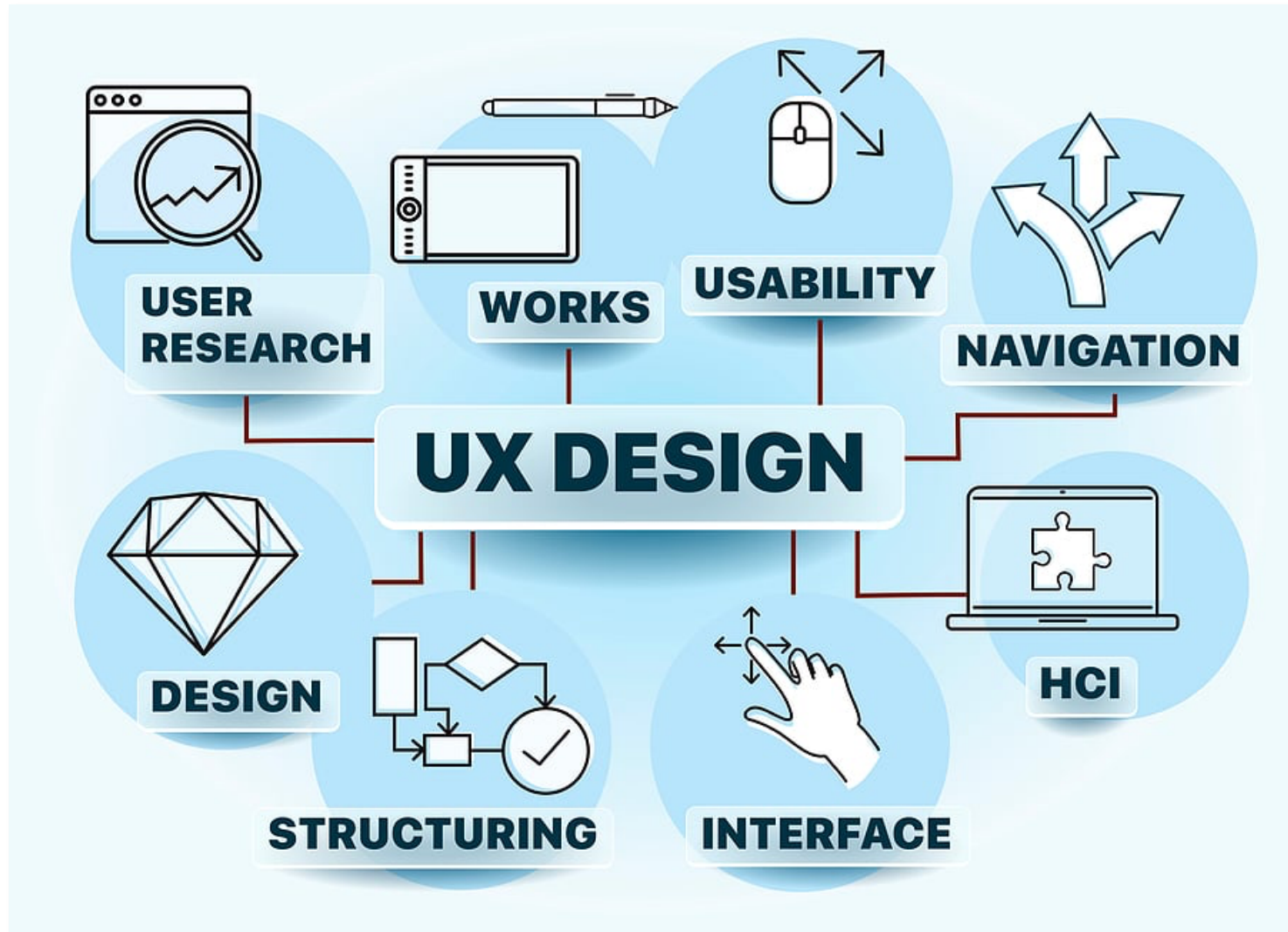# Course Tips & FAQs - User Experience Design
– D479 –

Helpful Hints on Completing Tasks

Reasons Why Most Tasks are Returned!

Task One

- Submitting task 2 before task 1 is passed.
- Creating a timeline longer than 4 weeks, 3o days.
- Not including all the attributes needed for your Persona.
- Not including the flow (flow lines) for your Wireframe.
- Not including placeholders
- Not providing Objective Usability Tasks
- Form tasks in a question (EX: What types of cuisine are served on the island)
- Not stating whether your guerrilla testing is an actionable or non-actionable item.

Your Prototype should be completed using the "About the Island "document.

Task Two

- Submitting Task 2 before Task 1 meets competency;
- Not including the proper Peer Review links;
- Not separating the Peer Reviewer's Feedback;
- Peer Review video not accessible for viewing.

About Evaluation and Resubmission

Should I resubmit all task attachments with my resubmission?

- any task items shown as Competent after evaluation do not need to be resubmitted, only those not meeting competency.
- How do I access task requirements and submit files?
- Review this Knowledge document for details on submitting files, canceling submissions, and accessing evaluation reports.
- My Task requires approval...what do I do?
- Begin working on revisions.
- Schedule a call with your Instructor to work through the evaluation feedback. If the feedback is clear and you have already addressed each item, contact your Instructor to discuss.

Locked Task:

Your Instructor has to review before resubmission. Schedule a call with your Instructor to discuss.

Task 1: Tips and Examples

A) Timeline: Create a timeline of the UX design activities that will take place during this project.

The Timeline must encompass 4 Weeks, not to exceed 30 days. There is no design requirement for the timeline:

- a table
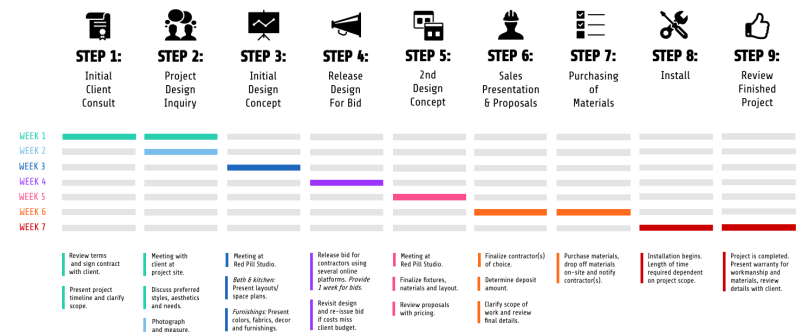- a flowchart with descriptions of the work each
- a bullet list

The "UX design activities for the project" are the other required aspects of Task 1.

- Personal profile research task
- Wireframe development
- Guerrilla testing
- Prototype design
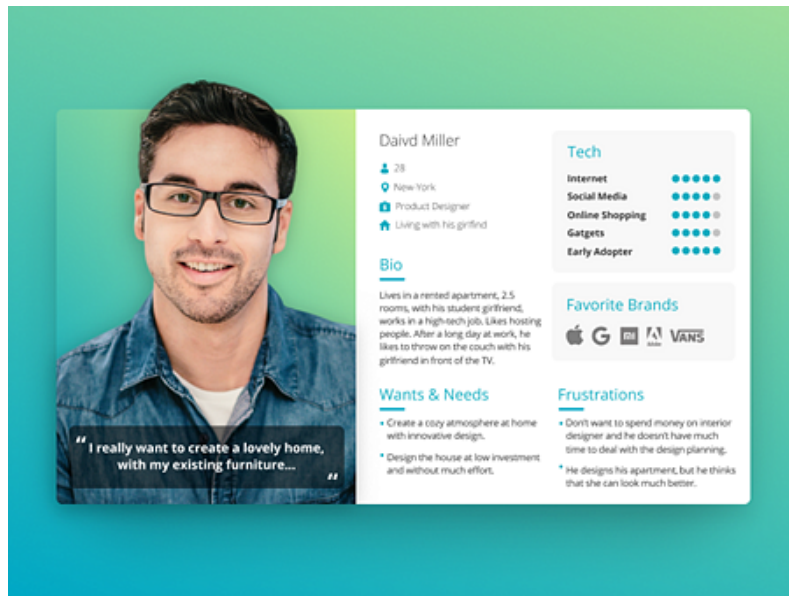- Creating usability tasks
- Modifications needed

B) User Persona: Create a user persona for visitors of the Project website.

Submit ONE Persona profile and will make up the appropriate information for each of the columns in the Survey spreadsheet.
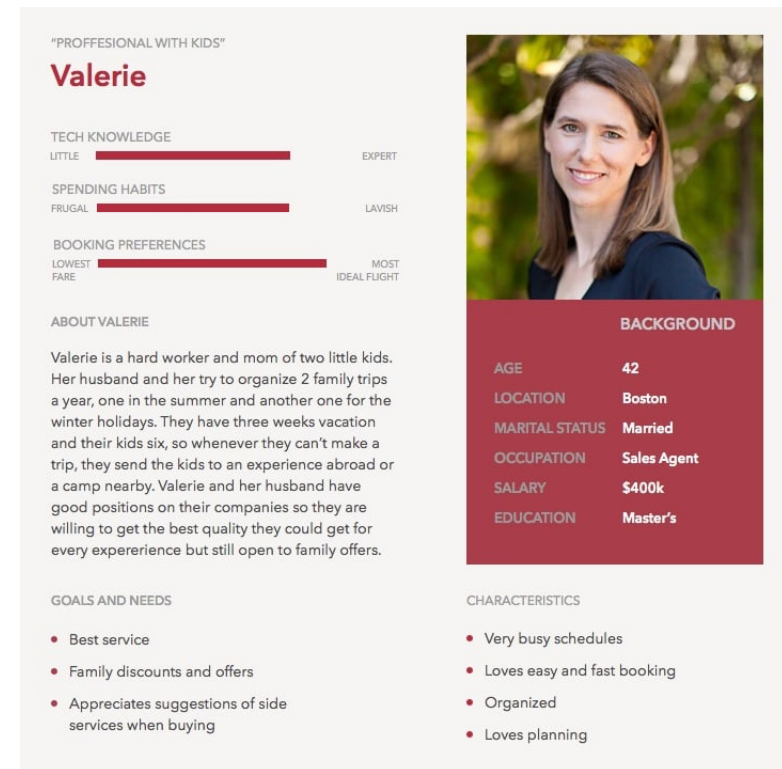
The attributes/details included should match the parameters of one example from the Survey Results document provided.

- Review Section 5 of the course material.
- Refer to supporting documents on the task requirements: "Survey Results.xlsx"
- The Attributes needed for the Persona are the Subheadings in the Survey Results spreadsheet:
- Age, Transportation to Island, Income, etc.

Additional Resources

- [User Persona Examples](#)
- [Persona How-To](#)

"PROFFESIONAL WITH KIDS"

Valerie

TECH KNOWLEDGE
LITTLE ▬▬▬ EXPERT

SPENDING HABITS
FRUGAL ▬▬▬ LAVISH

BOOKING PREFERENCES
LOWEST ▬▬▬ MOST
FARE IDEAL FLIGHT

ABOUT VALERIE

Valerie is a hard worker and mom of two little kids. Her husband and her try to organize 2 family trips a year, one in the summer and another one for the winter holidays. They have three weeks vacation and their kids six, so whenever they can't make a trip, they send the kids to an experience abroad or a camp nearby. Valerie and her husband have good positions on their companies so they are willing to get the best quality they could get for every expererience but still open to family offers.

BACKGROUND

AGE	42
LOCATION	Boston
MARITAL STATUS	Married
OCCUPATION	Sales Agent
SALARY	$400k
EDUCATION	Master's

GOALS AND NEEDS

- Best service
- Family discounts and offers
- Appreciates suggestions of side services when buying

CHARACTERISTICS

- Very busy schedules
- Loves easy and fast booking
- Organized
- Loves planning

C) Wireframe: Create a low-fidelity wireframe showing the suggested flow of your new design for the Tanitian website.

A wireframe is a visual representation of the layout & design of an interface, with no real content. It is created during the Planning phase of a project to determine the best way to present site information visually. The wireframe for this project is low-fidelity, meaning it is the first digital version of a basic sketch of a page.

Review Sections 3 & 4 of the course material

- This is a low-fidelity wireframe and can have boxes instead of figures, and lorem ipsum filler text
- Mobile or Desktop: it's up to you! Choose the format that suits the audience best
- Any tool can be used to create the wireframe
- Please make sure to label your wireframe
- There are no page requirements for the wireframe or prototype
- Include one wireframe for each page in the prototype AND a flow diagram

Wireframe for a Desktop site
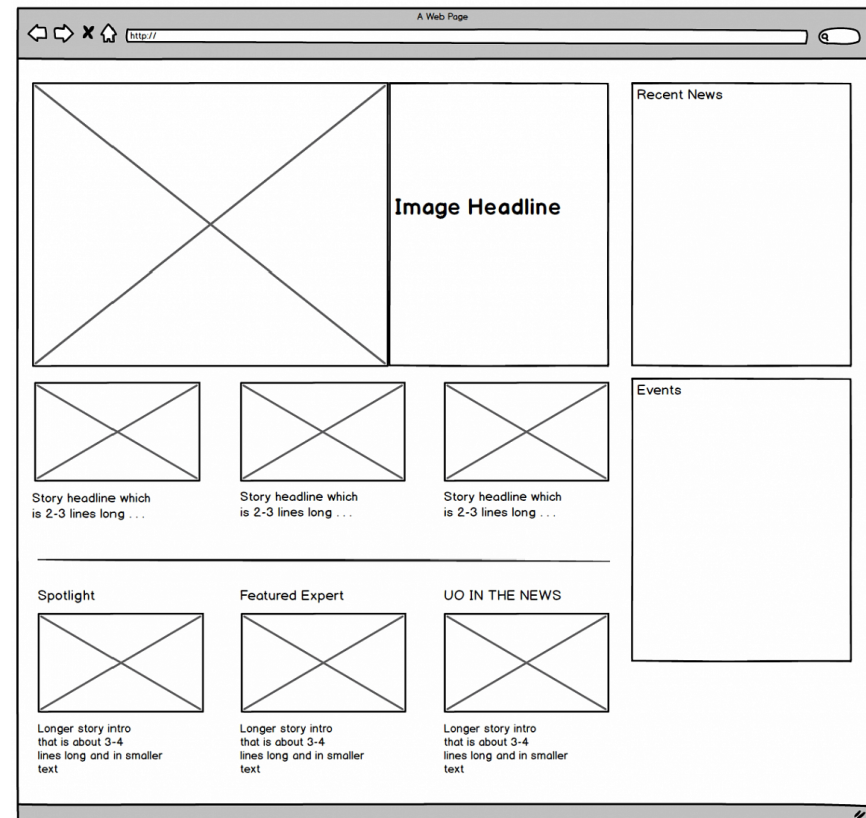
Wireframes for a Mobile site

Wireframe resources

- [A Guide to wireframe fidelity](#) provides excellent examples of wireframes and what should be included .
- [What is Wireframing?](#)
- [Difference Between Wireframe, Prototype, and Mockup](#) .

Popular Software tools:

- [SketchApp](#) (Mac) and [Adobe XD](#) for wireframing;
- [Figma](#) , a popular wireframe tool;
- Online Wireframing tool: https://wireframe.cc/
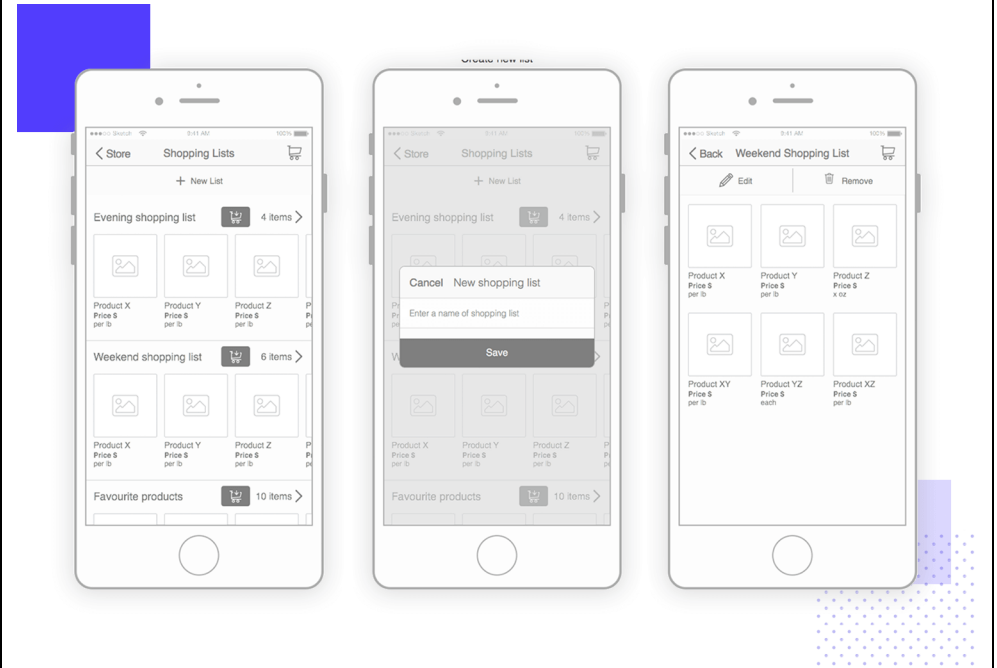
Flow Diagram resources

A flow diagram shows the basic path that a user would take from the homepage through the other pages of the site. This can be included as the first page in your wireframe submission.

- [How to Wireframe](#) (Figma blog)
- [Popular charting tools to show site flow](#)
- [How to draw flow in Microsoft Word](#) (4 min)

The diagram below shows flow between screens (but is *not* a substitute for a wireframe):
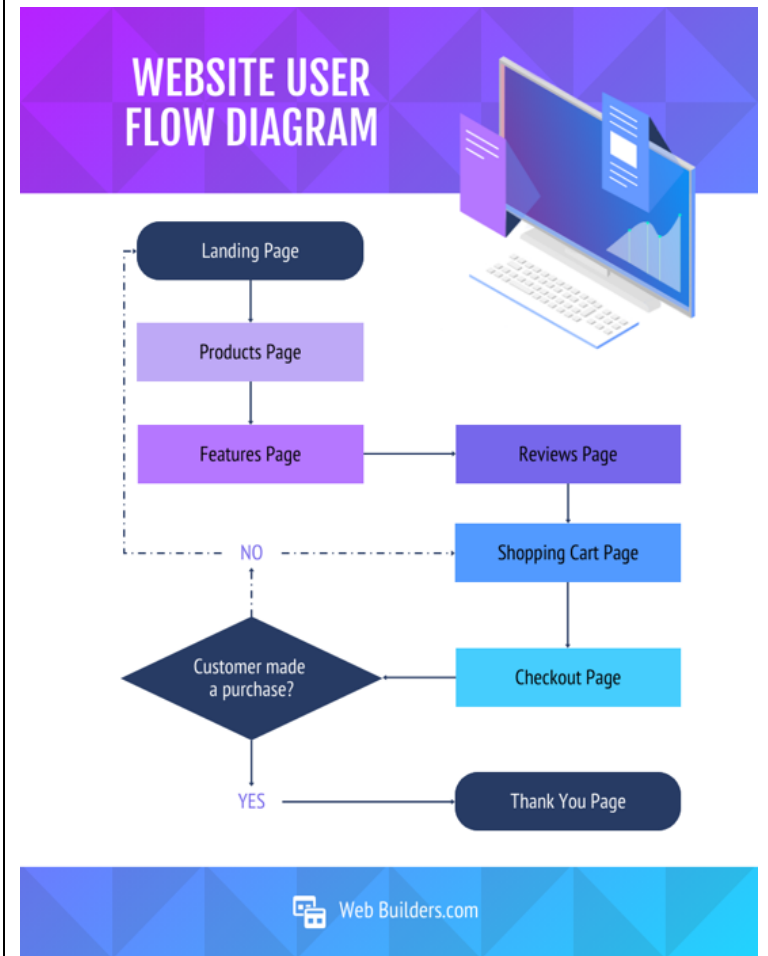
D) Guerrilla Testing: Conduct Usability testing with three other users and compile your feedback.

Testing Resources

- [How To: Guerrilla Usability Testing](#)
- [How to Conduct a Wireframe Review](#)

Review Section 7 of the course material

- Guerilla testing is to be done with family or friends you choose
- Each piece of feedback must be labeled actionable or not actionable and explain this decision.
- Explain how you will incorporate the feedback you received to improve your design
- If you intend to make changes, outline what those changes are and how they will improve the design.

Usability Testing 101

nngroup.com

NN/g

Uncover problems
in the design

Discover opportunities
to improve the design

Learn about user's
behavior and preferences

E) Interactive Prototype:

Create an interactive Prototype for the Taniti website that follows your wireframe design and incorporates the feedback you indicated in your Feedback document.

Review Section 6 of the course material.

A prototype is the 1st Draft of a working website, not its final version. Include enough content for users to perform the usability tests you are designing. For example, if you want users to locate information about beaches, include that information.

The prototype should reflect the design of your wireframe and include changes from guerrilla testing.

Any tool can be used to create the prototype as long as there is a URL to access the prototype online.

When using online images, include a caption or acknowledgement in the footer of the home page within your submission.
See: How to cite materials properly in APA format

If you build the prototype in HTML and CSS, it must be published online. See **Hosting Options** below.

Prototyping Options: read this article describing [What is a Web Prototype](#) to clarify the assignment

Tips:

Any tool can be used to create the prototype as long as you can submit the HTML files for the completed work. **Before you begin creating, ensure that your chosen software can export to a format that will load into a browser window.**

Note: we are not advocating the use of any one tool or production process for prototyping, you should explore options and decide for yourself what works best for you.

Prototyping resources

Prototyping with a GUI Editor

Many developers use GUI or advanced editors to build web prototypes, here are some examples to explore:

- [Adobe Dreamweaver](#) - an advanced GUI authoring tool (trial version available)
- [Just in Mind](#) - a Design and Prototyping tool. Students report success with exporting simple, local HTML and CSS from June in Mind.
- [Sketch app](#) - a design tool for Mac that also allows online prototyping.
- [Mockitt](#) - an all-in-one online design, prototyping, and collaboration platform.
- [Webflow](#) - a visual-first platform for prototyping.

Prototyping in an Authoring Environment

Authoring environments provide a variety of features but have restricted coding and output options.

- [Weebly](#) – a website builder, now a part of the Square product suite
- [Proto.io](#) - a website builder with drag&drop features.

Prototyping with a Code Editor

Code editors are popular with developers who understand HTML, CSS and JavaScript for prototyping. Here are some examples:

- [Phoenix Code](#) - a free code editor with browser preview features
- [VisualStudio Code](#) - a free editor from Microsoft
- [Sublime Text](#) - a popular free code editor.

There are numerous other editors available to use, search online for the large variety of options.

Generating a URL for Task 2 submission: Hosting Options

Below are some options for getting your Prototype online.

- **GitHub** now offers web hosting services: https://pages.github.com/
- **W3Schools**: https://www.w3schools.com/spaces/ (you can create a free hosting account @ w3schools.com to generate a URL for your project)
  note: there are bandwidth and time restrictions on this hosting service, use as a last resort

And if you have a **GitLab account**, you can use it for hosting in this course.

Note:

- Sites hosted on Netlify are no longer accepted by Evaluation.

F) Usability Tasks: List five objective usability tasks you want users to test in Task 2 for your prototype.

- Review Section 7 of the course material.
- Functional testing validates a system's functionality and asks if something *can* be done, like working links and images loading.
- Usability testing validates the ease of use and intuitiveness of a system. In other words, *how* is it done and does it make sense.
- These should be usability tasks that allow the user to complete without prescriptive directions.

Additional Resources

- [Functional Testing vs. Usability Testing](#)
- [Differences Between Functional Testing and Usability Testing](#)

GOOD Objective Usability Tasks: functional requests

- What is the drinking age at the resort?
- Locate a phone number for the hotel?
- Identify two things you could do on the island.
- What are the transportation options to and on the island?

POOR Usability Tasks:

- Navigate the website.
- Click on lodging and navigate to the hotel information.
- Verify the navigation works.
- Review transportation options.
- Test the "learn more" link.
- Click on the FAQ page and then scroll down to find the drinking age.

G. Acknowledge resources used from other sources

Since this is a fictitious resort and there are no reviews of lodging and other aspects of the island, there are likely no in-text citations or references you will include in your site content.

However, you should acknowledge photos and other media used on the site. There are two main ways of doing this:

- Caption each photo including the name and location of the source
- Put an acknowledgement in the footer of the home page if coming from one source.

See this article on Bibliography.com for more info: How to Cite a Picture in MLA

H. Professional communication in content and site presentation

- Use Spellcheck on your site documents before submitting for evaluation;
- The Writing Center has resources on in-text citations here ;
- You may schedule an appointment with the Writing Center if you need assistance with professional communications or citations.

Task 2: Tips and Examples

Usability Testing and Peer Reviews: Record yourself giving feedback to three different student prototypes

Submitting your Prototype for Review: see in Task 2 Supporting Documents

- D479 Task 2 Template.docx
- Instructions Prototype and Peer Review Dashboard.docx

You can post a request for Peer review in WGU Connect; include your REQ number in the request.

Prototype Feedback Summary

Summarize the feedback from the three reactions you received on your design

• Summarize the quantitative and qualitative data collected for each usability task. • Identify each piece of feedback as actionable or not actionable. • This is assessed on your summary, not the feedback provided by other students.	Your feedback summary will need to itemize each Reviewer for each Useability Task - So ultimately you should have 15 items (3 reviews x 5 tasks). Each item should have: • The reviewer • The task • The comment • Whether it is actionable • If actionable, a justification of why it would help improve the design.

Design Changes

Summarize how your design changed throughout the entire UX design process

- Summarize the entire testing process (wireframe, guerilla testing, prototype, usability testing) and explain how the design changed throughout the process.
- **There is no need to update your prototype after this Task element is complete.**