

Fritter User Test

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

- Task 1: User upvotes another user's freet, then removes their upvote
- Task 2: User refreets another user's freet
- Task 3: User unfollows a user they are already following
- Task 4: User follows another user, then checks their own feed
- Task 6: User views all the freets they have posted
- Task 7: User logs out

2. Summary of Observations

- **Task 1:** no problem
- **Task 2:** no problem
- **Task 3:** user hesitates for about 5 seconds, before deciding to use find to search the user and unfollow from find; this is different from the flow I was expecting (go to profile>following>unfollow), but probably more efficient, actually, if you have a lot of followers
- **Task 4:** knowing how search works from Task 3, no problem
- **Task 6:** no problem
- **Task 7:** no problem

3. Changes in Responses to UI

The ease with which the user was able to complete the task indicates that I've made effective use of design principles. The feedback from Task 3, however, indicates there is room for improvement. A few takeaway/changes I have is making the navigation tabs more prominent/obvious on the screen (Fitt's Law). A couple alternatives I mentioned in the heuristics document are enlarging the tabs or making a navbar at the top of the screen. Also, though the user did not run into this problem, an idea that came to mind would be making Following and Followers searchable on the profile tab.