

Task 8.1

Test:

<https://www.figma.com/file/tv2rFqzv5Kj4jaW2FRIAdp/C19-Safety-application?node-id=0%3A1>

Question for User-Oriented Evaluation (Lecturer)- Name: Chetan Arora Age group: 35-50

- What is your level of satisfaction from the application?
- 3/10
- Do you think, this application met its goals?
- No
- Which feature of the application do you like the most?
- News updates
- Looking at how we are planning to use your data, how satisfied are you with our privacy part?
- [Not relevant question for UI evaluation] You didn't provide any relevant details during the evaluation
- This application is made just for the university purpose but if at all on global scale will you recommend this to someone?
- No
- What, if anything, did you dislike about this application?
- Color scheme, layout, flow, icons, font, missing important features, non-interactive map
- Did this application meet your expectations?
- NO
- Is there anything that could have done or added to make it nicer or more useful?
- the UI requires lots of changes
- Do you think this application will serve its purpose?
- In its current form no, but it can be improved

Cognitive Walkthrough:

Scenario 1: To check for latest updates

Questions:

- Will the user achieve the right outcome?
- YES

- Is the action visible
- YES
- Will the user recognize action as the correct one?
- YES

Action Sequence:

1. Sign up the application
2. Log in the application
3. Go to Maps

Scenario 2: To find the less crowded space inside the campus

Questions:

- Will the user achieve the right outcome?
- YES
- Is the action visible
- YES
- Will the user recognize action as the correct one?
- YES

Action Sequence:

1. Sign up the application
2. Log in the application
3. Go to On Campus

Question for User-Oriented Evaluation (Security)- Name: Ahan Deebray
Age group: 19-25

- What is your level of satisfaction from the application?
- 2/5
- Which feature of the application do you like the most?
- News updates
- Do you feel this application will help in making the campus COVID free?
- yes
- Do you think this application will make your job easier in keeping the campus COVID free?

- yes
- Since everyone will be using the application inside the campus, will you as an individual will feel safe inside the campus?
- Yes
- Looking at how we are planning to use your data, how satisfied are you with our privacy part?
- Not quite sure
- Did this application meet your expectations?
- 1.5/5
- Is there anything that could have done or added to make it nicer or more useful?
- The UI needs to be cleared and less cluttered. All the options should be very obvious by looking at it. Colour schemed should be changed.

Cognitive Walkthrough:

Scenario 1: To check for latest updates

Questions:

- Will the user achieve the right outcome?
- yes
- Is the action visible
- yes
- Will the user recognize action as the correct one?
- yes

Action Sequence:

1. Sign up the application
2. Log in the application
3. Go to Latest news and Updates

Scenario 2: To find the less crowded space inside the campus

Questions:

- Will the user achieve the right outcome?
- yes
- Is the action visible
- yes
- Will the user recognize action as the correct one?
- yes

Action Sequence:

1. Sign up the application
2. Log in the application
3. Go to On Campus

Question for User-Oriented Evaluation (Student)- Name: Rahul Khanna Age group: 20-30

- What is your level of satisfaction from the application?
 - 3.5/5
- Which feature of the application do you like the most?
 - Contact Tracing
- Do you feel this application will help in making the campus COVID free?
 - yes
- Do you think this application will make your job easier in keeping the campus COVID free?
 - yes
- Since everyone will be using the application inside the campus, will you as an individual will feel safe inside the campus?
 - Yes definitely
- Looking at how we are planning to use your data, how satisfied are you with our privacy part?
 - Didn't quite understood it
- Did this application meet your expectations?
 - Yes
- Is there anything that could have done or added to make it nicer or more useful?
 - Better colours for interface

Feedback:

Lecturer:

UI is not pleasing. Also, needs to work on the alignment. Back button used in the application is not properly placed. Also, back button makes little sense in terms of use in IOS devices. Interface colour choice needs to be better. Proper icons should be used for denoting pages like profile section. The map section inside the application shows no information. In terms of design, the fonts don't work for the Contact tracing part. Also, the logic used for Contact tracing doesn't work much. The UI needs to be completely reviewed and constructed. Only the help button works.

Security:

Colour combination used is a bit different and not much pleasing. Fonts needs to be simpler for such safety application. Background for button like maps, On Campus and Contact tracing looks weird and makes little sense. Maps section fails to convey much information. On Campus section works fine. Updates section works fine. Contact tracing section makes little sense and becomes difficult to understand. Icon used for the profile section is difficult to understand. Overall a good try.

Heuristics Evaluation:

H1: Visibility of system status:

The system manages to provide visibility of system status to the user whenever they click any option. Suppose they want to share the application; the moment they click they can see the share option as well as the platforms they can share this. So, every time the user is making some decision, they can clearly see this in the system.

H2: Match between system and the real world:

The system manages to communicate with the user. Let's take an example- if the user is looking to get the current updates about the COVID situation inside Australia, he will know that the latest news and updates button will take him

there. So, the system is able to communicate with the users through phases, words and images.

H3: User control and freedom:

The system is designed so that it provides user control and freedom. Even by mistake if any user enters the wrong page all they need is to click the back arrow and they will be taken to the home page.

H4: Consistency and standards:

Sometimes this system fails to provide so. The user might sometimes get confused with the Contact tracing info section where it shows 4 options denoting your current status. Those four options just denote what step should you take on what percentage. The actual percentage is denoted by the green circle.

H5: Error prevention:

This application has very less scope in terms of error. The only place of committing error is providing wrong credentials while logging it. In case of doing so you will be met with a response saying, “wrong email or password”.

H6: Recognition rather than recall

This application is able to serve this purpose as all the important part of the application is on the home page. So, as a user you don't have to remember anything. Everything is there on the home page with clear texts and phases which could make it easier to navigate.

H7: Flexibility and efficiency of use

The system caters to both novice as well as experienced users in the same way. No accelerators used, simple UI which makes it easy for novice as well as experienced user.

H8: Aesthetic and minimalist design

The system caters to this design type. The words, phares, images used are up to the mark and no useless writings are there. Every detail in every single section has its importance and no useless parts have been added to the system.

H9: Help users recognize, diagnose, and recover from errors

As mentioned, the application has very little scope of getting error. The only point is having entered wrong logging details. In that case a proper message is highlighted. Still if the user forgets the password, he can change the password using the email. So, every step is taken to provide hassle free experience to the user.

H10: Help and documentation

The application has its help section where user can know how to setup or how the application works. The help page is made for every single user be it novice or experience, to help them if they got stuck with anything.