



# Group 3.5 Stage Four Report

## Initial Hi-Fi Prototype

<https://xd.adobe.com/view/080d372b-6dcd-488d-636d-c32b79e0ab08-7e3c/>

## Our Individual Heuristic Evaluation on Group 3.4

### 1. Visibility of system status

- For the most part any function that would require instant feedback (such as joining a study session or accepting a friend) is done instantly with the app reflecting the change with either the text changing or a new text box popping up. How the prototype also highlights the screen with blue to show what is able to be used is very helpful to determine where to 'tap' next.
- In the profile tab, semesters are categorized by 'winter' and 'fall', but adding a new semester includes the year number and seasons are not present. Also, currently there is no way to view an event created by the user.
- You can clearly tell what page you are on with the headings at the top and the highlighted section at the bottom. Actions such as adding friends also changes the text when you have accepted them.

- Successfully accepting a friend will still result in the 'Accept' button being visible, despite it being completely useless at this point.

## 2. Match between system and the real world

- Terms are very similar to other apps and doesn't try to make the user adjust to a bunch of new terms and instead sticks to what is generally known (No long-sophisticated terms)
- Information is delivered intuitively.
- Terminology is clear and familiar, e.g. 'profile', 'chat'.
- Though it is not totally necessary yet, a login/signup page would help make a clear starting point for the prototype.
- I'm interested in seeing the features for when someone creates a meetup for the future and invites me to it. Perhaps see some notification features behind meetups, like reminders.

## 3. User control and freedom

- Options to unfriend/block users you've added as friends?
- Regarding friends, it would be nice to have a name at the top of the chat screen so it's more clear who you're speaking to, and you're not just navigating by their pictures on the side.
- Most screens provides a way to exit out of a screen if mistap. There is no way to back out if you accidentally accept a friend request or selected a course that you would later want to drop out off. Perhaps add a remove/edit friend/course option.
- User control is too limited because functionalities are missing, e.g. there is no option to edit or delete messages or profile information.
- There are 'X' buttons to go out of the page if clicked on accident.
- At the Notifications list it can display when session is broadcasted. If broadcasting means someone can join the session in person, then when someone taps "Sim is broadcasting a CPSC 457 Review" it's probably best to have a link to the map and show where the review is being held, as well as the info.

## 4. Consistency and standards

- App uses symbols that are very familiar to how other apps uses those same symbols, as well as labels under those symbols to clear up any confusion what those symbols are. However the 'chat' icon is very similar to how many other apps use for the 'friend' icon even though it leads to the friend list.
- Overall consistent.
- The icons used are similar to that of most applications, hence making it familiar to the user.
- When you are at chat page and the list of Friends is displayed, it's a bit odd since there is the exact same thing as the sidebar on the left. For example, I can go to my conversation with 'jas\_sidhu' by tapping on him on the list, or by tapping his icon on the left. Having those two things next to each other is a bit unnecessary.

## 5. Error prevention

- As far as I tried with the app, there is no additional way to confirm the creation of an event and a mistap would create one. Having the create button near the bottom where the hand is holding the phone may cause mistaps to happen. Implement another verification screen to confirm that the user is sure to create/join the event in the middle of the screen?
- Someone can accidentally accept a friend request or make a course or adding a class. There should be confirmation options when adding friends or making a course or adding classes.

## 6. Recognition rather than recall

- Buttons are labelled in a straightforward and recognizable manner (join, accept, decline, add).
- System is mostly recognizable and intuitive.
- Very clear, e.g. labelling 'accept' and 'decline' for adding friends.

## 7. Flexibility and efficiency of use

- Adding a class is only possible under the "add semester" button. I think this might be clunkier than having a separate "add class" button, since if you make a single mistake or wish to add or remove a class, you have to go back to add semester, and it's not clear if this might conflict with the semester you've already added.
- Design of the app in most screens allows navigation using just your thumb around the bottom area. For selecting a friend in the friend list or search slide-thingy however is awkwardly in the top left where the volume buttons are, moving your hand to tap may cause accidental volume increase. Perhaps shift the friend list/ search thingy down a bit so it is reachable with a thumb from the lower half of the phone.
- System is flexible and functional, but there are too many missing parts to evaluate properly.
- Having the recent chats on the left is very efficient and flexible, also easily recognizable having the person's icon as the button. As well as having the people in the chat section by pressing 'message'. Since the icons on the left is recent messages, maybe the list in the chats can be in alphabetical order instead so users have 2 orders to easily look for contacts.
- Wasn't able to find functionality to search for new friends and send friend requests to them. There was only the ability to accept those that you received.
- The sidebar for the map is a little bit hard to understand. Tapping on "Fall 2019" creates a dropdown list with all the courses for the semester. Does that mean we can pick one of those courses? Perhaps the drop down list could be the semesters instead, since we can already choose the courses from the "Filter by Class" dropdown.

## 8. Aesthetic and minimalist design

- Design is very simple and clean with no over cluttering in any of the functions. However being simple and clean is also very plain and a bit boring. The white circle (though is

understandable as it should be finger taps) is too big are hard to select certain parts of the app as is very hard to see on certain white backgrounds. Implement some kind of colour scheme?

- Text that appears are all short and required.

#### 9. Help users recognize, diagnose, and recover from errors

- Would be useful to model that if no parameters are entered, the system should fail to create an event and notify the user rather than always “succeeding” in creating an event.
- Drop down boxes might be superior when adding semesters of creating broadcasts, to limit invalid parameters being entered by the user and make it clear what the system expects. Otherwise it would be necessary to do a lot of error checking and error notification to the user.
- As far as I know there are no error messages for any invalid input.
- User can add erroneous event.

#### 10. Help and documentation:

- As I went into this blind I had no idea how the app functioned until I played around with it for a bit, if not for the blue screen showing what is usable or not. A way to show how to proceed without having the whole screen flashing blue, maybe for the particular part of the app that is being tapped to show how that part should be used?
- There is no in-app support/help.
- In the date, just have text saying dd/mm/yyyy and similar for time.

## Summary of the Heuristic Evaluation of Our Prototype

The other group's evaluation of our prototype was useful in determining which areas to focus on for this prototype, and which to focus on for the final deliverable in the next stage. The most critical changes that we're finishing for this prototype include bug fixes regarding which buttons can be pressed and where they lead - for instance, being unable to press the home button, or the back button not leading to the proper screen. Another critical issue is matching between the system and the UI. In one instance the flag icon didn't intuitively represent the map, and the alternative calendar screen is called weekly rather than daily. We also moved the profile settings button to the bottom of the announcements page to make it easier to click, and renamed it “view profile” to better match the page it leads to.

There were a number of criticisms that we decided were important, but could wait to be improved in the final product. In regard to flexibility and ease of use, the other group suggested that the app lacked features to make it easier for power users to navigate it more quickly. We're considering ways that we might be able to do this in the final situation because we think it would require more thought than easier-to-fix and more critical issues. They also suggested that our “recent announcements” page, which currently serves as a main feature, might be more useful

as a smaller set of a larger feature (perhaps like a list of all announcements). This is another less critical feature that we can evaluate and look at implementing in the final deliverable. One critique of our aesthetic design came from our TA Brandon, who suggested that our colour scheme of red and yellow, while relevant to the University's colours, might not be the best choice from a usability/aesthetic perspective, and that we might look into more gentle colour schemes. This is a big part of the app's experience but doesn't immediately affect its usefulness, so we'll save any changes for the final deliverable.

For many of the heuristic points, the other team's feedback was positive and praised our app for its usability and intuitiveness, apart from some of the bugs already outlined. This seems to suggest that our project is on a good path toward completion for the next stage.

## Final Hi-Fi Prototype

<https://xd.adobe.com/view/7f4c9a6e-5a7e-4b28-5f93-39eb5dffd701-097d>