Fritter User Test

1. Specify Tasks for the User completed for your user test

You are user @arsvita, and @valete_omnes is another user.

1. User likes another user's Freet.
2. User likes a different Freet, then removes the like.
3. User begins to edit the Freet that belongs to them, and saves without making changes.
4. User begins to delete the Freet that belongs to them, then cancels the operation.
5. User deletes the Freet that belongs to them.
6. User begins to Refreet the top-most Freet on the page, then cancels the operation.
7. User Refreets the top-most Freet.
8. User unfollows the other user, @valete_omnes, and returns to the main page.

2. Summary of Observations

Overall, the user understood the directions without much difficulty, and they were able to navigate to the correct buttons and icons without making any mistakes. However, I realized that I had to clarify what a Freet was at the beginning, because I forgot that this word was foreign to them, even though the "Tweet" concept was familiar. Also, there were some areas of hesitation and confusion, as described below.

The user hesitated when I asked them to Refreet. They were able to figure out what the Refreet concept was by their background knowledge of the Retweet concept from Twitter, and they were able to deduce which button corresponded to the Refreet action because there was only one button that they didn't recognize. They later clarified that they were confused because the icon used for Retweet looked more like a "reply" button than a "Retweet" button.

The user was also a little thrown off after they submitted the Refreet. They were confused at where the Refreet went at first because they had assumed that the feed was top-down recency, i.e. the most recent posts would appear at the bottom, whereas the actual design was most recent at top.

The user was able to perform the "unfollow" action without hints, even though the unfollow button was on a different page that they had to navigate to. However,

they were not expecting all of the unfollowed user's posts to disappear when they returned to the main feed.

3. Changes in Responses to UI

In response to the confusion about how to perform the Refreet action, I should change the icon I use as the Refreet button. Instead of using an icon commonly used for the "reply-all" action, I should use an icon most similar to what other sites like Twitter uses, because this consistency would help users understand my application.

In response to the Refreet ordering confusion, I think it would help to include dates, so that the user can orient themselves to the ordering in that way. However, this is not only a UI change, but also would require me to change the Refreet data model to include a date field.

In response to the confusion about the unfollowed user's posts disappearing, I think I should make it more clear what the main landing page is displaying. Right now it's unclear if it's displaying all Freets in the universe of Freets, or if it's a filtered feed of only followed user's Freets. I could achieve this by adding a textual header that says "Freets of Your Followed Users" or something similar.