



HCI-ASSIGNMENT

FINAL REPORT

Library & Study Guidance

GROUP NR 12:

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Introduction

The purpose of this project was to develop a new prototype for an updated version of the VUB website. We were tasked to make a general landing page to welcome users. In addition, our landing page our team was assigned a specific topic, namely **Library & Study Guidance**.

This means that our target users are interesting in booking a room, looking for a VUBuddy or want to become one, people who want to reserve a book or search for a book, etc.

In this report, we will describe the requirements that we had to fulfill, an overview of our low-fidelity model and high-fidelity model, and the results that were achieved. We will also discuss the user evaluation and give a summary at the end of this report.

This final report will describe all the work we have done throughout the project. This document will also include an interview.

Requirement

For our website we needed to make a general landing page to welcome users. In addition to our landing page our team was assigned a specific topic, namely Library & Study Guidance. With our website we need to implement a system where students can post their study needs, and people with similar goals could join a study group and directly book a room perhaps even on recurring times, to schedule their study sessions. We also need to implement a way for students to become a study buddy so they can offer help on topics they are good at to their classmates.

Project organization

For this assignment we had four major tasks.

Firstly, we had to make a low fidelity prototype of a general landing page and our assigned topic for our website. We later had to give a presentation and make a video on this prototype where we then received some feedback on.

To make our website we had to read the interview below to obtain the requirements needed to pass this project.

“The VUB has a very impressive library with a large collection of books. However few students realise that aside from the physical books, the VUB also offers a large catalogue of online content. Students can access this material either by being connected to the VUB WiFi or by using the VPN to connect to the VUB network. This process is however very confusing for many students and not feasible without help. At the library we also offer other services such as a quiet place to study. This can be either done in the main room or students can book one of the classrooms if they wish to work in a group. I actually wish we could further develop this in the future. I would love to have a system where students can post their study needs, and people with similar goals could join a study group and directly book a room, perhaps even on recurring times, to schedule their study sessions. The idea of a study buddy also fascinates me. Imagine if it was possible for students to offer help on topics they are good at to their classmates.”

- Y, Head of the library

Secondly, we had to make a high-fidelity prototype inspired by our low fidelity prototype and the feedback we received from it and just like for the low fidelity prototype we had to make a video in which we walk through your high-fidelity prototype and argue why we made the design decisions we made.

Thirdly, we must make this Project report.

And lastly, we must give a final presentation of the whole entirety of our project.

Low fidelity

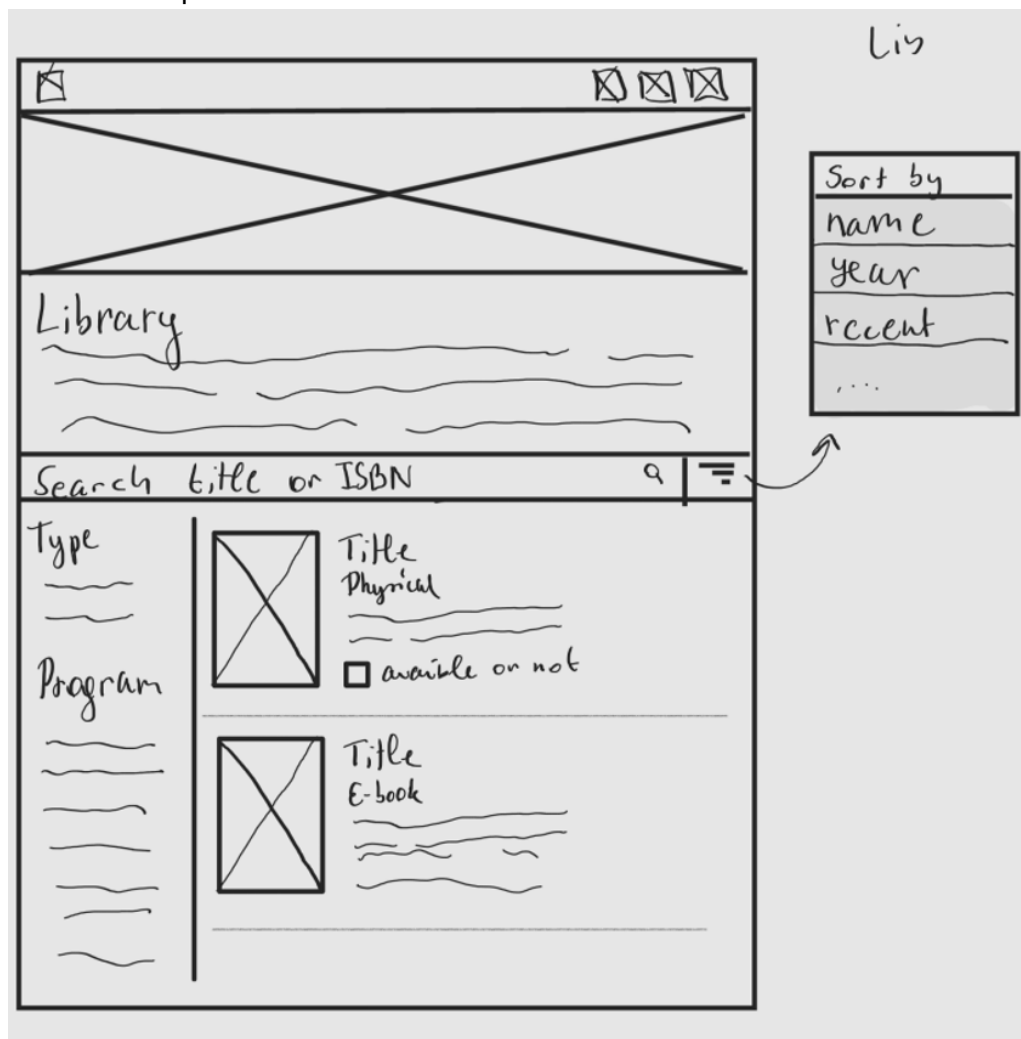
For our low fidelity prototype we read the requirements and made a general landing page for the VUB. On this page there are five possible pages you can go to since we are in charge of the library part of the website, this is the only one we developed.

The library page can bring you three more different pages (book catalog, post study needs/ book a study place and become VUBuddy). On the book catalog page, you can search for a book with its title or ISBN, you can then click on the book to get further information, related books and/or reserve it.

On the post study needs/ book a study place page you can select which campus you want to reserve a room in and then you can choose a date and you will see a grid with time slots to know if a certain time and place is free.

Lastly on the VUBuddy page you can choose if you either want to become a VUBuddy or look for one. If you want to become one you can specify your expertise. If you are looking for one you can specify the needs you have.

This is what we had implemented for our Low fidelity prototype which we made in drawing as shown in the picture below.



High-fidelity

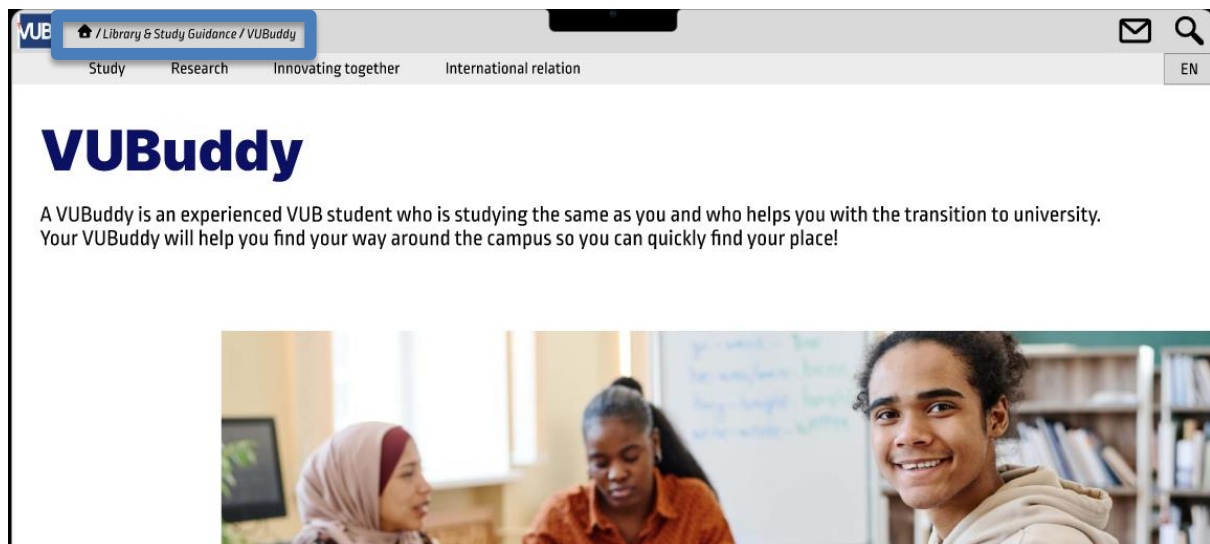
After we presented our low fidelity project, we got some feedback.

The assistants thought we did a good job but added that we could use breadcrumbs to make it easier for users to navigate back to the previous pages on our path.

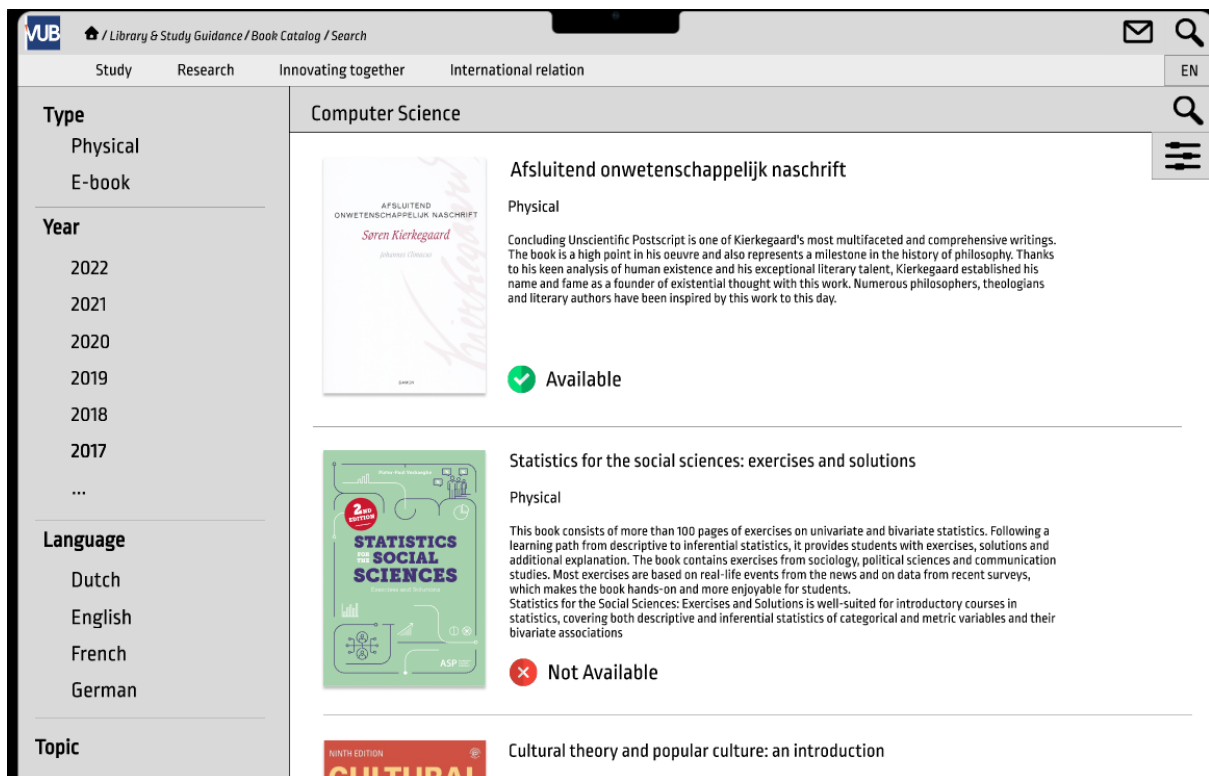
Another improvement we could make is to use a calendar instead of writing day/month/year.

Our high-fidelity prototype is like the name suggests a better version of our low fidelity prototype. It has mostly the same layout as the low fidelity except it now looks like a legitimate website. Just like the low fidelity model the high-fidelity model was heavily inspired by the actual VUB website. We implemented the comments we got in our feedback of our low fidelity prototype and now have a functional prototype of our website. We also tried our best to follow the Gestalt principles.

Here is a preview of our high-fidelity prototype.



In the highlighted portion of this picture, you can see one of our interactions namely *Breadcrumbs*.



Here users can search for books via title or ISBN, see if they are available and reserve them.

User evaluation

After we finished our high-fidelity prototype, we went to six random people in the VUB library and let them evaluate our model.

We then asked them to fill in the User Experience Questionnaire and after that we asked them more questions which they gave their opinions on.

Here are the questions we asked and their responses.

User evaluation: *User Experience Questionnaire*

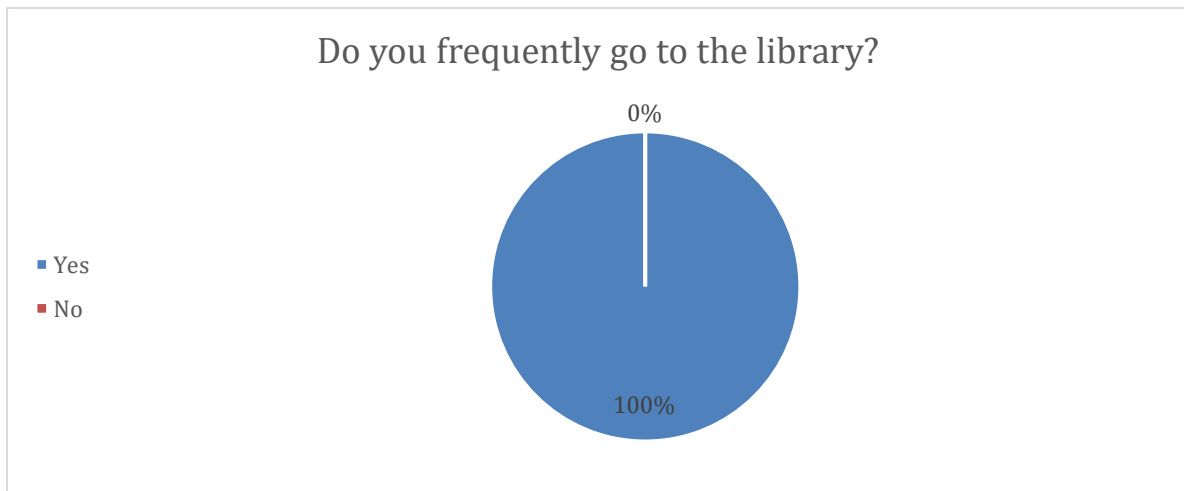
obstructive	o o o o o o	supportive
complicated	o o o o o o	easy
inefficient	o o o o o o	efficient
confusing	o o o o o o	clear
boring	o o o o o o	exciting
not interesting	o o o o o o	interesting
conventional	o o o o o o	inventive
usual	o o o o o o	leading edge

<https://ueqplus.ueq-research.org/>

These are the average results for the User Experience Questionnaire we conducted.

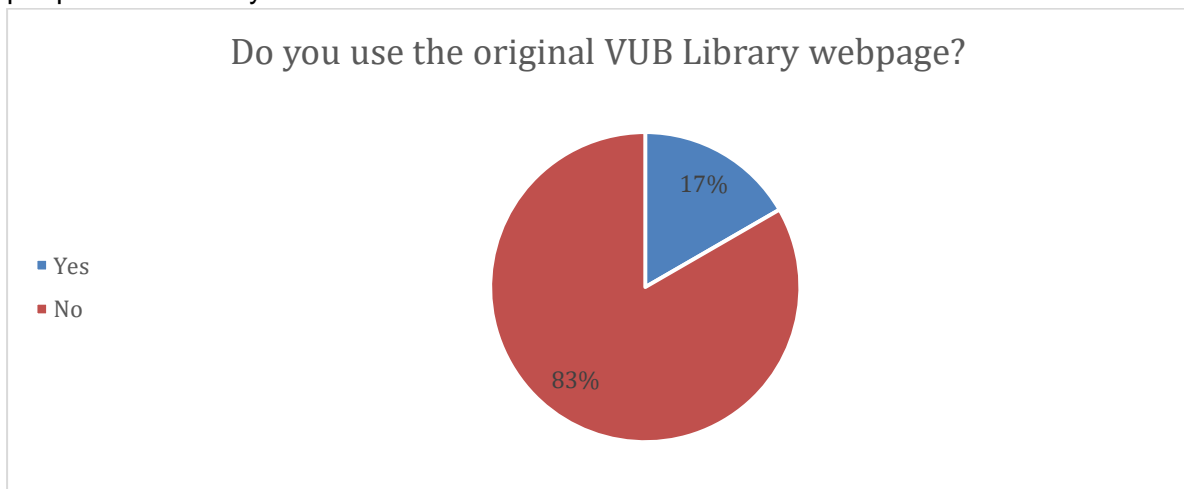
Our high-fidelity model received a moderate score. It is neither obstructive nor supportive. It is easy to use, efficient and clear. It is not exciting, nor interesting, nor inventive nor leading edge.

User evaluation: *Polls*



(Frequently being at least one time per week).

This response is not accurate for the whole VUB population since we interviewed random people in the library.



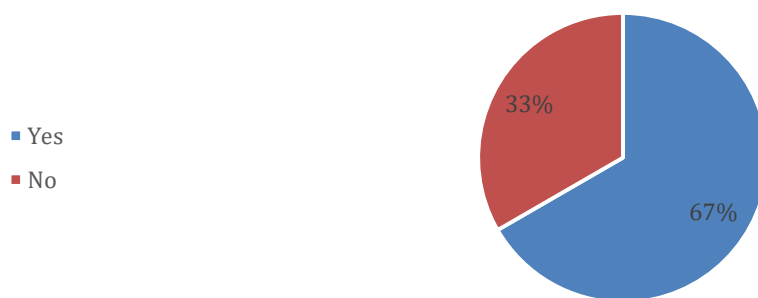
Here we can see that users do not use the VUB Library webpage.

How would you rate your experience with our prototype on a scale from 1 to 10?



We can see here that the users had a pleasant experience with our prototype, but there is still work that can be done to improve user experience.

Do you prefer our prototype to the original?



Our users preferred our version.

User evaluation: *Feedback*

We asked the test users for potential feedback they might have for our prototype. Here is some of their feedback.

Welcome at the VUB!

We are the Free University of Brussels. For more than 50 years, we have been committed to providing answers to the challenges of tomorrow. How we aim to achieve this? Through qualitative research, customised education and a strong social drive. We anchor our operation in Brussels and Europe and work according to the established principles of the Enlightenment: critical thinking, free enquiry and humanism. Our way of making the world a better place. #TheWorldNeedsYou



Recreation

After a 2 hours of courses, take a break in the great recreation of the VUB.



Library & Study Guidance

Do you need a quiet place to study or you need a particular book for a course. Come and visit our library.



Study Preparation

Are you a stress ball before or during exams? Then click here to find out more.



It is not clear that some pictures were clickable.

When hovering over a clickable picture (like one of those in the picture above), there is no effect that makes the picture stand out so that the user know it is clickable.

When scrolling through the book catalog the filters on the side (red in the image down above) move with the right-side page (blue in the image down above), our user thought it would be best to make them separate.

User evaluation: *Conclusion*

The user evaluation gave us some interesting result.

We received helpful feedback for improvements we could make to our high-fidelity prototype.

Project summary

We spent a lot of time thinking about how to make a design that would be appreciated by our users. With that mindset we started building our low fidelity prototype. Once we had a result, we were happy with and got the feedback we thought of how we could implement this in the collaborative web application for interface design called Figma.

After learning how to use this platform we produced a result that we are proud to share with you.