



WORKSHOP 05: EXPERT REVIEW



FlushFinder

Team Number

G03

Submission Date

18/04/2023

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1.0 Team Details

Team Number / Name: Gee-Oh-Three (G03)

Tute day / time: Tuesday 11am

Project / Name: Where's the cleanest public loo near me? **Tutor:** Dr Shreya Ghosh

Student	Name	Student Number	Role
1	Hans Wong	20968560	Researcher
2	Harry Walters	19166700	Project Manager
3	Kuldeepsinh Talatia	20872043	User Researcher/Data Analyst
4	Navinda Jayawardhana	20537054	Usability Engineer
5	Ola Malek	19756512	Graphic Designer

2.0 Expert Review Evaluation

Team G03 have iterated on the wireframe to produce a semi-functional, low fidelity prototype. Our prototype has clickable elements which direct a user to various pages within the application. Because of our progression, we felt it appropriate to conduct an expert review with another similarly developed team.

2.1 Getting Feedback

In consideration of the 20 minute review window, Tech Tacticians and Team G03 decided to conduct each other's expert reviews.

1. Tech Tacticians watched as our designer provided a walkthrough of the application.
2. Tech Tacticians then provided constructive feedback on our strengths and weaknesses
3. A scribe from G03 wrote their comments down and formatted them into a table

After the 20 minute window, we then swapped roles and provided Tech Tacticians with our comments.

First, please see below our critiques on their design.

Usability Strength/Weakness	Applicable Heuristic	Issue	Severity	Recommendation	Best Practice
Tamagotchi Polar Bear is the cutest thing ever and the flavour text on cowboy hat is adorable	Aesthetic and minimalist design	Very cute idea			
Effort instead of difficulty	Match between system and the real world	Using different text can help explain to the user how the system works more effectively	Low	Make suggested change	
Breadcrumbs on Survey Menu	Visibility of system status	A lack of breadcrumbs such as dots or a X/X system to tell the users how far through the survey they are	Med	Since the survey will be quite long and not always the same for each user, a progress bar could be effective	SurveyMonkey did a small study and determined that people are more likely to finish surveys if there's a progress bar at the bottom https://www.surveymonkey.com/curiosity/progress-bars-good-bad-survey-says/

Icons at the bottom of screen instead of top	Flexibility and efficiency of use	Hard to reach quick access icons at the top of the screen	High	Make suggested change, also reduce the number of unnecessary icons	Twitter's UI is very accessible and easy to use, same with most social media apps. The icons are located at the bottom so you can scroll with one hand and tap with your thumb when necessary
Tap on polar bear to bring up icons	Recognition rather than recall	The polar bear should be more of a focus, interact with it more	High	Make the polar bear more of a feature, allow tapping on it, and make it more obvious you can tap on it	Nintendogs is a game with a similar design principle to our app, they dedicated half of the screen space to your virtual dog at all times to encourage the user to feel connected to the virtual creature
Cluttered Screen: Focus on notifications or polar bear?	Aesthetic and minimalist design	The screen is too cluttered with information, reduce the amount visible	Med	Scroll with fade off with bear in the back	Minimalism is a key concept in modern app design. Reducing visual clutter to avoid overstimulating the user is key.
Task of the day suggestion	Match between system and the real world	By using a daily system that matches with the desire for the app to be used daily, might draw users in	Med	Use the home page to give suggested daily tasks, maybe have one task that everyone is given that gives more rewards	BeReal uses a daily system to keep users coming back to the app every day, similar to what we are aiming for with Polar
Stats area depth (comparison of polar bears of your frens)	Visibility of system status	Seeing your detailed stats would be very helpful in tracking carbon footprint	High	Design statistics page, see your carbon usage over time and what areas you excel/lack in	Forest is a habits tracking app that uses a very effective visual way of communicating your progress towards building healthy habits with its cute forest aesthetic. We should aim to present the information in a charming way that suits the charisma of our app
You carbon footprint emphasis (green or red for positive or negative)	Match between system and the	Use common shape/colour language. Green is good, red is bad	Med	Make suggested change, add green/red	Stock markets use these arrows to indicate shifts and it is very simple and effective language to

	real world			up/down arrow next to your daily carbon usage	communicate changes over time
Text - too small to read	Aesthetic and minimalist design	Improve readability	Low	Work on decluttering the screen so the text can be larger	
Waving bear in the start - cant be depressing	Visibility of system status	Don't want to give off a depressing air	Low	Change to a happy waving bear	

Please see below a tabulated summary of their critiques on our application.

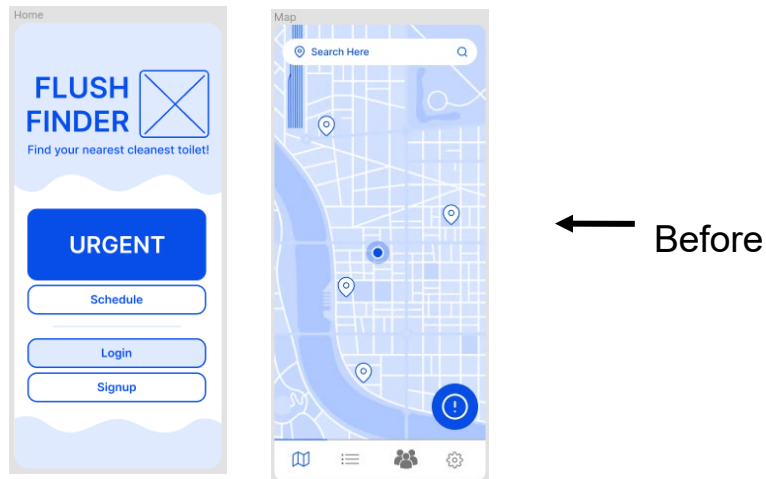
Usability strength/ weakness	Heuristic	Describe the issue you are reviewing	Severity	Recommendation	Best Practise Example
Aesthetically Pleasing Design	Aesthetic and Minimalist Design	'looks gorgeous'	-	-	-
Map view loads instantly	Flexibility and efficiency of use	Instant map view when opening the app	-	-	-
Layout similar to similar apps	Consistency and Standards	It looks like a version of Google Maps for bathrooms	-	-	-
Login: Bread Crumb	Visibility of system status	When logging on, the user knows how far in the process they are	-	-	-
Toilet Selection: Swipe Up Interaction	Flexibility and efficiency of use	If the user accidentally taps a bathroom, they can easily swipe back. Very forgiving interaction.	-	-	-
Review Section: Information Overload	Aesthetic and minimalist design	Review section design	Med	Fix	TripAdvisor app uses a clean, minimalist design for its review section
Small-Scale	Match	Small scale navigation	Low	Usability testing for	Apple Maps

Navigation	between system and the real world	message for finding closest toilets		navigation message	allows users to zoom in for more precise navigation
Urgent Button: Too Small	Recognition rather than recall	Urgent button design	High	Fix	Emergency apps use prominent, eye-catching colors and shapes for their alert buttons
Reviews: Moderation and Indication of Trustworthiness	Consistency and Standards, TRUST	Community reviews	Med	Usability testing	Yelp app uses a verified badge to indicate reliable reviews
Data Usage: Improve Communication	User Control and Freedom	Live data feature	Low	Investigate	Instagram app uses a pop-up notification for data usage updates
Need for quick return to current location	Flexibility and efficiency of use	Quick return to current location	Low	Fix	Apple Maps app uses a "snap back to me" button for quick return to current location

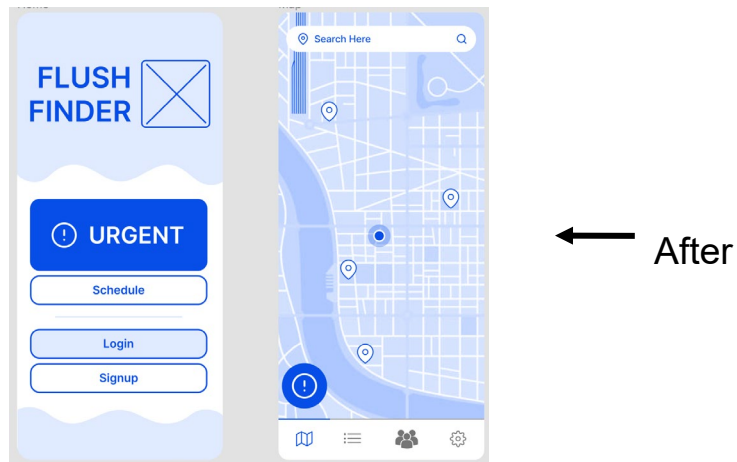
2.2 Addressing the Feedback

Tech Tacticians provided our team with a wide variety of insightful feedback, both positive and constructive. They complimented our visual design and consistent visual journey. They recognized our application of Nielsen's heuristics in our login 'bread crumb' and forgiving one-swipe user interface.

2.2.1 - The Urgent Button

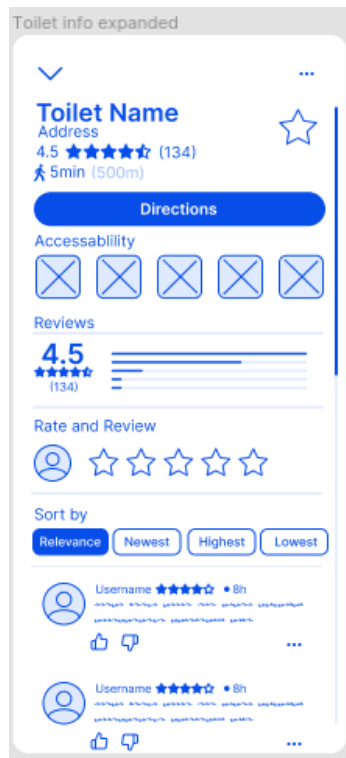


One of Tech Tactician's members noted that after logging into the application, the user can no longer see the large 'URGENT' button. They told us that they loved the scale and hierarchy of the large button, and logging in removes the simplicity of the 'urgent' function. Additionally, they suggested that the urgent button on the map view (the exclamation point on the bottom right), was confusing and inconsistent with the previous presentation of that feature.



We have **accepted** this feedback and have commenced design ideation to make the urgent buttons consistent. We're considering how symbology allows users to see familiar symbols and recognise their meaning.

2.2.2 - Review Section

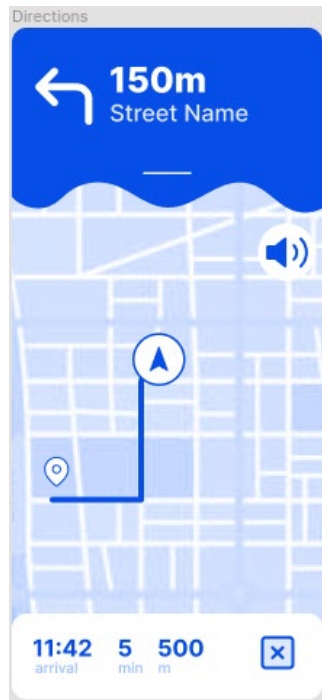


While the members of Tech Tacticians enjoyed our visual clarity for most of the pages, there were constructive comments made on the review page's visual layout. They found that it was particularly cluttered, and could give a user 'information overload'. We particularly valued their feedback here, as we hadn't considered the context of users wanting the least amount of information necessary.

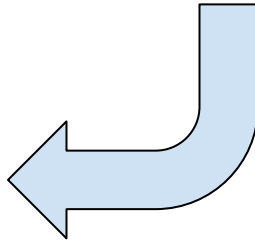
One of Tech Tactician's members suggested that we incorporate negative space to separate each section of the review page.

We partially **accept** this feedback and will look into new ways of making the information look less cluttered. However, the amount of information is very much necessary for the users' experience - so now information can be removed.

2.2.3 - Small-Scale Navigation



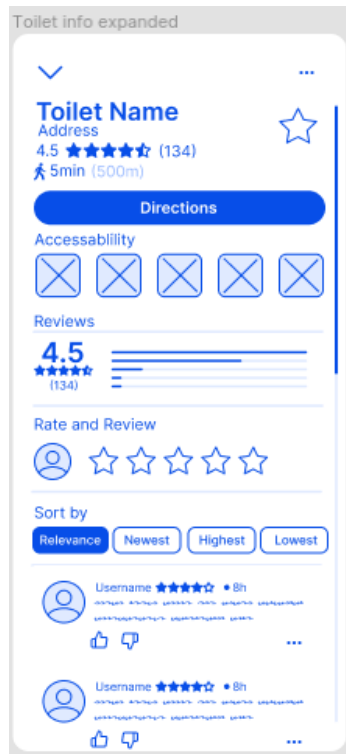
“Behind the carpark for Australia Post and Central Hotel”



While there were no criticisms on the map UI, a useful comment was made, as to how a user can find a bathroom in a non-obvious setting, such as in a building or shopping complex. Luckily, our discussion with Dr. Ivanova led to our discovery of a ‘ToiletNotes’ column in the National Toilet Database. This column is occasionally filled with navigation information provided by the manager of certain bathrooms around the country.

This feedback will be **accepted**, as we can provide a user with a multimodal, intuitive instruction via the bathroom messages.

2.2.4 - Review Trustworthiness



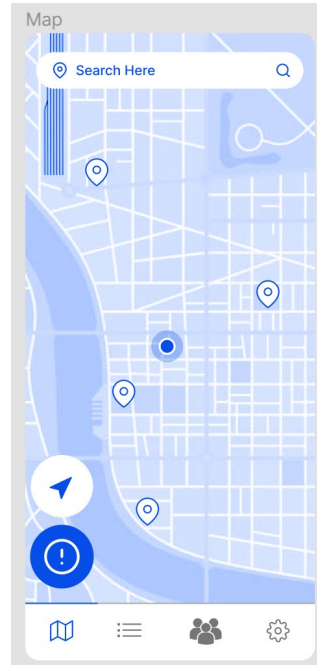
The feedback given was that trustworthiness of the reviews should be looked into. This feedback has been **rejected**, as discussions with Dr. Ivanova indicate that users prioritize reviews that they can trust. That trust helps to build a positive user experience. Additionally, our implementation of trustworthiness is simple - users can give reviews a “thumbs up” or “thumbs down” based on the helpfulness. What’s more, our community view considers the unique needs of each user, and can tailor reviews for those with similar needs.

2.2.5 Data usage

Feedback was given that communication is needed for the users to understand what data the app is using. This feedback is **accepted** as the app needs the users consent to use the users live location and other data which may be necessary.

2.2.6 Quick Return Location Button

Feedback was given that the navigation system should include a quick return to the users live location button on the map. This can easily be incorporated therefore, the feedback has been **accepted**.



Above is an example of how this button may be incorporated. Position of buttons may be altered after further feedback will be provided.

Conclusion

We greatly appreciated the feedback of Team Tech Tacticians, with their consideration of usability heuristics, design principles and user experience. Their insights allowed us to consider interactions which we hadn't previously, while also letting us reinforce certain aspects of our UI. We'll continue to update our low fidelity prototype with consideration of their feedback, and look forward to future collaboration/feedback sessions with them.

3.0 UI/UX Glossary and weblinks

1. **Feedback** - Any response or reaction that is produced by a system or user interface in response to the actions or inputs of a user is referred to as feedback.
2. **Breadcrumb**- refer to a navigation aid that shows users where they are within a website or application's hierarchy of content.
3. **Illustration** - refers to the use of visual elements such as drawings, sketches, or other graphic elements to communicate a concept or idea.

Weblinks

1. Stack Overflow: <https://stackoverflow.com/> - A popular Q&A website where developers can post questions and answers related to programming and software development.
2. Axure RP: <https://www.axure.com/> - A wireframing and prototyping tool that allows designers to create interactive prototypes for web and mobile applications.
3. Adobe XD: <https://www.adobe.com/products/xd.html> - A vector-based design tool that allows you to create wireframes, prototypes, and high-fidelity designs for web and mobile applications.

4.0 Evidence

4.1 Meeting Minutes

GROUP NAME	GEE-OH-THREE
DATE	17/04/23
TIME	2:00-3:00pm
LOCATION	Curtin Library room 527

PRESENT:

Ola Malek, Hans Wong, Kuldeep Talatia (Online), Harry Walters

APOLOGIES:

ABSENT:

Navinda

DISCUSSION:

- Harry has made a google docs folder with all the compiled work we have done.
 - Created a draft of the assignment 1
- Email Dr. Ivanova to meetup for tomorrow?

Tasks to do:

TASK	WHO	DUE	COMPLETE
- Workshop 5 accepting and rejecting feedback	Ola	18/04/2023	
- High-fidelity prototype	Ola	20/04/23	
- Functionality of the app	Kuldeep	20/04/23	
- Assignment part 4,5,6	Hans	23/4/23	
- Assignment part 7,8,9	Hans, Ola	23/4/23	
- Assignment	Ola, Kuldeep	23/4/23	

part 13			
- Assignment part 1,2,3,12,14-20	Harry, Navinda	23/4/23	
- Appendix D	Ola	23/4/23	
- Video Demo	Ola, Kuldeep	21/4/23	

References

“Adobe XD Learn & Support.” *Adobe Support*, <https://www.adobe.com/products/xd.html>.

Accessed 18 April 2023.

“Axure RP.” *Axure RP - UX Prototypes, Specifications, and Diagrams in One Tool*,

<https://www.axure.com/>. Accessed 18 April 2023.

“Stack Overflow.” *Stack Overflow - Where Developers Learn, Share, & Build Careers*,

<https://stackoverflow.com/>. Accessed 18 April 2023.

Figma

[https://www.figma.com/file/PSBeyZ0kkKMUauV8U9Q8lo/Lo-fi-Wireframe-Kit-\(Community\)?node-id=243%3A1&t=1GBnuMPjSsve8Syv-1](https://www.figma.com/file/PSBeyZ0kkKMUauV8U9Q8lo/Lo-fi-Wireframe-Kit-(Community)?node-id=243%3A1&t=1GBnuMPjSsve8Syv-1)