**Usability requirements and goals**

**Scenario1: young person**

Helena Rütter has moved to another city after completing her apprenticeship and into her first apartment of her own there. She has a lot of new furniture and has furnished everything according to her wishes. For the move, she got a beautiful old, high-quality solid wood closet as a gift from her grandma. She considers the closet an heirloom and really wants to keep it, however, she doesn‘t like all the details on the wardrobe. She is thinking of sanding the closet and maybe refinishing it or changing the arrangement of the compartments in the closet. Fortunately, a few weeks ago she came across an app called “Craftive” where she is now creating a profile. To do so, she entered her age, name and a brief description of herself. Optionally, she could now select some keywords from craft activities that she offers. However, since she does not want to offer any activities, she does not make a selection at this point. On the Exploring page of the app, she enters the term “closet” in the keyword search. She browses through the photos that other users have posted of their converted closets. She likes one closet in particular, so she writes to the person who posted the picture and asks for details about the process in the chat. Since the other user does not charge any money for his information, she gives him a positive rating via his profile. After exchanging ideas with the person, she now knows how to proceed and can put her project into action herself. After she has completed her closet project, she also posts a picture on the Exploring page.

**Requirements:**

**-Get inspiration**

**-Chat with help-provider**

**Usability goals:**

**-Switch pages smoothly**

**-Reasonable distribution of buttons and information**

**-Reasonable feedback by important steps**

**-Easily to contact with idea-sharer from page of project**

**-Directly read the rating and review form page of profile**

**Scenario2: elderly person**

Ingrid Holzer is already a bit older and unfortunately physically no longer able to do many activities. In her head, however, she is still very fit, and since she is open to new things and wants to keep up with the times, she bought a cell phone some time ago. Her family helped her set up the phone and she is now coping well with it. Recently, she now also owns a laptop. She wants to use it to Skype with her grandchildren, among other things. However, since her son and his family moved to another city a few weeks ago, they can't help her set up the laptop.

She has installed the app called “Craftive" on her cell phone, which she manages well. She posts an ad stating that she needs help setting up her new laptop. She also adds the information that female helpers are preferred. At the end of the ad, she also selects the category "IT" so that people who have specified this category as a skill in their profile will be notified about the new ad.

A young student responds to the ad and offers to help Ingrid Holzer. Using the telephone function in the chat, the two make an appointment. However, the young student does not show up on the day of the agreed appointment. Ingrid Holzer then leaves a negative rating on the student's profile, so that other users are warned of the student's unreliability. However, Ingrid Holzer does not give up and posts a new ad in the hope that this time a more reliable person will come forward.

**Requirements:**

**-Release request**

**-Call the help-provider**

**-Pay for request**

**Usability goals:**

**-Detailed input information by releasing request**

**-Easily to find calling function for elderly people**

**-Necessary tips for people, who are not proficient in smart phone**

**-Easily for users to change their input errors**

**Principles:**

1. Strive for consistency

Consistent sequences of actions should be required in similar situations; identical terminology should be used in prompts and menus; and consistent color, layout, capitalization, fonts, and so on, should be employed throughout. Exceptions, such as required confirmation of the delete command or no echoing of passwords, should be comprehensible and limited in number

For example:

-The main color of the software is grey, which is in line with the theme of handcraft

-The title bar text should be capitalized to get attention

2. Seek universal usability.

Recognize the needs of diverse users and design for plasticity, facilitating transformation of content. Novice to expert differences, age ranges, and technological diversity each enrich the spectrum of requirements that guides design.

For example:

-Calling button is designed as red, to help old people to recognize

-Keywords hints appear when entering keywords in the input box

3. Offer informative feedback.

For every user action, there should be a interface feedback. For frequent and minor actions, the response can be modest, whereas for infrequent and major actions, the response should be more substantial. Visual presentation of the objects of interest provides a convenient environment for showing changes explicitly   
For example:

-Dynamic animation by changing pages

-The color of the corresponding button in the function bar below will switch

4. Design dialogs to yield closure.

Sequences of actions should be organized into groups with a beginning, middle, and end. Informative feedback at the completion of a group of actions gives users the satisfaction of accomplishment, a sense of relief, a signal to drop contingency plans from their minds, and an indicator to prepare for the next group of actions.

For example:

-payment pages move users from checkout to the rating system, ending with a clear confirmation page that completes the transaction.

5. Prevent errors.

As much as possible, design the interface so that users cannot make serious errors. If users make an error, the interface should offer simple, constructive, and specific instructions for recovery. For example, users should not have to retype an entire keywords form if they enter an invalid name but rather should be guided to repair only the faulty part. Erroneous actions should leave the interface state unchanged, or the interface should give instructions about restoring the state.

For example:  
-When the wrong keyword is entered, the corresponding prompt will be given.

-When the request is finished, the payment page will appear automatically.

6. Permit easy reversal of actions.

As much as possible, actions should be reversible. This feature relieves anxiety, since users know that errors can be undone, and encourages exploration of unfamiliar options. The units of reversibility may be a single action, a data-entry task, or a complete group of actions, such as entry of a keyword.

For example:

-Users can change the description after releasing it

-Users can click the back button in the title bar to return to the main interface

7. Keep users in control.

Experienced users strongly desire the sense that they are in charge of the interface and that the interface responds to their actions. They don’t want surprises or changes in familiar behavior, and they are annoyed by tedious data-entry sequences, difficulty in obtaining necessary information, and inability to produce their desired result, such as the continuity of the rating a request.

For example:

-The icons in the function bar below are strongly related to their actual functions.

8. Reduce short-term memory load.

Humans’ limited capacity for information processing in short-term memory requires that designers avoid interfaces in which users must remember information from one display and then use that information on another display. It means that keywords should remain visible, and lengthy forms should be compacted to fit a single display.

For example:

-The texts will be presented as a phrase or a single word, and only the description will appear in long sentences.

-In the request content photos will account for the largest proportion.