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INFO90007 Social Computing
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Assignment 3



TOGATHER

An event app that connects people

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Link to Video Demo: <https://youtu.be/JfRuC5RpTmE>

Link to Adobe XD Project: <https://xd.adobe.com/view/342ea25d-a849-4771-63fd-4f0db37718f6-421f/>

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1 Introduction

Togather is an event app where users can create and attend events based on interest, distance and other criteria. The main purposes of the app are:

1.1 Meeting new friends

In contrast to other apps which offer event functionalities such as Facebook where users primarily host events to keep in touch with already existing friends, *Togather* is focused on enabling users to host and attend events with the objective to meet new people.

1.2 Enabling spontaneous gatherings

The functionalities of *Togather* are geared towards enabling more “spontaneous” gatherings with low effort. Facebook events are most often created when people are hosting significant events such as birthdays or parties, while this app is focused on users impulsively creating and attending events on the go, such as grabbing a beer after work or going on a bike trip during the weekend.

1.3 Meeting and creating communities with people with similar interests

An important purpose of the application is that people should easily be able to meet people based on their interests and distance. For example, if a user just moved to a new city they can use this app to see if there are any events in their area related to their interests. Users also have the option to host or attend recurring events, such as a weekly bike-tour. By providing a chat functionality and picture gallery where users can communicate and share pictures in each event, users can form communities around them.

2 Prototypes

2.1 Initial prototypes: low and high fidelity

In the beginning *Togather* was designed with five main screens: *Homescreen*, *Map*, *My events*, *Notifications* and *Profile*. The *Homescreen* lists all the events on the platform which can be filtered based on different criteria. On the *Map* users get a graphical overview of the events happening near them and short descriptions of the events. On *My events* users can view all their hosting and attending events. The *Profile* screen shows users reputation and their bio/interest. On the *Notifications* screen, users can view their notifications, such as recently received **Likes**. They can also chat with other users on the *Notifications* page.

We chose to develop designs for an android app and such we followed the android design conventions

2.2 Login and registration

Togather only allows users to login via Facebook or Google to authenticate their identities on the platform. An “About page” was added to give new users a quick explanation of the application and motivate them to join the platform, see Figure 2.2.1 & 2.2.2.

When users login for the first time they will be taken to the registering screen, where they can choose tags related to their interests. These tags can help users find others with similar interests and filter events to get relevant content, which is an important purpose of *Togather*, see Figure 2.2.3.

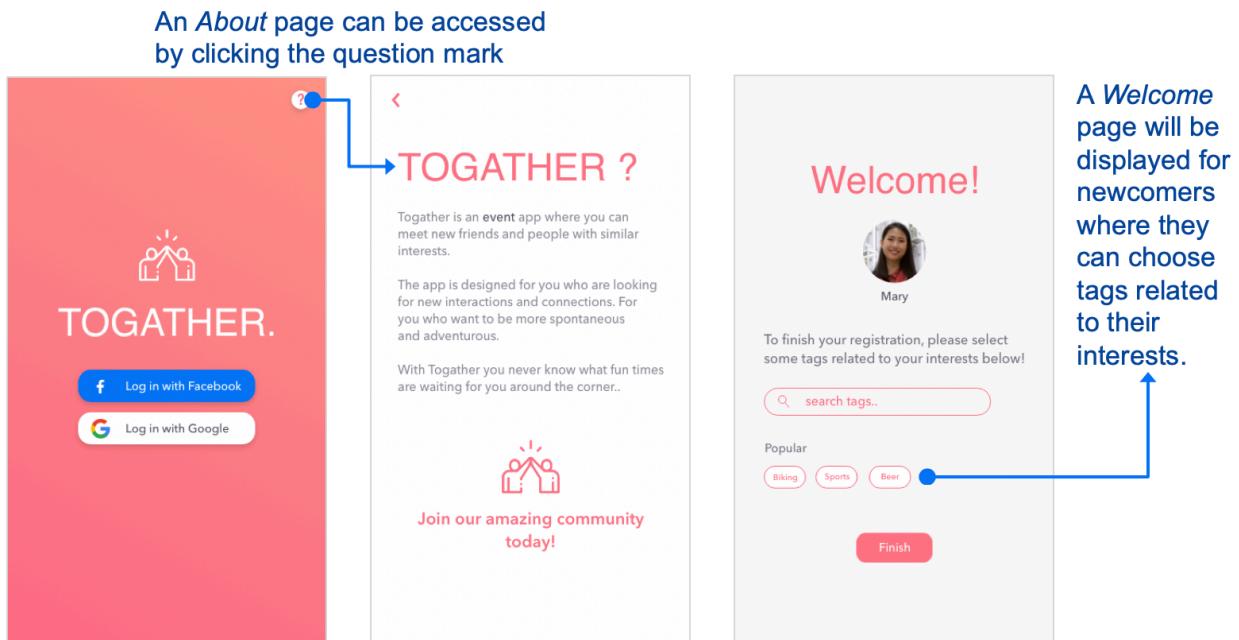


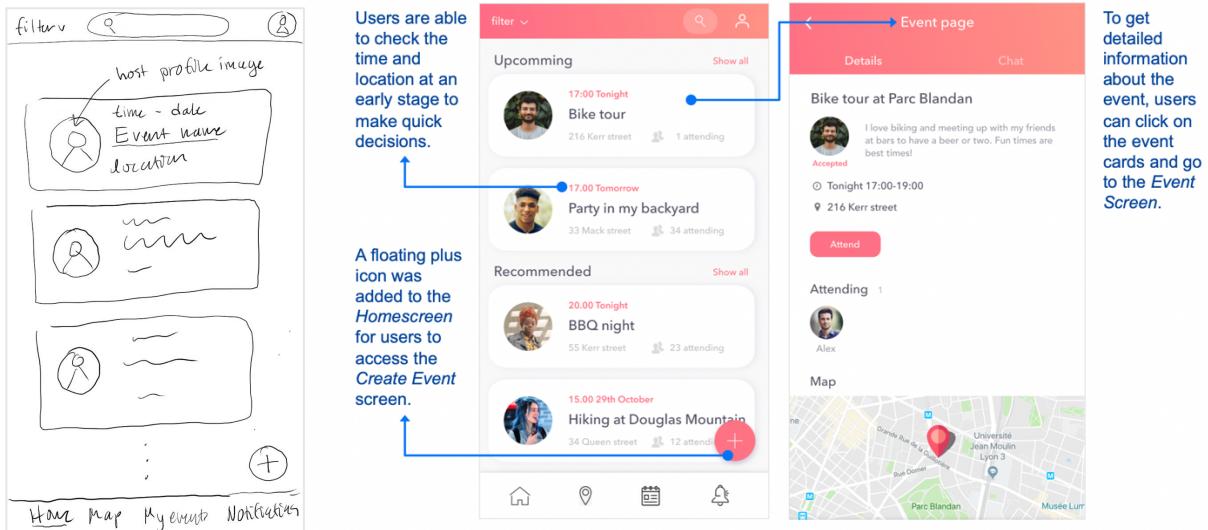
Figure 2.2.1 Login screen

Figure 2.2.2 About screen

Figure 2.2.3 Register screen for first time user

2.3 Home Screen

On the *Homescreen* users can view the events list on the platform. As the purpose of *Togather* is for meeting new people, we designed the event cards to display an image of the host, so that users can get a sense of who they are going to meet at an early stage.



From left to right: Figure 2.3.1 Low fidelity prototype of Home screen

Figure 2.3.2 high fidelity prototype of Home screen

Figure 2.3.3 Detailed event page

In the high-fidelity prototype, we also added number of attendees to the event cards so that users can see if it is a popular event or a smaller gathering. To get detailed information about the event, users can click on the event cards and go to the *Event Screen*, see Section 2.7.

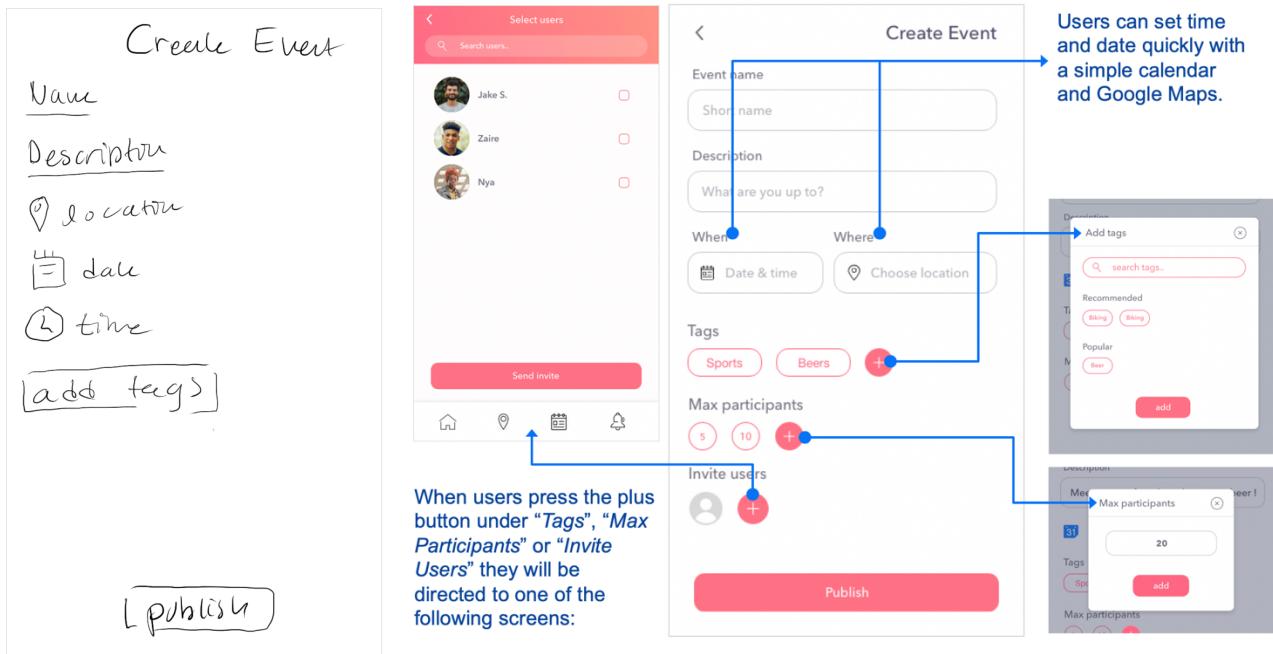
The eye-catching colors were chosen carefully for the time and date icon to draw users' attention to important information. Two headers "Upcoming" and "Recommended" were displayed on the *Homescreen*: "Upcoming" contains events that will happen in the near future, while "Recommended" contains recommended events based on the users' interests and previously attended events. These headers allow users to discover events related to their interests without using search or filter function,

A floating plus icon which commonly used on android applications was added to the *Homescreen*, which makes it easier for users to access the *Create Event* screen, see Figure 2.3.2 & 2.3.3.

2.4 Create Event

On *Create Event* screen users can create events with name, description, location and other preferences.

The design of the low fidelity prototype was improved to meet the goal of our application to allow more spontaneous event creation. To make it easier and quicker for users to create events, tags and max participants were added based on their preferences and history, which also responds to the heuristic "Flexibility and efficiency of use". For example, if a user uses the tag "Sports" frequently, it will be displayed by default. Moreover, to comply with the heuristic of "Consistency and standards", all round plus buttons relates to adding and creating new attributes of events. Details of *Create Event* screen are shown on Figure 2.4.2.



From left to right: Figure 2.4.1 Low fidelity prototype of Create Event screen

Figure 2.4.2 high fidelity prototype of Create Event screen with details.

2.5 Filtering

A filter functionality was added to *Map* and *Event screen* to help users find events based on interests/distance/time conveniently, see Figure 2.5.1. Users can also use the search function in the top bar to find events. The filter tags are based on the users preferences and history, see Figure 2.5.2.

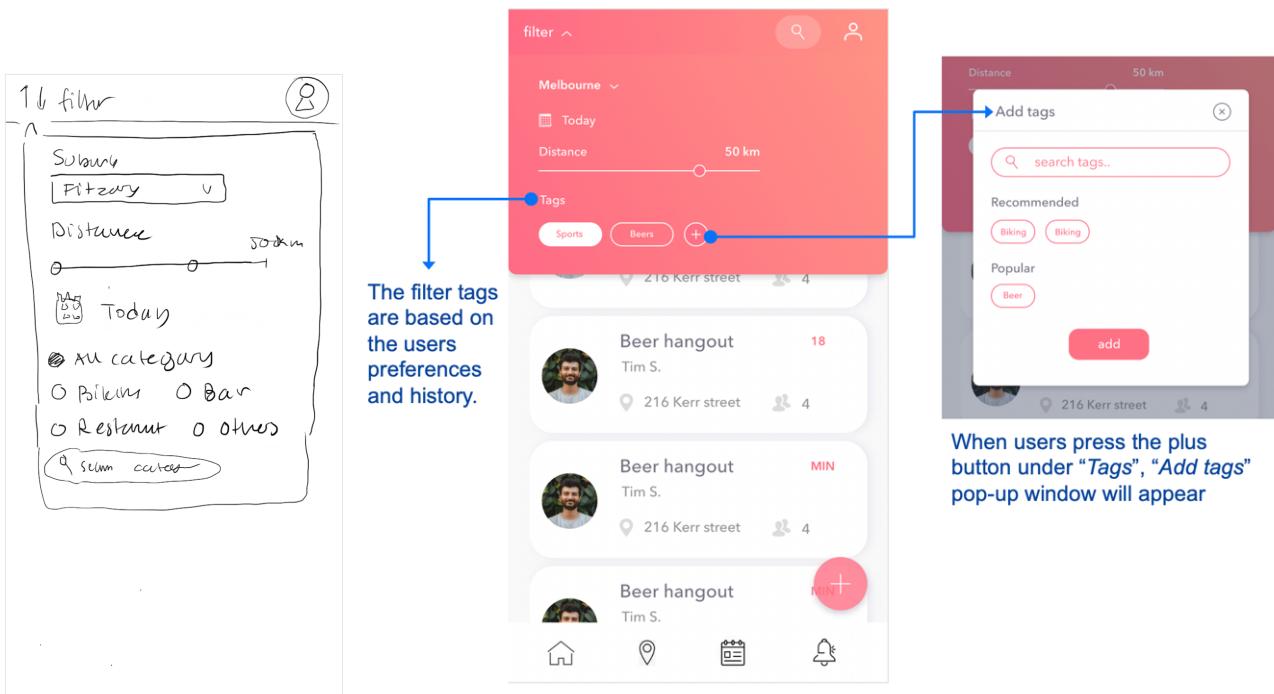


Figure 2.5.1 Low fidelity prototype of filtering

Figure 2.5.2 High fidelity prototype of filtering

2.6 Map

The *Map* can be accessed by clicking the location icon in the bottom menu. The *Map* screen was added to enable users to attend events spontaneously as it is an important purpose of our application. By giving users a graphical overview of events close to them, they can attend events based on their location on the map. In addition, to further support spontaneity, users will receive push notifications as alerts if they are close to upcoming events.

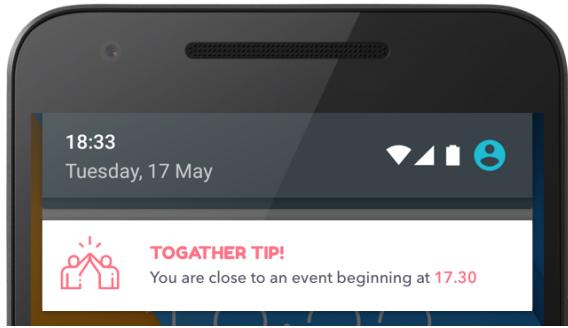


Figure 2.6.1 Push notification about an upcoming event close to the user

The event-cards on the map were designed to display the most crucial information, such as the time and short descriptions, so that users can make quick decisions on the go, see Figure 2.6.2.

If users click an event-card, they will see the additional information such as the host of the event and number of attendees. In addition, they can filter the events on the *Map* and get directions from google maps or attend events through the event cards, see Figure 2.6.3 & 2.6.4. Users can click the cards again to check more detailed descriptions of the events , see Section 2.7.

The figure consists of three side-by-side screenshots of a mobile application's map interface. Each screenshot includes handwritten annotations pointing to specific features.

- Left Screenshot:** Shows a map of a city area with several event cards overlaid. One card for a 'Festival' is highlighted with a red circle. An annotation points to this card with the text: "Time and Event name are displayed on Event Cards of the Map".
- Middle Screenshot:** Shows the same map with a filter overlay. The filter settings include "Today", "Distance 50 km", and "Tags: Biking, Beers". An annotation points to this filter with the text: "Users can filter the events on the Map".
- Right Screenshot:** Shows a zoomed-in view of an event card for a "Bike tour at Parc Blandan" occurring "17:00 Tonight". The card displays a profile picture of the host, the number of attendees (1 attending), and two buttons: "Attend" and "Directions". An annotation points to this card with the text: "If users click an event-card, they will see the additional information such as the host of the event and number of attendees. They can get directions from google maps or attend events through the event".

Figure 2.6.2 Event-cards on the map

Figure 2.6.3 Filtering events

Figure 2.6.4 Clicked event-card on the map

2.7 Event screen

Detailed information of the events including descriptions and the profiles of all attending users are displayed on the *Event* screen, see Figure 2.7.1. They can also attend the events by pressing **Attend** button. In addition, users can get a quick overview of the host's reputation on this page to get a better picture of his reliability. For details on the reputation system, see Section 2.8.

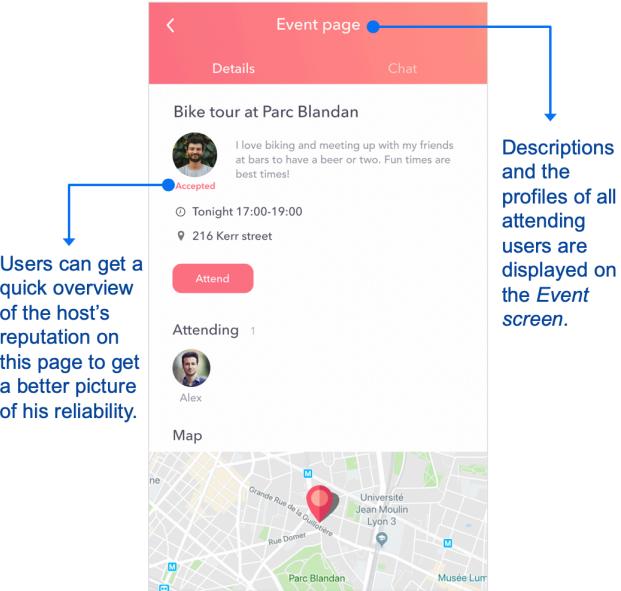


Figure 2.7.1 Eventpage

An important feature which distinguishes *Togather* from other similar applications is that every event has a chat connected to it. This enables users to create a small community around the events, especially if they are recurring such as a bike trip every weekend, see Figure 2.7.2 for examples.

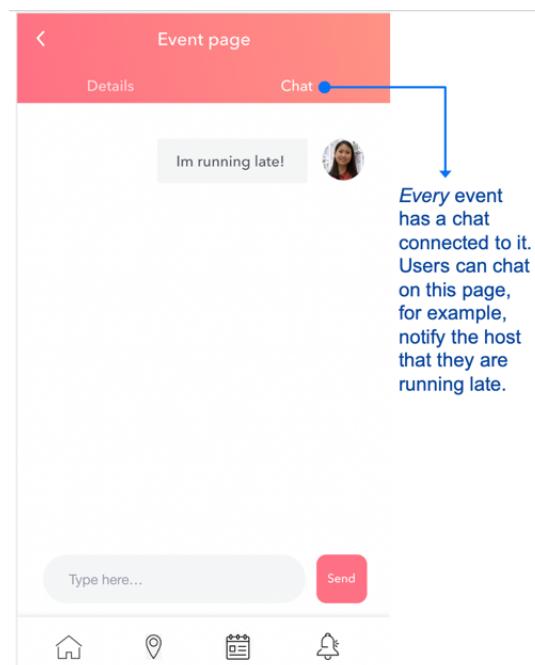
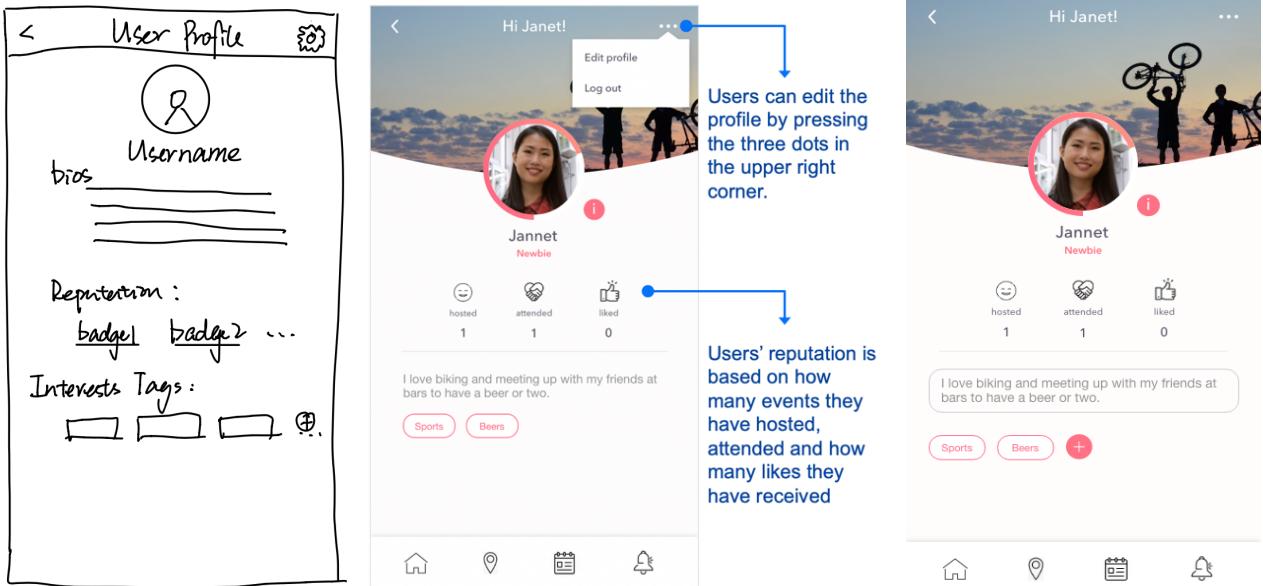


Figure 2.7.2 Eventpage - chat

2.8 User profile and reputation

On the low fidelity prototype, we initially had two main features for users: editing the tags chosen during registration and changing the personal information. On the high-fidelity prototype, background images were added so that users can better express their interests and personalities. Users can edit the profile by pressing the three-dot button, see Figure 2.8.1-2.8.3. The **Dot** button was chosen to allow less frequently used features such as “Log out” to be hidden, which avoids clutter the profiles with too much information.



From left to right: Figure 2.8.1 Low fidelity prototype of User profile

Figure 2.8.2 High fidelity prototype of User profile

Figure 2.8.3 Edit user profile

As *Togather* is used to meet new people, a reputation system was added to allow users to assess others’ reliability, which is particularly important when dealing with strangers and attending new events. Researchers remarked that users are able to decide whom they will trust and to what degree by referring to the reputation data (Hendrikx, Bubendorfer, & Chard, 2015).

By displaying reputation on profiles, users can distinguish novice and possibly untrustworthy users from more seasoned ones. In addition, gaining reputation can serve as an extrinsic motivation to encourage users to stay active on the platform.

Users’ reputation is based on how many events they have hosted, attended and how many likes they have received, see Figure 2.8.2. As mentioned in the lecture: “expectation of reciprocity or retaliation in future interactions creates a powerful incentive for good behavior”. The **Like** functionality was added to motivate users to put effort into their events to receive **Likes**. Users can check who liked their event on the notifications page, thus it creates an incentive for users to like others’ events in the future, see Section 2.9.

However, users should also expect retaliation if they behave badly. For this reason we added a report functionality where users can report others based on behavior, fake profile, spamming or other reasons, see Figure 2.8.4. Users who are reported several times will get reduced reputation or banned from the platform. In addition, a “Block” feature was applied for increasing security, which lets users block others from contacting

them or attending events.

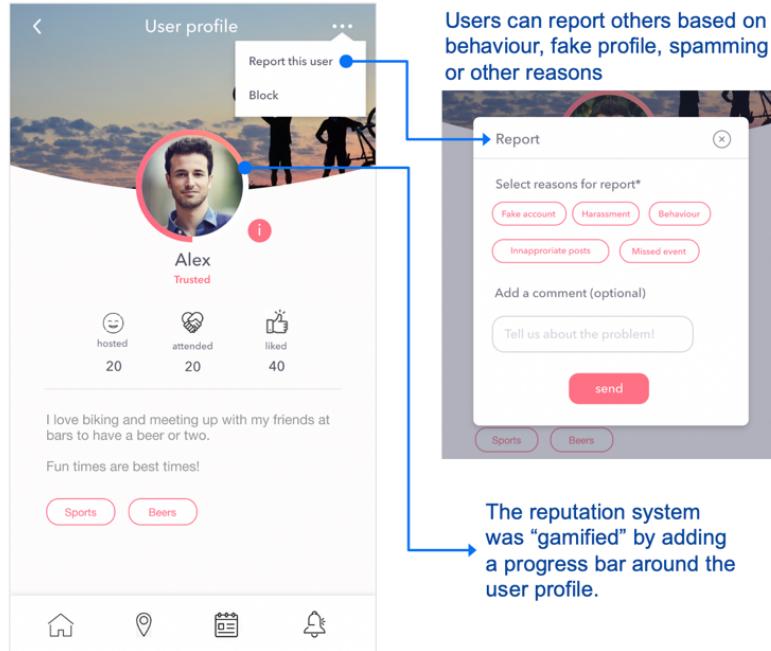


Figure 2.8.4 Reporting a user

To make the reputation system more fun and motivate users to be active on the platform, we decided to “gamify” it by adding a progress bar around the user profile. The progress is represented by the pink color in the circle around the profile. By pressing the information button, users are taken to the information page which explains reputation system. see Figure 2.8.4.

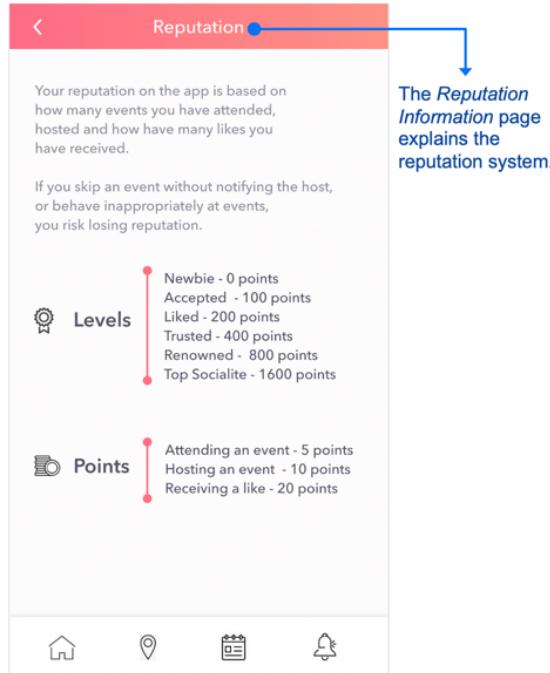


Figure 2.8.5 Reputation system

Furthermore, as the purpose of *Togather* is for users to be able to meet new friends, it is important to motivate and remind them to actually show up.

Users will receive a push notification the day before to remind them of the event, see Figure 2.8.6 & 2.8.7. If users press **unattend** before an event starts, or they don't check-in to an event, the host will get a notification for reporting the users, which will reduce their reputation, see Figure 2.8.8. Users can check-in to an event when they arrive at the events' locations through automatically checking their GPS coordinates by the platform. They will receive push notifications allowing them to check in.

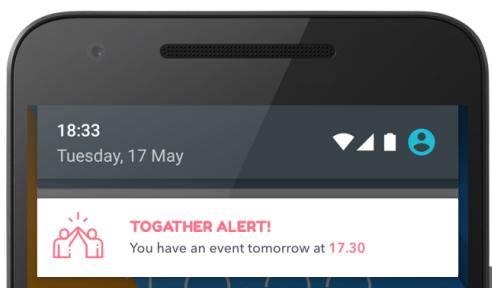


Figure 2.8.6 Push notification to remind the user of an event

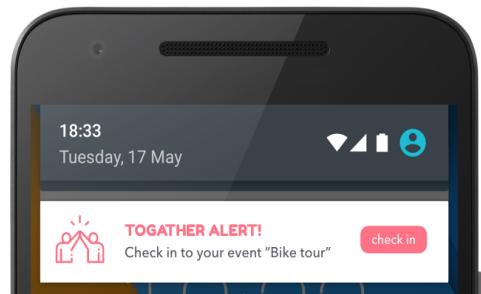


Figure 2.8.7 Check in push notification

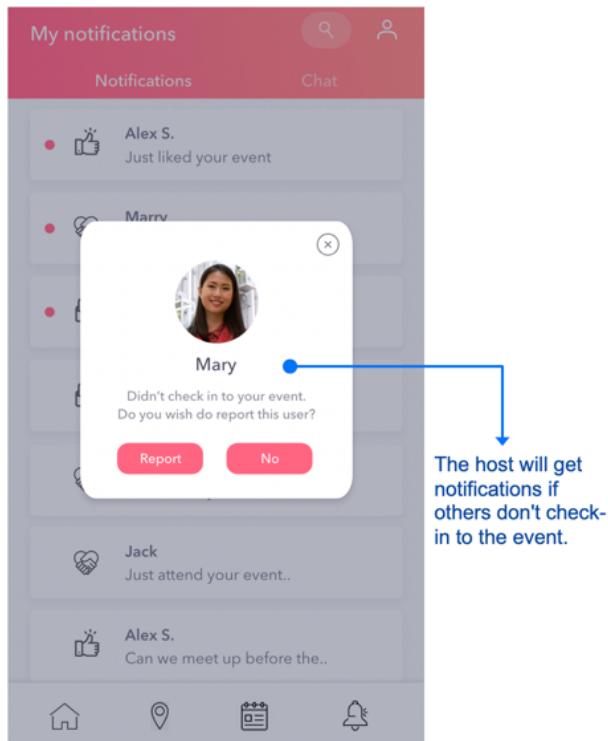
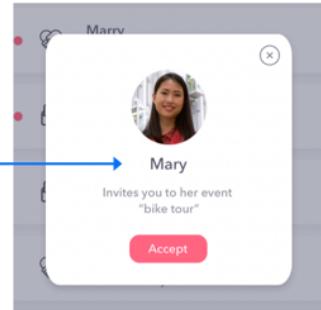
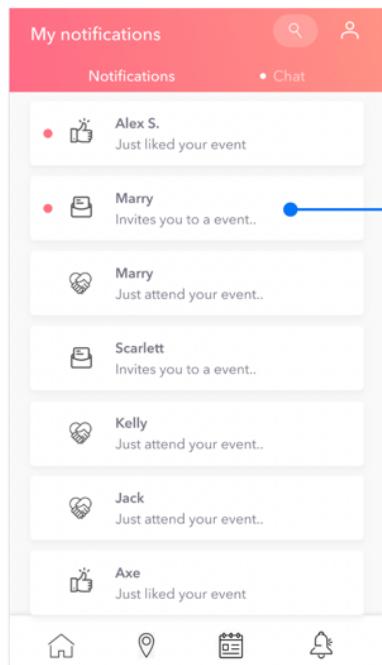
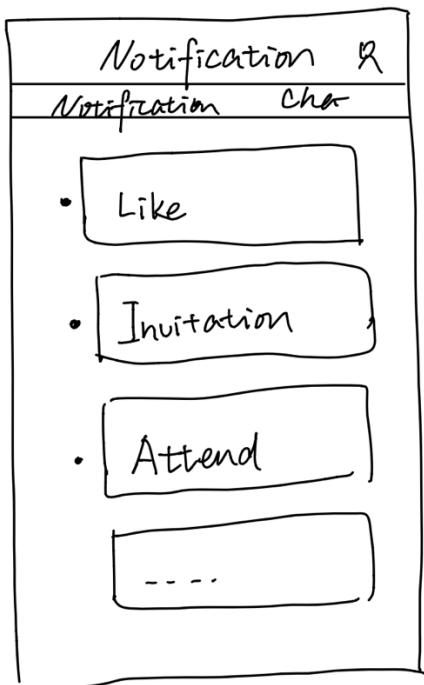


Figure 2.8.8 Reporting user for skipping an event

2.9 Notifications

On the *Notifications* screen users receive notifications when others attend or like their event or invite them to an event. They can also chat with other users on the platform. Details about *Notifications* are shown on see Figure 2.9.1 - 2.9.3.



Users receive notifications when others attend or like their event, or invite them to an event.

Figure 2.9.1 Low fidelity prototype of *Notifications*

Figure 2.9.2 View notifications and accept an invite

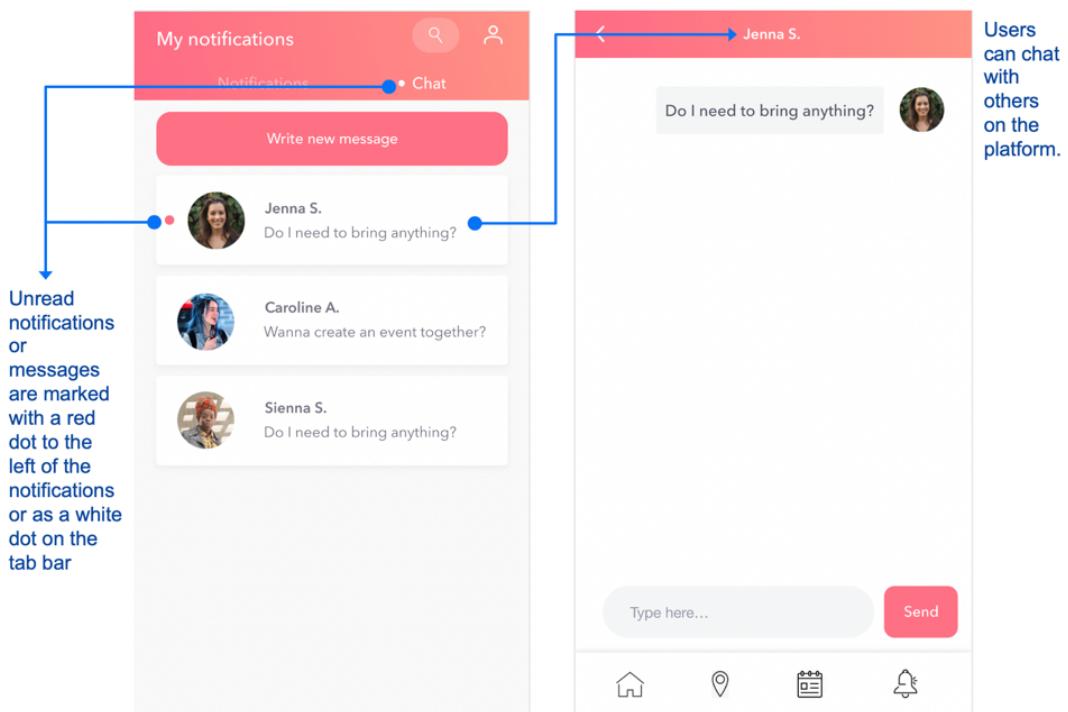


Figure 2.9.3 View chat messages and open/reply to them

3 Evaluation

3.1 Objectives

The objective of this evaluation is to gather data which provides guidance in redesigning the application to improve the usability and user experience. We focused on collecting qualitative data because it can provide insightful information on why users struggle at certain stages in addition to suggestions for specific improvements. The objectives of this test include:

- *Core functionalities*: How successfully can users perform the core functionalities on the platform such as create/attend/attend an event?
- *Event filtering*: How successfully can users filter and find events based on their preferences?
- *Icons and symbols*: How successfully do users understand what the icons on the app represents?
- *Menu*: How successfully do users find the functionalities or information they are looking for on the app?
- *Reliability*: Would users feel comfortable using this app to meet strangers? Does the reputation system and the report functionality provide enough for users to be able to assess the reliability of other users?
- *Functionality*: Does the app provide functionalities which makes it desirable to use?
- *Design*: Is the design aesthetic and pleasing? Do users like the color scheme and the icons?

3.2 Method

3.2.1 Think Aloud

The observational technique used in the evaluation process is think aloud with task-oriented template. The participants were asked to think out loud when conducting the tasks, while the observers recorded how they responded to the tasks using audio recording. Think aloud was chosen because of two main reasons:

Objective of the test

Think aloud was the best option for the test as it would provide insightful information on where and why users struggled while we as evaluators would not disrupt the participants flow. As the goal of the test was to evaluate the general usability and user experience of the application, such as navigation and choice of icons, not necessarily how fast participants could perform certain tasks, a post-task walkthrough would not be the best fit. In addition, as the interface does not provide too complicated features, the cooperative method might be unnecessarily disrupting.

Time limitation

As we had limited time to conduct and evaluate the tests, think-aloud seemed like a good choice as it is a quick and easy method to apply.

3.2.2 Post-test interview

Post-test “open question” interview was chosen as a querying technique. We chose this method to gather more qualitative data, such as the participants’ general impression of the app and what they liked or would change/add. In addition, by using this technique we could probe participants on specific issues they encountered during the

tasks and ask important questions regarding the usability of the app such as if the reputation system provides enough reliability to make users feel secure.

13 tasks and 6 interview questions were designed based on the objectives of the test, see Appendix A.

3.3 Participants

16 participants were recruited for the evaluation tests. We tried to achieve age and gender diversity to reduce the bias of the results. None of them was from Social Computing class to avoid results being affected by familiarity with Social Computing designs and characteristics. Details are shown on Appendix A - Table A1.

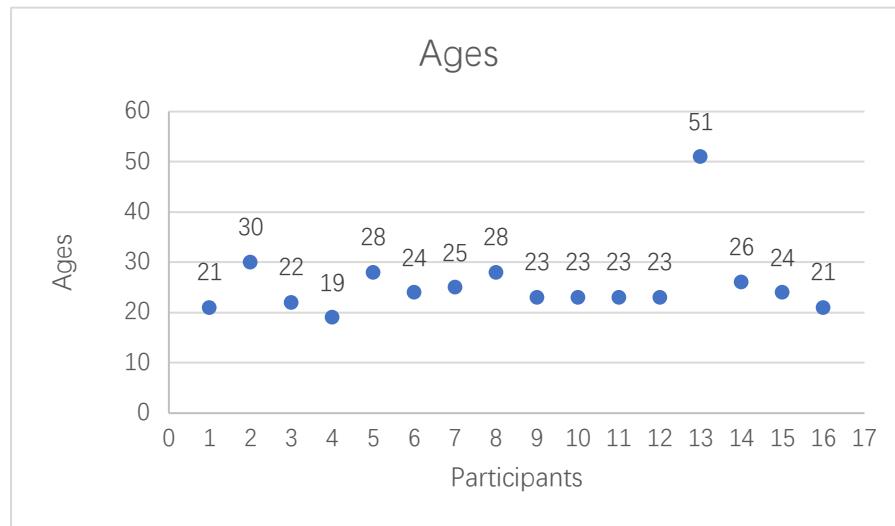


Table 3.3.1 Ages of participants

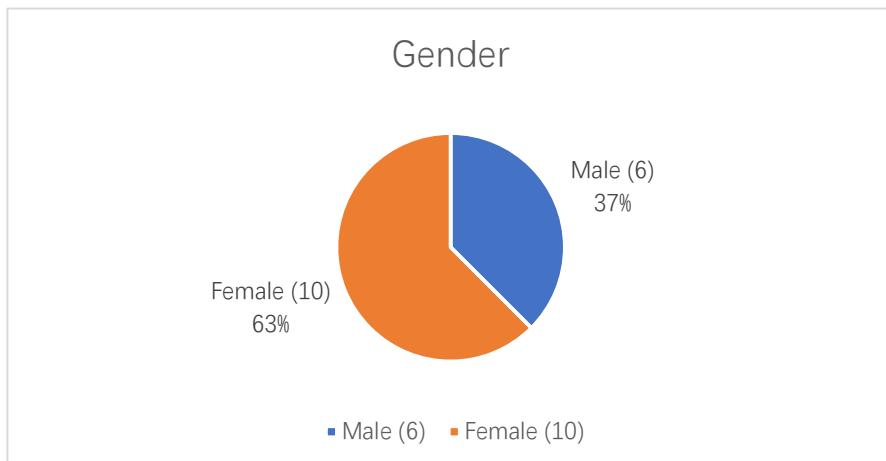


Table 3.3.2 Genders of participants

3.4 Evaluation results

The general feedback from the participants was that the app was very professional looking, had an aesthetic design and was easy to use, which reflects the heuristic “Aesthetic and Minimalist Design”, see Appendix B- Table B1.

However, there were some tasks and features which participants struggled with. In addition, several participants provided insightful recommendations on how to improve the usability of *Togather*. The findings were analyzed

based on the 10 usability heuristics and then grouped by which interface they related to. The resulting design changes are discussed below

3.4.1 Navigation

Many users provided feedback that the bottom and top navigation bars didn't show their current position clearly, which relates to the "Visibility of System Status" heuristic. In response, underlines were added to the top navigation bar to better inform users about their current positions and text labels were added to the bottom bar icons to suggest their purpose. In addition, many users expressed confusion about the bell-icon in the bottom bar to access the Notifications screen. They suggested that a mail-icon would be a better choice to show that this screen also provides a chat functionality. Furthermore, the profile icon was moved from top to bottom bar, see explanation in Section 3.4.4.

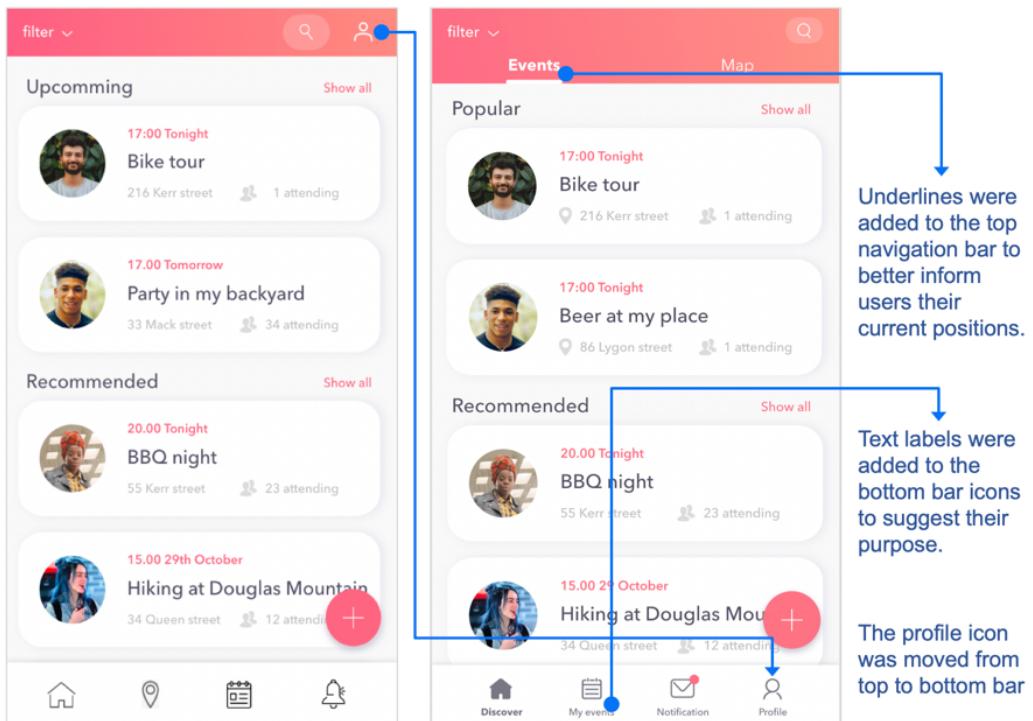


Figure 3.4.1 Improvements on Navigation

3.4.2 Home screen

Locating attending events

A common issue was that participants struggled to find the list of the event they were attending. We found that the choice of word "Upcoming" on the Home screen was confusing, as some participants thought this meant their own upcoming events, but in reality it stood for all events on the app in the near future. This problem is related to the heuristic "Consistency and Standards" as "Upcoming" is more commonly used on other event applications to show personal upcoming events. As a response we changed "Upcoming" to "Popular" because "Popular" was requested by some participants. "Popular" is based on Likes and number of attendees.

Merging Map and Event List

Another issue on the Home screen was that it's not convenient for participants to switch between Map and Event

screen when searching for events. In response to this issue, Map and Event page were merged into one screen with different tabs to provide efficiency and convenience of searching for events, see Figure 3.4.2.

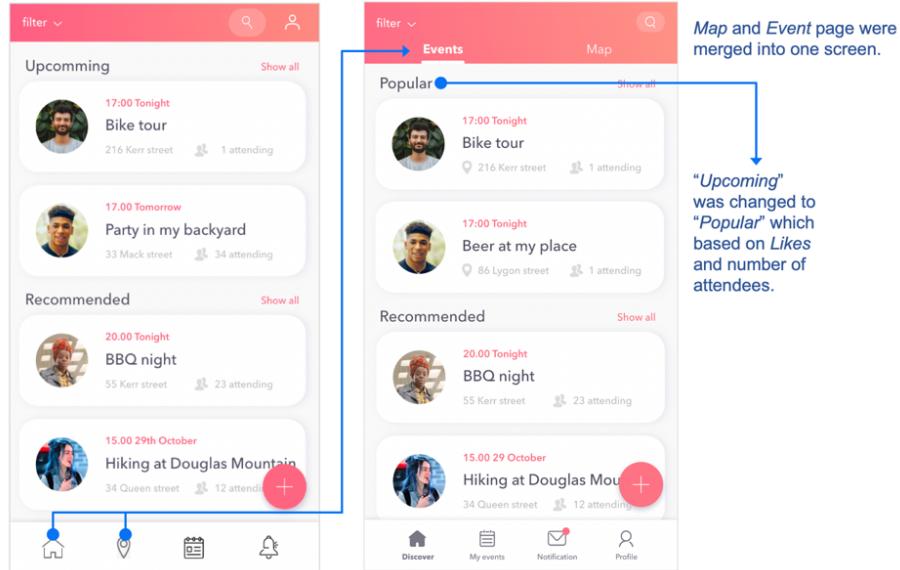


Figure 3.4.2 Improvements on Home screen

3.4.3 Event screen

Messaging the host

Several participants tried to find the chat window through the host profile first, instead of using the chat functionality on the *Event screen*. They suggested that there should be a “message host” button on the event page, and a message button on users’ profile pages. As a response, a message option was added to the event page, and a chat button to the profile page to allow users to find that functionality as expected. In addition, a camera icon and voice icon were added to the message box to give users more options to communicate to make the chat a more useful feature, see Figure 3.4.3-1.

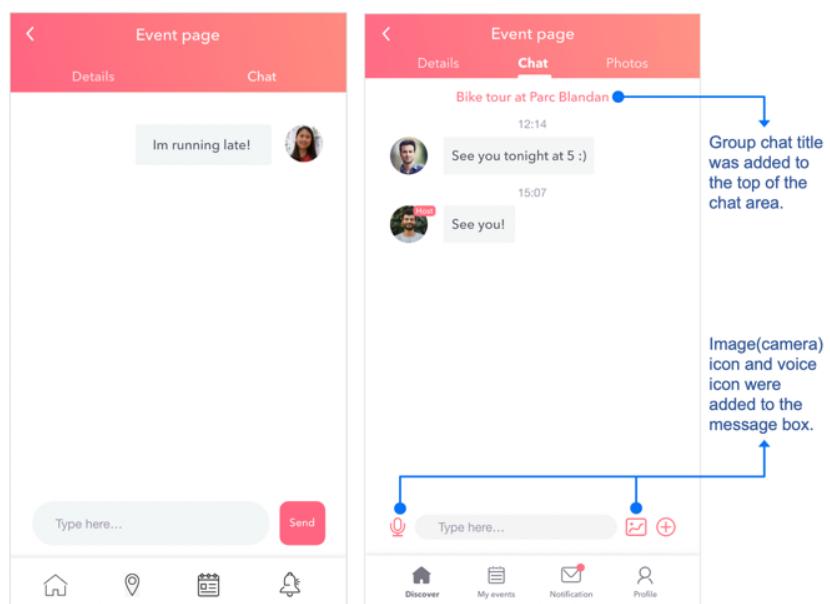


Figure 3.4.3-1 Improvements on Event screen - Messaging

Liking an event

When asked to like an event several users struggled to find where to go. The participants suggested that the Like button should be added to the *Event screen* itself, which better matched their mental model of the system, thus a Like button was added to the *Event screen*. In addition, as many new buttons were added to the *Event screen*, they were re-designed with icons so that their functionalities would be easily distinguishable.

Sharing an Event

As some participants suggested that the application could be improved if they could share events with their friends on other platforms. A Share function was added to the event page to provide more socializing functions of the application. In addition, this feature could attract new users to the platform, and such increase the user base.

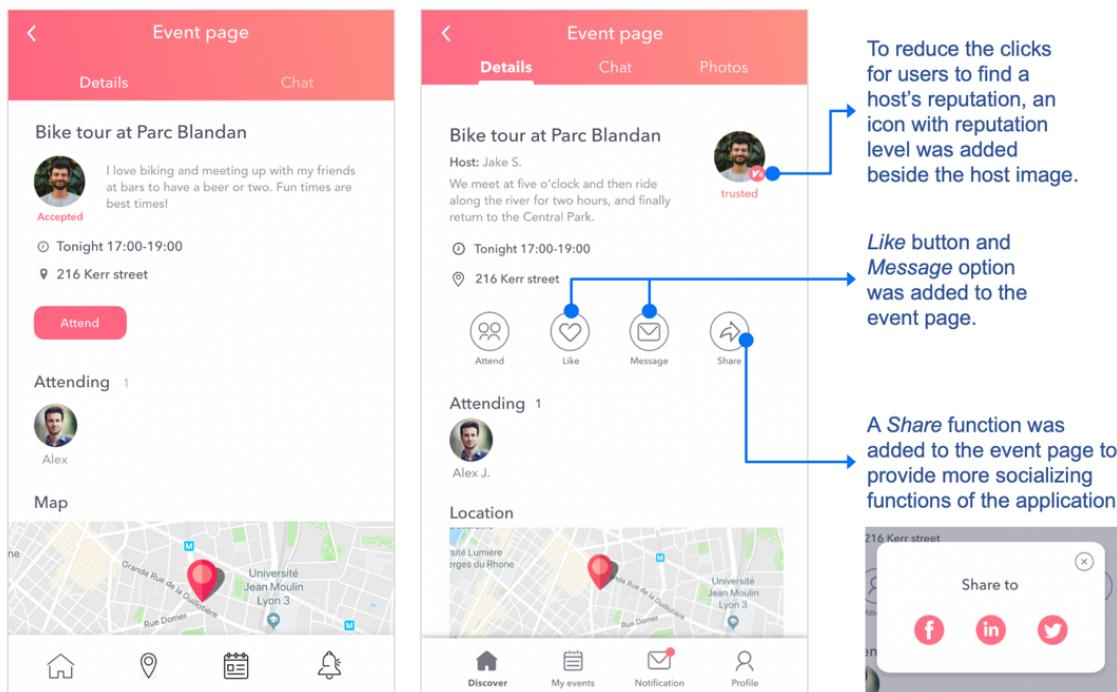


Figure 3.4.3-2 Improvements on Event screen

Photo Gallery of Event

Some participants commented that there were missing a photo functionality on the *Event Screen* and in response we added a Photo Gallery where they can share images from an event. By allowing users to share images and create galleries together it would improve and increase the social interactions after an event. In addition, it would also improve the functionality related to the purpose of our application in allowing users to create communities around events.

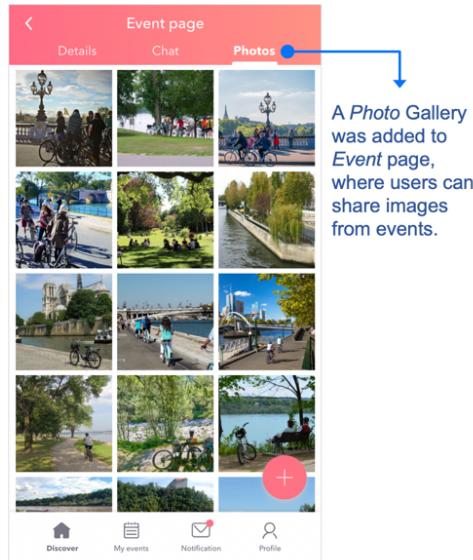


Figure 3.4.3-3 Improvements on Event screen - Photo Gallery

Reputation Status on Event Screen

To reduce the clicks for users to find a host's reputation, an icon with reputation level was added beside the host image to provide information about the host's reputation.

3.4.4 User Profile

Reputation Display

Some participants were confused with the meaning behind the circled progress bar and the “i” icon on the user profile. The progress bar seemed like a decoration rather than the reputation level progress and that the “i” seemed to indicate a report functionality rather than information. As a response, the users’ reputation points were added beside the bar to better show the progress of their reputation level and the “i” icon was removed. Instead, users can access information about reputation by clicking the dotted button.

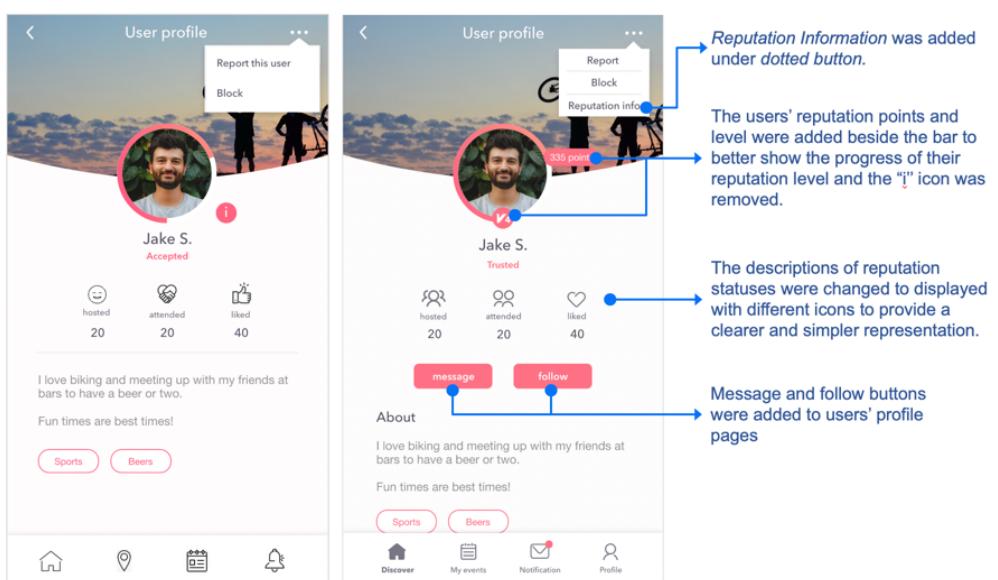


Figure 3.4.4-1 Improvements on User Profile

In addition, two users commented that the reputation statuses “Liked” and “Accepted” were confusing, as they could allude to actions taken such as having accepted a friend request or receiving a Like. As a response, the descriptions of reputation statuses were changed to displayed with different icons to provide a clearer and simpler representation of the reputation levels and reduce users’ memory load, which meets the heuristic “Recognition Rather Than Recall” and “Help and Documentation”.

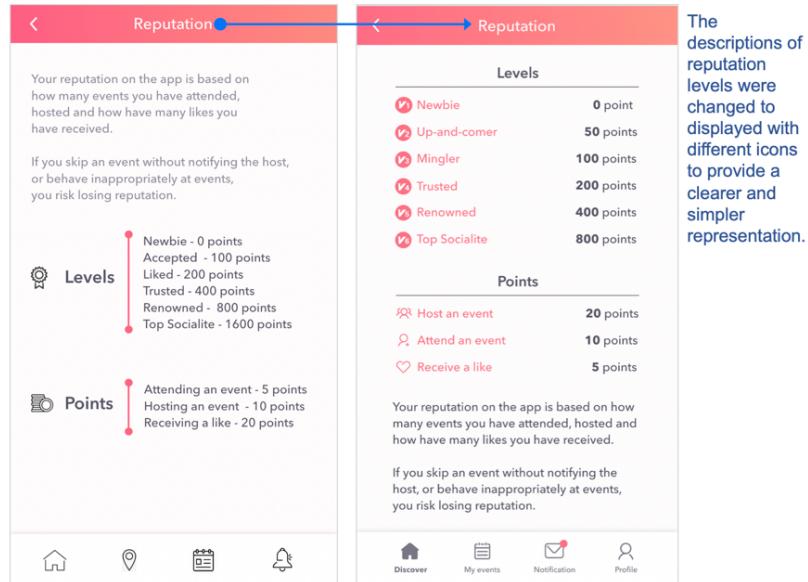


Figure 3.4.4-2 Improvements on Reputation Information page

Reported Status

Some participants suggested that rather than displaying only positive feedback such as number of Likes for users, it would be easier for them to judge others reliability if they could also see negative feedback a user has received. Thus, a reported status was added to the profile page if a user has been reported repeatedly for behaving badly or missing events. We chose to keep this status displayed within a limited time so that users get a chance to redeem themselves if they improve their behavior.

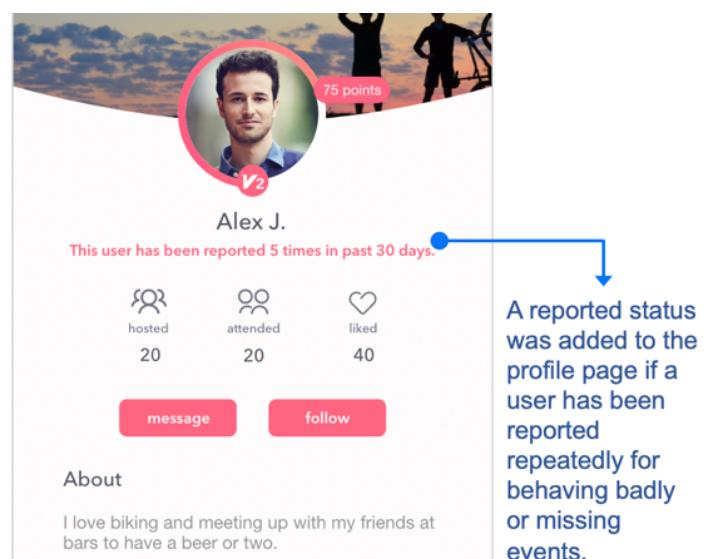


Figure 3.4.4-3 Improvements on User Profile-Reported Status

Follow and Following List

Some participants also suggested that a Follow function should be added to make it easier to meet and stay in touch with people and get updates on their events. Thus, a Follow button was added. By following other users get their updates on their events and activities on the *Notifications screen*. In addition, “Recommended” on *Homescreen* will recommend events based on who the user is following (and other factors such as interests). Users can see who other people are following on the profiles which allows them to more easily find others with similar interests and potential new friends.

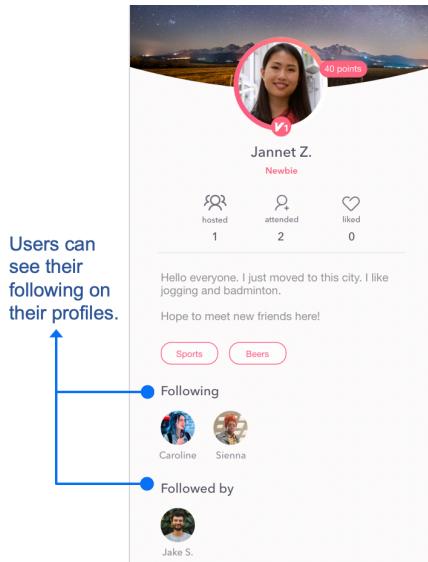


Figure 3.4.4-4 Improvements on User Profile-Following

Error Message

Since some participants suggested that they did not receive error messages when they made mistakes on reporting page during think aloud, which also meets the usability heuristic “Help Users Recognize, Diagnose, and Recover from Errors”. To improve this, pop-up notifications with error message were added to the application to inform users with errors.

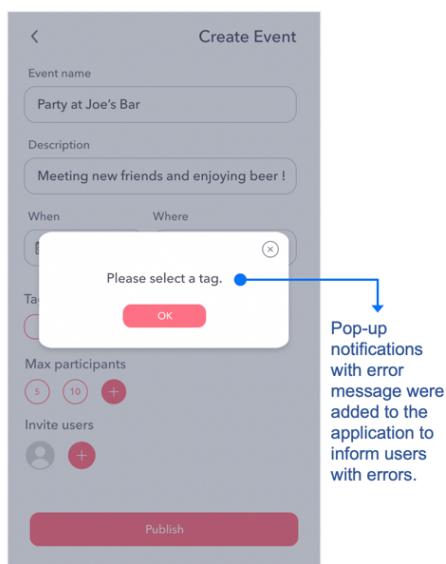


Figure 3.4.4-5 Improvements for Error Message

4 Discussion

There are many applications for events such as Eventbrite where users can find local events, Meetup which allows users to find events related to their interests (KURT, 2017) and Facebook where users can host more personal events with their friends.

However, what makes *Togather* stand out is that it's the only event application which primarily focuses on spontaneous gatherings where the goal is to meet new friends, rather than well planned events such as birthday parties, hackathons and concerts which you often attend with already made friends.

To facilitate this purpose *Togather* has a map feature where users can find events close to them on the go, in addition to sending push notifications with tips of events near them. Furthermore, the simple design of the *Create event* functionality also lowers the effort users have to put into posting an event - it's as simple as filling in a short name, description and a location/time.

In addition, *Togather* provides a reputation system which enables users to gauge the reliability of others to be comfortable attending events with strangers, which as far as we know, is a unique feature for an event application. Another unique feature is the ability for users to build communities around recurring events, which is achieved with the chat functionality and the gallery on the *Event screen*.

The data gathered during evaluation implies that *Togather* does provide features which distinguishes it from other event platforms and makes it is usable and desirable. For example, one participant commented:

“Facebook doesn't provide opportunities to meet people outside your network, so if I was new to a place or wanted to meet new people outside my network, this would definitely be a better app to use”

However, there are also features of *Togather* which needs improvement:

- Lack of valuable feedback: Users can only leave likes on events, which means that the host don't receive constructive feedback and it's quite difficult for others to see why an event is appreciated or not. To solve this problem users could for example be allowed to leave comments on events.
- Lack of icons: the details of the events are heavily text based. Icons should be added to specify the category of the event, such as a football icon for sport events. This would make it easier for users to distinguish events of their interests.
- Lack of mobile adaptivity: The app does not consistently make good use of effective features in mobile applications, such as the horizontal swipe. This could for example be used on the *Homescreen* to display the event cards in a horizontal swipe list, to be able to fit in more content on the screen.
- Lack of quick-decision buttons: Users should be able to press attend/unattend on events already on the *Homescreen*, to reduce the amounts of clicks. In addition, “Interested” button should be added so users can save events they might want to attend.

5 Contribution:

Emma Tysk	<ul style="list-style-type: none">• First high-fidelity prototype and chose the color/design.• Wrote the first part of the report (Introduction till Evaluation)• Wrote the tasks and the evaluation objectives/decisions.• Conduct prototype user test• Analyze evaluation results
Qidi Wu	<ul style="list-style-type: none">• Edit high-fidelity prototype for evaluation• Improve the final prototype• Draft video plan and the evaluation plan• Conduct prototype user test• Analyze evaluation results
Yushan Xing	<ul style="list-style-type: none">• First low-fidelity prototype• Wrote and revise the report• Draft video plan and the evaluation plan• Conduct prototype user test• Analyze evaluation results
Wei Wang	<ul style="list-style-type: none">• First low-fidelity prototype• Wrote and revise the report• Edit the video demo• Conduct prototype user test• Analyze evaluation results

6 Reference

- Hendrikx, F., Bubendorfer, K., & Chard, R. (2015). Reputation systems: A survey and taxonomy. *Journal of Parallel and Distributed Computing*, 75, 184-197. doi:10.1016/j.jpdc.2014.08.004
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7 Appendix A

Test protocol

Introduction

You've just moved to a neighborhood and you like to meet some new friends there. In this test you are going to use our new event app "Togather" to fulfill that purpose! "Togather" is an event app where you can host and attend events with the purpose to meet new friends or people with similar interests as you.

Tasks

1. You want to host a beer tasting event at a local bar, can you find where you can create an event?
2. Could you add a tag which describes the type of event you are having?
3. You can only book a table for 10 people. Can you make sure that that is the limit of participants?
4. Your new friend Jake was to join the event as well. Could you make sure he gets an invite? When you are finished, publish the event.
5. You just remembered that you might have an event scheduled for tonight. Can you find the list of all the events you are attending?
6. You have nothing scheduled for tonight but you want to do something. Could you find an event that is close to you and related to your interest in bikes using the map?
7. Great! However, you are unsure if the host of the event is trustworthy, could you check his reputation on the app?
8. You decided that you want to attend the event, can you make sure you are on the attendance list?
9. Can you find where you could send a message to the host of the event to tell him you might arrive a bit late?
10. You got a chat message from someone who wishes to attend your event at the bar, can you find it?
11. One user, Alex, behaved badly during your bar event. Could you find where you could report him for his behaviour?
12. You really enjoyed the bike tour you attended. Can you find where you could give a like to let the host know you had a good time?
13. Last but not least: you like to show your interest in biking on your profile, can you edit it?

Post test questions

1. What is your general impression of the application?
2. What are the three things you liked the most?
3. What are the three things you'd like to change?
4. Do you think the reputation system provides enough criteria to judge others' reliability?
5. Follow up on any specific problem that a user came across while conducting the tasks

6. What would motivate you to use this app instead of other event platforms such as Facebook?

Table A1

Participants of Evaluation

User No.	Age	Gender
U1	21	Male
U2	30	Female
U3	22	Female
U4	19	Male
U5	28	Male
U6	24	Male
U7	25	Female
U8	28	Male
U9	23	Female
U10	23	Female
U11	23	Female
U12	23	Female
U13	51	Female
U14	26	Female
U15	24	Male
U16	21	Female

8 Appendix B

Evaluation tests result

Table B1

Test result – think-aloud tasks

Tasks	Issues from Observations
1. You want to host a beer tasting event at a local bar, can you find where you can create an event?	Allow the option to add event on the “My event page”, rather than just putting the “+” sign on the home page. (<i>U8</i>)
2. Could you add a tag which describes the type of event you are having?	
3. You can only book a table for 10 people. Can you make sure that that is the limit of participants?	
4. Your new friend Jake was to join the event as well. Could you make sure he gets an invite? When you are finished, publish the event.	
5. You just remembered that you might have an event scheduled for tonight. Can you find the list of all the events you are attending?	The display color of labels (attending and hosting event) is too light. (<i>U5, U7</i>) <i>U14</i> considers the “ <i>upcoming events</i> ” on the homepage as her “ <i>my events</i> ”.
6. You have nothing scheduled for tonight, but you want to do something. Could you find an event that is close to you and related to your interest in bikes <u>using the map</u> ?	
7. Great! However, you are unsure if the host of the event is trustworthy, could you check his reputation on the app?	The i icon is confusing. (<i>U7, U6</i>) Cannot understand what the pink circle and the word “accepted” mean. (<i>U14, U15</i>) Some initial rating next to the profile pic on the event. Allow users to click the face to see more details about him. (<i>U8</i>)
8. You decided that you want to attend the event, can you make sure you are on the attendance list?	When going back, the display page should be the map. (<i>U5, U6</i>)
9. Can you find where you could send a	The chat option is hard to find. (color is too

message to the host of the event to tell him you might arrive a bit late?	<p>light; we should use tabs with shadows) (<i>U5, U6</i>)</p> <p>Instead of showing as a tab, can show the chat function under the icon on profile page. (<i>U7</i>)</p> <p><i>U16</i> try to go to the profile page of the host to send a message.</p>
10. You got a chat message from someone who wishes to attend your event at the bar, can you find it?	<p>Can I remove someone if I think he/she has a bad reputation? (<i>U16</i>)</p> <p>Would change the notification bell to a mail and when you have a message there should be an icon beside the mail like a 1 (<i>U1</i>)</p>
11. One user, Alex, behaved badly during your bar event. Could you find where you could report him for his behavior?	<p>Hard to fine report function. (<i>U7, U14, U8</i>)</p> <p>The symbol of ... is not consistent. Using info instead of i. (<i>U7</i>)</p> <p><i>U15</i> click try to click <i>i</i> to report.</p> <p><i>U16</i> go to the event page first and try to find Alex in the attending list.</p>
12. You really enjoyed the bike tour you attended. Can you find where you could give a like to let the host know you had a good time?	<p>User confused (<i>U5, U6, U7</i>)</p> <p>Both user <i>U14</i> and <i>U15</i> switch many pages before they finally find the <i>attended event</i> page. The rating of the host will be accumulated throughout all the events and then maybe divided by the number of events for an aggregate score? (<i>U8</i>)</p>
13. Last but not least: you like to show your interest in biking on your profile, can you edit it?	<p>Edit button on the profile page itself. (<i>U8</i>)</p>

Table B2

Test result – interview

POST TEST QUESTIONS	Answers
What is your general impression of the application?	<p>Simple, easy to use and convenient (<i>U5, U6, U7</i>), comfortable UI (<i>U9</i>)</p> <p>Interesting and useful. But did not feel intuitive to navigate through the application. (<i>U8</i>)</p>

	<p>The pages look nice and neat, most of the functions can be easily found.(U10, U11)</p> <p>From the first glance the application looks simplistically appealing, kind of looks like a Google application (U1)</p> <p>A good and easy understandable app, great for meeting new people (U2)</p> <p>Very professional looking application, simple and easy to use. I knew its purpose; I knew where to find everything. You don't have to be good with apps to understand it. (U4)</p>
What are the two things you liked the most?	<p>Maps: display names and time of the events (U5, U6, U7, U8)</p> <p>My Events page (U8, U10)</p> <p>I can search events nearby using the map; and I can invite friends to the events I host (U11)</p> <p>Report function (U5)</p> <p>Login through FB. (U6)</p> <p>The UI looks pretty and shows the information clearly except some pages. (U15, U9)</p> <p>The filter can help me narrow down the events. It's nice to have a group chat for a event.(U16, U9)</p> <p>I like the introduction on reputation page.(U12)</p> <p>I like the ability to go see events my neighbors are hosting near me as a way to meet new people in the area, and I like that I can make events myself as an open invitation to people around me. (U3)</p> <p>The event map, which shows where the events are located, and the tag function makes it easier to find events you like.(U1)</p>
What are the two things you'd like to change?	<p>Homepage: the difference of upcoming and recommend event should be more clear. The chat tab should be made more clearly. (U5, U7)</p> <p>The progress bar of reputation is confusing. (U6)</p> <p>The like function should be more accessible (U1)</p> <p>U14 (1)Use numbered level for reputation system instead of words and circle, and the button i for information looks like a report button. (2) I mistake the upcoming section on the homepage as my own events(host and attend), this need to be expressed</p>

	<p>more clearly.</p> <p>U15 (1)The map and the event list (homepage) should be in a same page and switch by the second level button bar(not the main bar at the bottom of the screen), which indicates that the filter can be applied to both of the map and list. (2)The reputation system is quite confused, maybe just use levels or icons.</p> <p>U16 (1) the system doesn't show where I am right now when I am navigating the pages on the main bar. (2) Maybe add a button for chatting on the profile page that I can directly send message to the user I am viewing.</p> <p>Can I find the comments (with figure) in one event from its previous participants?(U9)</p> <p>On the home page, should have Upcoming, Recommended and maybe Popular? (U8)</p> <p>Should have 'Confirm' button after finishing all the edits. The reputation points should appear on user's portfolio and my current location appears on the Map. (U10)</p> <p>Make the bottom of 'Hosting', 'Attending', 'Notifications' and 'Chat' more obvious; and send notification to me after I reported someone. (U11)</p> <p>The calendar symbol is not appropriate. The first impression of this symbol is a text and I think I can send a message on this page. (U12)</p> <p>The calendar shows the event is one function, host event is another function, should be separate. (U13)</p> <p>I would like to have an option to easier chat with specific people, for example send message to the host directly. Also make the reputation bar on the profile clearer. (U4)</p>
Do you think the reputation system provides enough criteria to judge others' reliability?	<p>Cannot see current level of the reputation system!!!!</p> <p>Need to show how many Reports the user received in the profile/reputation page. (U5, U7)</p> <p>The explanation page of reputation contains too many info.Instead of showing progress bar, using LVL 1/LVL 2 OR V1/V2 OR 50/100 to show progress.(U6)</p>

	<p>The information you provide is enough but not easy to understand. (U14, U15)</p> <p>May I also want to know if a person has bad behaviors. It will be better if the history of being reported can count in the criteria. (U16, U11)</p> <p>All users (participants and hosts) should be authenticated. (U9)</p> <p>Maybe implement the previously mentioned idea of rating each event. (U8)</p> <p>Did not explain how the reputation points will be lost if users behave badly, or not notify the host or have been reported. (U10)</p> <p>People are all strangers and didn't know they worth to trust or not (U12)</p> <p>The user portfolio can add more detail about the history event they hosted. (U13)</p> <p>Not really, I wasn't really sure exactly how reputation was calculated, and I didn't understand that the pink around the profile picture was related to reputation. (U3)</p> <p>Yes. I think it is complimentary, as I think the app is not responsible for people showing up, so it's the risk the participant takes (U1)</p>
Follow up on any specific problem that a user came across while conducting the tasks	<p>Can chat by clicking the user's/host's icon.</p> <p>“...” is inconsistent; only two options (report and block) under “...”, no need to put it into ... menu. (U7, U14)</p> <p>Add photos/comments from hosted event to profile page-providing more reliability. (U7)</p> <p>I would like to share a event to my friends on other platform such as WeChat and FB.(U16)</p> <p>It's too easy for the host to cancel his/her own event.</p> <p>My Events->Hosting -> event page -> details -> unattend (U9)</p>

	<p>It took me a little bit time to find Alex and report him. (U10)</p> <p>Can't do 11. Can't find Alex. I find a lot of time, only can see Alex in notice page, but cannot click on. (U11)</p>
What would motivate you to use this app instead of other event platforms such as Facebook?	<p>Only if FB does not have similar functions. (U5, U8, U12)</p> <p>If move to the new city. (U6)</p> <p>It may be useful for me to meeting new friends if I am new to the city. (U14, U15)</p> <p>I will if this platform has varied events and a significant number of users. (U16, U7, U9)</p> <p>If I had wonderful experience in this app before;</p> <p>If I could get incentives by hosting or attending events. (U9)</p> <p>All the events in this app will be hold in real life, which it is nice for people to have opportunities to know each other. (U10)</p> <p>The interface is clearer. And it has more specific subdivision of events, like 'bike', 'beer' etc. (U11)</p> <p>Facebook doesn't provide opportunities to meet people outside your network, so if i was new to a place or wanted to meet new people outside my network, this would definitely be a better app to use. (U3)</p> <p>It is easier to find something near you and something that interests you. Furthermore, you know who is coming and can read a bit about them to see if they are your kind of people you want to hang out with/get to know. (U2)</p>