## Participant 2

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| **Visibility of system status:** Systems should inform user what is going on at all times, ensuring everything is clear at all times. |
| The system shows me at all stages of the journey where I was and what I needed to do throughout the experience. The titles on each page as well as clear layout, use of terminology and overall design told me what I needed to do without needing to ask which shows it was successful. |
| **Match between system and the real world: Should be on the users level, using the users language, words, phrases, concepts, use real-world conventions, follow logical orders naturally.** |
| The language used made sense because it’s exactly how I would have described the options as a user. Its logical and simple which is what every app should follow because it improves experience and handling within the system. |
| **User control and freedom:** **Having ways out of situations like emergency exits if mistakes happen and undoing/redoing things, feedback helping the user if they have made a mistake.** |
| There are not really any emergency exits apart from the navigation bar which can be used to just take you back to the main sections but it works. I would have an emergency exit option because apps just don’t really do that. Going backwards is easy because the arrows on the pages allow me to do that. So, if I make a mistake, I know to use the arrows to go back. |
| **Consistency and standards: Users should not be guessing anywhere on interface.** |
| The only thing I can to guess was how to get out of a specific situation by pressing the navigation bar if there was no back arrow so I would ensure there was a back arrow on all pages that require it. |
| **Error prevention: Careful design should not allow errors to occur in the first place, being very hard to get any errors at all.** |
| I made no errors when going through the interface therefore no error prevention was needed. If an error did occur, I could always use the back arrows or navigation bar to get out of it. |
| **Recognition rather than recall:** **Minimising the users need to remember things unnecessarily, overloading on memory.** |
| There was nothing that I had to remember apart from the amount of information on the posts. I would definitely cut down the amount of information shown to the user. This is to reduce the amount of information I may have to remember about a post and not deter me from viewing the post. |
| **Flexibility and efficiency of use:** **Shortcuts that speed up interaction, tailor frequent actions and overall being efficient.** |
| There were no shortcuts but I feel the platform doesn’t really need any because you can get to any part of the app pretty quickly through the navigation bar. If I wanted to view posts often, I could use the home option on the navigation bar to this often-which acts like the shortcut and speeds up the interaction. |
| **Aesthetic and minimalist design: Irrelevant information, unnecessary information, not too much contrasts.** |
| The design of the application is nice and simple but is a bit bland. Looking at two colour all the time becomes a bit depressing because they’re dark colours too. Therefore, I think using different colours in the design would create a fresh, new look to the application. All information was relevant and the design itself was consistent, it just needs styling up a bit. |
| **Help users recognize, diagnose, and recover from errors: Error messages should be used and being understandable by the user. If no errors occurred, there should be a way for users to undo things easily if they need to.** |
| No error messages were on which is something I would implement as a future design considering users might make them. But the design is so simple, its very hard to make any errors, if not, at all. |
| **Help and documentation:** **It may be necessary to explain to the user about anything in further depth through documentation id needed.** |
| There were no help options available but again, I didn’t need any help on the platform. The designer informed me that there is an option to contact the administrator if any help was required however, I think there should be a page dedicated to helping or perhaps implement a live chat feature to help out. |