

Usability Study - Debriefing

What we found out in our usability study is that there is a lack of clarity when it comes to posts and comments, and also the various pages we have in our website. While the user experience is fine and the prototype works as intended for the most part, participants were often confused what page they were on, or even when they accomplished the tasks, for example checking the replies/comments in a post, they were not sure where the comments were. A participant also specified that they would like to be able to view the comment, edit and delete options directly on the timeline under a post rather than having to click on the post and then having those options.

Other than these issues we noticed from testing, we still have to add other features that were in our task list such as showing the topic of a post and changing the profile picture and overall just making the website more responsive, easier to navigate and parse and finally much more user friendly.

Ranking of issues (Most important to least important):

- 1 - differentiating timeline and profile page so users can distinguish which one is which more easily.
- 2 - Reworking the post page, making sure the user can differentiate the original post and its comments.
- 3 - Adding edit profile picture feature, and others such as liking a post, and seeing the topic/tag of the post.
- 4 - Making sure that posts are clearly separated in the timeline and in the user profile page.
- 5 - Allowing users to edit, delete and comment on a post directly from the timeline.

Possible solutions to each issue:

- 1 - We could add a section in the profile page called “user posts” or “recent posts” which shows that the displayed posts are those of the visited user profile. This would be good since the main source of confusion in regards to the timeline and the user page is because the layout of posts is very similar. Another solution would be to simply add a Timeline label on top of our timeline. In general, we need to make sure the layout of the user profile page is sufficiently different from the timeline to where users can differentiate them in a single glance.
- 2 - We could add a section under the post called “comments” and have it in a separate block. We could also have a colored outline around a post and different colored outlines around the replies to said post. We were previously using indentation but that was not very effective according to one of the participants.

- 3 - These are simply features we were not able to implement yet and will need to incorporate.
- 4 - Once again we can have an outline around posts to separate them more clearly. Or just add more spacing between them and tweek the layout of the timeline.
- 5 - We can simply find suitable icons for deleting, editing and replying and place them under each post.