

**Design document**

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# **Context :**

This document aims to describe and evaluate the UX of Wired Space, a social network. It serves as a guide for future design improvements using usability heuristics and a testing plan.

# **Heuristic Evaluation (Nielsen & Molich Principles)**

| **Heuristic** | | **Status** | **Issues** | **Action Taken** |
| --- | --- | --- | --- | --- |
| Visibility of system status | ✅ | | — | Clear redirect and toast messages after register/logout |
| Match between system and real world | ✅ | | — | Labels like “Sign up”, “Update profile” follow standard conventions |
| Consistency and standards | ✅ | | — | Minimalist styling with common navigation patterns |
| Error prevention | ❌ | | Registration form lacks field validation | Input checks planned (e.g., empty fields, email format) |
| Recognition rather than recall | ✅ | | — | Navigation links are always visible |
| Aesthetic and minimalist design | ✅ | | — | Minimalist aesthetic with a focus on clarity and usability |
| Help users recognize and recover from errors | ❌ | | Error messages are generic | Plan to show field-specific errors. |
| Help and documentation | ❌ | | No onboarding/help tooltips | Will add basic onboarding modal later |

# **Usability Test Plan**

## **Product under test**

* **Name:** Wired Space – Social Network
* **Current features:** Sign up, login, logout, update/delete profile, admin control panel
* **Business goal:** Lay technical and UX foundation for future social features
* **Experience goal:** Clean, intuitive profile management for new users

## **Test Objectives**

* Can users successfully register and log in?
* Can users message other users?
* Can users manage their friendship with other users?
* Do they understand how to log out and update/delete their account?
* Are feedback messages (e.g., after logout or deletion) visible and understandable?

## **Participants**

* User A (34, HR manager, no tech background, moderate social media use)
* User B (19, student, daily social media use)

## **Key Feedback**

* User A appreciated the minimal design but had trouble noticing the “Cancel Request” button.
* Both users understood how to send, accept and remove friend requests.

## **Test Tasks**

| **Task** | | **Goal** | |
| --- | --- | --- | --- |
| Register on the platform | | Evaluate clarity of form and confirmation | |
| Log in and log out | | Test navigation and feedback clarity | |
| Update profile data | | Ensure user understands form behavior | |
| Send 1 friend request | | Ensure user understands how to initiate social interaction | |
| Cancel a sent friend request | | Test whether users notice and understand how to undo the action | |
| Accept a friend request (if sent) | | Ensure user can recognize and confirm incoming requests | |
| Remove a friend | | Check user’s ability to manage and end connections | |
| Delete account | | Test confirmation and system response | |
|  |  | |

## **Research Methods**

* Observation (think-aloud during task execution)
* Short post-task interview (1–2 minutes)
* A/B test planned for future onboarding flow

## **UX Changes After Feedback**

**Based on user feedback, the following changes were made to the interface:**

* Improved the visibility of the “Cancel Request” button by changing its color and positioning
* Added friendship management on profile of any user
* Planned: Messaging limitation to 3 messages before becoming friends
* Planned: Tooltip explaining messaging restriction for non-friends