# Phase 5a:

## Scenario 1: Browsing Activities

**Overview of the Task**

* **Starting Point in the UI**: The user is on the homepage and sees a prominent “Browse activities” button.
* **User Goal**: Find an interesting activity and view details about it.

We will walk through **three primary steps** in this scenario:

1. Clicking the “Browse activities” button.
2. Scrolling the Activities page to see available activities.
3. Selecting one activity to view more details.

**Step 1: User clicks on “Browse activities.”**

1. **Will the user be trying to produce the effect?**
   * **Yes.** The user’s goal is to discover local events or projects. A clear “Browse activities” label indicates it’s the logical place to start.
2. **Will the user see the correct control?**
   * **Yes.** The “Browse activities” button is prominently displayed on the homepage, matching the user’s mental model for finding activities.
3. **Will the user see that the control produces the desired effect?**
   * **Yes.** After clicking, the system navigates to the Activities page. A quick transition/animation or page title (“Activities”) confirms the effect.
4. **Is there another control the user might select instead of the correct one?**
   * **Possibly** the user might click on a featured event banner (if present) instead of “Browse activities.” However, the banner is typically just an ad or highlight. The main button is clearly labeled, so confusion should be minimal.
5. **Will the user understand the feedback to proceed correctly?**
   * **Yes.** The system changes screens, and they see a grid of activity cards. This immediate switch reassures them that “Browse activities” worked as intended.

**Step 2: User scrolls the Activities page.**

1. **Will the user be trying to produce the effect?**
   * **Yes.** Scrolling is a natural action to view more items when the user wants to find an interesting activity.
2. **Will the user see the correct control?**
   * **Yes.** A vertical scrollbar (or typical mobile gesture) is visually available. The user recognizes scrolling as the method to explore additional cards.
3. **Will the user see that the control produces the desired effect?**
   * **Yes.** As they scroll, more activity cards appear in a grid layout, each with an image/title/description. This directly aligns with their expectation of “browsing.”
4. **Is there another control the user might select instead of the correct one?**
   * **Not likely.** Scrolling is standard. Users might filter or search (if such controls exist), but those are secondary paths; scrolling is straightforward.
5. **Will the user understand the feedback to proceed correctly?**
   * **Yes.** They see more activities revealed. This continuous feed confirms the user is on the right track.

**Step 3: User selects one activity to view details.**

1. **Will the user be trying to produce the effect?**
   * **Yes.** After seeing a potentially interesting activity card, the user wants more info.
2. **Will the user see the correct control?**
   * **Yes.** Each card typically has a clickable title or a “View Details” button that is easily recognizable.
3. **Will the user see that the control produces the desired effect?**
   * **Yes.** Tapping or clicking the card (or button) opens an activity-detail page with a fuller description, date/time, location, etc.
4. **Is there another control the user might select instead of the correct one?**
   * **Maybe** the user clicks an “Apply” button immediately (if the design has “Apply” directly on the card). However, “View Details” is labeled distinctly, so confusion should be minimal.
5. **Will the user understand the feedback to proceed correctly?**
   * **Yes.** The system loads the chosen activity’s details. The new page (or popup) indicates success.

**Outcome & Improvements for “Browsing Activities”**

* **Outcome**:
  + Overall, the path is clear and intuitive. Users find the correct button, scroll to see cards, and select an activity seamlessly. The transitions provide adequate feedback.
* **Potential Improvements**:
  + **Highlighting the selected card**: Provide a slight animation (e.g., a quick highlight or color change) when hovering/clicking on a card to reinforce that it’s clickable.
  + **Search & Filter**: Some users might want a faster way to pinpoint specific categories (e.g., volunteer-based vs. social events). Adding a filter bar could enhance efficiency.
  + **Error Handling**: If activities fail to load, ensure a user-friendly error message with a retry option is displayed.

## Scenario 2: Reporting an Issue

**Overview of the Task**

* **Starting Point in the UI**: The user navigates to the “Report Issue” page from the main navigation menu.
* **User Goal**: Fill out a simple form (Name, Email, Issue description) and submit it successfully.

We will evaluate **three key steps** in this scenario:

1. Opening the “Report Issue” page.
2. Filling in the form details (including real-time validation).
3. Submitting the form.

**Step 1: User opens the “Report Issue” page.**

1. **Will the user be trying to produce the effect?**
   * **Yes.** They have a problem to report and see “Report Issue” in the navigation menu.
2. **Will the user see the correct control?**
   * **Yes.** The navigation menu item “Report Issue” is clearly labeled. It should be visible in the top or side menu.
3. **Will the user see that the control produces the desired effect?**
   * **Yes.** Clicking it displays the “Report Issue” form. A page title or heading (“Report an Issue”) helps confirm that the user arrived at the right place.
4. **Is there another control that the user might select instead of the correct one?**
   * **Potentially** “Contact Us” or “Feedback” links, if they exist. Clarity in labeling “Report Issue” vs. “General Feedback” helps avoid confusion.
5. **Will the user understand the feedback to proceed correctly?**
   * **Yes.** The page clearly shows fields for name, email, and issue description, indicating they’re on the correct screen.

**Step 2: User fills in the form details.**

1. **Will the user be trying to produce the effect?**
   * **Yes.** They want to provide enough information for city officials or administrators.
2. **Will the user see the correct control?**
   * **Yes.** Form fields are labeled (“First Name,” “Last Name,” “Email,” “Issue”). Real-time validation highlights missing or incorrect inputs.
3. **Will the user see that the control produces the desired effect?**
   * **Yes.** As the user types, any incorrectly formatted entries (e.g., invalid email) show red outlines or small error messages, guiding corrections immediately.
4. **Is there another control that the user might select instead of the correct one?**
   * **Possibly** they might close the page prematurely or confuse the optional “Attachment” button if present. However, the main focus is the text fields for required info.
5. **Will the user understand the feedback to proceed correctly?**
   * **Yes.** They see error messages if fields are incomplete, prompting them to fix errors before moving on.

**Step 3: User submits the form.**

1. **Will the user be trying to produce the effect?**
   * **Yes.** They click “Submit” to finalize the report.
2. **Will the user see the correct control?**
   * **Yes.** A “Submit” button is typically placed beneath the form, clearly labeled.
3. **Will the user see that the control produces the desired effect?**
   * **Yes.** Upon successful submission, a **confirmation message** (“Your issue has been reported successfully.”) appears, possibly accompanied by a checkmark icon.
4. **Is there another control that the user might select instead of the correct one?**
   * **Cancel** or “Back” might be present. But “Submit” is distinct and presumably the only path to send the report.
5. **Will the user understand the feedback to proceed correctly?**
   * **Yes.** The confirmation message affirms success. If there’s a network error, the user sees an explicit error message instructing them to retry later.

**Outcome & Improvements for “Reporting an Issue”**

* **Outcome**:
  + The straightforward form with real-time validation helps reduce errors. A clear confirmation message completes the user’s mental model of “reporting” something.
* **Potential Improvements**:
  + **Progress Indicator**: If the form is lengthy or if attachments take time to upload, showing a progress bar or spinner can reassure users.
  + **Optional Fields**: Provide helpful hints or placeholders in the “Issue description” to guide users on what level of detail is most helpful.
  + **Post-Submission Guidance**: Consider offering an immediate “Track Issue” link so users who want updates can see the status (motivating follow-up engagement).