6.2 EXTENSION

Evidence of Iterative Design (GROUP)

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Introduction

This documentation is written to provide evidence of interactive design in our prototype for the Quitch application. Our changes and improvements for the prototype will be made based on testing, tutor feedback, and usability evaluation sessions.

Detailed Changes

Pages' order

- **Note from evaluator**: Pages are not in the correct order.
- **Suggestion for change**: Fix the order by connecting pages to the proper order.
- **Changes made**:

Before change: When the user clicks on the Return button on the Quiz Review page, it returns to the Class page instead of the Your Score page.

Quiz review   *Class page*
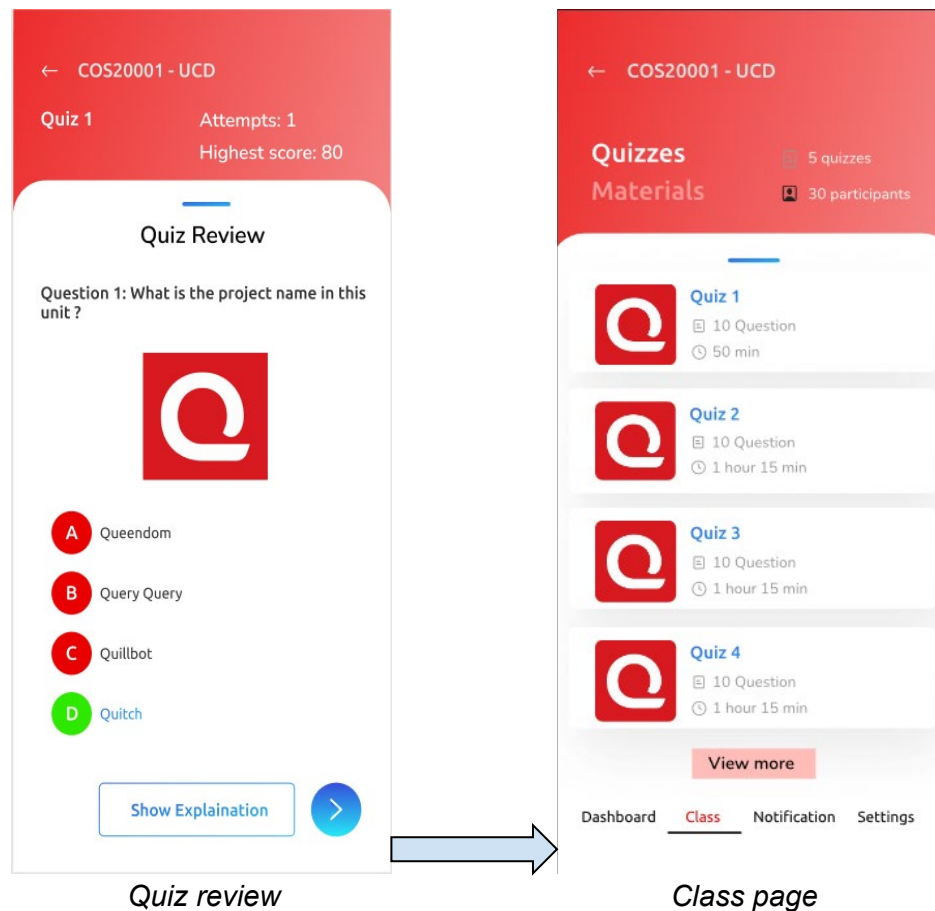
After change: When the user clicks on the Return button on the Quiz Review page, it should return to the Your Score page.

*Quiz review*   *Your Score page*
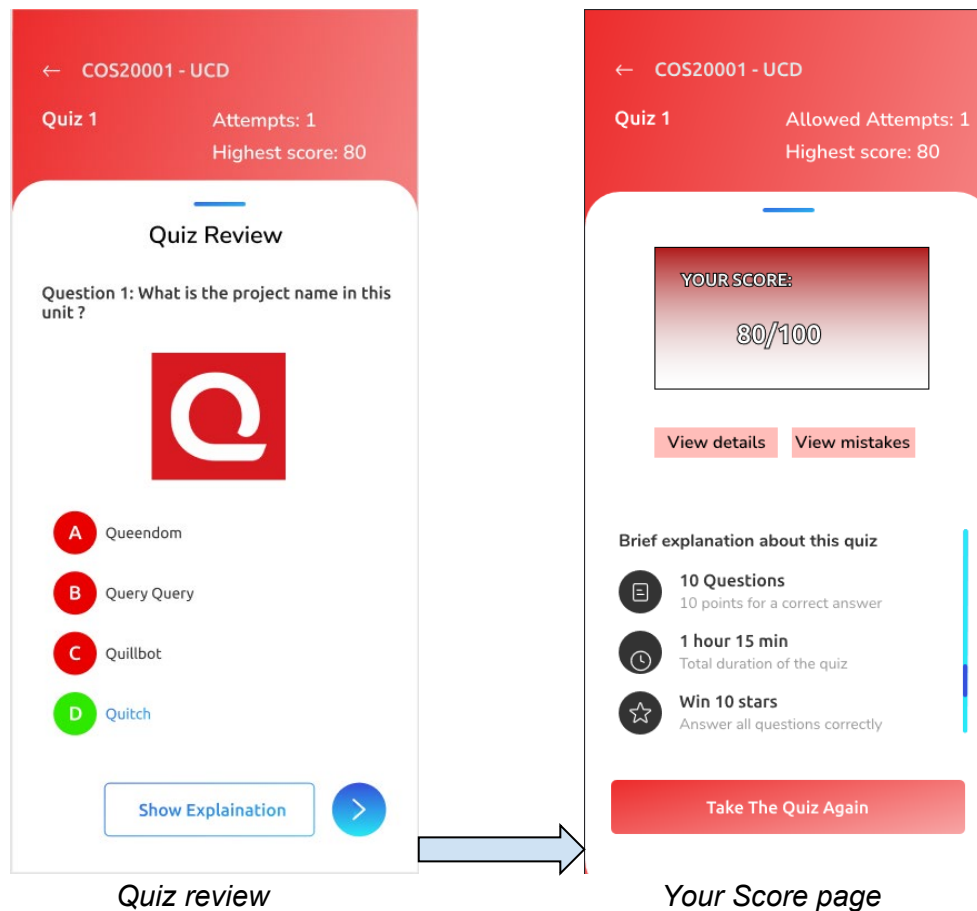
- **Reason for change**: Users do not understand what happened and they can be confused about what they should do next when they click on other buttons.

Notification

- **Note from evaluator**: Clicking on the notification causes confusion, as it redirects you to another page without clarification or notes.
- **Suggestions for change**:
  - A pop-up message with the necessary information on that notification will be helpful when it comes to keeping the user updated with the current state of the app.
  - Provide the user with an option to redirect to a newly added class.
- **Changes made**:
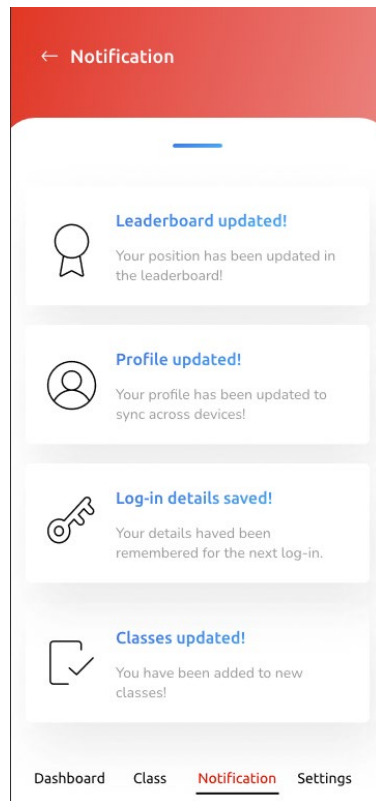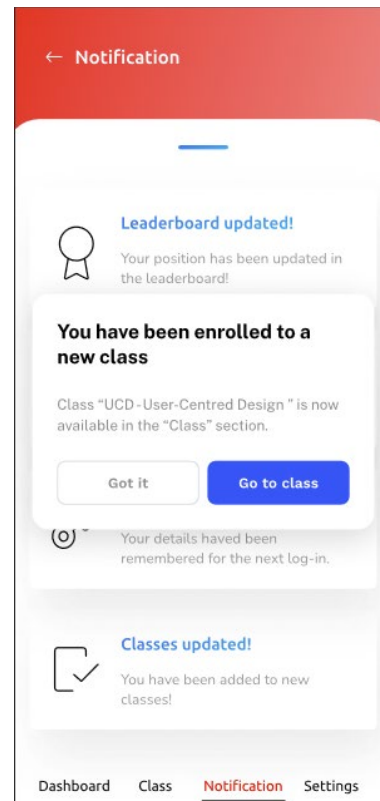
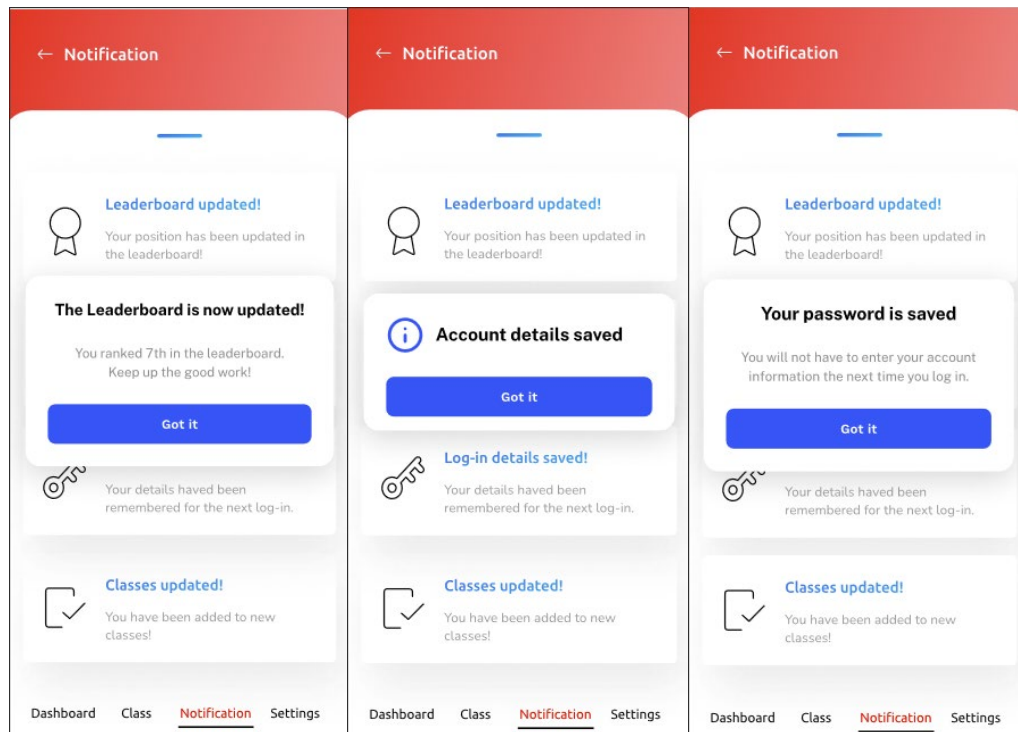*Before*   *After*

- ○ Before: go straight to the "Class" section
- ○ After: Pop-up message with the option to redirect to the class

*Some other screenshots for reference*:

- **Reason for change**: Added details for more straightforward information and explanation.
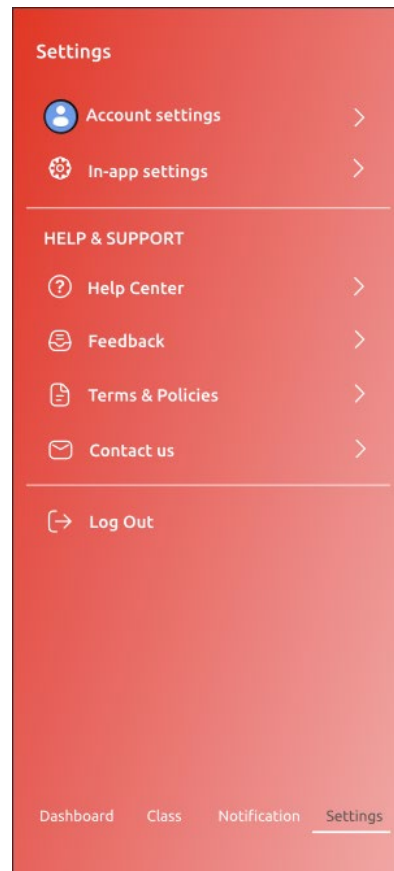
Help and support

- **Note from evaluator**: Redundant options, making it hard for users to select what feature they want to use.
- **Suggestion for change**: "How to use this app" and "Frequently asked questions" features can be integrated into the Help Center, making the options presented on the screen clear and well labelled.
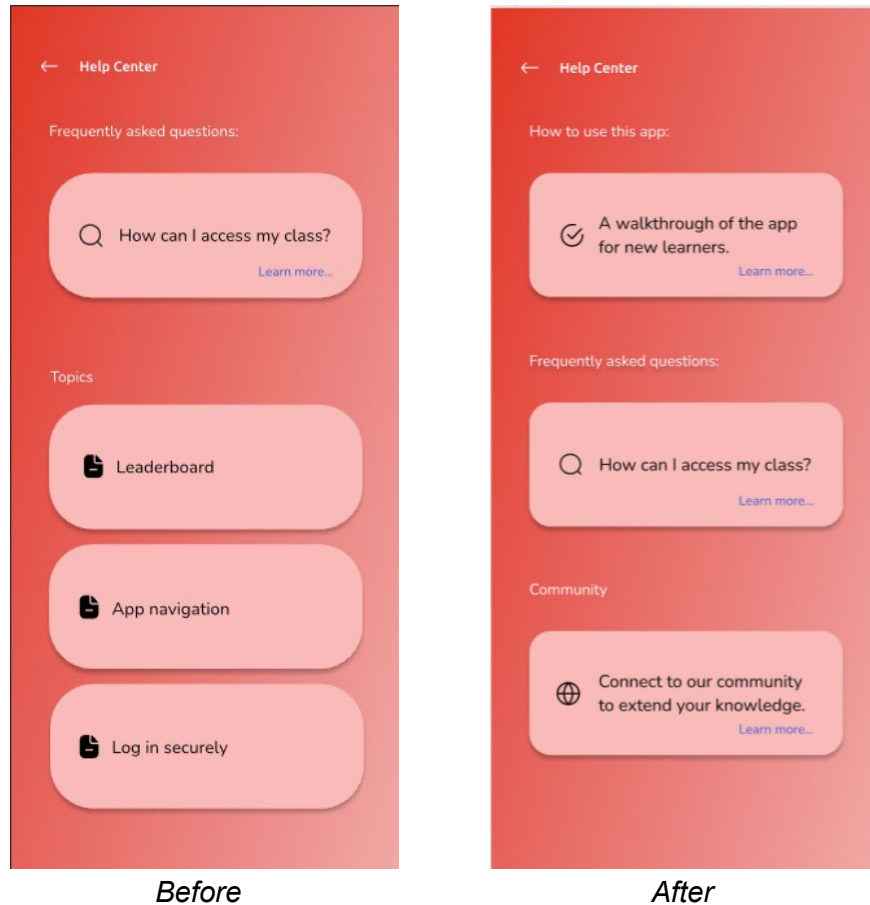- **Changes made**:

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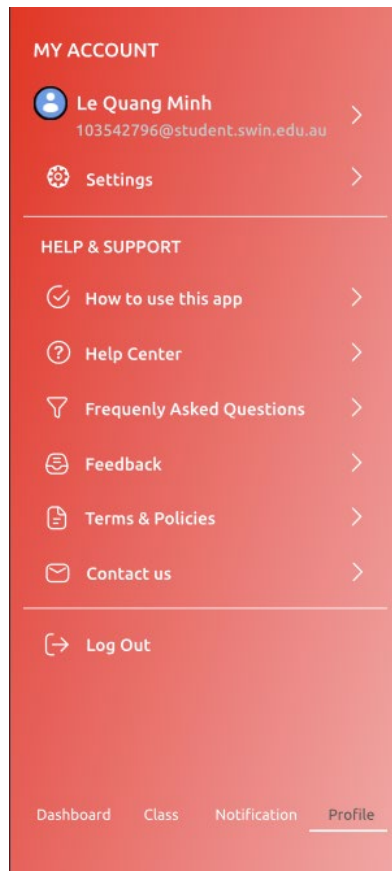
Before   *After*

- ○ Before: Help and Support has 6 sections
- ○ After: Help and Support has 4 sections
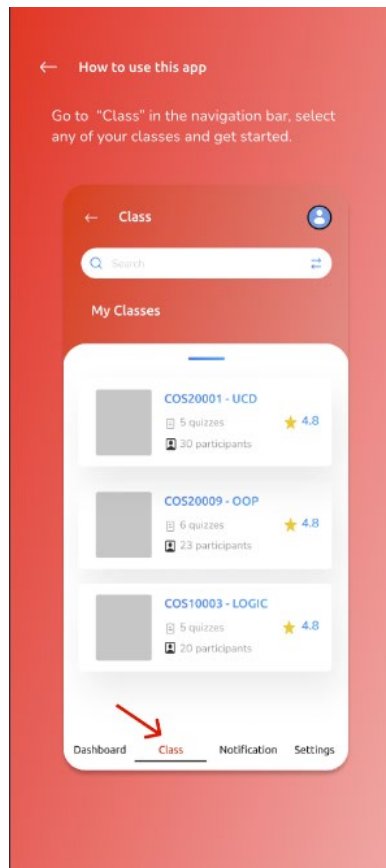
Before	*After*

- ○ Before: Help Center has 2 main sections
- ○ After: Help Center has 3 sections

- ● **Reason for change**: These changes made the app feature more well-categorized, clearly labelled and made navigation easier for the user.
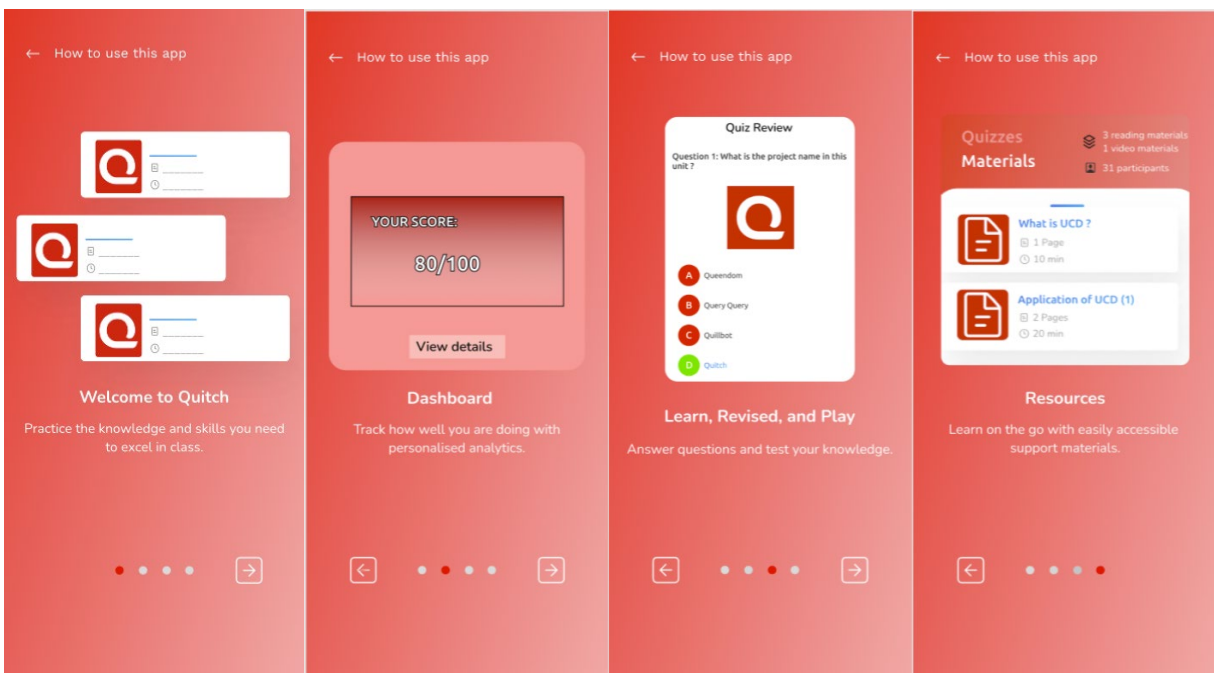
How to use this app

- ● **Note from evaluator**: Confusing with no detailed instruction for first-time users
- ● **Suggestion for change**: Add several pages that clarify the main sections and usage of the software.
- ● **Changes made**:

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Before

After

- ○ Before: No instruction, redirect you to the "Class" section
- ○ After: New pages that explain the purpose, usage, and how to use the app effectively for personal growth.

- **Reason for change:** New users always need instructions to better their understanding of the app and reduce the chance of them making technical mistakes during an important quiz or graded exam.

Added section: Community

- This functionality has been added since our last usability evaluation session, as we find it helpful for users to connect to the community via social platforms, in this case, LinkedIn. This platform can be suited for education in terms of the platform's users and content.
- The "Community" section is now located in the "Help Center" section.

| Before | After |

Before   *After*
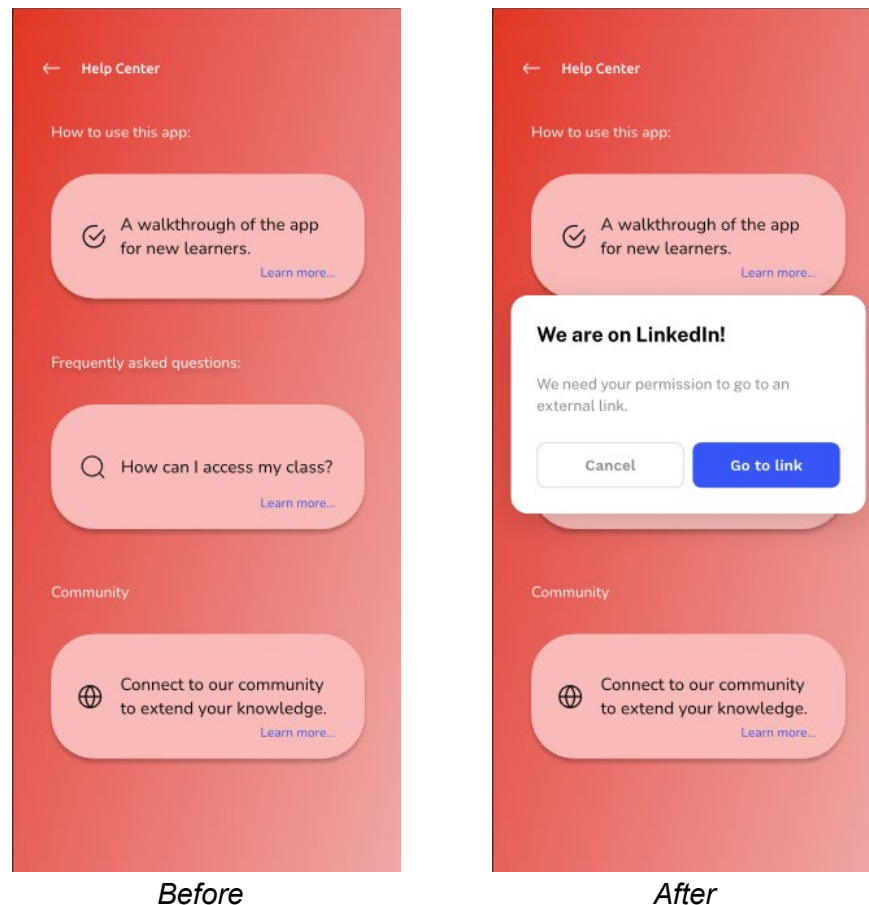
Note: *The Go to link option will open the link to Quitch's official LinkedIn page in the web browser*

Contact us

- The contact us section was also modified. Instead of copying the email address to the clipboard like in our previous submission, it will open a dialogue asking for the user's permission to open the link in their browser.
- **Reason for change**: This can be helpful as the contact web page has more support based on the user's needs and connections to social channels.
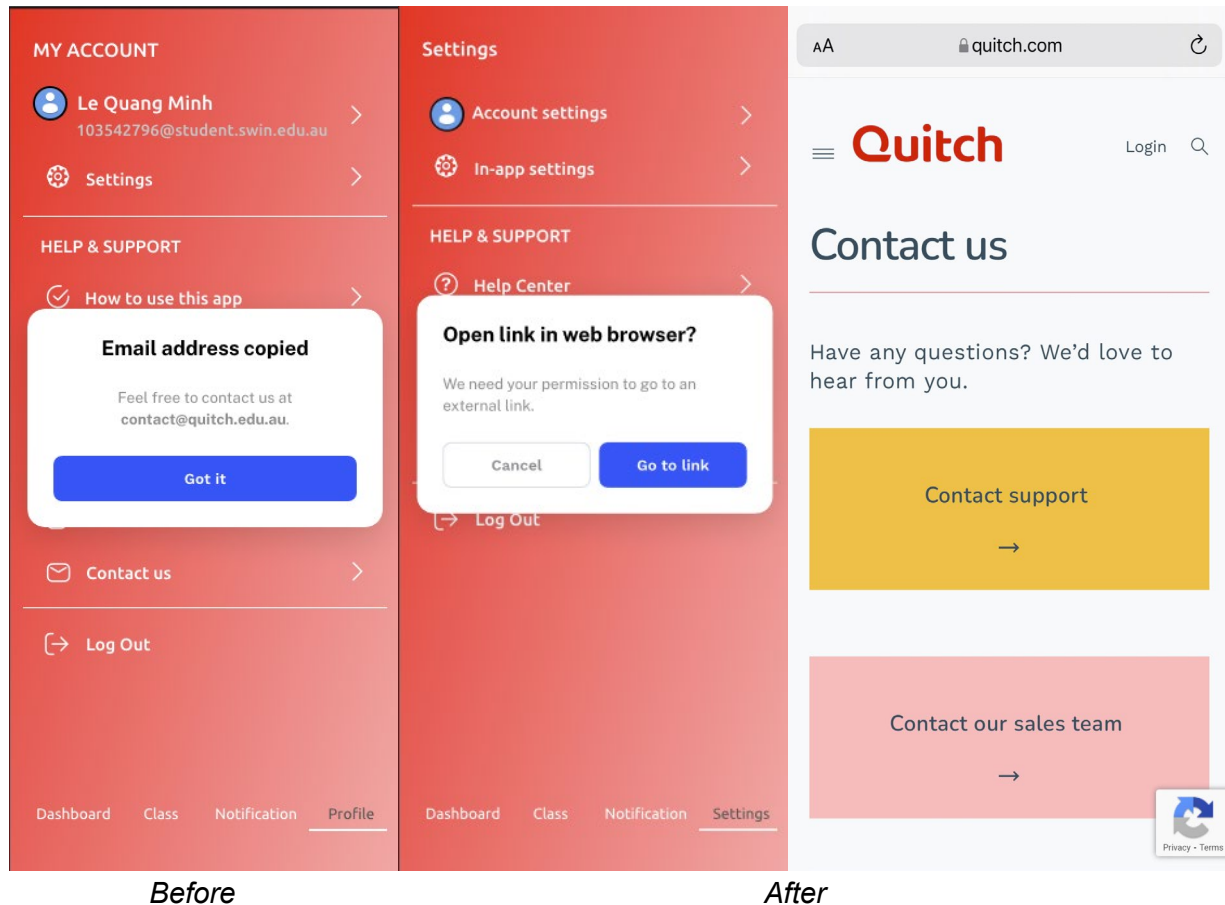
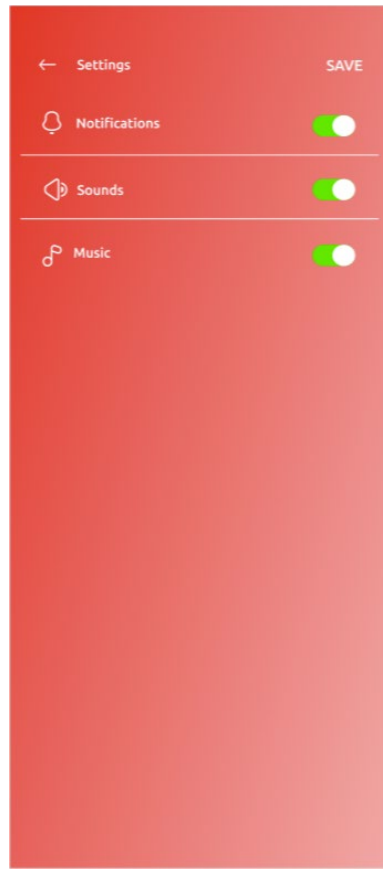*Before*   *After*

- Before: Email is copied to the clipboard, and the user has to open their email and send a message, which can be time-consuming and inefficient.
- After: Open the link on a web page, provide contact support, to the sales team, and provide demo requests.
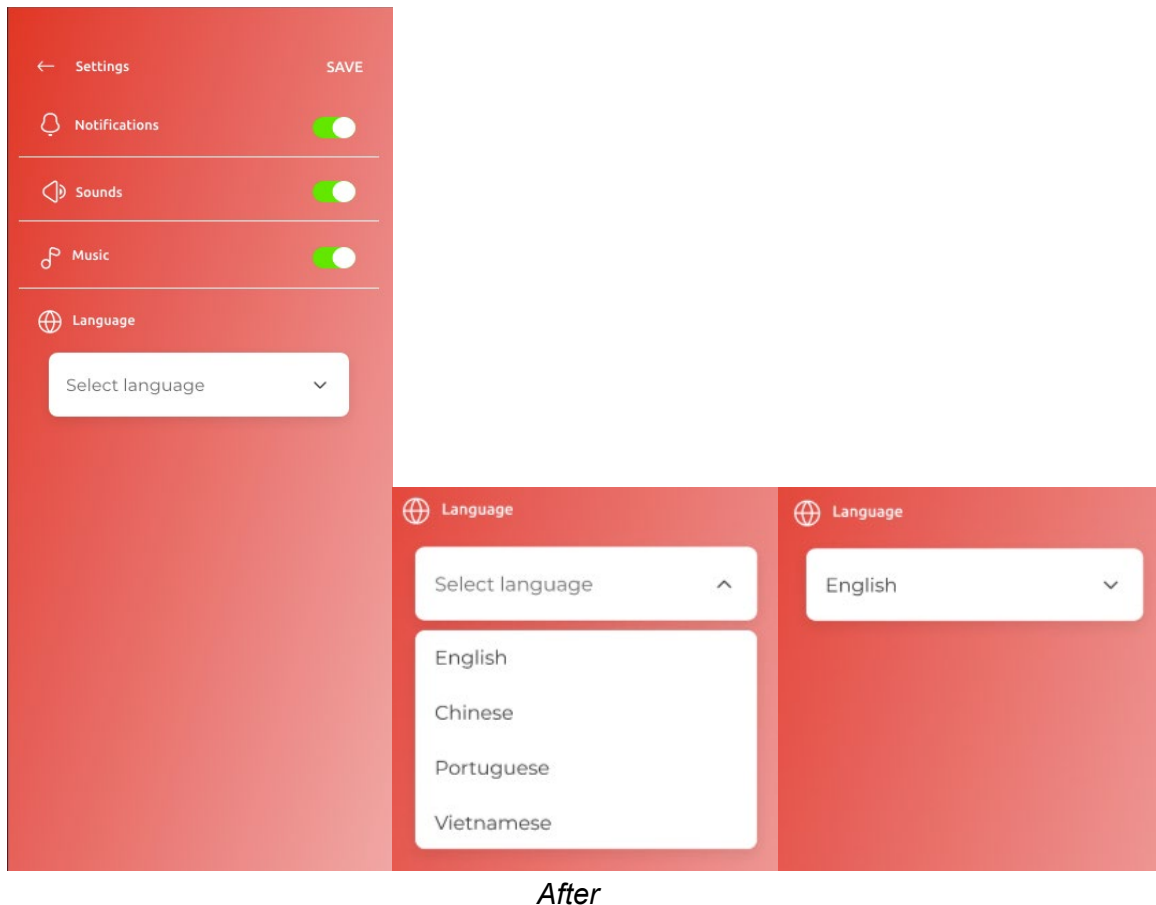
Settings

We have added a drop-down menu with the option to switch between languages. As the aim of the software after deploying is to reach users around the world, adding versatile options for language will make the app much more reachable and easy to use.

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Before

After

- ○ Before: No Language option
- ○ After: A drop-down menu for the user to select one of many languages that the app provides.

The setting is hidden from the dashboard

- **Note from evaluator**: The user cannot be aware that the Settings are hidden inside the Profile. He needed a lot of time to discover where the Settings were.
- **Suggestion for change**: Re-labeled the profile section to "Settings", then divide the section into "Account settings" and "In-app settings"
- **Changes made**:
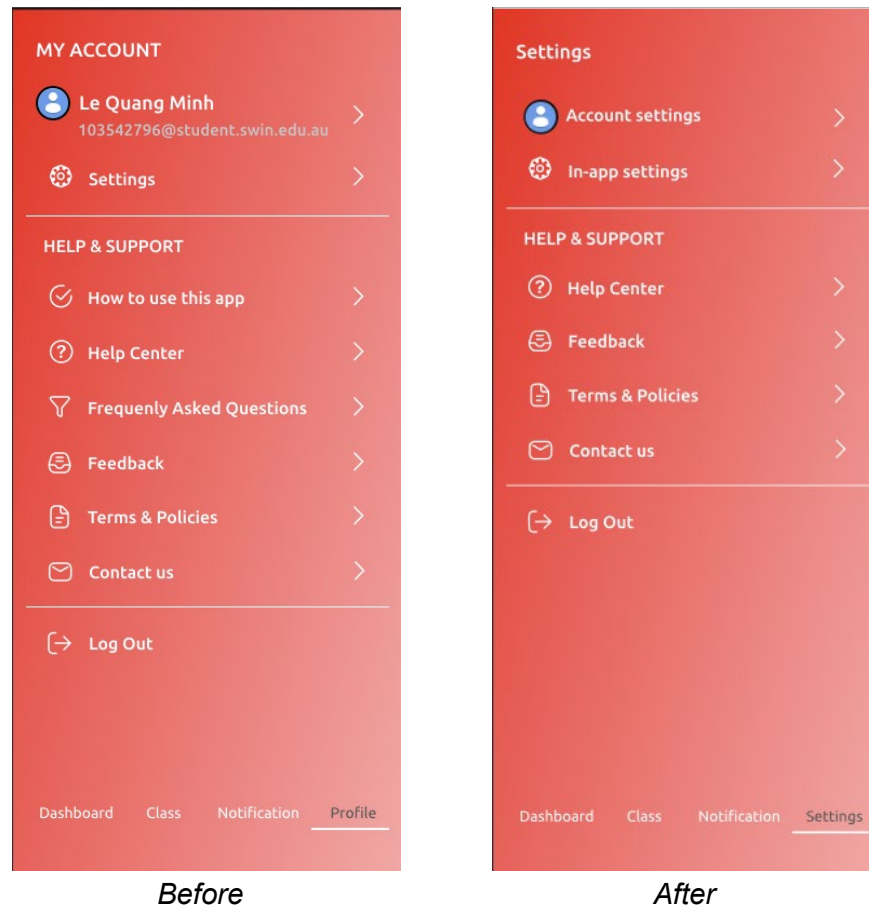
Before   *After*

- ○ Before: Settings is located in "Profile"
- ○ After: There is a Settings icon in the dashboard, which helps the user

- ● **Reason for change**: Costing a lot of time in finding support features in the app can decrease the learning productivity and satisfaction of users

No list of the wrong answer

- ● **Note from evaluator**: After completing the quiz, the user needs to see the whole answer section to find where they make mistakes, which costs a lot of time.
- ● **Suggestion for change**: After completing the quiz, there is a list of wrong answers, which helps the user to see their mistakes. Otherwise, they can still scroll to see the whole quiz if they want.
- ● **Changes made**:

Before	*After*
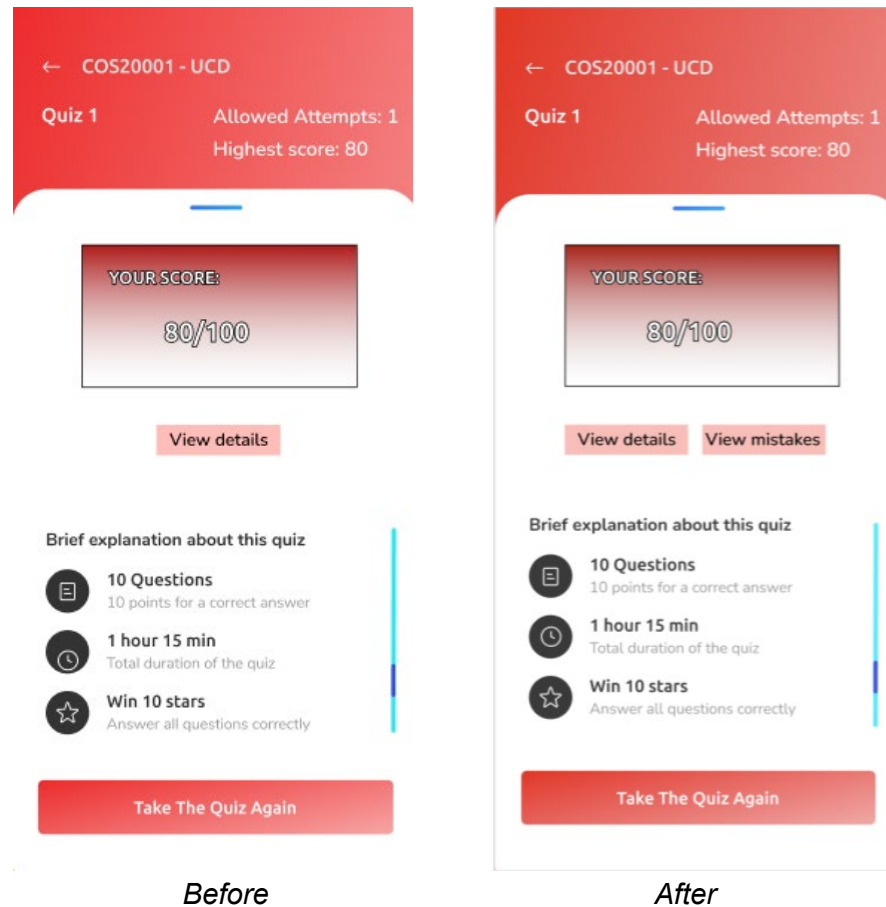
- **Reason for change**: Having the "View mistakes" function can save users time to see their faults, which helps the learners study faster and more effectively.

Conclusion

An iterative design process is an instrumental tool for design in general and interface design in particular. The methodology takes advantage of the "Planning - Requirements - Analysis & Design - Testing - Evaluation - Implementation - Development" cycle. A multi-facet design strategy will not only maximize the efficiency of the final product but also make it easier to maintain and develop any software.