

# UX Report

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# Nielsen and Molich Design Principles

- 1) *Visibility of system status* – When an element is not loading, there is a text “Loading...” which informs the user about it.
- 2) *Match between the system and the real world* – The application uses only general terminologies, so that the users wouldn't be confused.
- 3) *User control and freedom* – The user can navigate freely throughout the application through the navigation bar. There are a few pages (like viewing a specific videogame, addition or news article) where I will put a button to return the user back.
- 4) *Error prevention* – The application is as error-prone as possible and when there is a possibility for the user to make an error (like when a user tries to order 0 units of a product), the application prevents the action from being implemented and sends a warning message.
- 5) *Help users recognize, diagnose, and recover from errors* – The warning messages are written in a way that's easy to understand for regular users and they inform about what the problem is and what the user has done to trigger the message.
- 6) *Consistency and standards* – The application follows platform standards as much as possible and the user doesn't need to wonder what a certain button means.
- 7) *Recognition rather than recall* – Except for the login functionality, there is nothing else in the application which requires the user to memorize information from previous pages.

- 8) *Flexibility and efficiency of use* – There aren't accelerators in the application because the functionalities in it are rather simple because it's a web shop and there is no need to accelerate speed.
- 9) *Aesthetic and minimalist design* – The website is not oversaturated and only contains what is needed for it to function properly. The different elements as a whole are not too big to the point where they take too much space. I could make the buttons a little smaller because they sometimes take too much space.
- 10) *Help and documentation* – I believe that the application is easy enough to use, so that a documentation wouldn't be needed. However, I am still going to create a text file which explains how the application should be used.

# Feedback

## In General

Both users find it easy to navigate through the application and can orient themselves. They think that the way the application looks is mostly good even if there are things that could be improved.

## Notes

**Georgi** – When a price is displayed, the currency should be made clear. On the filters which display videogames, the videogames that are irrelevant for the filter shouldn't be displayed, at all. The images that are displayed shouldn't have different scales compared to how they are presented. An employee shouldn't be allowed the option to delete their own account. When there is nothing to display in the cart, there should be a text informing the user that there is nothing to display. Elements that were created more recently should be displayed at the top while elements created before that should be displayed at the bottom.

**Alexander** – The “Add” button on all pages should be near the top to be more visible. When a user has added something to the cart, there needs to be an indicator that there is something in the cart. The home page shouldn't be empty and needs to have some products on display. There should be a return button on the pages where a specific product is being displayed.

# Conclusion

I updated most of the things that the two people told me. The only things I am still yet to do is adding a return button to some of the pages and informing the user when there is something in the cart.