


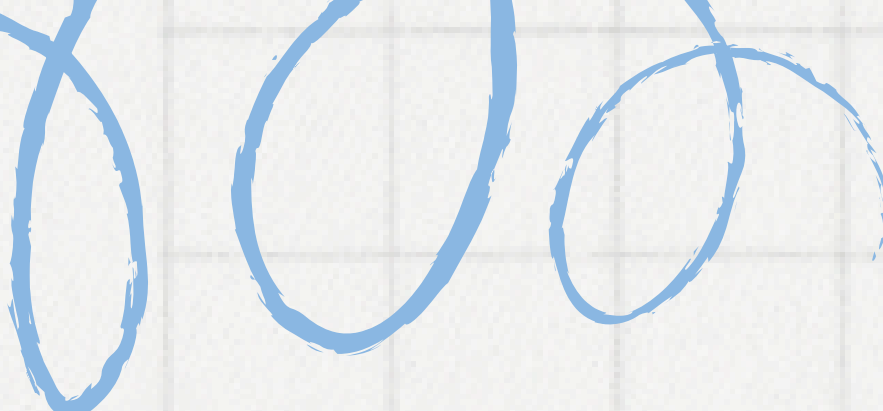


Pet Community

Presented by John, Eric and Javek

Agenda



- Introduction
- Brand Style Guide
- Assess Accessibility
- Qualitative & Quantitative Research Methods
- High-Fidelity Prototype
- User Testing and Analysis
- Short Video
- Appendix



Introduction

Undergraduate students face significant mental health challenges, including academic stress and cultural adjustment. Our project leverages XR (Extended Reality) to create a virtual pet community that supports mental health by allowing students to customize and care for virtual pets, and by designing for personalization.

Our advanced prototype incorporates user feedback to enhance the XR experience, providing expanded pet customization, interactive elements for community engagement, intuitive navigation, and a more engaging interface. Our goal is to create an immersive environment that allows students to relax and de-stress as much as possible.



Brand Style Guide

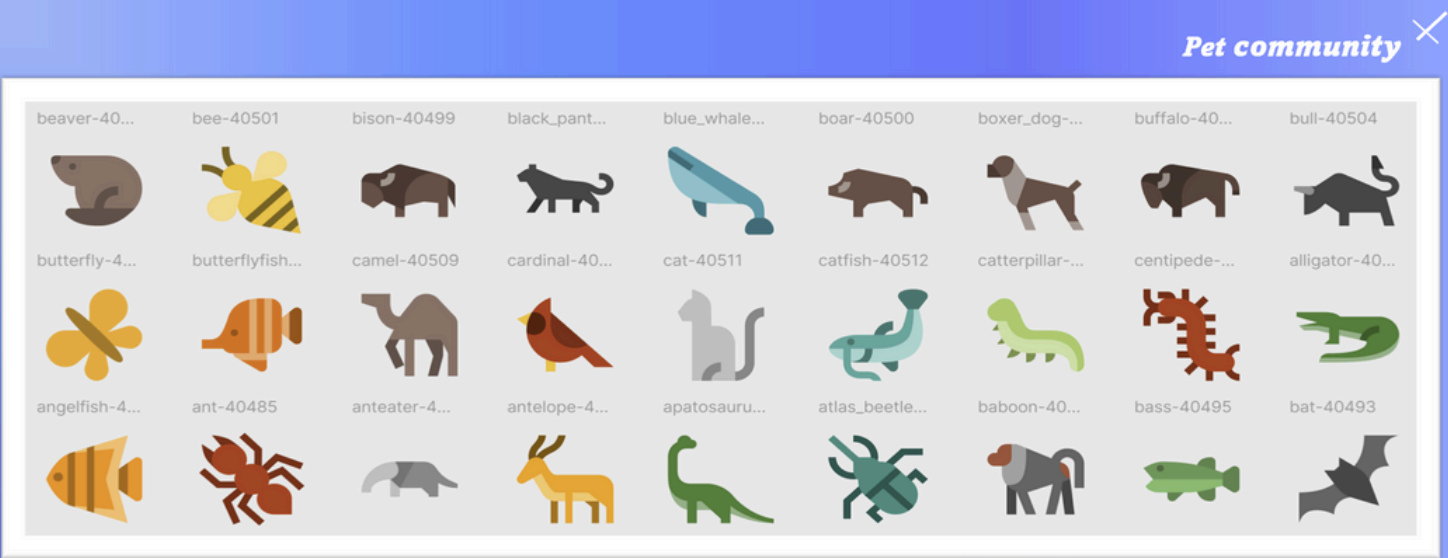


Illustration Series

PET COMMUNITY

Free Animals Material Icons. Figma. Retrieved July 31, 2024, from [https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-\(Community\)?node-id=0-180&t=t02Ks9v02P2Xm3Tt-0](https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-(Community)?node-id=0-180&t=t02Ks9v02P2Xm3Tt-0)

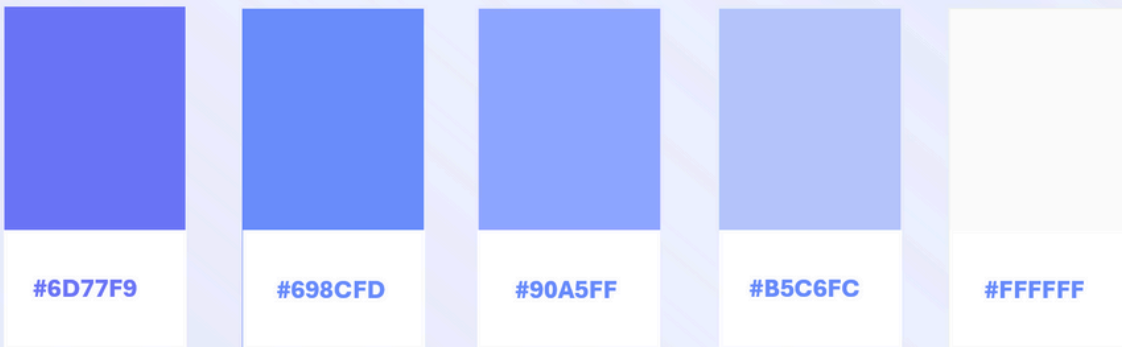
Our Series icon



- **Pet-Centric Design:** Icons are tailored for pet-related functions, covering: food, toys, health, and grooming.
- **Intuitive Symbols:** Simple, clear icons ensure users understand functions at a glance, which can enhance user experience.
- **Broad Application:** Icons integrate seamlessly into various features, improving functionality and aesthetics.
- **Uniform Style:** A cohesive icon style maintains a consistent, polished look, reinforcing brand identity.

Colour Scheme

Primary colours series



Logo Design

Regular Version

Pet community

- **Clarity and Purpose:** The wordmark logo is legible and clearly communicates the platform's purpose of providing a supportive community for pet lovers.
- **Symbolic Sign:** The integrated "X" symbol adds modernity and technological sophistication, representing our use of Extended Reality (XR) to create immersive experiences.
- **"X" hints at interaction and connection,** key features of our pet community where users engage with virtual pets and each other.

Symbolic Sign



Pet community

Variation Version

Font Style

PET COMMUNITY

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Abhaya Libre Regular

Abhaya Libre Medium

Abhaya Libre SemiBold

Abhaya Libre Bold

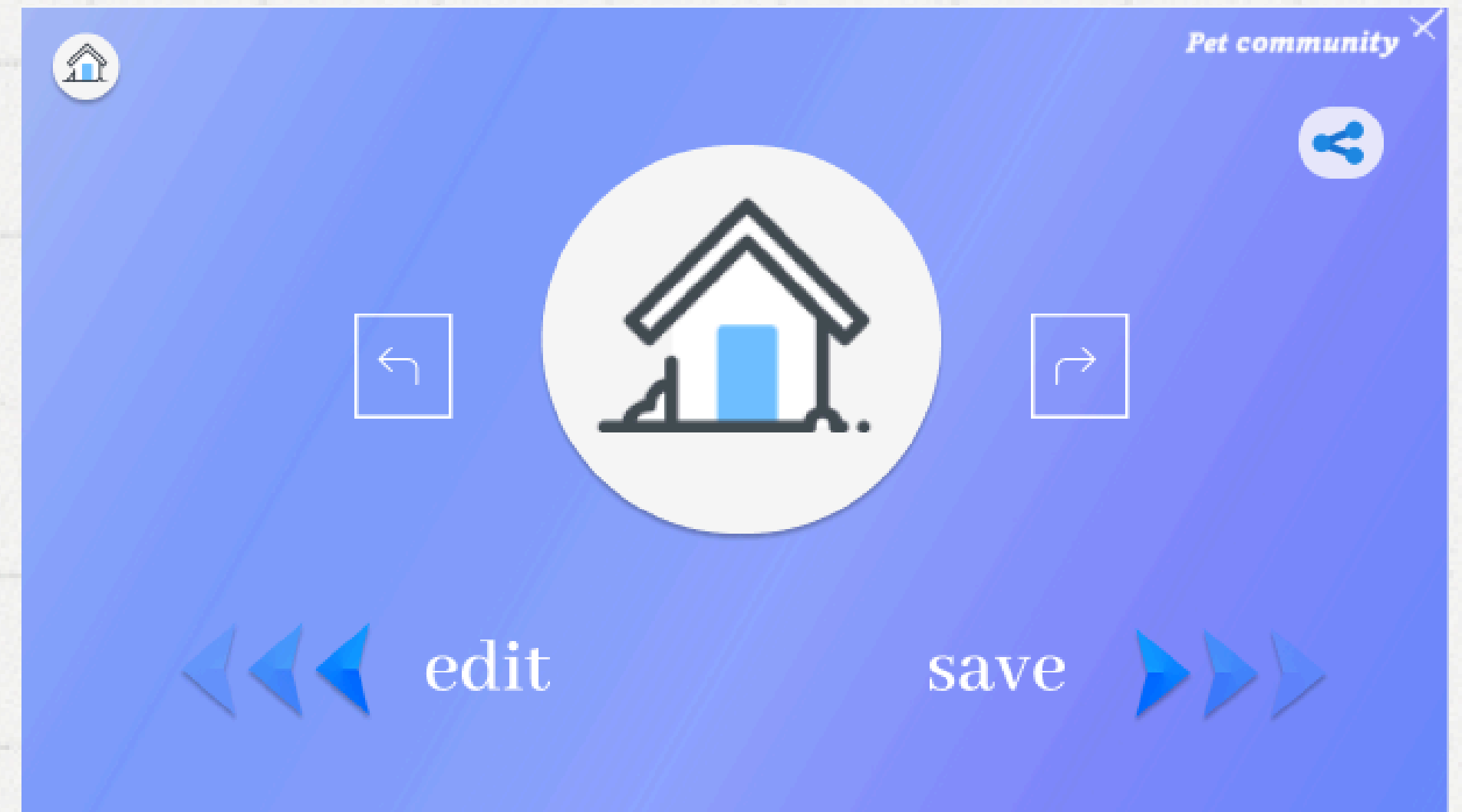
Abhaya Libre ExtraBold

- The Abhaya Libre font family was chosen for its high legibility, ensuring clear and legible text on various platform elements.
- It is available in multiple weights (Regular, Medium, Semi-Bold, Bold, Extra Bold), providing versatility for different text levels.
- The font's clean, modern design aligns with the platform's overall aesthetic, creating a cohesive and professional look.

Enamostudios. (n.d.). Pet premium free icons pack. Figma. Retrieved July 31, 2024, from <https://www.figma.com/community/file/1375020888893490894/free-pet-icons?searchSessionId=lz95linh-by9ny14wenn>

Accessibility evaluation

The platform is designed to be user-friendly, so we have enhanced usability for users with disabilities. Key improvements include adding tooltips and detailed descriptions for features, optimizing navigation paths for ease of use, and ensuring that button styles and color schemes are consistent across all interfaces. These improvements are designed to create a more inclusive environment that caters to different user needs, ensuring that all users can effectively and comfortably interact with and benefit from the platform's features.





Qualitative & Quantitative Research Methods

In the process of designing a high-fidelity mockup of the pet community platform, we planned to understand users' interactions, experiences, and expectations through a range of qualitative and quantitative research methods.


01. Interviews

02. Think Aloud

03. System Usability Scale

04. Survey Analytics





01 Interviews

Participants appreciated the overall design and customization options, but noted challenges in navigating and understanding certain features (e.g., AR/VR mode distinction). Suggestions included a more detailed tutorial, improved descriptions of button functions, and additional customization options.

02 Think Aloud


From observations during these sessions, it can be seen that users find the platform appealing, especially the community chat system, while users also suggested adding an optimized layout of the game store interface and a homepage back button to improve usability and ensure smoother interaction with the platform.

03 System Usability Scale

The SUS scores improved significantly from A2 to A3, indicating enhanced user satisfaction and system usability. The average score increased from 71.875 in A2 to 80.625 in A3, reflecting successful design enhancements and better user experiences.

04 Survey Analytics

Surveys revealed strong positive feedback on initial setup, pet customization, and community engagement. However, users suggested enhancing the tutorial and function descriptions to improve clarity and comprehension for all users.



| Participant | Quote | Code | Theme |
|-------------|--|---------------------------|-----------------------|
| User 1 | "The interface is well designed and intuitive overall, but sometimes I am curious about the functions of some buttons and am not sure about their specific purposes." | Interface Design | User Experience |
| User 1 | "I especially like the community function. Although I can't actually use it now, the interface design makes me look forward to future interactions." | Community Function | User Engagement |
| User 1 | "Some instructions are not detailed enough. I suggest adding more tooltips or help documents to the interface so that users can quickly understand the various functions." | Insufficient Instructions | Usability |
| User 1 | "Yes, the process of browsing and imagining how to use these functions makes me feel relaxed, and I look forward to more opportunities for actual operation in the future." | Stress Management | Mental Well-being |
| User 1 | "I hope to add more opportunities for user interaction, such as sharing pet stories with other users or participating in theme activities." | User Interaction | Platform Engagement |
| User 1 | "I think the button style of your pet options interface can be more unified with other pages, because I see that the buttons on other pages are all white, and the font color of the pet page seems to be not very unified." | Button Style | Interface Consistency |
| User 2 | "Sometimes the navigation can be a bit confusing, especially when trying to find specific features or settings." | Navigation Confusion | Usability |
| User 2 | "The customization options for pets are fantastic. It allows me to create a unique pet that feels personal." | Pet Customization | User Engagement |
| User 2 | "The AR and VR modes are interesting, but I wish there was a clearer explanation of the differences between them." | AR/VR Modes | Usability |
| User 2 | "Interacting with the community really helps me unwind after a stressful day." | Community Interaction | Mental Well-being |
| User 2 | "Adding a feature to create and share custom pet stories would be really fun and engaging." | Feature Suggestion | Platform Engagement |
| User 2 | "It would be great if the help documentation was more comprehensive, covering all the main features in detail." | Documentation Improvement | Usability |
| User 3 | "I found it challenging to understand some of the icons and their functions without hovering over them." | Icon Clarity | Usability |
| User 3 | "The pet interaction feature is my favorite. It's very engaging and helps me relax." | Pet Interaction | User Engagement |
| User 3 | "The onboarding process could be more user-friendly with step-by-step guidance." | Onboarding Process | Usability |
| User 3 | "The platform's design and interaction features significantly help in reducing my stress levels." | Stress Reduction | Mental Well-being |
| User 3 | "Incorporating mini-games or activities related to pet care would enhance the user experience." | Feature Suggestion | Platform Engagement |
| User 3 | "Standardizing the color scheme and button styles across all pages would improve the overall design consistency." | Design Consistency | Interface Design |

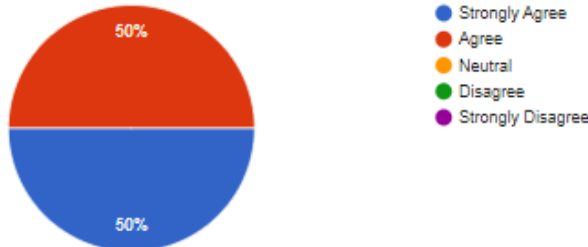
Theme & Code

In our analysis of the interview transcripts, we identified several key themes: user experience (focusing on interface design and usability), user engagement (emphasizing community interaction and pet customization), and mental health (supporting stress management through community features), among others.



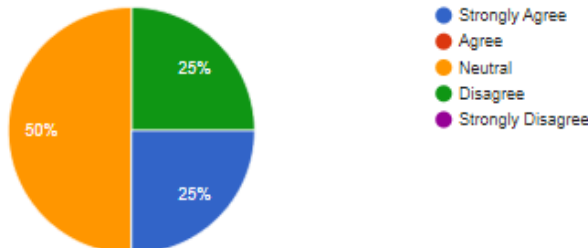
The virtual pet community helps me manage my stress effectively.

(4 条评价)



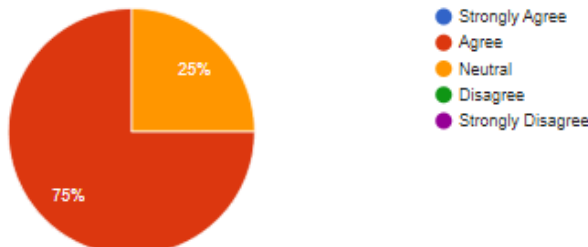
The initial tutorial is detailed and helpful for new users.

(4 条评价)



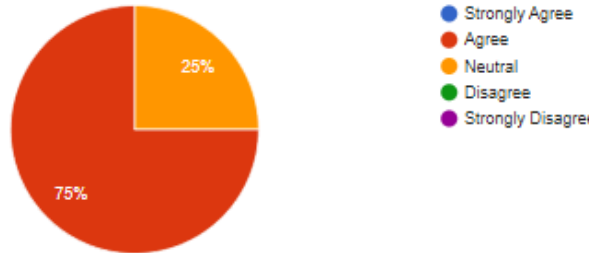
The platform provides sufficient pet customization options.

(4 条评价)



The initial setup and navigation of the platform were easy to understand.

(4 条评价)



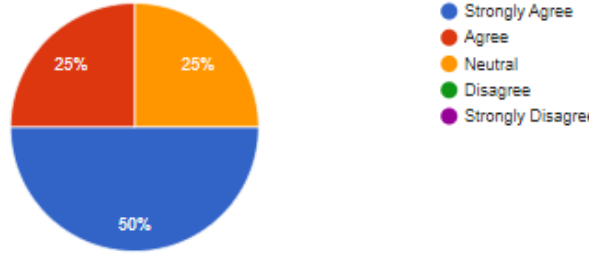
The pet customization feature is enjoyable and meets my expectations

(4 条评价)



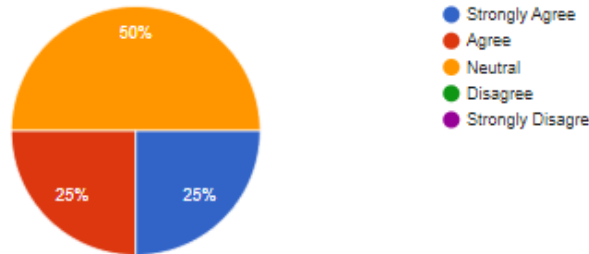
The interface for switching between AR and VR modes is clear and user-friendly.

(4 条评价)



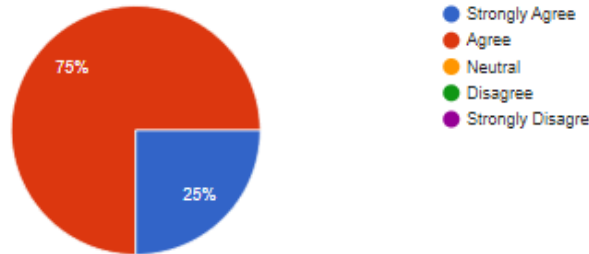
The furniture placement function is intuitive and easy to use.

(4 条评价)



The community page enhances my overall experience on the platform.

(4 条评价)



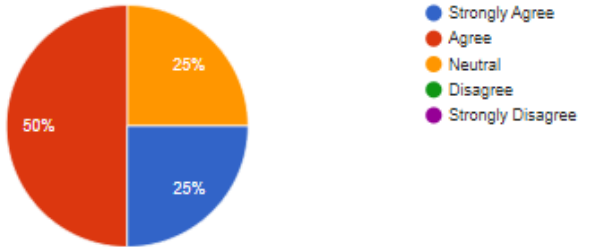
The descriptions of various functions on the platform are clear and concise.

(4 条评价)



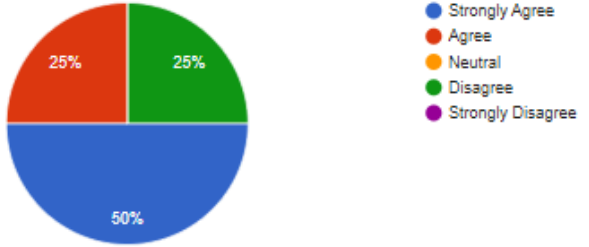
The store layout is intuitive and easy to navigate.

(4 条评价)



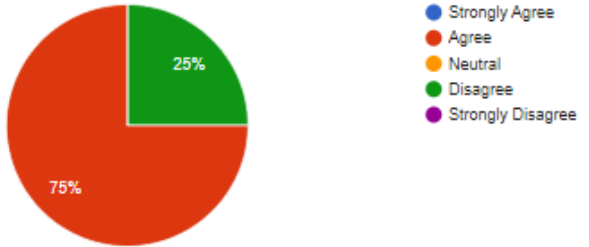
The profile customization options meet my expectations.

(4 条评价)



I am likely to recommend this virtual pet community to others.

(4 条评价)



User Testing and Analysis



Reflection

A1

- XR Prototypes Development: Focused on creating solutions to address mental health issues for international and domestic students.
- Design Thinking Application: Utilized principles to understand user needs and create tailored solutions.
- Immersive Environments: Designed to offer interactive solutions for stress relief.
- Importance of User Testing: Highlighted the need for thorough testing and feedback integration to refine designs effectively.

A3

The A3 project improved our virtual pet community platform, focusing on student mental health and social connection. We enhanced the user experience and accessibility based on feedback from previous iterations. Qualitative interviews and “think aloud” sessions highlighted improvements in navigation clarity and customization. Accessibility assessments helped identify barriers for users with disabilities, ensuring inclusion. The System Usability Scale (SUS) showed an improvement in user satisfaction scores from A2 to A3, validating our design changes. This user-centered approach highlighted the importance of feedback and accessibility in creating a supportive virtual environment. If I were to design it again, I would increase user testing and iteration to identify issues early, and include detailed guidance and tutorials in the early stages of design to reduce the learning curve for users. Ensuring interface consistency and unifying the styles of buttons and navigation elements would further enhance the overall user experience.

A2

In A2, we developed a cloud-based pet community using XR technology, focusing on user experience design, interface design, and user testing. We employed design thinking methods to understand users by creating journey maps, defining problems, and prototyping solutions. Our team's collaboration and project management skills were crucial, with roles like project navigators and insight collectors enabling us to concentrate on different project aspects. We used tools such as Figma for low-fidelity prototypes. This assignment enhanced our ability to apply theoretical knowledge in practice, improved our teamwork and communication skills.

Appendix(Citations)

Figma Community. (n.d.). Pet icons. Retrieved from [https://www.figma.com/design/Bw1x8gd2LeCoriaBdi4AJL/Pet-icons-\(Community\)?node-id=0-1&t=rVb551POXIfEmGV2-0](https://www.figma.com/design/Bw1x8gd2LeCoriaBdi4AJL/Pet-icons-(Community)?node-id=0-1&t=rVb551POXIfEmGV2-0)

Figma Community. (n.d.). Free Pets Illustrations & Icons. Retrieved from [https://www.figma.com/design/IZOWe3dqXqHhA1TYO6sguy/Free-Pets-Illustrations-%26-Icons-\(Community\)?node-id=1-851&t=OSMemhwZFOiKSxVp-0](https://www.figma.com/design/IZOWe3dqXqHhA1TYO6sguy/Free-Pets-Illustrations-%26-Icons-(Community)?node-id=1-851&t=OSMemhwZFOiKSxVp-0)

Figma Community. (n.d.). Free Animals Material Icons. Retrieved from [https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-\(Community\)?node-id=0-180&t=4O5MNya0DnomjeSy-0](https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-(Community)?node-id=0-180&t=4O5MNya0DnomjeSy-0)

Liang, J. and Chen, J. 2024. Flowchart created using Figma. June 30, 2024. Retrieved from <https://www.figma.com/design/gsVFWEMmpmv9yIGco6kUQV/GBDA-301---A2?node-id=0-1&t=Qu5WOdmewPxqg42d-1>.

Liang, J. 2024. Pet Community Survey (Low-fidelity Prototype Experience) – Survey and Report Results Using Google Forms. July 2, 2024.

The background is a light blue grid. It is decorated with various hand-drawn blue doodles. In the top left, there are several overlapping circles. In the top center, there is a scribbled circle. In the top right, there are concentric circles and a star-like shape. On the right side, there are vertical lines and a scribbled circle. In the bottom left, there are concentric circles and a scribbled circle. In the bottom center, there is a wavy line and a series of small 'v' marks. In the bottom right, there is a large, flowing loop.

Thank you !

Introduction

In recent years, college students' mental health has become a pressing issue, especially for those navigating the unique challenges of higher education. Both domestic and international students face a myriad of stressors, including academic pressures, cultural adjustment, language barriers, and the need to build new social networks. Our project addresses these challenges by leveraging XR (Extended Reality) technology to create an innovative cloud-based virtual pet community. The platform offers a new approach to supporting mental health by allowing students to customize and care for virtual pets, design personalized living spaces, and participate in community activities that foster engagement and social connection.

Our advanced prototype builds on previous iterations and incorporates user feedback to enhance the XR experience. Key features include expanded pet customization options, interactive elements to promote community engagement, intuitive navigation to simplify user interactions, and a more engaging interface design. The prototype aims to create an immersive, supportive environment that encourages positive mental health strategies and strengthens relationships between students.

At this stage, our research focuses on evaluating how effectively XR environments can support mental health and social well-being. Our goal is to determine which features and interactions are most impactful in promoting these outcomes and understand how the needs and experiences of domestic and international students in a virtual pet community may differ. By evolving our design based on these insights, we strive to create a platform that not only addresses mental health challenges but also enriches the overall college experience through innovative technology.

In the process of designing a high-fidelity mockup of a virtual pet community platform, we planned to understand user interactions, experiences, and expectations through a range of qualitative and quantitative research methods. The goal was to gather actionable insights to guide design improvements, increase user satisfaction, and promote effective stress management through engaging platform features. We conducted detailed interviews with four participants and "think aloud" sessions to observe and analyze each participant's experience. Each participant represented a different user experience and perspective, and this approach allowed us to identify key areas for improvement. In order to gain these insights, the qualitative and quantitative research methods that we used included:

Qualitative Interviews & Think Aloud Sessions:

Detailed interviews were conducted with four users to gather feedback and improvement suggestions about their experience. "Think aloud" sessions were used to observe users' interactions with the platform, capturing their immediate thoughts and reactions as they navigated through various features.

System Usability Scale (SUS):

SUS surveys were conducted to assess user satisfaction and system usability, comparing scores from A2 and A3 iterations and the changes in SUS scores were analyzed to assess the effectiveness of implemented design changes and identify areas for further improvement.

Survey Analytics:

Collect data through structured surveys, and analyze responses to understand users' opinions on platform features, customization options, and stress management effectiveness. Use more detailed surveys to gather insights to improve tutorials and enhance feature descriptions to more effectively meet user needs.

Therefore, by combining feedback from these analytical methods, it is easier for us to iterate on our pet community platform, ensuring it meets user expectations and enhances their overall experience. This iterative process also emphasizes the importance of user-centered design and feedback-driven development in creating successful digital products.

Accessibility evaluation**Fair Use:**

The Virtual Pet Community Platform is designed to be accessible to users of all ability levels, providing equal functionality and experience. This includes features such as customizable pets and community participation activities that are accessible to everyone. We will try to implement features such as text-to-speech for pet descriptions and community activities, and ensure that the floating window can easily access visual content.

Flexibility of Use:

The platform provides various customization options for virtual pets and living spaces to meet the preferences and needs of different users. Users can personalize their experience to match their abilities and can operate through manual swipe/eye tracking/gesture recognition to better meet different user needs.

Simple and Intuitive Use:

The user interface is designed with simplicity in mind, so clear navigation and instructions are provided for customizing pets and participating in community activities. To further enhance this, a step-by-step onboarding process can be introduced to guide new users to the main functions to ensure a smooth and efficient start.

Perceivable Information:

Information about pet attributes, community activities, and customization options is presented in a clear and easy-to-read format. Enhanced contrast and text size options, as well as enhancements such as audio description and subtitles for multimedia content can support users with vision or hearing impairments and make information more accessible.

Error tolerance:

To prevent accidental errors, we added undo functionality to enable users to easily recover from incorrect operations and effectively learn from interactions (such as placing furniture).

Low physical effort:

Interacting with the platform (including customizing pets and browsing community features) requires minimal physical effort, which improves comfort during long-term use because the functions adopted are basically the same as the current human mobile phone operation.

Size and space for approach and use:

The pet community sets a safe and comfortable distance for AR characters. This feature is enhanced by ensuring sufficient spacing between clickable elements to prevent accidental clicks, especially on smaller screens, and allowing users to adjust the interface scaling to their preferences.

Qualitative Research & Analysis

Interview Question & Transcript

1. What difficulties or challenges have you encountered during use?
2. Which feature do you like most and why?
3. Which feature or design confuses you and how do you think it can be improved?
4. Do you think our virtual pet community helps you manage stress? Why?
5. What new features or improvements would you like to see on the platform?
6. Do you have any other suggestions or comments on our platform design?

User 1 - Interview

What difficulties or challenges have you encountered during use?

"When I first started using it, especially when doing the initial settings and browsing the tutorials."

Which feature do you like best and why?

"I like the pet customization feature the most because I can design the pet's appearance, personality and attributes. This high degree of freedom makes me feel good."

Which feature or design confuses you and how do you think it can be improved?

"There is nothing really confusing, but I suggest that you design the interface for switching between AR and VR modes to describe the main differences between the two modes to users, so that users will be more clear about the mode they want to choose."

Do you think our virtual pet community helps you manage stress? Why?

"It helps. The customization and interactive features make me feel relaxed and happy. If I can interact with or design a virtual pet every time, I will most likely forget the troubles in reality and focus on the current happy time."

What new features or improvements do you want to see on the platform?

"I hope to add more pet types and customization options to give users more choices. In addition, the initial tutorial can be more detailed, preferably with step-by-step instructions instead of putting them all together, so that novice users can get started more easily."

Do you have any other suggestions or comments on our platform design?

"The overall design is already very good, and the color selection of the interface is also great and attractive."

User 1 - Think Aloud:

User 1 enters their credentials and clicks the "Login" button, saying, "Alright, let's get started." They navigate to the "Function Introduction" page by clicking the "Introduction" button, thinking aloud, "Okay, there are quite a few options here, maybe it's a bit much at once."

They select "FAQ" from the menu for more information and remark, "Good, this is helpful." User 1 moves to the "Select Pet Type" page and starts exploring the options, exclaiming, "What do the 'personality' and 'size' options really mean? but that's cool."

Clicking on "Model Selection" and seeing options for AR and VR, they ponder, "Hmm, AR or VR? What's the difference in experience?"

They click through to "Furniture Place" and see the drag-and-drop interface, intrigued as they say, "Ooh, I can arrange furniture, but where should I start?"

User 1 moves to the "Community" page by selecting it from the menu and says excitedly, "This looks like a fun place to connect with others. You guys did a good job adding the news module to the chat."

They navigate to the "Game Store" by clicking the corresponding tab, commenting, "Cool, I love shopping."

Finally, User 1 clicks on their "Profile Page" to view details, thoughtfully saying, "The page is nicely organized, but it'd be nice to customize it a bit more."

User 2 - Interview

What difficulties or challenges have you encountered during use?

“I haven't encountered too many difficulties, mainly because it takes some time to get familiar with the functions when using it for the first time.”

Which function do you like best and why?

“I probably like the direct pet adoption function and the store the most, because they are very convenient and do not require time to customize. The content of the store function is concise and clear, like a mature game system.”

Which function or design confuses you and how do you think it can be improved?

“I have looked at several pages, but I have not found a button to return to the main interface directly, only a back button. I think you can add it.”

Do you think our virtual pet community helps you manage stress? Why?

“I think it is helpful to participate in community activities and communicate with other pet lovers. After all, you can meet like-minded people in the community.”

What new features or improvements do you want to see on the platform?

“I think the descriptions of some functions can be highlighted as much as possible, or filled with some colors to prevent it from blending too much with the background color.”

Do you have any other suggestions or comments on our platform design?

“I hope there will be guidance and tips on how to use the furniture placement function and if you want to design it exactly like a game, showing new arrivals or popular items could keep things fresh and exciting.”

User 2 - Think Aloud:

User 2 enters details and clicks "Login," cheerfully saying, “I like this background color” Then they click on "Function Introduction," thinking aloud, "Okay, everything is laid out nicely, but maybe you could bold the key features "

User 2 chooses "Select Pet Type" to see options and contentedly notes, "Adopting directly is super convenient, you guys could also add a 'random pet' feature might be a very fun surprise." Clicking "Model Selection" and pondering over AR and VR, they curiously say, "Let's go with VR."

User 2 clicks on "Furniture Place," engaged as they say, "Placing furniture sounds fun, a guide would help users to get started. They navigate to "Community," excitedly remarking, "This looks like a great spot to chat with others, "

User 2 heads over to the "Game Store" and says, "I like the layout". They check out their "Profile Page," thoughtfully suggesting, "it'd be nice to highlight my favorite pets or achievements here."

User 3 - Interview

Which difficulties or challenges did you encounter during the use?

"The use process is generally smooth, but the arrangement of functions on some pages is a bit crowded, especially when choosing the type of pet, the interface may need a simpler layout."

Which function do you like best and why?

"My favorite thing is the game store feature. The interface feels very game-like, even though I can't actually buy them yet."

Which function or design confuses you and how do you think it can be improved?

"It feels that each function and color design is well designed. Well, I can't think of anything that confuses me."

Do you think our virtual pet community helps you manage stress? Why?

"For me the community chat feature is awesome, the design and layout makes me excited to interact with other users because I am a person who loves socializing and chatting, and it feels like a very immersive environment where I can relax and take a break from the daily stress. That's it."

What new features or improvements do you want to see on the platform?

"Maybe I hope to add some function buttons for users to take photos, so that they can take photos or short videos of pets more freely and enhance community interaction."

Do you have any other suggestions or comments on our platform design?

"The overall design is very attractive, but in the future, you can consider adding more personalized setting options to the interface so that users can customize the interface style."

User 3 - Think Aloud

User 3 logs in by entering credentials and clicking "Login," optimistically saying, "A good start. But why is there only a login button, no sign up button?" then they selecting "Function Introduction," they ponder, "This page is informative"

User 3 clicks on "Select Pet Type" and eagerly says, "Nice, so many choices, but maybe you guys can add a 'compare' feature". They start explore "Model Selection," commenting, "Let me try AR mode"

User 3 clicks on "Furniture Place," intrigued as they note, "wow, so...in this I can place furniture." After, They navigate to "Community," they enthusiastically say, "This could be fun for socializing. You have used the entire page for reclassification. I didn't expect channels and modules to be separated like this, cool"

User 3 visits the "Game Store," interestingly saying, "This store looks good; Have you considered adding a user reviews or ratings function?"

Clicking on "Profile Page," they thoughtfully suggest, "It's nice and clear, good, good."

User 4 Interview

What difficulties or challenges have you encountered during use?

"The interface is well designed and intuitive overall, but sometimes I am curious about the functions of some buttons and am not sure about their specific purposes."

Which function do you like best and why?

"I especially like the community function. Although I can't actually use it now, the interface design makes me look forward to future interactions."

Which function or design confuses you and how do you think it can be improved?

"Some instructions are not detailed enough. I suggest adding more tooltips or help documents to the interface so that users can quickly understand the various functions."

Do you think our virtual pet community helps you manage stress? Why?

"Yes, the process of browsing and imagining how to use these functions makes me feel relaxed, and I look forward to more opportunities for actual operation in the future."

What new features or improvements do you want to see on the platform?

"I hope to add more opportunities for user interaction, such as sharing pet stories with other users or participating in theme activities."

Do you have any other suggestions or comments on our platform design?

"I think the button style of your pet options interface can be more unified with other pages, because I see that the buttons on other pages are all white, and the font color of the pet page seems to be not very unified, in addition, why don't you try add the price hot spots or something like that in the game store?"

User 4 - Think Aloud:

User 4 successfully logged in by entering their details and clicking Login, and happily said, "I think the interface is nice and simple, but I strongly suggest you change the green bunny pattern, it looks weird with the background!"

They selected "Features" and said, "It's good, at least for now"

User 4 selected "FAQ" and praised, "This is very detailed and has all the basic questions users will encounter" User 4 entered the "Select Pet Type" page and excitedly said, "Wow, it feels like a big improvement from the last version, much clearer!"

When checking "Model Selection", they curiously said, "Ok, let's call it AR, let's see how immersive you can make it" User 4 clicked "Furniture Places" and said, "It's interesting, but I suggest you make a sample design gallery for users, otherwise I think some users may not be able to design"

When exploring "Community", they enthusiastically commented, "This is so funny - the channel names you made make me excited to see how this feature develops" User 4 Visiting the "Game Store," they curiously noted, "Great layout!" Viewing their "Profile Page," they mused, "This is very useful."

Qualitative Analysis Summary

Based on interviews and reflection sessions with users, we came up with several key insights that could enhance the virtual pet community platform. First, we learned that users appreciated the overall design and functionality, but expressed some challenges in navigating and understanding specific features, especially the differences between AR and VR modes and certain button functions. To address these issues, we will try to implement clear descriptions or tooltips in the iteration version, as well as more detailed initial tutorials that

provide step-by-step instructions, which will help users familiarize themselves with the platform's features more effectively. In addition, users want more customization options, especially for pets and user profiles, so we will also try to expand these options and allow users to highlight favorite pets or achievements to enhance the personalization of the experience.

Feedback also highlighted the need to improve navigation and layout. Some users found the interface crowded and lacked an easy way to return to the main interface. Simplifying the page layout and adding a "home" button could improve user navigation and satisfaction. We also found that the community chat function was popular in this interview.

In addition, users liked the game store and other interactive elements, but suggested adding features such as marking popularity. The feedback suggested introducing features that provide dynamic feedback and keep the content fresh and engaging. Finally, ensuring design consistency across all pages by adjusting button styles and color schemes will create a more cohesive and visually appealing experience.

Altogether, these insights revealed areas where our team could enhance the platform's user experience by focusing on improving guidance and navigation, expanding customization options, fostering community engagement, and ensuring design consistency.

Interview Theme & Code Form

| Participant | Quote | Code | Theme |
|-------------|---|--------------------|-----------------|
| User 1 | "The interface is well designed and intuitive overall, but sometimes I am curious about the functions of some buttons and am not sure about their specific purposes." | Interface Design | User Experience |
| User 1 | "I especially like the community function. Although I can't actually use it now, the interface design makes me look forward to future interactions." | Community Function | User Engagement |

| | | | |
|--------|--|---------------------------|-----------------------|
| User 1 | "Some instructions are not detailed enough. I suggest adding more tooltips or help documents to the interface so that users can quickly understand the various functions." | Insufficient Instructions | Usability |
| User 1 | "Yes, the process of browsing and imagining how to use these functions makes me feel relaxed, and I look forward to more opportunities for actual operation in the future." | Stress Management | Mental Well-being |
| User 1 | "I hope to add more opportunities for user interaction, such as sharing pet stories with other users or participating in theme activities." | User Interaction | Platform Engagement |
| User 1 | "I think the button style of your pet options interface can be more unified with other pages, because I see that the buttons on other pages are all white, and the font color of the pet page seems to be not very unified." | Button Style | Interface Consistency |
| User 2 | "Sometimes the navigation can be a bit confusing, especially when trying to find specific features or settings." | Navigation Confusion | Usability |
| User 2 | "The customization options for pets are fantastic. It allows me to create a unique pet that feels personal." | Pet Customization | User Engagement |

| | | | |
|--------|--|---------------------------|---------------------|
| User 2 | "The AR and VR modes are interesting, but I wish there was a clearer explanation of the differences between them." | AR/VR Modes | Usability |
| User 2 | "Interacting with the community really helps me unwind after a stressful day." | Community Interaction | Mental Well-being |
| User 2 | "Adding a feature to create and share custom pet stories would be really fun and engaging." | Feature Suggestion | Platform Engagement |
| User 2 | "It would be great if the help documentation was more comprehensive, covering all the main features in detail." | Documentation Improvement | Usability |
| User 3 | "I found it challenging to understand some of the icons and their functions without hovering over them." | Icon Clarity | Usability |
| User 3 | "The pet interaction feature is my favorite. It's very engaging and helps me relax." | Pet Interaction | User Engagement |
| User 3 | "The onboarding process could be more user-friendly with step-by-step guidance." | Onboarding Process | Usability |
| User 3 | "The platform's design and interaction features significantly help in reducing my stress levels." | Stress Reduction | Mental Well-being |
| User 3 | "Incorporating mini-games or activities related to pet | Feature Suggestion | Platform Engagement |

| | | | |
|--------|---|--------------------|------------------|
| | care would enhance the user experience." | | |
| User 3 | "Standardizing the color scheme and button styles across all pages would improve the overall design consistency." | Design Consistency | Interface Design |

Interface Design: User opinions on the layout and intuitiveness of the platform interface, indicating areas where design improvements could improve usability.

User Engagement: Received feedback on features that users found interesting and engaging, such as creating some pet customization and community features to highlight content that users are interested in.

Usability: User experience with navigation, instructions, and onboarding processes, identifying areas that may need clearer guidance or more intuitive design.

Mental Health: Comments on how interacting with the platform helps manage stress and provides relaxation, recognizing the positive impact of our pet community platform on user mental health.

Platform Engagement: Users provided suggestions for new features or enhancements, such as sharing pet stories or adding mini-games, reflecting users' desire for more interactive and engaging content.

Interface Consistency: Observations on the need for unified design across different parts of the platform, indicating that unified visual and functional design can improve the overall user experience.

Quantitative Survey & Analysis

SUS Survey Score

A good System Usability Scale (SUS) score typically falls above 68 [1]

SUS Score Result From A2

User 1: 67.5

User 2: 60

User 3: 90

User 4: 70

New Usability Score - A3

User 1 Score

Odd-numbered questions (1, 3, 5, 7, 9):

For odd-numbered questions, use the formula: sum of the responses - 5

$$X = (4 + 4 + 5 + 4 + 3) - 5 = 15$$

Even-numbered questions (2, 4, 6, 8, 10):

For even-numbered questions, use the formula: 25 - sum of the responses

$$Y = 25 - (2 + 2 + 2 + 1 + 2) = 16$$

$$\text{SUS Score} = (X + Y) * 2.5$$

$$\text{SUS Score} = (15 + 16) * 2.5 = 31 * 2.5 = 77.5$$

User 2 Score

Odd-numbered questions (1, 3, 5, 7, 9):

For odd-numbered questions, use the formula: sum of the responses - 5

$$X = (3 + 4 + 5 + 4 + 4) - 5 = 15$$

Even-numbered questions (2, 4, 6, 8, 10):

For even-numbered questions, use the formula: 25 - sum of the responses

$$Y = 25 - (1 + 1 + 1 + 2 + 2) = 18$$

$$\text{SUS Score} = (X + Y) * 2.5$$

$$\text{SUS Score} = (15 + 18) * 2.5 = 33 * 2.5 = 82.5$$

User 3 Score

Odd-numbered questions (1, 3, 5, 7, 9):

For odd-numbered questions, use the formula: sum of the responses - 5

$$X = (5 + 4 + 4 + 4 + 5) - 5 = 17$$

Even-numbered questions (2, 4, 6, 8, 10):

For even-numbered questions, use the formula: 25 - sum of the responses

$$Y = 25 - (2 + 1 + 1 + 1 + 1) = 19$$

$$\text{SUS Score} = (X + Y) * 2.5$$

$$\text{SUS Score} = (17 + 19) * 2.5 = 36 * 2.5 = 90$$

User 4 Score

Odd-numbered questions (1, 3, 5, 7, 9):

For odd-numbered questions, use the formula: sum of the responses - 5

$$X = (4 + 5 + 4 + 3 + 4) - 5 = 15$$

Even-numbered questions (2, 4, 6, 8, 10):

For even-numbered questions, use the formula: 25 - sum of the responses

$$Y = 25 - (2 + 3 + 2 + 2 + 2) = 14$$

$$\text{SUS Score} = (X + Y) * 2.5$$

$$\text{SUS Score} = (15 + 14) * 2.5 = 29 * 2.5 = 72.5$$

SUS Survey Analysis Summary

After comparing the SUS scores of the A2 and A3 evaluations, we found that user satisfaction and system usability showed an overall improvement trend, with significant improvements.

First, the average SUS score of A2 was calculated from scores of 67.5, 60, 90, and 70, with an average score of 71.875. The scores of the A3 evaluation were 77.5, 82.5, 90, and 72.5, with an average score of 80.625. This shows that users have generally improved their perceived usability of the system when using our pet community platform.

In terms of ease of use in the evaluation, users' ratings show that the system in A3 is easier to use than the system in A2. In particular, the improvement in the ease of use score (question 3) shows that any changes made have effectively addressed complexity and improved navigation, making the system more intuitive for users.

In terms of questions related to confidence in using the system (question 9) and the integration of various system functions (question 5), the scores have improved significantly, indicating that users are more satisfied and the system's functions are more coordinated.

In terms of reducing complexity and support needs, the scores for questions regarding system complexity (question 2) and technical support needs (question 4) also showed significant improvements. This indicates that the system has become simpler and less dependent on external help, possibly due to the simplification of processes and clearer instructions in the A3 prototype.

In Conclusion, The increase in SUS scores from the A2 low-fidelity prototype to the A3 high-fidelity prototype reflects our success in enhancing the usability of the system. These improvements may be due to our strategic modifications in simplifying the user interface, designing a new interface color scheme, and providing more detailed system functions and providing a more intuitive user experience. This improvement highlights the importance of continuous usability testing and iterative design to meet and exceed user expectations, ultimately helping to improve user satisfaction and engagement.

Quantitative Survey & Analysis - Survey

https://docs.google.com/forms/d/e/1FAIpQLSfC_3WGUflqqn5OAqURYkFP9wZTnLm72T5AhJJZnv7Yyb3Pww/viewform?usp=sharing

Here are the 12 survey questions with the addition of "Neutral" as an option:

1. The initial setup and navigation of the platform were easy to understand.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

2. The pet customization feature is enjoyable and meets my expectations.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

3. The interface for switching between AR and VR modes is clear and user-friendly.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

4. The virtual pet community helps me manage my stress effectively.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

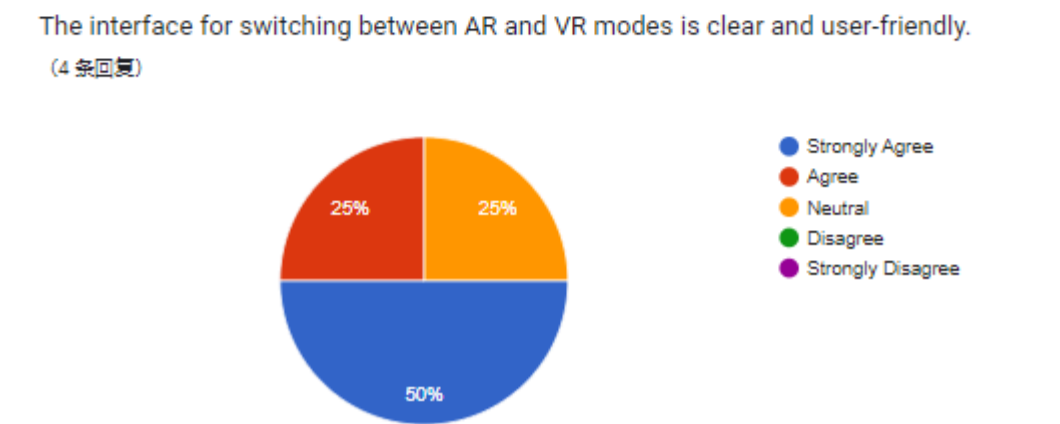
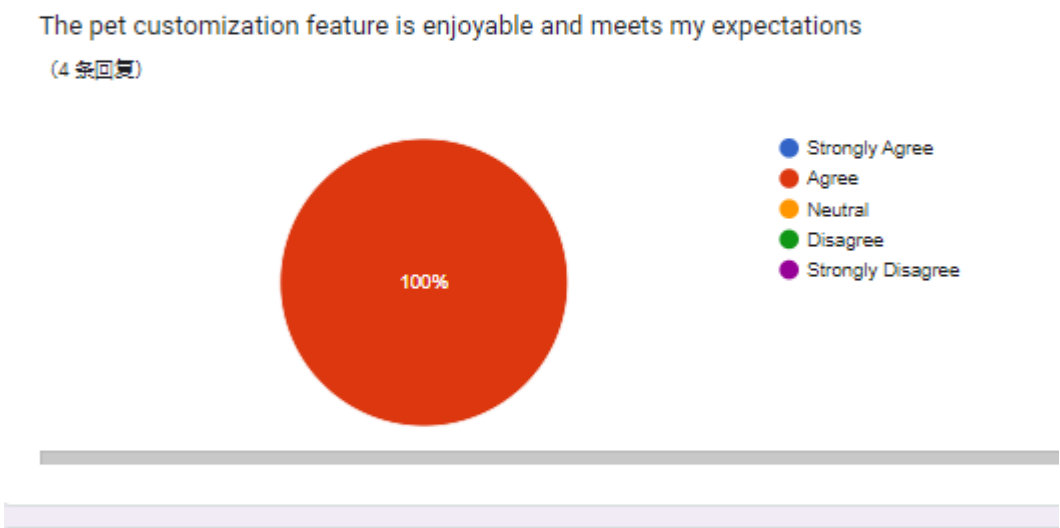
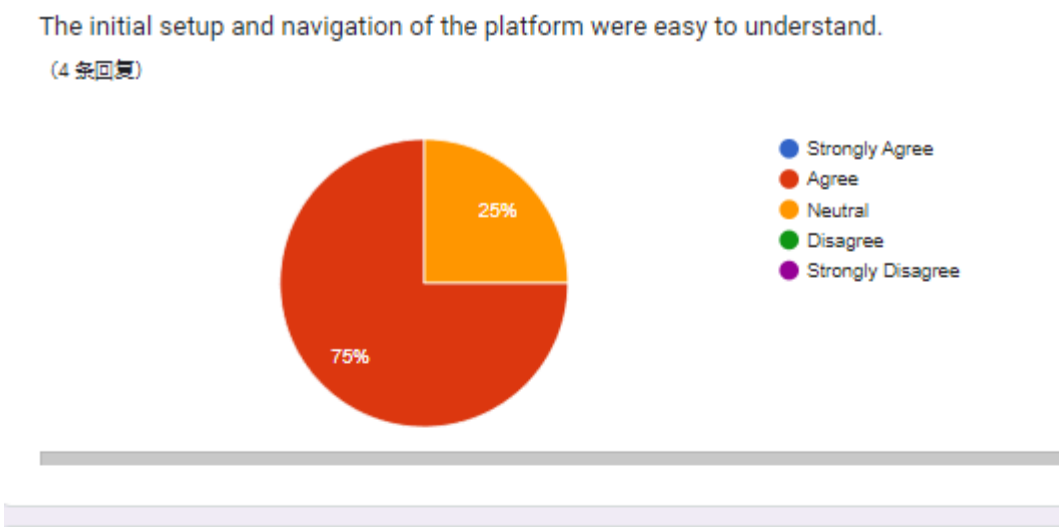
5. The initial tutorial is detailed and helpful for new users.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

6. The platform provides sufficient pet customization options.
 - Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree

7. The furniture placement function is intuitive and easy to use.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
8. The community page enhances my overall experience on the platform.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
9. The descriptions of various functions on the platform are clear and concise.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
10. The store layout is intuitive and easy to navigate.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
11. The profile customization options meet my expectations.
- Strongly Agree
 - Agree
 - Neutral
 - Disagree
 - Strongly Disagree
12. I am likely to recommend this virtual pet community to others.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

The code results represent a detailed categorization of user feedback based on their experiences and opinions about a virtual pet platform. The coding captures various aspects of user interaction, including:



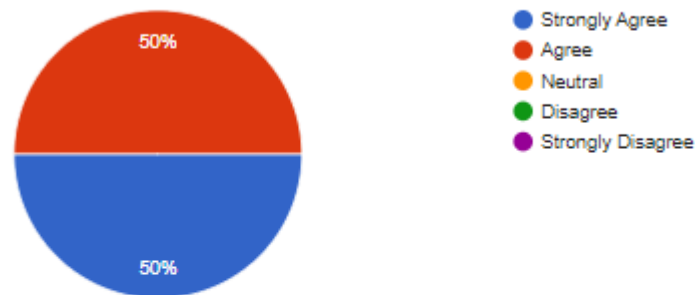
The survey results show strong positive feedback regarding the platform's initial setup and navigation, pet customization feature, and the interface for switching between AR and VR modes.

While the pet customization feature stands out with unanimous agreement on its enjoyment and expectations, the AR/VR interface might benefit from minor enhancements to move neutral users towards a more positive stance.

The absence of negative feedback (disagree or strongly disagree) across all questions suggests a generally well-received user experience, with no major usability issues identified.

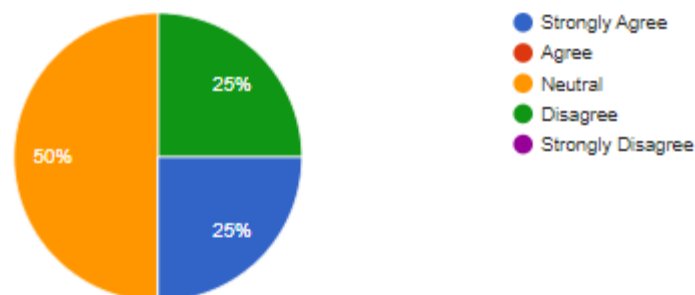
The virtual pet community helps me manage my stress effectively.

(4 条回复)



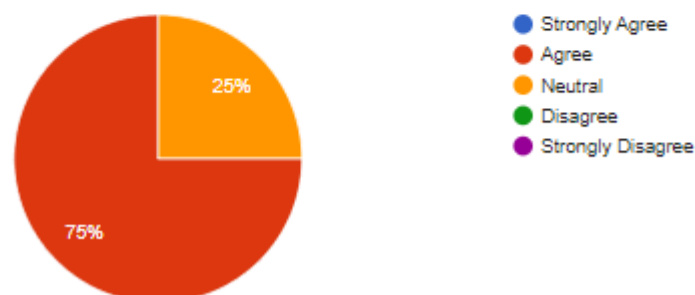
The initial tutorial is detailed and helpful for new users.

(4 条回复)



The platform provides sufficient pet customization options.

(4 条回复)



Stress Management: The virtual pet community is unanimously viewed as effective in helping manage stress, which is a significant positive outcome.

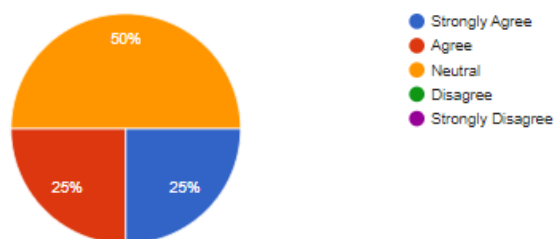
Initial Tutorial: While the initial tutorial is generally considered detailed and helpful, some respondents are neutral, suggesting that enhancements could further improve its effectiveness.

Pet Customization: The pet customization options are well-received, though there is no strong agreement, and some neutrality indicates an opportunity for adding more options or improving existing ones to increase user satisfaction.

These results suggest that the platform is effective in stress management and has satisfactory features, but there's potential to refine and enhance the tutorial and customization options to achieve a higher level of user satisfaction.

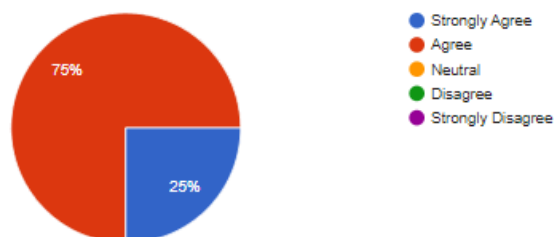
The furniture placement function is intuitive and easy to use.

(4 条回复)



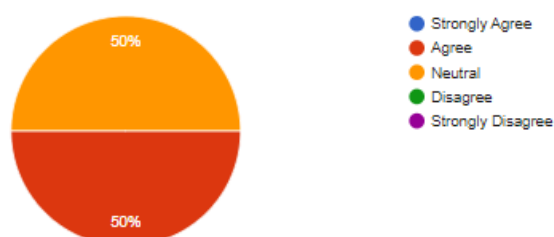
The community page enhances my overall experience on the platform.

(4 条回复)



The descriptions of various functions on the platform are clear and concise.

(4 条回复)



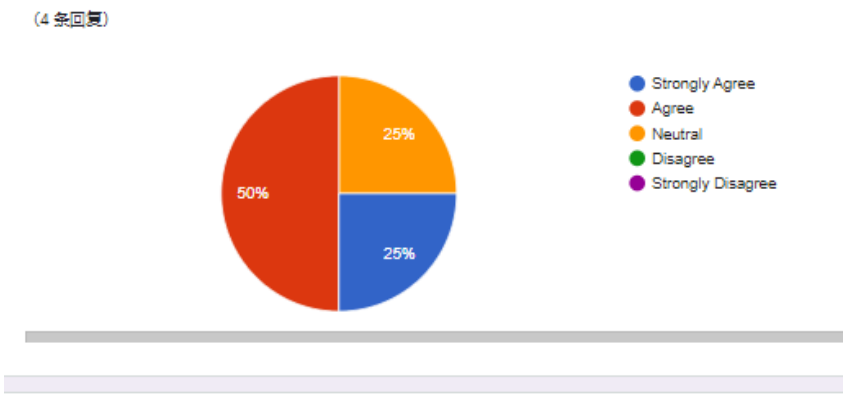
Furniture Placement: While generally viewed as intuitive and easy to use, the neutrality of some respondents indicates potential areas for making this feature more user-friendly.

Community Page: This feature is highly appreciated and enhances user experience significantly, with strong agreement and no negative feedback.

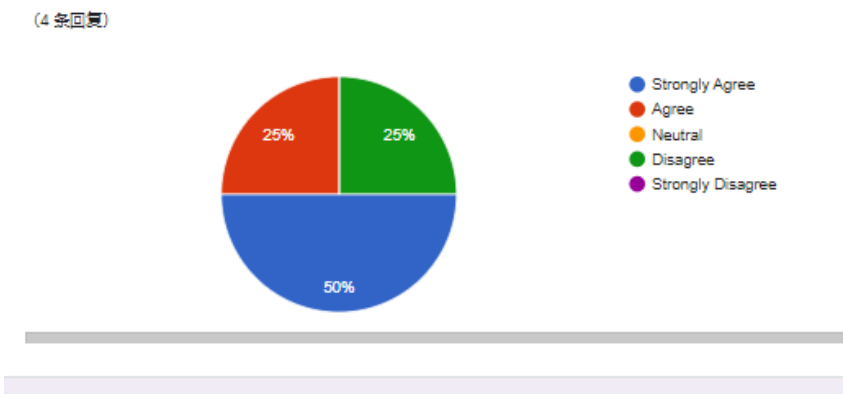
Function Descriptions: The descriptions are mostly seen as clear and concise, but the neutrality suggests there is room for improvement to ensure all users find the descriptions fully comprehensible.

The results highlight the strengths of the community page and the positive reception of the furniture placement function, while also identifying opportunities to improve the clarity of function descriptions.

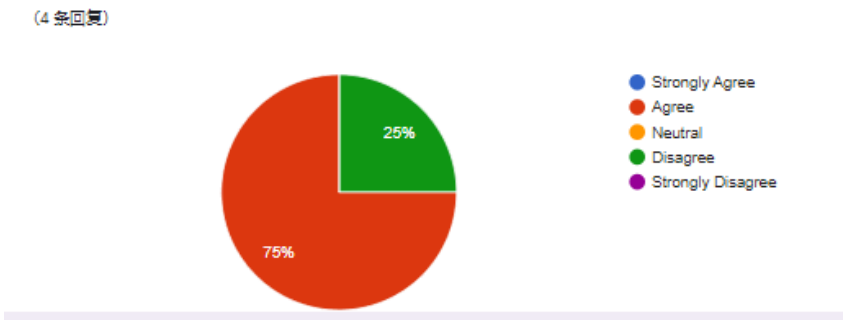
The store layout is intuitive and easy to navigate.



The profile customization options meet my expectations.



I am likely to recommend this virtual pet community to others.



Store Layout: Generally viewed as intuitive and easy to navigate, with some room for improvement to ensure all users find it exceptionally easy to use.

Profile Customization: Meets most users' expectations, with strong positive feedback. Additional enhancements could further improve user satisfaction.

Recommendation Likelihood: Most users are willing to recommend the platform, but there's an opportunity to increase enthusiasm by further improving user experience and adding unique features.

These results highlight strengths in in-store layout and profile customization, with overall positive user satisfaction. They also indicate areas where minor improvements could enhance user experience and increase the likelihood of users recommending the platform to others.

A2 Group Reflection

In A2's project, we focused on creating a cloud-based pet community using XR technology, applying various user experience designs, interface designs, and user testing. At the same time, our team in A2 used design thinking methods to understand users, such as making user journey maps, defining problems, conceiving solutions, prototyping, and testing their effectiveness. Our interview and collaboration and project management skills are also crucial. Our team worked effectively by assigning roles such as project navigators, insight collectors, and architects, which enabled us to focus on different aspects of the project, from research to using tools such as Figma to create low-fidelity prototypes. Overall, this assignment enhanced our ability to apply theoretical knowledge in practice, improved our teamwork and communication skills, and provided us with valuable experience.

A3 Group Reflection

The A3 project revamped our virtual pet community platform with a focus on student mental health and social connection. We redesigned our brand style guide and improved the user experience and accessibility based on feedback from previous iterations. Qualitative interviews and “think aloud” sessions revealed insights into user interactions, highlighting enhancements in areas such as navigation clarity and customization. This user-centric approach enabled us to effectively improve the platform. Accessibility assessments identified barriers for users with disabilities, ensuring inclusivity. By adhering to accessibility standards, we improved the overall user experience. Quantitative methods, such as the System Usability Scale (SUS), measured user satisfaction and showed an improvement in scores from A2 to A3, validating our design changes. Overall, A3 highlights the importance of user feedback and accessibility in creating a supportive virtual environment, aligning the platform with user needs, and promoting positive mental health.

If I were to design again, We would add more user testing and iterations to identify problems earlier, and incorporate detailed guidance and tutorials in the early stages of design to reduce the user's learning curve. In addition, ensure the consistency of the interface and unify the style of buttons and navigation elements to improve the overall user experience.

Citation

- [1] Icons8, "Dog Icon," Available:
<https://img.icons8.com/?size=100&id=UN5Bzk5JkGbr&format=png&color=000000>.
Accessed: Aug. 2, 2024
- [2] Icons8, "Cat Icon," Available:
<https://img.icons8.com/?size=100&id=XkTbtPG95aaM&format=png&color=000000>.
Accessed: Aug. 2, 2024.
- [3] Icons8, "Achievement Icon," Available:
<https://img.icons8.com/?size=100&id=srqM0ZcZkNmK&format=png&color=000000>.
Accessed: Aug. 2, 2024.
- [4] Icons8, "Save Icon," Available:
<https://img.icons8.com/?size=100&id=0nBnYZP0IO5W&format=png&color=000000>.
Accessed: Aug. 2, 2024.
- [5] Icons8, "Cancel Icon," Available:
<https://img.icons8.com/?size=100&id=l0KP9QSm3dfK&format=png&color=000000>.
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- [6] Icons8, "Introduction Icon," Available:
<https://img.icons8.com/?size=100&id=9r1bhA2nV1OZ&format=png&color=000000>.
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- [7] "Profile Icon," Available:
<https://img.icons8.com/?size=100&id=K2TV8Edoysnp&format=png&color=000000>.
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- [8] Icons8, "My Pets Icon," Available:
<https://img.icons8.com/?size=100&id=segjyVCbkIa5&format=png&color=000000>.
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- [9] Icons8, "Feed Icon," Available:
<https://img.icons8.com/?size=100&id=IZ93evILA9l5&format=png&color=000000>.
Accessed: Aug. 2, 2024.
- [10] Icons8, "Communication Icon," Available:
<https://img.icons8.com/?size=100&id=GLNXrevIGCZO&format=png&color=000000>.
Accessed: Aug. 2, 2024.
- [11] Free Animals Material Icons. Figma. Retrieved July 31, 2024, from
[https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-\(Community\)?node-id=0-180&t=t02Ks9v02P2Xm3Tt-0](https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-(Community)?node-id=0-180&t=t02Ks9v02P2Xm3Tt-0)

[12]Brooke. J.(2013). SUS: A quick and dirty usability scale. Journal of Usability Studies, 8(2), 29-40.

https://uxpajournal.org/wp-content/uploads/sites/7/pdf/JUS_Brooke_February_2013.pdf

[13]Enamostudios. (n.d.). Pet premium free icons pack. Figma. Retrieved July 31, 2024, from <https://www.figma.com/community/file/1375020888893490894/free-pet-icons?searchSessionId=lz95linh-by9ny14wenn>

Brand Style Guide

- LOGO DESIGN
- FONT STYLE
- ILLUSTRATION
- COLOUR SCHEME
- ICON

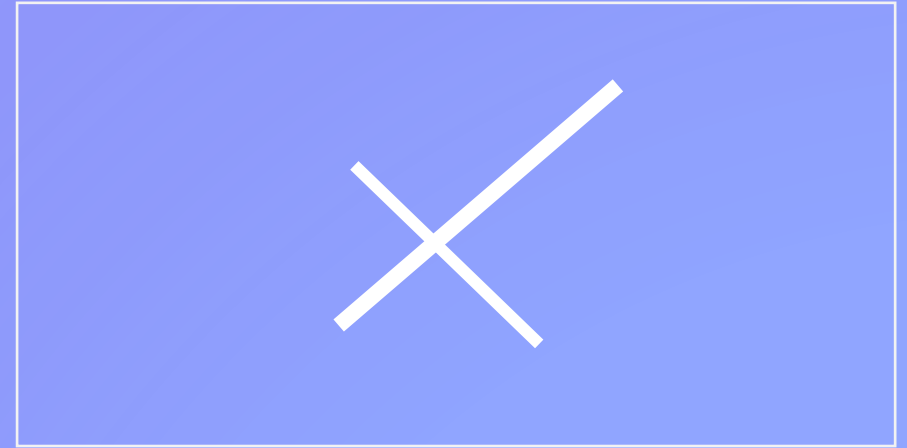
Logo Design

Regular Version

Pet community ✕

- **Clarity and Purpose:** The wordmark logo is legible and clearly communicates the platform's purpose of providing a supportive community for pet lovers.
- **Symbolic Sign:** The integrated "X" symbol adds modernity and technological sophistication, representing our use of Extended Reality (XR) to create immersive experiences.
- “X” hints at interaction and connection, key features of our pet community where users engage with virtual pets and each other.

Symbolic Sign



Pet ✕
community

Variation Version

Colour Scheme

Primary colours series



#6D77F9



#698CFD



#90A5FF



#B5C6FC



#FFFFFF

Our Series icon



- **Pet-Centric Design:** Icons are tailored for pet-related functions, covering: food, toys, health, and grooming.
- **Intuitive Symbols:** Simple, clear icons ensure users understand functions at a glance, which can enhancing user experience.
- **Broad Application:** Icons integrate seamlessly into various features, improving functionality and aesthetics.
- **Uniform Style:** A cohesive icon style maintains a consistent, polished look, reinforcing brand identity.

Enamostudios. (n.d.). Pet premium free icons pack. Figma. Retrieved July 31, 2024, from <https://www.figma.com/community/file/1375020888893490894/free-pet-icons?searchSessionId=lz95linh-by9ny14wenn>

Font Style

PET COMMUNITY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id

Abhaya Libre Regular

Abhaya Libre Medium

Abhaya Libre SemiBold

Abhaya Libre Bold

Abhaya Libre ExtraBold

- The Abhaya Libre font family was chosen for its high legibility, ensuring clear and legible text on various platform elements.
- It is available in multiple weights (Regular, Medium, Semi-Bold, Bold, Extra Bold), providing versatility for different text levels.
- The font's clean, modern design aligns with the platform's overall aesthetic, creating a cohesive and professional look.

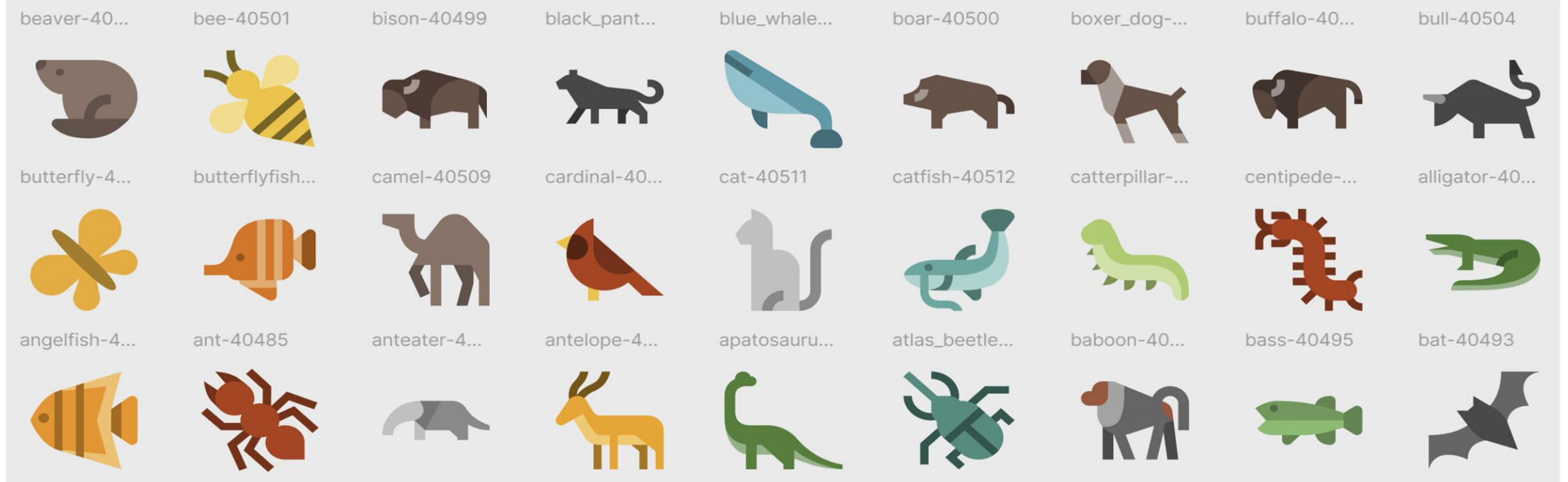


Illustration Series

PET COMMUNITY

Free Animals Material Icons. Figma. Retrieved July 31, 2024, from [https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-\(Community\)?node-id=0-180&t=t02Ks9v02P2Xm3Tt-0](https://www.figma.com/design/iW005ENFLCK9WcZwh9PvOg/Free-Animals-Material-Icons-(Community)?node-id=0-180&t=t02Ks9v02P2Xm3Tt-0)

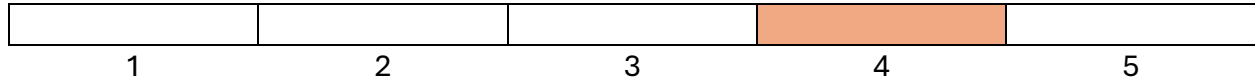
System Usability Survey

Participant Number:

1. I think that I would like to use the system frequently.

Strongly
Disagree

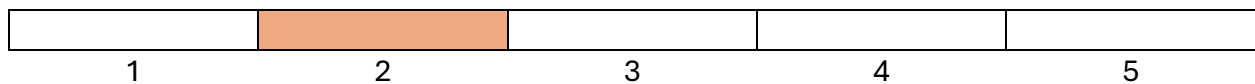
Strongly
Agree



2. I found the system unnecessarily complex.

Strongly
Disagree

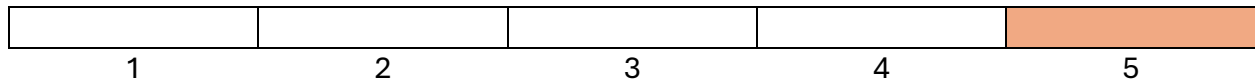
Strongly
Agree



3. I thought the system was easy to use.

Strongly
Disagree

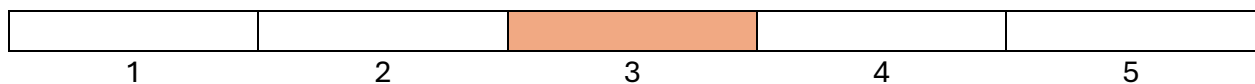
Strongly
Agree



4. I think that I would need the support of a technical person to be able to use the system.

Strongly
Disagree

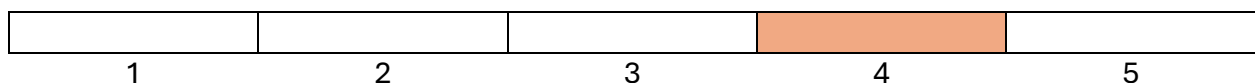
Strongly
Agree



5. I found the various functions in the system were well integrated.

Strongly
Disagree

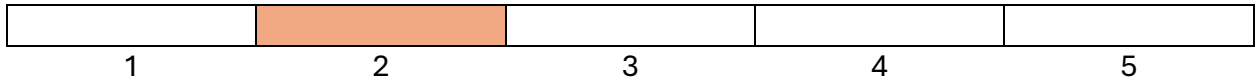
Strongly
Agree



6. I thought there was too much inconsistency in this system.

Strongly
Disagree

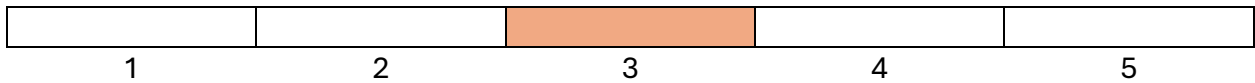
Strongly
Agree



7. I would imagine that most people would learn to use the system very quickly.

Strongly
Disagree

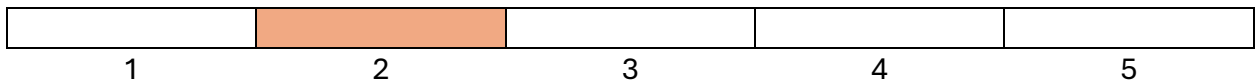
Strongly
Agree



8. I found the system very cumbersome to use.

Strongly
Disagree

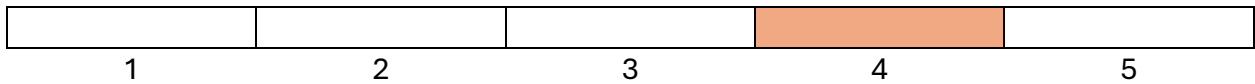
Strongly
Agree



9. I felt very confident using the system.

Strongly
Disagree

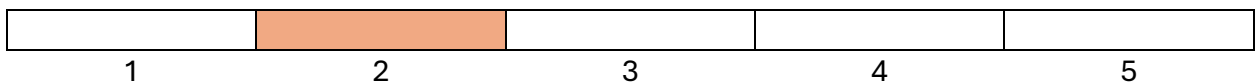
Strongly
Agree



10. I needed to learn a lot of things before I could get going with the system.

Strongly
Disagree

Strongly
Agree



System Usability Survey

Participant Number:

1. I think that I would like to use the system frequently.

Strongly
Disagree

Strongly
Agree

| | | | | |
|---|---|---|---|---|
| | | | | |
| 1 | 2 | 3 | 4 | 5 |

2. I found the system unnecessarily complex.

Strongly
Disagree

Strongly
Agree

| | | | | |
|---|---|---|---|---|
| | | | | |
| 1 | 2 | 3 | 4 | 5 |

3. I thought the system was easy to use.

Strongly
Disagree

Strongly
Agree

| | | | | |
|---|---|---|---|---|
| | | | | |
| 1 | 2 | 3 | 4 | 5 |

4. I think that I would need the support of a technical person to be able to use the system.

Strongly
Disagree

Strongly
Agree

| | | | | |
|---|---|---|---|---|
| | | | | |
| 1 | 2 | 3 | 4 | 5 |

5. I found the various functions in the system were well integrated.

Strongly
Disagree

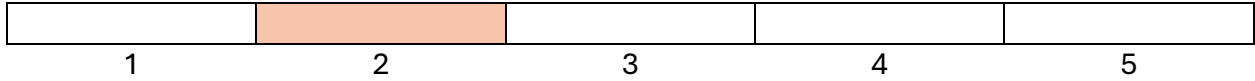
Strongly
Agree

| | | | | |
|---|---|---|---|---|
| | | | | |
| 1 | 2 | 3 | 4 | 5 |

6. I thought there was too much inconsistency in this system.

Strongly
Disagree

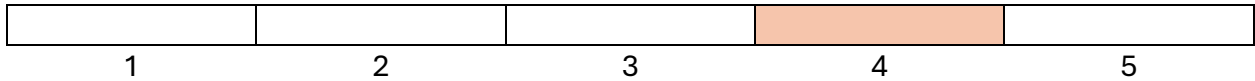
Strongly
Agree



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Strongly
Disagree

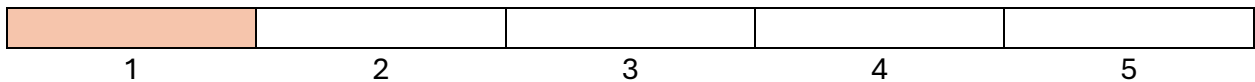
Strongly
Agree



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Strongly
Disagree

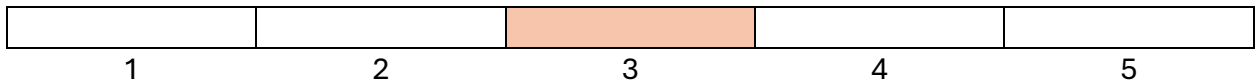
Strongly
Agree



9. I felt very confident using the system.

Strongly
Disagree

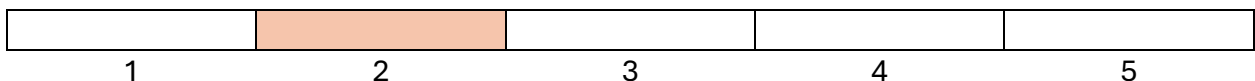
Strongly
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Strongly
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System Usability Survey

Participant Number:

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Strongly
Agree

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|---|---|---|---|---|
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Strongly
Disagree

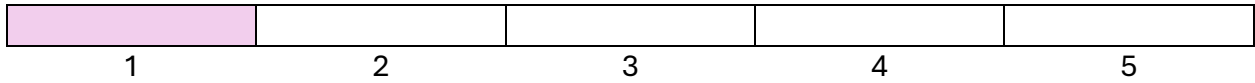
Strongly
Agree

| | | | | |
|---|---|---|---|---|
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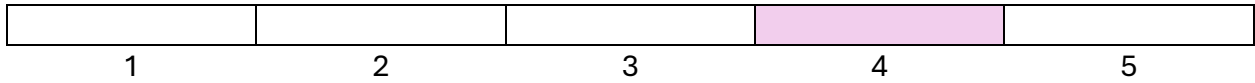
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Disagree

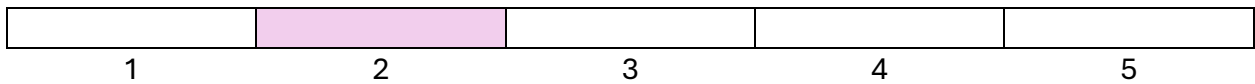
Strongly
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Strongly
Disagree

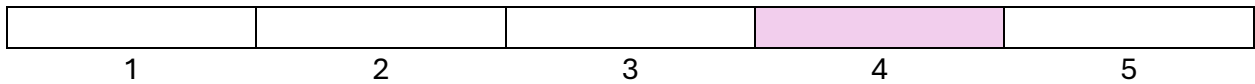
Strongly
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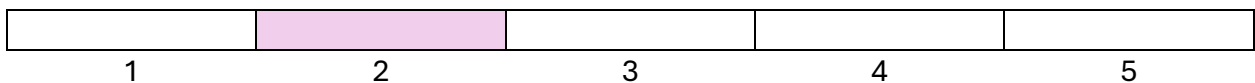
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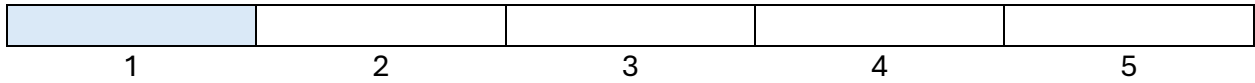
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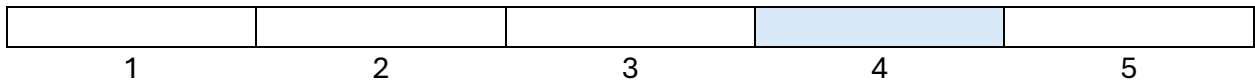
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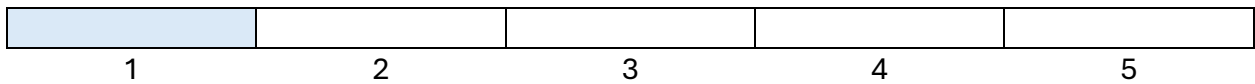
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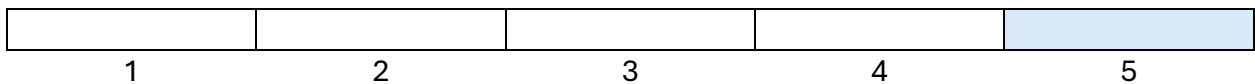
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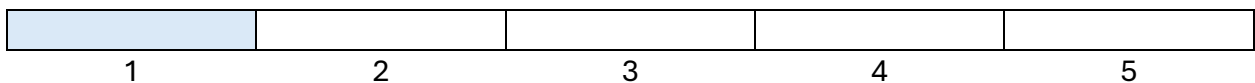
Strongly
Agree



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Strongly
Disagree

Strongly
Agree



Verbal Consent Log

| Participant Study ID | Consent Obtained For: | Date of Verbal Consent Discussion: | Name of individual conducting the verbal consent discussion. | Signature of individual conducting the verbal consent discussion. |
|--|--|------------------------------------|--|--|
| Georgina Li – User 1 Jiating Zhang – User 2 Bryce Li – User 3 Coco Gan User 4 | <input checked="" type="checkbox"/> All questions asked by the participants were addressed. <input checked="" type="checkbox"/> Participant voluntarily agreed to participate in this study. <input checked="" type="checkbox"/> Participant agreed to be audio and video recorded. <input checked="" type="checkbox"/> Participant agreed to anonymous quotations from this research may be used in class presentations or publications. <input checked="" type="checkbox"/> Participant agreed to show screenshots or short clips of the video with their face blurred in class presentations or publications. | July 29, 2024 | Georgina Li Jiating Zhang Bryce Li Coco Gan | <i>Georgina Li</i> <i>Jiating Zhang</i> <i>Bryce Li</i> <i>Coco Gan</i> |
| | <input checked="" type="checkbox"/> All questions asked by the participants were addressed. <input checked="" type="checkbox"/> Participant voluntarily agreed to participate in this study. <input checked="" type="checkbox"/> Participant agreed to be audio and video recorded. <input checked="" type="checkbox"/> Participant agreed to anonymous quotations from this research may be used in class presentations or publications. <input checked="" type="checkbox"/> Participant agreed to show screenshots or short clips of the video with their face blurred in class presentations or publications. | | | |
| | ... | | | |

Research Consent Form Script for Oral Consent

Hello, our names are Jiating Zhang, Georgina Li, Bryce Li, Coco Gan and we are undergraduate students from the Stratford School of Design and Business in 3th year . We are taking the course GBDA 301: Global Digital Project, and it is taught by Prof. Karen Cochrane.

I am/my group is designing an XR piece to support de-stressing for international undergraduate students at the University of Waterloo. We are interested in you trying out the [low-fidelity/high-fidelity] prototype and giving us valuable feedback to understand better what parts of the work we could improve upon and anything you don't understand. As it is just a prototype, you might have to use your imagination a bit.

The study involves you trying out our prototype in person and fill out a questionnaire and answer a few interview questions. With your permission, the whole session will be audio and video-recorded to facilitate data collection.

We estimate that the study will take about 45 minutes to complete. Your participation in this study is voluntary, and you may choose not to participate or answer any of the questions. You can withdraw anytime during the study or until we analyze the data, which we plan to do on July 29, 2024.

We do not anticipate any risks from participating in the interview, nor do we anticipate that you will derive any benefit except for helping us complete this class project. However, if you require assistance or anything comes up in the study that causes distress, please seek out the University of Waterloo counselling services at 519-888-4096.

We will treat your personal information as confidential, although absolute privacy cannot be guaranteed. No information disclosing your identity will be released or published without your consent. You will be assigned a code so that your identity will not be directly associated with the data you have provided. This code will be generated in the style of "P#" with the # incrementing by one per subsequent interview starting with P1. All data, including coded information, will be kept in a password-protected secure computer.

The transcripts will be transcribed using Microsoft Word's annotation software using pseudonyms to ensure all information remains de-identified. The data collected from this study will be presented in GBDA Global Digital Project I class assignments. The data might also be used for future publications focusing on the course. The data will not be used in other unrelated research publications.

Your de-identified data will be retained for a period of 1 year and securely destroyed.

University of Waterloo
GBDA 301: Global Digital Project I Course Ethics

This class ethics was reviewed and cleared by the University of Waterloo Research Ethics Board (REB# 46351. If you have any questions for the Board, contact the Office of Research Ethics, toll-free at 1-833-643-2379 (Canada and USA), 1-519-888-4440, or reb@uwaterloo.ca.

For all other questions regarding this study, or if you would like additional information, please contact me at J29Liang@uwaterloo.ca. You can also contact my course instructor, Prof. Karen Cochrane, by email at karen.cochrane@uwaterloo.ca.

Do you have any questions about this study or need any clarification?
No

Do you voluntarily agree to participate in this study?
Yes

Do you agree to be audio and video recorded?
Yes

Do you consent that de-identified quotations from this research may be used in my class presentations or publications?
Yes

Do you permit us to show screenshots or short clips of the video with your faces blurred in my class presentations or publications that come out of this research?
Yes

May I get an email address to reach you so I can send you a feedback letter?
Yes

Georgina Li: g25li@uwaterloo.ca
Jiating Zhang: j262zhan@uwaterloo.ca
Bryce Li: m69li@uwaterloo.ca
Coco Gan: c23gan@uwaterloo.ca

The date today is July 26, 2024.

Thank you, I will now begin the study.