**A3 Get Feedback**

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# **Prototype description**

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Prototype #1: Natural Data

This prototype is for users to send data to database. The data collecting process is simplified and straightforward. There are only two data: temperature and picture. Users would send the temperature along with the picture of where they are.

Prototype #2: Data Share

This prototype provides a platform for users to contribute data to sciences anonymously.

# **Heuristic Evaluation**

**App 1 = grey**

**App 2 = teal**

**Comparison of both = orange**

**Visibility of system status**

**·** Did not know what the app was about just from looking at it, wasn’t very intuitive (4)

· Nature app was too simplistic, not many features at all (4)

· Nothing on the screen looks like a button or has an interactive feature to it. When I first looked at it, I wasn’t sure I could press certain things. I only thought I could tap the checks and press send and that was it. (4)

· There really aren’t any interactive features to the app itself. It needs some more thought and features behind it to make it worthwhile to use. Having pictures and temperature for nature isn’t enough to describe what people are seeing and feeling. (2)

· How do the scientists know what a picture or temperature is portraying without a text label or headline to show what it is? Otherwise, it is just a list of numbers and images with no connection to one another. (4)

· Hard to tell at first what the app is. It just shows three text boxes. Am I supposed to press them and just look at it? (4)

· The app itself isn’t intuitive without someone guiding me through it. There should either be a helper feature or a guide to walk me through it, or make it easier to understand just by looking at it. (4)

· What is the purpose of both apps? Where is the info going to? This isn’t very clear in either of the prototypes. (4)

· Both prototypes are too general and lacking in features. The nature app only had two features while the second one only had one and it was basically a forum. (4)

**Match between system and the real world**

· Where exactly does the data get sent to? Is there a disclaimer before using the app? These should be added to the app to disclose to its users what the app’s purpose is and how it could benefit them and others. (2)

· It’s a bit strange to just send “temperature data” somewhere and just leave it like that. It would be better to incorporate it into multiple elements, such as having one take a picture which then prompts them to another screen with the picture as well as the option to include temperature, humidity, time of day, etc. (2)

· Without example topics, the text boxes don’t mean anything. They could signify any form of communication. They should have some prominent headline feature or some sort of identifier to show that it is a post header. (3)

· There is a mismatch of mental models when first looking at this app. I thought it was a texting app at first even though it wasn’t. You could add some marker on the sides of the topics to indicate its uniqueness. (4)

· There’s too little info on the pages of both prototypes that having meaningful information that could be conveyed to the users.

**User control and freedom**

· On the temperature screen, there should be an input number text box and the dragging of temperature increments because having just the increment would lead to imprecise numbers since it is not always responsive to drag values. (2)

· It should be possible to save the data personally in some way, either saving the photo you took to a gallery and the temperature to a notepad or log. (1)

· There needs to be a better way to navigate around the app. Forward and back, swiping left and right, catalogue buttons, etc. (2)

· There should be a better way to organize the content in the forum app. Is it organized by category, date, poster, last response, etc? (2)

· Are there edit/delete functionalities for the comment box? This would be important to include if users wanted to maintain anonymity and they may have accidentally included personal information. (2)

· The login should be personalized for both. Perhaps someone would want to cache their info from nature on the first app and develop a reputation on the second app through repeated postings. (2)

**Consistency and standards**

· There is no back or default home button on any of the screens (2)

· Categories are not very clear that you can press on them to bring up a new page. The check box is a bit misleading at first because you can press the name to bring up a new screen and also check it (2)

· Why can you not send just one set of data (picture, temperature, etc) to the scientist? Why do you get an error if you try to send just one set of data? It should be possible for someone to just send temperature to them if they wanted to, or a picture. (3)

· Who creates the topics? The admins do or do the users create the topics. Also how would duplicate or inappropriate topics or responses be dealt with in this app? (2)

· There is no home or back button for either of the prototypes, which makes it difficult to navigate among the pages in either examples. This would be especially important in the forum prototype because the user might need to backspace to see the topic or a related topic and then use that in their response. (2)

**Error prevention**

· There is an error checker in the nature prototype, but is it really necessary? Why is it not possible to send just temperature and no picture or vice versa as data to scientists? (2)

**Recognition rather than recall**

· Each topic should show on the comment screen so people can refer back to the topic as they formulate responses, questions, answers etc. (2)

**Aesthetic and minimalist design**

· Both apps are too minimalistic. There is too much whitespace and not much content to create a full app that users will use and continue to use. (3)

# **Reflection**

It seems the biggest issue in the other team’s two prototypes is the visibility of system status which is defined as “a system should always keep its users informed about what is going on, through appropriate feedback within reasonable time (*nngroup.com*).” This is apparent in the two prototypes because when I first looked at both, I had no idea what I was supposed to do or how they were supposed to be utilized meaning that I was not informed about how the system was planned to be used. The features are too basic for both of the prototypes and there isn’t any unique or notable elements that make these apps stand out from other ones that are already available. Similarly, there are few features to showcase the prototypes. I thought the heuristic evaluation process was an interesting and useful step in understanding the various common design flaws that occurs in everyday creations, especially in apps and other programs. They allow us to have a common language to discuss problems and other inconsistencies in our programs that we normally wouldn’t be able to put concisely using everyday words.

# **Feedback**

### First Prototype

##### 1. the user did not know what the app is for - visibility of system status

add app title or logo on each page;

provide tutorial when users use the app for the first time.

##### 2. the user did not know what the “camera” button beside the input box is for. - help and documentation

add prompt into the input box to guide users typing or taking pictures of what they are going to track.

##### 3. no reset/cancel button to undo choices - user control and freedom

Pop out confirm box each time users add new items.

Add “back” button in every page so that users can always go back to the previous page.

##### 4. When user checked “notifying” function in setting goals page, the app did not give the user choices of when and how often he would be notified.

Make “notifying” link to a calendar. Users can choose date or set how often they want to be notified on it.

##### 5. the user was confused with the purpose of “checklist” - recognition not recall

Directly give users options. Users can choose subgoals from these options instead of thinking hard about what subgoals they can type into checklist.

Maybe change the name to “sub goals”.

##### 6. the user did not know how to toggle between history and activity.

add “arrow” buttons. Users can press buttons to go to history or activity pages.

add navigation.

##### 7. no homescreen for easy navigation

The navigation is in another page. Users need to pull up the homepage to get in the navigation page. We can make the pull up button easy to notice like using bright color.

##### 8. “swipe right” button is actually for swiping left. - consistency and standards

“arrow” icon makes users confused if they need to press or swipe the button. Change “arrow” icon into reminder-”swipe right” or “swipe left”.

### Second Prototype(tracking hobbies):

##### 1. the user was hard to comprehend charts. - help and documentation

Add description beside or in the charts. If users have question about some parts of the the charts, they can press the place they have questions and a description will pop out.

##### 2. the user was hard to get back to home screen from different pages. -user control and freedom

Add homepage buttons on each page and highlight them.

##### 3. the user did not know if it’s a button or a text box.- recognition not recall

Add prompt in the text box guiding users typing things.

##### 4. too much clutter makes the user hard to understand what’s going on in the category page.

The category page is composed of two parts- charts and history. We can put these two parts in two pages instead of one page. Each part will have more space to show content.

Add necessary description beside each part of the category page.

##### 5. the user can not distinguish between 2 buttons on a page because they are too close to each other.

Separate 2 buttons and make them contrast to each other by using different colors, shapes etc.

##### 6. the user can not figure out how to keep track of reading process(how much he has read)

Because the former prototype have the function of tracking reading process, we can combine this prototype with another one.

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# **Video Prototype**

link: <https://www.youtube.com/watch?v=bHAXq9oeSws>

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