



**COMP4511 - User Interface Design and
Construction
T3-2024**

Submission Week 11
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High - Fidelity Usability Test

Results Summary

Participant Demographics:

Four international postgraduate students from UNSW were selected to participate in the high fidelity usability test, 50% of the respondents were repeat respondents from the low fidelity usability testing to track improvement from the previous design

Task 1: Use the app with one hand

Results:

66% of respondents were able to complete the task using only one hand, with no need for the second hand. One respondent was online and unable to fully experience the in-app functionality, while another failed the test due to a habitual gesture of bringing the second hand near the phone, especially when the keyboard appeared in the message bar. Overall, most users felt comfortable using the app one-handed, indicating good accessibility for users with impairments.

Key Takeaways:

1. Most features are accessible with one hand, except for typing on the keyboard and accessing the profile on the map, where users typically rely on both hands for typing.
2. The buttons are large enough for users to click and navigate easily, even for those with shaky hands, ensuring usability with one hand.
3. The design assumes right-hand dominance for most users, as supported by research. However, the needs of left-handed users should also be considered to ensure inclusivity.

Task 2: Navigate to your pending connections and initiate conversation

Results:

All participants (100%) successfully completed the test without difficulty. Users also expressed equal interest in the "send quick wave" feature.

Key Takeaways:

1. Users navigated to the notifications page because the icon suggested it was related to friends, rather than expecting to see friends directly from that view.
2. There is potential to improve the naming conventions for the notifications/friend requests page for better clarity.
3. Users took some time to locate the friend requests in the top sub-menu. Enhancing its visibility by increasing the font size or using a brighter color could improve usability.
4. Participants found the ability to access friend requests from their personal profile page to be both efficient and useful.

Task 3: Block a User

Results:

50% of the users successfully completed the test. The primary issue was backtracking when the settings page was unavailable. Users expressed confusion, saying they "got confused" as to

why the page wasn't ready, leading them to click through other tabs to check if the app was functioning properly.

Key Takeaways:

1. Users clearly understand the difference between the terms "remove" and "block."
2. There was confusion regarding who appeared on the map, as one user attempted to block someone directly from the map view, assuming they were a friend.
3. Users are familiar with the convention of clicking on a profile picture or username to view a full profile.
4. Unexpectedly, users anticipated an option to block others directly from their chat menu, which is an interesting insight for future consideration.

Task 4: Start a new chat

Results:

All participants (100%) successfully completed the tests without any difficulty. This success can be attributed to the app's intuitive navigation and descriptive labels. Learnability also played a key role, as users had enough experience navigating the app to quickly grasp how to use it.

Key Takeaways:

1. Users expect to see a "+" sign to start a new conversation, allowing them to search for and add users by typing their names into the search bar.
2. The "New Chats" tab is well-received by users, as it clearly displays users they've connected with but haven't yet spoken to or met.
3. Participants enjoyed the "Send a Quick Wave" feature, viewing it as a valid way to initiate a conversation without the need for actual dialogue.
4. Users appreciate the minimal number of clicks or steps required to start conversations, enhancing the app's overall efficiency.

General UI Takeaways:

1. The navigation bar is currently too large and can be reduced in size to enhance usability.
2. The notification title and corresponding icon are not well-aligned and should be reconsidered for better visual harmony.
3. Icons would benefit from being highlighted with a fill rather than having a circle around them, improving clarity and aesthetic appeal.
4. More descriptive messages are needed for the profile editing features to guide users more effectively.
5. An additional method to start a new conversation, such as a "+" icon, should be introduced as it is more intuitive for users.

6. The app is easily usable with one hand, as most features are designed within reach, ensuring accessibility and comfort.
7. The color contrast and distinct color usage for each feature are appreciated, as they enhance the clarity of user flow and navigation.
8. A speech-to-text input option would greatly benefit users, especially those with accessibility needs or preferences for hands-free input.
9. An app walkthrough would be helpful for users unfamiliar with traditional social media platforms, easing the onboarding process.
10. Consider adding monochromatic halos or a blinking indicator to signify a good match, reducing the need for users to constantly click on individual profiles.
11. It may be beneficial to remove avatars and display the profile picture directly on the map, provided it maintains a clean and visually appealing design.

Changes Made to the Beta Version:

1. The navigation bar has been reduced in size to improve usability and screen space.
2. The current tab indicator style has been updated from a circle to a thicker outline for better visual clarity.
3. The "Notifications" section has been renamed to "Activity," providing a more accurate representation of the information it contains.
4. Black and gray halos/blinking features have been added to highlight profiles that are a good match, reducing the number of required clicks.
5. Individual edit boxes have been added for each profile section, allowing for more intuitive and organized profile editing.
6. A speech-to-text option has been introduced for text inputs during sign-up to enhance accessibility.
7. A "hold and press" sound message option has been added to the messaging feature to increase accessibility and improve the messaging experience.