LEICedin

Group project for the Human Computer Interaction class

Faculty

- Rui Rodrigues (lectures)

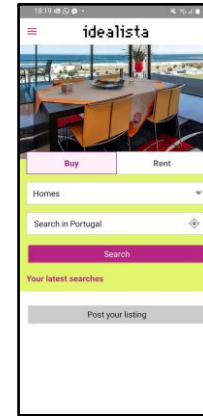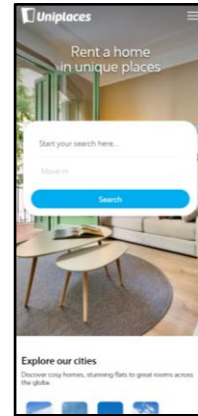- Teresa Galvão (recitations)

Students (G101)

- Alexandre Nunes (202005358)

- Gonçalo Pinto (202004907)

- Guilherme Magalhães (202005285)

User and Task Analysis

Idea help students find work and housing

Very similar interfaces, therefore prototype should focus on housing

Similar Services Indeed, Idealista, Bquartos, …

They all use very similar call to actions

Task	Efficacy	Efficiency	Satisfaction
Search for a room in 'Paranhos'	Only 5% make a mistake	Less than 30 seconds, with average 3 clicks	95%
Search for rooms with wi-fi, ordered by price	90% of users do less than 2 errors	Less than 40 seconds, with average 3 clicks	90%
Create a room offer	70% of the users make less than 3 errors	Less than 5 minutes, no more than 15 clicks	85%

Formative Evaluation

Prototype features

Search room

Order/filter room
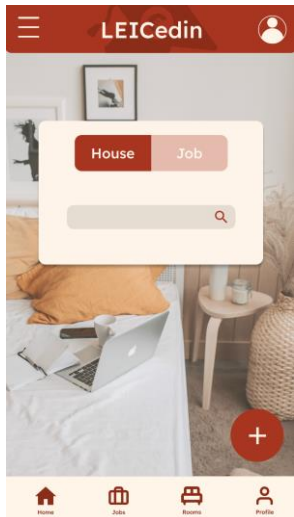
Add job/room posting

Register, login and logout

Tasks

Small Font and forms Minimum font of 16, add offer remake

Navigation Important to tell the user where he currently is

Missing Features Add placeholder text to "intuitive" call to action, increase contrasts in search page, remade add offer
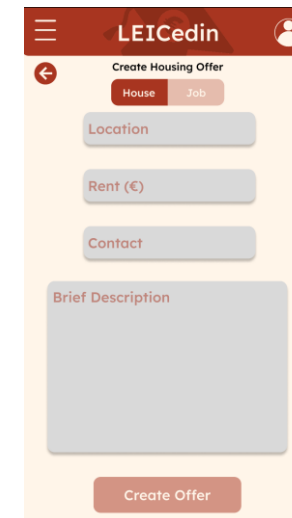
Profile Not focus, therefore, we didn't solve anything

Confusing call to action

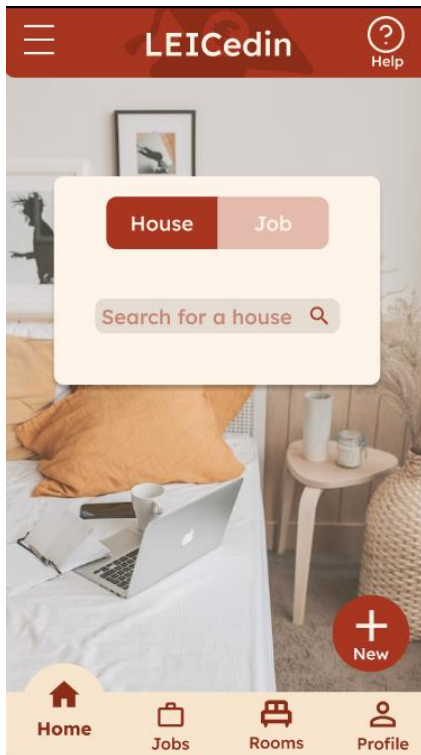(very) Small font, attribute selection not clear

People seemed to want more freedom in this page (more attributes, bigger description, etc)

Task 1 - Wireflow

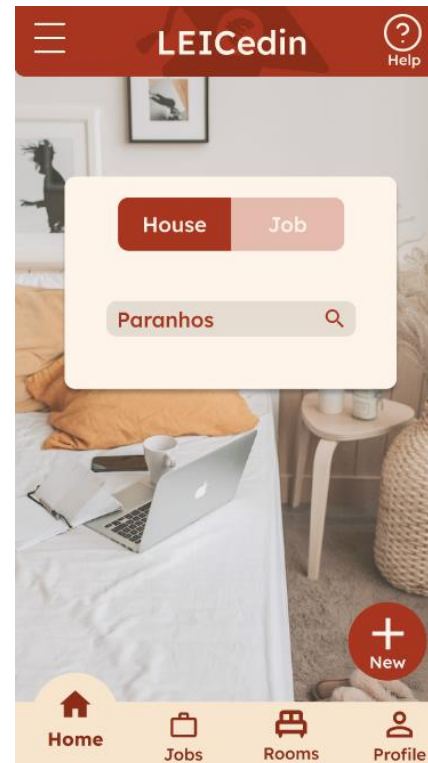Find all the rooms available for rent in Paranhos

SCR-01

SCR-02

SCR-03

Write "Paranhos" in the search bar

Tap search button

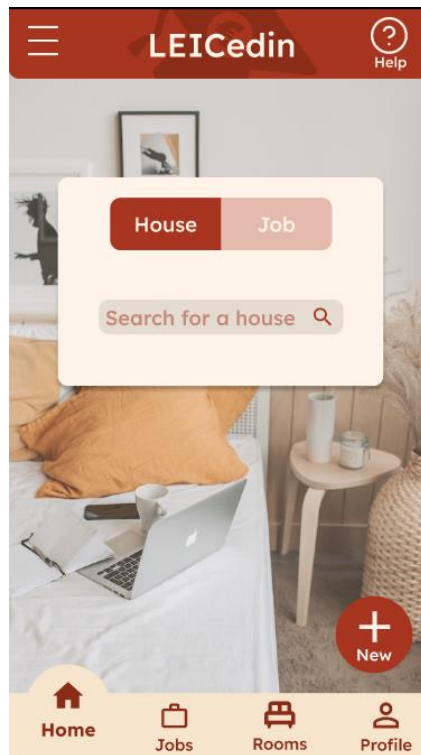**Home Page**

Home Page with search filled

Housing Page with search applied

Task 2 – Wireflow (1/2)

Find the email associated to the cheapest room with free wifi
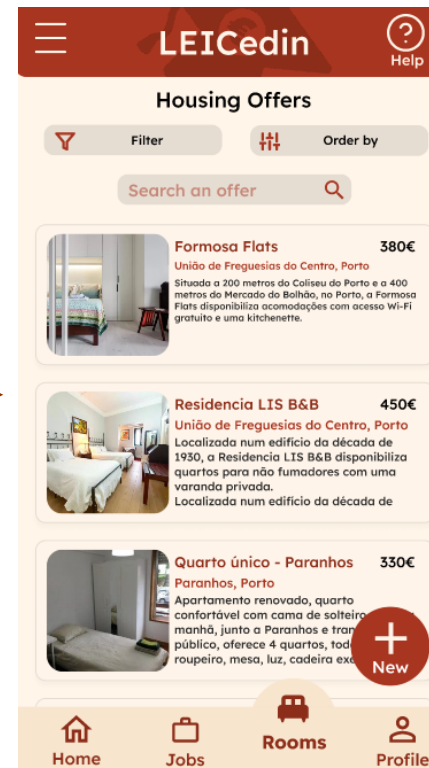
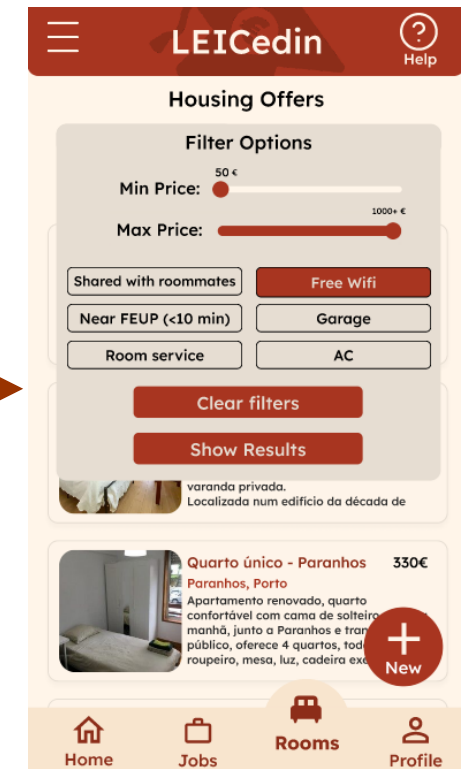

SCR-01

Home Page

Click on Rooms Tab

SCR-02

Housing Page

Open Filter and select Free Wifi

SCR-03

Filters Overlay

Task 2 – Wireflow (2/2)

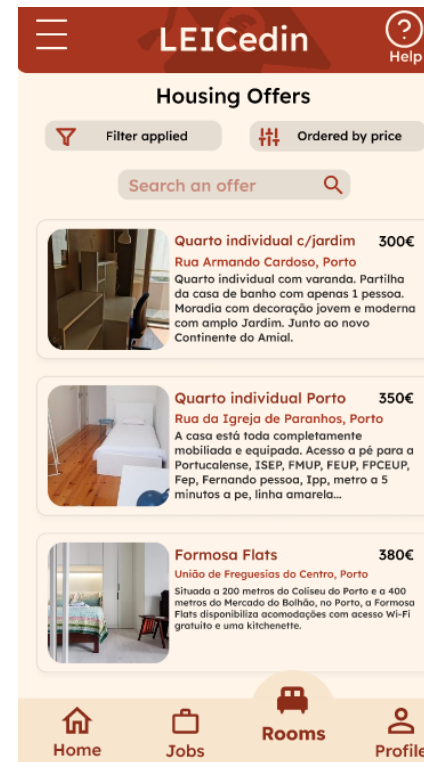Find the email associated to the cheapest room with free wifi

SCR-04

Ordering Overlay

Open order overlay →

Order the list by price →

SCR-05

Housing Page with filter and order applied
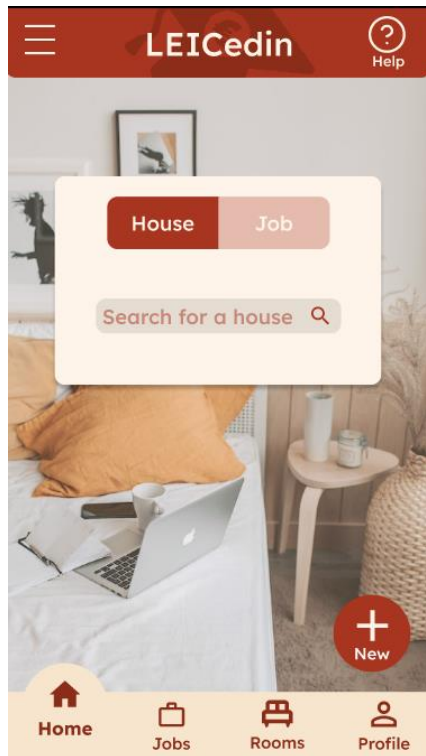
Click on first offer →

SCR-06

Cheapest room with free wifi

Task 3 – Wireflow (1/2)

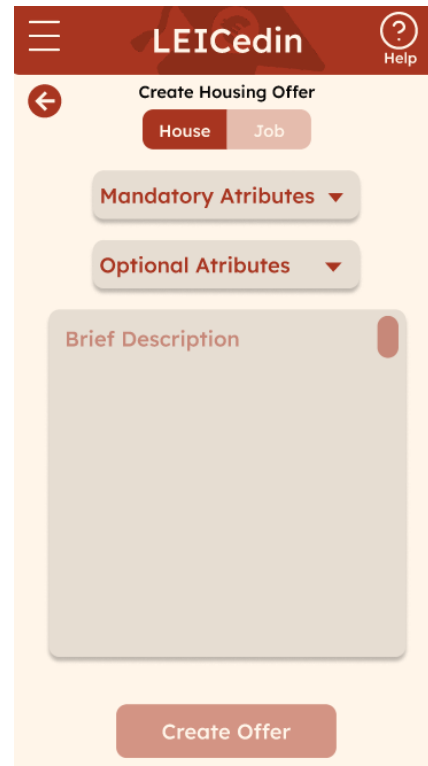Create a room offer for 350€, 4km away from FEUP, with 2 roomates
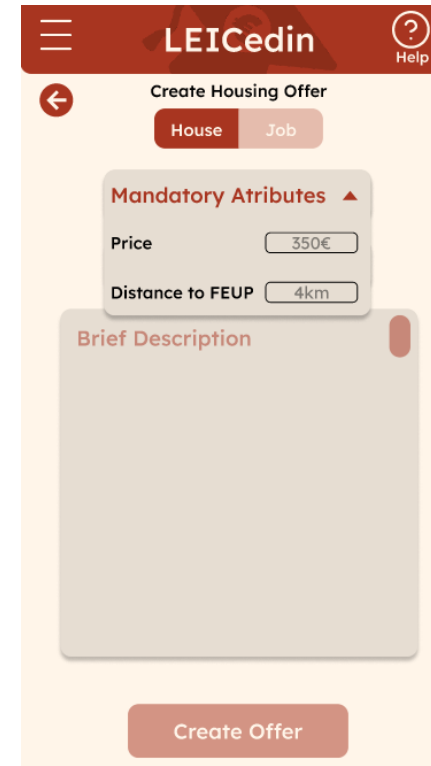
SCR-01

Home Page

Click on "New" button →

SCR-02

Create Offer Page
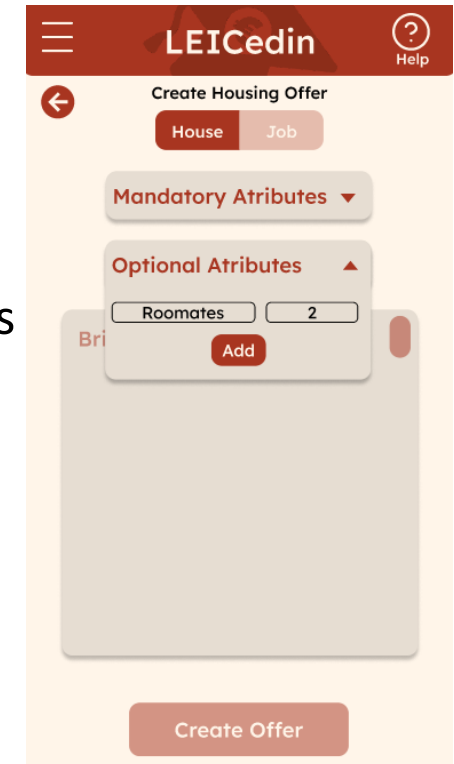
Fill mandatory attributes →

SCR-03

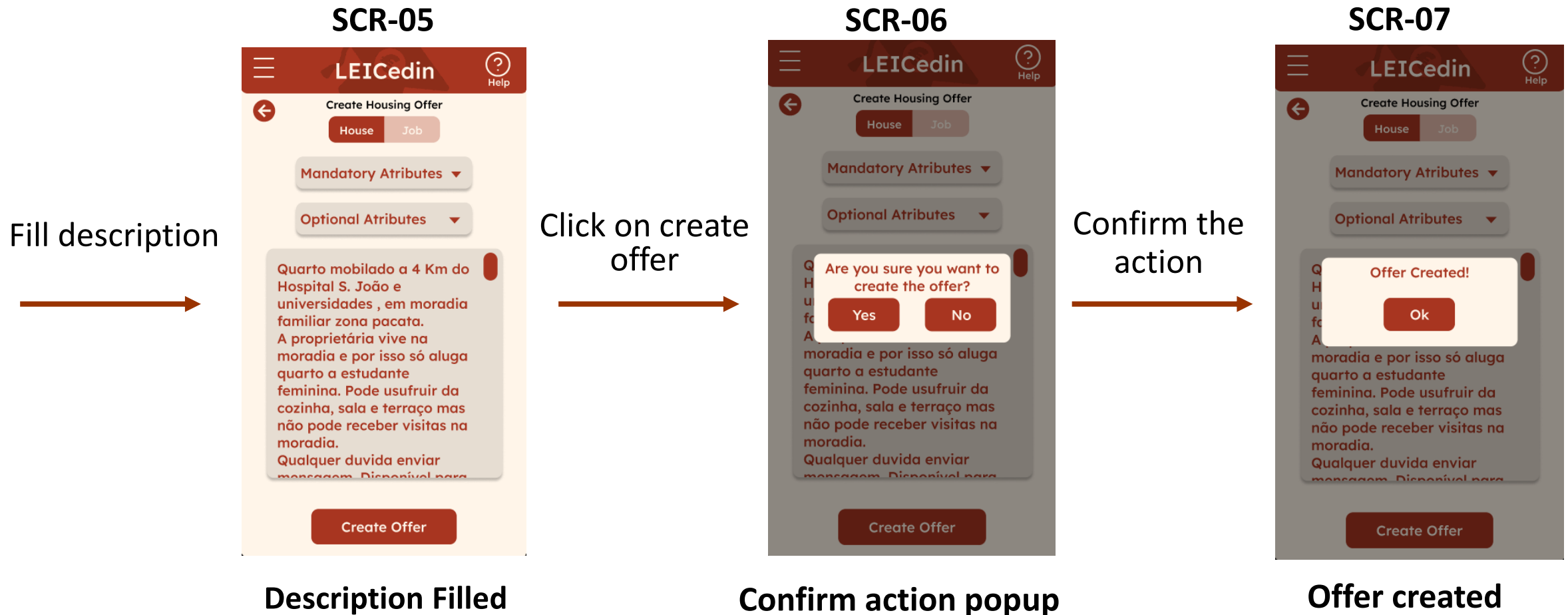**Mandatory Attributes Overlay**

Fill optional attributes →

SCR-04

Optional Attributes Overlay

Task 3 – Wireflow (2/2)

Create a room offer for 350€, 4km away from FEUP, with 2 roomates

SCR-05

Fill description

Description Filled

Click on create offer

SCR-06

Confirm action popup

Confirm the action

SCR-07

Offer created

User Evaluation Summary (1/2)

Home Page (Call to Action)

Its goal is to make the user more comfortable with the interface, it only makes sense to test it first

Task 1: Search for a room in 'Paranhos'

Search Page (filter and order)

The user has already interacted with the page, therefore we can test only his interaction with the filter and order features

Task 2: Contact the person responsible for the cheapest room with free wifi

Add Offer Page

A new page, tested at the end so the user has more familiarity with the interface

Task 3: Create Room Offer

User Evaluation Summary (2/2)

12 responses mostly friends from other colleges

Gender Our user is expected to be mostly female

Age

58% male   **Not very representative**
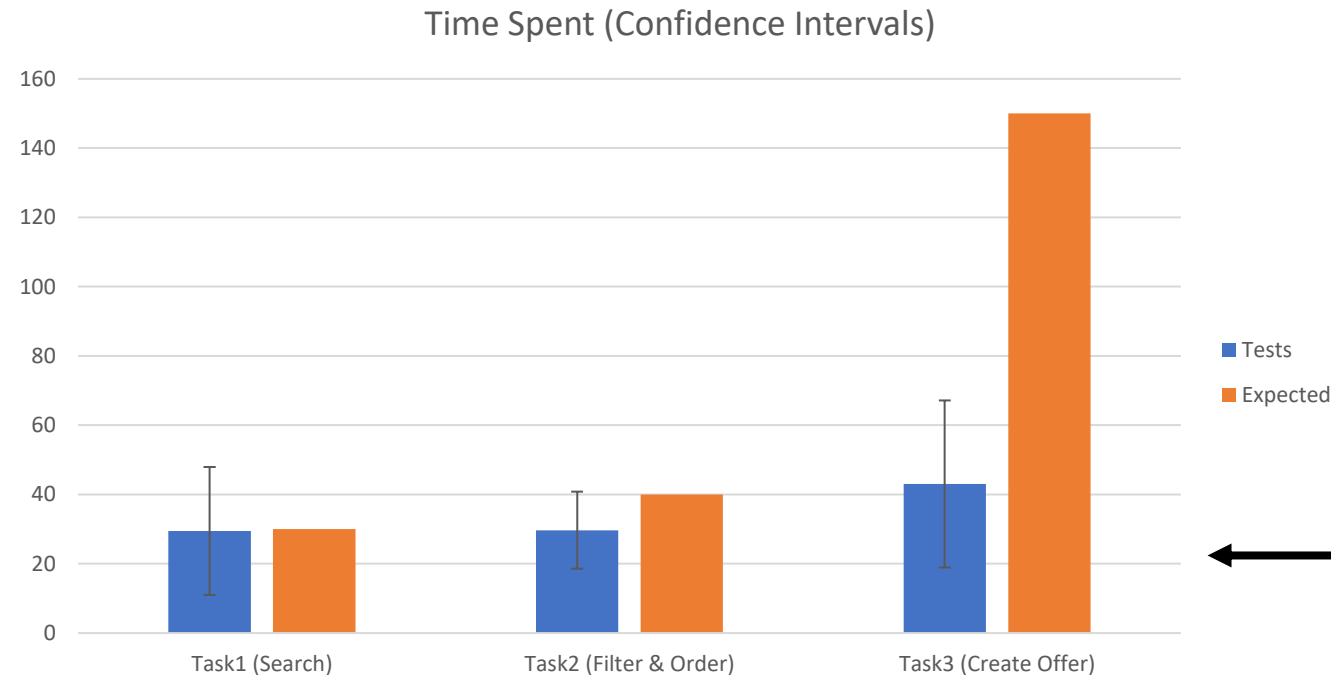
Average 26, median 20, 78% are under 25

Have reasons for using the app*

6 out of 8 who answered the question (75%)

Acceptable sample

*Has been a renter, has been a landlord or is interested in using the app in the near future

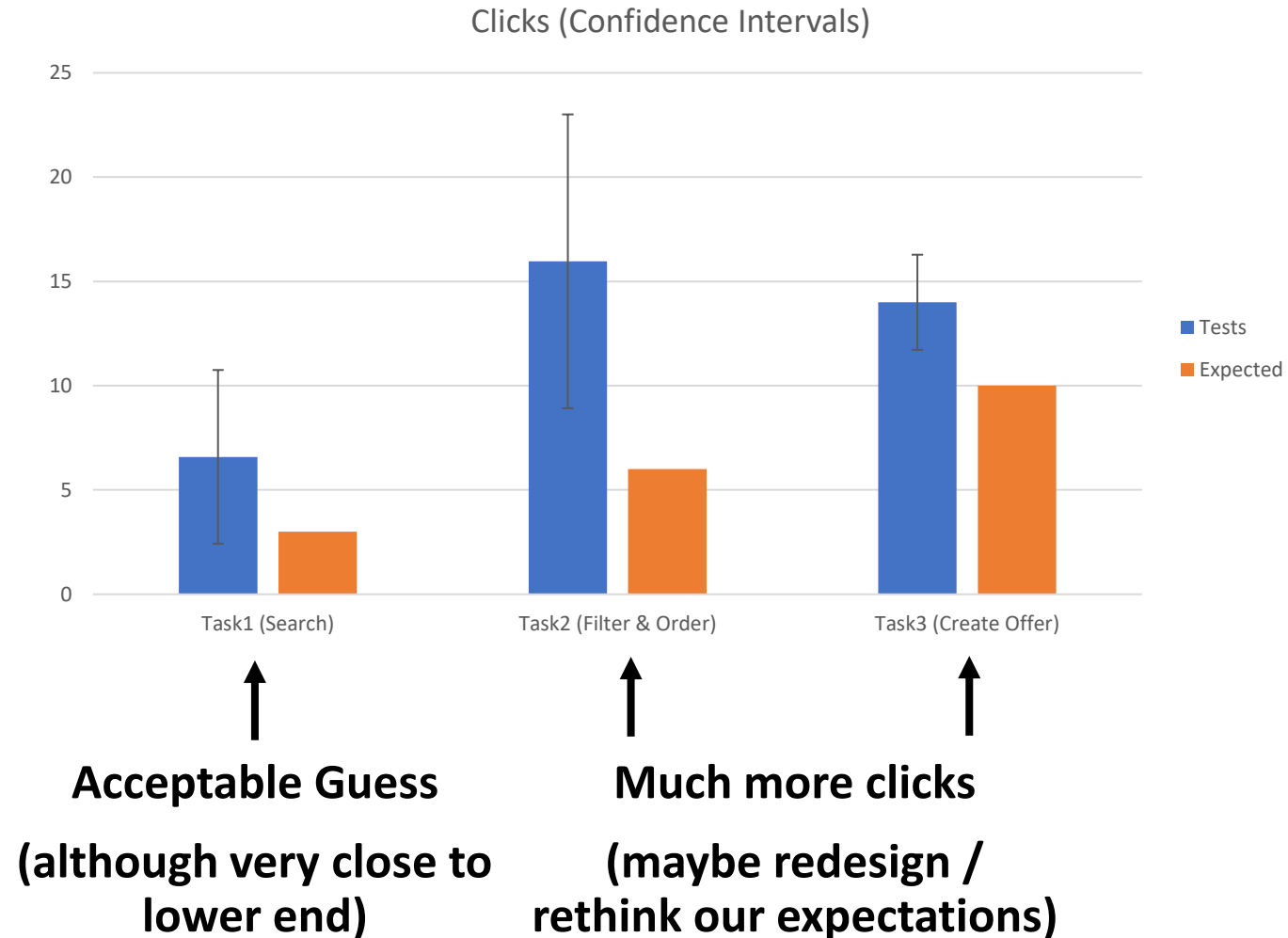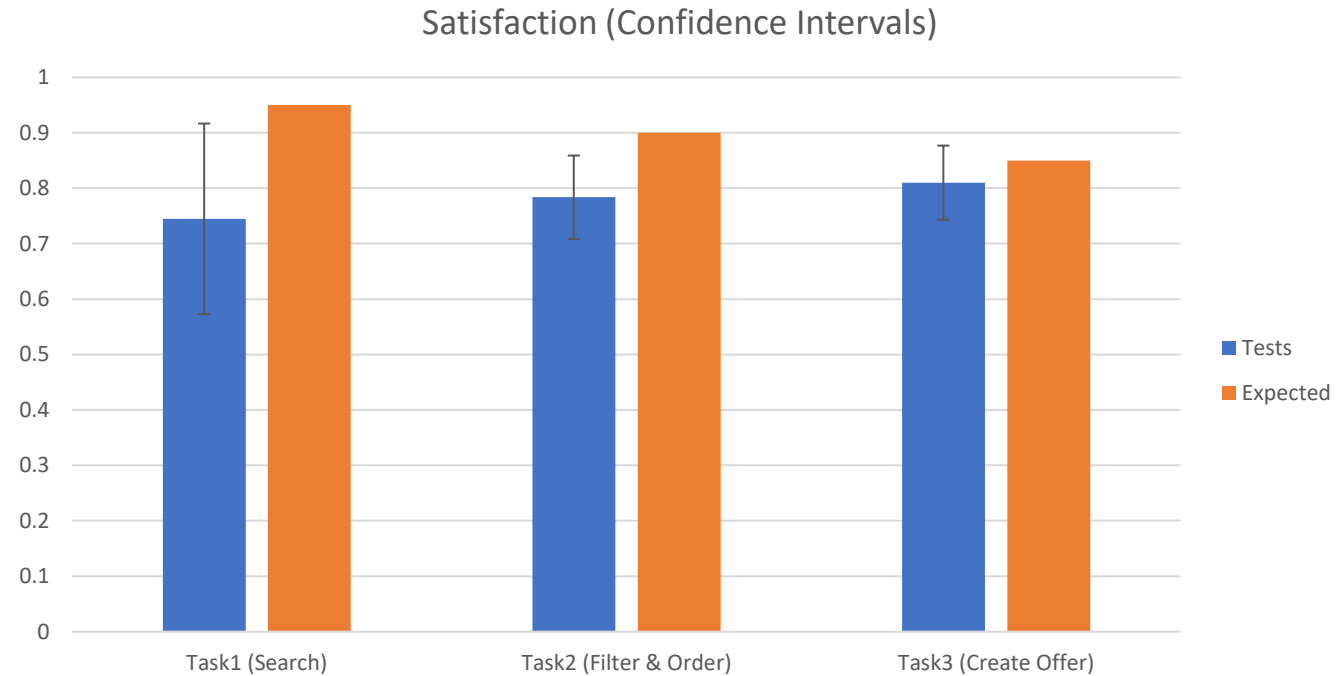# Results and statistical analysis highlights (1/3)

Results and statistical analysis highlights (2/3)

Results and statistical analysis highlights (3/3)

Satisfaction (Confidence Intervals)

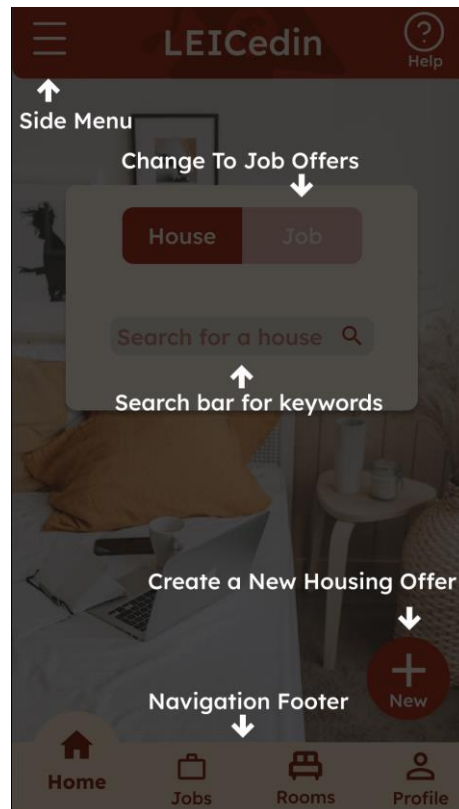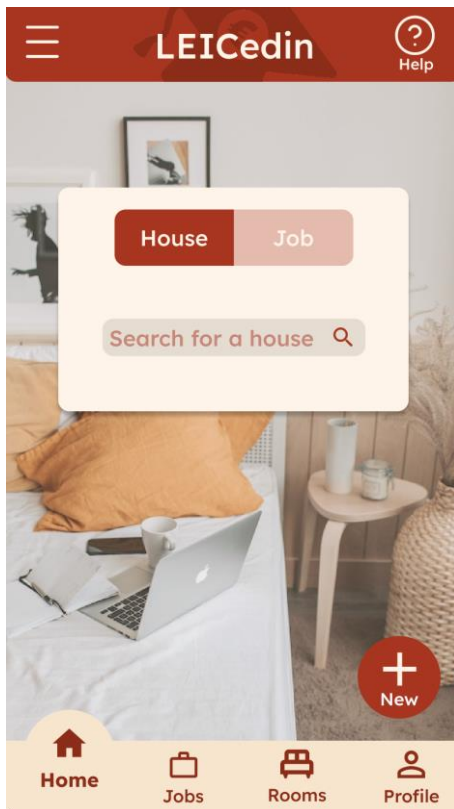# Conclusions

Summative Evaluation the interface would probably be rejected

Biggest problem to explore in a later iteration: users didn't use the contextual help

What were the most common missclicks? What types of users were left more and less satisfied? Can we treat the data so the sample becomes more representative? **We still have a lot to do for the report**