Everask Final Report

CSE 323 HCI

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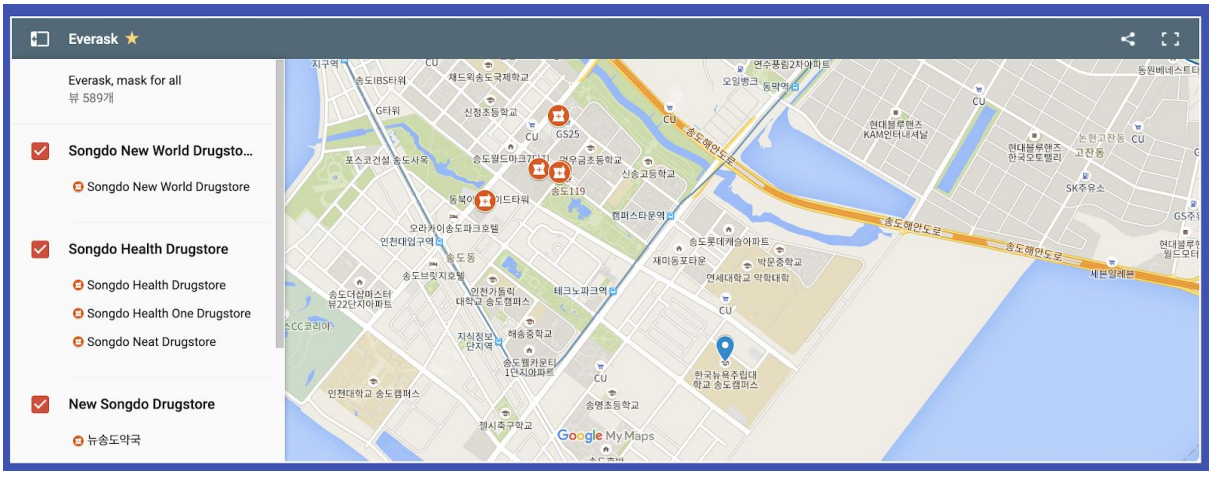
Representative screenshots:

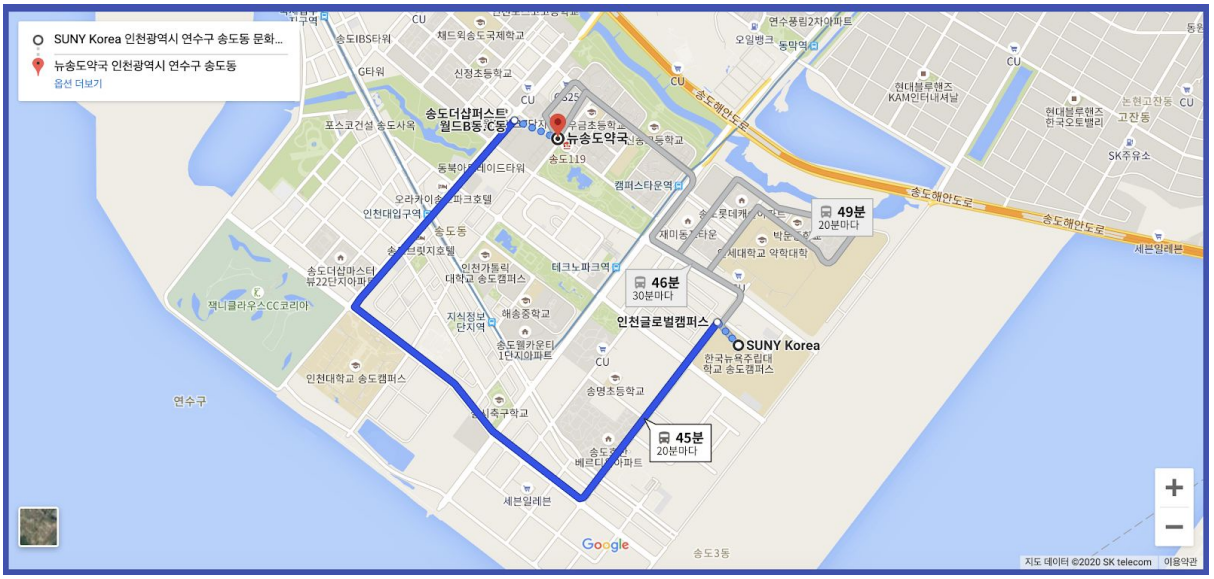


[Figure 1]

- Figure 1 shows labels and tags of the drugstores around “your location”. The red pins with pharmacy icons are the drugstores and blue pin is the current user location.

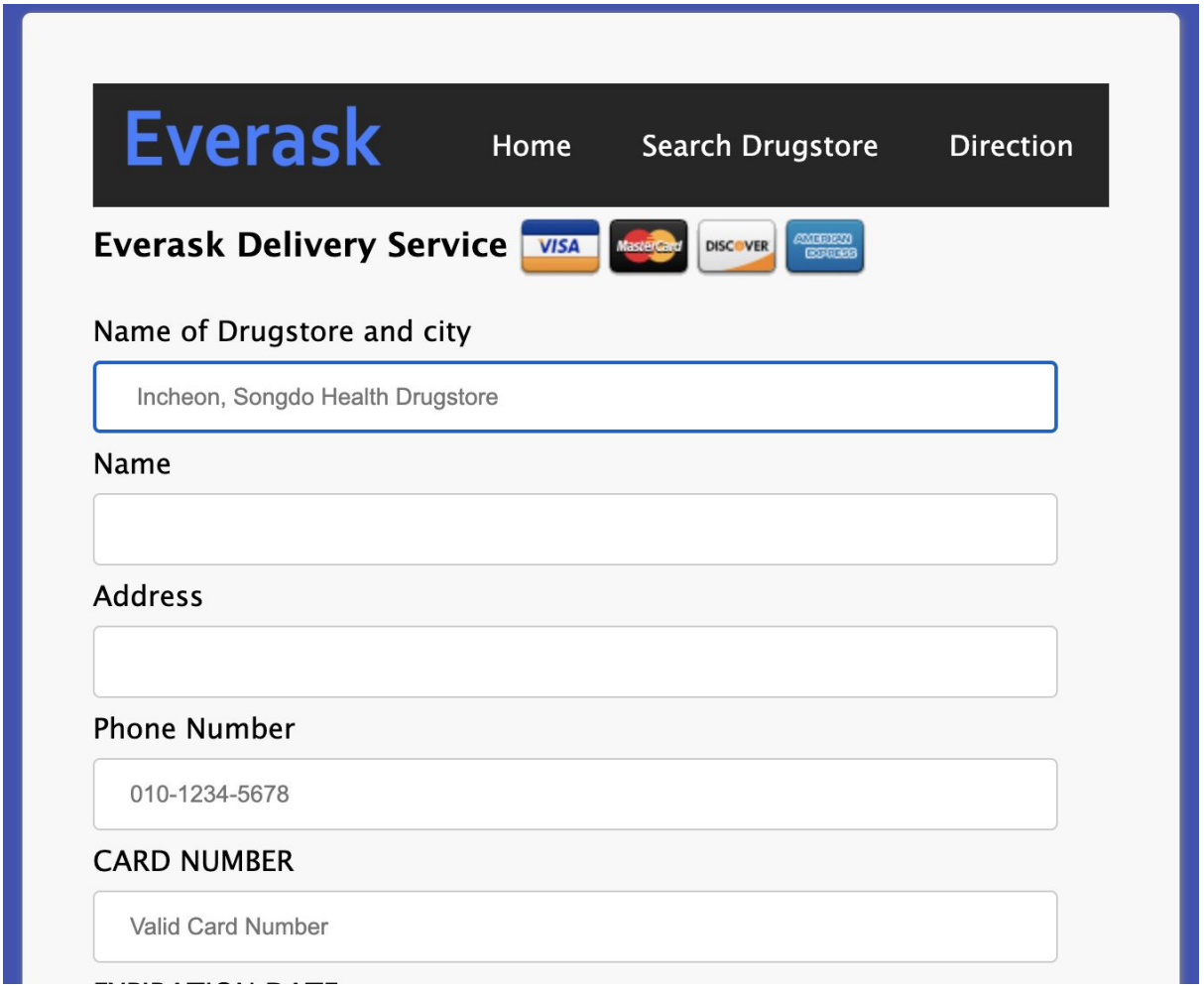
[Figure 2]

- Continue to Figure 1, as user clicks one of the red points, it shows a specific information layout on the left side. It contains the number of remaining masks that user can buy or order. Also, there is the address and the phone number of the drugstore.



[Figure 3]

- When a user searches for the direction to the certain drugstore, user is guided to a map that contains three different path to the destination. It is not a static page. This page dynamically checks the current traffic, train, and bus situations.



[Figure 4]

- This page is unique since user does not need to write down the name of the drugstore and the city when they order mask from a certain drugstore. Additionally, while ordering for the masks, user can go back to the navigation page by clicking the direction button.

Changes since Iterative Prototype 1:

From the Iterative Prototype 1, we have focused on small details that users might feel uncomfortable. First of all, our website had not much information that explains what we were doing for the users. We added additional information such as our goal and three main tasks for the users. The color of the fonts also caused little discomfort on the users. The color of texts in “Search Drugstore” page was to light that users were not able to see them thoroughly. We changed the font colors into black so that they can easily recognize what the texts are.

We have added more example information on the “Search Drugstore” page. In Iterative Prototype 1 assignment, we only had 5 examples of drugstores, but now there are more than 10 drugstores, so that user can directly realize what the table and lists are doing. When user enters to the ordering page, the name of the drugstore is now automatically updated to the order page, so that users do not need to memorize or remember the name and the city of the drugstore. Additionally, when they confirm the payment, we gave them a “Thank you” message without any information in it. However, we decided to give them a tracking number and an estimated time to delivery of our products. Lastly, we added a real “Contact us” button that directly leads to a Gmail message compose page.

Quality Arguments:

Our main focus was on *ease of access* as our primary goal, especially since we expanded our target demographic to include all ages as opposed to our original application concept (Elderask), which was intended for use by the elderly. This led to one of our key feature changes- our decision to switch from a mobile application (quicker access at the cost of bulky downloads and the hassle of having to search for the application in a mobile application store) to a web application (easier to share, and requires no download or special application to use). We believe the switch was well warranted- not only does a web application allow for easy sharing between friends and family (with access times comparable to an application icon on the home screen, with the use of bookmarks), it also allows for better feature parity between versions (no need to maintain separate versions for iOS/Android/Windows/etc.).

Additionally, we debated whether we would need to add additional features at the cost of simplicity (something that was already discussed during user testing of our Figma-based prototype), like detailed order tracking, order history, etc. In the end, we decided that adding a new set of features primarily based around logging into the website would create an additional, unneeded layer of complexity that we wanted to avoid.

While writing this report, we asked ourselves whether it was possible to utilize our user interface without prior knowledge of how everything was placed. Other than UI elements out of our control- such as the Google Maps element having its sidebar hidden by default- all essential navigation elements are on-screen at first glance. Unfortunately, as this is a prototype and we were unable to delve as deep as we could into the Google Maps API (nor pay the fee Google charges for full access), the transition from finding a dispensary location to getting to the information page is rather unintuitive.

However, we have streamlined the process of getting from the list of pharmacies to either ordering from or viewing live directions for getting to a selected pharmacy as much as possible, as well as finding the pharmacy you want to visit. The multiple sorting criteria on the drugstore search page allows for the accommodation of specific needs, and getting to a conclusion page (either the order form or the navigation page) takes 2 clicks on visual queues that are clearly outlined on the page.

In conclusion, our prototype allows for a rough overview on how the finished product will look, and also provides near-complete demonstrations of functionality that will be included in the final version.