Gluttony IO - UX report

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1 Gluttony IO

Your internet at your fingertips.

https://drninjabatman.mybalsamiq.com/projects/gluttony/assets/gluttony.png

Phases according to LUCID.

- **Phase 1:** Initial idea development
- **Phase 2:** Need and demand analysis
- **Phase 3:** Product design with prototype.
- **Phase 4:** Iterative design for prototype improving.

- **Phase 5:** System development.
- **Phase 6:** Initial functionality support.

1.1 Initial idea development

1.1.1 Initial product idea

A portal to aggregate the online information streams for easier and centralized access. It's goal is not to replace any one service but to provide quick access to basic functionality.

- News feeds
- Social media
- Email
- Custom events

1.1.2 Target users

Hackers / technical people

1.1.3 Techniques and environmental parameters

< Design team >

< plan/timeline/cost management >

1.2 Need and demand analysis

1.2.1 User categories and analysis

Main users: hackers/technical people. Their general characteristics are:

- limited free time
- They know what they want
- They already have a workflow they are emotionally attached to
- They like standards and good practices
- They are privacy aware

Some user subcategories and featurs they will probably want.

- **Average user:** Supercategory of the below.
  - Mobile version
  - Responsive design
  - Notifications
  - Filters

    - Support for popular sources of information
- **Hackers:** Wont want to diverge from their workflow
    - API to use in clients
    - Strange browsers (optional responsive design)
    - Privacy concerns
    - Support for custom information retrieval
- **Designers:** Easy and quick access to visual data (videos/pictures/etc)
- **Developers:** ~

1.2.2 Task analysis and subtasks

Some common tasks we want to support:

- Prioritized filtered list
- Registration
- Account linkage
- Source management
    - Account linkage
    - Feed addition
    - Custom feeds
- Filters
- Source and item rating
- Interactive objects (emails, tweets, fb posts etc.)

1.2.3 Objects/structures of UI

- Main screen ~ feed
    - Non-interactive item mirrors (links/reddit text/hackernews items/etc)
    - Interactive items (email/posts/etc)
- Settings
    - Privacy settings
    - Account deletion
    - External accounts management
    - Sources management
- Documentation page
    - Getting started guide
    - API documentation
    - Privacy policy

- Non-loged in page (register or login)

1.2.4 Technical notes

- Django on the backend
- Balsamiq for mockups/wireframes
- Heroku for hosting
- codeship for CI

1.3 Product design with prototype.

1.3.1 Usability goals

Should address **effectiveness**, **efficiency** and **satisfaction** and refer to:

1. End user profiles

   End users are expected to want:

   - Transparency on methods of retrieval
   - Configurability
     - Item rating
     - item sources
     - user data retrieval
   - Small overhead
   - Few assumptions about the user's preferences/strong defaults
   - Comprehensive API
   - Concise design
2. Tasks
   - Flexible filtering/rating
   - Minimal registration/login with social media
   - Seamless interactivity with items

1.3.2 Style guide

Turns out nobody really makes these anymore and guidelines change.

1.3.3 Basic screen prototypes

Balsamiq mockups

1.3.4 Usability testing

Due to the stateless nature of the service I found heuristic evaluation to be the proper way to test. The testers were presented with Nielsen's usability guidelines and were asked to rate the prototype 1-10 on each topic and optionally leave a comment.

- Visibility of system status
- Match between system and the real world
- User control and freedom
- Consistency
- Error prevention
- Recognizable objects
- Flexibility and efficiency of use
- Aesthetic and minimalist design
- Help users recognize, diagnose, and recover from errors
- Help and documentation

Of course the prototype is still too simple to get any good answers but some level of insight was provided.

The google form used.

1.4 Iterative design for prototype improvement

1.5 System development

1.6 Initial functionality support

2 Extra Notes

2.1 Tools

I refuse to believe that noone has addressed this problem. I am definitely missing something

Mockup creation prototyping software is SIMPLE. It is a subset of vector graphics software and you find those under every rock. The pricing is unacceptable.

Some tools I looked into were

- Balsamiq (that I ended up using)
- prototyper
- axure
- Optimizely (for testing only)
- wireframe.cc

2.1.1 Problems

- Not open source
- Not for linux
- Vastly overpriced
- Crappy design
- Few features (they actually charge extra for pdf exports)
- Not even close to a standarized format

2.1.2 Solution

Inkscape plugin.

- Open source
- Cross platform
- Most functionality is already there
- Once you have svg you can do anything
- Every designer knows how to use that or something similar.
- Already a comunity to support the core.

2.2 Limitations and TODO

This is far from a complete solution. My struggling with tools and methods left a couple of stuff behind:

- Filter functionality
- Rating functionality
- Proper product flow from mockups to design
- Actual design
- (obviously) Implementation

There is good reason why the product is not complete. To summarize the limitations I faced:

- No UX design software for linux users. VMs for OSx are slow
- Too many similar options in tools
- Limited time given my experience
- UX community is divided on practices, couldn’t get very much practical advice.