**Survey for Snowboard Review App**

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# Respondent 1:

1. General Information:

Lexie

23

Female

Frequently 1-2 month

1. Experience and Skill Level

Intermediate

Recreational

1. Equipment Preferences

Yes, Rome Kashmir 2018-2019

Length and shape

1. Information Gathering

Goes to brick and mortar stores to talk to pros. Online to compare prices.

Sometimes the terms in the description are too technical and I don’t really know what im reading.

1. Use Case Scenarios

I was looking at a snowboard in a ski shop and I couldn’t find out if they made the board in my size, so that was a challenge.

The age of the board and the terrain.

1. Desired Features

I want explanations of what things mean no matter how simple it might be. But not to the point where It feels cluttered and I don’t want to read it anymore.

n/a

1. User Stories

The information is there but it always feels like “what do I do with this”. Like is it good or not. Maybe I just don’t know what I like.

# Respondent 2:

1. General Information

* Shamus
* 22
* Male

2. Experience and Skill Level

* Advanced
* Ride Recreational but at a pro level

3. Equipment Preferences

* Yes, Capita Mega Mercury
* The pop, camber profile, length, has to be bidirectional, and terrain.

4. Information Gathering

* I usually watch reviews or go to a ski store like evo.
* Its either too much info where I want form an opinion or too little. Or when its obvious they’re being paid to promote the board.

5. Use Case Scenarios

* I was looking on some random review site because they were they were the first link when looking at a capita board but site was formatted so bad. Like the sections were all merged together and it was hard to track and distinguish the different parts of the review. Also it was overruled with ads.

6. Desired Features

* I like the details and specs of evo. It’s a little wordy but but the pictures are nice. Like the camber profile and the level. Its faster to understand than reading.
* Not really.

7. User Stories

* No.

# Summaries

## Respondent 1:

Her information-gathering approach involves consulting professionals in physical stores and comparing prices online. Lexie, however, faces challenges when encountering technical language in online descriptions. She emphasizes the need for straightforward explanations of terms without overwhelming clutter. During a specific use case scenario in a ski shop, Lexie struggled to find information on board size availability, indicating a potential area for improvement in user experience. While appreciating the presence of information, Lexie feels a lack of guidance on decision-making, expressing uncertainty about her preferences and desires. This insight suggests an opportunity to explore a guided approach or question-based system to assist users like Lexie in making informed choices.

## Respondent 2:

His information-gathering methods include watching reviews and visiting ski stores like Evo. Shamus faces challenges with online reviews, noting issues of information overload or insufficient details, especially when promotional bias is apparent. In a specific use case, he encountered a poorly formatted review site with merged sections and excessive ads, highlighting the importance of clear and organized web design for user-friendly experiences. Shamus appreciates detailed specifications like those on Evo but prefers a concise presentation, valuing visuals such as pictures for a quicker understanding. This insight suggests a preference for a clean and visually appealing user interface, potentially influencing the design of the snowboard review app to prioritize clarity and minimalism. Shamus is also down to be a reviewer and has emphasized he would like a easy to fill out form where he has to input minimal text. So more of a form to fill out rather than writing a bunch of text.

# Problem Statement

The snowboard review app aims to address a fundamental challenge in the snowboarding community, where users encounter difficulties in obtaining reliable and comprehensible information about snowboards. Existing review platforms often present information in a way that leads to confusion, information overload, or lack of clarity, hindering users like Lexie and Shamus in making informed decisions. The overarching problem is the absence of a user-friendly platform that seamlessly integrates detailed specifications, user experiences, and visual elements to cater to both novice and expert users, fostering a more accessible and enjoyable snowboard exploration and selection process.

# User Stories

1. **As a novice snowboard enthusiast, I want the app to provide clear explanations of technical terms and features, so I can enhance my understanding and confidently choose a suitable snowboard for my skill level.**
   * **Acceptance Criteria:**
     + The app should include concise and user-friendly tooltips or pop-ups explaining technical terms.
     + The explanations should be easily accessible within the app's interface.
2. **As an experienced snowboarder, I want the app to showcase detailed specifications and user reviews, allowing me to thoroughly assess a snowboard's performance and make an informed decision.**
   * **Acceptance Criteria:**
     + The app should display comprehensive specs, including camber profiles, bidirectionality, and length.
     + Users should be able to access and contribute detailed reviews, emphasizing real-world experiences.
3. **As a user who prefers visual information, I want the app to feature high-quality images and visual representations of snowboards, helping me quickly evaluate their design and aesthetics.**
   * **Acceptance Criteria:**
     + Each snowboard entry should include multiple clear images highlighting its design, shape, and graphics.
     + Users should be able to easily swipe or navigate through the images.
4. **As a user concerned about board age and conditions, I want the app to present information on a snowboard's release date and condition, helping me assess its relevance and potential longevity.**
   * **Acceptance Criteria:**
     + The app should include a section displaying the release date and any available details about the board's condition.
     + Users should be able to filter boards based on release date.

As a user who values a clutter-free interface, I want the app to present information in a well-organized and easily navigable format, ensuring a seamless and enjoyable user experience.

Acceptance Criteria:

The app's interface should have intuitive navigation, presenting information in distinct and well-labeled sections.

Users should be able to find relevant details without feeling overwhelmed by excessive information or clutter.

# BDD Scenarios

## User Story 1: Novice Understanding

**Scenario 1: Happy Path - Exploring Technical Terms**

Given the user is on the app's homepage

When they tap on a snowboard entry

Then they should see clear and concise explanations of technical terms

And they can easily close the tooltips to view the specifications by clicking on a question mark.

**Scenario 2: Unhappy Path - Overwhelmed by Information**

Scenario: Overwhelmed by Information

Given the user is viewing a detailed snowboard description

When they find the technical information overwhelming

Then they should be able to toggle off the detailed explanations

And the app should provide a simplified view with minimal text.

## User Story 2: Thorough Assessment

**Scenario 1: Happy Path - Accessing Detailed Specifications**

Given the user is on the snowboard details page

When they scroll down to specifications

Then they should find comprehensive details including camber profiles, bidirectionality, and length with easy pictures depicting the profile.

**Scenario 2: Unhappy Path - Lack of Real-world Experiences**

Given the user is exploring user reviews

When they find reviews lacking real-world experiences

Then they should have the option to flag or report the review as lacking detail maybe with a thumbs up or thumbs down.

## User Story 3: Visual Preference

**Scenario 1: Happy Path - Swipe Through Images**

Given the user is viewing a snowboard entry

When they scroll up or down

Then they should be able to navigate through multiple images of the snowboard's design.

**Scenario 2: Unhappy Path - Blurry or Indistinct Images**

Scenario: Blurry or Indistinct Images

Given the user is exploring snowboard images

When they encounter blurry or indistinct images

Then they should have the option to report image quality issues.

## User Story 4: Assessing Board Age and Condition

**Scenario 1: Happy Path - Viewing Release Date and Condition**

Given the user is on the snowboard details page

When they scroll down to the board's details

Then they should see the snowboard's release date and current condition clearly presented.

**Scenario 2: Unhappy Path - Missing Release Date**

Given the user is exploring snowboard details

When the release date information is not available

Then they should see a placeholder or indication that the release date is not provided.