CptS 443/543 Low Fidelity Prototype Study Results

Team Members

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Participants:

We conducted the Low Fidelity prototype study for five participants that covered all three personas specified in our previous data gathering report.

The first participant is a senior year undergraduate student majoring in Psychology. She is a mentor at the Asian-American & Pacific Islander Center (AAPISC). She is fond of photography and loves running for marathons. She is a part of the Chi Delta Sigma Sorority and enjoys making artwork. She is also involved in civic engagement activities such as teaching children with special needs.

The second participant is a mentee at Chicanx Latinx Student Center (CLSC). He is a junior majoring in Criminal Justice. In addition to his major, he is also interested in marketing and analytics. He enjoys playing sports such as football and soccer.

The third participant is a mentor at the TMP center. He is a senior-year undergraduate student majoring in Mechanical Engineering. He has been a mentor for two years now. He loves playing and watching sports, but basketball is his absolute favorite.

The fourth participant is a mentee at the Team Mentoring Program (TMP). He has been a mentee for a year now. He is a sophomore, with a major in Computer Science. He is an avid reader and loves to go hiking and camping.

The fifth participant is neither a mentor nor a mentee. He is a junior, majoring in Sports Management. He is a part of the photography and sports club. He is the historian at the Asian-American & Pacific Islander Center (AAPISC) and a part of the lambda phi epsilon fraternity. He is also associated with the Multicultural Greek Council (MGC).

We have tried to keep the participants as diverse as possible regarding their major, mentorship program, hobbies, and interests. Participants 1 and 3 represent the “**Mentor**” persona, whereas participants 2 and 5 represent the “**Mentee"** persona. Participant 4 represents the third persona, "**neither mentor nor mentee.**”

Procedure:

We conducted the low prototype study in the most natural setting possible; we meticulously chose venues, keeping in mind the comfort and convenience of the user. We ran the survey in the Compton Union Building(CUB) at two student centers, Chicanx Latinx Student Center (CLSC) and Team Mentoring Program Center (TMP), located on the third floor.

The time duration to complete the tasks varied based on whether the users would register as mentors or mentees in our application. This time also changed based on their understanding of the prototyping tool (Figma) and experience with technology. While the mentee at Chicanx Latinx Student Center (CLSC) could complete the *three* core tasks in just 10 minutes, the participant who was neither a mentor nor a

mentee took around 20 minutes to complete the same tasks. The study duration for the mentors varied between 20 minutes to 35 minutes since they had more tasks to perform than the mentees.

Two team members of the group ran the study for each participant. One of the team members acted as a mediator and interacted with the participant. The other team member was a silent note-taker, carefully monitoring the user's activities. We chose this setup to obtain a thorough analysis of the study. We asked each user for their consent before the commencement of the study, where we clearly stated that we would be recording their interaction with the prototype and their suggestions. After this, we briefly introduced the application iMentor and how their feedback could help improve our design. We played the low-fidelity prototypes for each task one after the other. After completing each task, we noted the user's input and suggestions. The mediator encouraged the user to think out loud as much as possible and helped the user get going if they got stuck at a point.

We recorded their visual interactions along with speech through a zoom meeting. The screen share feature helped capture how the user interacted with our prototype. We recorded the session for a much deeper analysis. During the study, we took notes which highlighted the user's struggles with the design, their thoughts, and suggestions. This note-taking saved our time as we had some written evidence of the user's interactions.

Given below is the script we prepared before conducting this study. We tried to stick to the script as much as possible in terms of the content.

iMentor Lo-Fi Prototype Test Intro Script

We have designed an application that lets students connect with mentors. The app's goal is to let you find a person who has similar interests/academic background or personal background to mentor you. We spoke to students from all the four student centers and some additional mentoring programs offered by the WSU system before we built this app. We are in the early stages of our design and wanted to conduct this prototype test.

We would like you to interact with this design and let us know how we can improve the user interface and experience for the application. Before we begin, we understand that it is not a natural setting for you; however, please assume that there is nobody around and be as comfortable as possible. Please try to think aloud and let us know if you find anything confusing as you are working. We will be giving you one task at a time, and you can let us know once you complete it or reach as far as you can on your own. Please remember that we are not evaluating you or your skills; we intend to improve our model through your feedback. It will take around 15 to 30 minutes; feel free to ask for a break or any questions you may have.

We would also like to inform you that this is not a fully functional application yet; this is a design we have created using a tool called Figma. We have a flow for each task, and we will be playing them one by one. You can interact with these flows like you are using an actual mobile application; however, since this is the low fidelity design, not all the fields and buttons will be functional.

So, let's get started.

Tasks for a mentor:
This is your first task. You should be able to set up your profile successfully. This is your starting screen.

This is your second task. You should be able to accept a request from Dianne Russell and reject the connection request from Cody Fisher. This is your starting screen.

This is your third task. Consider that you learned about a job fair happening on campus. You want to inform your mentees about this fair. Create a bulk notification and send it to at least one group or more than two mentees. This is your starting screen.

This is your fourth task. As a mentor, you should be able to log all the activities that you conducted in the current week. This is your starting screen.

This is your fifth task. As a user, you should be able to send a message through our chat interface.

Tasks for mentees:

This is your first task. You should be able to set up your profile successfully. This is your starting screen.

This is your second task. You should be able to send a request to a mentor named Jane Doe. This is your starting screen.

This is your third task. As a user, you should be able to send a message through our chat interface.

Key Findings:

1. *Viewing mentor profiles and Sending requests to mentors.*

    a. Participants 2 and 4 couldn't figure out that they needed to swipe right or left to view the profiles of prospective mentors. Based on similar apps, they assumed that swipe-left and swipe-right would reject and like the profile, respectively.

    b. Our application allowed users to send a connection request to the mentors by swiping up on their profiles. We added a screen at the starting of the flow, wherein we informed users of all the gestures and their functions. (swipe left: takes them to the previous profile, swipe right: takes them to the following profile, and swipe up: sends the connection request to the mentor. However, during our study, we found that users dismissed that screen without reading these details. Later on, they were not aware of how to accomplish their task.

Diagnosis:

We understand that the users faced difficulty here was because they assumed the swipe functionality to work as the other apps that utilize similar gestures.

Improvements:

c. We improved this by separating gesture information into separate screens, allowing users to practice these gestures before using them in practice.
d. We added a button at the bottom with "End Demo" as a placeholder signifier. It would further convey the purpose of the screen and give them the flexibility of ending this demo.

2. *Create bulk notifications*. Participants 1 and 3 struggled with creating the bulk notifications. They could not identify the icon '+' on the home screen placed on the bottom left side of the screen.

Diagnosis:

The icon was not noticeable at first, which made users struggle with finding a way how they can create a new bulk notification.

Improvements

a. Since the mentors will regularly use this option, we decided to put this action icon at the center of the bottom navigation bar. It will enhance the visibility of this feature of the application.

3. *Add a new group.* Participant 1 had some difficulty identifying the option for adding a new group while creating a bulk notification. She also asked if she could edit an existing group before sending the notification. This facility was also not available in the earlier design.

Diagnosis:

There was some gap in how the functionality to create a new group works and how the user assumed it should work. The process was not straightforward, and we did not place any signifiers to help them.

Improvements

a. We improved our design by giving the users option to customize the existing groups and create a new group before sending the notification. Here users can select users who don't belong to any group and remove a user either for the current notification or permanently from a previously created group.

4. *Entering Club involvement information*. Participant 1 mentioned that there is no provision for entering the mentor's involvement in clubs. This is an essential aspect that the app should ask for, along with prior mentoring experience.

Diagnosis:

No diagnosis. It was more of an additional attribute for the mentor profile setup.

Improvement

a. Based on this feedback, we modified the design by adding an intermediate screen between Personal interests and the Bio screen. While setting up the profile, the mentors can provide the clubs they are involved with on campus.

5. *Attach images in bulk notification posts.* Participant 3 mentioned that there is no way in which they can attach the photo to the notification post. The earlier design had just the attachment icon to take care of all kinds of attachments-doc/word/pdf/images.

Diagnosis:

The icon used to signify the attachment of images was not intuitive, and thus it was a pain point for users to find a way to attach the image to the post.

Improvements

a. The new design rectified the issue by adding the image icon beside the attachment icon to show image compatibility.

6. *Hide information from the profile:* While setting up the profile, the user had an option to hide information such as their GPA, Languages from other users by clicking the "eye" icon next to the input box. The purpose of the icon was not intuitive for the users.

Diagnosis:

The purpose of the action icon was not apparent to the user. There is not enough information on the screen to help users understand what selection of the action would mean.

Improvements

a. To rectify this, we added an *information* tag on each profile setup page that the user can view to understand what each input is for and the purpose of such action icons.