
CR Review

User Interface Design

Submitted to:

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Unique Reference:

The documents are stored in the <https://github.com/HappyMonkee/CR-Review>.

The interview videos are stored in the Prototypes Interview folder of <http://bit.ly/CS191CRReview>

Document Purpose:

This document aims to record the results of developing and testing a prototype for the CR Review application.

Target Audience:

UP Diliman Students;

Prof. Ma. Rowena C. Solamo

Revision Control:

<i>Revision Date</i>	<i>Person Responsible</i>	<i>Version Number</i>	<i>Contribution/Modification</i>
10/13/2019	Lance Lim	1.0	Initial Document; Fixed a lot of minor typos from the template lol
10/13/ 2019	JV Afable	1.1	Names of Members; Document Purpose; Target Audience; Target Participants; Initial Prototype link (No Description);
10/17/2019	John Philip Ortiz Chanchico	1.2	Added description of scenarios supported by the prototype under Initial prototype link; Added transcription of participant 1; Added some observations from participant 1.
10/17/2019	Lance Lim	2.0	Added to Schedule of Participatory Design; Added to Participatory Design Protocol
10/17/2019	JV Afable	2.1	Added Revised Prototype screenshots and links
10/18/2019	John Philip Ortiz Chanchico	3.0	Added transcriptions for participants 2 & 3;
10/18/2019	JV Afable	3.1	Added Observations and MoSCoW prioritization from participants 2 & 3; Added google drive link to Unique Reference

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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 target participants will be UP Diliman students with a smartphone.

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 . Initial Prototype Link

View Map shows scenarios where the user chooses to filter CRs on the map, click on a map marker and popup appears where CR details are displayed, and try to search using a search bar and the keyboard appearing thereafter.

The prototype for Add CR Record shows how different entry fields highlight when chosen and keyboard appearing, use of checkbox to note the facilities in the CR and successful addition of the CR Record.

Scenarios support for Review and Rate CR Use case are: giving a three-star rating to cleanliness and removing it after the fact, successfully adding or canceling the review.

Prototype Links:

View Map: <https://invis.io/52UCR2GCDYH>

Add CR Record: <https://projects.invisionapp.com/prototype/Add-CR-Record-ck1r9t0ml012d7g01ryzpidh7>

Rate and Review CR: <https://projects.invisionapp.com/prototype/Rate-and-Review-CR-ck1sp87qs007www019hz8xv8l>

E .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.

F . Schedule of the Participatory Design

The participatory design can last about 4 to 5 minutes.

Participant	Date and Time	Venue
Arian Valdez	3:40 PM, October 16, 2019	Serials, DCS
Ken Tabagan	4:05 PM, October 16, 2019	Serials, DCS
Tris Mercado	5:07 PM, October 16, 2019	2nd Floor, DCS

G . 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: This participatory design is to find out what can be improved and what needs to be changed with our current prototype. Please feel free to say whatever is on your mind while playing around with the application, as any form of comment will be extremely helpful towards our goal of making this app the best it could be.

Anonymity: Despite being videod, 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.

Anyway, we are a group of UP students currently working on a CR Review application. The app aims to be a super accessible way of finding out the best CR spots in UP Diliman. Here, we are going to have you test our prototype, which is currently split into 3 things that represent our 3 use cases: View Map, Add CR Record, and Rate and Review CRs. Let's begin.

Conclusion: Of all the things that you mentioned today, what would you say is your main takeaway from this experience. Thank you for participating. This has been a very successful discussion. Your opinions will be a valuable asset to the study.

II . Participatory Design Notes

Video Transcript:

Participant 1:

Interviewer: Hello my group is doing a CR Review App where basically we get a database of all the CRs in UP and then we allow users to review and rate them. So our app right now, our prototype pala is split into three different stuff and each thing shows different a specific feature of the app. So let's start with the map. [View Map prototype is picked from phone] So, try exploring and see what you think you can do.

Interviewer: Those are filters

Participant: Oh so filters. Okay ... With bidet?

Interviewer: And as you can see if you filter it mawawala yung mga blue stuff.

Participant: Okay great. ... Uhh what's this?

Interviewer: Oh that's the description for the CRs so if you tap it, it will show you the available facilities and it should also show you the rating.

Participant: The rating din? Okay.

Participant: What else? Oh yeah here the search bar.

Interviewer: There you can also search for the location.

Participant: The building. Okay. Like, kung san ka malapit?

Interviewer: Yeah.

Participant: Oh okay.

Interviewer: What do you think is better, when they tap this may nakalagay pa na view reviews, or, look at reviews button or do we leave it at this, and when they tap it, and automatic it will open?

Participant: I think it's better if you give them the option na makikita nila yung review para medyo specified yung gusto nila, makikita nila sa reviews.

Interviewer: Ah so it's better na there a word that literally says na view reviews?

Participant: Yeah yeah I think so.

Interviewer: Okay, that's the end of the first screen. Yung next naman is the adding the CR. So for example pag wala pa yung CR, there's supposed to be a plus dito sa may map. Yeah and it will go, it will lead you to this app. So try exploring here, it's really simple lang pero this is our layout for adding CR. Wait for it to load.

Participant: Go lang, go lang.

Interviewer: Oh yeah any other comments pala on the, while waiting for this..

Participant: Okay naman pero, wait, di, okay naman siya kasi u can navigate naman, throughout the ano [unintelligible].

Interviewer: So ito naman yung Add CR, try tapping anything.

Participant: Ohh you can add the floor number. Location. Is this a checkbox?

Interviewer: Yeah those are checkboxes pero I only made it for the bidet kasi [unintelligible]

Participant: Okay lang haha. Uhhh so bakit ano, bakit sya nag-hihighlight?

Interviewer: Ah that means you're on the location, so if you tap location [unintelligible]

Participant: Ayun oh.

Interviewer: Ah it tells you the layout which one you can press. So yeah you can tap this again para mawala yung bidet.

Participant: Okay.

Interviewer: Any comments on this?

Participant: Ahh wala naman. Pretty straightforward like very user friendly naman, like, maiintindihan mo agad what it asks of the user.

Interviewer: And if you press save din pala.

Participant: Ohh.

Interviewer: For the last screen, it's the add a review na. So, if for example may CR na, and you wanna add a review, it will look like this.

Interviewer: So this is the screen for adding a review.

Participant: Oh so there's back.

Interviewer: Yung View CR here it's supposed to be the screen ng, when may...

Participant: Like the blueprint?

Interviewer: Summary of the CR. Or what else do you think can be added to it?

Participant: Maybe a blueprint?

Interviewer: Oh and if you press save it will lead you to the same screen. So that's the whole thing naman eh. Any overall thoughts?

Participant: I think useful siya for everyone, not just for UP students din, like if you're a visitor tas parang kailangan mong malaman yung closest na CR. It's gonna be useful naman. Kasi at tsaka user-friendly siya so madaling maintindihan ng mga users niya.

Interviewer: Thank you for watching our presentation.

Participant 2:

Interviewer: Thank you for agreeing to be part of this interview. You'll be testing our prototype for our CR Review App. Currently, we have modeled 3 of our use cases, and I just want you to give your comments on our prototypes, for each of those, any thoughts, opinions. Let's start. First of all is the Rate and Review CR prototype. So the rate and review prototype, essentially if you're gonna have a CR, as you can see, there are various criteria, you can rate it from 1 to 3 stars. So you could try testing it out?

Participant: Oh if I want to, say, oh it's super clean just click. Accessible and stuff. So that's review for actual comments? Interesting.

Interviewer: So if you see the finished prototype you just tap this and this, it would light up just like these stars. Any comments on that?

Participant: I think, I mean I think it's good, maybe what you could add is, for each uhh, star, there is a comment for how clean it is, for example, if I click one star it will say 'oh it's so dirty, for two stars it's like, you know, there's criteria so I'd know, I'd know that one star means this. But, that's just like super [unintelligible]. Oh and you add this one, nice.

Interviewer: So you finished adding it successfully, you'll be able to go back, and then look at more CRs.

Participant: Okay.

Interviewer: And that's the first use case. Any more comments?

Participant: I think that's it.

Interviewer: So our next prototype for our next use case is the Add CR Record. So let's say you found a CR, and it's not yet in our database for CRs. So you get to make, give the information, to be able to submit that CR. You can try playing around with it.

Participant: So adding location right, floor number, oh so a checklist for everything. Nice.

Interviewer: Any comments, how do you feel?

Participant: Ummm, I think it's very comprehensive, I think it's really okay. Ummm, maybe gender could be a checklist, like male or female, so like, right now, it's a textbox right? Yeah, I think may be. M, F, Uni or... So para instead of typing manually. So far I think everything is good.

Interviewer: So last prototype would be the view CR map. So you get to see like, a map of the CRs and again you can try playing around with it.

Interviewer: So you can filter it.

Interviewer: And then you can tap on that marker.

Participant: Ohhh, okay.

Interviewer: And if I'm to search, specifically, you go... So any comments?

Participant: Wait.. I think it has, it has everything. Oh wait if I want to review a CR, how do I?

Interviewer: Oh we don't have that yet.

Participant: Ahh okay. I guess it doesn't make sense.

Interviewer 2: Where do you it would be best to place the view reviews?

Participant: Well I think, oh yeah yeah that's a good point. Maybe you can put stars in like the pin, next to the pins. Tas if you want to view the reviews, click one. Oh you can put it here, 5 stars and stuff. Tas if you click it, it will like, show the reviews, tas you can add your own there. Parang may sarili siyang page. Pero I think everything naman is good.

Interviewer: So we're done. That's our prototype. Thank you for agreeing, thank you for your insight. Any other comments?

Rest assured that your information will be kept secret.

Participant 3:

Interviewer: Okay so, our group is making a CR Review App. So far we have prototypes. Currently our prototypes are split into three different segments. It features the three main features of our app. I'm just gonna give this to you. Then just give comments, talk talk, speak your mind. So let's start with the map.

Participant: The map. I'm the map. So I have the map. What's this? What's happening here?

Interviewer: So on the right, on the left pala you can see stuff, those are filters.

Participant:

Interviewer: And the location markers. Try tapping one.

Participant: I see... So hand soap. Sana may indication ng ano, like what filters do you have right now, currently on.

Interviewer: So we need to put filter indication.

Participant: So I can type.

Interviewer: It's not functional yet.

Participant: Ahh. That's good. It looks pretty normal. Oh what's this?

Interviewer: That's what appears after you tap like...

Participant: Wala siyang rating? On the thing mismo?

Interviewer: Oh so you want to put a rating?

Participant: Yeah.

Interviewer: Where do you think is a good place to place the, yung link to see the reviews reviews of the CR.

Participant: The link?

Interviewer: Yeah. So like, if you open that, is it better that if they just tap this it open all the reviews.

Participant: Yeah, I think it's fine.

Interviewer: Or do you want a specific button where it says, View Reviews.

Participant: I think it's fine. When I imagine using this, if I press this, I feel like more details would popup, for me.

Interviewer: Okay that's the map. Now let's move on to the add CR record. So this is when you wanna add a new CR to the record, database.

Participant: Okay, so we have save. Uhh so yun, same thing we have keyboard. Are these checkboxes?

Interviewer: Yeah.

Participant: Ahh okay. So I can press it again. I see. Floor number, okay. I see.

Interviewer: Any comments on the design?

Participant: It looks normal naman. Uhh, location floor number, gender okay.

Interviewer: That's it.

Participant: Oh that's it. Okay I see.

Interviewer: There's nothing else. You have nothing else to say, for the design, or like the functionality or whatever.

Participant: Ehh, in a working prototype, siguro dapat merong like Okay button here para you can dismiss this message you know. I don't know. I don't know if it's feasible to have that right now.

Interviewer: Okay. Pero the plan is supposed to be once we have- There's like a button here, that when you press it, it goes back to the map.

Participant: Ah okay gets.

Interviewer: So lastly, our final setup is this, for adding reviews to the CR.

Participant: Nice, so three stars yung max. Okay. If I tap yung back? Ahh, what can I press here?

Interviewer: Nothing. This is supposed to be back to the description.

Participant: Okay. And if I press save there, it's gonna tell me that I successfully rated- Ah okay.

Interviewer: Any comments with the layout?

Participant: I think it's good.

Interviewer: If you tap the three stars again it will go back to empty.

Participant: That's nice. And other than that- jsut save. Yeah. And same thing with previous lang na may okay button to dismiss the message I guess.

Interviewer: Yeah.

Participant: Is that it?

Interviewer: Yeah. Any overall thoughts?

Participant: I think it's a beautiful app. I think I'll be able to use this very often. Umm thank you for making this. I think it's good.

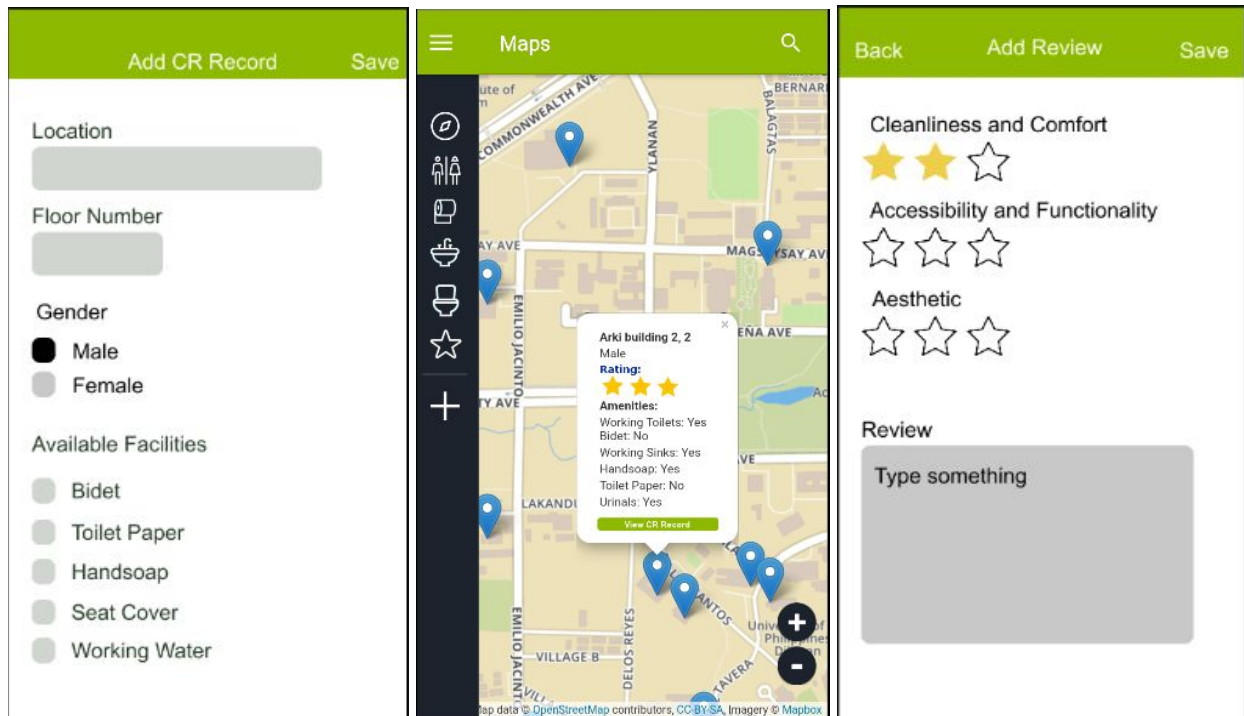
Interviewer: Thank you.

III . Participatory Design

A . Observation Summary and Prioritization

Observation	Prioritization (using MoSCoW)
Blueprint of the CR in View CR UI.	Could Have
Include filter indication.	Should Have
Make the gender field a checklist instead of a textbox.	Must Have
Show CR Rating when selected on map	Must Have
Include button to redirect to CR Record from map	Must Have
Include rating descriptions for 1-3 stars	Could Have

B . Sample Screens of the Revised Prototype



C . InVision Link(s):

View Map Revised: <https://invis.io/AWUFG6H2TVY>

Add CR Record Revised: <https://projects.invisionapp.com/prototype/ck1uudocz01dl7g01hao586mt/play>

Rate and Review CR Revised: <https://projects.invisionapp.com/prototype/ck1uuebcg014thk01f0tt7elt/play>