UX feedback report

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# Introduction

This document will focus on the UX development cycle and the User centered design. To have a user-friendly application, we must focus on not only having a beautiful User Interface(UI), but also have a great User eXperience (UX). To achieve that, we must fallow certain steps and requirements that ensure a good ease of use, design familiarity, information structuring, text readability, etc.

These methods will be used to report on the progress and approach of designing the individual track project, which is a webapp with a website as its front-end that provides the users with a tool to be more productive.

Diagram

Description automatically generated

# Analysis

The development of the individual project was very open in the beginning. That means that any webapp idea can be used as the basis of the project. The chosen idea was to have a productivity website that focuses on having tasks and other productivity items that can be used to have better time management and overall better efficiency in any given circumstance.

Since the project was so open ended, the idea for the design of the application was also left to the student to conceptualize and make. That meant that for and inexperienced web developer, there were a lot of skill to acquire to build the best UI and UX. To do that we needed to analyse the domain of the application and its potential users. Any such small project is not meant to have a high expected user base, so the analysis was done primarily on the student’s personal expectation for front-end design.

# Design and evaluation

The design step goes hand in hand with the evaluation step because after any idea is formed it is then evaluated if it matches the expected outcome. The design step is already covered and what we can focus on is the evaluation step.

# Implementation

After any feature is designed and evaluated, we then move to its implementation. That also will not be cover in this document. To come back to our previous point, even if a design is initially evaluated, the implementation of a feature doesn’t always carry over every design point. To check what wasn’t done properly and how it can be improved, we need to reevaluate the UI and UX.

This will be done using the Nielsen and Molich design principles**[1]**. We will go over the Heuristics and talk about weather the design follows then and if not, how it can be improved.

### Visibility of system status

“The system should always keep users informed about current state and actions through appropriate visual cues and feedback within reasonable time.”**[1]**

I have implemented various error handling messages and status check to make sure that user is informed of the status of his interaction with the web application. However, this can be improved by including loading messages whenever the response from the servers is delayed or just loading.

### Match between system and the real world

“The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms.” **[1]**

Since the scope of the project is rather small, no real research has been made to analyse the potential user base of the application and then guarantee that the UI matches their expectations. The design was done considering a general userbase and best practices when implanting the features.

### User control and freedom

“Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue.” **[1]**

The website doesn’t contain so many pages that the user may feel lost in the flow of the site. Undoing and redoing is of course supported and there is always a navigation bar with the home menu that is there for the users to have an exit button from any page.

### Error prevention

“Even better than good error messages is a careful design which prevents a problem from occurring in the first place.” **[1]**

To prevent errors and bugs in general, there should be sufficient testing to know each interaction of the website. That can be done with end-to-end testing, where automated steps are taken to test the flow and key features of the website. But 100% coverage is almost impossible to have, and any other untested feature need to be bug free from the design itself.

### Help users recognize, diagnose, and recover from errors

“Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution” **[1]**

Having proper error handling is a must when building an interactive application. However specific the errors, they must be handled and displayed with a specific user-friendly language.

More work can be done in this area, to ensure that all errors go through a handler before being visible to the end user.

### Consistency and standards

“Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.” **[1]**

Consistency and standards were followed when designing the application. However, proper research was not done on the current industry standards. Rather, the standers followed were the ones presented by the Tutors and materials of the University. More up to date research can be done to ensure current and agreed on standards are followed both on the design and the software of the application.

### Recognition rather than recall

“Minimize the user's memory load by making objects, actions, and options visible.” **[1]**

The options for interaction with the website are limited and are all visible the user. Together with the navigation bar and the features being listed, the user should have an easy way of seeing all possible action he can take.

### Flexibility and efficiency of use

“Accelerators --unseen by the novice user --may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.” **[1]**

The website is more focused on providing simple feature to the end user and doesn’t not have many accelerators that may aid a more advanced user. For that, new features that maybe more complicated need to use this heuristic.

### Aesthetic and minimalist design

“Dialogues should not contain information which is irrelevant or rarely needed.” **[1]**

The design of the website is focused on providing few and simple features for the user. Those features have a specific intent, and no extra dialogue or unnecessary information is displayed. The overall design of the website can be improved , however, when thinking about minimalistic design there are certainly elements that can be simplified and made to look better in terms of minimalism. That can be considered for the future maintenance of the application.

1. Help and Documentation

“Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.” **[1]**

The system provides clarification on some features, as to what the users are expected to do. However, more detailed, and widespread such information can be implemented and used to ensure user friendliness and clarity.

# User acceptance testing

## Feedback

User acceptance testing is used to confirm that the system is ready for operational use. During acceptance tests, end-users (customers) of the system compare the system to its initial requirements.

To perform the test, we need sample user, who will interact with the application in order to provide useful information to the developers as to the state of the application and its compliance the heuristics listed above.

The test was performed using two guest users – Resmie Ismail, Kaloyan Madzhunov. They were selected as to be of separated user groups, to provide a wider range of feedback. The user will be subjected to a script to follow, when interacting with the website. Its purpose is to guide users, that are unfamiliar with the application through its features.

The feedback received from the users:

1. Resmie Ismail – 40-year-old, woman, mother of two, not a technical person, casual internet user.

“The application is simple and easy to understand. The functionality is straight forward, user friendly and easy to access”

General feedback from the test:

* + We could follow what path the user takes to access certain features. From this we understood that this user takes a given path when going through the website, we can use this to make sure this path is easy to follow and well documented.
  + What they user to find what they are looking for, and where they look for it. We can use this to put useful information where a user would look, to guarantee accessibility to features and reduce the time they spend looking for what they require
  + Their review of the esthetic design of the application and the design of its features. The design was definitely criticised. The overall look of the website was found to be too basic and could use an overall shift in design, in the direction of more complete design ideas using simple features.

1. Kaloyan Madzhunov – Media design student, experience in UI and UX design, tech savvy.

“The application has a basic and simplistic design, and it can be improved. The features are easy to understand and straightforward to use.”

General feedback from the test:

* Feedback for how the flow can be better presented. Have page names be highlighted to clearly indicate which page is currently open and being used, to help with orienting the user in the application
* The overall design can be improved to include a more modern look, with the colors used and the shapes of objects throughout the page
* The features of the website are straightforward to use and well placed. The auth/auth is well set up to allow fast access to the site while being secure. Creating tasks to do is easy and fast, and so is removing them allowing the user to quickly edit the list as a whole.
* The content you see as a guest can be made more attractive to allow better user engagement.

# Conclusions

We applied the UX development cycle. We analysed the requirement and received feedback from potential users. We received valuable information on improvements that can be made, by performing user acceptance testing. We can now use this feedback to improve on the UX and UI of the application and then prepare the whole cycle again.

# References

1. *Jain, A. (n.d.). 10 Heuristic Principles – Jakob Nielsen’s. https://www.Uxness.In. Retrieved January 10, 2022, from* [*https://www.uxness.in/2015/02/10-heuristic-principles-jakob-nielsens.html*](https://www.uxness.in/2015/02/10-heuristic-principles-jakob-nielsens.html)