

# Documentation of User Consultation of Glossary Pal

By Group 51: Carl, David, Magnus and Shotaro

## Introduction

This document contains the documentation of our two user consultation sessions. We performed two approximately 60 minute long sessions with Magnus' brother Hugo, and David's childhood friend Timmie. We took the feedback seriously, and resolved most of the issues that the users pointed out, which is demonstrated in the results sections. The first part of the document contains the documentation of the formative prototyping stage, and the second part of the document contains the documentation of the formative evaluation stage.

## Prototyping Stage

### User Background:

**Name:** Timmie Stålvant

**Age:** 29

**Pronoun:** He/him

**Occupation:** Nurse

**Location:** Stockholm, Sweden

**Other facts:** Timmie does not have any particular interest in language learning. He has used Duolingo to learn basic Japanese words and phrases prior to a trip to Japan. He has experience with frontend development from a 2 year program at an “yrkeshögskola”, where he learned how to use React. This was many years ago, and he is not familiar with modern concepts such as the React Hook. He has never taken a course in UX, so he is not confident when it comes to design patterns of software.

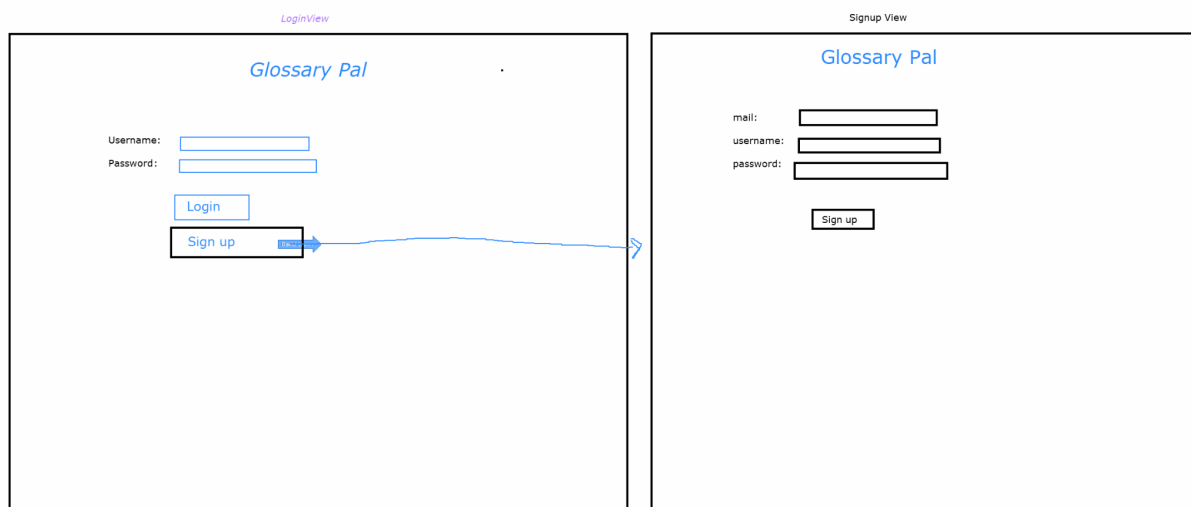
## Methodology

We sat down with David's childhood friend Timmie and let him evaluate our prototype formatively. The goal was thus to identify which aspects of our prototype's design worked well, and which did not. We briefly explained what the purpose of the app was going to be, but not more than that. We started out by showing Timmie the signup and login views, and let him “click” on the prototype's buttons in order to reach different views. We took notes of his reactions.

## Documentation of the User Consultation

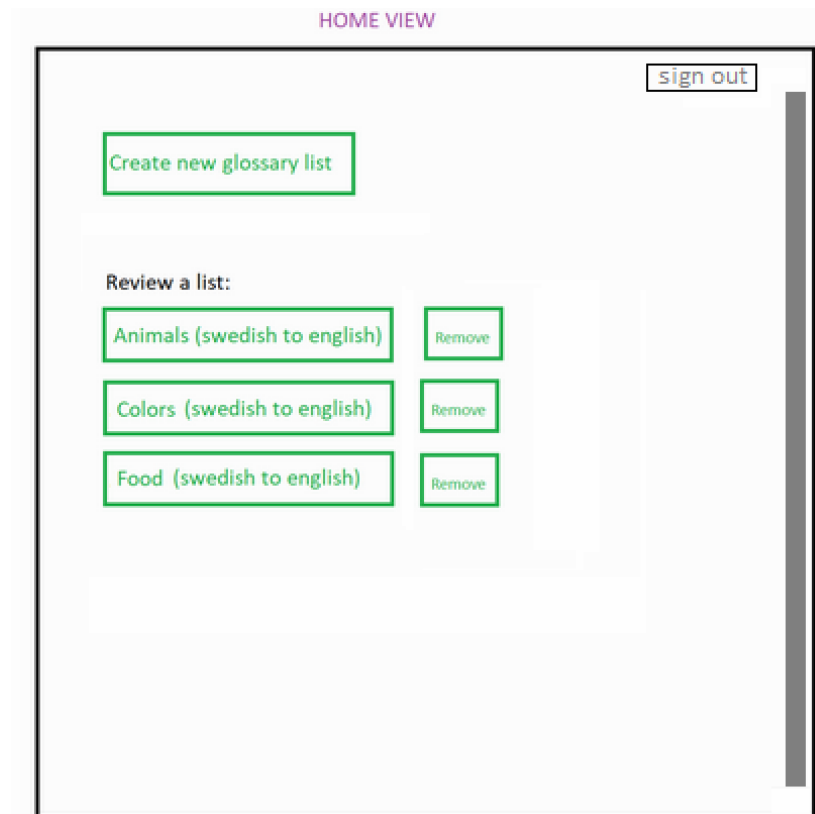
Timmie started off by “clicking” the sign up button on the login view, and mentioned how we should try to make a nice logo for the app to make it more fun and inviting for the user. When he reached the signup view, he said that he really likes when signups are a breeze, and that three input fields seems alright, but that he rather would have seen the username field removed.

After signing up, we brought him back to the login view. He told us that it seemed very annoying to re-enter his credentials, and suggested we should have redirected him directly to the app’s content after signing up.



We showed Timmie the home view, where he had to stop and think for a while.

“What is a glossary list?” he asked himself as he “clicked” the button “Create new glossary list”.



We then showed Timmie the “Create new glossary list” view. This is where it seemed to click for Timmie what the app really was supposed to be used for. He was at first a little overwhelmed with all the options, but after a while it all seemed to make sense. He said he thought that **colour coding** of buttons would likely solve the initial confusion. The prototype was indeed quite monocolored, which was probably the result of us being a little lazy during the prototyping stage.

Create new glossary list

List name:

Finish creating list

From Language

Swedish

[DROP DOWN MENU]

To Language

English

[DROP DOWN MENU]

Swedish

English

Add word

Suggested API translation: Cat

Select API translation

Already added words

Hund	Dog	Edit	Remove
Fågel	Bird	Edit	Remove
Lejon	Lion	Edit	Remove

We had forgotten to make a button to take Timmie back to the home view, so we had to cover up for that, and just gave him the home view when he had finished creating his deck.

Now Timmie wanted to try his deck out, but he was a little confused as to why there was **no review** button. He clicked the name of the list and we redirected him to the review view.

HOME VIEW

sign out

Create new glossary list

Review a list:

Animals (swedish to english)

Remove

Colors (swedish to english)

Remove

Food (swedish to english)

Remove

The review view seemed easy enough, and Timmie understood what he was supposed to do. He pretended to translate “Bil” into some gibberish, and pressed confirm.

Review View

Swedish:	Bil
English:	Car
	Confirm

Progress: 5 / 33 cards

We then brought Timmie to the wrong-answer sub view, which he seemed to like because the strong red made it clear to him that the answer was wrong. He complained that there was no “try again” button here, which we all thought was a good point.

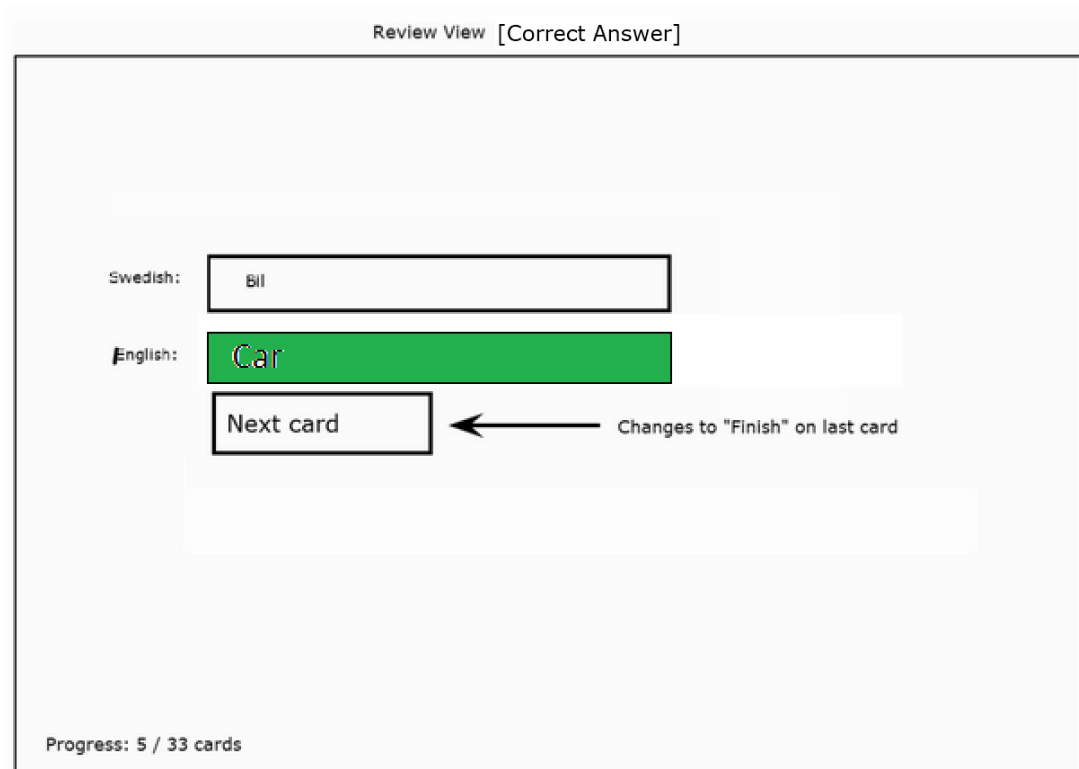
Review View [WRONG ANSWER]

Swedish:	Bil	
English:	Kar	Correct Answer: Car
	Next card	← Changes to "Finish" on last card

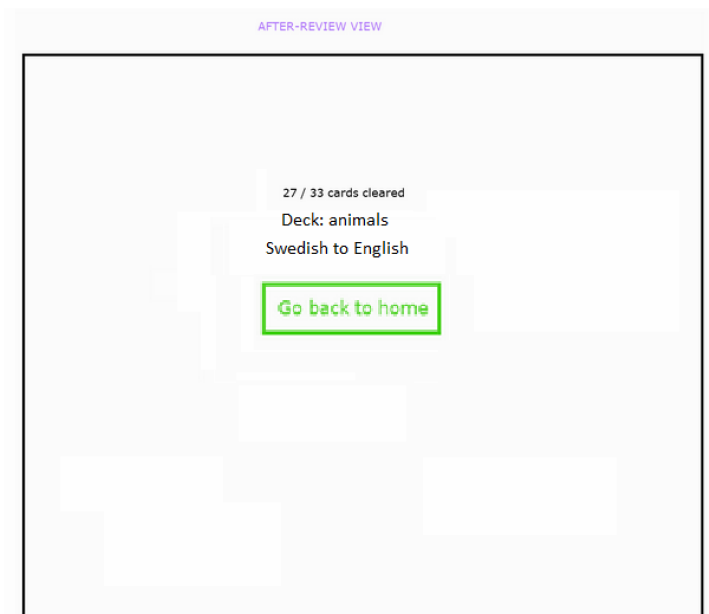
Progress: 5 / 33 cards

Timmie then entered the right answer, and was happy with the feedback from the green colour coding. This was nice to hear, since in the earlier prototyping stages we had thought of

representing wrong as an X, and correct as a tick mark. He mentioned that the site felt a little empty. He also wished the progress counter was more visible.



Timmie finished his little navigation by clicking the “Go back to home” button, and that wraps up his trials.



The key takeaways from the session with Timmie are listed below:

- Make a nice logo or some sort of artwork for the app to make it more aesthetically pleasing. (FIXED: We chose the colour blue for the logo as it is a calming colour, and we want this app to be used for leisure, and that the user can feel relaxed when using it. It should not become a job.)
- Consider removing usernames and rely only on email addresses. (FIXED)
- Implement automatic redirection from signup to home view after an account has been created. (FIXED)
- Colour code the buttons with appropriate colours. (FIXED).
- Come up with a better name for glossary lists than glossary lists.(FIXED: now referred to as “decks”)
- Fix a review button. (FIXED)
- Fix a “try again”- button if the wrong word is entered during a reviewing session. (FIXED)
- Make the progress count more visible. (FIXED: Centred)

## Evaluation Stage

### User Background:

**Name:** Hugo

**Age:** 18

**Pronoun:** He/him

**Occupation:** Highschool student

**Location:** Stockholm, Sweden (screen share through Discord)

**Other facts:** Hugo is interested in maths, programming and he likes video games a lot.

Hugo was a perfect person to demo this app for, since he is part of our target group, i.e. high school students who need to learn glossary words as homework.

### Methodology

We talked to Hugo on Discord, and watched as he navigated through our app through screen share. The goal was to identify any last UX-related issues. If the identified issues were not too complicated to implement, we would try to fix them before the deadline of the project. We briefly explained the app’s purpose, but we did not tell Hugo how the different views work. We took notes of Hugo’s reactions and feedback.

### Documentation of the User Consultation

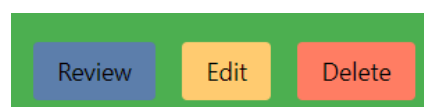
For this documentation we will not include any photos, since the app is deployed and can be used. Follow the link to try the app out: <https://glossary-pal.web.app>

We let Hugo navigate the app freely. He signed up and was positively surprised that the signup automatically logged him in as well. He also mentioned that he thought the design was clean, and he liked the green on black theme. Hugo realized immediately how to use the “get translation” button, which felt nice, since we were considering having a tooltip for it (like on the create a deck button).

Hugo pointed out an interesting feature that we did not get the chance to implement due to the time constraints. He suggested that the “get translation” - button could give you a drop down list of synonyms to the suggested word. This is in the backlog for now, but would be nice to have in the future. The rest of the navigation was smooth sailing, but there were times Hugo was disappointed in the absence of some features that perhaps state-of-the-art web apps have.

Some good points that Hugo pointed out were:

- When the “enter” is pressed during a review session, “try again” should be targeted instead of “next”.
- There should be a “repeat wrong answers only” in the post review view. (FIXED). We implemented this in a simple but powerful manner. After each review session, you can pick between reviewing the entire deck again or only reviewing the wrong answers. This works recursively too, so if you reviewed five wrong answers and then fail two of those, you can choose to only review the two remaining wrong answers.
- The UI is a little too small in general, and sometimes it makes you want to zoom in a little.
- There should preferably be the option of practising the created deck at the post deck creation view.
- The three buttons on the home page should perhaps be of more discrete colours. (FIXED). We used pastel colors in order to make them stand out less against the dark-themed background. This definitely made the entire page look better and more calm.



- 
- The words should be randomized, so that you do not memorize the order of the words. (We considered this to be a very important point) (FIXED)
- The Glossary Pal logo is perhaps a tad too big. It makes it so the scroll wheel shows up a tad too early due to its size.
- When adding words, perhaps it could be made so that the user is prompted in real time with a suggested word, rather than having to click the “get translation”-button. A suggestion can be shown in grey at first, and then perhaps the user can click enter to select the suggested word.
- It would be nice to have a reverse review functionality. So if the user created a Swedish <-> English deck, the user should be able to review in both directions.



- It would be nice if you could just press enter when adding the created word, instead of manually clicking “add word” with the mouse.
- + Dark mode apparently was a nice touch.
- + The minimalist design is nice, and the colour coding makes for an intuitive user experience.
- + Overall he really enjoyed the app

Hugo said that if the app was improved in some of the mentioned areas, and perhaps was available as a mobile app, he would seriously consider using it. If it could be extended to support flashcards of any kind, it could be used for any subject, and not just languages, which would be nice.