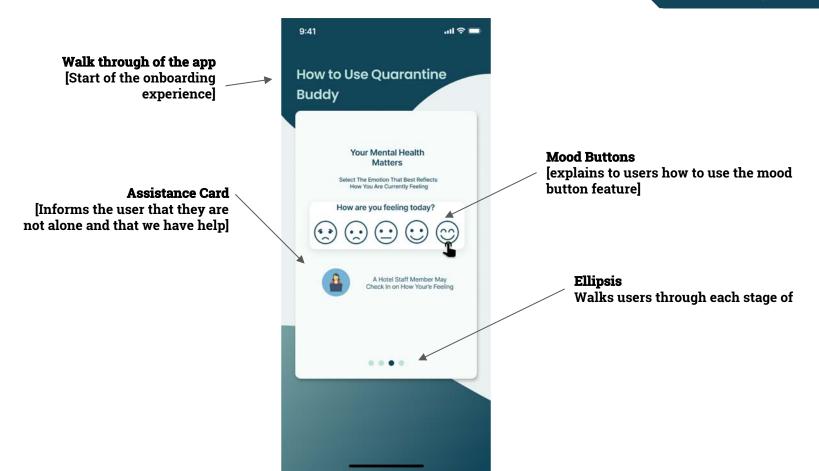
**Product Appearance and Operation HIGH FIDELITY** 

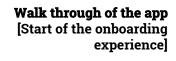
#### **Emergency Services Widget**

[User enters their hotel booking number to pull the custom information of that particular hotel

#### **Ellipsis**

Walks users through each stage of





#### **Assistance Card**

[Informs the user that they are not alone and that we have help]



#### **Mood Buttons**

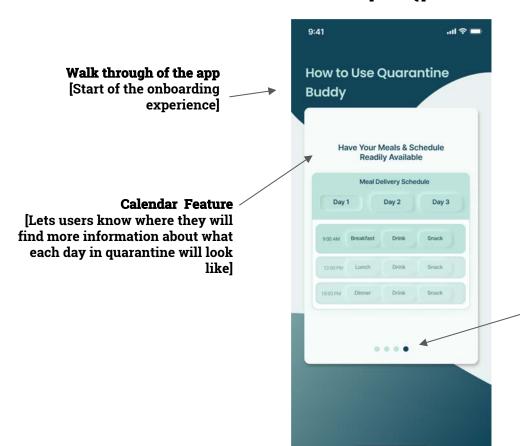
[explains to users how to use the mood button feature]

#### **Ellipsis**

Walks users through each stage of

Product Appearance and Operation

HIGH FIDELITY



Ellipsis

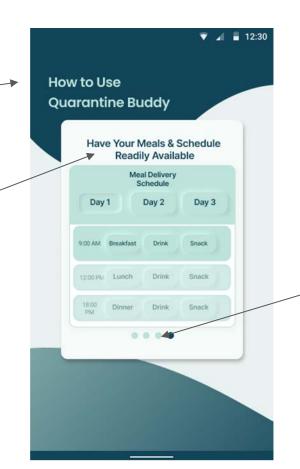
Walks users through each stage of

(portrait)

#### Walk through of the app [Start of the onboarding experience]

#### Calendar Feature

[Lets users know where they will find more information about what each day in quarantine will look likel



Product Appearance and Operation
HIGH FIDELITY

**Ellipsis**Walks users through each stage of

**Product Appearance and Operation** 

**HIGH FIDELITY** 

#### **Meal Plan Food Quiz**

[Quiz users will take in order for us to best customize their meal plan for their stay]

#### Food icons

[Variety of food options that will help us understand user food preferences]



Confirmation button
Allows users to submit their choices

(portrait)

#### **Meal Plan Food Quiz**

[Quiz users will take in order for us to best customize their meal plan for their stay]

#### Food icons

[Variety of food options that will help us understand user food preferences]



# Product Appearance and Operation

**HIGH FIDELITY** 

Confirmation button
Allows users to submit their choices

# Product Appearance and Operation

#### HIGH FIDELITY

#### **Meal Plan Dietary Restrictions**

[Let's us know if there are any major concerns or preference that we should be aware of with their meals]

#### **Food Preference**

[Common food preference or allergies that one may have ]

#### **Special Instructions**

[Lets the kitchen know about any other food concerns the user may have.]



#### Type of eater

Limits food waste or ensure that one is getting the amount of food they are used to eating in a day.

#### Confirmation button

Allows users to submit their choices

(portrait)

## **Meal Plan Dietary Restrictions**

[Let's us know if there are any major concerns or preference that we should be aware of with their meals]

#### **Food Preference**

[Common food preference or allergies that one may have]

#### **Special Instructions**

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# Product Appearance and Operation

#### HIGH FIDELITY

#### Type of eater

Limits food waste or ensure that one is getting the amount of food they are used to eating in a day.

#### Confirmation button

Allows users to submit their choices

HIGH FIDELITY

# Android Mobile Device Prototype (portrait)

#### Mood bar

[An area that users check in daily so hotel and medical staff can provide support to those in need and keep an eye on their guests during this challenging time.]

#### Announcement Box

[Area where important information can be passed onto hotel guests as well as reminders on how to navigate the pandemic at hand.]

#### **Navigation Bar**

emergency contact

[Home: Brings back to main page Food: Brings you to order options Information: Provides



#### **Covid Status Bar**

[This is the area users can come and check on their Covid test status. When clicked on it will display yellow (pending),red (positive) or green (negative).]

#### **Calendar**

[Show's users when they should be expecting their food orders. This is to ease any fears or anxiety of when and what food they will receive.]

[ directs users to their food summary for the day if clicked on ]

**HIGH FIDELITY** 

#### **Mood bar**

[An area that users check in daily so hotel and medical staff can provide support to those in need and keep an eye on their guests during this challenging time.]

#### **Announcement Box**

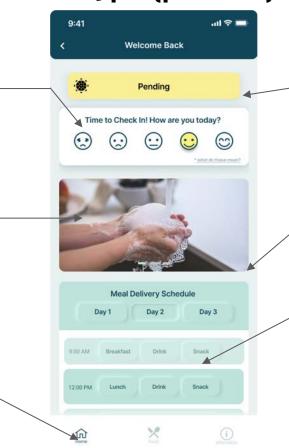
[Area where important information can be passed onto hotel guests as well as reminders on how to navigate the pandemic at hand. ]

#### **Navigation Bar**

information

[Home: Brings back to main page Food: Brings you to order

options Information: Provides emergency contact



#### **Covid Status Bar**

[This is the area users can come and check on their Covid test status. When clicked on it will display yellow (pending),red (positive) or green (negative).]

#### Calendar

[Show's users when they should be expecting their food orders. This is to ease any fears or anxiety of when and what food they will receive.]

[ directs users to their food summary for the day if clicked on ]

**Product Appearance and Operation** 

**HIGH FIDELITY** 

Important Information
[An area where users can find essential resources and emergency contact information.]

#### Website

[Directs users to the government guidelines of that country/city]



#### **Hotel Front Desk**

[Easy access to the front desk if you need assistance with your room or any other services provided by the hotel]

#### **Emergency Services**

[Number to contact for help outside of the hotel if they need assistance]

**Navigation Bar (Information)** 

[Easy access for the user to access important information no matter where they are in the app.]

(portrait)

#### Important Information

[An area where users can find essential resources and emergency contact information.]

#### Website

[Directs users to the government guidelines of that country/city]

## **Product Appearance and Operation**

**HIGH FIDELITY** 

#### **Hotel Front Desk**

[Easy access to the front desk if you need assistance with your room or any other services provided by the hotel]

#### **Emergency Services**

[Number to contact for help outside of the hotel if they need assistance]

## **Navigation Bar (Information)**

[Easy access for the user to access important information no matter where they are in the app.]



## **Product Appearance and Operation**

**HIGH FIDELITY** 

#### **Notifies User of Deadline**

[User knows they can edit their choices until the time stated]

#### **Meal Card**

[Shows the user what meal has be selected for that meal]

#### **Dietary Restrictions**

[Icon will show user what restrictions or preferences might apply to that meal option]

#### **Navigation Bar**

[Shows the user they are in the food section and that they can easily access it no matter where they are in the appl



Meal Plan

Additional Meal textra charge applie

[This area allows the users to see all their meal selections for their stay at the hotel]

#### **Meal Time**

[Area allows user to select what time or which meal their food item will be delivered to their room.]

#### Switch

[Allows the user to switch to a different option, they will be navigated to the daily menu page to see their options]

#### Additional Items

[This allows users to order more food if the average amount doesn't meet their needs]

(portrait)

#### **Notifies User of Deadline**

[User knows they can edit their choices until the time stated]

#### **Meal Card**

[Shows the user what meal has be selected for that meal]

#### **Dietary Restrictions**

[Icon will show user what restrictions or preferences might apply to that meal option]

#### **Navigation Bar**

[Shows the user they are in the food section and that they can easily access it no matter where they are in the app]



## **Product Appearance and Operation**

HIGH FIDELITY

#### Day selection

[This area allows the users to see all their meal selections for their stay at the hotel]

#### **Meal Time**

[Area allows user to select what time or which meal their food item will be delivered to their room.]

#### **Switch**

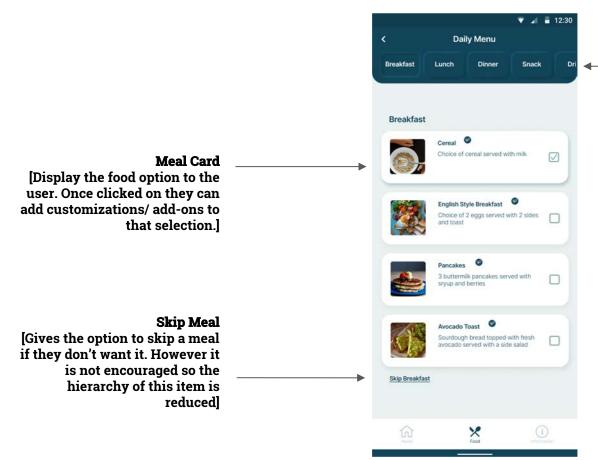
[Allows the user to switch to a different option, they will be navigated to the daily menu page to see their options]

#### **Additional Items**

[This allows users to order more food if the average amount doesn't meet their needs]

## **Product Appearance and Operation**

**HIGH FIDELITY** 



#### Selection Box

[Allows user to select which option they want or shows them what has been selected for them in advance.]

(portrait)

#### **Meal Selection Day**

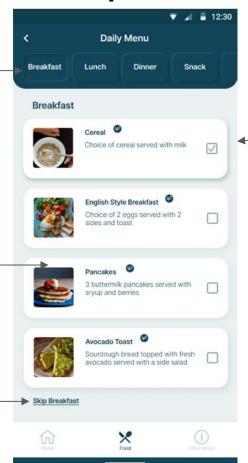
[This bar allows them to select their food category and in return it shows the user the food options under that category]

#### **Meal Card**

[Display the food option to the user. Once clicked on they can add customizations/ add-ons to that selection.]

#### Skip Meal

[Gives the option to skip a meal if they don't want it. However it is not encouraged so the hierarchy of this item is reduced]



## **Product Appearance and Operation**

HIGH FIDELITY

#### **Selection Box**

[Allows user to select which option they want or shows them what has been selected for them in advance.]

## **Product Appearance and Operation**

#### **HIGH FIDELITY**

#### Meal Card

[Display the food option to the user that we have selected.]

#### **Selection Box**

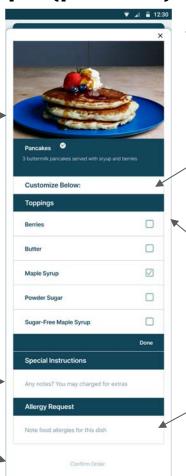
[Users click on their choice, if they select more than one the user will be notified with an add-on chargel

#### **Special Instructions**

[Area for user to leave special instructions to the kitchen]

#### **Confirm Order**

[Button will change colour once all sections have been made allowing user to confirm their selection]



#### **Close Overlay**

[For food items that require customization]

#### **Customization Area**

[For food items that require customization]

#### **Customization Area**

[Drop down menus that show the selections that need to be made. Accordion style.]

#### **Allergies Area**

[Area of users with allergies to bring them to the attention to the kitchen]

**Product Appearance and Operation** Android Mobile Device Prototype HIGH FIDELITY (portrait) **Close Overlay** For food items that require customization Meal Card [Display the food option to the user that we have selected. **Customization Area** [For food items that require Customize Below: customization Protein Sides Condiments Ketchup Selection Box Tartar Sauce [Users click on their choice, if they select more than one the Malt Vinegar user will be notified with an **Customization Area** add-on chargel [Drop down menus that show the Salt and Pepper selections that need to be made. Done Accordion style. Special Instructions **Special Instructions Allergies Area** [Area for user to leave special Any notes? You may charged for extras [Area of users with allergies to bring them instructions to the kitchenl Alleray Request to the attention to the kitchenl Confirm Order Note food allergies for this dish [Button will change colour once all sections have been made allowing user to confirm their selectionl

## **Data Collection**

Backend for mood, Covid test results and food orders

GPS tracking to ensure the users stay in hotel room









## **Quarantine Buddy Orders**

#### Breakfast

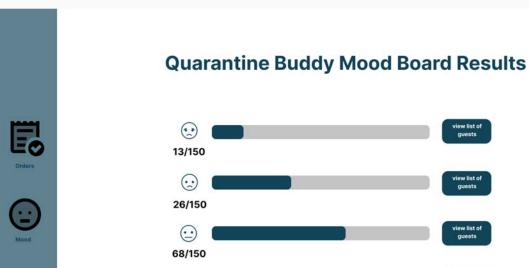
Meals	Total Number Ordered
Pancakes	32
English Breakfast	48
Avocado Toast	15
Cereal	18
Oatmeal	22

#### unch

Meals	Total Number Ordered
Deli Sandwich	32
Garden Salad	48
Southwest Burrito	15
Cheeseburge and Fries	18
Protein Bowl	22

## **Data Collection**

Backend for mood, Covid test results and food orders



30/150

13/150

view list of

view list of

## **Data Collection**

Backend for mood, Covid test results and food orders

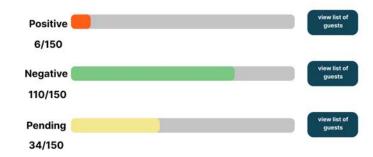
GPS tracking to ensure the users stay in hotel room

## **Covid Test Results**









## **UI/UX Design Considerations**

# Team Insights

#### **HIGH FIDELITY**

## High-Fidelity (IA & Wireframing)

#### **Preparation:**

- Make changes based on reflections and changes made in medium fidelity
- Review critiques and hone in on selected features and problem being solved
- Refine onboarding
- Review user journey
- Prototype
- Create responsiveness for iOS and Android

#### **What Worked:**

- Figma working meetings where we explored and designed solutions in a live manner
- Creating a schedule for project goals and adjusting when needed
- Keeping communication open

## High-Fidelity (IA & Wireframing)

What didn't work and how it was overcome:

#### **Challenges Resolved:**

- Attempting to prototype the application so that every button was clickable [we refocused our goals and narrowed our scope]
- Resolved how to use shadows and color for neumorphism

SEE REFLECTION FOR MORE DETAILS

# Figma Prototype Link

Figma Prototype