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# **RUPE**

## User Interface Design

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### ***Unique Reference:***

The documents are stored in the following link to the project repository:

<https://github.com/chinadupaya/RUPE/tree/master/03-Design%20Engineering>.

### ***Document Purpose:***

The purpose of this document is to create and record the initial drafts for the system's user interface design. This includes creating the prototypes as well as having it tested by the target audience of the software to receive feedback and to further improve the final user interface design of the product.

### ***Target Audience:***

The target audience of this document includes the developers of the RUPE project to use as a reference. It is also for other students and Ms. Rowena Solamo to review and give suggestions for the improvement of the system's user interface design. It also includes anyone else who wishes to view some components of our system's user interface design.

### ***Revision Control:***

| <b><i>Revision Date</i></b> | <b><i>Person Responsible</i></b> | <b><i>Version Number</i></b> | <b><i>Contribution/Modification</i></b>                                   |
|-----------------------------|----------------------------------|------------------------------|---|
| 09/10/2019                  | Annysia Dupaya                   | 1.0                          | Initial Document; Version number should match the one below.              |
| 10/15/2019                  | Dylan Bayona                     | 1.1                          | Added unique reference and expounded document purpose and target audience |
| 10/17/2019                  | Annysia Dupaya                   | 1.2                          | Added initial prototype links as well as Participatory Design Protocol.   |
| 10/17/2019                  | Dylan Bayona                     | 1.3                          | Added transcript of interview and parts of the summary                    |
| 10/17/2019                  | Annysia Dupaya                   | 1.4                          | Added transcript of interview and parts of the summary.                   |
| 10/17/2019                  | Makki Villaluz                   | 1.5                          | Added transcript of interview and parts of the summary.                   |
| 10/17/2019                  | Annysia Dupaya                   | 1.6                          | Added sample screens of the revised prototype                             |
| 10/17/2019                  | Dylan Bayona                     | 1.7                          | Added sample screens of the revised prototype                             |
| 10/18/2019                  | Makki Villaluz                   | 1.8                          | Added sample screens of the revised prototype and Invision link           |

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# I . Participatory Design Guide and Protocol

This section provides the instructions on how to conduct a participatory design to assess the usability of the prototypes.

## A . Purpose

The purpose of the participatory design is to gather information on how users will interact with the application. It is also done to assess the usability of the application.

## B . Target participants

The group wants to target the people dining at UP Diliman's various eateries. This can include mostly the students, teachers, and workers of UP Diliman. We can also consider people bringing their own food, as long as they dine or buy at an eatery. We could also include people who visited the university.

## C . Participant's Consent

Participants will sign a consent form to participate in this activity. One copy of the informed consent should be given to the participants, and a second copy should be kept by the team. Participants should be informed that a video recording will be used as data collection.

The participation in this study is completely voluntary, and the participants may refuse to participate or withdraw from the study without penalty or loss of benefits of the group. They may withdraw by informing the team that they no longer wish to participate (no questions will be asked).

## D . Initial Prototype Link

The prototype shows how to flag a review in the RUPE Application.

**Prototype Link:** <https://projects.invisionapp.com/prototype/RUPE-ck1lg5em000tw5z014z8gnyvs>

The prototype shows how to manage and edit an eatery as an administrator in the RUPE Application.

**Prototype Link:** <https://projects.invisionapp.com/share/3XUDUUY2SQ#/screens>

The prototype shows how to manage and delete an eatery as an administrator in the RUPE Application.

**Prototype Link:** <https://projects.invisionapp.com/share/MNUEOK3XR8E#/screens>

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## E . Data Collection

The participatory design are recorded if agreed by participants, and transcribed verbatim for analysis. The recordings need to be securely stored. The transcription shall not contain information that would allow individuals to be linked to specific statements. Confidentiality will be strictly preserved. Another member of the team may take down notes. The notes will be analyzed later.

The link to the videos of the interviews is: <https://drive.google.com/open?id=1LNl6AkLcZBMzCTBdmkFZccwPBNKkziPr>

## F . Schedule of the Participatory Design

The participatory design can last about 10 minutes.

| Participant | Date and Time               | Venue          |
|-------------|-----------------------------|----------------|
| 19112010    | October 17, 2019 - 11:20 AM | UP AECH TLC    |
| 68099653    | October 17,2019 - 12:08 PM  | Momimitch Cafe |
| 13986246    | October 17, 2019 - 3:29 PM  | NDSG           |

## G . Participatory Design Protocol

**Welcome** and thank you for volunteering to take part in this participatory design. You have been asked to participate as your point of view is important. I realize you are busy and I appreciate your time.

**Introduction:** This participatory design is being done to help us understand how you will be interacting with our prototype as a possible reviewer and administrator. Please give us your thoughts and opinions on how we can further improve the prototype of our product.

**Anonymity:** Despite being video taped, I would like to assure you that the discussion will be anonymous. The transcribed notes of the partipatory design will contain no information that would allow individual subjects to be linked to specific statements. You should try to answer and comment as accurately and truthfully as possible.

RUPE is an application that allows the user to be able to anonymously leave reviews on eateries within UP Diliman. This prototype will show you how you would flag reviews as a fellow food reviewer, as well as manage and edit eateries and reviews as an administrator.

**Conclusion:** Of all the things that you mentioned today, what would you say are the most important thing that we (developers) need to keep in mind.

Thank you for participating. This has been a very successful discussion.

Your opinions will be a valuable asset to the study.

We hope you have found the discussion interesting

If there is anything you are unhappy with or wish to complain about, please contact the local PI or speak to me later.

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## II . Participatory Design Notes

### *Video Transcript:*

Interviewer: So, ito yung 'Flag review' prototype, so here, you got an eatery, for example, ito yung rating niya, ito yung address, ito yung contact number. Here is a review left by an anonymous reviewer, so kita mo naman diba, it's inappropriate, so what you can do is click flag review. So, here, as a reviewer, you can add text which basically explains why you wanna flag the review. For example, you added text there na, then just click submit. There you go, that's basically it (for the flag review function).

Interviewer: So, here you're an admin and you see a list of flagged eateries and flagged reviews. If a user flags an eatery, it comes up here in the left column. Can you click that card for me? Here, you can see that a reviewer has flagged an eatery and he explained why he flagged it. It turns out that NIGS Caf has the wrong address. So here you can click 'Edit eatery' and you can change the stuff (text) there. After you're done, just click 'Done' and the changes are reflected there. Then, in the case that NIGS Caf somehow closed down, which I hope doesn't happen, you can click 'Delete eatery'. So it just asks you if you're sure, and if you click 'Yes', it deletes it. Then you can click 'X', there you go, the flagged eatery is gone now.

Interviewer: The last functionality is for the (flagged) review. So, for example, if someone left an inappropriate review, and if someone else flags it, it appears there. If you click it... Yeah, this is the comment made by the person who flagged the review. It says the review isn't helpful and is malicious. So what you can do is... oh, it should be 'Delete review'. So, just click 'Delete Eatery'... choose 'Yes', click 'X'... and that's basically it.

Interviewer: So, what are your comments for this prototype (referring to 'Flag review' functionality)?

**Participant 1 (19112010):** Parang ano... okay naman yung makikita mong info regarding the eatery. Tapos agad din naman nakikita yung reviews.

Interviewer: Is it good enough for flagging reviews?

**Participant 1 (19112010):** I think so naman. Okay lang naman din yung mga buttons, yung controls. Yung star ratings niyo though san siya kukunin?

Interviewer: Ah, di pa namin siya nagawa, parang next ano siya, functionality.

**Participant 1 (19112010):** Ah, yun lang naman, it's okay for me.

Interviewer: Okay, tapos yung sa ano naman, yung sa other thing. 'Yan (referring to 'Manage Eatery Record').

**Participant 1 (19112010):** Ah, sa admin naman 'to diba?

Interviewer: Yeah.

**Participant 1 (19112010):** I think, maganda na may ganun feature, pero, if ever, may deletion ng thing, siguro pwedeng may annotation kung bakit siya dinelete. Same with the reviews na lang din, para kung gagawan man ng basis ng other administrators yung mga tatanggalin, may makikita silang samples ng mga naalis na prior. Pero otherwise, simple enough naman, na kahit siguro first time gamitin yung thing as an admin, magegets mo naman na 'Oh, okay, you don't have to do anything complex naman.'

Interviewer: Sige, thank you.

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**Participant 2 (68099653):**

Interviewer: For this case, you're basically going to - this is the UI that happens when you're going to flag a review. So this -gestures- is the only part that's important and then you interact with it and tell me what can be improved.

Interviewer: Ah, you can't type. But you submit - gestures- and basically that's it. What do you think? Is it fine or...?

68099653: From the perspective of a user?

I: Yeah

68099653: Parang there's no verification I guess which is kinda weird.

I: What do you mean verification?

68099653: Like there's no log in.

I: RUPE's anonymous though.

68099653: That's true. So I should be thinking of it in RUPE. Well I feel like there should be tags I guess? Like on facebook when you report something it can be flagged as harassment or spam whatever. So it's not on to me completely to explain completely what's wrong or ever. Like parang It's discouraging if you have to type an essay out for it pa.

I: Okay

68099653: Uhm what else. It'd be nice if there'd been an, "Are you sure you want to submit." That's it!

I: Okay for the next use case, this is as an admin where flagged eateries/reviews have been submitted na so... go, interact with it. Then tell me your thoughts.

68099653: Oh okay that's it? Can I log out?

I: Nope. Basically if an eatery is considered spam you get the choice to edit it/delete it.

68099653: Well there's nothing really wrong with that. I suppose it's weird na when you delete it you can't see it anymore.

Like why is it delete rather than hide. Then there should be like - you should be able to hide it then delete it totally. It's nice that's there's a second confirmation for deleting it but it was weird na both the buttons were red. Because like, red is No but Yes is red din. That's it.

I: Okay, okay. Last. So yeah. I don't know why it's so big actually if it's an InVision thing. I think it's meant for bigger screens.

I: Oh, that's supposed to be delete review.

68099653: What is it?

I: It's a review [it says eatery].

68099653: Ummm. Well if you're an admin it's weird that the flag review. Well, I guess it's applicable to the other one also.

Like, you can only keep it as flag, you can't unflag it. Same comments na whether or not I should delete it, it should be different colors? There should be feedback to for the person that flagged it.

I: It's anonymous though.

68099653: Oh that's true there's no account. Yeah I guess that's it.

I: Okay thank you!

**Participant 3:**

Interviewer: Okay so basically our app here is RUPE, it's like RUPP but then it's for food eateries. Yeah, so we have the usual add eatery, you can put reviews for it, you can put all of the relevant information. So what we have here are three screens and each of those screens are specific to certain functions. So for this specific screen, you can scroll down and then you could press flag review. So, you could see here that the review here is not nice, it's malicious. You would be able to add text or what's wrong with the review then you can press submit. So yeah, the review has been submitted. That's for the flag review. And then for the next one, this one is for the administrator side. On this side, you're going to see a bunch of cards which will show all of the eateries that have been flagged. So you can click on the card and then it's going to show you the relevant information and then the comment that was put in the flag. This eatery has the wrong address. It's located at velasquez street, up diliman. So you have the option of editing it. So if you were to press edit, that part you would be able to change the information. Then when you're done, you can press done. There's also the case wherein the eatery does not exist. So if they said that, you can press delete eatery and then press yes. That would delete it. Then you can press x to go back and then it will disappear. Okay, then for the third one, this one is for reviews. This gives you the name of the eatery, the comment and its

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rating. That's supposed to be delete review by the way sorry. It's going to say the comment, the person input when they flagged it. You would be able to delete it then you can press yes and deleted. The you remove. That's it. Do you have any comments or suggestions?

13986246: Okay, let's go back to the start. So for flag review, the button is too big. So for something like flag review, it's not something that you'd expect everyone to be able to do. So the fact that the button is so big, makes it appealing to press, even if it shouldn't be. So maybe have a small thing sa side, maybe dots or an alert symbol. If you imagine a lot of reviews, and you imagine like 10 reviews to a page, it adds visual noise. So for example, if you have 10 of these cards, you would have 10 of these buttons. It's very distracting so maybe something that's a bit more subtle on this side.

I: Actually yeah the dimensions are kind of a problem. We didn't know how to like coordinate and fix it. Anything else?

13986246: That's it for the flag review. And for this one, okay so. This is an admin page right? Edit eatery that's fine because it's the thing you'd expect to do most of the time. Delete eatery, I guess it could be something that you expect to be able to do a lot, especially if people are mean and make a lot of fake eateries.

I: Oh yeah, like people would spam a bunch of fake eateries.

13986246: Yeah that's fine. Okay next one, flag review. It might be a bit noisy to have both flag eateries and flag reviews on one page. It's a bit wasted because maybe you can have a page that does both pero it would make more sense if you have a separate page just for the eateries and just for the reviews. For example, maybe you want to be able to finish all of the entries here at one time. So when you're doing just that, you don't really care what the reviews are. So parang sayang yung space like you have this thing that isn't being used for anything cause you're focused on this. When you do get to this, you don't use the left half of the screen. It looks cool if you have both of them on the same screen pero in effect, when it's being used, it's just distracting and it's not very ergonomic, not very usable. Yeah okay that's it

I: Okay thank you very much



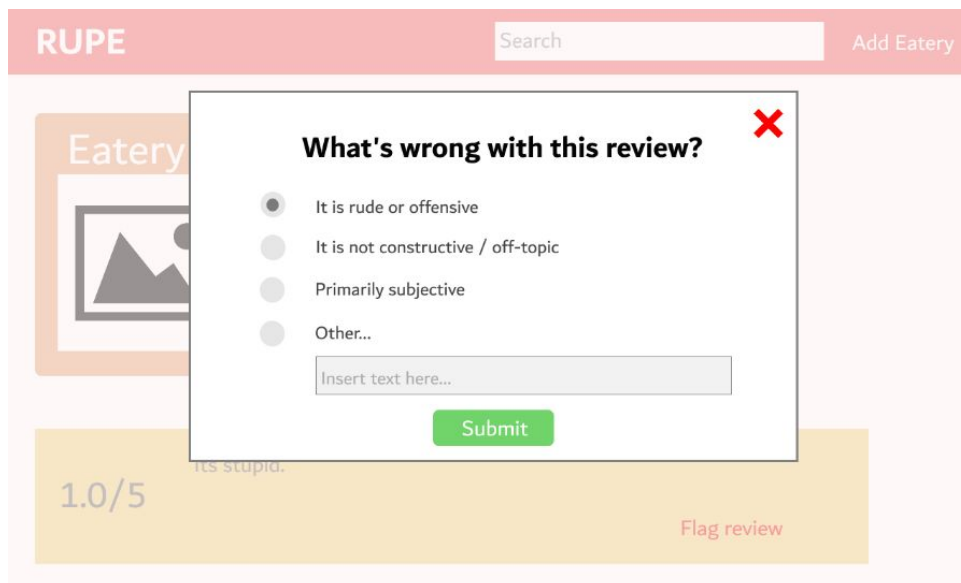
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### III . Participatory Design Report

#### A . Observation Summary and Prioritization

| Observation  | Prioritization<br>(using MoSCoW) |
|--|----------------------------------|
| Reviews and Eateries should be unflagged                               | Must have                        |
| Colors for the buttons confirming deletion should be different colors. | Could have                       |
| Put categories for flagged reviews instead of putting a text box.      | Should have                      |
| Have a triple dot icon to hide the flag button                         | Should have                      |
| Separate the screens for flagged reviews and flagged eateries          | Should have                      |
| Put annotations containing reason for deletion, so other admins know   | Would have                       |
| Make flagged reviews hidden  | Should have                      |

#### B . Sample Screens of the Revised Prototype



Eatery A



4.8/5 ★

123 St., UP Diliman

123-4567

Add Review

Flag eatery

This review has been hidden. View review? [Yes](#)

Flagged Eateries Flagged Reviews

Flag




NIGS Caf

Univ Ave, UP Diliman

(02) 8924 2485

Flagged Eateries Flagged Reviews


Flag



NIGS Caf

Univ Ave, UP Diliman

(02) 8924 2485



this eatery has the wrong address :( it's located at Velasquez St, UP Diliman

Edit Eatery


Delete Eatery

RUPE

Log Out

Flagged Eateries

Flagged Reviews

NIGS Caf  
1.0/5


"Its stupid."


RUPE

Log Out

Flagged Eateries

Flagged Reviews

NIGS Caf  
1.0/5

NIGS Caf  
1.0/5 "Its stupid."

It is rude or offensive

Unflag Review


Delete Review

RUPE

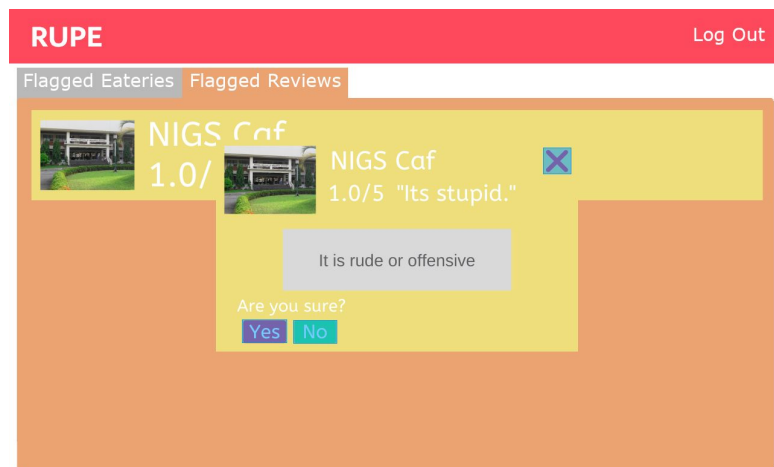
Log Out

Flagged Eateries

Flagged Reviews

NIGS Caf  
1.0/5

Unflag  
Successfull!



## C . InVision Link(s):

For Flag Review: <https://projects.invisionapp.com/prototype/ck1urg0ee00jj8m01q7veozlc/play>

For Manage Eatery Record: <https://invis.io/3XUDUUY2SQ>

For Manage Food Review: <https://invis.io/MNUEOK3XR8E>