# Observer: Manan Shahi

# Participant Info

Uses: Instagram, LinkedIn

Consumes: Posts from friends, Job information

Desired Feature: Ability to like and comment posts.

# Observations

## Scenario 1

The participant does not have issues logging in and registering.

## Scenario 2

Was able to navigate to the profile most likely using knowledge of using existing social media applications.

## Scenario 3

Had no issues navigating through this section

## Scenario 4

Was able to navigate to another user’s profile most likely using knowledge of using existing social media applications. No issues here.

## Scenario 5

Realized that “timeline” might not be a well-established name to refer to the homepage of the website. We need to decide whether to call it news feed, timeline, or homepage. The participant thought timeline meant the user’s profile.

## Scenario 6

Was able to access user’s own post. The user thought the “reply” button meant loading replies instead of writing a reply. There is an indent in place to differentiate between a post and its replies but that is not sufficient.

## Scenario 7

User had no issues loggin out.

# Personal Observation

Forgot to add options to edit the profile picture.

Also, we need to make sure the user can add information to their profile why registering.

Once a post is deleted the replies still remain. We need to implement something to show that the original.

The user had difficulties Identifying the difference between the post details and the timeline.

# Key Takeaway

The naming of the homepage as “Timeline” might be confusing

Make the difference between a post and its reply more well defined.

The post details page and the timeline need to be more distinct as the user had confusions about which page, they were in.

The like, edit and reply to buttons should automatically appear in the timeline without having to view the post details.