# Med-fi Prototype & Website

## Amicus

Lauren Kim, Alyssa Landa, Nicole Nguyen, Alexis Young

CS 147 A6

INTRO – TEAM MEMBERS

# Team

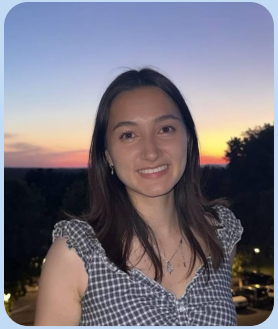


## Lauren Kim

**Major:** Computer Science

**Year:** 2028

**Favorite app & why:** Google Maps because I love to organize places w/ lists while traveling!



## Alyssa Landa

**Major:** Symbolic Systems

**Year:** 2027

**Favorite app & why:** Beli because it's fun and useful to keep track of where you've eaten!



## Nicole Nguyen

**Major:** Symbolic Systems

**Year:** 2027

**Favorite app & why:** Duolingo because the gamification and scary owl actually works!



## Alexis Young

**Major:** Computer Science

**Year:** 2027

**Favorite app & why:** Spotify because I'm always listening to music!

PROBLEM & SOLUTION

# Problem & Solution

THE PROBLEM

## Problem

Going through the legal system can be complicated and emotionally taxing. Litigants shoulder the paperwork, the logistics, and the stress by themselves, often with no one beside them that really understands.



THE SOLUTION

## Solution

Connect users to other litigants who are going through/have been through similar cases so they can lean on others who understand, learn from each other's experience, and navigate the process together.

# Project Name and Value Proposition

PROJECT NAME

## Amicus

MEANING & ORIGIN

Latin for "friend," inspired by the legal term amicus curiae (friend of the court). We liked how it was similar to “buddy” but was more subtle of a pun and still emphasizes the friendly support connotation of our app.

VALUE PROPOSITION

**Peer support for the court**

SANITY CHECK

This proposition could be applicable to other apps, but none have as specific of a focus on the legal system and litigants in particular. Our app is targeting the emotional and logistical support that litigants can gain from community groups.

# 1. VALUES

VALUES IN DESIGN

# Values in Design

## Clarity

Help users easily navigate legal discussions and understand what information they can trust

## Sensitivity

Respect users' privacy and emotional vulnerability when discussing personal legal matters

## Well-being

Reduce feelings of isolation and stress by fostering supportive peer connections

# Values in Design

## Clarity

### Design features & Decisions

Redesigned task flow of making a post to have less screens

Redesigned footer with more informative icons

### Tensions & Resolutions

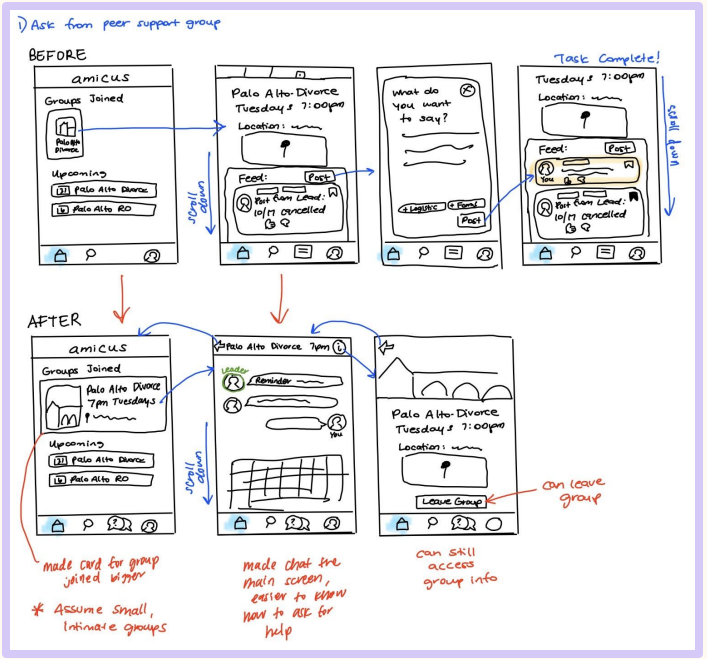
**POTENTIAL TENSION**

Too much guidance can overwhelm user

**DESIGN RESOLUTION**

Use concise, contextual explanations






4 screens

↓

3 screens

VALUES IN DESIGN

# Values in Design

## Sensitivity

### Design features & Decisions

- Users are only added to Communities that are related to the groups they are in ex: California Divorce if they are in Palo Alto Divorce Group
- Application to become a group leader has additional steps that need outside approval

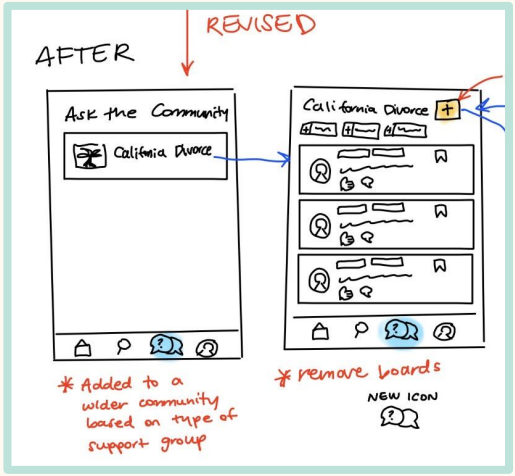
### Tensions & Resolutions

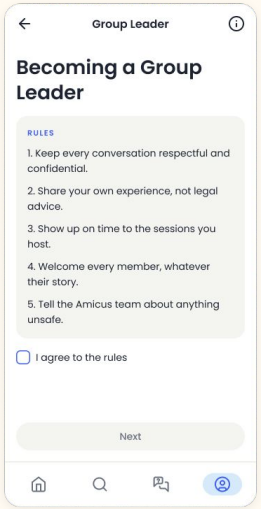
**POTENTIAL TENSION**

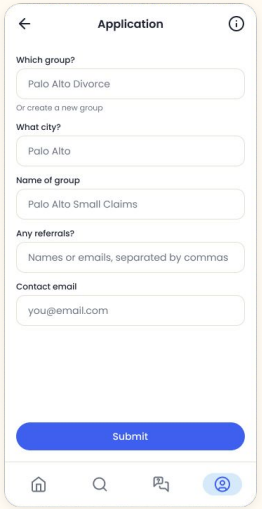
Strict moderation may discourage open discussion, lenient moderation may leave space for inaccurate or harmful advice

**DESIGN RESOLUTION**

Establish transparent guidelines while allowing users control over what they share



VALUES IN DESIGN

# Values in Design

## Well-being

### Design features & Decisions

Interactive support groups features (feeds, direct messages) where users can share experiences, ask questions, and receive encouragement

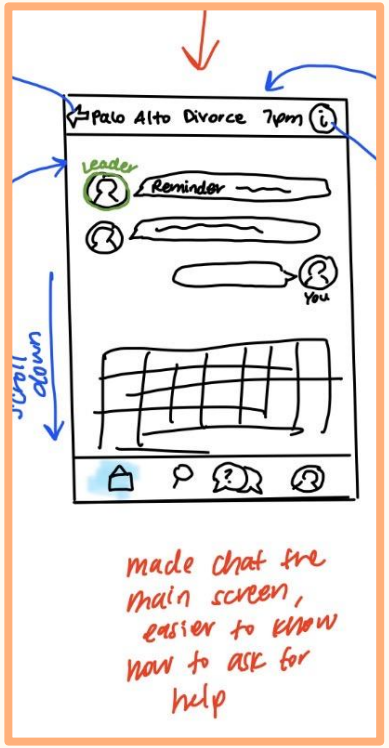
### Tensions & Resolutions

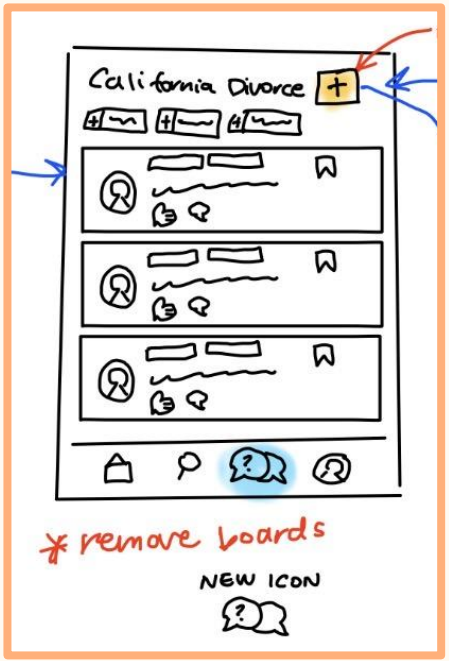
**POTENTIAL TENSION**

Inaccurate peer advice could increase stress or confusion

**DESIGN RESOLUTION**

Clearly distinguish peer support from professional legal advice



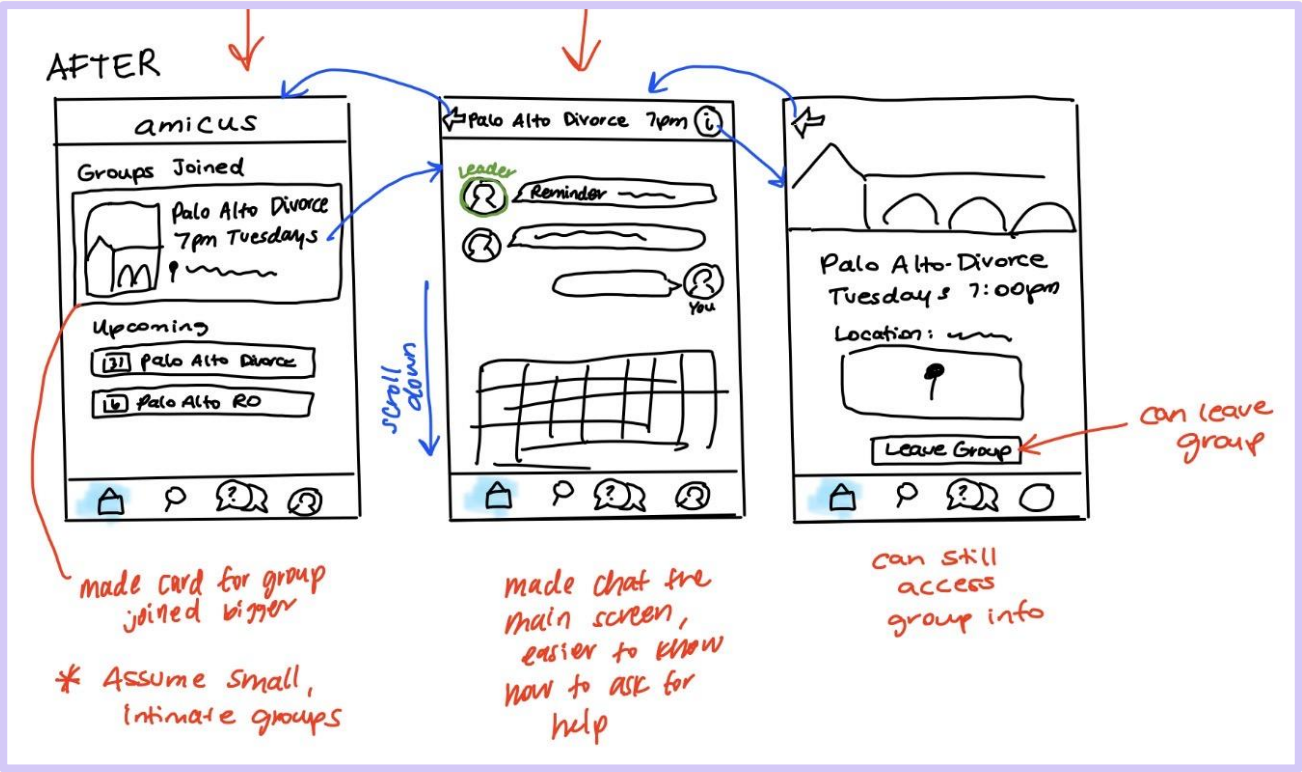
# 2. TASKS

# Tasks & changes

| 1. Simple | 2. Moderate | 3. Complex | 4. Complex |
| --- | --- | --- | --- |
| **Join a group of people navigating similar legal cases** | **Ask for specific help from a person in the group & broader community** | **Recalling advice given from a peer** | **Leading a support group** |
| This task is simple because… All users will be doing this task on our peer-group finding app and requires minimal steps. | This task is moderate because… Most users will be doing this task, as they will likely want to participate in the group they joined. | This task is complex because… Only some users will have already gone to a support group and have learned new knowledge required for their case. | This task is complex because… Only some users will decide to lead groups and it requires them to have already attended other groups. |

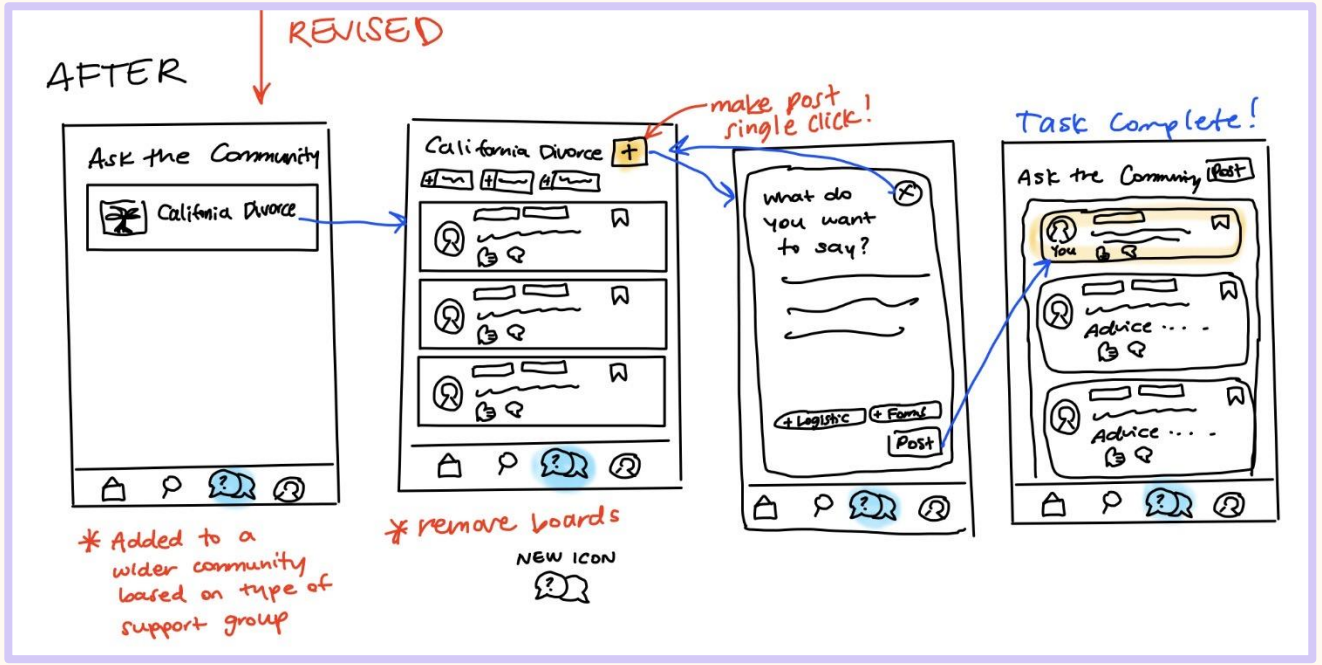
ONE TASK FLOW

# TASK 2 pt.1: Ask for specific help (group)



ONE TASK FLOW

# TASK 2 pt.2: Ask for specific help (community)



# 3. USABILITY GOALS & KEY METRICS

# Usability Goals & Metrics Progress

## Usability Goals & Metrics

### Learnability

Assess interface familiarity over tasks, measured through hesitation, confusion, and navigation behavior

### Efficiency

Measure task completion time to evaluate how quickly users access support and resources

### Rationale

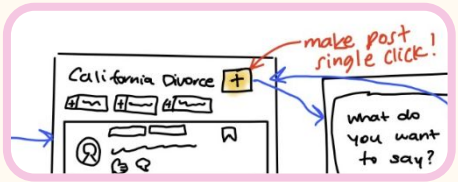
Users span diverse ages and tech skills. Because legal processes are time-sensitive, intuitive navigation is essential

Progress made

- **Add in clearer icons** to make the pages easier to navigate
  - Interface attempts to be clearer so users know what icons is associated with which task type
  - making the time to complete tasks quicker



- Make key task actions (like making a post) **a single click** once within a group/community
  - Repeated tasks, such as making a post or sending a message, are easier to access and therefore learnable
  - More time efficient, rather than being hidden within multiple screen that need to be clicked



# Usability Goals & Metrics Progress

## Usability Goals & Metrics

### Learnability

Assess interface familiarity over tasks, measured through hesitation, confusion, and navigation behavior

### Efficiency

Measure task completion time to evaluate how quickly users access support and resources

### Rationale

Users span diverse ages and tech skills. Because legal processes are time-sensitive, intuitive navigation is essential

What changes need to be made further:

There may still need to be slight changes made around the community groups page.

- Currently, making posts are exclusive to those that belong to a community, which is dependent on the type of peer support group that the user is in. We change it so users can opt-in into communities.
  - This may not be easily learnable by new users who need to join a group first to ask for help.
  - The requirement to be part of a group to be added to a larger community may contribute to inefficiency of Task 2.
- Test whether our new icon makes sense to users
  - Users understanding the icons is important to ease of use, learnability, and the time it takes to navigate around the app

We may also need to generally provide more context about our app to users. Ex: the expectations of what will happen in a chat or community.

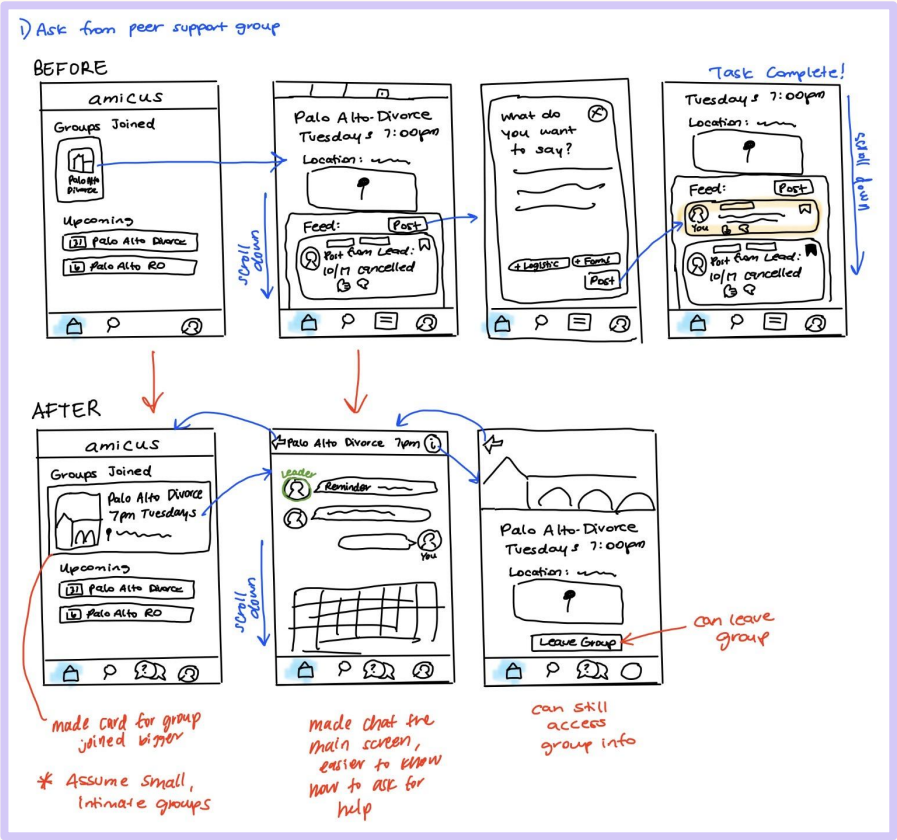
# 4. REVISED SKETCHES

TASK FLOWS

# TASK 2 pt.1: Ask for specific help (group)

BEFORE

AFTER




⭐ Major change

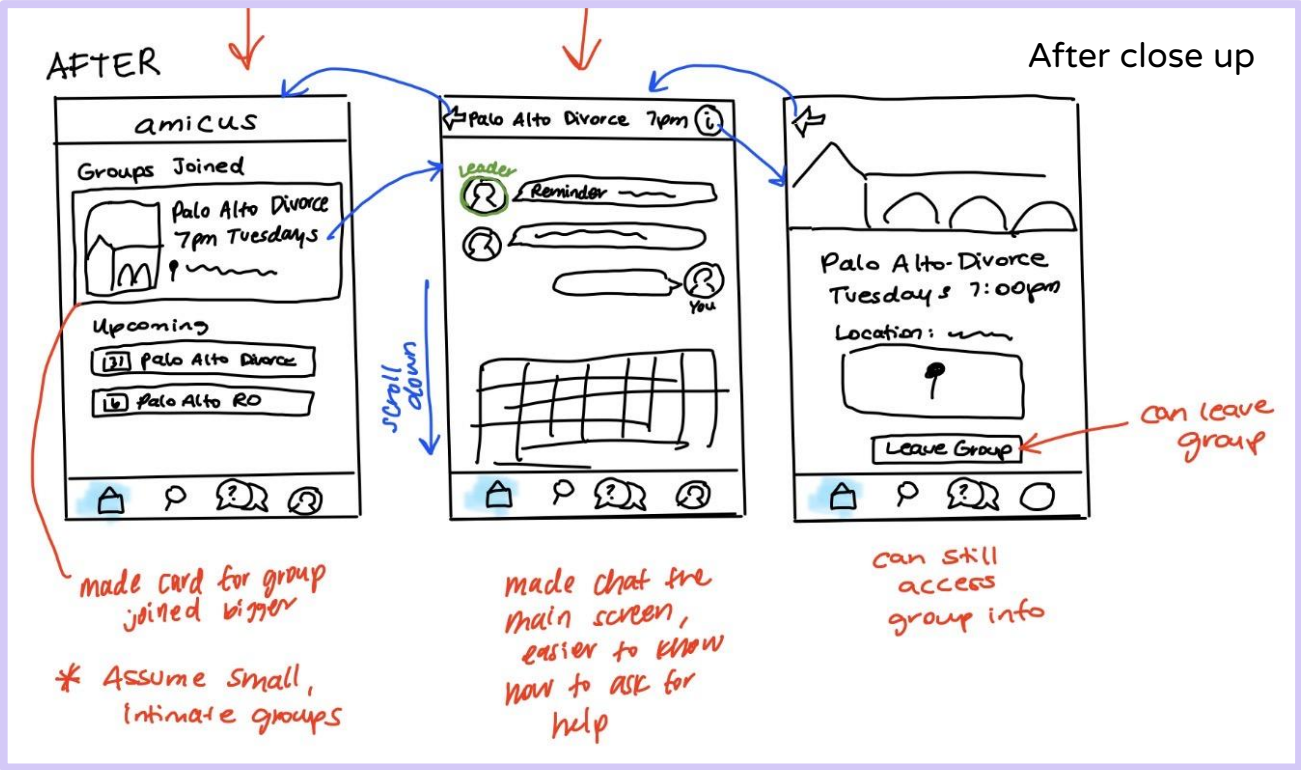
- Changed posts to just a group chat, assuming groups are small intimate groups
- Flow is now just 3 screens, instead of 4

Minor changes

- Moved group details and added ability to leave a group
- Enlarged groups joined card, which assumes that users only join a couple of groups

TASK FLOWS

# TASK 2 pt.1: Ask for specific help (group)




Progress towards goals

- Changing posts to a group chat reduces the number of screens, which contributes to efficiency of completing Task 2 and makes the flow more learnable

Addresses feedback

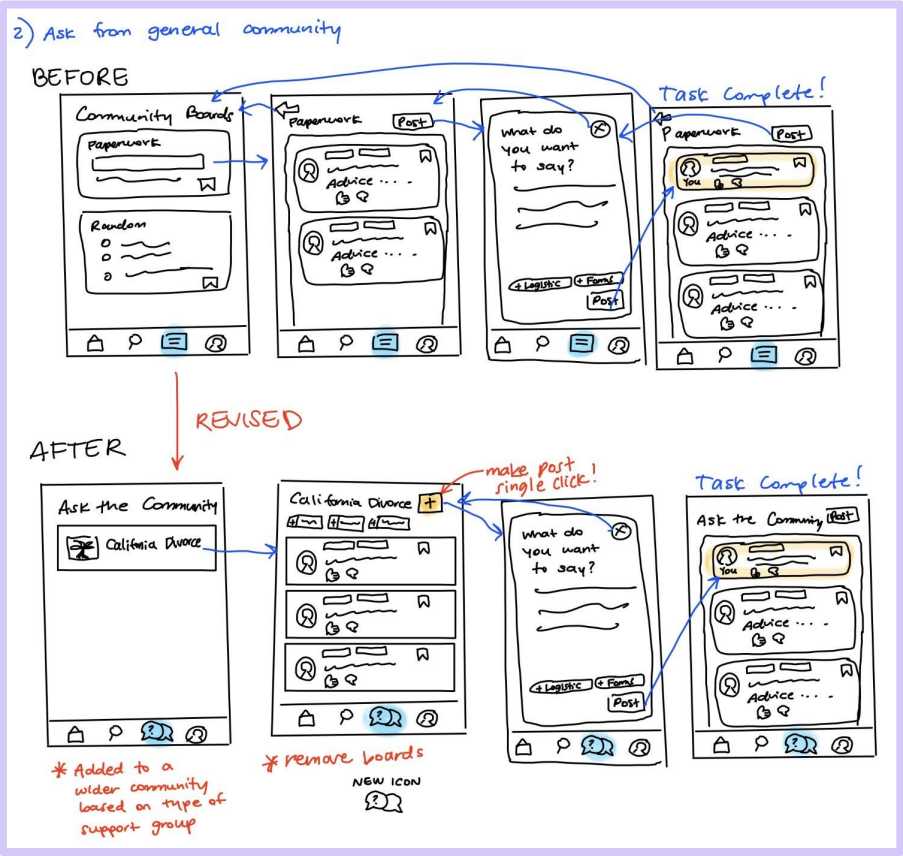
- User 1 from our low-fi prototype did not understand how to make a post to a group and how it was different from communities

TASK FLOWS

# TASK 2 pt.2: Ask for specific help (community)

BEFORE

AFTER




⭐ Major change

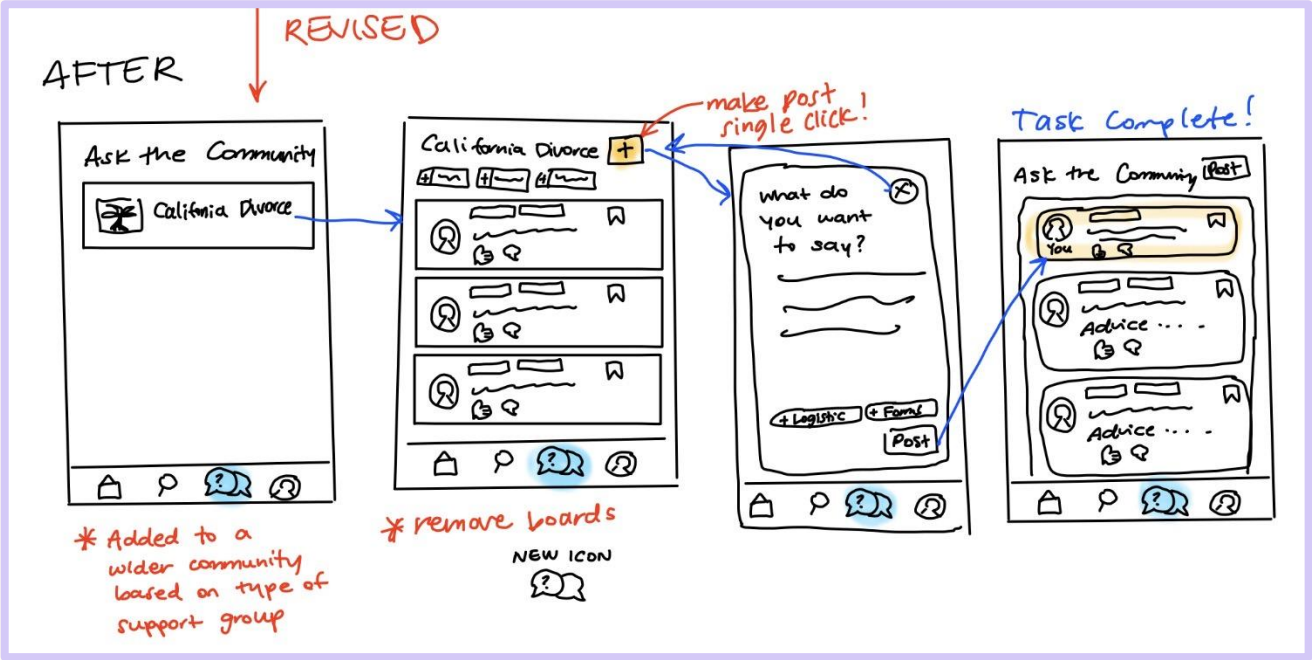
- Removed boards, replacing it for communities that users are automatically added to according to support group category
- Making a post a single click from community

Minor changes

- Changed icon for “Ask the Community”

TASK FLOWS

# TASK 2 pt.2: Ask for specific help (community)




Progress towards goals

- Changing the icon of the community makes it clearer of what this page accomplishes
- Reducing the kind of communities user see will help efficiency, rather than navigating around irrelevant groups

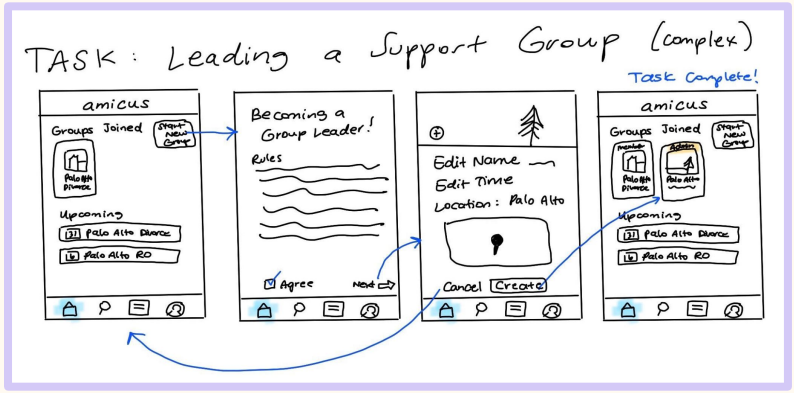
Addresses feedback

- Users were unclear about the difference in groups vs. communities or how to post.

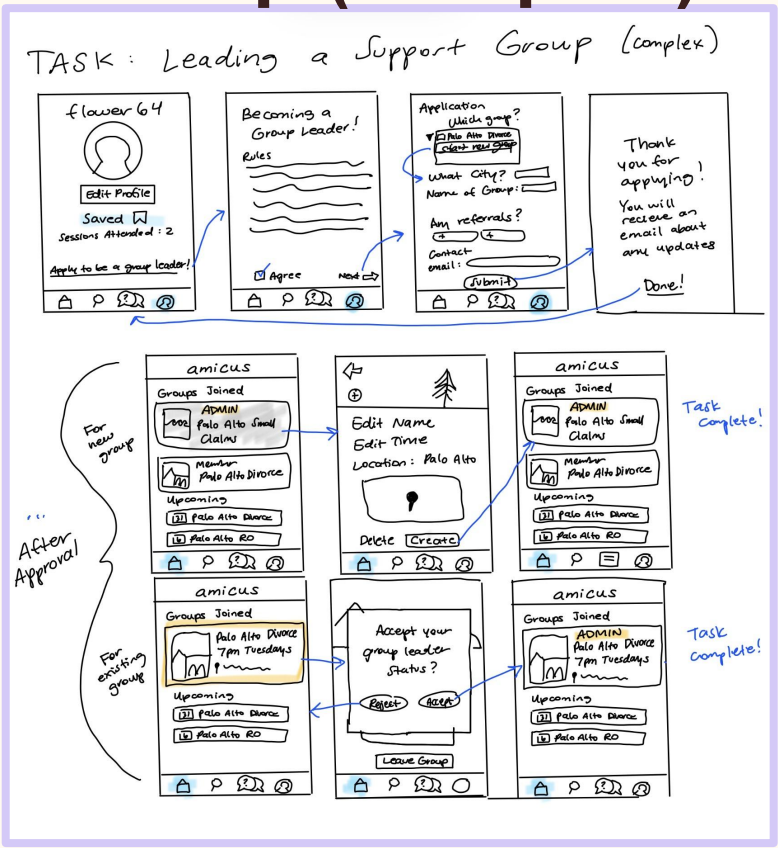
TASK FLOWS

# TASK 4: Lead a Support Group (complex)

## BEFORE

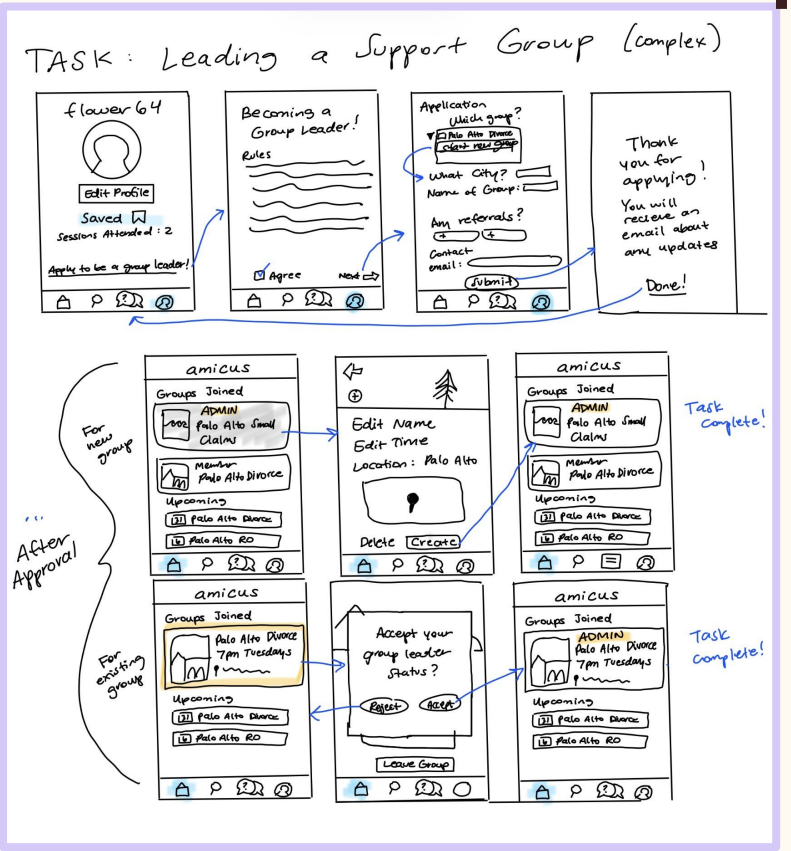



## AFTER



TASK FLOWS

# TASK 4: Lead a Support Group (complex)




⭐ Major change

- Added additional screens / safety measures to becoming a leader → have to apply
- Two flows depending on whether they want to start a new group or become a leader for a group they're already in.

Minor changes

- Can apply from the profile page, rather than home.

Progress towards goals

- This change more so helps with reaching our value of sensitivity because we want to make sure that group leaders are trustworthy

Addresses feedback

- Addresses the feedback given in Studio by our classmates about making the process have additional layers for safety

# 4. DESIGN SYSTEM

# Moodboard: supportive, professional, welcoming

Team 3 Offline Experiences- Amicus



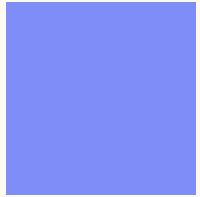


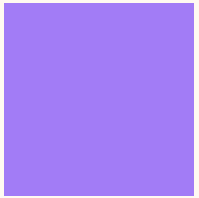


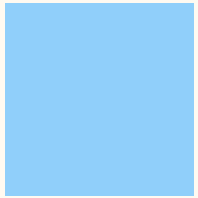










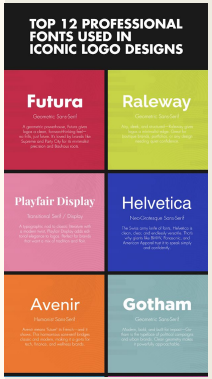


Icons and things







# Logo Design Rationale




## Design Rationale

Duck

- Supportive: Ducks are are a social and cooperative species within their flock
- Bonding and Empathy: Individual ducks form close bonds

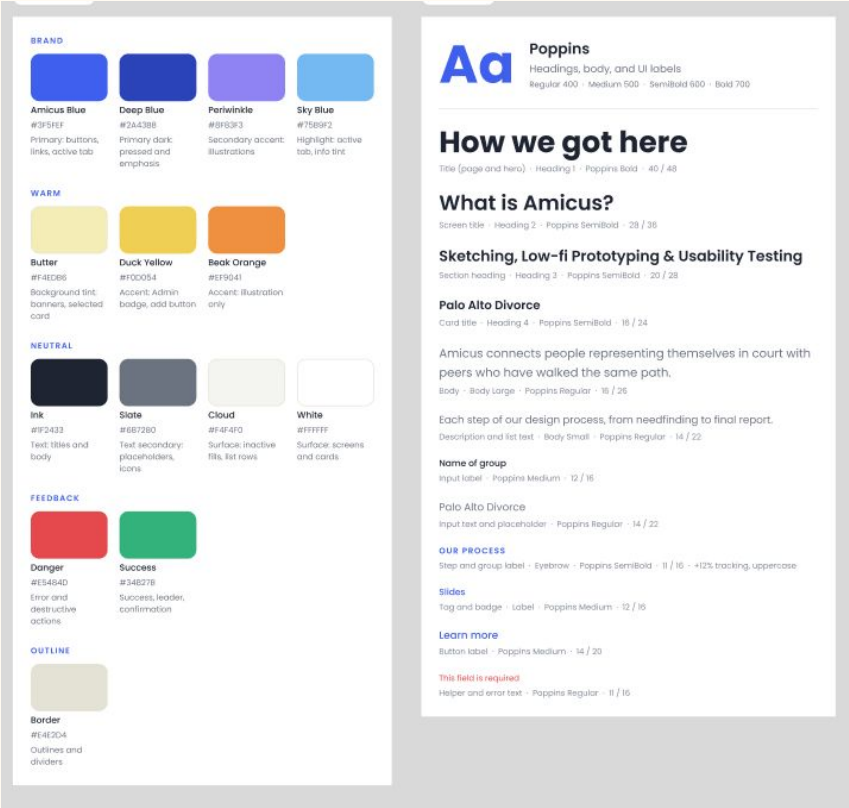
Document

- The document helps to convey the legal focus on our app, which mainly involves paperwork

Chat Bubble Silhouette

- The logo itself looks like a chat bubble to emphasize the interactive nature of meeting others through our app

# Colors & Fonts




*screenshot from our Figma

## Design Rationale

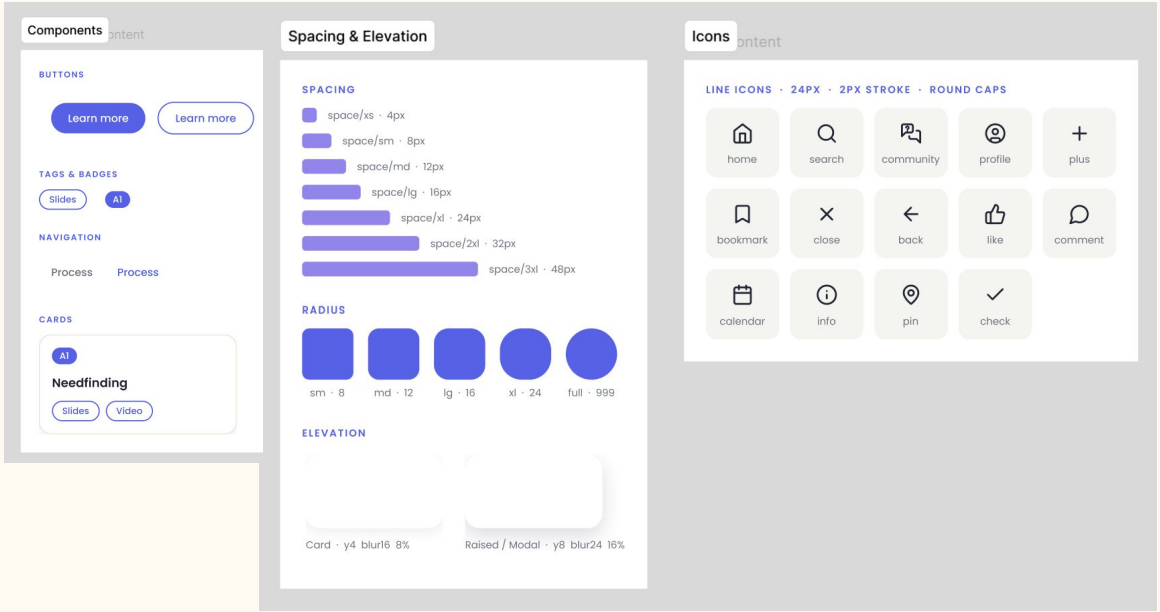
Colors

- These colors were chosen because…
- complementary colors (yellow and blue)
- Yellow conveys warmth, which is structured by the blue, which conveys professionalism

Fonts

- These fonts are clear, legible, structured yet welcoming

# Components, Spacing, and Icons




*screenshot from our Figma

## Design Rationale

Components

- Contrast between white and blue to indicate what is pressable

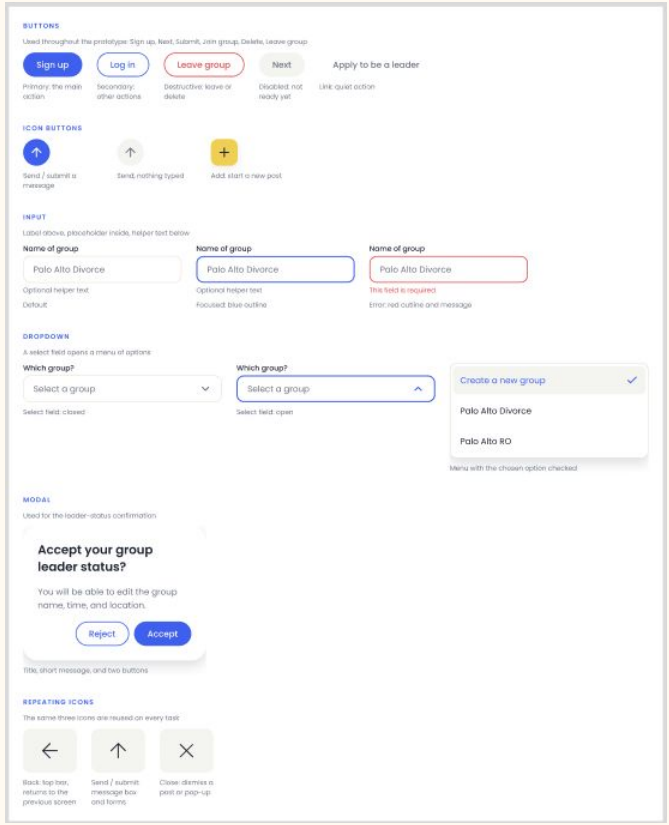
Spacing

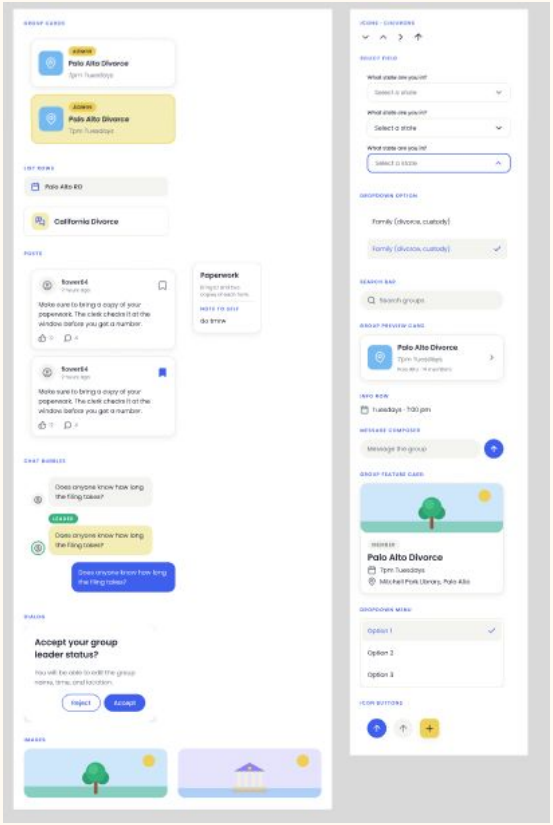
- Want very clear, legible, easy to understand interface

Icons

- Common icons, such as home, search, and profile are recognizable
- Question/chat icon to make it clear where users can ask for advice

# Buttons, Inputs, and Motifs




*screenshot from our Figma

## Design Rationale

Buttons

- Contrast between white and blue to indicate what is pressable

Inputs

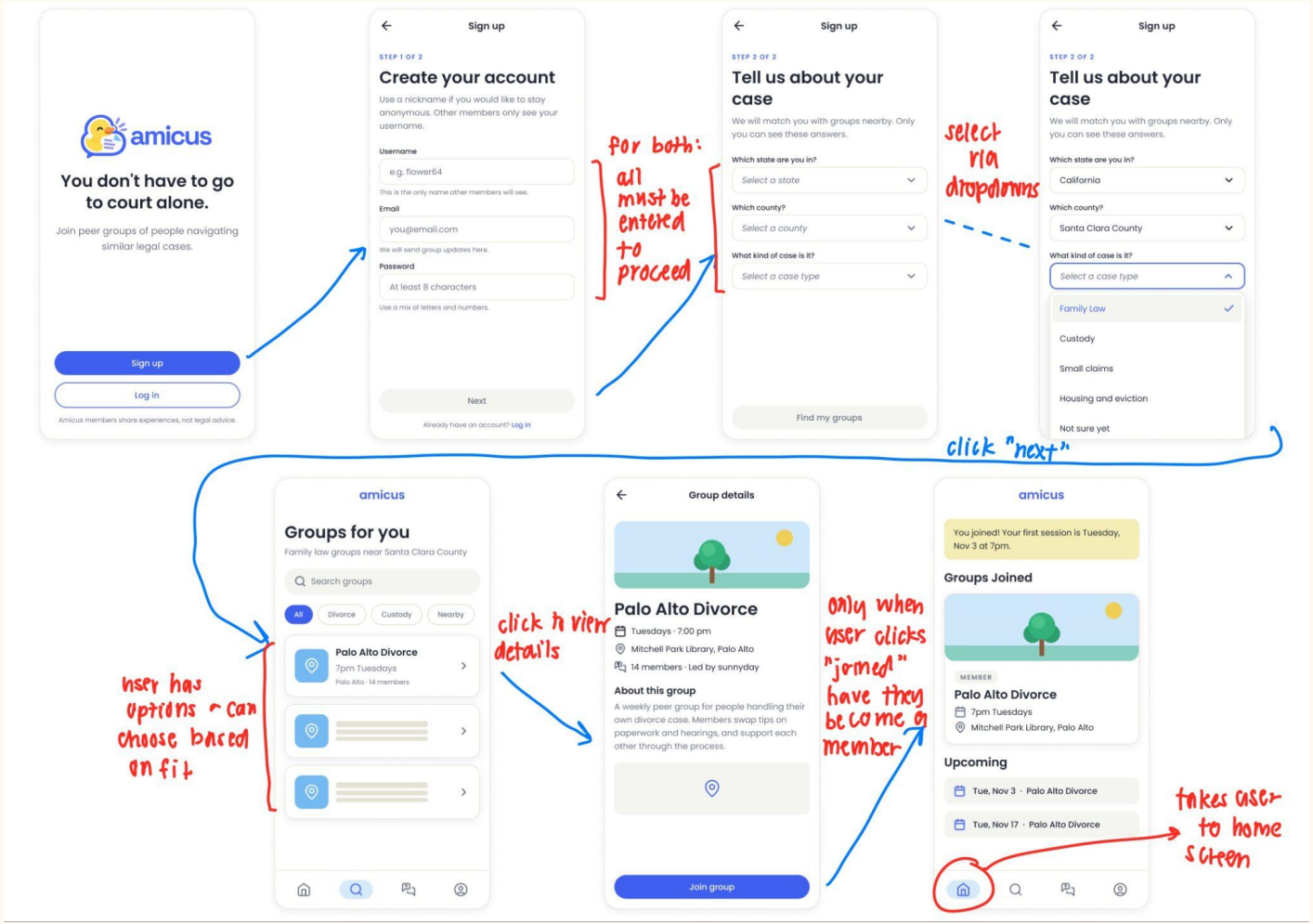
- Easy interaction with familiar interactive elements (dropdown)
- Contrasting colors such as Blue vs. Red, indicate what is valid vs. invalid inputs

Repeating Motifs

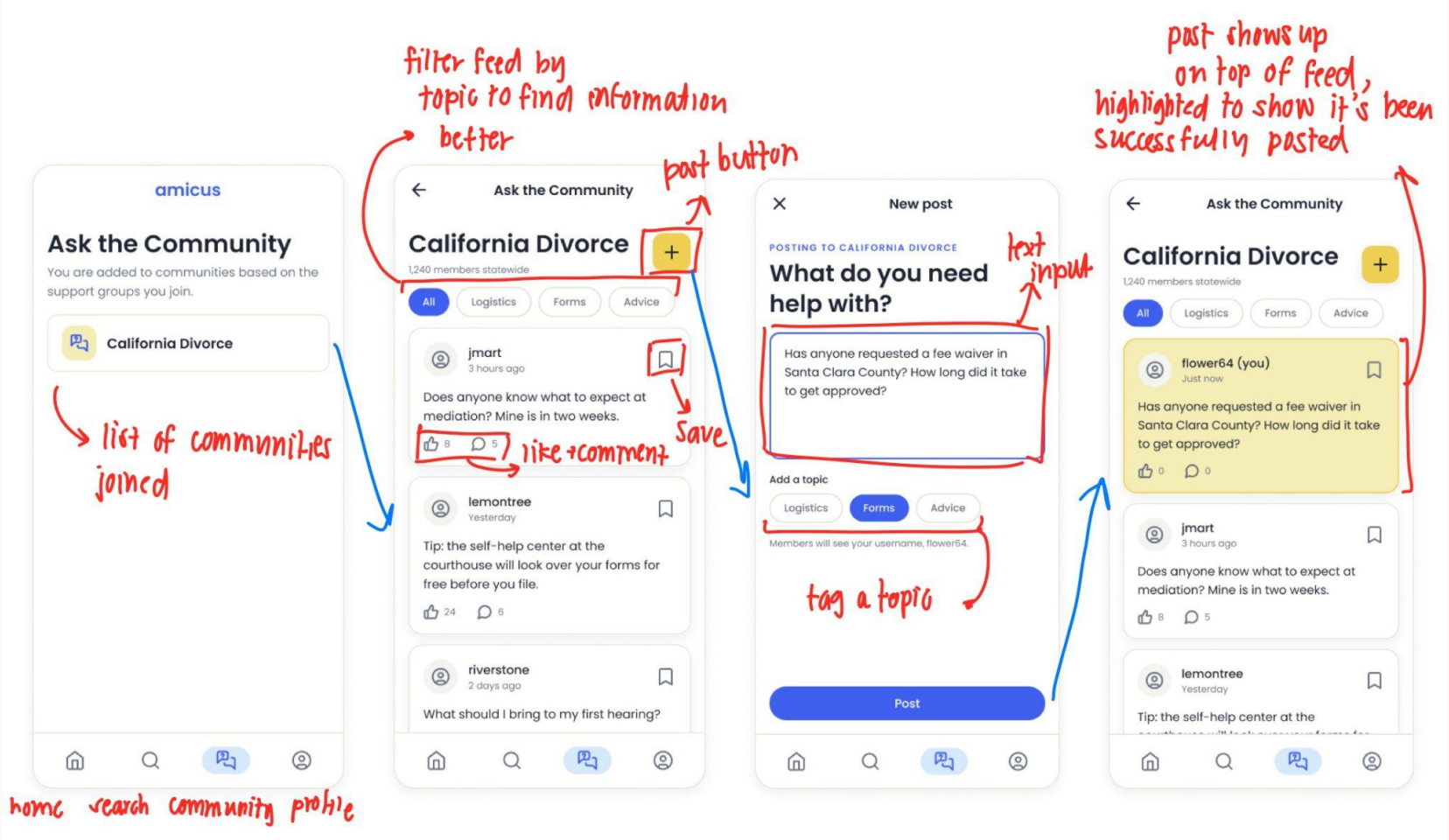
- Repeating icons help to make the app learnable and consistent across screens

# 4. MED-FI PROTOTYPE TASK FLOWS

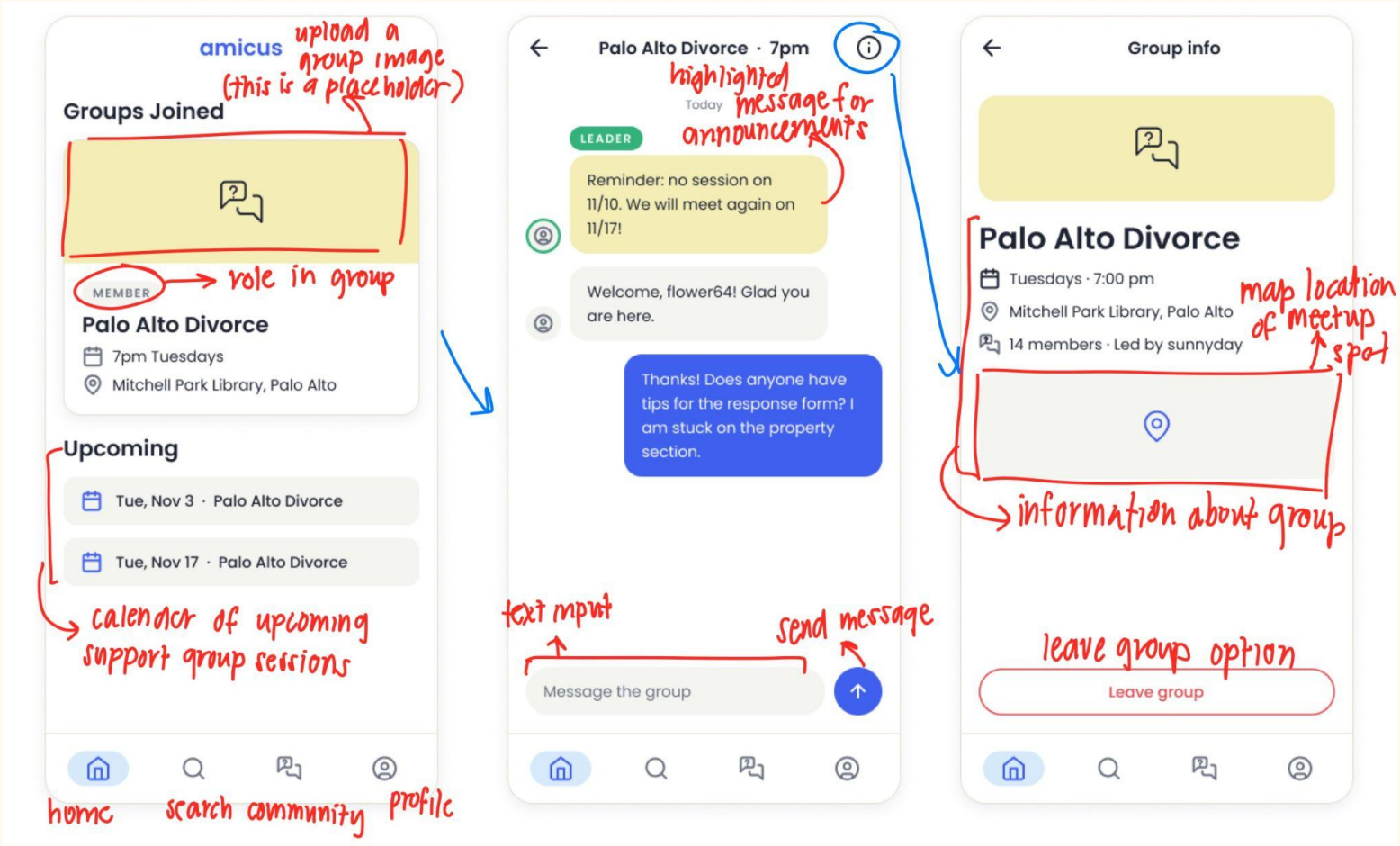
# TASK 1 – Join a Support Group



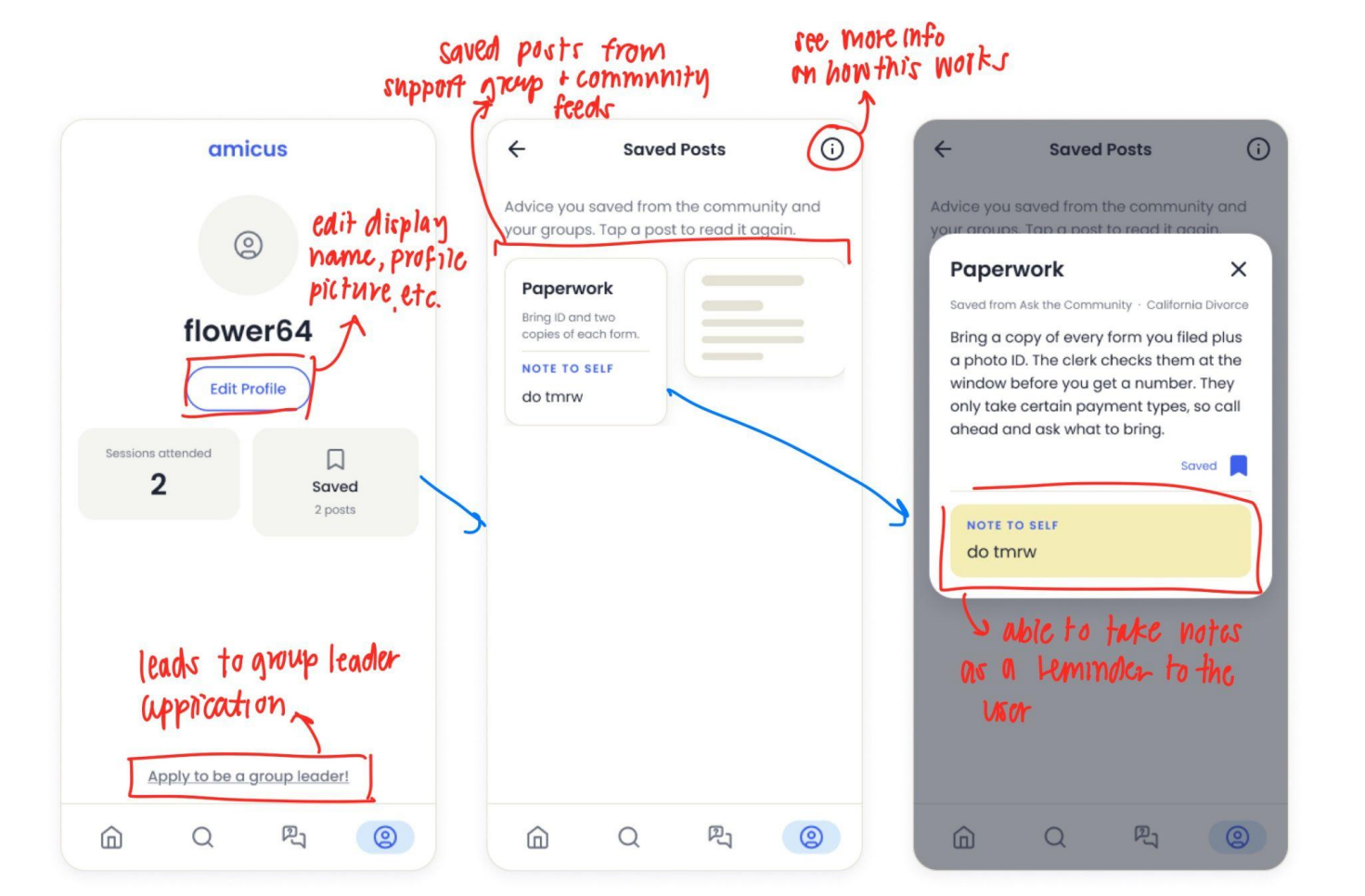
TASK 2A – Broader Community Help



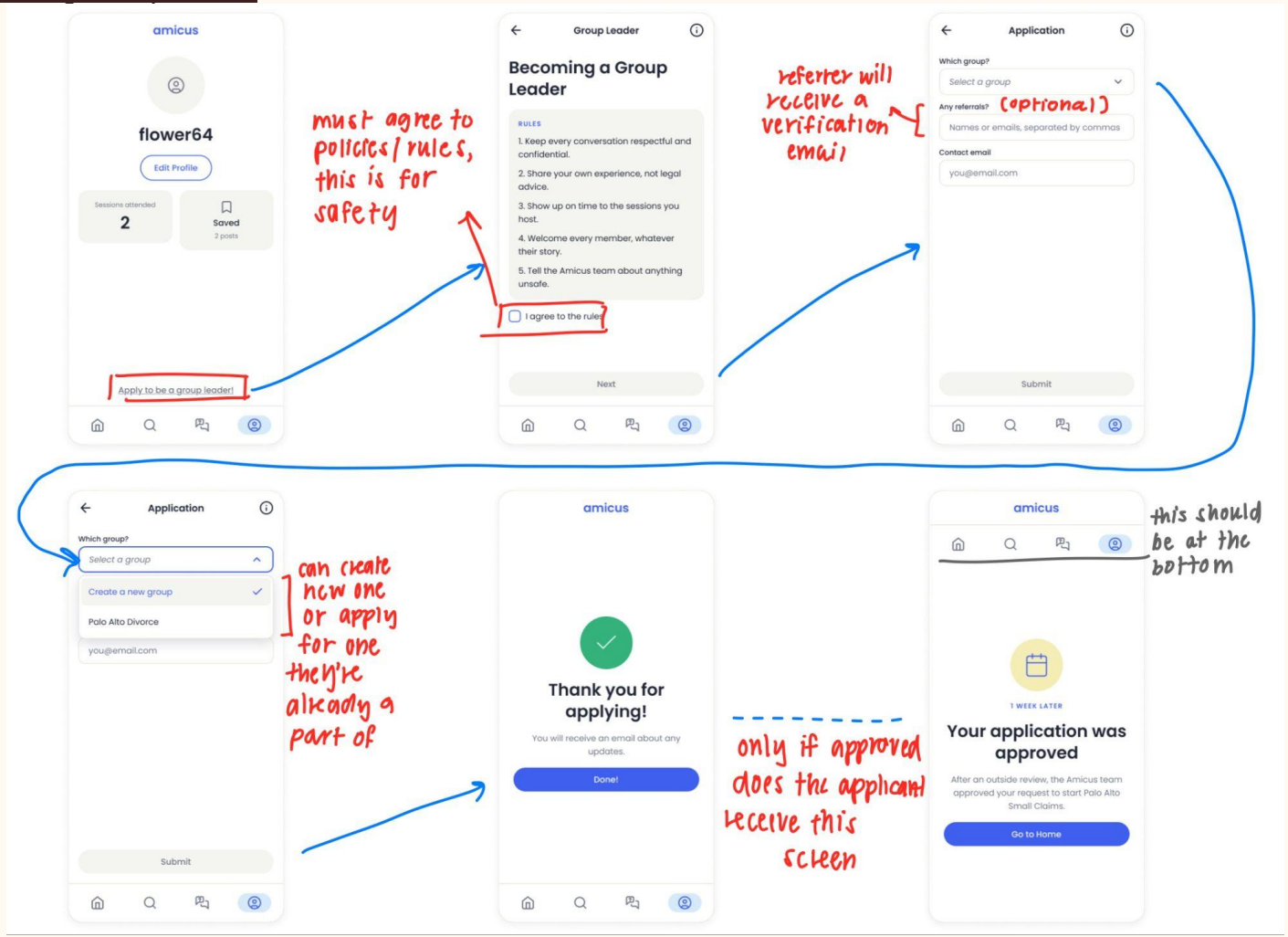
TASK 2B – Support Group Help



TASK 3 – Recalling Advice



# TASK 4 — Becoming a Group Leader



# 5. Implementation

# Figma

## Tool

Used Figma to sketch designs, build our medium-fi prototype, and create interactive task flows

## Pros

- Fast to iterate and could rearrange screens quickly
- Real time collaboration
- Prototyping mode allows testers to walk through flows by clicking

## Cons

- Hard to show personalized content, like different groups for different users
- Can only  follow the paths we built
- Inputs and search don’t actually work

## Acceptable Tradeoffs

Fake interactivity is fine when testing whether users can find and perform tasks, not if they actually work

# Limitations

## No real input or saved data

- Using Figma, we are not able to store or input actual data, so users have less freedom to choose what they want to input on prototype

**Why:** Figma can't run logic, take real input, or store data

## Only controls within tasks work

- We linked just what each task needs, so some buttons are not interactive yet

**Why:** We are currently focused on flow of tasks and can link every screen later.

## Placeholder visuals

- Example: what would be photos and maps are illustrations or gray boxes

**Why:** Our goal is to test how people navigate tasks, not on preferred content, so we built based off that

# Wizard of Oz

## Features

- Dropdowns give same answers
- Create account boxes fill themselves
- Chat messages appear as if typed
- Leader application time skip

- Saved posts open a scripted post
- Posting to community is faked
- Gray placeholder lines mark what isn’t clickable

# Hard-Coded Items

- People
- Groups
- Dates and counts
- Written content
- Form values
- Visuals

# Impact of Limitations on UX

## Less personal

- Hardcoded information on users and groups made prototype less relevant to user themself

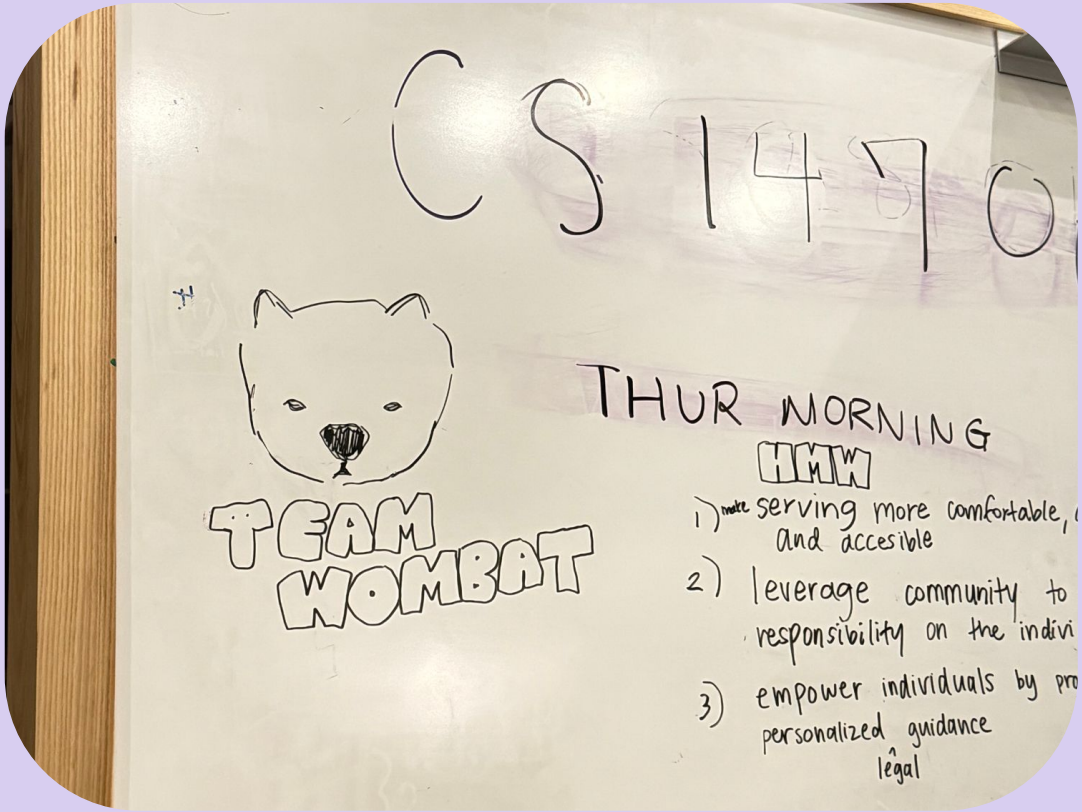
## Missing information for decisions

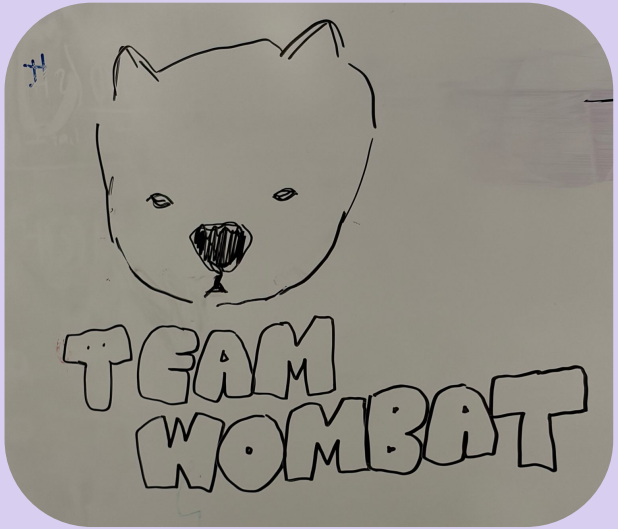
- Gray map placeholder meant testers can’t judge how far a group is

## Moments broke immersion

- If a tester chose a state other than California, they would still land on California, Santa Clara, and Family Law which could feel confusing

# Thank you!


CS 1470
TEAM WOMBAT
THUR MORNING
HMW
1) serving more comfortable,
and accesible
2) leverage community to
responsibility on the indivi
3) empower individuals by pro
personalized guidance
legal


TEAM WOMBAT

# Appendix

Figma:
https://www.figma.com/design/qibqPdcEkyYwIpTKPTNwuJ/Med-fi-Prototype?node-id=1-2&t=YQ112iwuWoiNzPj1-1
Wizard of Oz Info:
https://docs.google.com/document/d/19xCtO9D29Umjz8DyPx9zHlxolkWtwiOoXqRAmEvfjU0/edit?tab=t.0