

# SENG 310 – Assignment 2

Devroop Banerjee

V00837868

## Part 1:

For at least two use cases and associated persona(s), conduct a **cognitive walkthrough** of the prototype assigned to you (that is of another team) answering the following questions (you may need to iterate several times through the questions below for each use case):

1. Will users know what to do and will they see the control for their action? How does the interface facilitate this? (**this serves as justification**)

- a. Consider the user's goal and what they may be thinking about (intent).
  - b. Consider the visibility of required interface elements and clarity of labels and prompts (visibility and identification).
- Yes, the users will know what to do (for the most part) and they will see the control for their actions. Initially the user has to sign into groUp and then he/she can either create/update their profile, view reminders of upcoming events, search for groups/tags, or create a group. Although the app has lots of pages it transitions to (to carry out tasks) which would easily confuse the user, the UI still has lots of meaningful labels, system pop-ups for ease of understandability and a back arrow on nearly every page for ease of navigation. Emma's goal is to use her time more efficiently by eliminating the confusion of when and where to meet; the app helps her do that. I do find it a little odd that the "Schedule Meeting" button is under "Current Members" rather than in the group itself so the users might have a little issue figuring that part out.

## < Current Members groUp



You



A Guy



Some text



B Guy



C Guy




Schedule meeting

2. Once users find the control, will they recognize that it produces the effect they want? How does the interface facilitate this? (**this serves as justification**)

- Yes, once the users find the control, they will recognize that the app produces the effect they want. As it is, there are plenty of visual cues on each page and every step in the prototype provided is directly linked to its previous step, ie:- they're hierarchical. So, if the last step didn't produce the effect the user wanted, they would either be able to see its effects in the current step or might not be able to proceed at all. An example would be the "Update Schedule" page where selection of the days are marked using check boxes and each button would open their respective pages showing that the control produces the desired effect. The system also uses lots of pop-ups to query the user about their actions. This constant form of feedback keeps the user alert/informed about the current state of the system.

< Update Schedule groUp

☒ Monday 

☐ Tuesday


☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Monday 

Enter available time

Start Time

7 59

8 00

Alert

Do you want to save changes?

No Yes

7 59

8 00

9 01 AM

10 02 PM

11 03

12 04

1 05

3. Will the users understand from the interface feedback whether the action was correct or not? How does the interface facilitate this? (**this serves as justification**)

- As mentioned before, the app keeps informing and asking its users about nearly everything the user does. The app also displays the options the users selected or typed in so the user is able to see his/her choices. So yes, the users will understand from the interface whether the action was correct or not. I know that the app alerts other members about events. However, I'm not sure if these groups contain any communication mechanism as to inform other members in case of an error (user types in a wrong location, absentmindedly). So, there's a possibility that a lack of a feature (or a feedback in this case) might actually prevent the user from understanding whether the action was correct or not. Although, considering the number of pop-ups the user gets while using the app, the chances of this happening are minimal.

## Part 2:

4. Describe any recommendations you may have for making changes to the personas and/or use cases. Justify your recommendations.

- Both the use cases were a bit too repetitive eg:- “User signs in...”, “User selects...”, “System returns...”. I would suggest wording them differently. If the use cases contained less jargon/technicality, it would’ve been easier to understand and a lot less to read. Also, maybe one of the reasons the 2 use cases lack brevity is because they combine several use cases together. It could’ve easily been divided into multiple, smaller use cases such as signing in, modifying user profile, creating a group, setting a meeting, etc.

### Use Case 1:

1. User signs in to the app, accesses home page
2. User selects “Profile”
3. User selects “Update profile”
4. System displays profile edit menu
5. User selects “Update schedule”
6. System displays date selection for update schedule
7. User selects one or more days, “Add time”
8. User enters a start and end time, “Save changes”
9. System queries if user is certain about changes
  - a. User selects “Yes”
10. System returns user to date selection, user selects back arrow
11. System returns user to profile, user selects back arrow
12. System returns user to home page, user selects “Create group”
13. User enters group details, “Save group”
14. System pop-up, checking certainty

Also, for persona 1, focus more on the problem that the app is meant to solve. A group of 4 – 5 people isn’t too big a group and inspite of using the app, the venue can still be set to Starbucks. The app doesn’t organize group projects either. The app DOES however save time by helping members figure out the best time to meet up so a little more on how Emma has a hard time scheduling her meetings would’ve been appropriate.

For persona 2, Peter has multiple user goals and he doesn’t even need the app for that. It would be more efficient for Peter to post his question on a public forum to reach out to as many people as possible with minimal delay in response time.

5. Describe (and sketch if necessary) any recommendations you may have for how to improve the user interface prototype. Justify your recommendations.

- The first page which prompts the user to enter their username and password, has a “sign in” button but lacks a “sign up” or “log in with XXX” button. I understand that the user can set up a profile within the app itself but the user also needs to make an account to be able to sign into groUp. The logic seems a little off, so I thought it was worth mentioning.

groUp


Username

Password

Sign in

< My Profile groUp

---



Update profile

Name : Your name here

Contact : Your contact information

Tags : 

Subject 1

Subject 2










Current groups: 

View public groups

Also, I would recommend labelling “Tags: ” as “Subjects: ” and to list current groups next to “Current groups: ” rather than putting a “View public groups” button there.

The “Schedule Meeting” button under “Current Members” will be a discoverability issue. I would suggest putting it under a list of options within the group itself.

## < Current Members groUp

	You	
	A Guy	
	Some text	
	B Guy	
	C Guy	

Schedule meeting

The use of system pop-ups is a good idea but there are way too many pop-ups and if someone uses this app often, the user will find the endless amount of pop-ups annoying (plus it might break the flow while using the app, thereby having a negative impact on user experience).

I would've liked to see what the groups themselves look like; it could've given me a better understanding of the app. Instead, the prototype has images of the pages leading up to the group and pages which demonstrate the different functions carried out by the app. Can you chat in the group? Is the group simply a memo which keeps track of availability and informs group members? Does the group stay saved or is it more like a lobby with a session-based system instead of a chat room-based system? Does the app operate in a closed network? Answering all these questions would have provided me with the opportunity to judge the prototype better and suggest more improvements.