

INFO2222_A2 report

Group name: CC01_Team10

Name: Quynh Nhu Pham, Gordon Liu

Summary

- Successfully implemented 2 functionalities which are question post making, and search question, also improved the chat functionality from the last assignment and added a resources download functionality.
- Successfully conducted a human-centered process of web design including:
 - + User investigation by collecting data through google form, conducting a PACT analysis and creating persona.
(our design process document in which our Persona and PACT analysis can be found
https://docs.google.com/document/d/1GNRRWRuhdAlak1BER4tsPsVh72OD0DG_R5m0a_I1Nrc/edit)
 - + Card sorting. (see appendix or PACT)
 - + Site map. (<https://www.gloomaps.com/lvdEXXzgQZ>)
 - + 3 Lo-Prototypes.
 - + Usability Testing.
 - + Final implementation

Member contribution

Quynh Nhu Pham

- Report (80%)
- Lo-Prototypes.
- Chat function.
- Question post implementation.
- Search bar implementation (50%)
- Survey making (50%)
- Card sorting (30%)
- Site map.
- Persona.
- Video demo.
- Usability Testing

Gordon

- Report (20%)
- Resources page
- Search Bar implementation.(50%)
- Survey (50%)
- Card Sorting (70%)
- Usability Testing
- SQL backend

Body of report

1. User investigation

In this step, we focused on collecting our target users' data. We used Google form to do it. We have surveyed over 10 users. Because we want to develop a platform for Computer Science students so we shared our survey on platforms like Ed where most Computer Science students are.

We also constructed a PACT analysis for our chosen group which was included in our design document which we have attached a link to in the beginning. From the survey, we were able to build a persona prototype for all of our target users which has helped us in terms of determining what kind of functionality that we want our website to have. The persona was refined from the card-sorting session and we ended up deciding to build 2 core functionalities which are question and answer posting, and question searching via a search bar.

2. Navigation Design

We have created a card sorting session and sent it to three users to do it. The type of card sorting that we used was closed card sorting. The reason why we chose this type was because we thought it would make it less time consuming and easier for the users, they would agree to do the card sorting sessions, but we also wanted to see how we could further refine the persona to decide on which functionalities to implement.

Here are some of the key differences between each of the users:

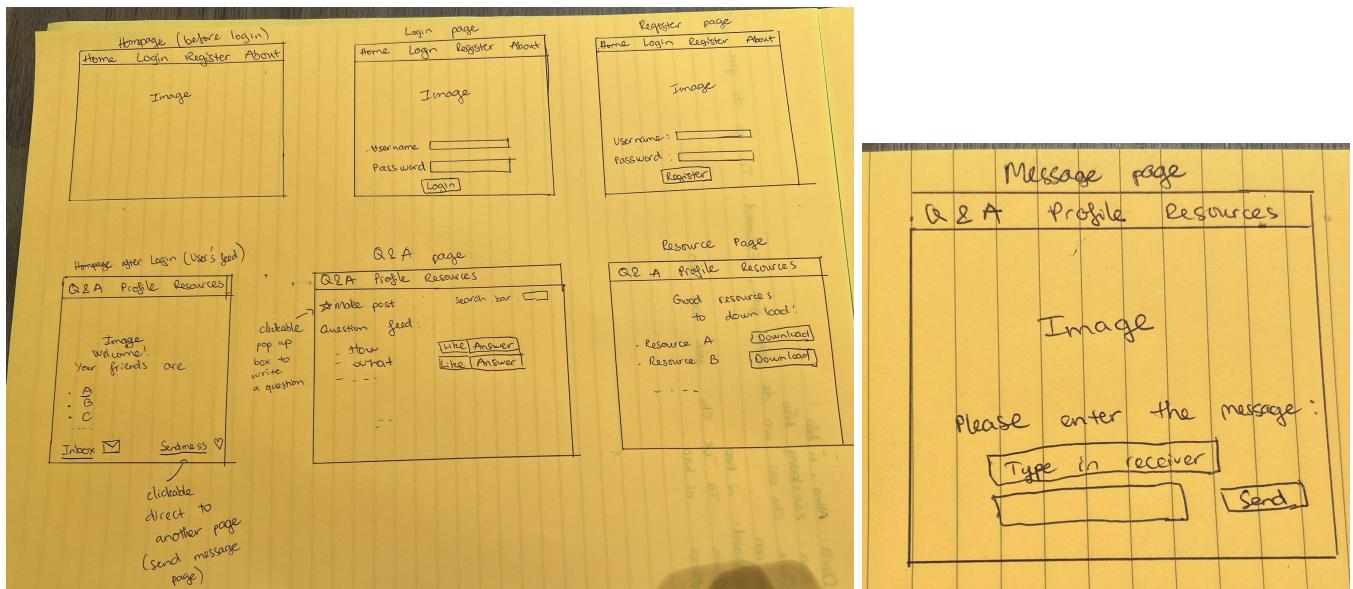
User 1	User 2	User 3
Quite balanced in card-sorting, but did not assign any questions to the	Sorted many questions and heavily skewed towards the Messaging	Quite balanced as well, sorted, with cards in every section, but was somewhat

User Experience or Website Guidelines sections, instead more on Account Management, Privacy and Messaging and Forum sections.	and Forum section, and none in the User Experience or Website Guidelines sections.	biased towards the Privacy section.
Please see appendix 6 for the card sorting image	Please see appendix 7 for the card sorting image	Please see appendix 8 for the card sorting image

After card sorting, we refined our persona and decided on the functionalities to implement. We decided on two main functionalities: question and answer posting, and question searching via a search bar. From this, we were able to map out our website using the given template as a base. This is the Information architecture of our website. (<https://www.gloomaps.com/lvdEXXzgQZ>)

3. Design-Evaluate (Prototype in paper version)

First prototype:

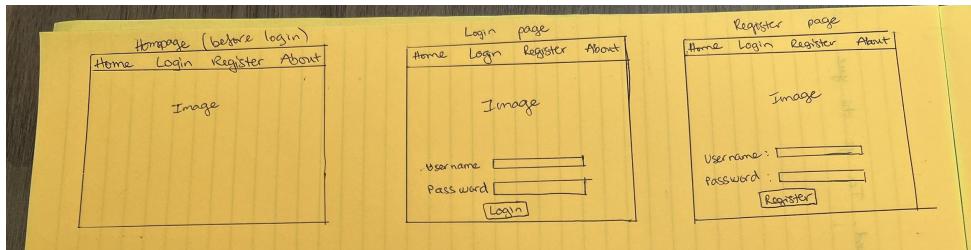


> Feedback from First Usability Test:

- Q&A is not obvious.
- Preferred to have a list of questions
- Put Q&A and resources next to each other in the header.
- Have chat section in the header
- Send message button next to each of users' friends (or make the friend clickable to send message)

- Inbox button should place on the top left
- The chat window is cumbersome, difficult to use. Couldn't see our own message after pressing send.

Second prototype:



The image shows two wireframes on orange paper connected by an arrow.
 - The left wireframe is labeled "Homepage after Login (User's feed)". It features a header with "Q & A", "Resources", "Profile", and "Chat". Below the header is an "Inbox" section with a "Image" placeholder and a list of friends: "A", "B", and "C". Under each friend is a "Send A message", "Send B message", and "Send C message" button. An annotation "clickable popup" points to the friend list, and another points to the "chat box" area below.
 - The right wireframe is labeled "User's feed when click send friend message!". It shows a message window with "hi how are u?" and a "Send" button. Below the message window is a "Type here" input field. To the left of the message window is a list of friends: "A", "B", and "C", each with a "Send A message", "Send B message", and "Send C message" button. An annotation "click" points to the "Send A message" button for friend "A".

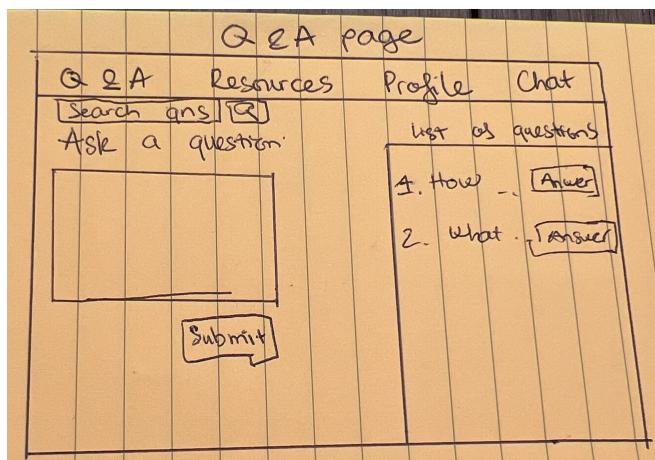
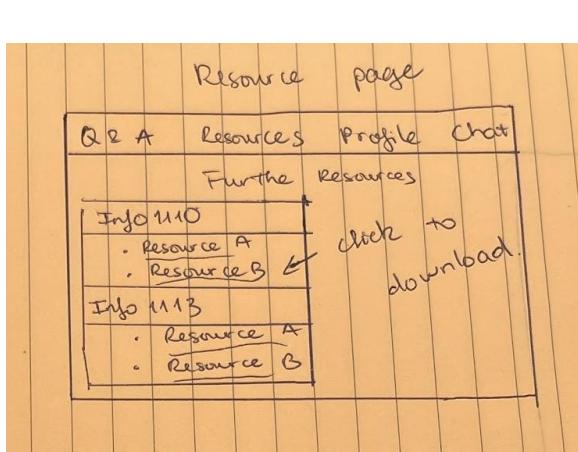
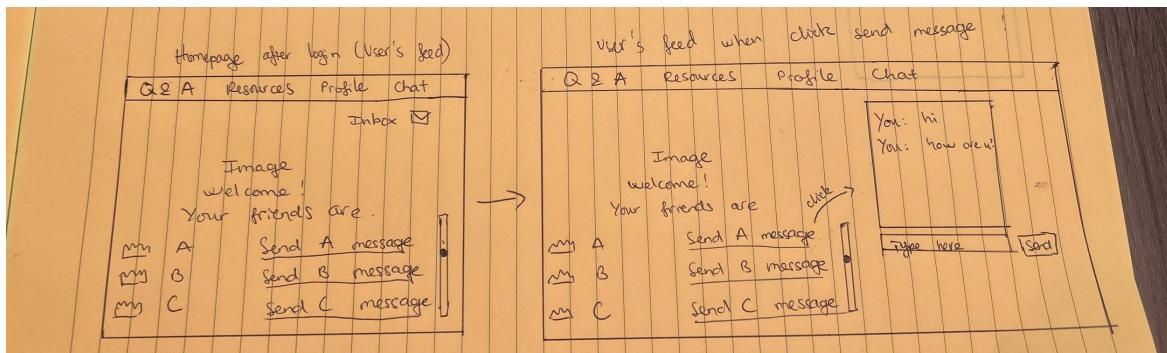
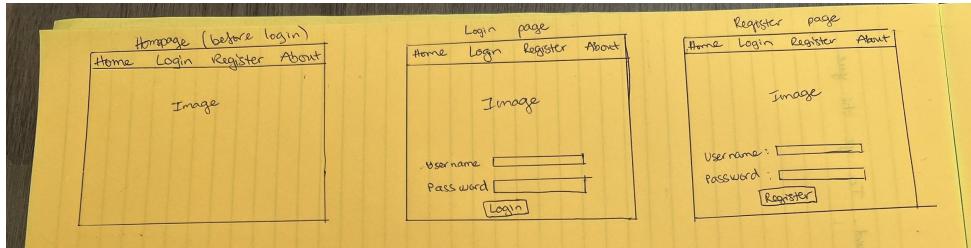
The image shows two wireframes on orange and yellow paper.
 - The left wireframe is labeled "Q & A page". It has a header with "Q & A", "Resources", "Profile", and "Chat". Below the header is a search bar "Search ans [Q]" and a "Ask a question" input field. A "Submit" button is located at the bottom of the input field. To the right is a "list of questions" section with two items: "1. How" and "2. What", each with an "Answer" button.
 - The right wireframe is labeled "Resource Page". It has a header with "Resource", "Profile", and "Resources". Below the header is a section titled "Good resources to download!" with a list: "Resource A" and "Resource B", each with a "Download" button.

> Feedback from Second Usability Test:

- Chat function:
 - + Distinguishing between sender and receiver.
 - + The send message button would be not as effective if having long list of friend
- Q&A function:
 - + Answer function associated with the question

- Resources function:
 - + Section resources based on the course.

Third prototype:

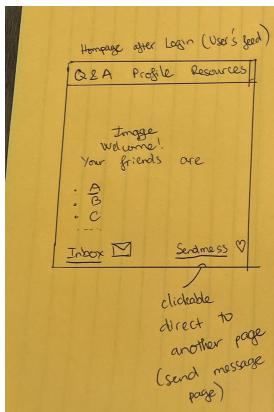
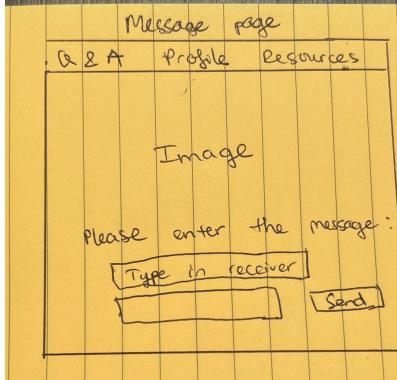
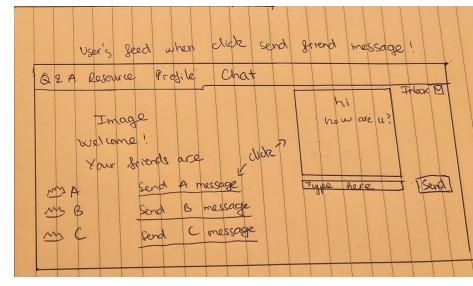
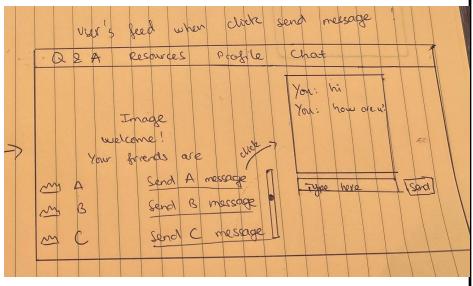


> Feedback from Third Usability Test:

- Chat function:
 - + Distinguishing between sender and receiver.
 - + The send message button would be not as effective if having long list of friend
- Q&A function:
 - + Answer function associated with the question

- Resources function:
 - + Section resources based on the course.
- Misc.:
 - + Make the Header Image smaller in the login page such that it is easier to navigate to the login form.

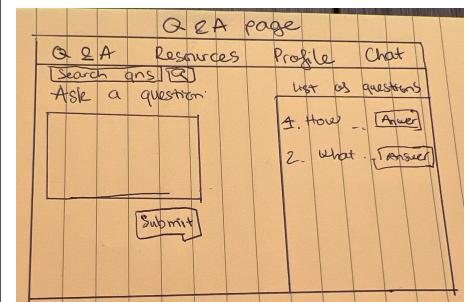
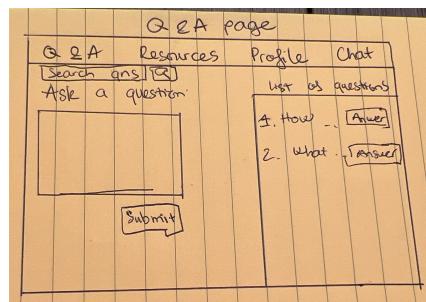
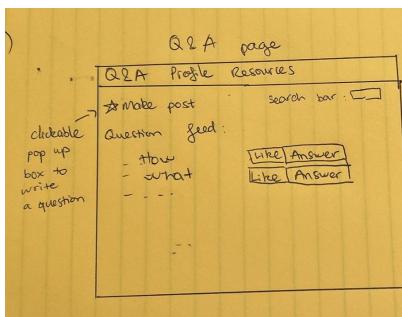
Overall, there are 3 main pages that we made changes through three prototypes which are Q&A, Users' feed, and Resources page. We also made changes to our chat function which is on the same page as Users' feed. Please have a look at the table to know in detail what we changed and why we changed it.

	1st prototype	2nd prototype	3rd prototype
Chat & Landing Page	 <p>Homepage after Login (User's feed)</p> <p>Q&A Profile Resources</p> <p>Image welcome! Your friends are A B C</p> <p>Inbox Send message </p> <p>clickable direct to another page (send message page)</p>  <p>Message page</p> <p>Q&A Profile Resources</p> <p>Image</p> <p>Please enter the message:</p> <p>Type in receiver <input type="text"/> Send</p>	 <p>User's feed when click search friend message!</p> <p>Q&A Profile Chat</p> <p>Image welcome! Your friends are A B C</p> <p>Send A message Send B message Send C message</p> <p>Inbox B hi how are u? Type here <input type="text"/> Send</p>	 <p>User's feed when click send message</p> <p>Q&A Resources Profile Chat</p> <p>Image welcome! Your friends are A B C</p> <p>Send A message Send B message Send C message</p> <p>You: hi You: how are u? Type here <input type="text"/> Send</p>

There are two things we improved on the 2nd prototype following the first feedback which are putting the send message button next to each of the friends in the friend list. Since the feedback said the chat function is hard to use, we removed the message page, instead, we made the chat window as a popup box and combined it on the same page as the user's feed.

There is one thing we improved on the 3rd prototype following the second feedback. We made it clear whose message it was sent from by specifying the sender and the receiver in the chat window. We also made the login form on the Login Page a little more clear to access.

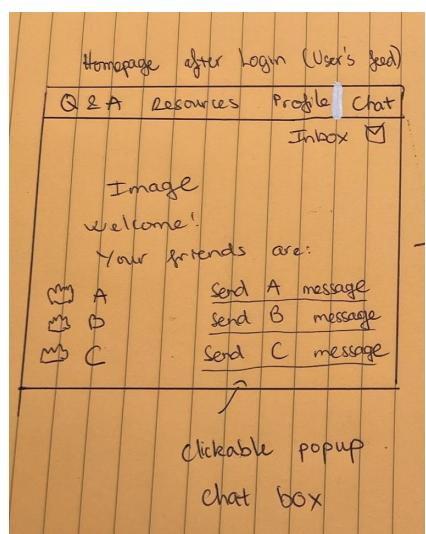
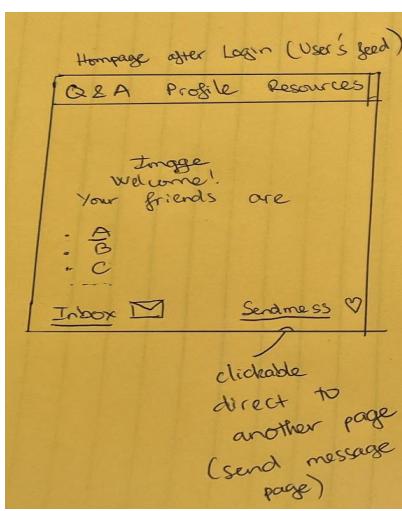
Q&A



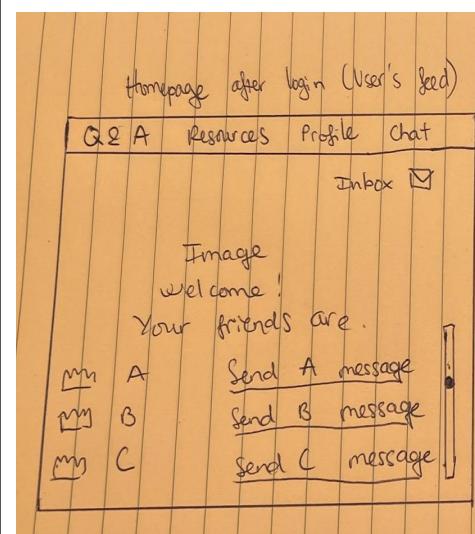
There are two things we improved on the 2nd prototype following the first feedback. Instead of making the question post a popup box after clicking the 'make post' button like we did in the 1st prototype, we made it appear straight away as users prefer to go straight to the question post making. We then separated the left side for question submission, and the right side for questions display. We also moved the search bar to the left side instead of the right side.

- Unchanged.

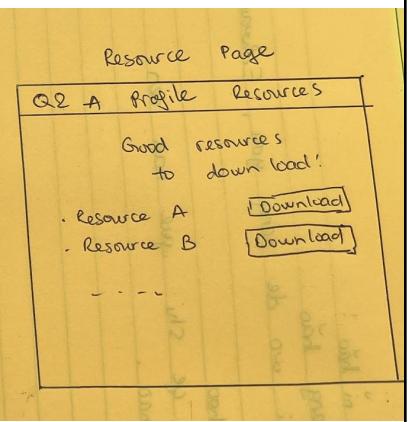
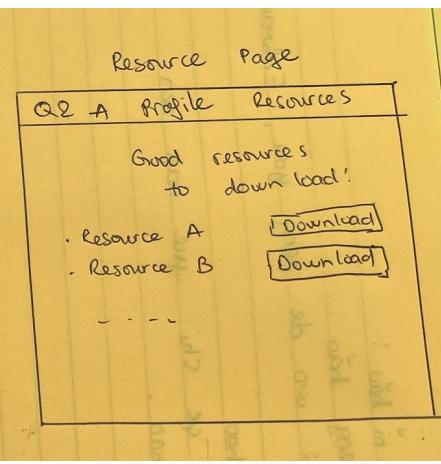
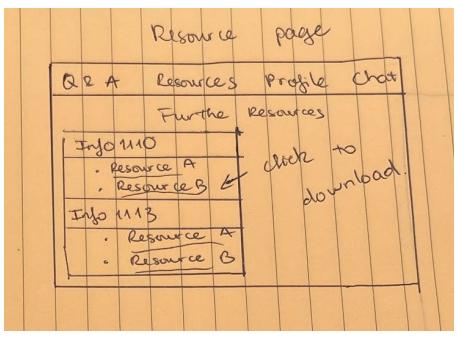
Users' feed



There are three things we improved on the 2nd prototype following the first feedback. We swapped the Resources and Profile position in the header. We added a Chat section in the



There is one thing we improved on the 3rd prototype following the second feedback that we found really significant. We added a scroll bar in the friend list as the list definitely would

		<p>header as users find it convenient as sometimes they want to go straight to the chat page. We moved the inbox button to the top right instead of being at the bottom left.</p>	<p>get longer in the future, so it is definitely needed.</p>
Resources	 		<p>- There is one thing we improved on the 3rd prototype following the second feedback. We categorized the resources into course related rather than letting it be all over each other like before.</p>

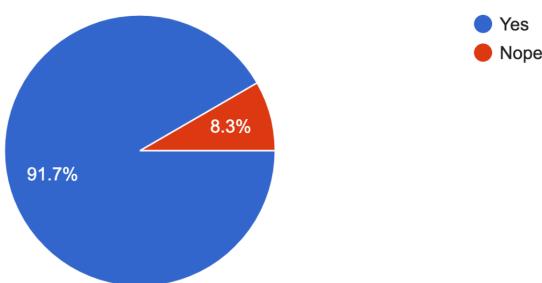
4. Implementation (Hi-fi prototype):

There are two main features we added. Submit a question post and search for a specific question. We also improved a feature from the last assignment which is the chat function.

We implemented the function to submit a question because from our survey that we got from our users, there are more than 90% saying that they find a Q&A platform helpful.

3. Do you find a Q&A platform like Edstem helpful for your studies?

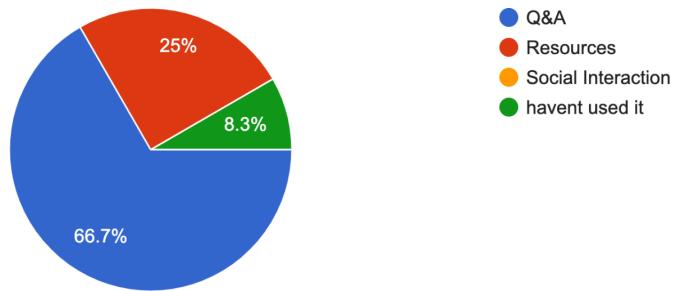
12 responses



Moreover, there are more than 50% using the question making function more than other functionalities when they use Q&A platform.

6. What Edstem functionality do you use the most?

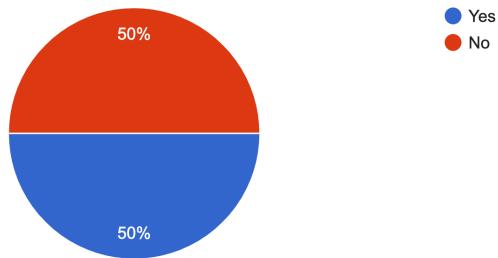
12 responses



Lastly, the reason why we implemented the search bar function is because when asked why the user might find a Q&A platform not convenient, most of them find it hard to search for a specific question post.

4. Did you find any aspect of Edstem inconvenient to use?

12 responses



If you answered Yes to the previous question, can you give a short example as to what aspect of Edstem you found inconvenient? (i.e hard to post questions, too many functionalities making it hard to navigate, etc)

6 responses

Specifically with asking questions, I would have to select all the correct tags before the Title and question field would come up such that I can ask my question. I found it a bit cumbersome.

I want to be anonymous everywhere, and dislike that teachers can remove that option. I don't use the discussion function ever.

Hard to find the questions that I starred

the search bar sometimes does not output what I want to find

It sometimes takes long time to have responses from the tutors or professors. Many students post questions on Ed discussion at the same time so the staffs can miss out some questions

too many functionalities making it hard to navigate

We have demonstrated the question post making functionality to the tutor. Please see the screenshots that we attached in this submission for the search bar functionality.

Project limitation discussion

- Hard to get people to fill out the survey. Especially the card sorting session because people who have not done this before did not know how the card sorting works, so it takes time explaining to them.
- Both Javascript and CSS were challenging to get used to without prior knowledge, and lead to problems in implementation, especially with implementing the posting answers in the forum Q&A.
- We also had hoped to connect to a SQL database to hold posted questions, but in the end, due to our inexperience with JS, we did not end up implementing it.

Appendix

(1) Landing Page and Chat function implementation



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This username-password combination is valid, welcome!

Your friends are



Jayson

[Send Jayson a message](#)



Claudia

[Send Claudia a message](#)



Mya

[Send Mya a message](#)

[Q&A](#) [Resources](#) [Profile](#) [Home](#)



shutterstock.com • 1146069941

This username-password combination is valid, welcome!

Your friends are



Jayson

[Send Jayson a message](#)



Claudia

[Send Claudia a message](#)



Mya

[Send Mya a message](#)

ne!

hi

come!

hi
how are you

type here...

2) Question post submit

Ask a question here

is there anyone have any tips for
comp2017?

Ask a question here

1. is there anyone have any tips for comp2017?

Ask a question here

Where can I find good resources for info2222?

Submit

-
1. is there anyone have any tips for comp2017?

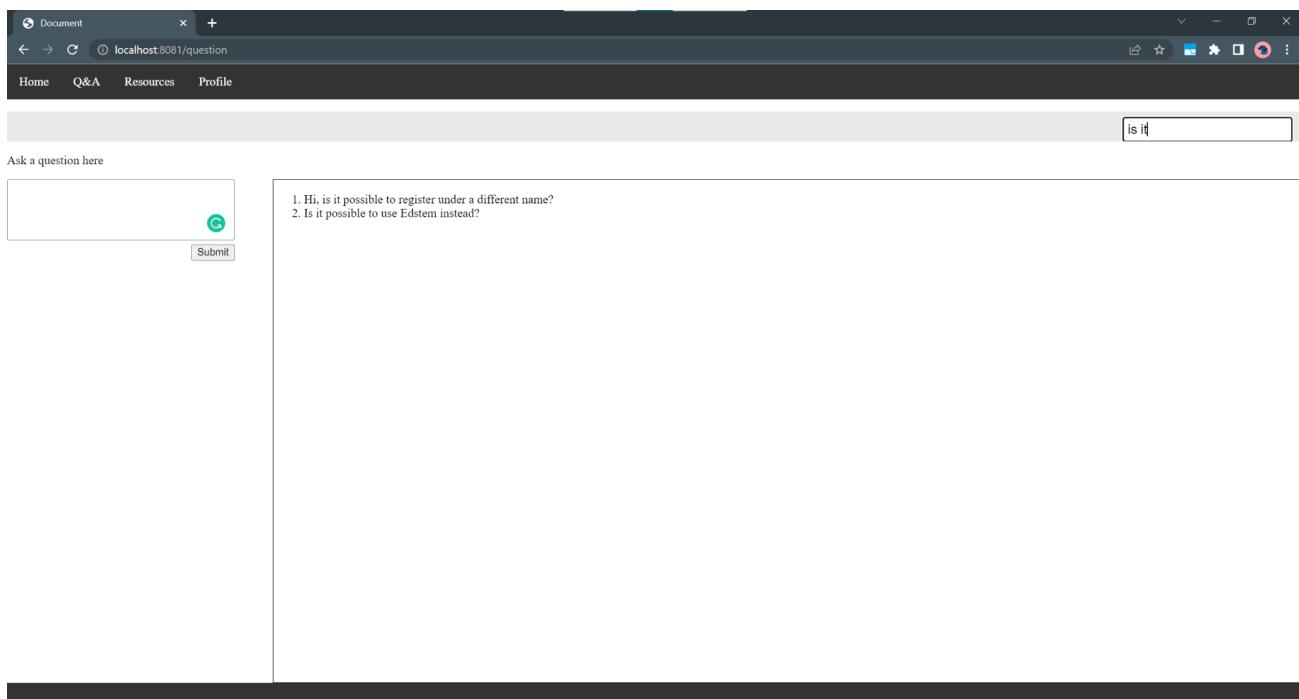
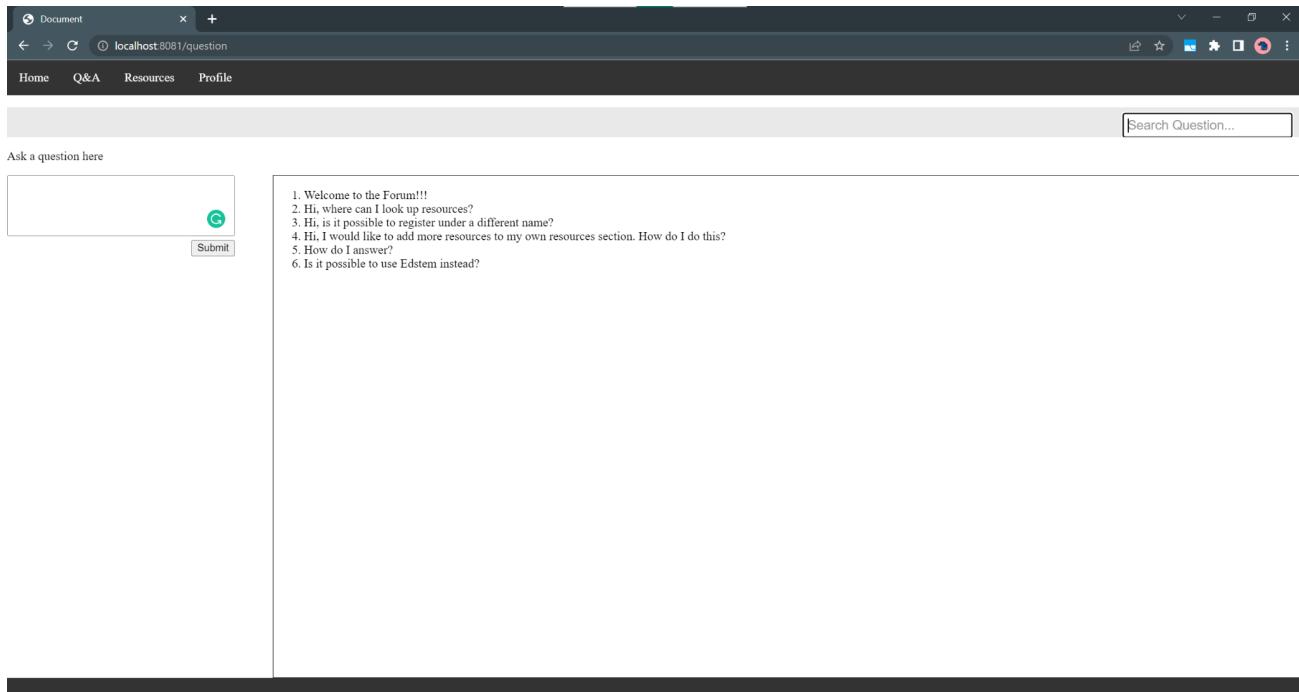
Q&A Resources Profile Home

Ask a question here

Submit

-
1. is there anyone have any tips for comp2017?
 2. Where can I find good resources for info2222?

3) Search Bar



4) Answering Questions

Document

localhost:8081/question

Home Q&A Resources Profile

Search Question...

Ask a question here

Submit

1. Welcome to the Forum!!! Hello!!! Answer

2. Hi, where can I look up resources? Answer

3. Hi, is it possible to register under a different name? Answer

4. Hi, I would like to add more resources to my own resources section. How do I do this? Answer

5. How do I answer? Answer

6. Is it possible to use Edstem instead? Answer

5) Updated Login

Simple Student Templating Solu

localhost:8081/login

Home Login About

Simple Student Templating Solutions

Because the usability is more important than the back end for now.



Login with a username and password

Username:

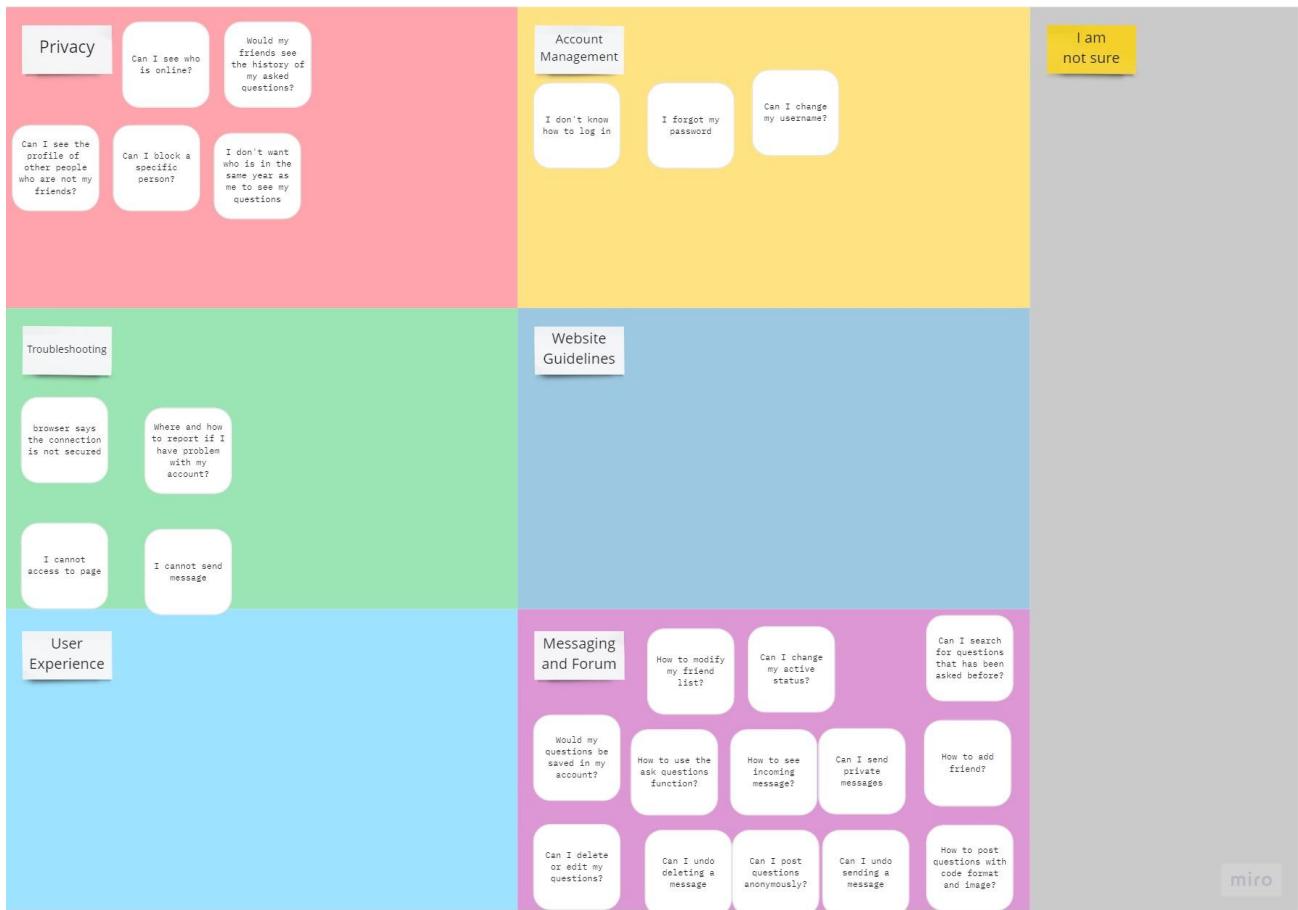
Password:

7) First User Card Sorting



miro

8) Second User Card Sorting



12) Third User Card Sorting

