

Experience design

Assignment 2

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Give at least 2 examples of your favourite mobile/web app/desktop software, or any daily product (based on UX)

Pinterest

Pinterest is a web and mobile application that allows you to browse ideas such as recipes, outfits, DIY (Do It Yourself) crafts, etc., and save them in an organized way so you can review them easily later.



I use Pinterest almost every day because it helps me to choose what to eat or wear, to find some drawing tips, motivational quotes, wallpapers. I like it because every time I use it, I find some *interesting* ideas that I can *pin*, organize and review in a simple and minimalistic way. (Figure 1)

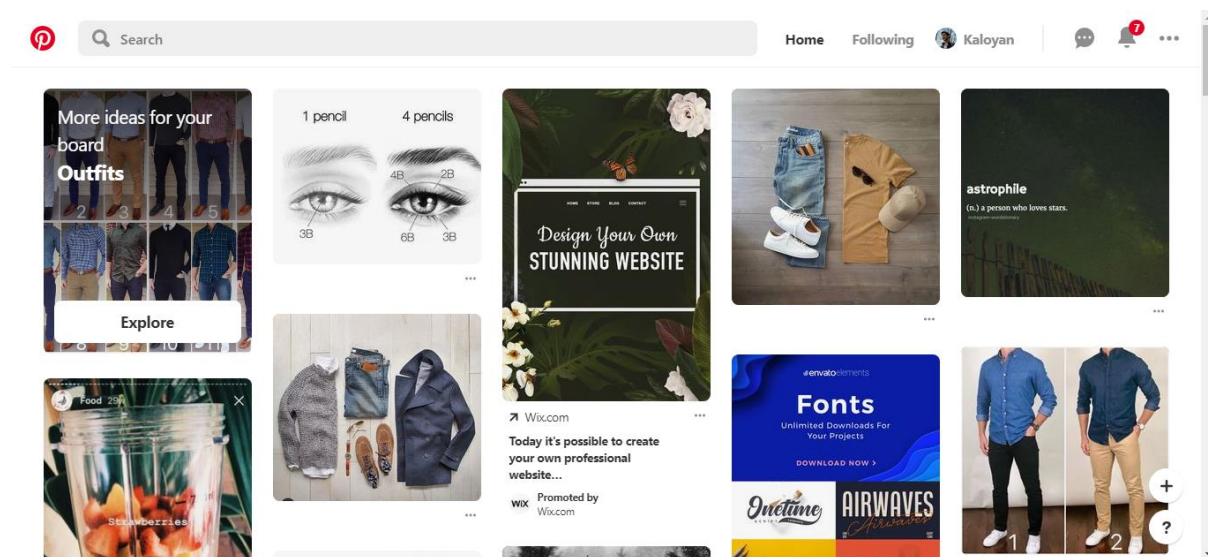


Figure 1. A news feed in Pinterest.

Pinterest is about *pinning* your *interests*. It can be easily **mapped** with the real world where we usually pin some notes on a board. In Pinterest you have boards and you save in them articles, photos or other media and information.

The application is **consistent** because when you want to save an article or an image from other website for instance, you will always see the red pin icon. In that way the users know that when they see this icon, they can save this information in Pinterest.

Pinterest's design is very **minimalistic** (Figure 1). All the articles in the news feed are separated in boxes. The icons are also very understandable – if you want to save something, you click on the pin; if you want to create a new board, you click on the plus; if you want to edit something, you click on the pencil; etc.

The application can also give an example for **error prevention**. When a user tries to pin an article to a board that already has it, a message pops up and says that this article is already there.

Chrome

Google Chrome (or just Chrome) is the most used web browser according to researches (<https://www.techadvisor.co.uk/test-centre/software/best-web-browsers-3635255/>). I prefer it to the other web browsers because of its design, speed and functionality.

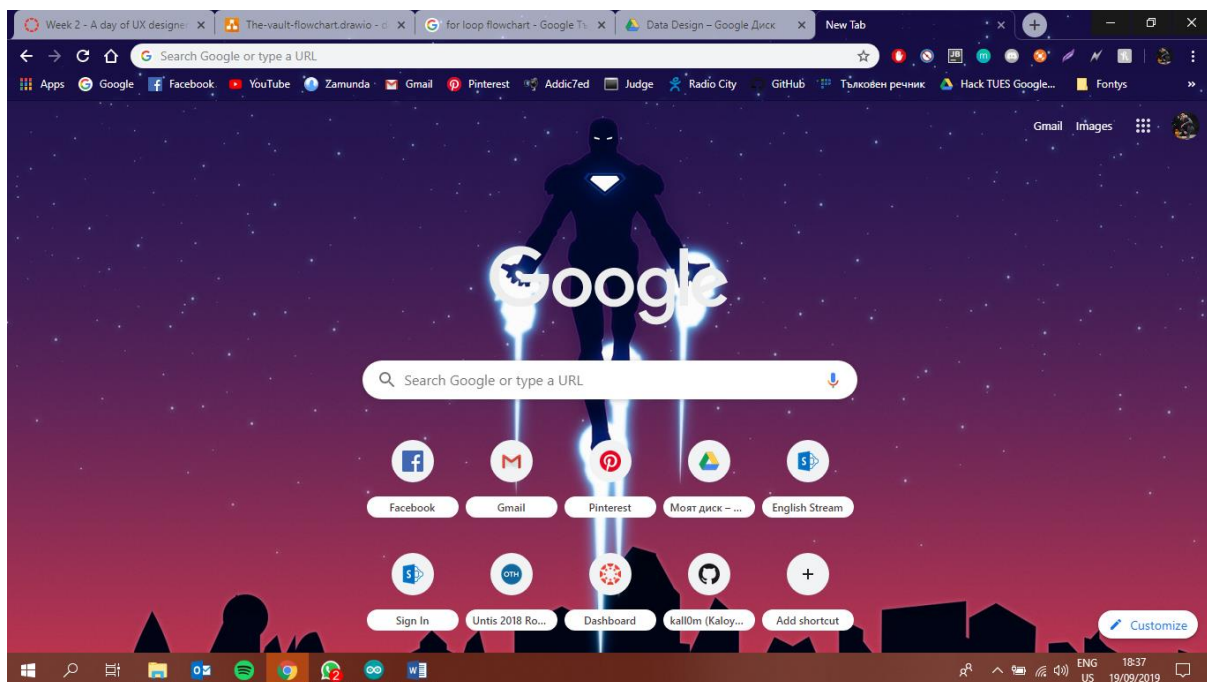


Figure 2. Google Chrome's interface.

Chrome's interface is very **minimalistic** (Figure 2). You have the tabs section where all your tabs are and the place where you can add or close tabs, the search bar, tabs section, bookmarked websites section and a nice body section where all your recent websites are. No useless information, no annoying ads. Sometimes less is more.

The simple design of the web browser is also allows users **to discover its functionalities easily**. The three dots icon opens a little menu with the most important actions and if you want more, just go to settings. You can go to your Google account by just clicking on your profile picture. You have a section of the extensions you downloaded and want to use.

One of the most important things that **satisfy** my needs as a user of a web browser is Chrome's speed. Everything is happening fast and you don't have to wait for a minute for a page to load.

When there is a problem with the internet connection, information is presented to **help** the user to quickly **recover from errors**. There is also a game where you jump over cactuses with a dinosaur. (Figure 3)

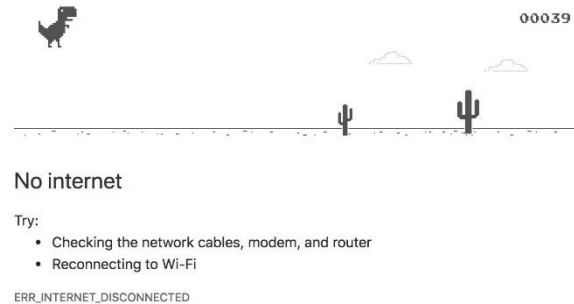


Figure 3. T-Rex Run! - Chrome Dinosaur Game

Although, one thing that limits my **freedom** as a user is that every tab in Chrome uses some RAM and sometimes I have to either close some tabs or close Chrome. Or buy more memory...

Give at least 2 examples of your least favorite app/web/desktop software or any daily product, which have made you frustrated?

Teapots



Figure 4. Metal teapots.



Figure 5. Teapot with strainer tea holder cup.

I have a metal teapot at home (similar one on Figure 4) and I use it quite frequently when the winter comes. I noticed that there are two things that frustrate me while I am using it to drink my tea.

The first one is that the tea holder cup has very big holes on it. When I want to drink tea that is not in a bag, e.g. mountain tea, small parts of the leaves of the dried plant escape through the big holes and end up in my mug which results in a bad user experience. The solution I would suggest is to make the holes smaller or replace the whole cup with a strainer cup (Figure 5).

The second one is when I try to pour the last millilitres of the tea in my mug by tilting the teapot, the lid falls off. I either get the tea on myself or on my desk. To eliminate this kind of bad user experience, I would make the lid of the teapot lockable – when the user rotates it left or right, it locks and unlocks itself, respectively.

In conclusion these teapots are **effective** because you can actually make tea in them and pour it but they are not so **efficient** so the user **satisfaction** is low.

Lunch boxes



Figure 6. Ordinary lunch boxes in different sizes.



Figure 7. A lunch box with lockable lid and divided boxes inside.

I bring food in lunch boxes almost every day. Some of them keep opening in my bag after I've closed them because the lid is poorly designed and can't close the box right. (Figure 6) A possible solution to this problem is to make the lids lockable (Figure 7).

Another thing that frustrates me are the lunch boxes with badly designed food dividers inside them. If I put some salad in one of them and some meat in the other one, after I've carried the box in my bag and open it, the food will be mixed because the dividers are too short and there is some space between the lid and the divider that allows the food to mix. (Figure 7) The solution to this is to expand the dividers till the lid of the box in order to prevent the mixing of food.