List of issues

| Some users may not know what a "discover" icon may look like | High |
| --- | --- |
| check box will have check mark, but may be confused with no save/apply button | Low |
| Difficulty realizing that the page is scrollable | Medium |
| The “Write a review” button might be missed or mistaken for a general info button due to its placement or lack of contrast | High |
| users may find it difficult to edit there reviews | High |
| Users may not understand the purpose of the icon from the first time | Medium |
| Users may not know they can add and remove the settings themselves to their liking (Removing a checkbox instead of unchecking it) | Low |
| Users might not know that changes apply instantly, and where. | Low |
| Problem of filtering through the settings if they are too large and/or too many. | Medium |

Cognitive Walkthrough: Revisions Plan for the Foo-D-Mah App

High Priority Issues: These issues hinder the user’s ability to complete key tasks.

1. Some users may not know what a "discover" icon may look like

* Confuses the user’s navigation and can’t begin exploring restaurants
* Fix: Added a label saying discover at the top of the page

1. The “Write a review” button might be missed or mistaken for a general info button due to its placement or lack of contrast.

* Prevents users from writing reviews
* Fix: Increased contrast, repositioned the button, and added a clearer icon.

1. Users may find it difficult to edit there reviews

* Affects users' trust and control over content. This can be frustrating for users if they want to change their feedback.
* Fix: Added tooltips and separate edit/delete icons

Medium Priority Issues: These issues confuse users and slow them down, but don’t necessarily block functionality.

1. Users may not understand the purpose of the icon from the beginning

* This can cause incorrect actions on the application, frustrating users.
* Fix: Using a descriptive text, and onboarding tutorial.

1. Difficulty realizing that the page is scrollable

* Users may think options are limited and can’t scroll down.
* Fix: Added an onboarding tutorial

1. Problem of filtering through the settings if they are too large and/or too many

* Lowers usability in settings, and frustrates users when they want to customize something.
* Fix: Settings are grouped into expandable sections, and users can use the search bar to search a specific setting up if they want.

Low Priority Issues: These issues are less disruptive and don’t occur with many users.

1. Checkbox will have check mark, but may be confused with no save/apply button

* It’s unclear whether the action is saved or not.
* Fix: Add a confirmation message

1. Users might not know that changes apply instantly, and where

* May result in users trying to save again or getting confused.
* Fix: Show a “Changes saved” message briefly

1. Users may not know they can add and remove the settings themselves to their liking (removing a checkbox instead of unchecking it)

* Once understood by a user, not an issue.
* Fix: Instead of removing checkboxes, we now use a disabled state with greying out, which is more familiar to users.

Issues Identified but Not Implemented:

* Redesigning the entire icon system*Reason:* Although icon confusion came up, a full icon redesign would require a whole new design system and testing. We prioritized clarity through tooltips and onboarding instead.
* Full account settings redesign for custom filtering options *Reason:* Custom filtering would be helpful but is a large-scope feature. We implemented collapsible sections as a lighter, quicker-to-implement improvement for now.