

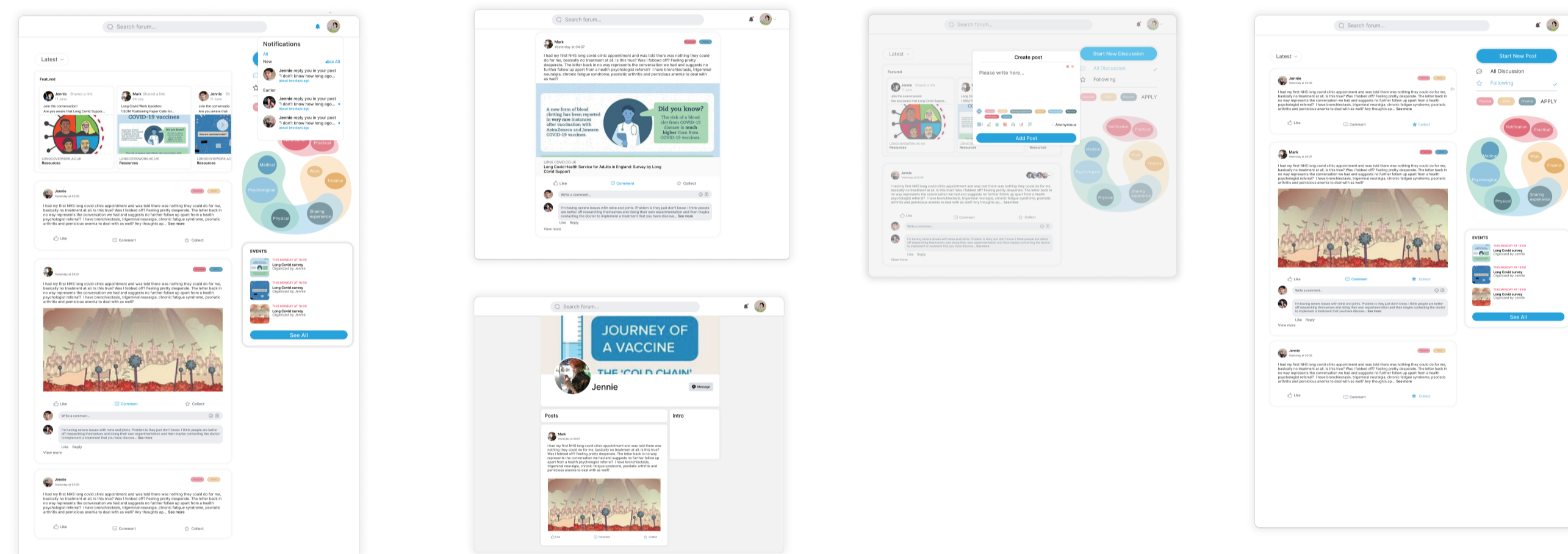
THE STUDY OF USER EXPERIENCE OF ONLINE COMMUNITY FOR LONG COVID GROUP

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ABSTRACT

This is a study of the online community user experience for the long covid group

HI-FI DESIGN



STUDY METHODOLOGY

In-depth interview thematic analysis
Literature review Observation

CONCLUSION

This project aims to investigate the **user experience** of an online discussion community for users with long covid symptoms. As well as building an **online forum** for long covid.

INTRODUCTION

The issues experienced by persons with **LONG COVID** in the context of the covid-19 epidemic, as well as how design and **user experience** thinking may be utilised to help this group of people solve the problem. especially the **online community** for this group

ICON DESIGN



USER TEST

A tagging test was carried out on four users using the **tree test**. The main objective was to test the users' perceived categorisation of content tags, i.e. to test whether the users were able to select the correct tags to **filter the content** they needed.

The user interface was measured using an **eye-tracking** device to test the usability and user experience of the high-fidelity prototype interface design.

Result

The results of tree testing on four users showed that most users were able to select the correct tags, while there were some errors with some of the more overlapping and ambiguous tags