Using Crowd-Sourcing to Identify and Solve Community Problems

–Walkthrough Evaluation–

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Contents

1 Community Activities Page Evaluation

1.1 Browsing Activities

- **Will the user be trying to produce the effect?**
  Yes, the "Browse activities" button is prominently positioned, indicating that users can view available activities.

- **Will the user see the correct control?**
  Yes, the button is clearly visible and appropriately labeled.

- **Will the user see that the control produces the desired effect?**
  Likely, as the label "Browse activities" is intuitive and descriptive.

- **Is there another control that the user might select instead of the correct one?**
  No, the button is distinct and stands out from other elements.

- **Will the user understand the feedback to proceed correctly?**
  Assuming the interface updates or redirects users upon clicking, the feedback should be clear and immediate.

1.2 Selecting a Specific Activity

- **Will the user be trying to produce the effect?**
  Yes, users intending to engage in a particular activity will seek to select it.

- **Will the user see the correct control?**
  Yes, activity cards are visually distinct, making selection straightforward.

- **Will the user see that the control produces the desired effect?**
  The presence of an "Apply" button on each card suggests the action to engage with the activity.

- **Is there another control that the user might select instead of the correct one?**
  Unlikely, as the "Apply" button is specific and unambiguous.

- **Will the user understand the feedback to proceed correctly?**
  Feedback should confirm the application, ensuring users are aware of the next steps. Without explicit confirmation, users might be uncertain.

1.3 Understanding the Purpose of the Platform

- **Will the user be trying to produce the effect?**
  Yes, especially first-time users seeking context and understanding of the platform's goals.

- **Will the user see the correct control?**
  Yes, the "What we believe" section provides clear background information.

- **Will the user see that the control produces the desired effect?**
  Yes, the descriptive text effectively clarifies the platform's purpose.

- **Is there another control that the user might select instead of the correct one?**
  No, as this information is static and clearly presented.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the content directly explains the platform's intent, facilitating user comprehension.

1.4   Applying to an Activity

- **Will the user be trying to produce the effect?**
  Yes, users who intend to participate will look to apply to an activity.

- **Will the user see the correct control?**
  Yes, the "Apply" button on activity cards is intuitive and easily identifiable.

- **Will the user see that the control produces the desired effect?**
  Feedback should confirm the action, such as displaying a confirmation message upon clicking.

- **Is there another control that the user might select instead of the correct one?**
  No, the "Apply" button is specific to the application action.

- **Will the user understand the feedback to proceed correctly?**
  Clear confirmation messages are necessary to reassure users that their application was successful.

1.5   Navigating to Other Sections (e.g., Issues, Surveys)

- **Will the user be trying to produce the effect?**
  Yes, users exploring additional features will use the navigation menu to access other sections.

- **Will the user see the correct control?**
  Yes, the navigation menu is standard, positioned at the top, and easily accessible.

- **Will the user see that the control produces the desired effect?**
  Yes, labels like "Issues" or "Surveys" clearly indicate their respective functions.

- **Is there another control that the user might select instead of the correct one?**
  No, the menu items are distinct and specific to their functions.

- **Will the user understand the feedback to proceed correctly?**
  Yes, page updates or redirects provide immediate feedback confirming the navigation action.

1.6 Returning to the Homepage

- **Will the user be trying to produce the effect?**
  Yes, users may want to revisit the homepage at any point.

- **Will the user see the correct control?**
  Likely, if the "Home" link in the navigation menu is clear and consistently positioned.

- **Will the user see that the control produces the desired effect?**
  Yes, the label "Home" intuitively implies redirection to the homepage.

- **Is there another control that the user might select instead of the correct one?**
  No, the "Home" link is specific and serves a unique function.

- **Will the user understand the feedback to proceed correctly?**
  Yes, page redirection acts as confirmation of the action.

1.7 Identifying the Date of an Activity

- **Will the user be trying to produce the effect?**
  Yes, users may need to know the date of an activity for planning purposes.

- **Will the user see the correct control?**
  Yes, the date is prominently displayed on the activity card.

- **Will the user see that the control produces the desired effect?**
  Yes, the date's visibility directly conveys the relevant information.

- **Is there another control that the user might select instead of the correct one?**
  No, as the date information is static and clearly associated with each activity.

- **Will the user understand the feedback to proceed correctly?**
  No additional feedback is required, as the date information is straightforward.

1.8 Exploring the Mission Statement

- **Will the user be trying to produce the effect?**
  Yes, especially users interested in understanding the platform's goals and mission.

- **Will the user see the correct control?**
  Yes, the mission statement is visibly placed below the activity section.

- **Will the user see that the control produces the desired effect?**
  Yes, the text directly explains the mission, ensuring clarity.

- **Is there another control that the user might select instead of the correct one?**
  No, as the mission statement is standalone and easily identifiable.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the informative text provides sufficient context and understanding.

2 Reporting Issue Page Evaluation

2.1 Task 1: Entering First Name

- **Will the user be trying to produce the effect?**
  Yes, users need to input their first name as part of the issue reporting process.

- **Will the user see the correct control?**
  Yes, the "First Name" field is clearly labeled.

- **Will the user see that the control produces the desired effect?**
  Yes, the placeholder text ("First Name") reinforces the expected input.

- **Is there another control that the user might select instead of the correct one?**
  No, the field is specific and clearly labeled.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming validation messages appear if the field is left empty.

2.2 Task 2: Entering Last Name

- **Will the user be trying to produce the effect?**
  Yes, following logically after entering the first name.

- **Will the user see the correct control?**
  Yes, the "Last Name" field is clearly labeled.

- **Will the user see that the control produces the desired effect?**
  Yes, the placeholder text ("Last Name") clarifies the requirement.

- **Is there another control that the user might select instead of the correct one?**
  No, the field is distinct and context-specific.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming validation exists for empty or incorrect input.

2.3   Task 3: Entering Email Address

- **Will the user be trying to produce the effect?**
  Yes, users recognize that their email is necessary to report an issue.

- **Will the user see the correct control?**
  Yes, the "Email" field is clearly labeled and includes a placeholder.

- **Will the user see that the control produces the desired effect?**
  Yes, the placeholder ("Email") reinforces the field's purpose.

- **Is there another control that the user might select instead of the correct one?**
  No, this field is specific to email input.

- **Will the user understand the feedback to proceed correctly?**
  Yes, if the system provides error messages for invalid email formats.

2.4   Task 4: Describing the Issue

- **Will the user be trying to produce the effect?**
  Yes, users need to describe the issue to submit the form.

- **Will the user see the correct control?**
  Yes, the "Issue" text area is labeled and includes placeholder text to prompt input.

- **Will the user see that the control produces the desired effect?**
  Yes, the placeholder text clearly explains what should be entered.

- **Is there another control that the user might select instead of the correct one?**
  No, the text area is distinct and well-positioned.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the system provides validation or feedback if the field is left blank.

2.5   Task 5: Submitting the Form

- **Will the user be trying to produce the effect?**
  Yes, users expect to click the "Submit" button after completing the form.

- **Will the user see the correct control?**
  Yes, the "Submit" button is prominently displayed and styled distinctively.

- **Will the user see that the control produces the desired effect?**
  Likely, as "Submit" is a universal label for completing forms.

- **Is there another control that the user might select instead of the correct one?**
  No, the "Submit" button is clear and actionable.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the system provides confirmation or error messages after submission.

2.6   Outcome and Improvements

Findings:

- The interface is clean, intuitive, and follows a logical flow.

- All fields are clearly labeled, and placeholders reinforce user expectations.

- The form submission process is straightforward.

Improvements:

- **Validation Feedback:** Implement real-time validation (e.g., highlighting missing fields or displaying error messages for incorrect email formats).

- **Submission Confirmation:** Provide a confirmation message after successful submission to reassure users that their issue was recorded.

- **Optional Fields:** Clarify if any fields are optional, as currently, all fields appear mandatory.

3   Vote Page Evaluation

3.1   Task 1: Understanding the Purpose of Voting

- **Will the user be trying to produce the effect?**
  Yes, users visiting the page aim to understand the context and purpose of the vote.

- **Will the user see the correct control?**
  Yes, the explanation on the right clearly communicates the purpose of the vote.

- **Will the user see that the control produces the desired effect?**
  Yes, the descriptive text explains the goal, such as allocating extra funds for the metro.

- **Is there another control that the user might select instead of the correct one?**
  No, as the information is static and well-placed.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the instructions are clear and visually separated from the voting options.

3.2 Task 2: Selecting a Voting Option

- **Will the user be trying to produce the effect?**
  Yes, users are expected to choose an option from the available categories.

- **Will the user see the correct control?**
  Yes, voting options are presented as distinct buttons.

- **Will the user see that the control produces the desired effect?**
  Yes, clicking an option highlights it (e.g., "More funds to the metro" turns blue), indicating selection.

- **Is there another control that the user might select instead of the correct one?**
  No, the controls are specific and clearly labeled.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the selected option changes appearance to confirm selection.

3.3 Task 3: Reviewing the Current Voting Progress

- **Will the user be trying to produce the effect?**
  Yes, users are likely to check the number of votes cast and overall progress.

- **Will the user see the correct control?**
  Yes, the progress bar and text (e.g., "3398 votes out of 10,000") are prominently displayed.

- **Will the user see that the control produces the desired effect?**
  Yes, the progress bar provides a visual indicator, and numerical data clarifies the current status.

- **Is there another control that the user might select instead of the correct one?**
  No, the progress bar is unique to this task.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the combination of visual (progress bar) and textual feedback is sufficient.

3.4 Task 4: Submitting the Vote

- **Will the user be trying to produce the effect?**
  Yes, users will look for a way to finalize their choice.

- **Will the user see the correct control?**
  Yes, the "Sign here" button is labeled and clearly positioned.

- **Will the user see that the control produces the desired effect?**
  Likely, although "Sign here" could be more descriptive (e.g., "Submit Vote").

- **Is there another control that the user might select instead of the correct one?**
  No, as "Sign here" is distinct and actionable.

- **Will the user understand the feedback to proceed correctly?**
  Feedback such as a confirmation message is necessary to ensure users know their vote was recorded.

3.5   Outcome and Improvements

Findings:

- The page is simple and intuitive, with a logical layout for understanding, selecting, and submitting votes.

- Visual indicators (e.g., the progress bar and button highlights) effectively guide users.

- The "Sign here" label may confuse users unfamiliar with the process.

Improvements:

- **Clarify Submission Button Label:**
  Change "Sign here" to "Submit Vote" for better clarity and user understanding.

- **Provide Confirmation Feedback:**
  Add a message or pop-up after submission (e.g., "Your vote has been recorded. Thank you!") to confirm the action.

- **Improve Voting Feedback:**
  When a user selects an option, display a temporary message such as "You selected: [Option]" to confirm their choice before submission.

4   Meetings Page Evaluation

4.1   Task 1: Understanding the Purpose of the Page

- **Will the user be trying to produce the effect?**
  Yes, users visiting the page aim to schedule or view meetings.

- **Will the user see the correct control?**
  Yes, the title "Meetings" at the top of the page is clear and unambiguous.

- **Will the user see that the control produces the desired effect?**
  Yes, the meeting cards and filters clarify the page's functionality.

- **Is there another control that the user might select instead of the correct one?**
  No, the design focuses solely on meetings.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the organization of meeting cards below the title supports user understanding.

4.2   Task 2: Filtering Meetings by Type (Live/Recorded)

- **Will the user be trying to produce the effect?**
  Yes, users may wish to view only live or recorded meetings.

- **Will the user see the correct control?**
  Yes, the toggle buttons labeled "Live" and "Recorded" are distinct and prominently displayed near the top.

- **Will the user see that the control produces the desired effect?**
  Likely, if selecting a filter dynamically updates the displayed meetings.

- **Is there another control that the user might select instead of the correct one?**
  No, as the filter buttons are specific to this functionality.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the displayed content updates immediately or shows a confirmation message.

4.3   Task 3: Sorting Meetings Alphabetically (A-Z)

- **Will the user be trying to produce the effect?**
  Yes, users may wish to sort meetings to find one quickly.

- **Will the user see the correct control?**
  Yes, the "A-Z" button is visible and appropriately labeled.

- **Will the user see that the control produces the desired effect?**
  Likely, as clicking the button should rearrange the meeting cards accordingly.

- **Is there another control that the user might select instead of the correct one?**
  No, the "A-Z" button is specific to sorting.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the meeting cards reorder visibly after the button is clicked.

4.4   Task 4: Viewing Meetings in a List Format

- **Will the user be trying to produce the effect?**
  Yes, users preferring a list view over cards would seek this option.

- **Will the user see the correct control?**
  Yes, the "List View" toggle button is clearly labeled.

- **Will the user see that the control produces the desired effect?**
  Likely, as the interface should update to display meetings in a list format.

- **Is there another control that the user might select instead of the correct one?**
  No, this toggle button is specific to changing the view format.

- **Will the user understand the feedback to proceed correctly?**
  Yes, if the display changes visibly to a list format.

4.5   Task 5: Viewing Details of a Specific Meeting

- **Will the user be trying to produce the effect?**
  Yes, users would want to see details of a meeting such as its time, topic, and description.

- **Will the user see the correct control?**
  Yes, the meeting cards display all relevant information clearly.

- **Will the user see that the control produces the desired effect?**
  Yes, as the cards are labeled clearly and are easy to scan.

- **Is there another control that the user might select instead of the correct one?**
  No, the cards are the only elements displaying meeting details.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the static cards provide all necessary details directly.

4.6   Outcome and Improvements

Findings:

- The page layout and controls are intuitive, with clear separation of filtering and sorting options.

- The meeting cards are well-structured, providing essential information at a glance.

- Feedback mechanisms for filtering, sorting, and view changes rely on visible updates.

Improvements:

- **Add Feedback for Filter and Sort Actions:** Provide a message or animation to confirm when filters or sorting options are applied.

- **Highlight Selected Filter:** Visually emphasize the active filter (e.g., underline "Live" or "Recorded") to indicate the current selection.

- **Include More Details in List View:** Ensure the "List View" displays additional information such as participant count or a link to join/record the meeting for a more detailed overview.

- **Improve Accessibility:** Add tooltips or hover descriptions for buttons (e.g., explain "Live" and "Recorded" for first-time users).

5 Surveys and Polls Page Evaluation

5.1 Task 1: Understanding the Purpose of the Page

- **Will the user be trying to produce the effect?**
  Yes, users visiting the page aim to participate in surveys or polls.

- **Will the user see the correct control?**
  Yes, the title "Surveys & Polls" is clearly displayed at the top, making the purpose explicit.

- **Will the user see that the control produces the desired effect?**
  Yes, the survey cards list specific surveys with clear descriptions and action buttons ("Begin" or "Continue").

- **Is there another control that the user might select instead of the correct one?**
  No, the design focuses exclusively on surveys.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the labels and layout are straightforward, facilitating user comprehension.

5.2 Task 2: Starting a New Survey

- **Will the user be trying to produce the effect?**
  Yes, users will want to participate in surveys marked with the "Begin" button.

- **Will the user see the correct control?**
  Yes, the "Begin" button is prominently displayed on cards for surveys that have not been started.

- **Will the user see that the control produces the desired effect?**
  Likely, as clicking "Begin" should navigate the user to the survey's first question.

- **Is there another control that the user might select instead of the correct one?**
No, the button is specific to starting new surveys.

- **Will the user understand the feedback to proceed correctly?**
Yes, assuming there is a visual or navigation confirmation that the survey has started.

5.3   Task 3: Resuming a Survey in Progress

- **Will the user be trying to produce the effect?**
Yes, users may wish to continue a survey they previously started.

- **Will the user see the correct control?**
Yes, the "Continue" button is distinct and only available on surveys with progress indicators.

- **Will the user see that the control produces the desired effect?**
Yes, the presence of a percentage completion bar and "Continue" button clearly indicate the option to resume.

- **Is there another control that the user might select instead of the correct one?**
No, the button is unambiguous.

- **Will the user understand the feedback to proceed correctly?**
Yes, assuming the system loads the user's previous responses and navigates to the appropriate question.

5.4   Task 4: Viewing Survey Progress

- **Will the user be trying to produce the effect?**
Yes, users may want to check their completion status for surveys they have started.

- **Will the user see the correct control?**
Yes, the progress bar (e.g., "15

- **Will the user see that the control produces the desired effect?**
Yes, the progress indicator provides a direct and visual representation of status.

- **Is there another control that the user might select instead of the correct one?**
No, as the progress bar is integral to each survey card.

- **Will the user understand the feedback to proceed correctly?**
Yes, the percentage text and bar are easy to interpret.

5.5   Task 5: Differentiating Between Surveys

- **Will the user be trying to produce the effect?**
  Yes, users will want to identify specific surveys of interest (e.g., public transport vs. parks).

- **Will the user see the correct control?**
  Yes, each card has a distinct title and description summarizing the survey topic.

- **Will the user see that the control produces the desired effect?**
  Yes, the titles and summaries make it clear which topic each survey covers.

- **Is there another control that the user might select instead of the correct one?**
  No, the cards are specific and distinguishable.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the descriptions provide sufficient context for decision-making.

5.6   Outcome and Improvements

Findings:

- The page is clear and user-friendly, with well-labeled buttons and progress indicators.

- Users can easily differentiate between surveys based on card titles and descriptions.

- The use of "Begin" and "Continue" buttons aligns with user expectations.

Improvements:

- **Add Feedback After Survey Actions:** Provide confirmation messages or animations when a survey is started or resumed (e.g., "Survey started!" or "Resuming survey...").

- **Highlight Active Surveys:** Use visual cues (e.g., card highlighting or an "In Progress" label) to distinguish ongoing surveys from unstarted ones.

- **Improve Progress Clarity:** Include estimated time to completion next to the progress bar (e.g., "15% Complete – 5 minutes remaining").

- **Group Surveys by Category:** Use category headers or filters to organize surveys (e.g., "Transportation," "Environment") if the list grows larger.

6   Solutions Page Evaluation

6.1   Task 1: Understanding the Purpose of the Page

- **Will the user be trying to produce the effect?**
  Yes, users visiting the page seek to view and address active issues in the community.

- **Will the user see the correct control?**
  Yes, the title "Active Issues" and the issue cards immediately convey the page's purpose.

- **Will the user see that the control produces the desired effect?**
  Yes, the structure of the page (issue titles, descriptions, and "Propose Solution" buttons) makes the function clear.

- **Is there another control that the user might select instead of the correct one?**
  No, as the issue cards are the central focus of the page.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the clear layout and functionality make it easy to proceed.

6.2   Task 2: Viewing Details of a Specific Issue

- **Will the user be trying to produce the effect?**
  Yes, users may wish to explore the details of an issue before proposing a solution.

- **Will the user see the correct control?**
  Yes, selecting an issue card or clicking "Propose Solution" displays the issue's details in the right-hand panel.

- **Will the user see that the control produces the desired effect?**
  Likely, as the "Current Issue" panel clearly displays the selected issue and its description.

- **Is there another control that the user might select instead of the correct one?**
  No, the issue cards and buttons are specific to this task.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the details are displayed prominently in the panel, making the next step intuitive.

6.3   Task 3: Proposing a Solution for an Issue

- **Will the user be trying to produce the effect?**
  Yes, users who wish to contribute will be motivated to propose solutions.

- **Will the user see the correct control?**
  Yes, the "Propose Solution" button is clearly labeled and positioned on each issue card.

- **Will the user see that the control produces the desired effect?**
  Likely, as clicking the button reveals a form to submit a solution in the "Current Issue" panel.

- **Is there another control that the user might select instead of the correct one?**
  No, the button is specific and unambiguous.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the form is simple to complete and provides validation feedback.

6.4   Task 4: Checking the Number of Existing Solutions

- **Will the user be trying to produce the effect?**
  Yes, users may want to gauge the number of proposed solutions before submitting their own.

- **Will the user see the correct control?**
  Yes, the number of solutions is displayed at the bottom of each issue card (e.g., "1 solution," "5 solutions").

- **Will the user see that the control produces the desired effect?**
  Yes, the numerical indicators are clear and tied directly to the relevant issue.

- **Is there another control that the user might select instead of the correct one?**
  No, as the indicators are specific to each issue.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the displayed numbers are self-explanatory.

6.5   Task 5: Submitting a Solution for an Issue

- **Will the user be trying to produce the effect?**
  Yes, users with proposed solutions will want to submit them via the form.

- **Will the user see the correct control?**
  Yes, the form is positioned in the "Current Issue" panel and includes labeled fields and a "Submit" button.

- **Will the user see that the control produces the desired effect?**
  Likely, as the form fields are intuitive, and clicking "Submit" should confirm the action.

- **Is there another control that the user might select instead of the correct one?**
  No, as the form and button are specific to submitting solutions.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the submission triggers a confirmation message or success indicator.

6.6   Outcome and Improvements

Findings:

- The page is clear and organized, with distinct sections for viewing and addressing issues.

- The "Propose Solution" button and "Current Issue" panel facilitate engagement with specific issues.

- Feedback for submission and existing solutions is functional but could be enhanced for clarity.

Improvements:

- **Improve Feedback for Submission:** Add a confirmation message (e.g., "Thank you for your solution!") after submitting the form.

- **Highlight Active Issue:** Use a visual indicator (e.g., border or shading) to highlight the issue currently displayed in the "Current Issue" panel.

- **Include Solution Previews:** Provide a preview of existing solutions in the "Current Issue" panel for users to view and compare before submitting their own.

- **Streamline Navigation Between Issues:** Allow users to switch between issues without closing the "Current Issue" panel (e.g., add navigation arrows or a dropdown).

6.7   Alerts Settings Page Evaluation

6.8   Task 1: Understanding the Purpose of the Page

- **Will the user be trying to produce the effect?**
  Yes, users visiting this page likely want to manage alerts related to their issues, survey results, or specific areas.

- **Will the user see the correct control?**
  Yes, the title "Alerts" at the top and descriptive sections for toggles and areas make the purpose clear.

- **Will the user see that the control produces the desired effect?**
  Yes, the toggle switches and "Add area" button clearly align with managing alerts.

- **Is there another control that the user might select instead of the correct one?**
  No, the layout is straightforward, and options are specific to alerts.

- **Will the user understand the feedback to proceed correctly?**
  Yes, the design guides users toward the intended functionality.

6.9   Task 2: Enabling/Disabling Automatic Alerts for Issues

- **Will the user be trying to produce the effect?**
  Yes, users who want to manage issue alerts will look for a toggle to enable or disable notifications.

- **Will the user see the correct control?**
  Yes, the toggle switch for "Automatic alerts for your issues" is clearly labeled and prominently positioned.

- **Will the user see that the control produces the desired effect?**
  Likely, as toggling the switch on/off provides visual feedback (e.g., change in the switch state).

- **Is there another control that the user might select instead of the correct one?**
  No, the toggle is distinct and unambiguous.

- **Will the user understand the feedback to proceed correctly?**
  Yes, if the interface visually confirms the change (e.g., color change, tooltip, or message).

6.10   Task 3: Enabling/Disabling Automatic Alerts for Survey Results

- **Will the user be trying to produce the effect?**
  Yes, users who want to receive or stop receiving survey-related alerts will look for a toggle switch.

- **Will the user see the correct control?**
  Yes, the toggle for "Automatic alerts for survey results" is clearly positioned next to the description.

- **Will the user see that the control produces the desired effect?**
  Likely, as the toggle state provides immediate feedback.

- **Is there another control that the user might select instead of the correct one?**
  No, the toggle is clearly distinct.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the interface provides visual or textual confirmation of the change.

6.11   Task 4: Adding an Area for Alerts

- **Will the user be trying to produce the effect?**
  Yes, users may want to set up alerts for specific areas.

- **Will the user see the correct control?**
  Yes, the "Add area" button is prominently displayed above the list of areas.

- **Will the user see that the control produces the desired effect?**
  Likely, if clicking the button triggers a modal or input field to add a new area.

- **Is there another control that the user might select instead of the correct one?**
  No, the button is labeled clearly and stands out.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the system confirms the addition (e.g., the new area appears in the list with a success message).

6.12   Task 5: Removing an Area from Alerts

- **Will the user be trying to produce the effect?**
  Yes, users may want to remove an area for which they no longer need alerts.

- **Will the user see the correct control?**
  Yes, the "Remove" buttons are displayed next to each listed area.

- **Will the user see that the control produces the desired effect?**
  Likely, as clicking "Remove" is expected to delete the corresponding area from the list.

- **Is there another control that the user might select instead of the correct one?**
  No, the "Remove" buttons are specific and unambiguous.

- **Will the user understand the feedback to proceed correctly?**
  Yes, assuming the system asks for confirmation (e.g., "Are you sure you want to remove this area?") and provides visual feedback (e.g., the area disappears).

6.13   Outcome and Improvements

Findings:

- The page is simple and intuitive, with clear controls for managing alerts and associated areas.

- The toggle switches and action buttons are well-labeled and positioned.

- Feedback for adding/removing areas or enabling/disabling alerts is necessary to reassure users.

Improvements:

- **Add Confirmation for Actions:** Include confirmation messages for enabling/disabling toggles and adding/removing areas (e.g., "Alert enabled for your issues" or "Grigorescu area removed successfully").

- **Enable Area-Specific Notifications:** Allow users to customize notifications for each area (e.g., receive alerts for issues only in "Marasti").

- **Highlight Active Toggles:** Use color or animation to emphasize active toggles for better visual feedback.

- **Improve Accessibility:** Add tooltips for toggles and buttons to provide additional context for users unfamiliar with the terms (e.g., "Automatic alerts will notify you of changes to your submitted issues").