

# Group 9 Customer Contact Report 2

After deploying a working production app, this sprint, we focused on user testing with our real product and with real users who have used the app already. We wanted to find out if there were any:

- Confusion over certain buttons/pages
- Major Usability issues/workflows unaccounted for

We tried to find users who have discovered us organically, i.e. users who voluntarily signed up, instead of users whom we knew personally. These users are our early adopters.

In total, we reached out to five users and two of them agreed to be interviewed. We conducted two user interviews; one over Zoom and one physically. We asked them to perform common tasks and noted their feedback and struggles.

We asked users:

1. Their understanding of how BuddyNUS works
2. Do they find a chat system necessary?
3. Would they leave reviews for other users?

We also asked them to demonstrate:

4. Where would they navigate to find study sessions
5. Where would they navigate to create study sessions
6. Where would they navigate to apply for study sessions
7. How would they know when their study session has new applicants
8. How would they know when their application has been accepted

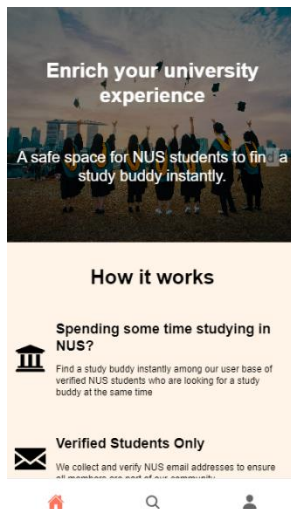
## Interviewee 1: Year 2, CDE, female

- Do they find a chat system necessary?
  - No, but would really like it
- Would they leave reviews for other users?
  - Not unless they had a bad experience

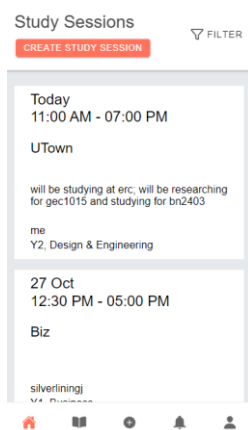
Observations/user feedback:

- User found the website's home page confusing as it looked like a landing page rather than an actual web app
  - Rectified by shifting the home page to show the list of study sessions instead of a generic landing-page ish design

Before



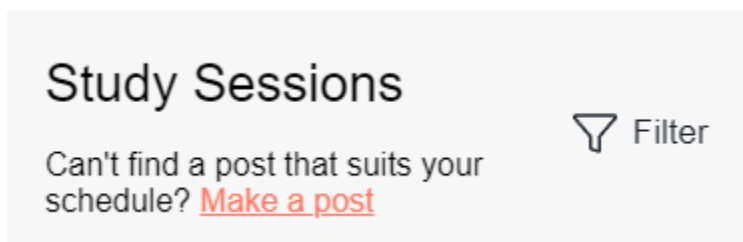
After



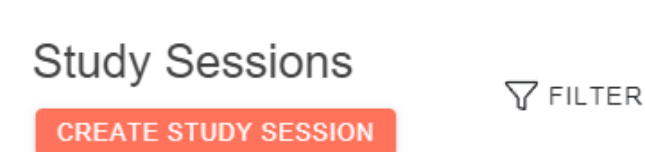
- User took some time to discover the button for creating study sessions

Resolved by changing it to a colored button

Before:



After:



- User found it annoying that she could click on the “Make a post” button even when she wasn’t logged in, could fill in the form and click “Apply” only to receive an error message asking her to sign up
  - Resolved by redirecting user to login if they are unauthenticated

## Interviewee 2: Year 3, computing, male

- Do they find a chat system necessary?
  - No, will not use a chat system as likely inferior to telegram
- Would they leave reviews for other users?
  - Not unless they had a bad experience

### Observations/user feedback:

- User found the website’s loading indicators annoying/slow

Resolved by changing the design of the loading indicators to not “freeze up” the entire page

Before:

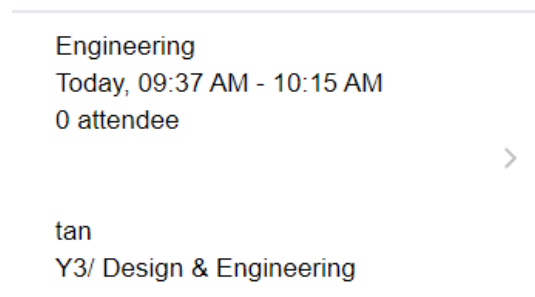
< Back Make a Post  
 Fill in the details of your post. You will be notified when others apply to your post.  
 Your telegram handle will only be shared with users whom you accept applications to your post  
 Oct 20, 2022  
 Start Time 5:59 PM  
 End Time 6:59 PM  
 More details you would like others to know - like where you are or what you are studying!  
 0 / 200  
 Post

After:

< Back Make a Post  
 Fill in the details of your post. You will be notified when others apply to your post.  
 Your telegram handle will only be shared with users whom you accept applications to your post  
 Location ▾  
 Date Oct 24, 2022  
 Start Time 6:01 PM  
 End Time 6:01 PM  
 Description  
 More details you would like others to know - like where you are or what you are studying!  
 0 / 200  
 (

- User felt it took too long to load certain pages
  - This was a problem our team encountered too but was not sure why. Occasionally, the server took up to 10 seconds to return a response. We took some time to resolve this but eventually discovered the cause that our database location was in USA while our server was in Asia. A typical GET/POST request would read and write to the database a few times, which means literally we were travelling from Asia to US and back and forth 4-5 times before returning the response to our client. We resolved this by shifting our database and server to both be based in Jakarta, the nearest and most cost-effective region for our cloud provider (Firebase)
- Users found the date picker on the form creation has too many options. Initially, we did not place any restrictions on the date and time pickers. After hearing Uncle Soo's feedback, we restricted the creation of study sessions to be within 14 days. However, users still found this range to be too large since most people do not plan their study sessions so far out. We now restrict it to be within 5 days.
- Users found the list of study sessions to have too much text with little visual feedback, i.e. the information was overwhelming
  - Resolved by making use of different font sizes and spatial separation to group similar types of information together as well as removing information that is redundant

Before (explore page):



After: (Bigger font sizes for date, time and location, removed information on number of attendees as they can click into individual sessions to see that)

Today  
09:37 AM - 10:15 AM  
Engineering  
  
tan  
Y3, Design & Engineering