Design Decisions

User Testing Feedback

Summarize the feedback from user testing, noting what you found most surprising/interesting about the feedback

Note each step that you asked the participant to take in its own paragraph with heading. There should be no more than 8 steps that the user takes. Then, write one paragraph summarizing your reflection about what was surprising. Each paragraph should be no more than 3 sentences.

1. **User signs up.** I saw Claire initially chose a complicated use name then she got a warning that her username contained special characters. She suggested it was not comfortable that the password was not hidden.

2. **User changes password.** I saw Clarie first went to the Profile page first then went to the setting page. She was surprised and uneasy when saw the error prompt telling her sign-in is required after changing the password. She thought the website was crashed.

3. **User creates a Freet.** Claire thought it if pretty clear and straightforward.

4. **User edits a Freets.** Claire felt it is hard to tell which part of the content is newly edited and which part is the original freet.

5. **User upvotes/unupvotes a Freets.** I was surprised that Claire didn't realize she could revoke an upvote using the same button.

6. **User refreets a Freets.** When Claire saw the placeholder "comments" when she clicked on the refreet button, she thought it was mandatory to give a comment and she gave up to refreet.

7. **User follows/unfollows another User.** I was surprised that Claire took a while to find the "follow" button. She thought she could do it through the Profile page.

8. **User views profile.** Claire thought the likes collection is the upvotes she received.

In general, the user easily understood the instructions and they were able to navigate to the correct buttons and icons without making any mistakes. However, this built on the fact that I was introducing her to the site's functionality first. It might be confusing to new users who never heard of Fwitter and Freet. The process was smooth overall. However, there was still some hesitation and confusion, which is useful for our UI design.

User was confused and nervous about the error prompt, which tells her that she has been signed out and needed to log in again, even though we intentionally designed this error prompt. This reminded us to pay attention to user-unfriendly HTTP error and try to avoid using error prompt as a way to deliver the message. She also pointed out it was a bad design to unhide passwords when logging in.

When I asked her to perform a Refreet, the user hesitated. She was able to figure out what the concept of Refreet was through her background knowledge of the concept of retweeting on Twitter, and she was able to infer which button corresponded to the Refreet action. But when she saw the text prompt asking her to leave a comment, she canceled the action. She later clarified that she didn't want to take the time to comment on a Freet, but just wanted to refreet. She thought she was required to comment when she saw the placeholder "comment" in the text prompt.

The user quickly made an upvote, but she didn't realize that she could undo an upvote with the same button. And she also had difficulty finding the follow button. She later said that she thought she should have gone to some page relevant to the user to follow and unfollow, but it turned out to be using the Freet page. The user was also a bit confused after submitting an edit. She said she couldn't tell which part of Freet belonged to the original post and which part was newly modified, and there was no way to go back to the previous version.

The ease with which the user can complete the task shows that I have used the design principles effectively. Likewise, the confusion she encountered meant that I had a lot of room for improvement. We've added a new hint to the signup page to tell people they can change their username and password afterward, so don't be too nervous. For other issues, we will also improve, maybe we should do better followers and followings management, like adding a search box that can search users from the profile page.

Sketches and Finished Frontend

1. Navigation Bar Design (User Interface Design)

Navbar is implemented on all pages. It includes links to different sections of the site. Users can access all different pages of the web app, including the homepage, main freet page, sign-up page, sign-in page, settings page, and sign-out button.
Fritter Home - The left side of the navbar is always the logo of Fritter which can be clicked and linked back to the homepage whenever you want.
Sign-In & Sign-up Button - The Sign-in and Sign-up Buttons would be shown on the navbar when there is no user signed in. They would guide you to the sign-in page and the sign-up page correspondingly where you could register a new account or log in for creating new freets.
User settings dropdown Button - Once the user is logged in from the sign-in page, the site will automatically jump to the homepage. Also, the sign-in and sign-up buttons on the navbar will be replaced by the setting and logout buttons. On the settings page, the user would be able to update the password, username, or even delete the account.

Alternatives Considered: Initially, we planned to implement a homepage button on every page for users to jump over from different pages. However, it might be a bit confusing in terms of UX research that there might be too many buttons on the interface. Hence, we decided to implement a navbar to guide through users.

2. Adding icons to buttons (User Interface Design)

In the implementation, our Fritter app used icons for some of the main functionalities of upvote, refreet, and follow etc. We decided to go with this option because it brings more accessibility for potential users who cannot read the texts. People who may not know what an upvote or refreet means may not be able to get additional context by identifying the logo that might usually be associated with that action on other platforms.

Alternatives Considered: Initially, we didn't add any icon for each primary button. The pages seem to be less vivid.

3. Profile Page Design (User Interface Design)

Display Freets as collections in Profile page: Upon adding the concept of Refreeting, Following and Upvoting, we need to have somewhere to display this extra information related to a User. In the userProfile page, users are allowed to make modifications like editing and deleting to their posts, followings and Likes(upvoted Post) without reaching out to the post lists on the Freet page. They are also allowed to manage their followings and see their followers. We also intentionally calculated the total number of each collection and displayed it on the buttons. One limitation is that, in our design, the user profile page is private and visible only to the currently logged-in user.

Alternatives Considered: Alternatively, we considered adding more modules on the main Freet page to display user-related information. One big problem is that the Freet page looks too messy and not easy to understand. So we decided to have a separate page to display personal information. We also considered calculating all the upvotes that received by the same author, and display it on the user page. As mentioned before the exclusivity of the user profile, we will let the user decide if they want to come public with it, by adding more features to the settings page. And we considered making all followings and followers' names clickable, then users will be able to click through names to see other user's profiles.

4. Rendering Freets and Refreets separately (User Interface Design)

On the main page where users can view all the posts, we listed the Freets and Refreets in separate columns. This could help the users understand what contents are original and what are other people's comments on the original contents. This is also easier to implement since we implement Refreets as a subclass of Freets.

Alternatives Considered: an alternative would be to list them together. It is also possible to have another column listing all the posts whose authors are followed by the current user. This would introduce duplicate content on the main page and might be redundant and the column containing all the posts might be too long. A potential revision is to sort posts by the number of upvotes before displaying. This can save

users some time if they are just interested in the most popular ones. We shall consider this option in the future.

5. Delete / edit button and create freet form with limited view access

Users are allowed to see the create/edit/delete buttons for their own posts when they are signed in. They cannot do these operations from the search list nor from the upvoted Freet list.

Alternatives Considered: We considered not adding view limitations to the delete/edit buttons nor the create form. Then users can see them even if they are not signed in. We also considered having those buttons in the search list and the upvoted list. But we thought this is too redundant and we should focus on the main functionality of each section.

6. Displaying time in a user-friendly way (User Interface Design)

We display the time in a more concise way. We also show the creation time and ID of the original Freet in each Refreet.

Alternatives Considered: Initially, we displayed the complete time, including date, hour, minute, and second. However, it was less readable and user-friendly. We also considered not displaying the original Freet's time within each Refreet.