# Observer: Manan Shahi

# Participant Info

Uses: Instagram, Reddit

Consumes: News, Posts from friends

Desired Feature: Interactive platform, intuitive UI

# Observations

## Scenario 1

The participant does not have issues logging in and registering.

## Scenario 2

The participant was confused on what the homepage/timeline was but was able to figure it out based on past experiences with social media apps.

## Scenario 3

Had no issues navigating through this section.

Participant pointed out that there is no option to edit the profile picture,

## 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

The participant thought that the “reply button”, that is used to send a reply is the button that displays the comments. The participant noted that the post page and timeline are similar and confusing.

## 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 logging out

# Personal Observation

The same issues that I identified still apply in this prototype.

The participant made me realize that clicking on the name of other users should also allow us to access their profile.

Lexicon issue: use one of either comments or replies. The participant was confused.

# Key Takeaway

The same takeaways from the previous participant still applies here.

Make the difference between a post and its reply more well defined. The idents were not enough. Add lines to also separate each individual post.

The participant was not sure what the homepage was.

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

Clearly differentiate between the timeline and the post details.