
Iskolivery: A Crowdsourced Courier Service

User Interface Design

Submitted to:

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Unique Reference:

The documents are stored in the <https://github.com/marcteves/cs191-project/wiki/Project-Deliverables> referenced with Iskolivery - User Interface Design.pdf under the section of 03 - Design Engineering.

Document Purpose:

This document is provided to develop and test the prototype of our project.

Target Audience:

Students of University of the Philippines Diliman

Revision Control:

<i>Revision Date</i>	<i>Person Responsible</i>	<i>Version Number</i>	<i>Contribution/Modification</i>
10/09/2018	Bridget Noelle Legaspi	1.0	In InVision: Created homepage/dashboard of general user, login page, “cannot edit” information box for accepted requests.
10/13/2018	Bridget Noelle Legaspi	1.0	Prepared the initial document.
10/13/2018	Aleksei Fernandez	1.0	In InVision: Created screen overlays for confirmation box when deleting requests, for creating requests, viewing/accepting requests, and editing posted requests.
10/13/2018	Marc Teves	1.1	Added Participatory Design Guide and Protocol, Purpose, and Target Participants.
10/15/2018	Bridget Noelle Legaspi	2.0	Transcribed interview with Participant 1, added input for observation summary and prioritization
10/15/2018	Marc Teves	2.1	Transcribed interview with Participant 3, added input for observation summary and prioritization.
10/16/2018	Bridget Noelle Legaspi	3.0	Added Invision screenshots, link, and video interviews
10/16/2018	Aleksei Fernandez	4.0	Transcribed interview with Participant 2

I . Participatory Design Guide and Protocol

This section provides the instructions on how to conduct a participatory design to assess the usability of the prototypes.

A . Purpose

The purpose of the participatory design is to gather information on how users will interact with the application. It is also done to assess the usability of the application.

B . Target participants

The study targets university students from UP Diliman, who are the future users of the project. The students can either be requesters or request fulfillers (fulfillers hereafter), depending on what is most convenient for them at the moment. A student that is part of the customer base can be a requester if they need some school supplies and can't get it themselves, and a student can be a fulfiller if they can fulfill a request for school supplies. Each participant can switch between both roles from moment to moment.

C . Participant's Consent

Participants will sign a consent form to participate in this activity. One copy of the informed consent should be given to the participants, and a second copy should be kept by the team. Participants should be informed that a video recording will be used as data collection.

The participation in this study is completely voluntary, and the participants may refuse to participate or withdraw from the study without penalty or loss of benefits of the group. They may withdraw by informing the team that they no longer wish to participate (no questions will be asked).

D . Data Collection

The participatory design are recorded if agreed by participants, and transcribed verbatim for analysis. The recordings need to be securely stored. The transcription shall not contain information that would allow individuals to be linked to specific statements. Confidentiality will be strictly preserved. Another member of the team may take down notes. The notes will be analyzed later.

E . Schedule of the Participatory Design

The participatory design can last about 10-15 minutes.

Participant	Date and Time	Venue
Chris Yabut	8:00 PM 15 October 2018	J.Co Donuts, UP Town Center
181016 (do not want to be named)	9:50 AM 16 October 2018	Outside AS 101
Shadrach Yap	9:00 PM 15 October 2018	Interviewee's apartment

F . Participatory Design Protocol

Welcome and thank you for volunteering to take part in this participatory design. You have been asked to participate as your point of view is important. I realize you are busy and I appreciate your time.

Introduction: The purpose of this participatory design is to help us understand how future users will interact with our prototype. Feel free to state what you feel and think about the prototype of our product.

Anonymity: Despite being videotaped, I would like to assure you that the discussion will be anonymous. The transcribed notes of the participatory design will contain no information that would allow individual subjects to be linked to specific statements. You should try to answer and comment as accurately and truthfully as possible.

You will be asked to interact with a prototype of our project, Iskolivery. Iskolivery is a crowdsourced application that connects requesters and request fulfillers. Requesters want something to be done, and fulfillers can do something about it. Users can be both a requester and a fulfiller, depending on what's convenient for them. An example of a request would be asking someone to print and deliver a paper for you. Iskolivery connects a requester with the best fulfiller using location data. Iskolivery focuses on the types of requests that students, especially UP students, would make. The app is crowdsourced, making the users the only participants in the system.

Users can post new requests, view their existing requests, and delete requests they posted. Users can accept requests. You will perform these actions using the prototype we've provided.

Conclusion: Of all the things that you mentioned today, what would you say are the most important thing that we (developers) need to keep in mind.

Thank you for participating. This has been a very successful discussion.

Your opinions will be a valuable asset to the study.

We hope you have found the discussion interesting

If there is anything you are unhappy with or wish to complain about, please contact the local PI or speak to me later.

II . Participatory Design Notes

Video Interviews: <https://drive.google.com/drive/folders/11mXdrh8VyOgu4ZC4-vVCiowWZnJJIGiW?usp=sharing>

Video Transcript:

Participant 1:

(Interviewer explains the four required prototypes for the specified use case specifications: manage requests (post, edit, delete) and accept requests)

“So when you start, you’re already immediately have this page?”

(Interviewer replied, “Well, supposedly, may sign in page at first. But ‘di pa required at this sprint”)

“Pero passing that... This is intuitive - yung pagpost, itong big plus. Ano yung tag?”

(Interview explains the purpose of the tag for request)

“Baka better kung drop down, kesa sa random words lang. Ah... Ito delete. Tapos itong see more?”

“Pag-accept ng request, click lang ‘to... Okay”

“Anong ginagawa nitong Iskolivery (at the header)?”

(Interviewer explains purpose of Iskolivery header)

“Baka ibang button for edit dapat.”

Participant 2:

(Interviewer explains the four required prototypes for the specified use case specifications: manage requests (post, edit, delete) and accept requests)

(Interviewee clicks post request button)

“So I don’t dictate what price it is, I just include it in the description?”

(Interviewer: “Yes”)

“I don’t think people would like that, I think they’d like to see the price first before everything else”

“Alright how do I accept a request” (Interviewer does not reply)

“Alright, accept. So that’s convenient.”

(Interviewer explains where accepted request show up)

(Interviewee asks about user accountability, Interviewer explains the rating system and registration system of Iskolivery)

(Interviewer reminds interviewee of the remaining actions)

“Alright here’s an active request, I’m gonna delete this one”

(Interviewee deletes an active request)

“[Having a confirmation box show up] is nice because I don’t like accidentally clicking things. I still somehow feel like I’m gonna find a way to end up clicking both of those items”

(Interviewer: “You’re worried you might just click too fast and end up clicking twice and then your mouse might accidentally land on yes?”)

“Yeah but that’s for me specifically--”

(Interviewer: “But it could happen, right?”)

“I’m the only person it could happen to.”

(Interviewer asks the interviewee to click delete requests button again and discovers that it’s possible to have the YES button line up with a delete request button)

“Maybe you could switch the two [yes or no buttons] around, that way there’d be way more distance.”

“[Clicking on a request you posted and having details of it pop up] seems like a reasonable thing.”

(Interviewer: “That’s it”)

“How do you view the whole thing?” (referring to View All Posted Requests under the see more button)

(Interviewer replies: “That’s not part of the prototype.”)

Participant 3:

Interviewer: Good morning. This video will be only used for the development of the prototype. Your identity will be kept anonymous and please tell us if you have any comments. You can start.

Interviewer: When you click there will be blue highlights. Those are clickable areas.

Interviewer: If you want, you can click the green plus. Well, that’s all of the features that we’re prototyping right now. So what can you say about those?

181016: I like the interface, the design, how it was laid out. But then there are some functions that I can’t seem to understand when it is not explained to me.

Interviewer: Such as?

181016: Like this (referring to a text box in the request form dialog box)

Interviewer: Those are placeholder texts and you can fill them out in the app but in our prototype, it doesn’t.

181016: What is the purpose of this application?

Interviewer: (Explains Iskolivery as a crowdsourcing platform that connects people who need school supplies and other services with people who can deliver them)

181016: Are people willing to do stuff for other people that's not their friend? Have you asked that?

Interviewer: Yes, we've done that in the previous interviews but this [interview] is for the prototype. So what confuses you about the prototype?

181016: Is this [screen] for an admin or user?

Interviewer: User.

181016: Really? (disbelief) At first glance, I thought it was for an admin because of this (referring to the left column – active requests and accepted requests) and actually even this (request pool). What happens if I click this and accept (from request pool)

Interviewer: It goes into your accepted requests.

181016: So that means I'm willing to do this for this person?

Interviewer: Yes? Do you have any more comments?

181016: Are you really sure that people will be willing to do some stuff for strangers?

(Interviewer and 181016 delve deeper into past interviews regarding the demand for such an application and the demographics of the people interviewed)

181016: Do you have a profile page?

Interviewer: For now, this is what we have. So, you think it would be better with a profile page?

181016: Yes. A home page, a profile page. I think it would be better if this (request pool) is in another page and there's another page for these two. And then, the home page is a summary of the interface and then a profile. And menus (pointing at the header). I'm not sure which important menus. I'd appreciate if there were menus. Right now, it's plain; there's only a sign out button. But I like the idea.

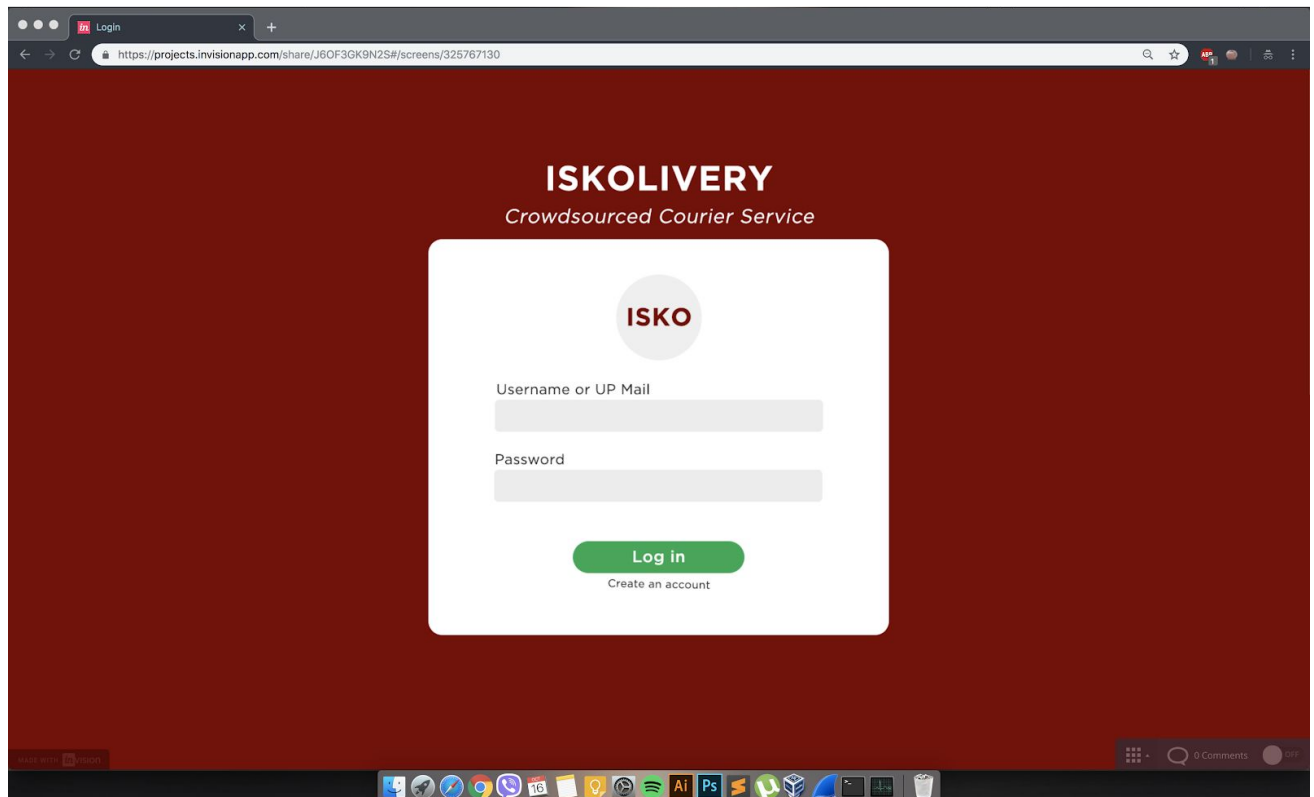
Interviewer: Okay, that concludes our interview. Thank you very much.

III . Participatory Design Report

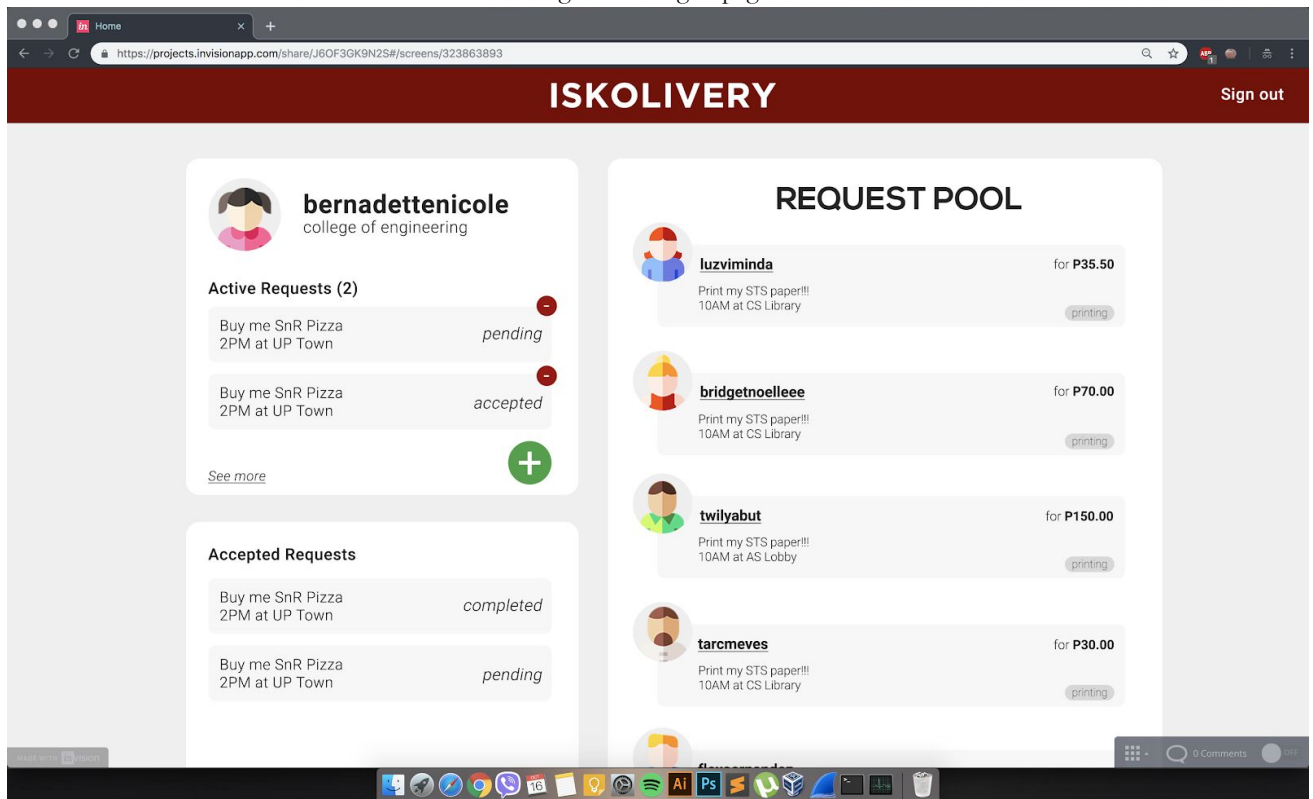
A . Observation Summary and Prioritization

Observation	Prioritization (using MoSCoW)
Sign-In / Log-In page	Must Have
Drop down for tags (pre-defined tags) instead of users adding their own tags	Could Have
Edit button for requests	Should Have
Display price of requests that have them on the acceptable requests page	Should Have
Switch around position of NO and YES in delete confirmation to avoid double-tap leading to accidental deletion of posted requests	Should Have
Profile page / Separating pages (Request Pool, Active Requests, Accepted Requests)	Could Have

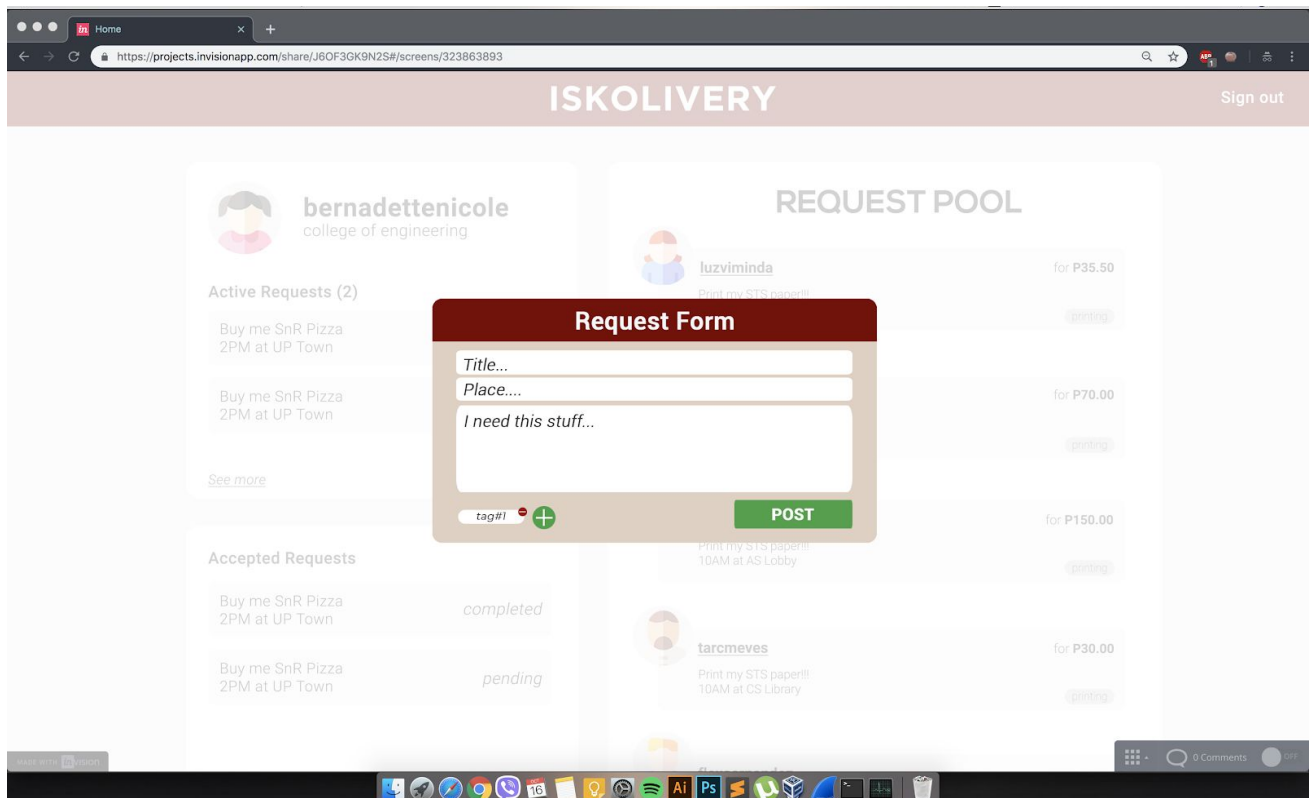
B . Sample Screens of the prototype



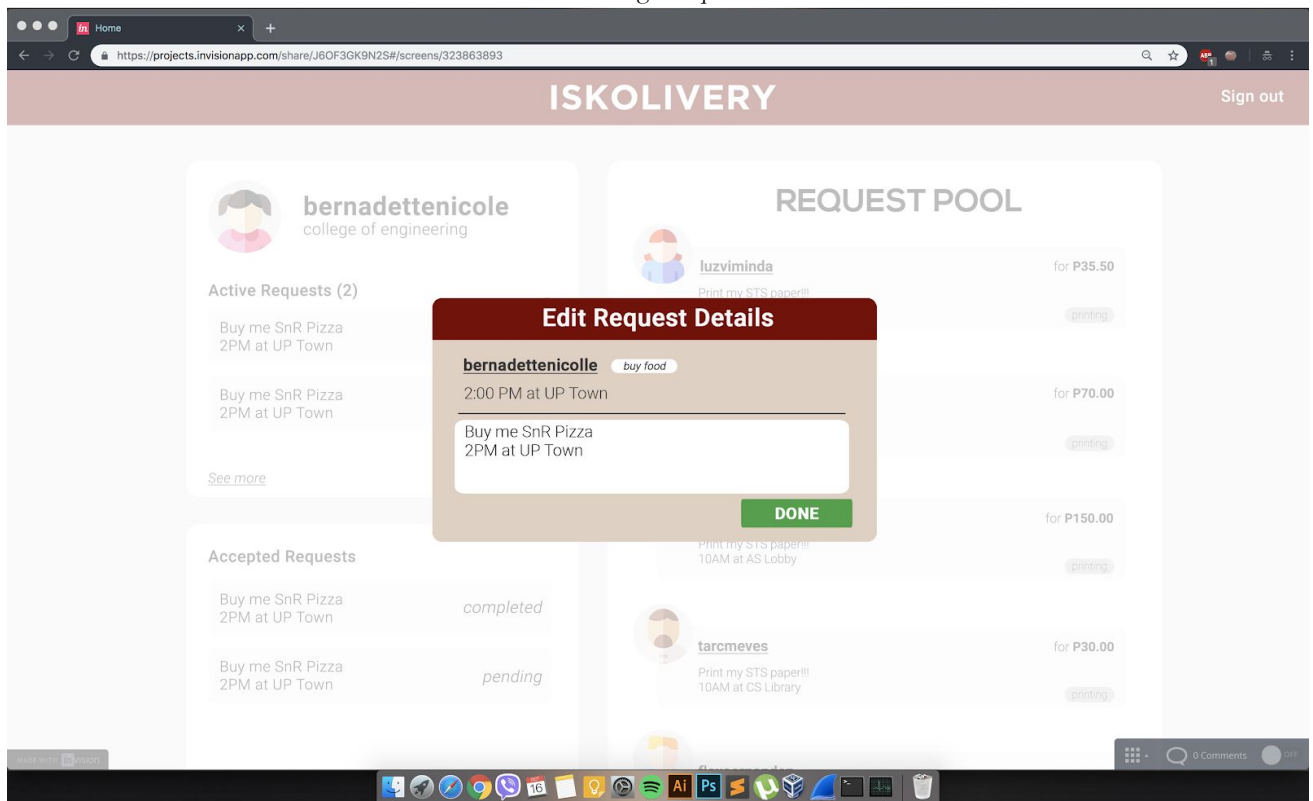
Sign-in or Log in page



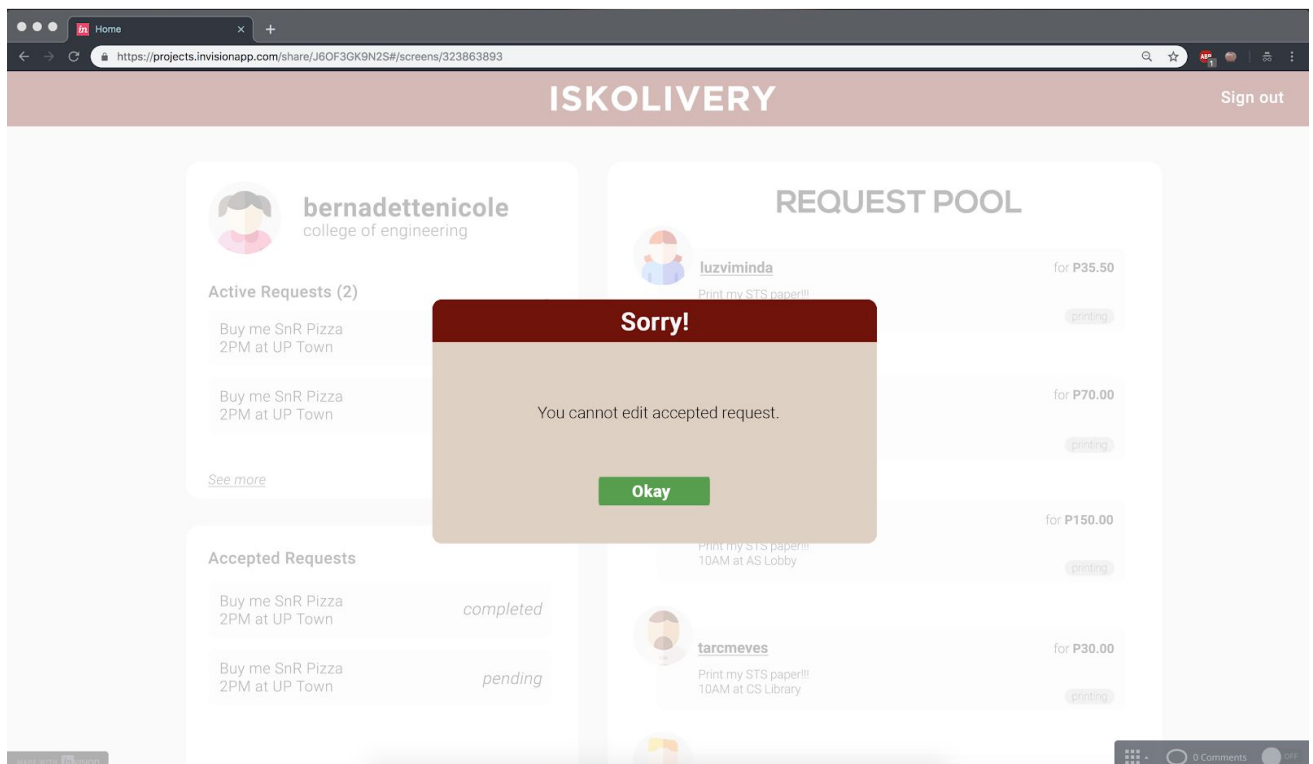
Dashboard for General User



Creating a request

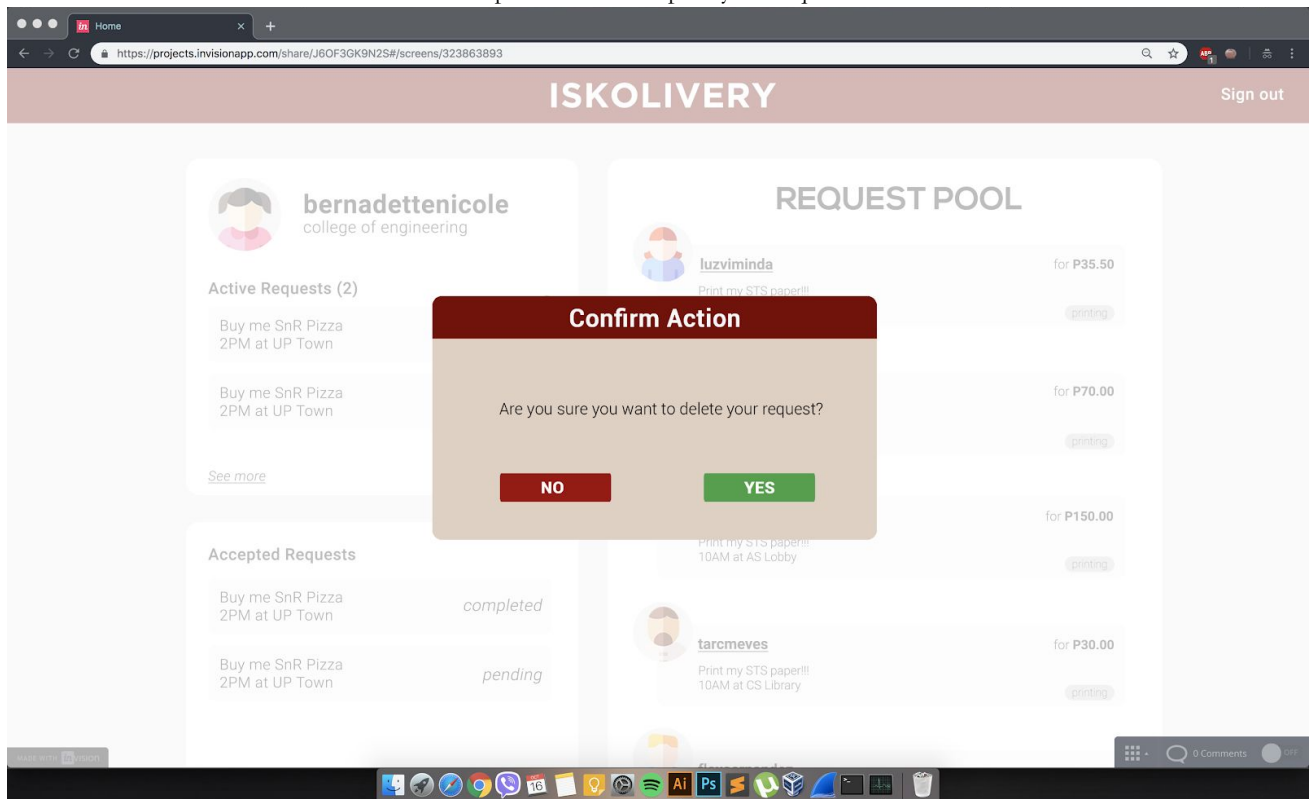


Editing an unaccepted request

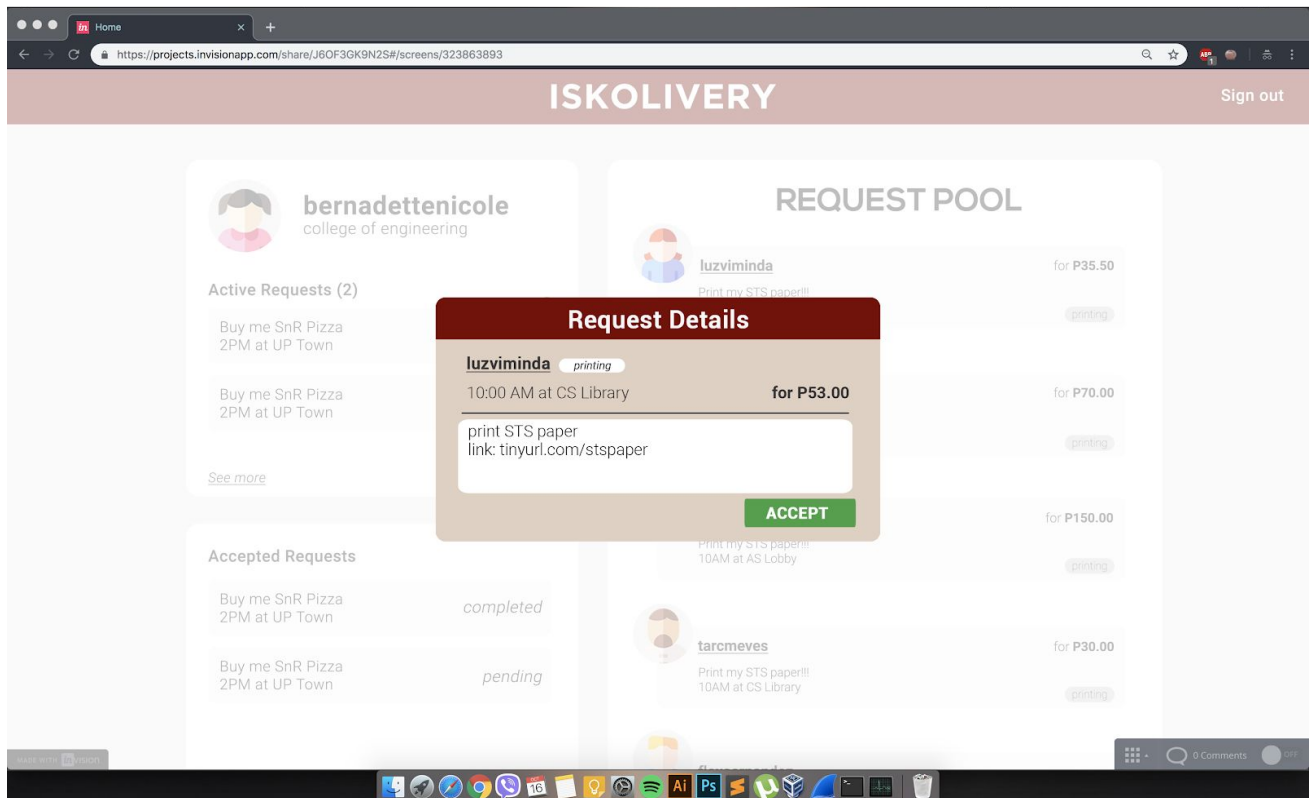


Editing an accepted request will show this dialogue box. Changing an accepted request must be done by communicating with

the person who accepted your request.



Deleting a posted request



Viewing and accepting requests (from request pool)

C . InVision Link(s):

Link to InVision revised prototype: <https://invis.io/J6OF3GK9N2S>