Milk Matters 3.0

Improving the usability of a breastmilk bank's staff and donor applications
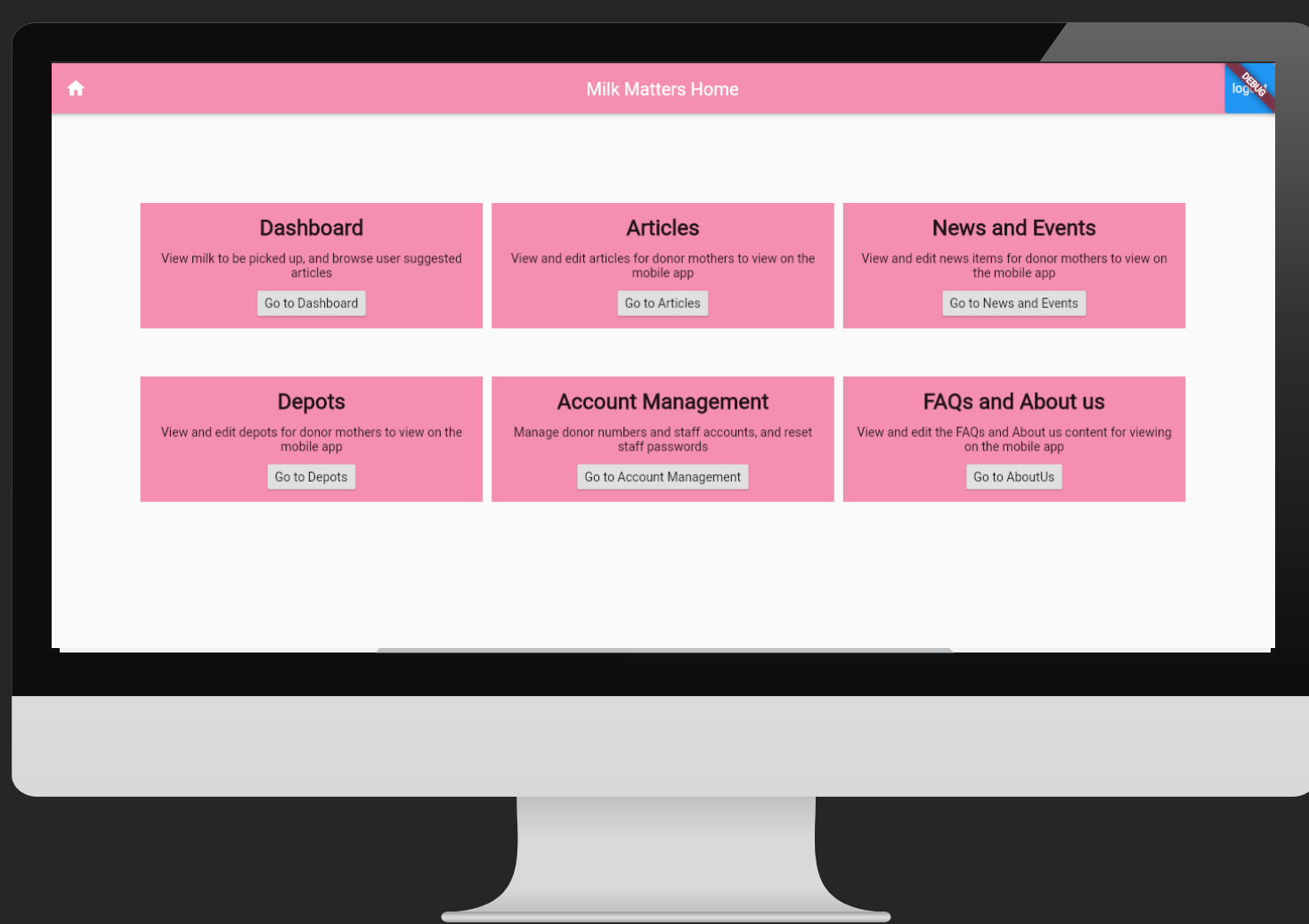
Introduction & Background

The project is based on Milk Matters, a non-profit breastmilk bank located in Cape Town that collects, pasteurises and distributes breastmilk donations to infants in need at neonatal hospitals.

In 2020, dynamic mobile and web apps were developed. Although not officially deployed, apps were deemed to be fit for public use by the NGO's staff members and donor mothers.

Project Aim

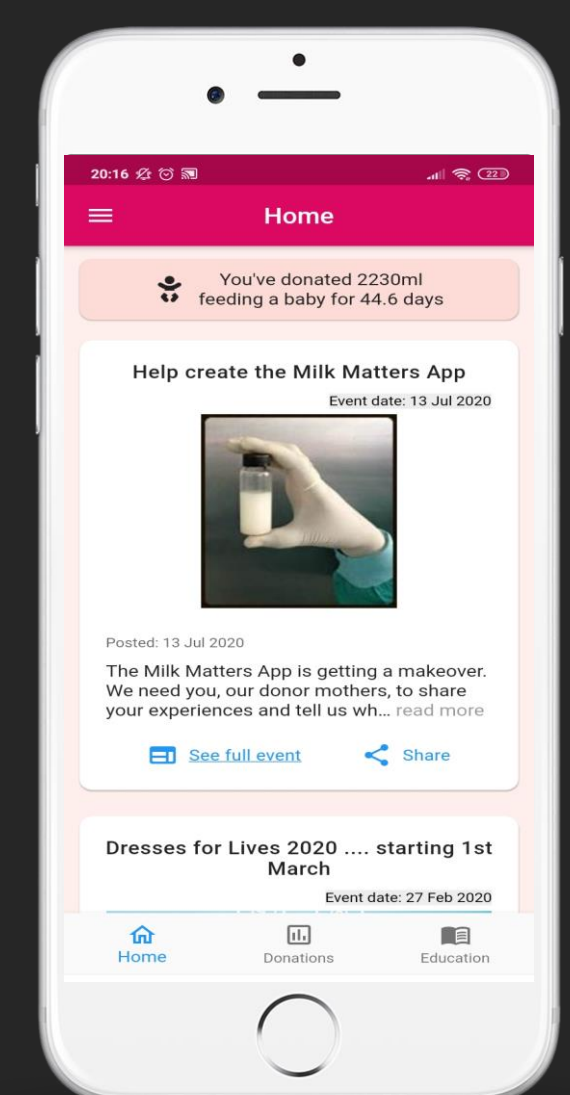➢ Verify claims made in the 2020 version, and fix identified usability issues.

Staff Web App

Donor Mobile App

Methodology

- Feature usage tracking
- Cognitive walkthroughs with donors & staff
- Heuristic evaluations with UCT students & supervisor

Findings & Results

- The web app lacked certain functionality and both apps had significant usability issues.
- Apps mainly developed for best case scenarios with minimal guidance for error recovery.
- Smaller cosmetic issues, e.g. layout and colour schemes, were identified and improved.
- Not enough time & usage to draw significant data from feature usage by analytics.
- Additional support features to be added were identified.

Conclusions

The test hypothesis that both apps were fit for official use after development in 2020 was rejected as provided by the evidence in the findings of our project. Improvements to detected issues have been made leading to deployment by the end of they year (2021).

Project Team

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