



Report

Human-Computer Interaction
Academic Year 2017/2018

Group 7

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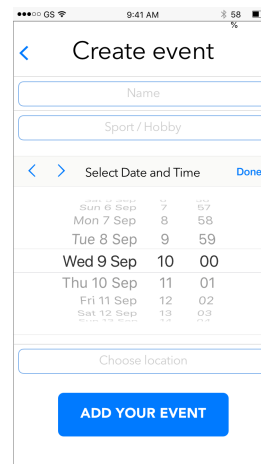
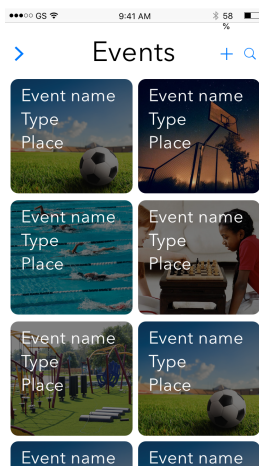
Abstract

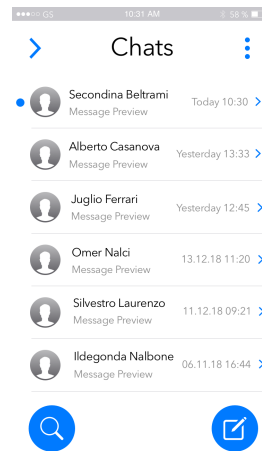
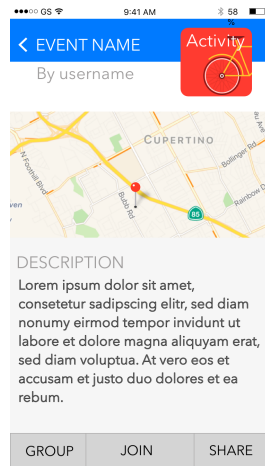
In this report, we describe the steps we took to evaluate the level of polish and cohesiveness of our app. We gave two testers a set of simple tasks to perform. We also refrained from interacting too much with the users, as we thought that it might interfere with their inspection process and create biased results. This interview/experiment allowed us to obtain much needed feedback on the current state of our app. The suggested changes ranged from changes to the layout, to even suggestions for the inclusion of certain app functionalities.

The Course of the Evaluation

We were approached by two user representatives to test our current prototype. We gave both of the representatives the following tasks:

- Create an event From the main app screen, create a new event, at a desired time and at a desired place.
- Join an event From the main app screen, browse the list of events and join an event of your choosing.
- Use the chat From the main app screen, access and use the chat feature of the application





Testing was fast and straight forward, since our electronic wireframes were already present from the last development stage. Our team leader and team representative played the role of the interviewers, all the while gathering feedback on the apps design. After the interviews concluded, we had a short meeting discussing the results gathered, as well as the further course of actions.

Evaluation Process

The application evaluation process was as follows:

- **User 1:**

After being briefed on the objectives, the first user had little trouble navigating the application, requiring no hints or guidance from the interviewers. In fact, the user praised the level simplicity and sleekness present in the design of our application.

One remark we did however receive was for the event creation window. The user suggested that we should also include an option to directly add/invite other users to an event, as opposed to them having to find our event in the event list post-creation.

Another interesting suggestion was to add the option to create either a public or private event, public events being viewable by all app users,

while private events would be closed to invitation. For the chat, the test user suggested we give the user some more hints to the location of the chat window. Even though it was obvious to her as to where the chat was in the app, she pointed out that she has had prior experience with similarly designed apps, while there indeed does exist a possibility that children may or may not indeed have the same intuition when using the app. The user also recommended we change a single button name, from GROUP to MEMBERS.

- **User 2:** Unlike the first user, the second user required more assistance navigating the app. His first suggestion was to show the age range of an event when creating it. He also suggested that we should have two different versions of the page when the user is viewing an event. If the user is viewing it for the first time, the options to join and contact the group should be present, however after joining the page should have an alternative design (e.g. the JOIN button should be replaced with other options, perhaps an option to LEAVE the event?).

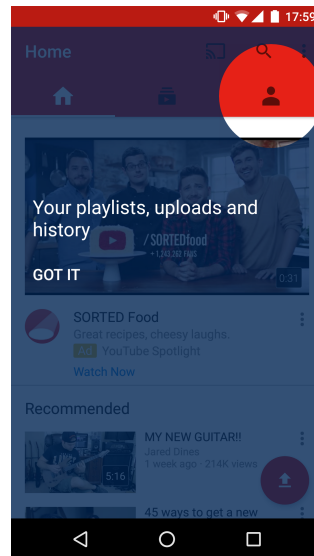
The problems that we have encountered thus far, boil down to:

1. Lack of functionality for the event creation window (no direct event invites, as well as an absence private and public event options);
2. Lack of guidance for some of the less obvious features of the app (i.e. the chat location);
3. The names and inclusion of some of the buttons (i.e. an option to leave an event in the page of the event, as opposed to only being in the user profile);
4. Lack of functionality in the Joined event page (make an alternate design for the page for after the event has been joined).

Data Analysis

Analysing the feedback, we concluded that the app needs some re-adjustments and layout changes. Firstly, we chose to tackle the issue of a lack of direct invites and private/public event options by adding additional fields to the event creation screen. Now, when creating an event, the user will be able to modify these parameters. We also thought ahead and considered the possibility of setting participant limits to public events, as a measure to ensure that not too many users can show up to events. This is because events that reach a participant limit will restrict a user from joining the event. However, we decided to disregard the age range setting suggestion in the event creation, seeing as though the system would filter the users according to age automatically, meaning that it is redundant.

We also decided to include a quick user tutorial. Accessible at any time, as well as invoked on opening the app for the first time, the tutorial uses the highlight technique to briefly introduce a first-time user to the core mechanics of the application.



Secondly, we have decided to revamp the event page. After creating an event, the user is immediately transported to the event page, where he can share the event with his/her friends or even delete it if he opts out of hosting

the event. Once another user sees this event and enters the event screen he/she will have the option to join, share and view group members. After joining, the page slightly modifies, showing information such as how much time is left till event start, who the event attendees are and other relevant info (i.e. location).

Users who joined the event will also now have an option to leave the event in the event page itself, to avoid the tedium of navigating to the user profile just to leave an event. Even though the user can still manage all his/her events in the profile page, the possibility of editing each individual event in the event page. The page would also stylistically look different before joining the event and after doing so, allowing the user to better differentiate when he/she has or has not joined an event.

Conclusion

To sum things up, the evaluation process helped us realise which features were missing from the paper prototype of our app. With the obtained feedback, we can safely say that we have a solid foundation for the structure and appearance of our app. Not all is set in stone however, meaning that some features may change in the final development period. Some may be differently implemented as opposed to how we previously intended and some might be completely removed. We intend the base structure and functionality of our app to stay the same, regardless of the minor changes we might make to layout or navigation functions.