Group 1: Khai Phan

1. **What problems did you, as users, discover with Seneca Mobile?**

* The app seems to be designed as a smaller version of the Seneca Student Center. However, the functionality built-in the app is still limited. It can only provide some important information by fetching the APIs and Data from the main webpage but for a smaller purpose like Program List or Campus Tour, the user will need to complete it in another web browser. This could be an inconvenience point for the user who is not so familiar with the technology. Also, another problem is about the design as well as the layout & colour on the app.

1. **Why is it important to have users involved in the design process?**

* Since developers and managers are just represent one point of view while users out there could see the program from many different points of view. It is responsible for a developer to let the user test out the app and let them decide what needs to improve to enhance user experience. User understand what they need and understand what the product is required to stand out from the market

1. **How does iterating improve the final UI design?**

* Iterating helps the developer design the UI step by step and allows them to redesign the UI if the user requires it. This help developers to “plan" their project according to the requirements as well as user's expectation.

1. **How did you discover the problems with the application and new requirements?**

* I have been interacting with lots of education applications such as Blackboard, York Moodle,... and their design layout is very easy to use and they have a very distinguish layout. For Seneca Mobile App, everything was packed on the home page instead of grouping them. Also, for Blackboard and York Moodle, users can interact in most functionality within the app without going to another app for it.