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Integrating Feedback from Peer Review


Feedback from Fidan, Julie, Lucia, Sahitya


- Positive
 - Filtering system was very clear and easy to navigate
 - Given very clear direction on what I could filter on, really easy to select and filter upon
 - Overall design is very simple. Which is easier to navigate since it's so simple.
 - Visual identity of the puzzle pieces is very clever to communicate goal of platform
 - Information architecture reads really well
 - Home page of Friends, finding people, and account is a good way to organize
 - Good start. You have AAPI filtering so you can find people. That's really good
 - Overall, easy app to use. Find friends. Kept proposal core to the filtering. Can see the focus of what you want. You didn't deviate from your goal
 - Organization of app is really good
 - It's very systematic with less number of clicks, and yet you can do it a lot of things
 - It helps less tech savvy people too
- Ways to improve
 - Navigation
 - Some of the screens need some kind of bread crumb like back button, buttons on the bottom. So you don't have to go through home to start off
 - Bring header to visualize that this is an app. You're missing bottom or top section of navigation
 - navigation. Maybe a bar on the bottom for things to do in the app
 - Having a tab menu at the bottom for navigation. Even if you don't have arrows to go back, it's nice to quickly navigate to them. Ideas: account, search, friends
 - How can I see my messages. I want to go back and look at my messages
 - Main critique, wish I had a menu bar at the end
 - improvements: more ways to direct around. Maybe a better home screen button. Maybe home icon so navigation is easier
 - I can't go back. An easy switch navigation would be nice
 - Message history. Took a while to understand how to see history.
 - Separate button to view chat history
 - Could maybe have messaging as a tab in navigation bar
 - Account creation/Profile


- When trying to create account, thought only needed username, password, and email, but then there were more additional steps. Should you put them together and put login at the end or is there a purpose
- Overall: could play around with profile setup. Maybe have unique features.
- The login screen, username, email, password. That's standard. But maybe you can have just email and password and then create username than having all three at once since it's a lot
- See settings in profile
- Profile page. Since you're sending connection request, how many connections do I already have
- How are people going to insert their data in create account? Is it a drop down? Or is it a keyboard input
- Maybe quiz like format so it's not super broad
- General
 - The logout button, it could be hidden in a hamburger icon. Since it's visually there and in your face, influences logging out rather than staying
 - Adding a feature of talking to more than one person to create a community rather than one and one communication
 - Foundation is there, add things to make it feel more realistic. So you can get good data and testing results
 - On login screen, you can have keyboard pop up which might give more realistic app feel
 - In filter, switch the save to filter. So the action the button is doing, then it's standard
 - Change send message to sent connection message for more clarity


Heuristic Evaluation

[10 Usability Heuristics for User Interface Design](#)

 Mix & Match Information <div>Korean American</div> <div>Insert age</div> <div>Region</div> <div>Interests, hobbies</div>	Relevant Heuristic: Visibility of system status
	Problem: Lack of feedback about how far through the registration process a user is
	Steps to Reproduce: Create an account on Mix & Match and click through multiple screens to make an account

 Mix & Match Information <div>Korean American</div> <div>20</div> <div>Colorado</div> <div>Cooking, dancing, art</div> <div>Save settings</div>	Relevant Heuristic: User control and freedom
	Problem: Currently cannot edit user information
	Steps to Reproduce: During the account creation step or when looking at “My Account”, there is no way to edit information.

<div> <div>Logout</div> <div>  Mix & Match </div> <div>Welcome to Mix & Match!</div> <div> <div>My Friends</div> <div>Find People</div> <div>My Account</div> <div>Go to Intro Screen</div> </div> </div>	<div>Relevant Heuristic: Recognition rather than recall</div> <div>Problem: Users do not remember everything that is available in the interface</div> <div>Steps to Reproduce: Go to the home screen of Mix & Match after logging in, and you see different actions. Without a menu bar, users have to return to the home screen to remember what they can do.</div>
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<div> <div>  Mix & Match </div> <div>Chat History</div> <div> <div>Hey what's up?</div> <div>Not much. I'm working on my computer science homework right now. You?</div> <div>Ah. Good luck! I'm helping my mom cook dinner</div> <div>Ooo! What are you having for dinner?</div> <div>We're having a beef stirfry</div> <div>That sounds delicious!</div> <div>Yeah! It's one of my favorite dishes!</div> <div>What will you have for dinner?</div> <div> <div>Type Message</div> <div>Send</div> </div> </div> </div>	<div>Relevant Heuristic: Flexibility and efficiency of use</div> <div>Problem: Users are unable to use shortcuts to speed up interactions with the app. They cannot go directly to a messaging state. They have to go through "My Friends"</div> <div>Steps to Reproduce: Open the Mix & Match app and login. Users see the homepage and no access to messaging.</div>
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User Test

Link to revised prototype: [Link to Mix & Match](#)

User Test Script

Thank you for helping me test my Mix & Match app. Today you will be asked to complete three tasks. I will be taking notes as you complete the tasks.

Tasks:

1. Please create an account on the Mix & Match app. A placeholder username and password will be provided for ease of use.
2. Please send a connection request to an Indonesian who likes to watch tv using the "Find Friends" filtering system.
3. Please send a message to your friend hersheys21.

Thank you for your time today. Do you have any questions?

Tester 1

Notes:

- Task 1
 - Tried to hit login rather than create an account
 - Input username, password, and email, but then got stuck on information screen
 - Says that he went through create an account
 - Asked if he needs to finish inserting the information
 - Continued clicking the rest of the information buttons
 - Account created
- Task 2
 - Had to repeat myself for instructions
 - Clicked on filter
 - Asked to be reminded of search criteria
 - Looked at profiles, selected the second profile to send connection request
 - Made a comment that he likes the profile picture
- Task 3
 - Went to Messages tab
 - Clicked on location to type a message
 - Sent a message to hersheys21
 - Message sent
- General notes:
 - Thinks the app is cool
 - Wants to be able to click on information on the home page

Tester 2

Notes:

- Task 1
 - Tried to click on email first
 - Then clicked on username
 - Clicks on outer edge of the button which requires multiple clicks to get the desired outcome
- Task 2
 - Clicked on find friends
 - Found an indonesian on the main screen
 - Sent a connection request
 - Did not go through the filtering system
- Task 3
 - Clicked on friends
 - Found hersheys21 and sent a message
- General notes
 - Liked the dinosaur and kitty on the message history display

Changelog

Suggested Changes:

- Add a back button
- Add a navigation bar
- Have a way to quickly access messages
- Add more ways to quickly navigate around the interface
- Make the home screen button better
- Make finding the message history easier
- Change the way you create an account
- Change the login to only email and password and then create a username
- Add in a way to find how many connection requests I've already sent
- Make the profile creation more well defined
- Change the account creation to a quiz like format
- Move the logout button
- Enable users to create a community rather than one-to-one communication
- Make the app feel more realistic
- Add keyboard popup
- Change "save" to "filter" when filtering
- Change send message to sent connection message
- Enable engagement with the news headlines on the home page

Actual Changes:

- Moved logout button to “My Account” page rather than on every page
- Changed send message to sent connection message for more clarity
- Changed the “Save” button to “Filter” when saving filtering preferences in “Find Friends”
- Added progress bar during account creation
- Added a navigation bar for quick access to features
- Added an icon to show if a user has unread messages
- Added an icon to show if the account is a new account when finding friends
- Created a “Mix & Match News” section to the homepage to make it more engaging
- Added information on the very first page so a user who has no idea what this app is can get a general gist
- Added a back button
- Rounded the edges of buttons and backgrounds of the interface
- Aligned content in the center of buttons and backgrounds
- Added ability to click on “Mix & Match News” headlines
- Added information on how many times the user’s profile is looked at and reasons why (when applicable)
- Edited the account creation screen. The “create account” button does not pop up until all information has been entered
- Added profile icons to the messages for more clarity on who sent the message
- Added a culture celebration headline to the home page that includes information about the holiday
- Added online/offline status for friends