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<https://www.figma.com/file/aYTwzBNg55lKiZqKqmMsWp/Untitled?type=design&node-id=2%3A3&mode=design&t=A85o765cqMFORgJu-1>

### How we got user feedback:

To gather user feedback for the evaluation of the UCT Mobile app, a combination of questionnaires and interviews was employed. The feedback acquisition process involved approaching random UCT students across various disciplines, ensuring a diverse representation of the user base. Participants were engaged in both structured questionnaires and semi-structured interviews, allowing for a comprehensive understanding of their experiences with the app. The questionnaires were designed with a mix of closed-ended and Likert scale questions, covering aspects such as app usage frequency, satisfaction with specific features, and perceived difficulties in navigation. Additionally, semi-structured interviews provided a platform for participants to express nuanced feedback, allowing for deeper insights into their preferences and challenges. The recruitment strategy involved approaching students on campus, explaining the purpose of the feedback collection, and seeking their voluntary participation. This mixed-method approach aimed to capture a range of perspectives, providing valuable qualitative and quantitative data for a holistic evaluation of the UCT Mobile app.

## **Evaluation of the Overall UCT Mobile interface**

### 1. Two things we liked about the interface:

#### a. **The Arrange feature:**

- The use of tiles for various services allows for quick and intuitive navigation, adhering to the design principle of visibility and simplicity. Users can easily locate and access services, contributing to a positive user experience.

#### Design principles

- Affordances - The "Arrange" option provides a clear affordance, indicating to users that they can manipulate the arrangement of tiles. This aligns with the design principle of affordances, making it intuitive for users to interact with the sorting functionality.
- User control and freedom - Allowing users to arrange tiles caters to the principle of user control and freedom. Users appreciate having control over their interface, enhancing their overall experience.
- Clarity and Consistency - The "Arrange" option contributes to the clarity and consistency of the interface. Users can expect to find a method to organize tiles, promoting a more predictable and user-friendly environment.

#### User feedback

- Ease of Navigation - User feedback indicates a preference for a more efficient way to find and access specific tiles. The "Arrange" option addresses this by providing a mechanism to organize tiles based on user preferences.
  - Reducing Decision Time - Users often desire a quicker way to locate the tiles they need. The sorting feature aligns with this feedback, as users can reduce decision time by arranging tiles in a manner that suits their usage patterns.
  - Customization Preference - Feedback suggests that users appreciate customization options. The ability to arrange tiles caters to this preference, enhancing the overall user experience by allowing personalization of the interface.
- In summary, the inclusion of the "Arrange" option not only adheres to design principles such as affordances and user control but also directly addresses user feedback regarding the desire for improved navigation and customization. It contributes to a more user-centric and efficient design.

**b. The Feedback feature:**

- The inclusion of a Feedback button reflects a commitment to user engagement and continuous improvement. This aligns with user-centred design principles, providing users with a channel to voice their opinions and contribute to the app's enhancement.

Design Principles

- User Feedback Loop - The inclusion of a Feedback button establishes a direct channel for users to communicate their experiences, issues, and suggestions. This aligns with the design principle of maintaining an active feedback loop with users to inform iterative improvements.
- Visibility and Accessibility - Placing the Feedback button prominently ensures its visibility and accessibility, adhering to design principles that emphasize clear communication and easy access to features that enhance user interaction.
- User-Centred Design - The provision of distinct options such as "send feedback," "report a problem," and "Suggestion box" exemplifies a user-centred design approach. Users are given specific avenues to convey different types of feedback, catering to their diverse needs.

User Feedback

- User Empowerment - Feedback from users indicates a desire for a platform to express their opinions, report issues, and suggest improvements. The Feedback button aligns with this feedback by empowering users to actively contribute to the enhancement of the app.
- Transparency and Accountability - Users appreciate transparency and accountability in addressing concerns. The provision of a "report a problem" option communicates a commitment to resolving issues promptly, fostering trust and user confidence.

- Idea Contribution - User feedback emphasizes a desire to contribute ideas for improving the app. The inclusion of a "Suggestion box" offers users a designated space to share constructive ideas, promoting a sense of collaboration between users and developers.
- In summary, the Feedback button not only adheres to design principles of visibility and user-centeredness but also directly addresses user feedback by establishing a comprehensive feedback mechanism. It reflects a commitment to transparency, user empowerment, and continuous refinement, fostering a user-centric design culture within the UCT Mobile app.

## 2. Two things that we did not like about the interface:

### a. **Dependency on internet connection for shuttle information:**

- Requiring an internet connection for shuttle timetables poses accessibility challenges, contradicting the design principle of inclusivity. In emergency scenarios or areas with limited connectivity, users may face difficulties accessing crucial transportation details.

#### Design Principles violated.

- Accessibility - The requirement for an internet connection contradicts the design principle of accessibility. Users, especially those seeking information in urgent or stranded situations, may be unable to access essential shuttle details when needed the most.
- User-Centred Design - A user-centred design approach involves anticipating user needs, and in scenarios where users might be stranded or seeking urgent transport information, the flaw diminishes the app's responsiveness to real-world user situations.
- Reliability - The dependency on internet connectivity for crucial shuttle information compromises the reliability of the app. In emergency scenarios or areas with limited connectivity, users may find themselves without access to vital transportation details.

#### User Expectations

- Real-Time Accessibility - Users expect real-time access to shuttle timetables and routes. The current limitation could lead to frustration and inconvenience, especially for users in urgent situations who may not have access to the internet.
- Emergency Situations - In emergency situations or when users are stranded, the inability to access shuttle information due to the lack of an internet connection poses a notable inconvenience and detracts from the app's utility in providing essential services.

To address this flaw, a solution could involve implementing offline functionality for the shuttle tile. The app could periodically update shuttle timetables and routes when an internet connection is available, allowing users to access this critical information even when offline. This approach aligns with user expectations for the availability of essential services in various network conditions, contributing to a more reliable and user-friendly experience, particularly in scenarios where real-time transport information is crucial.

**b. Non-responsive Emergency tile:**

- The non-responsiveness of the Emergency tile in urgent situations detracts from its utility. This flaw goes against the design principle of responsiveness, especially when users might need swift access to emergency services.

Design principle violated.

- Responsiveness - The non-responsiveness of the Emergency tile undermines the design principle of responsiveness, especially in critical situations where users may need to contact Campus Protection Services swiftly. This flaw can hinder the app's role in facilitating immediate assistance during emergencies.
- User-Centred Design - In emergency scenarios, a user-centred design approach necessitates immediate access to essential services. The non-responsive Emergency tile diminishes the app's effectiveness in responding to users' real-time needs, which is crucial for their safety and well-being.

User Expectations

- Immediate access - Users likely expect immediate access to emergency services through the Emergency tile. The current non-responsiveness introduces a critical gap in meeting user expectations, potentially causing frustration and delaying assistance in urgent situations.

To address this flaw, our proposed improvement involves transforming the Emergency tile into a responsive element. Clicking on the tile should open a chat interface, providing users with a direct communication channel to Campus Protection Services. This enhancement aligns with design principles emphasizing responsiveness and user-centric design, especially in emergency scenarios. By offering a direct chat interface, users can efficiently convey urgent information, contributing to a more effective and user-friendly emergency response system within the app. This improvement not only addresses the identified flaw but also reflects a commitment to enhancing user safety and well-being through thoughtful design choices.

## **Overview of the re-designed Overall UCT Mobile interface**

### **3. Features of the re-designed interface:**

### **a. Feature 1: Events Tile**

- The Events Tile is a prominent feature within the UCT Mobile app which we designed to enrich the user experience by providing quick access to information about upcoming university events. Upon clicking the Events Tile, users are directed to a dedicated page that serves as a hub for all event-related details.

Inside the Events tile we have,

- **Event Listing:** The primary function of the Events Tile is to present users with a list of upcoming university events. This list is thoughtfully organized, showcasing events in a visually appealing and easy-to-read format. Each event is presented with key details such as the event name, date, and type.
- **Sorting functionality:** To enhance usability, the Events Tile incorporates sorting functionality. Users have the option to organize events based on dates, allowing them to tailor their experience and easily locate events that align with their schedules and preferences. This feature adheres to the design principle of user control, providing a customized and user-friendly experience.
- **Events details page:** Clicking on a specific event opens a detailed event page. This page offers comprehensive information about the selected event, including the date, time, venue, and any additional details deemed relevant. The layout ensures clarity and easy digestion of information, aligning with principles of information hierarchy.
- **RSVP Button:** A significant addition to the event details page is the RSVP button. This interactive element invites users to express their intention to attend the event. This not only fosters user engagement but also provides valuable data for event organizers to gauge attendance, aligning with principles of user interaction and feedback-driven design.

### Standards and Models

- **HCI Standards** - The design conforms to Human-Computer Interaction (HCI) standards by emphasizing user-centric design, visibility, and usability. The sorting functionality respects users' preferences and aligns with standards promoting user control.
- **Nielsen's Heuristics** - The clear labelling of the "Events" tile and the sorting functionality adheres to Nielsen's heuristic of visibility and match between system and the real world. Users can easily understand and predict the outcome of interacting with the feature.
- **User-Centered design models** - The inclusion of an RSVP button and a detailed event page aligns with user-centred design models that prioritize meeting user needs and expectations. These features contribute to a positive user experience by providing comprehensive information and avenues for user engagement.

### Justification for the design

- Usability and Controls - The sorting functionality empowers users with control over their experience, allowing them to organize and view events according to their preferences. This aligns with the usability principle of providing users with a clear and efficient way to interact with the app.
- Engagement and Interaction - The inclusion of the RSVP button promotes active user engagement and interaction with the app. It encourages a sense of participation and involvement in university events, contributing to a vibrant campus community.
- Consistency and Clarity - The design of the Events Tile and its associated pages maintains consistency with established design patterns commonly seen in event-based applications. The clear presentation of information ensures that users can quickly and easily understand event details, promoting a positive and intuitive user experience.

#### **b. Feature 2: Classes Tile**

- The Classes Tile is a central component in the UCT Mobile app, we strategically designed it to streamline and enhance the academic experience for students. By clicking on the Classes Tile, users are presented with a dedicated page offering comprehensive access to vital academic information.

Inside the Classes tile,

- View Your Classes option - This primary option within the Classes Tile allows users to access a detailed overview of their class schedules. By selecting "View Your Classes," users can see a list of their enrolled classes, including information such as course names, instructors, and scheduled times.
- View Examination Timetable option - The second major option in the Classes Tile is "View Examination Timetable." Choosing this option leads users to a page displaying their exam schedules, complete with details about exam venues and timings. This feature ensures that students have easy access to crucial information during exam periods.
- Direction Button for Classes and Exams - A standout feature within the Classes Tile is the "Directions" button, available for both class schedules and exam timetables. When users click on this button next to a specific class or exam, they are presented with a map that provides directions to the respective location. This is particularly beneficial for new students or those unfamiliar with the campus layout.

#### **Standards and Models**

- HCI Standards - The design conforms to Human-Computer Interaction (HCI) standards by emphasizing user-centric design, simplicity, and efficiency in accessing academic information.
- Nielsen's Heuristics - The clear labelling of the "Classes" tile and the straightforward options within it align with Nielsen's heuristic of visibility and match between system and the real world. Users can easily understand and navigate through the academic information.
- User-Centered design model - The "Classes" tile feature aligns with user-centred design models that prioritize meeting user needs and expectations. By providing

easy access to class schedules, examination timetables, and navigation assistance, the design caters to the varied needs of the user base.

#### Justification for the design

- Efficient Information Retrieval - The inclusion of separate options for viewing classes and examination timetables contributes to efficient information retrieval. Users can quickly access the specific details they need, aligning with the usability principle of providing information in a clear and organized manner.
- User-friendly navigation - The "Directions" button addresses the need for user-friendly navigation within the campus. By offering clear directions to class and exam venues, especially for new students, the feature enhances the overall user experience and aligns with principles of accessibility.
- Consistency with Design Patterns - The design of the Classes Tile maintains consistency with established design patterns commonly seen in academic-oriented applications. This ensures that users can easily navigate and understand the structure of the feature, promoting a seamless user experience.
- Inclusivity for new students - The "Directions" button's inclusion is motivated by inclusivity, recognizing the potential challenges faced by new students in navigating a new campus. It reflects a commitment to providing a supportive and welcoming environment for all users.