

Assignment 3: Evaluation of Lo-Fi Design

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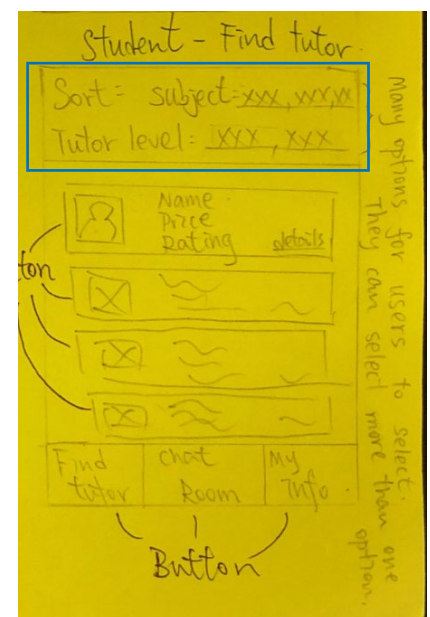
Briefing

This assignment is going to evaluate the Lo-Fi design from Mr LAM Tat Yin with the SID 1155144730. Throughout the elaboration of his report, I knew his APP --- “YouAsk” is a platform for tutor matching and the aimed users will cover for tutors, students and parents respectively. As mentioned in the report, some students may find it hard to tackle the homework or study tasks solely. So, the emergence of “YouAsk” is not only giving a help hand to these students but also offering a job opportunity to the tutors. For the characteristics of this APP is to find the tutor who has been confirmed with his/her academic result and rating. During the matching, tutor and student can exchange their needs and conditions except the contact. After the agreement, the APP will charge the agent fee from both.

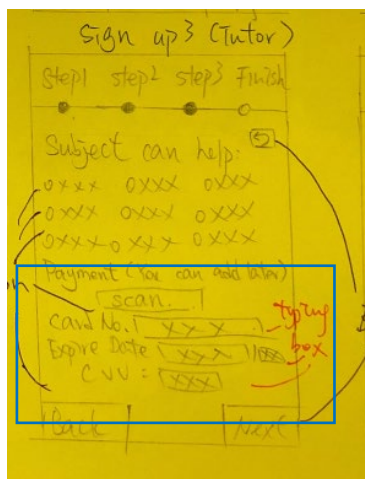
Analyzing in Interface design

From the lecture notes, we have already known that there were several rules for interface design, for instance, offering informative feedback, preventing errors and so on. In the hand drafting design, I can see Mr Lam trying to simplify the interface design. Each page shows up the button with clear instruction. This method may prevent error and applicable to the new users. Every page seems very functional and having great utilization. However, there still have some advices for feedbacks.

On the “Student-Find Tutor”/“Tutor-Find Student” page, it is going to offer the choices for the users. As I see, there is a sorting box for users to filter the result and it is not typable. Combine with the comprehension from context and Lo-Fi design, it seems that it was mainly sorted by subject. In consideration of “Keep users in control”, Does it possible to add further sorting conditions? Such as, price from high to low or Tutor level from most senior to most junior. Furthermore, it is quite confusing to the column of “Tutor level: XXX, XXX”. In the aspects of “offer informative back”, the information shows on the page should be meaningful and easy to understand. Would you mind adding extra details to the “Tutor level”? Such as, the front “XXX” is representing to tutor’s graduated school, the rear “XXX” is representing to expertise.



“Student-Find Tutor” Page

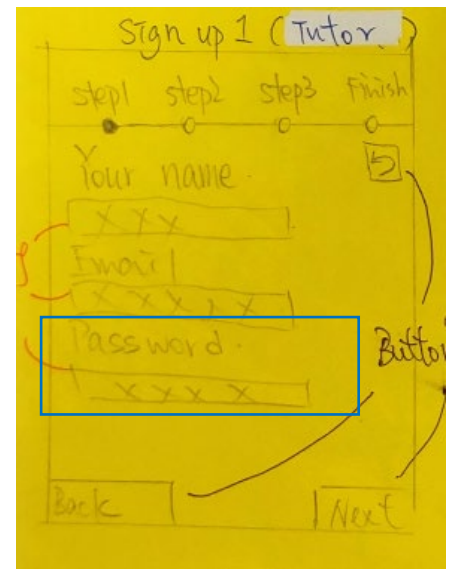


“Sign up 3 (tutor)” Page

On “Sign up 3 (tutor)” page, some features also arouse my concern for its necessity. As the picture is shown in the lower-left corner, we can see the “payment” setting, which I have already bounded with a blue rectangle. After I read through the design several time, I think “Deposit Account” or “Savings Account” is more appropriate than the “Payment”. In other words, the tutor should fill in with the bank account rather than the credit card information due to the identity of tutor should be recipient not giver. Even the APP will charge with commission when the matching is success, it can deduct from payment of student/parent (giver). So, in the aspects of “Effectiveness”, it should keep a wary eye on the difference between student and tutor sign up page.

In the “Sign up 1(tutor)”/” Sign up 1(students)” page, there is still room for improvement. By going through the whole sign up 1 design, I notice that some parts are not user friendly, for example, the column of password. During the sign-up process, users need to set their password. These password strings may be encrypted and covered with “Black Dots” or “ * ”. Although this adoption ensures the security of password, users may hardly notice their typo among the passwords. It probably causes an irreversible error because I also observe that there are no “forgot password” option for users in the “Sign in” page. Once users want to reset/forget their password, they cannot take any action until contacting with the APP technical team or creating a new account.

To resolve the problem, it is suggested to add “Confirmed Password” column under the original. In the sign-up progress, users are required to type in their password for twice. This action may prevent typo and ensure the consistency of password. Moreover, it is advised to add the “Forget password” option in the “Sign in” page for reversing the action and correcting errors.



“Sign up 1 (tutor)” Page

Analyzing Ethical principles

In the assignment two report, it has mentioned that preventing from typing error and privacy protection, AI technology will assist processing the document, such as, ID card and examination certificate scanning. Besides, it will also list out the choices by the users’ preference. Most importantly, the AI will do keyword detection once the users attempt to exchange their contact. The AI function seems very innovative and useful.

From my point of view, this AI function manifests a great reliability which assist users preventing from typo. Furthermore, it does well on its responsibility because it can detect the keyword during the conversation between users. This action seems ensuring the benefits of the platform.

However, there are some questions raised in my mind during the analysis. From the report, it has mentioned that the staff will check the dialogue while detecting the suspicious case. To actualize such performance, the AI should be well trained with different “dialogue data”. My concern is how the APP team get the training data. Is it extracted from clients’ conversation or other methods? Does it gain permission from the users if the data was extracted from the client? To check the sensitive word (contact information), the AI may monitor the keyboard activity for detection. Would it still monitor even the users close the APP? The upper questions seem no mention in the report which should be the concerns for users toward the privacy aspect.

In term of transparency, users should be informed about the AI’s function and the occasion when the AI will be involved. However, the report seems no mention any declaration to let user know they are under the “surveillance” form AI. Writer should add more words in the aspects of the transparency.

Summary

To conclude, this APP is quite innovative which give convenience to students, tutors as well as parents. The interface design is clear enough and applicable to Novice. However, as the old saying --- “Nothing is perfect”. This APP still has room for improvement especially in the “Sign up” page. Despite the AI technology of this APP assist users in preventing from clerical error and ensuring the platform’s profit, APP creator should keep the awareness toward the client privacy.