# Step 1

**PACT Analysis**

We designed and distributed in school an online survey and received 23 responses in the following week and interviewed one of our users face to face. We also searched for similar projects for the ideation of content to be included in our website.

**People**

Primarily undergraduate students aged 18-24 in the School of Computer Science.

A smaller portion of staff and alumni of various backgrounds.

**Activities**

Primary: Seek help about a course, anonymous posting, tagging information of interest.

Secondary: downloading ourse content, view the number of users online, making friends

**Context**

Time context: Observed usage in any time period in any day. (24/7)

Social context: discussion with other students, reading staff announcements.

Physical context: Anywhere with internet access, sometimes in classrooms.

**Technology**

Devices:

Smartphones (Primarily preferred)

Laptops/PC (Also accessible)

Software and platforms:

Ed (previously made forum)

Wechat, Discord, Meta messager (social media)

Based on this, we designed a persona document to describe our normal users:

|  |  |
| --- | --- |
| Persona title: Sikai, an ambitious CS student in USYD | |
| Photo  A cartoon of a zombie  Description automatically generated | Name: Sikai Han |
| Current role | Full-time international student in USYD who is majoring Computer Science in an Bachelor of Advanced Computing degree. |
| Demographics | Age 20  Finished high school in China.  Already a user of Ed, Wechat and Discord  Interested in making friends in the same unit of studies.  Keen on the protection of anonymity / privacy. |
| Goal and Tasks | Achieving good grades by getting 24/7 (automated or by staff) help/support about the course or studies  Parse code chunks (instead of plain text) in chat/forum.  Receiving notification from staff |
| Environment: | Tech-savvy.  Access to Mobile Phones, Laptops/PCs, everywhere and every day.  Not on campus every day, sometimes remote learning. |
| Quote: | Also interested in websites with good visual design. Doesn’t like long maintenance hours. |

# Step 2

A screenshot of a computer

Description automatically generated

We conducted two card sorting sessions with two different anonymous persons, one is opened and the other is closed.

The result is the screenshot above (blue head bars signify the category provided by closed session, the opened session also created some of these sessions coincidentally)

We then created a sitemap and a wireframe for our website, based on the card sorting result.

Our sitemap mostly followed the result of the closed one. One reason is that the opened one returned too many categories, it is not only harder for different groups of users to learn these many categories, but also generates a heavier overhead for the development.

A screenshot of a computer screen

Description automatically generated

# Step 3

Wireframes based on our site map.

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Wish list (from high to low priority): Sign-up, log-in, Group chat, User categorization, color theme, Knowledge repository to create and share posts, Edit posts, My posts, Comment on posts, Staff panel (muting students/deleting posts/comments) , Recover forgotten username/password, Pinning articles to the top, Sign-out, Blocking accounts.

Best design: There are many features but as for now, we chose to implement edit posts, not only because it was of importance in card sorting sessions, it also provides users with error measures: if they later found an error in the post, they could edit the post easily. We also chose to implement “comment on posts”, as in our survey, the primary goal of our users is to “Seek help from the study”, so implementing this could fit in the need of our users and give them satisfaction while using.

Mini-report on guerrilla testing

We approached 4 anonymous participants, ranging from students to staff, to test all features of our prototype. Each participant is given a description of the purpose of our website (but not how to actually use it), and certain tasks to perform. Each session lasted around 9 minutes.

Material: A website for designers called **Uizard**, participants’ own laptops.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Participant | 1 | 2 | 3 | 4 (staff) |
| Signup / login | Great | Good | Good | Good |
| Chat / Friend | Prevent mis-deleting | Improve UI | Good | Good |
| Knowledge repo | Good | Add a search bar | Add a search bar | Good |
| Management console | - | - | - | More in “Editing comment” page |

Findings:

Color theme & Visual design: Color theme could not be changed due to a setting in Uizard, however this was not a big problem in our actual code and our simplistic UI design was highly rated, except one participant noted us that Chat page is too simplistic to use.

Search bar: 2 participants expected there could be a search bar, but there was no.

Mis-click handling: One participant recommended there could be an “are you sure” warning before actually removing a friend.

Refine-categorization: One staff participant noted that “editing comments” page is too “empty” and should be more contents, e.g., “mute” button on the right of “deleting comment” button.

Conclusion: Though the sample size is not large, the guerrilla testing sessions are still worthwhile as they provided some key points on how to refine our prototype to an actual product and some objectives in continuous development.

# Step 4

**7 pts**

**Full Marks**

Incremental development plan was used to conduct at least 2 iterations with a usability test conducted after each. Improvements after each iteration are clearly evident. Final evaluation and clear list of future planned features is provided.

**10 pts**

**Full Marks**

The report provides clear evidence that usability is excellent in final product and adheres to the core usability concepts of learnability, efficiency, memorability, error recovery and user satisfaction. The demonstration clearly shows a highly usable working product and the usability of the design is clearly justified with explanation.

**Features completed in Iteration 1**

Online status, removing friends, group chat, message history, Color themes, UI, animation.

Think aloud testing feedback:

“Though it can be used, UI still looks”

We also thanked the participants for every feedback they provided.

Prioritized feature in Iteration 2

knowledge repository, password retrieval.

“Color theme changing animation looks amazing”

“Sign-up page looks simplistic, it would be better if we can have auto direction to the page instead of signing-in again”

“UI for the chat page is not so obvious as before, I had to spend 1 minute to learn how to use”

Features completed in Iteration 2

Think aloud testing feedback

Demonstration:

Self-evaluation:

Some of our actions did not follow the recommended steps(e.g., coding started before the card sorting session), which caused some overwriting in our work. This should be prevented in our future development projects.

Notes:

Include screenshots

don’t need to explain your code.