**UX Report**

**Gamehub**

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| **Date : 6th of June 2024** |
| **Version : 1.1** |
| **State : Completed** |
| **Author : Cătălin Mihai Popoiu** |

#### Version history

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| **Version** | **Date** | **Author(s)** | **Changes** | **State** |
| 1.0 | 16.05.2024 | Cătălin Mihai Popoiu | Made first version of the UX Report | In Progress |
| 1.1 | 06.06.2024 | Cătălin Mihai Popoiu | Updated UX Report to include more explanations for principle use. | Completed |
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1. **Introduction to UX principles**

The Nielsen & Molich’s 10 design principles are a set of guidelines for user interface design developed by Jakob Nielsen and Rolf Molich. These principles help ensure that a user interface is user-friendly and effective.

The principles are:

* **Visibility of system status**: The system should always keep users informed about what’s going on, through appropriate feedback within a reasonable amount of time.
* **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. Follow real-world conventions, making information appear in a natural and logical order.
* **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 process. Support undo and redo.
* **Consistency and standards**: Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.
* **Error prevention**: Even better than good error messages is a careful design that prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.
* **Recognition rather than recall**: Minimize the user’s memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.
* **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.
* **Aesthetic and minimalist design**: Dialogues should not contain information that is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.
* **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.
* **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. Any such information should be easy to search, focused on the user’s task, list concrete steps to be carried out, and not be too large.

These principles serve as a foundational guide for designing intuitive and effective user interfaces that enhance user experience by addressing common usability issues.

1. **General overview of the application**

Gamehub is designed to be a comprehensive platform intended to serve the global gaming community, connecting gamers, game developers, and enthusiasts in a dynamic social networking environment. The application incorporates several UX principles to ensure a seamless and enjoyable user experience.  
  
Key features of Gamehub include:

* **User profiles**: Allows users to create and manage their profiles, showcasing their favorite games and personal information. Users can also follow each other and build a network of friends within the gaming community.
* **Events overview**: Displays events organized by the community managers, including gaming tournaments, live streams, and social gatherings. Users can indicate their participation status, helping organizers gauge interest and attendance.
* **Game management**: Enables users to add games to their personal collection. Users can rate and review games, providing valuable feedback for other community members.
* **Game discovery**: Features a game catalog with search options, allowing users to discover new games based on their interests. The platform provides detailed game information, including reviews and ratings.
* **Communication tools**: Offers various communication tools such as a chat or forums. These tools facilitate interaction between users, enabling them to share their gaming experiences, ask for advice, and discuss game-related topics.
* **Event organization**: Provides tools for organizing and managing gaming events. Community managers can create event pages and track the attendance, making it easier to plan and execute successful events.
* **Modals**: Used for various interactions to provide interaction and actions in a compact form, enhancing the overall user experience by keeping the interface clean and intuitive.
* **Pagination**: Implemented for better navigation through games, forum posts and user lists, ensuring that users can easily browse through large amounts of content without overwhelming the interface.
* **Header**: Provides additional navigation, ensuring that users can easily access important sections of the platform from any page.
* **Footer**: Provides additional information.

By integrating these features, Gamehub aims to create a unified platform where gamers can explore, share, and discuss their gaming experiences, discover new games, and connect with the community.

1. **Application of UX principles**

The following UX principles are applied throughout the Gamehub website:

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| --- | --- | --- | --- |
| UX Principle | Yes | No | Explanation |
| **Visibility of system status** | ✔️ | **-** | The platform provides feedback to users in real-time, such as loading indicatiors, success messages, and error notifications, ensuring that users are always aware of the system’s status. This improves user confidence and interaction with the application. |
| **Match between system and the real world** | ✔️ | **-** | GameHub uses terminology and design elements that are familiar to gamers, making it intuitive and easy to navigate. This includes using common gaming terms and logical categorization of features, aligning with user’s expectations and mental models. |
| **User control and freedom** | ✔️ | - | GameHub provides clear navigation and session persistence, allowing users to easily move between tasks without losing their context. Modals ensure compact interactions, and error handling allows for quick recovery, enhancing overall user control and freedom within the application. |
| **Consistency and standards** | ✔️ | **-** | The platform follows design conventions and standards consistently across all features. This includes consistent button styles, navigation patterns, and interaction flows, reducing the learning curve for users and creating a predictable and reliable user experience. |
| **Error prevention** | ✔️ | **-** | GameHub implement various measures to prevent errors, such as form validation and confirmation dialogs between critical actions. This helps in reducing the chances of user errors and improves overall user satisfaction by ensuring actions are deliberate and considered. |
| **Recognition rather than recall** | ✔️ | **-** | The platform minimizes the need for users to remember information by making options and features visible and easily accessible. For example, previously entered search terms or game titles are remembered and displayed to assist users in resuming their tasks quickly and efficiently. |
| **Flexibility and efficiency of use** | **-** | ❌ | Currently, GameHub does not support advanced features like keyboard shortcuts or customizable user interfaces, which could enhance usability for experienced users. These features could be implemented in the future to cater to both novice and expert users, improving overall flexibility and efficiency. |
| **Aesthetic and minimalist design** | ✔️ | **-** | The design of GameHub focuses on providing only the necessary information, avoiding clutter and distraction. This minimalist approach ensures that users can focus on their tasks without being overwhelmed by extraneous details, leading to a cleaner and more enjoyable user experience. |
| **Help users recognize, diagnose, and recover from errors** | ✔️ | **-** | Error messages in GameHub are clear and concise, written in plain language, and provide constructive suggestions for recovery. This helps users understand what went wrong and how to fix it, reducing frustration and improving overall user satisfaction. |
| **Help and documentation** | **-** | ❌ | While GameHub is designed to be intuitive, comprehensive help and documentation are not implemented. This is a feature that could be planned for the future in order to assist users in navigating more complex features and troubleshooting issues independently, enhancing their ability to use the platform effectively and confidently. |

1. **User’s background and observations**

This test has taken place with three users:

* Uraela Mamo
* Antoni Nikolov
* Mihail Hristov

These users are all part of different cultural backgrounds, which helped me get some more feedback on my implementations until now. Having three different cultural backgrounds – Uraela being Dutch, Antoni being Canadian-Bulgarian and Mihail being Bulgarian – gave me some more indepth on what has to be fixed.  
  
  
These users managed to give me the following feedback, together and not individual:  
  
1. Finish implementing modals – some forms still use ‘alerts’, as I have missed them by mistake.

2. Fix the floating footer – the footer is moving around with the page, and it should be fixed on the bottom of the page.

3. When uploading a profile picture, the user’s role shouldn’t be deleted – this is a bug that I am well aware of, we got to it when we ran the tests, I did not have the time to fix it.

4. There should be another way of telling if you’re participating in events or not – At the moment, the user has to navigate to the event’s details page, where they can see if they participate or not. If they do, a label shows this and they have a button to remove themselves from the event. If they don’t they have a button to join the event. The feedback received mentions that this should be visible from the list of events, having a label, the color of the button, or something to show the participation state in the list instead of having to navigate one more page.

5. Pagination for games/users/posts – I should implement pagination instead of having a list that you have to scroll through.

1. **Changes after feedback**

Based on the feedback received, the following changes have been implemented:

1. Finish implementing modals – I made sure no alerts are left on the platform, because they are not necessary.
2. Fix the footer – I fixed the footer so it doesn’t move around anymore.
3. Profile picture doesn’t delete role – this bug was fixed.
4. Events participation indicator – I implemented a participation tag, that is easily recognisable and helps users tell if they participate or not.
5. Pagination for games/users/posts – I implemented pagination on all pages that could use it using React Paginate.