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Project Brief

The objective was to **develop an app concept that addresses a problem from my life**, by drawing out multiple pain points and turning them into opportunities for an experience to solve. The app then needed to be designed and prototyped for proof of concept.

Objectives:

- **Identify pain points** that can be solved by a mobile application, but haven't already been solved before.
- **Craft a linear user experience** that strategically and empathetically solves each pain point
- Brand and design the application in a cohesive and appropriate manner

Deliverables:

App concept Visual design system App design Prototype

Target Audience

I developed a user persona, that was loosely based on me, of a woman named **April who loves the environment and wants to live sustainably** for the sake of the planet, but is demotivated by a number of external factors.



April Bloom

- Lawyer
- Chicago
- Apartment

April is a young professional, who lives alone in an apartment in Chicago. She also loves fashion, makeup and cooking, although she rarely finds the time to cook.

As a lover of animals April saddened by the plight of endangered species. Every morning, she resolves to change her life and live sustainably. However, with her work timings, long commutes, undying loyalty to her favorite brands, and her love for shopping, she doesn't know how to even begin her journey and dismisses the whole idea for being too much work.

Story

I then wrote out the story of **a day in April's life**, in order to identify how this problem manifests throughout her daily experiences. The highlighted phrases harken back to her **inability to stay committed to living sustainably**.

wake up to the soft chime of my alarm, and glance at my phone. The notifications pull me in and I begin scrolling through Instagram, yawning and stretching, still in bed. Amidst someone's travel pictures, another's workout reels and the usual tired barrage of wedding and baby photos, I see a post about Lonesome George – the very last tortoise of his kind in the Galapagos Islands. Reading his story breaks my heart and brings tears to my eyes just thinking about the lonely existence of the last animal of a species. I read on to find that the Galapagos tortoises went extinct because of plastic waste and human interference in their habitats. I start to feel guilty, knowing there's a lot I can do to help the planet but just don't because it's such an effort.

As I get ready for work, I'm suddenly hyper-aware of everything I'm doing and keep thinking back to Lonesome George. As I'm putting on my makeup I think – "Is this an ethical brand?" As I go to my fridge to forage for breakfast – "Yikes, that's a lot of plastic packaging". And as I grab my car keys – "I should walk, but who has the time for that". Ashamed, I promise myself that today's the day I'll make a change and I look around for something I could do. I grab my reusable water bottle, mentally patting myself on the back for this small victory, and head out the door.

On the way to work, I drive through Starbucks as usual to pick up my latte. I cannot handle my colleagues without a hit of caffeine. I take my first sip, relishing the warmth and bittersweetness, and as I set it down in the cupholder, I look at the cup with remorse. More plastic, I shouldn't have. After back-to-back meetings, I take my lunch break in the pantry with a colleague. I eat my sandwich and then with my newfound dedication to the planet, I carefully assess the three bins and throw out the box in the right one. Meanwhile, my colleague absent-mindedly tosses a styrofoam cup in the wrong bin as she regales with me her work woes. Frustration and disappointment bubble up, leaving me feeling isolated in my efforts. What's the point of doing the right thing when noone else cares?

As I set out to drive back home, I realize it's going to be a while and so I call my sister from the car. We talk about everything from our day to the Theranos scandal. Along the way, we touch upon the environmental crisis since it was weighing on my mind. I tell her about my resolution and she retorts that it won't even last a week. Indignant, I argue with her and dig my heels in, but secretly I know she's probably right because I do have a hard time sticking to new habits. "I'll show her!", I think to myself as I walk into my house and turn all the lights on. I pause for a moment, and then turn some of them off and wish she could've just witnessed my moment of mindful behavior.

Exhausted from a long day, I'm too tired to cook so I think about ordering in. I immediately imagine all the single-use plastic that would entail and my mind goes back to poor Lonesome George again. No, I'll cook instead and somewhere on some island far away, a tortoise might thank me. Well, I can only hope that my little actions actually have a real impact.

Deriving pain points

The highlighted **excerpts from the story were then examined closely** and empahetically to identify April's underlying pain points. This process led me to **four main pain points** that I would try to tackle through my solution.



Identifying opportunities

By further empathising with April, I was able to **derive her emotions during each of the four pain points**, thereby arriving at opportunity areas to help her live a sustainable life. These **opportunities would help to define the purpose of the application**, elaborate its brag points, and more clearly and inform product features.

PAIN POINT 1

I want to live sustainably but it's too much effort and I don't know where to start.

PAIN POINT 2

I want to make the right choices, but in the moment I either forget or realize I'm not prepared.

PAIN POINT 3

It's hard to stay accountable in my quest for sustainability when I can't see the results.

PAIN POINT 4

I feel proud when I do the right thing, and would like to inspire others to do the same.

EMOTION

Confused about how to begin a sustainable life and overwhelmed by the perceived effort.

EMOTION

Disappointed when she misses a chance to make the sustainable choice

EMOTION

Helpless, demotivated not knowing if her efforts are creating an impact.

EMOTION

Proud about even small wins, but frustrated when others don't do their part.

OPPORTUNITY

Suggest habits to users that are easy to incorporate into their existing lifestyle.

OPPORTUNITY

Remind users to act or be prepared to act sustainably in their daily lives.

OPPORTUNITY

Encourage users to track habits and show them tangible impact when they achieve their goals.

OPPORTUNITY

Help users share their progress with their community, to motivate and inspire them.

Defining the purpose

Having clearly defined the problems and opportunities, I drafted a purpose statement for the application ensuring all aspects were covered:

- Suggest habits to users that are easy to incorporate into their lifestyle
- Remind users to act or be prepared to act sustainably in their daily lives.
- **Encourage users to track habits** and show them tangible impact when they achieve their goals.
- **Help users share their progress** with their community, to motivate and inspire them.

Habitat is designed to empower you to live a more sustainable and eco-conscious lifestyle in the easiest way possible, create a real impact and be part of a like-minded community.

The app analyses your daily routine, from commuting to eating, and offers personalised eco-friendly habit suggestions that seamlessly fit into your daily life. Track your activity for your new habits to reach goals and make a real difference to the planet.

Habitat is more than just an app; it is also a supportive eco-conscious community. By connecting with others who share the same vision, you can share your impact and inspire change.









App objectives

From the purpose statement, I **crystallised these four objectives** for the app, each coming directly from a pain point and phrased as **offerings to the user**.



Make your everyday eco-friendly

We'll give you easy habits to fit sustainability into your lifestyle.



See your actions impact the environment

Track your activity, achieve your goals, and make a real difference.



Never miss a chance to help the planet

Get reminders at the right time and place to stay on top of your habits.



Share your green victories, inspire others!

Celebrate your successes with your community and motivate them

Flow Diagrams

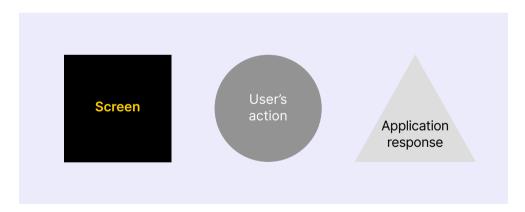
The **four objectives were turned into four flows** that would enable a user to begin and maintain an eco-friendly way of life. With an initial sign-up process, this helped me **lay out the plan for the user's journey** through the app.

FLOWS

- 1. Sign-up
- 2. Habit suggestions
- 3. Setting reminders
- 4. Tracking & impact
- 5. Sharing progress

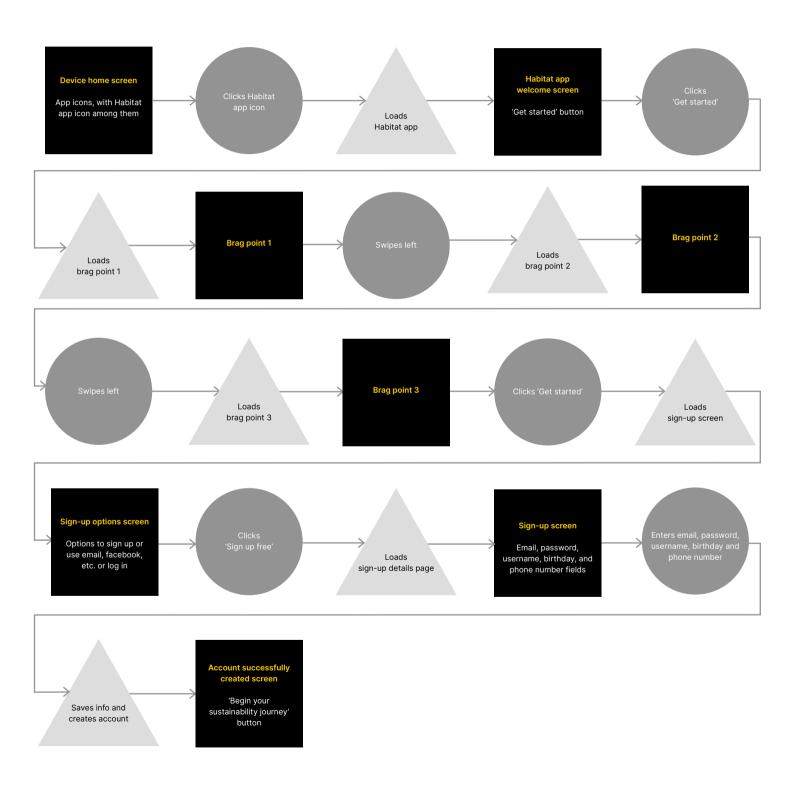
The diagrams elaborated the screens, user's actions, and application responses for each of the five flows.

LEGEND



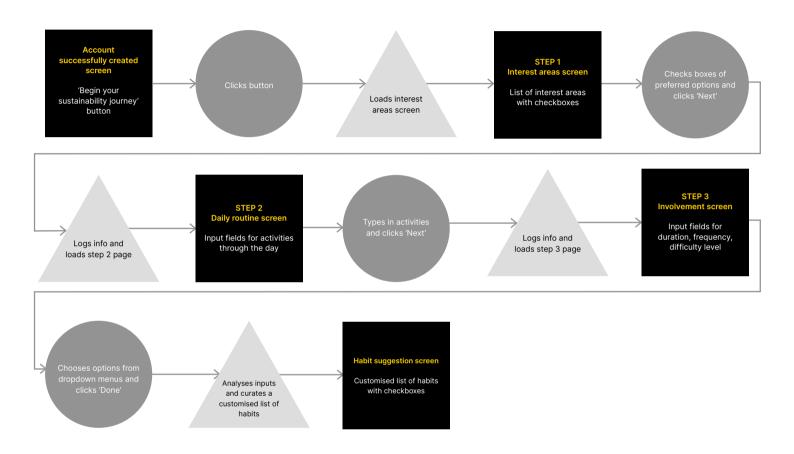
SIGN-UP

Users are **welcomed with a short walkthrough** of what they will gain from the app, followed by a standard sign-up process that allows them to create an account.



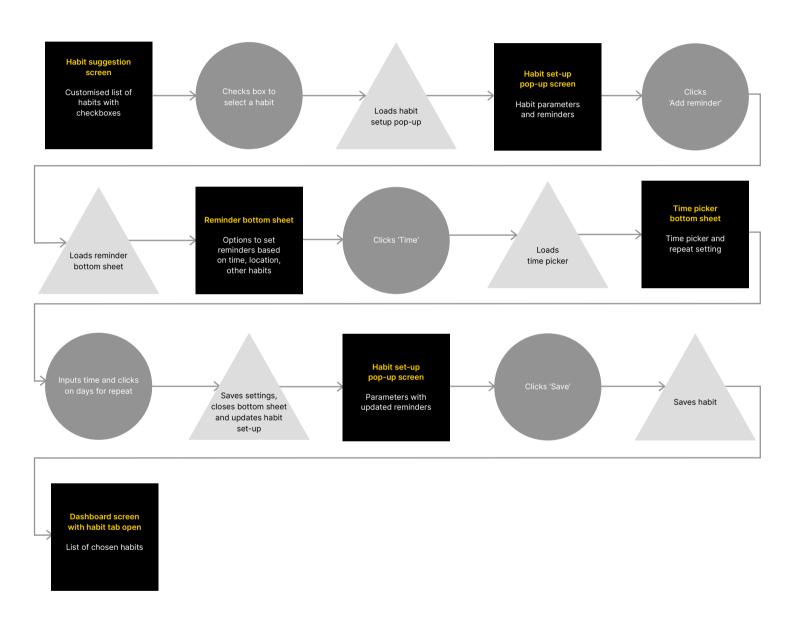
HABIT SUGGESTIONStt

The user is taken through 3 steps of onboarding wherein they choose the things they care about, enter their daily routine and the amount of effort they are willing to put in. The app then analyses their inputs and suggests a personalised list of sustainable habits for them to choose from.



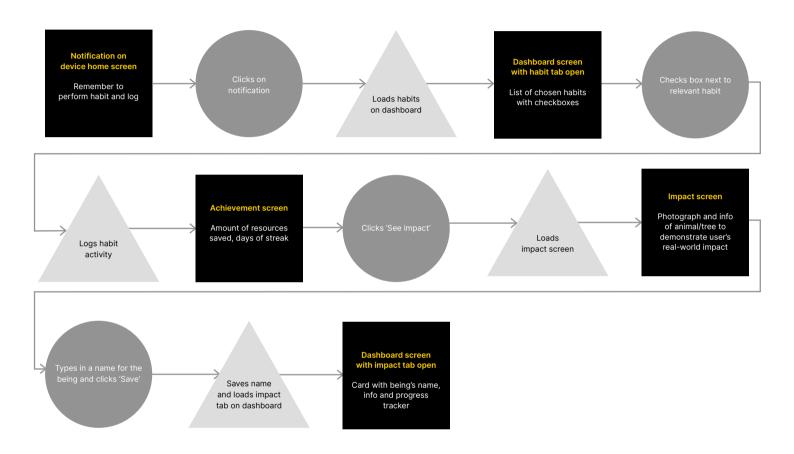
SETTING REMINDERS

The user can **choose the habits they want to take on** from the list curated for them, and then **set reminders** based on time, location or link to other habits. The app then sets up a dashboard for the user with all their habits in one place.



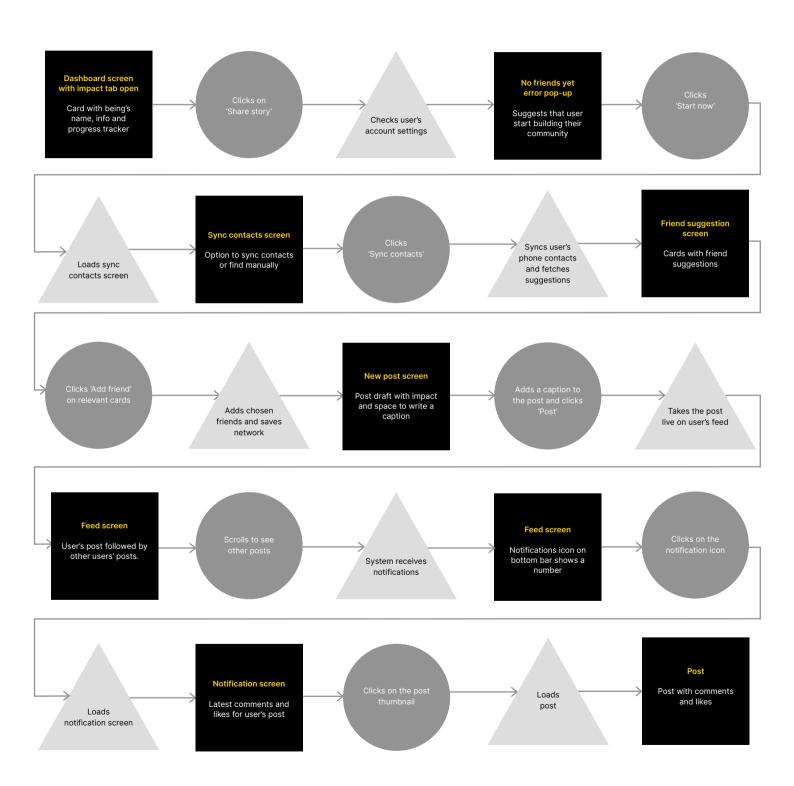
TRACKING AND IMPACT

The user gets a notification as per their reminder settings, which they can click on to see their dashboard and **log their activity** for the day. The app then celebrates their achievements and **shows them their real-world impact** which they can save to their dashboard under 'impact'.



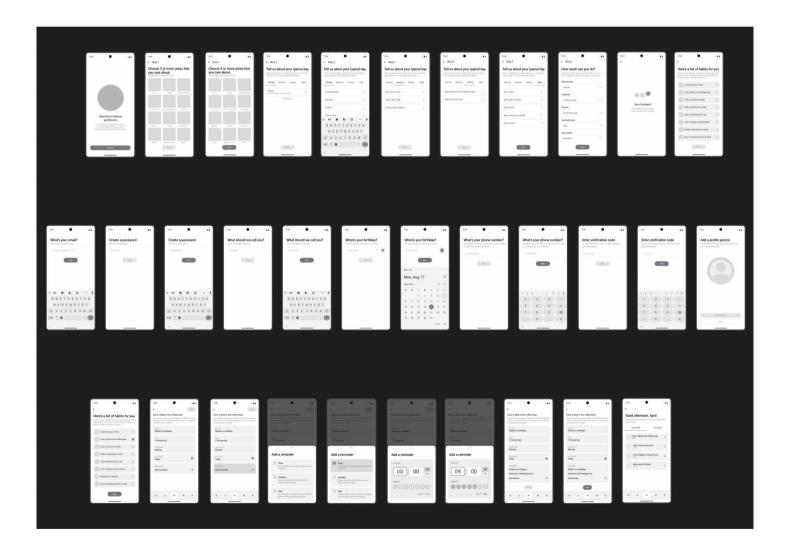
SHARING PROGRESS

The user has the option to share their impact. The app allows them to **build a network by adding friends** and joining groups, with whom they can subsequently **share their updates, compare progress, like, comment and interact**, thereby fostering community-building, motivation and social validation.



Wireframes

With the flows and logic seemingly in place, I proceeded to **develop low-fidelity** wireframes for every single screen of all five flows on Figma. Along the way, a few changes were implemented for practical purposes.



SIGN-UP







App welcome screen



Brag point 1 (carousel)



Brag point 2 (carousel)



Brag point 3 (carousel)



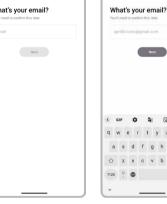
Sign up and log in options

What should we call you?

Next



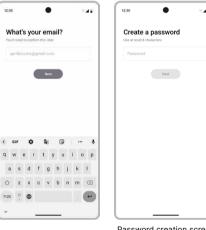




948

Email input screen

12:30



Password creation screen

Add a profile picture



Usermname creation screen





Phone number input for verification



Add profile picture screen



Choose source of profile picture



Account successfully created screen

HABIT SUGGESTIONS



Account successfully created screen



List of areas that user can choose by tapping



Areas in selected state



Routine input screen with tabs Filled state of 'Morning' tab for time of day, text fields, option to add more fields & examples

of activities as cues for the user





Filled state of 'Afternoon' tab



Filled state of 'Evening' tab



Filled state of 'Night' tab



Involvement screen with drop down menus for each



Analysing inputs screen



Habit suggestion screen with checkboxes for users to choose

SETTING REMINDERS



Habit suggestion screen with checkboxes for users to choose



Habit in selected state



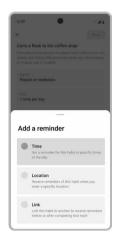
Pop-up to set up selected habit



'Add reminder' selected state



Bottom sheet to choose type of reminder



Time-based reminder in selected state



Time and frequency selection screen – manual inputs and selection



Time and frequency defined



Pop-up of selected habit with reminders updated



'Save' button clicked



Dashboard with user's chosen habits under 'Your habits' tab

TRACKING AND IMPACT



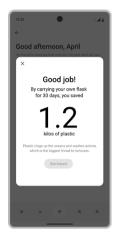
Notification on device home screen as per user's defined reminder schedule



Dashboard with user's chosen habits under 'Your habits' tab



Habit logged as suggested by notification



Achievement pop-up with an option to 'See impact'



'See impact' button clicked



Impact screen showing real world impact – a tortoise that the user's efforts has saved, along with its basic info. Field for user to name the tortoise



Name entered and 'Save' button clicked



Impact saved in 'Your impact' section of dashboard

SHARING PROGRESS



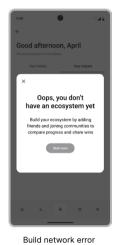
Impact saved in 'Your impact' section of dashboard, with an option to share



'Share story' button clicked



Build network error pop-up



pop-up with 'Start now'
button clicked



Sync contacts screen with option to sync or find manually



Sync contacts screen with 'Sync contacts' clicked



Syncing contacts in progress



Build ecosystem screen where the user can add friends and join groups, in carousel format



'New post' screen



Post caption added and 'Post' button clicked



Post live on the user's feed, followed by other users' posts



Notifications on bottom bar



Notifications screen with list of recent notifications and thumbnails of relevant posts



Comments and liked updated on user's post

METHODOLOGY

6 users were **taken through the wireframes**, **and asked questions** at various points. They were encouraged to give detailed responses, no matter how obvious it may have seemed, and ask questions if they didn't understand something.

INTRODUCTORY SCRIPT

"Imagine you're April – a young professional, who lives alone in an apartment in Chicago. You care about the environment, but because you work long hours every day, you find it's too much effort to live sustainably. You love fashion, makeup and cooking, although you rarely get the time to cook"

TESTING PROTOCOL

Task-based and observational questions were drafted as a framework to conduct the test for each flow, while situational questions were added along the way.

Flow 1: Set-up

- 1. Were you able to follow the steps?
- 2. How difficult did you find this process?
- 3. How likely are you to complete the set-up process?
- 4. At any point did you feel like quitting?
- 5. Was there any information you found unnecessary or uncomfortable sharing?
- 6. Did you understand how to input your details easily?
- 7. Did you know how to proceed or regress from one step to the next?

Flow 2: Onboarding

- How would you choose areas that you care about?
- 2. Give me an example of how you would add an activity here? What would you write? How would you add the next thing?
- After you finish adding things on this screen, what would you do next? (Check if they notice the tabs)
- 4. What do all the fields here mean to you?
- 5. Did you find this process too tedious? What, if anything, did you find unnecessary? Did you want to quit at any point? Did you find yourself wondering when it would be over?
- 6. What does this screen mean to you?

Flow 3: Choosing and getting reminders

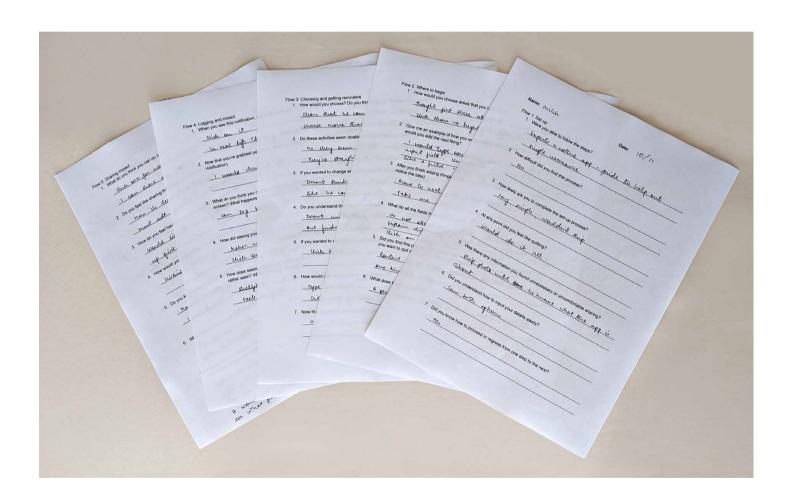
- 1. How would you choose? Do you think you can choose one or more?
- 2. Do these activities seem doable? Do you need more information before choosing?
- 3. If you wanted to change any of the presets, do you think you can? How would you do it?
- 4. Do you understand the types of reminders?
- 5. If you wanted to set a time-based reminder, how would you do it?
- 6. How would you choose a time and frequency?
- 7. Now that you've set your reminders and checked everything, what would you do?

Flow 4: Logging and impact

- 1. When you see this notification, what would you do?
- 2. Now that you've grabbed your flask, what would you do? (See if they would click on the

RESPONSE RECORDING

In order to collect users' responses efficiently, I printed out the test protocol and **took notes** as they interacted with the test. I also **recorded all the tests** on my devices so as not to miss any details, and maintain the ability to go back to verify information.



RESULTS

Collating all the responses gave me **quantitative and qualitative data** that helped me understand the **successes and weaknesses of the current experience**. These findings enabled me to **identify changes I needed** to implement in the app.

SIGN-UP

100%

of users understood what the app would be about after the joyride.

83%

said they won't add a profile picture now because they don't yet know what the app is about.

"Skip. At least until I know what the app is about."

100%

of users knew how to input their information in every screen, despite the variety of input types.



- Reduce apprehension about uploading a profile picture by communicating the need for it, ex: This is for friends to recognise you when you add them to your network'.
- Follow the profile picture step with network building to close the loop and establish the extended purpose of the app.

HABIT SUGGESTION

50%

of users find it tedious to log their daily routines

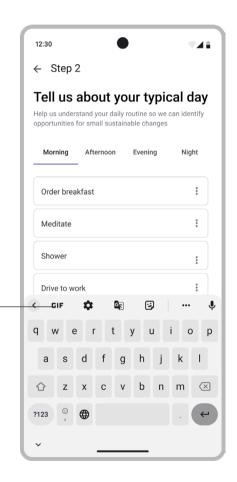
"Adding my routine is a little too much to do, but I guess it's okay if it's just one time."

50%

of users had trouble understanding the meaning of the fields on the 'How much can you do?' screen

100%

of users knew how to interact with every screen and how to make their selections, add inputs, and switch tabs.



- Make the process of logging the daily routine seem easier. This can be
 achieved by reinforcing that it's a one-time process, providing suggestions or
 options, giving users a starting point from where they can edit.
- Create a more flexible routine structure. While most people appreciated the time-of-day split, one user's perspective of a changing daily routine brought up an interesting use case.

SETTING REMINDERS

100%

of users knew exactly how to choose habits, and found them to be doable

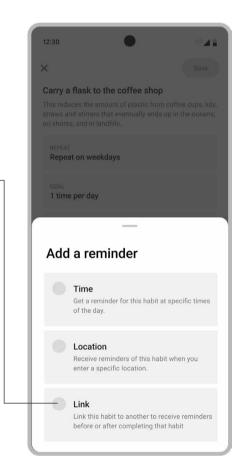
67%

of users were unsure what 'Link' meant under the types of reminders.

"I don't know what the third one is. I'd just click on time and location."

100%

of users successfully set a timebased reminder.



- Clarify the meaning of the 'Link' reminder by using simpler language or providing an example.
- Consider integrating the user's calendar application when setting reminders as this would enable the user to see them amidst all their other daily tasks/events.

TRACKING AND IMPACT

100%

of users are likely to click on the reminder notification

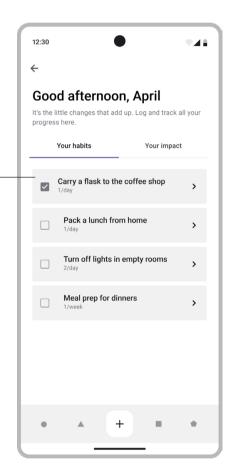
33%

of users had difficulty understanding how to log their habits and expressed confusion because of the arrow icons

"I'd click the box but I'm not sure because there's also an arrow."

100%

of users feel very positively after seeing the achievement screen



- Make the process of logging clearer, possibly by adding a 'Log' button that triggers a pop-up or drop down, changing the header text to indicate it's the checklist for the day, or reducing the actionable options for each habit.
- Add authenticity to the impact screen geolocation, live feed, facts, information sources or reports. If this doesn't seem practical, then consider other ways of showing real impact.

SHARING PROGRESS

50%

of users reported that they would have preferred to build their networks earlier on – during sign-up.

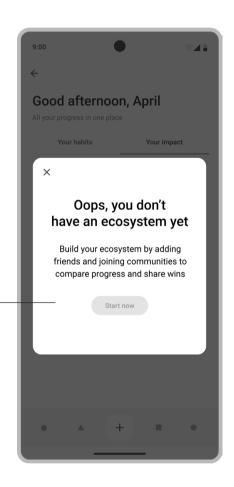
"This is the fun part! I'd prefer if I did this in the beginning, then I would have understood the app better."

50%

of users expected to be able to share their progress on their existing social media accounts/apps

100%

of users feel very positively on seeing other users' reactions to their post and to being a part of a like-minded community on Habitat



- Consider providing the option for users to share progress to other social apps in addition to sharing on Habitat
- · Shift the network-building part of this flow to the sign-up flow

LOGO

I decided on the name 'Habitat' because of its environmental connotations and the fact that it contains the word 'habit' which is the fundamental offering of the app. I further decided to use the '@' symbol as part of the word to allude to the social aspect of the app.

Iterations of the app logo revolved around highlighting the '@' symbol and adding an ec-friendly touch. I tried variations housing the '@' symbol inside a green budding seed to communicate sustainability, growth and potential. The final iteration best captured the essence and was chosen for further development.













LOGO

The chosen concept was further refined with **attention to the little details**, leading to the final logo.



The seed and leaves were modified into friendlier forms, and the letter 't' was carved out to fit the leaves snugly.

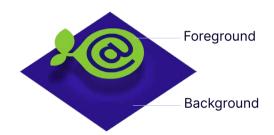


APP ICON

As per Material Design guidelines, the app icon is **composed of a background layer and a foreground element**. Having an asymmetrical form, the foreground element is placed very **carefully within the safe space of the app icon keyline** for a visually center aligned outcome.



App icon





Keyline Grid (75% asset size)



App icon as on Play Store

The app icon is provided in a range of specifications to suit different screen densities.



1X

MDPI 128 × 128px

For 160dpi screens



1.5X

HDPI 192 × 192px

For 240dpi screens



2X

XHDPI 256 × 256px

For 320dpi screens



3X

XXHDPI 384 × 384px

For 480dpi screens



4X

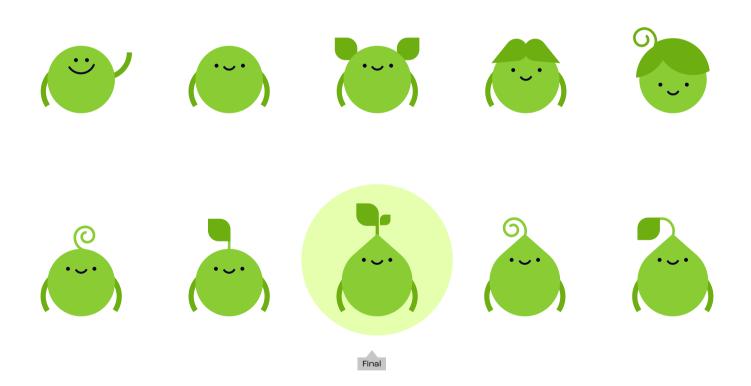
XXXHDPI 512 × 512px

For 640dpi screens

CHARACTER

Using the logo form and concept, I wanted to develop a **mascot that would be used across strategic points** in the user's journey and guide users to live sustainably. I created Bud to represent the power of small things and their potential within to grow and achieve great feats.

After numerous iterations using different forms and accessories, I chose the one that most closely resembled the logo, embodied a seed effectively, and was versatile.



COLORS

Knowing that green would be essential to communicate sustainability, I tried multiple palettes to complement it before finally arriving at one that **represented the natural environment, but enhanced for the digital space.** The tones where kept vibrant to maintain an engaging and empowering feel, while together creating a balanced palette.











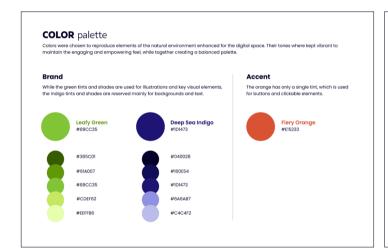


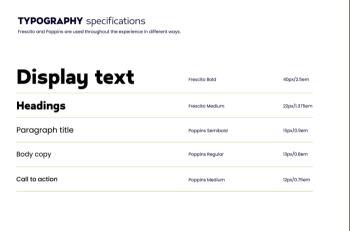


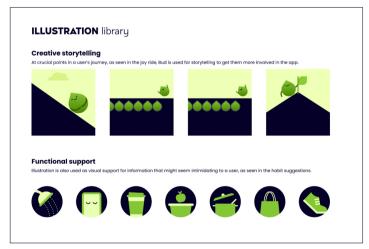


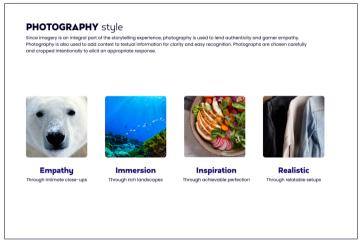
FOUNDATIONS

I went on to define all other foundational elements of the design system including typography, illustration styles, photography styles, grids, spacing, and more. The use cases and guidelines were also developed to ensure that designing the app would be a seamless process.









COMPONENTS

To complete the guidelines, I fleshed out all the components that would make up the experience based on needs identified in the wireframes – **buttons**, **chips**, **lists**, **forms**, **navigation**, **dialogs**, **posts**, **and more**.



Designing Screens

Designing the final screens involved the following steps:

- Referencing **Material Design guidelines** and identifying standard formats and approaches
- Implementing key changes identified from the usability testing
- Applying the visual system to the wireframes
- Creating illustrations and sourcing appropriate imagery
- Writing UX copy for all the screens

JOYRIDE





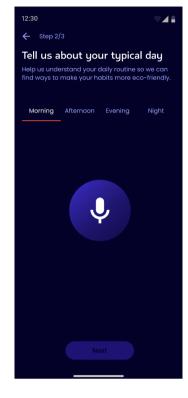


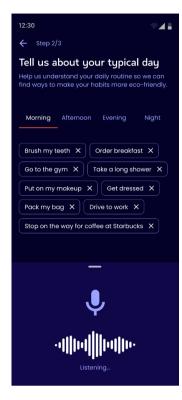


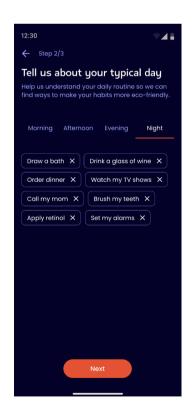
ONBOARDING

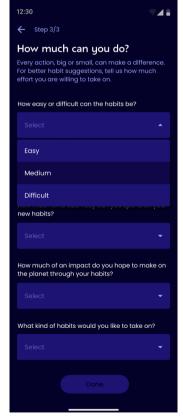


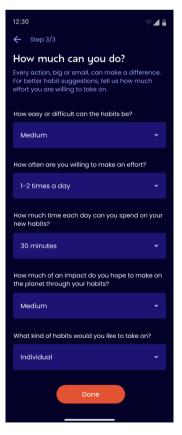


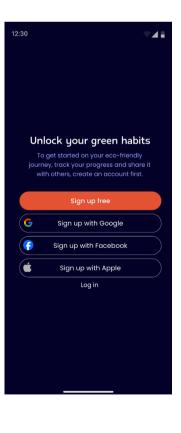






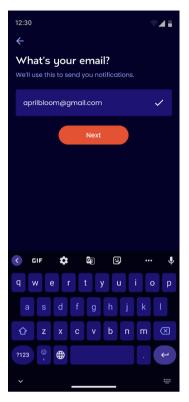


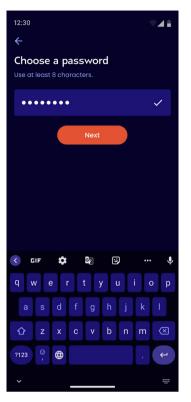


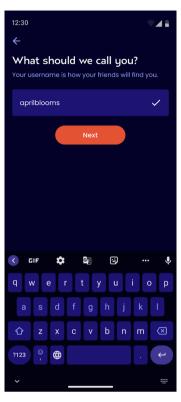


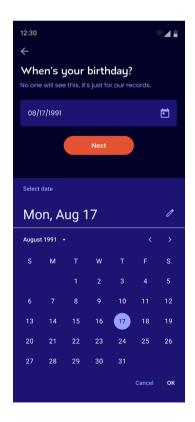
SIGN-UP









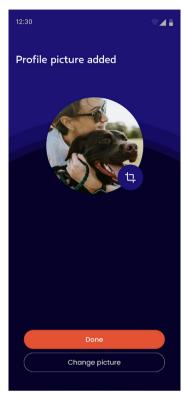


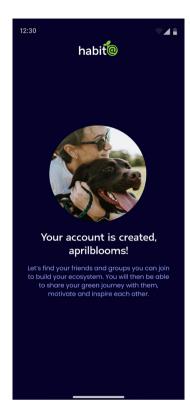


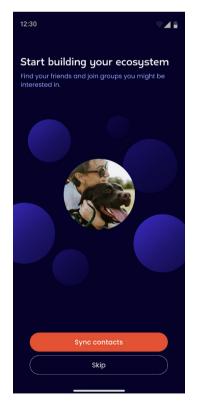


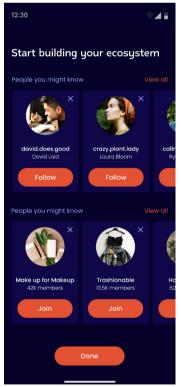


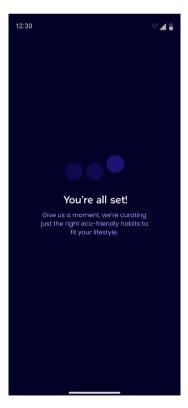








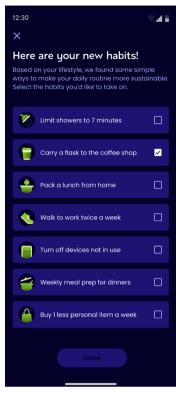




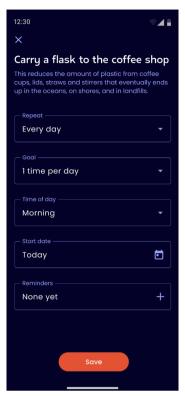


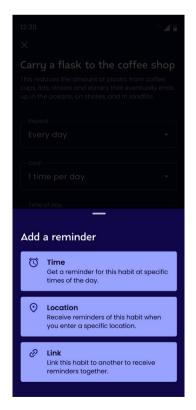
HABIT SUGGESTIONS

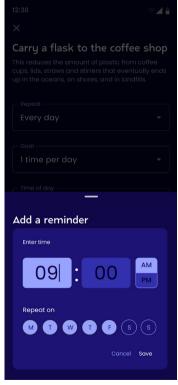


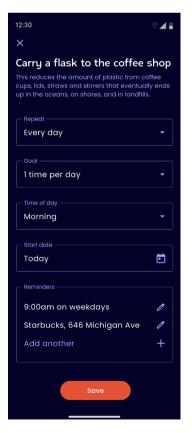










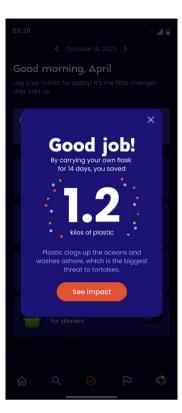




TRACKING & IMPACT

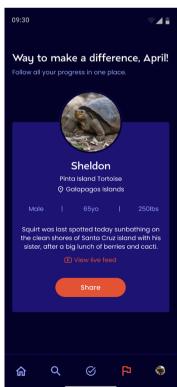




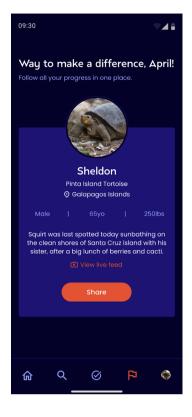








SHARING PROGRESS











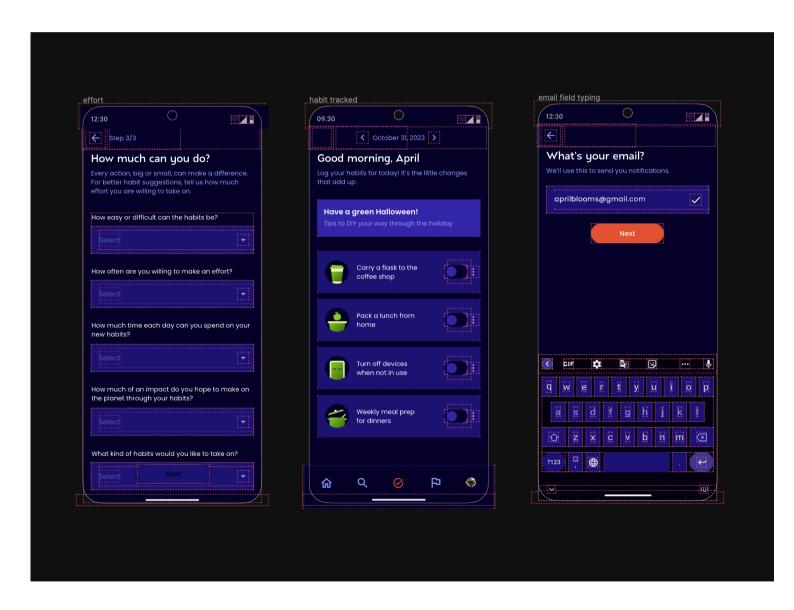






Prototyping

Using Protopie, I **brought Habitat to life** by creating a working prototype that offers proof of concept and allows users to test the experience.



The End

The process behind Habitat may be over, but the journey to eco-friendly living is just beginning for users everywhere.