

User Evaluation:

Yuhao Liu:

Issue: UI Crowded in some pages

Severity: Medium

Difficulty: Medium

Reasons:

The UI is crowded on some pages, for example the left column on the artwork page. There are logo type, custom logo, logo color and logo font at the same time. It's not a critical issue but it does confuse the user a little.

Original Design Ideas:

In order to reduce the number of pages we have compress several design steps in one page. This way user can modify the whole design of the ear monitor in one page without clicking forward and backward and switching between pages. Since in one page user is able to modify several aspects of the products so we have some drop down menu which will be triggered upon clicking. This makes the page look crowded since all the options will show up at once.

Solution:

In order to solve the problem, we will divide design steps in several pages. It seems that in some pages we only have a few design steps, but in other pages we have a lot of design steps. So we are going to put design steps into each page about evenly. More specifically, what we are planning to do instead, is to use collapsable menu, and also the above logo configuration only show up when you choose customize.

Issue: Order of the pages

Severity: Medium

Difficulty: Easy

Reasons:

It might not be a good idea to ask for picture of ears first, because customer might want to finish designing the earphone before they purchase and upload the photo of the ears. Some people might be just looking around and all they want to see is how customizable the earphone is.

Original Design Ideas:

The initial design idea of this function is to make it possible for users customize their ear monitor for their ear shape. We put this step at the beginning of the design step.

Solution:

So the change in our implementation will be switching the photo upload right before the purchase or right after.

Issue: Can't see design options clearly

Severity: High

Difficulty: Easy

Reason:

We have different design options all shown in a menu, ie, options for color and material of the ear monitor. We also have some special effect materials like carbon, wood, etc. But it is hard to see the exact material from the menu since they are all shown in small icons. The only way to see the material is to drag it to the model itself.

Original Designs:

We added these special effect materials instead of just color and transparency because we want to provide more options to the user. We haven't considered the issues that the icon to represent the material will be too small and is hard to see.

Solution:

We will have a highlight we user hover over the material they want to choose. More specifically, the material will expand a little so the user can see the exact material more precisely. Once the curse leaves the icon, the icon will return normal.

Aaron Mann:

Issue: Detail list too long

Severity: Medium

Difficulty: Medium

Reason:

The detail list in the middle below is sometime too long for the page, you would have to scroll down to see the whole list. The list contains all the model and design information about the left and right earphone, which might not be necessary unless the user choose to have different design on left and right earphone.

Original Design Ideas:

We initially include the detail list on all pages, so it would be clear to the user what parts and design they have chosen, and how much do they charge. And we separate the left and right ear design to let the user see clearly what design they have on each ear.

Solution:

We might use a collapsible detail list which only show the essential information unless the user click on it, and also remove the left and right unless user choose to use different design on two ears.

Issue: No Paypal Options

Severity: Low

Difficulty: Medium

Reason:

Our checkout interface doesn't have a Paypal option, the only method to pay it using credit card or debit card.

Original Design Ideas:

We haven't consider Paypal when we implement the checkout interface.

Solution:

We will add Paypal option, since this makes checkout really easy and convenient for customers.

Issue: Image size allowed is too small

Severity: Medium

Difficulty: Medium

Reason:

The size of image allowed is too small, sometimes user wants to upload a photo or some beautiful pictures to customize their ear monitor, but it seems that the interface won't allow them to do so.

Original Design Ideas:

Initially in order to better manipulate user customized images we only allow user to upload small images. If the user image is too large, we have some trouble modify the image on the interface.

So we set the threshold of the user image to be relatively small.

Solution:

We will modify our implementation to allow user upload larger images. We will explore some useful javascript libraries and change our code.

Steven Liu:

Issue: 3D model implementation

Severity: low

Difficulty: hard

Reason:

The implementation of the 3D model right now is to use pictures of the earphone from different angle, and show the corresponding view when the user hit rotate. This does not provide the best experience for the user.

Original Design Ideas:

We do not have a 3D model of the earphone on our hands, and it's more convenient and efficient to take few pictures of the earphone from different angle and use a simple implementation to rotate the pictures.

Solution:

The better implementation is to enable rotation with dragging, and would be even better to create a real 3D model but that might be hard to implement, and might be out of the scope of the class. Our plan is if we have time we will add 3D modeling to the pages.

Issue: Layout of the page

Severity: High

Difficulty: Easy

Reason:

On the design page, we always have the option menu on the left of page, ear monitor model on the middle-right of the page, and in the bottom we have detailed list of price. However, if user added some items the price will show in the very end of the detail list. If they want to see the price, they need to scroll down the page.

Original Design Ideas:

Initial idea of this implementation is to give user a detailed list of all the items and their cost, thus user can keep track of and compare prices of different design options.

Solution:

Our future plan is to have the detailed list on the right side of the screen then user don't need to scroll down the page to see the prices of items. They will be able to see the price right next to the ear monitor model.

Other implementation issues we go through:

User information and task:

Yuhao is the CEO of the ear monitor company so he is more focused on the overall design of the implementation. So his task is mainly on evaluating all the functionalities of the interface. More specifically, he needs to tell us if we have implemented all the functionalities the company required and if we implemented them in the correct order and way.

Aaron is a music lover and he also likes collecting different ear monitors. So his task will be more stressed on the user feedback side. More specifically, we expect him to tell us any difficulties he encountered when he design his ear monitor. Also we need to know if the interface is convenient and easy to use.

Steven is a CS major student who has lots of experience with web programming and UI design. His evaluation task is more in technical aspect. His feedback will be more focused on technical drawbacks of the design like 3D model and layout of the page.

All of the three users provided useful and valuable feedback and suggestions to our interface. They also provided some possible solutions. We have asked some other friends to test the interface and we also have included their ideas under one of three persona according to the each user's characteristics.