

UNIVERSIDADE DE ÉVORA

COMPUTER SCIENCE MSc

INTERFACES PESSOA/MÁQUINA

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**GBL**

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## 1 Briefing

*GBL* is a book tracker application and much more!

You can think of it as an *IMDB* for books, where books have scores and reviews. You can create your custom lists of books or use the ones created by default (*Finished*, *In progress*, *To read*).

Besides that, *GBL* has a social component where users can engage with each other exchanging messages or simply following each others.

## 2 Scenarios

### 2.1 Scenario 1

Peter started reading poetry books. Last night he finished *Last Night of Earth Poems* by Charles Bukowski. He wants to keep track of his poetry books but since he started reading he still does not have a custom list.

In order to create it he must log in on *GBL*, search for the book, and create a custom list from there.

### 2.2 Scenario 2

Ava finished reading 1984 and she went on to read some reviews on *GBL*. She searched for the book, read the reviews and one particularly caught her eye, Josimar's. She then clicked on his profile and followed him in order to engage and have a conversation.

## 3 Storyboard

The storyboard was sketched but in such a rudimentary way that it does not add any value to the report. It was mainly a bunch of boxes without any details and the steps to perform the tasks.

The scenarios are also pretty self-explanatory, so there is no need to re-write what's already written it just a bit more detail.

## 4 Prototype's pictures

### 4.1 Scenario 1

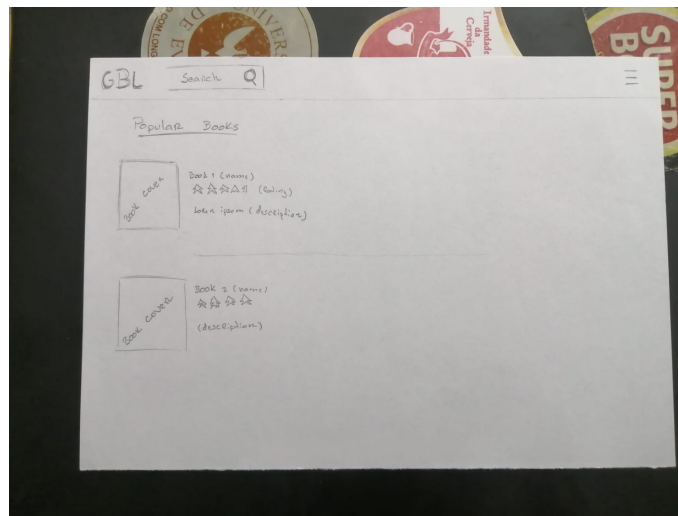


Figure 1: Landing page

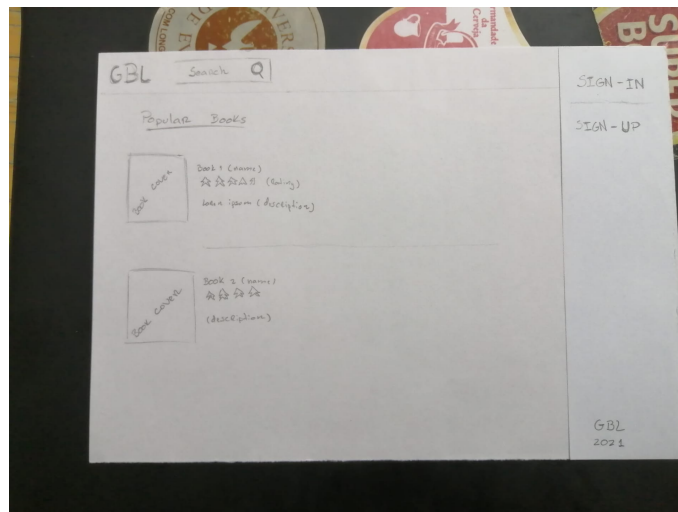


Figure 2: Login slider

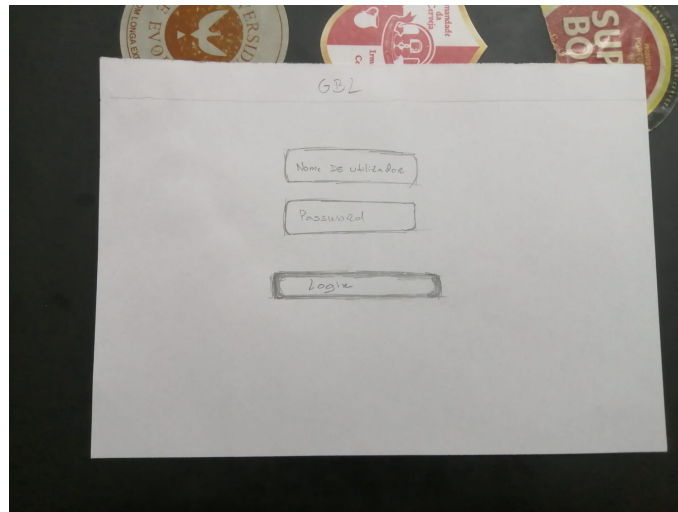


Figure 3: Login page

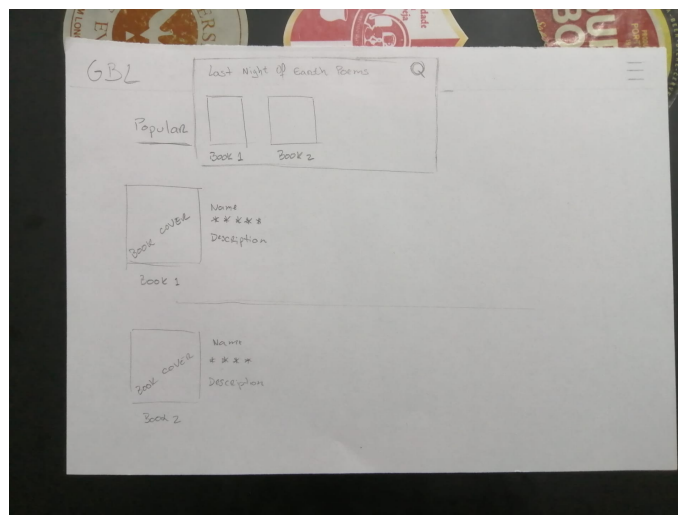


Figure 4: Book search

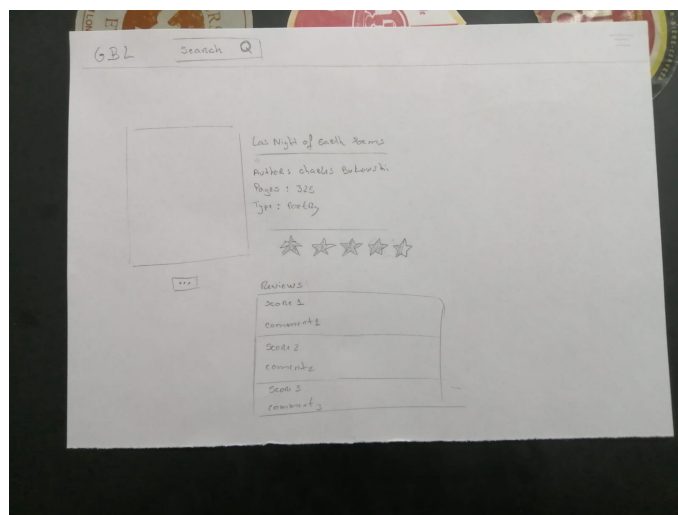


Figure 5: Book page

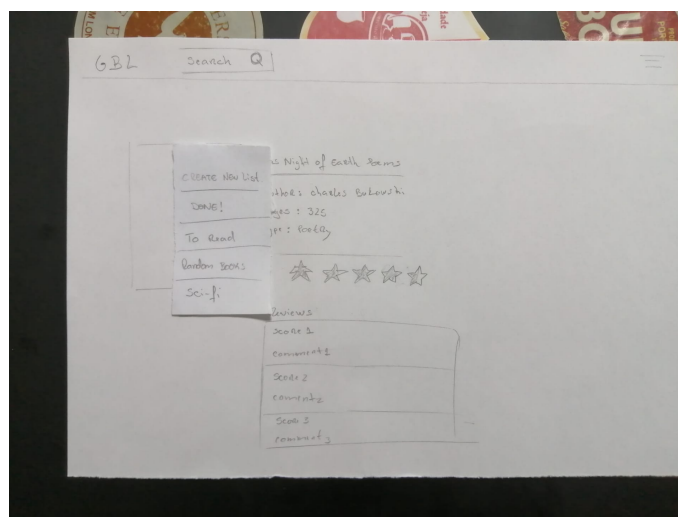


Figure 6: Selecting the list

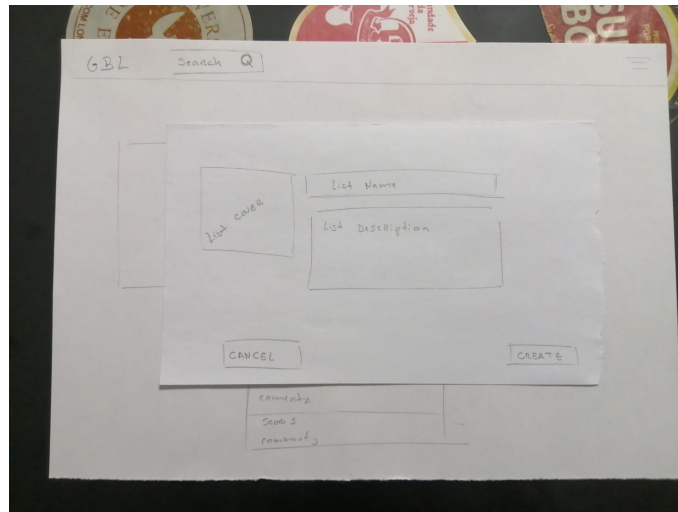


Figure 7: Create list page

## 4.2 Scenario 2

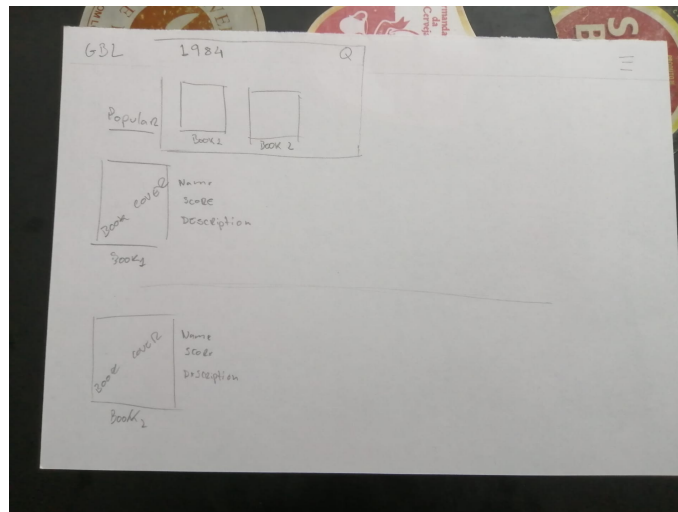


Figure 8: Landing page

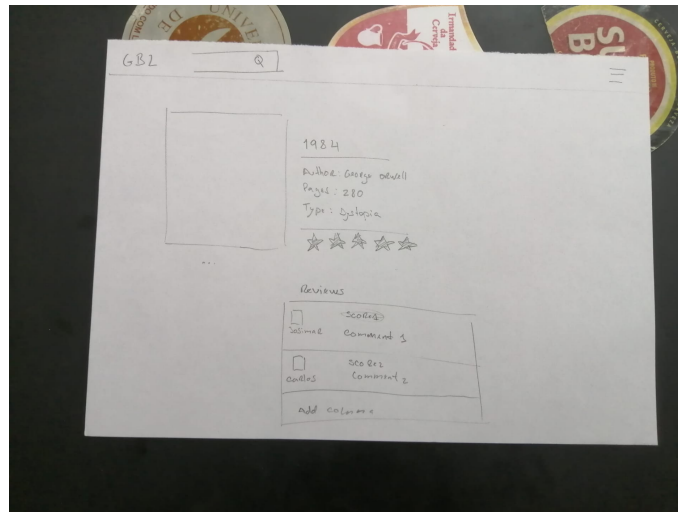


Figure 9: Book search

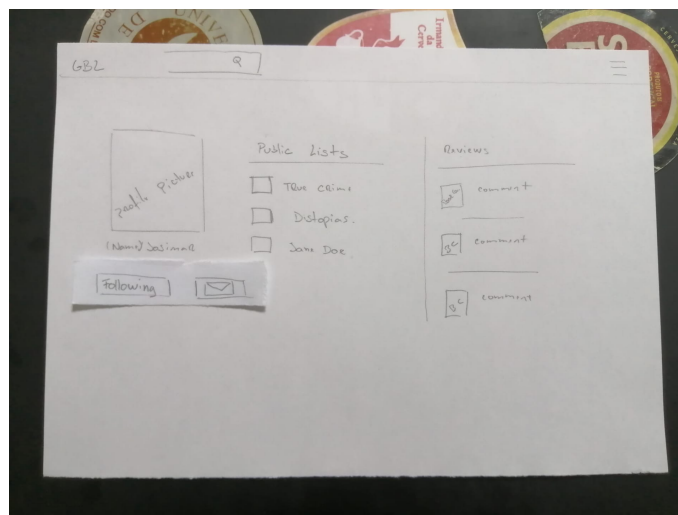


Figure 10: User profile



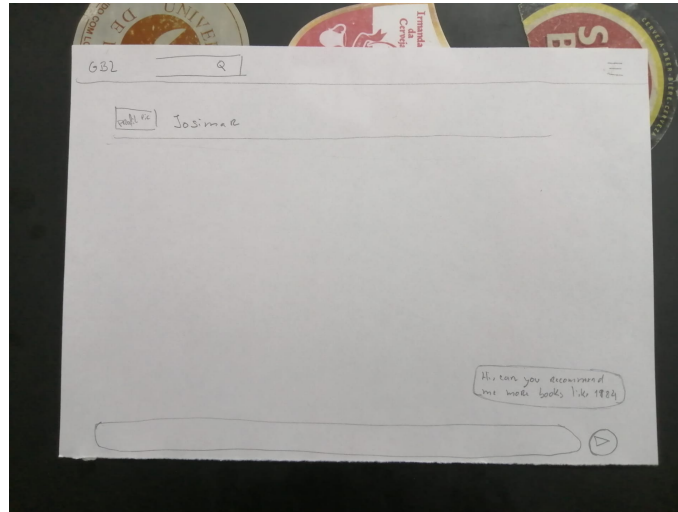


Figure 11: Chat page

## 5 User's observations

To test the prototype, 5 users with no previous knowledge about the application were chosen to interact with said prototype. In order to give them context the briefing was read to them and then they chose one of the scenarios.

Their goal was to complete the task described in the scenario they had chosen. My goal was to observe and take notes about their struggles when interacting with the prototype.

After they completed the task I also asked them if they wanted to make any suggestion in order to receive a larger feedback.

### 5.1 User's struggles

Overall the interaction was quite good, most of the users did not had any problem interacting with the prototype and found it very intuitive. However,

one of the users struggled on *scenario 1*, step 5, when he was supposed to create a custom list using a book.

The user did not understand that the ... meant *more options*. Personally I do not plan on changing it because 4 out of 5 users did not experience any difficulty and is a widely recognized symbol for that functionality.

## 5.2 User's suggestions

The users gave me some suggestions, most of them were additions.

- **Adding an indicator that user is logged-in:** When the user logged-in there was nothing indicating that he was already logged-in. I thought about adding a text, on the top right corner, saying *Hi, {user name}*.
- **Adding a confirmation message that list was created:** When the list is created there is no confirmation that all went all. For that reason one of the users proposed me to show a message (in pop-up style) mentioning that the list was created successfully
- **Allow the users to exchange messages without following each other:** One of the users mentioned that it did not make any sense that a user had to follow another in order to message him. After reflecting it about it, I agree with him, and I'm considering changing that workflow.

## 6 Conclusion

This stage was very important for me to understand if the mental model's I had investigated and applied were correct and to identify eventual mistakes and/or slips.

Fortunately the feedback from the users was very positive and there is not much for me to change, which leads me to believe that the work previously done was worth it because it saved me now some time.