

Introduction to Human-Computer Interaction

Final project report

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Figma Prototype link:

Link: https://www.figma.com/file/g5MgmkF15PQsWcdFIzYtoV/Final_Prototype

Part 1

- Introduction of what your product does – who your target users are and what problem or problems you will solve for them.

The product prototype for this project is a user walkthrough guide of Apple's FaceTime app. During our contextual inquiries, many development ideas came out such as, adding a live chat to the FaceTime app itself, adding a camera control option when sharing screen during a call, etc. Among all possible veins, we selected the walkthrough guide as it was a real need for the First-Time FaceTime users (our target users). Based on our multiple user studies we figured out that FaceTime has a lot of features that for a first-time user, it is hard to perceive and use all available features which usually leaves the first-time users to either not use them at its full potential or switch to other video call apps. Hence, we provided a walkthrough guide that would not only help first-time users to understand the app's capabilities but also inform all users regarding new features when there is an update for the app.

- Explanation of what your prototype can do. What tasks do you expect the user to complete? What is interactive? Where are the hotspots? What doesn't work?

The prototype appears as a pop-up when a first-time user opens the app. The pop-up asks the user whether she/he wants to have a walkthrough guide of FaceTime. The popup also asks whether the user wants this pop-up not to be displayed again. If the user opts to have the guide, it will walk the user through the features that users would need to know (not all features with standard UI design to prevent redundancy and increase efficiency). For each feature, users can select to go to the next or previous feature as well as to skip the walkthrough whenever they want. In the end, by selecting the finish they are brought up to the main UI.

As of now, only the walk-through guide is clickable in the prototype. The user is supposed to click only on the elements of the guide to test the prototype. If the user clicks on 'skip', the guide will exit and return to the main UI. If the user wants to try the walkthrough again, they will have to reload the prototype guide.

- Discussion of how you implemented usability testing observations to revise the prototype. Which observations were most important and insightful? How did you convert the observations into interface changes?

During the think-aloud usability testing, positive comments were received about the general concept of the product (e.g. efficiency and not redundant display of information) as well as some comments for further improvement of the product in terms of UI design. For example, users mentioned that they would prefer to see more graphics than text in terms of feature descriptions. Also, it was mentioned that it would be better to see where exactly the feature locates in the UI when it is being described during the walkthrough. All these were mentioned by not only reducing texts of description to just showing to-the-point information but also, a circular indicator added to the walkthrough guide that moves around the UI and highlights the location of the feature as the user walks through the app guide.

- Brief discussion on your visual design approach towards the user interface (UI) design within the prototype. How and why did you arrange interface features as you did (think about the Visual Design lecture)?

We intended to match the color and font scheme of the walkthrough guide to the original design of the FaceTime app. We used normal conventions of the guide like the other apps in the industry do to ensure intuitiveness and consistency with industry standards. We took elements from the original design and used them to create the walkthrough guide. We have ensured consistency across all the pages of the prototype and we have kept the UI elements minimalistic as they are in the original design.

Part 2

- Brief (1 paragraph) final reflection on whether you found the user-centered approach we took this semester to be useful; if so, how? if not, why? If your team members felt differently, you can write this separately.

We found the approach towards the course really useful and the course met our expectations. Both the assignments and the class activities were engaging and useful. The class activities allowed us to put the knowledge we learned into action while the assignments helped us refine our thinking. Having everyone pick their own choice of application allowed each one of us to analyze and learn on our own. The overall course felt like an appropriate simulation of the workplace. I believe the course structure to be kept as it is for the forthcoming batches too.