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Equipo #5

Reflexion: UI vs UX

The concepts of UI and UX frequently are misunderstood and misused. Using as reference the following article: "UX vs UI: What's the Difference? (And How They Apply to WordPress)" provide a clear difference between the concepts. Use two examples based on your team project to clarify each concept. The examples of UI and UX must be specific and clearly explained.

Based on the provided article: *"UX vs UI: What's the Difference? (And How They Apply to WordPress)"*, **User Experience (UX)** is defined as the cultivation of a satisfactory and immersive experience for a user when interacting with a website or application. This ranges from the color scheme that is used, selecting meaningful elements for actions in the design to even log-out steps for a User.

While the User Experience encompasses the whole experience a User has while interacting, **User Interaction (UI)** deals with the more technical and physical aspects of the design. This would be the font-type, button-design choice and consistent elements throughout the design.

Implementation of these design concepts in our project:
For the UI of our chat bot we decided to keep it simple and to only display elements that are truly necessary for the user's interaction, this includes the text input, a button to execute an action for a feature, and the actual text response given by the bot. In this way, we are minimizing the guesswork for a user as to what our bot does. In addition to this, we kept the color scheme consistent throughout all the bots features to provide a more immersive experience. Lastly, since our bot is designed to work across multiple devices, the design is responsive, this means that the buttons and text font size adjust based on the device.

As for the UX of our project we based our decisions on the survey responses to identify what problems our potential users are currently having in regards to tutoring/mentoring and how we could potentially solve them. This developed into making a chat bot that can assist Users with connecting them with Mentors or Mentees, depending on the role the User decides to take, and setting up mentorship appointments. The decision to make a chat bot was made based on the survey question asking the users the type of

platforms they currently use to realize tutoring/mentorship. An astounding 86% of our Users use Whatsapp and Discord as a means to facilitate Mentorship while 2.3% use tools like Teams or GMeet. Which leads us to see that our Users prefer text-based communication in a chat-like format.