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*Souls*

**Team Number:**

*15*

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**Course ID:**

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## **Part 1. Improving the prototype from heuristic evaluation**

As a group, we took the heuristic evaluation and cross-examined the issues raised with our existing prototype and found that most of the issues raised are valid and must be acted upon. We see several issues that need to be addressed. A major problem that needs to be addressed is the lack of consistency throughout the UI design wireframes, sometimes the return button is pointing towards the left and other times towards the right; this makes it very confusing for the user. Another severe concern in our design is the visibility of some of our crucial features. Our aim to with this software solution was to provide options to connect and engage in events with other people on campus, however, before our heuristic evaluation we created another social media losing sight of the goal. Our search feature is cluttered with unnecessary details and needs to be reduced as this is not the focus of the prototype. Furthermore, since this is a low-fidelity prototype, we did not emphasize the colours, fonts, and FAQ/help sections. Since there are quite a few issues that need to be addressed, we will only prioritize the ones that enhance the experience of the core features and leave aside the cosmetic concerns.

As a team, we decided to make the following changes to the solution. Since our homepage made it appear like another social media feed, we redesigned the comment section in forums and the homepage as suggested after the heuristic evaluation to provide the most crucial and most used features right at the start. Our redesigned homepage has a horizontally scrolling list of upcoming events our user has bought tickets for; furthermore, it contains a notification section to get users up to pace with the most recent activities in forums, the therapist appointments they may have and any messages they may have received. We added a button right at the top of a forum thread, so the users can easily access the events the members of that forum are organising, instead of going into the menu and searching for events. Furthermore, we tucked away the book therapist appointment functionality inside virtual maps, as this feature was not highly requested by participants, and the heuristic evaluation suggests removing elements that are not the most needed. We fixed the navigation panel and added a forums icon to jump into the feed of forums the user follows directly. We fixed the consistency issue with the return button and added a cross button that would return users to the main page of that section. Additionally, we removed a frame from the search to remove the confusion.

**Balsamiq Link:**

[https://drive.google.com/file/d/1j\\_yxXqytHYqC6s5pGpRB\\_BR\\_ygfYjDQ1/view?usp=sharing](https://drive.google.com/file/d/1j_yxXqytHYqC6s5pGpRB_BR_ygfYjDQ1/view?usp=sharing)

## Part 2. Developing the prototype for testing

The user will perform the following three tasks:

1. Search for an event and buy a ticket for that event.
2. Create a new forum called ‘YorkU News Club’ and post there.
3. Check a friend’s profile to know their birthday and send them a message.

Each of the three tasks is aimed at increasing participation in campus events which are often socializing hubs to make new friends. The user’s underlying goal for using this system is to have a tool to find events on campus, socialize people with similar interests, and keep track of friends they made on campus including the ability to write down notes about the friends they made.

Searching for an event in a forum will allow the user to explore their interests and engage in activities they enjoy. Creating forums and posting is taking the initiative to bring his friends and like-minded individuals under one roof where they talk about their common interests, share information, and take the initiative to plan events together. Lastly, a messaging platform dedicated to only keeping friends from university will allow them to bring everyone under one platform and remove tendencies to only socialize with their high school peers when using other social media. Additionally, the messaging feature allows them to take notes and write down important information about their friends which will aid them to further deepen their relationship; this functionality is examined when they need to look at their friend’s profile for their birthday.

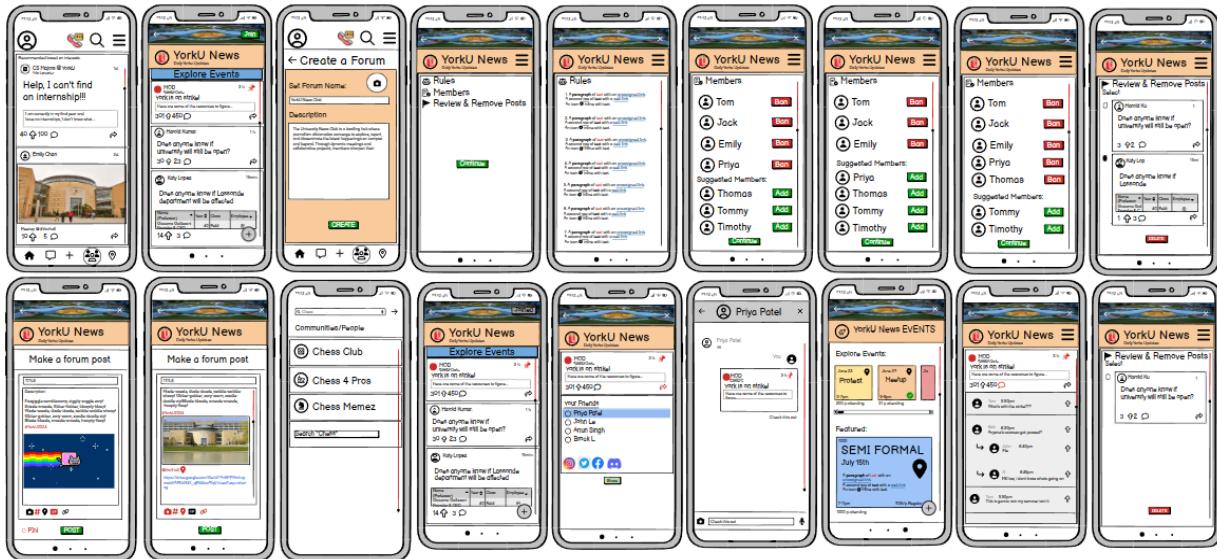
### Screenshots of the frames:

#### Task 1:

[https://drive.google.com/file/d/19nKFPWmhaymwbHAPEkXNX\\_qR54bwATqV/view?usp=sharing](https://drive.google.com/file/d/19nKFPWmhaymwbHAPEkXNX_qR54bwATqV/view?usp=sharing)

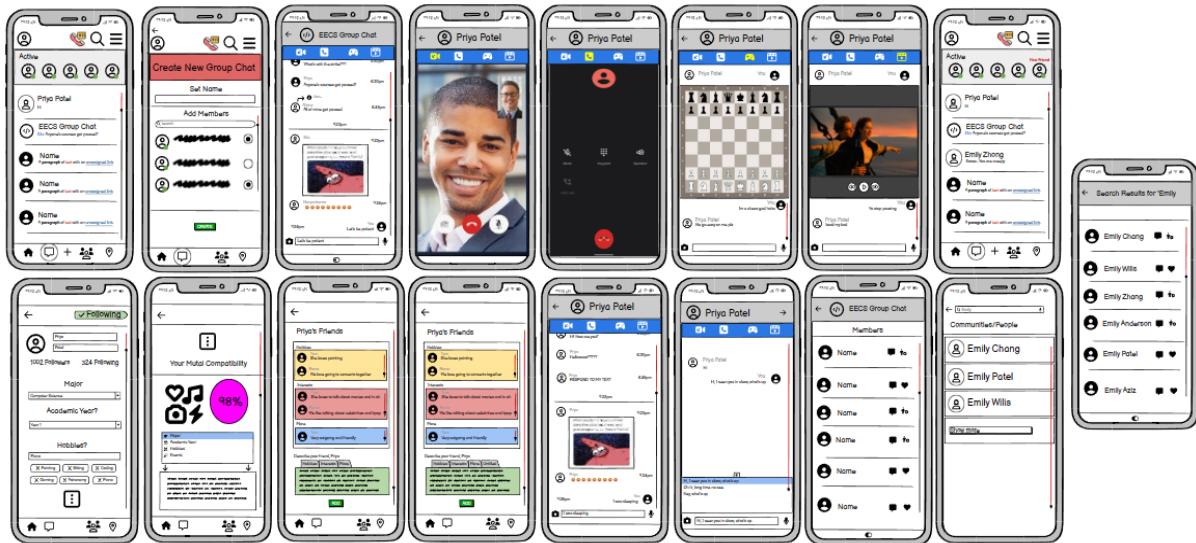


**Task 2:** [https://drive.google.com/file/d/1GBW4er2h2B-44UXk7n\\_lWSzoCZVVRA7t/view?usp=sharing](https://drive.google.com/file/d/1GBW4er2h2B-44UXk7n_lWSzoCZVVRA7t/view?usp=sharing)



**Task 3:**

[https://drive.google.com/file/d/1OVTzqVSLQj7w6-wbyEy8x3YgDxlP\\_Fg4/view?usp=sharing](https://drive.google.com/file/d/1OVTzqVSLQj7w6-wbyEy8x3YgDxlP_Fg4/view?usp=sharing)



**All of them together (this is presented to the participants):**

<https://drive.google.com/file/d/19qRTre6IJpZgsE3BjQMDIrbh5abw5z0U/view?usp=sharing>

**Original Prototype before Heuristic Evaluation:**

<https://drive.google.com/file/d/1uxtZJCVCiz7P5N-LXkgMWQMUrRu5CdO/view>

**Original Prototype after Heuristic Evaluation:**

[https://drive.google.com/file/d/1j\\_yxXqytHYqC6s5pGpRB\\_BR\\_ygfYjDQ1/view?usp=sharing](https://drive.google.com/file/d/1j_yxXqytHYqC6s5pGpRB_BR_ygfYjDQ1/view?usp=sharing)

### Part 3. Planning a user study

We will employ the Wizard-of-Oz technique on our 5 users in the following manner: Our app solution has a starting homepage that connects to 3 key tasks our target users may perform and they are exploring events in a frame and creating a new event, exploring forums in a frame and creating a new forum, and using messaging/call features with dedicated friend profile to form new connections. Through Zoom sessions and screen-sharing, we will present our low-fidelity prototype to our participants and ask them to perform the following tasks in the following order:

4. Search for an event and buy a ticket for that event.
5. Create a new forum called ‘YorkU News Club’ and post there.
6. Check a friend’s profile to know their birthday and send them a message.

From the homepage the users will navigate and perform the tasks, we provide them the flexibility to make errors and click the wrong button. After each task is completed, we tell the user the next task, and they navigate themselves to the next task from the current task. Data will be collected with post-session surveys which will be anonymous, so users are comfortable sharing remarks they would not share otherwise. During the session, we ask the users to say aloud any thoughts or remarks they may have about the UI or usability. Lastly, each participant will be provided with a template of questions where they will self-report the areas of the app where they have clicked or seen the most, this will be in combination with our observation notes about where the participant is looking and clicked the most to produce a heatmap of the app of the most important frames. This approach to producing heatmap is chosen due inaccessibility of such tools and technology for this study. The survey and heatmap questions will be provided in the appendix to avoid repetition.

The user study will be 10-15 minutes long; expected 5 minutes to do the task and 10 minutes for surveys. We will be measuring efficiency and user satisfaction; our independent variable will be the type of tasks and our dependent variable will be the number of clicks and score of the design for each feature. The score will be collected using the survey, while a member will be keeping track of the number of clicks for each task during the session by a member (as we do not have access to appropriate tools). The data will be analyzed using Excel to plot bar graphs and scatter plots to provide a visual representation, and a member will use the data and feedback to provide an analysis. Our previous session’s participants will be called for this session again. During the

session all team members will be present; one member will be the computer performing user navigation, other two members will be responsible for taking relevant notes (one to count clicks, the other to write user feedback). The sequence of steps for the session is Introduction and Informed Consent, briefing on the prototype and assigned tasks, conducting Wizard-of-Oz session and note-taking, feedback collection, post-session survey and debriefing.

**Survey Link:** <https://forms.gle/9VBA61LJGvCtsF7R9>

(Screenshots of the survey and questionnaire in the appendix)

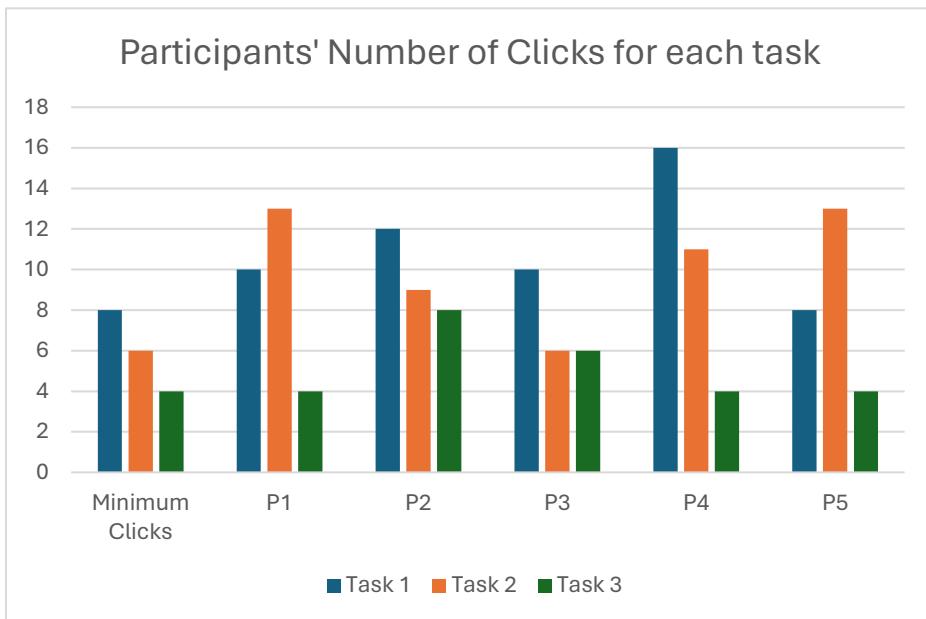
## **Part 4. Conducting the user study**

### **Description of participants and overview of the study setup:**

All of our participants are from the previous study and have consented to this session. The participants are all university students aged between 17-25. We have 2 female participants and 3 male participants. 2 of the participants are struggling to make friends in university and are very lonely; they commute to campus live a very busy life and cannot afford to make time to stay on campus to spontaneously make friends. These people need a solution to know when a specific event is happening, so they can schedule their job schedules accordingly. The remaining participant is looking to further expand their network or want to engage in more events across campus. Before beginning the session, we will hand the participants a set of questionnaires and keep note of their behaviour. The study will be conducted by all members of the team; one is in charge of being the computer and navigating the user's actions while the other two are there to count the number of clicks and spontaneous feedback, remarks, or suggestion the user makes. After the session is complete, they will return the questionnaire and will be handed a survey which they will complete in their free time.

### Describe the results from the testing:

In this study, we collected three different data to come up with the best results for our prototype. The types of data that will be presented to you are quantitative data where we measure the efficiency of the prototype and learning curve of the users by finding the number of clicks it took them to perform the task.



**Figure 1.** represents the total number of clicks by each participant to complete the given task compared with the most optimal approach as the minimum clicks. Note: text field input was not considered as that is not available in Balsamiq; this considers the buttons and transitions from one frame to another.

For each task, we have the minimum number of clicks that is required to optimally perform the task, and then we measured it against the collected number of clicks which we obtained by having one of the members count the number of clicks our participant does. Our results show that the participants are not far off from the most optimal solution the transfer effect of using similar designs in other systems allowed few of them to do the tasks using minimal clicks; this shows that we have researched market solutions and provided a solution with minimal barriers to entry and faster learning curves. For tasks 1 and 3, we can see that participants are not very far off from the minimal clicks target; we believe this to be the case because task 1 section utilises appropriate colouring in many elements – despite it being a low-fidelity prototype – which allowed the participants to find the necessary buttons and information very quickly to perform

the task. Our heatmaps of the few key sections also suggest that users tend to look at elements with colour more often than areas without colour. For task 2, we believe the transfer effect from using other software has played a key role; this is backed up by the raw data we collected during the observation of the sessions from our users. For task 3, we see the biggest difference from the desired minimal click target. During the session and our observation, we have seen some of our participants read through and click all the links provided in moderator frames; our desired minimal target does not consider this, if we removed those clicks then they would be not very far off from the desired minimal clicks. We also have to keep in mind this is the first time the participants are using the system, so the time taken to do the tasks is longer than usual and the error rate is higher; however, the participants still performed pretty well. In terms of efficiency and pace of learning, our quantitative analysis suggests the prototype has been insightful.

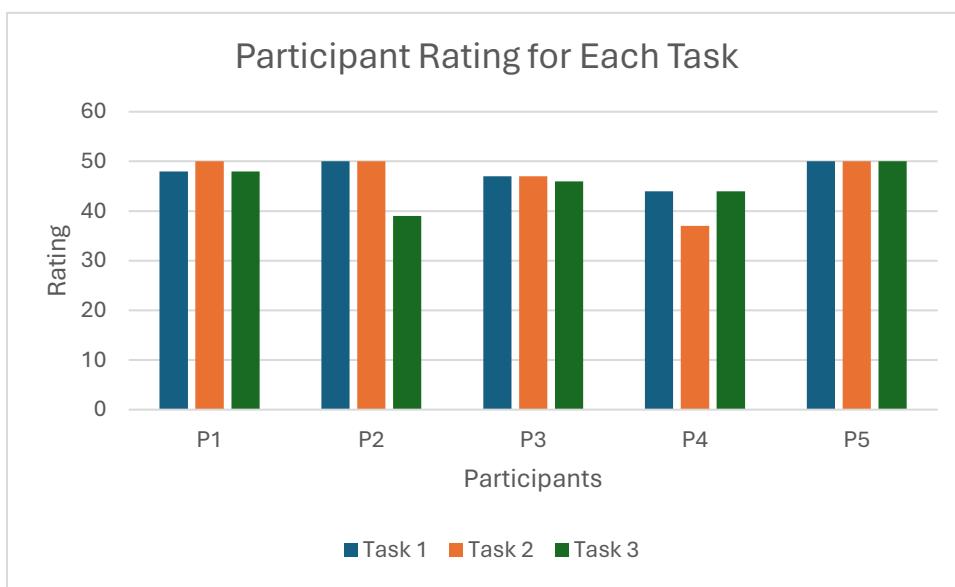


**Figure 2.** represents the heatmap of some of the wireframes. Areas and elements where colour has been applied and CRAP design has been followed showed users' giving more attention than areas where it is not.

Our next analysis was qualitative in nature, where we wanted to learn about the user experience, how satisfied they are with the design and usability and if there are any concerns they would like to raise. We used a survey to score their satisfaction, where their score out of total points suggests their satisfaction with the system. Based on the survey data, we found most participants are highly satisfied with the prototype and have rated over 40 out of a total of 50 points, in almost all cases. Now, this data could be skewed as we know the participants and are unwilling to provide harsh feedback to us. So, in combination with observation during the session and post-session questionnaire, which was also used to produce the heatmap, we have found some valuable insights. In areas where we have applied the CRAP principles strongly, our participants

favoured those designs, and their attention was almost always on those elements; especially elements that applied vibrant colours. Another key insight is that frames such as the ‘Event frame’ which is a bit more polished than our ‘messaging frame’ received more praise than other frames. Our participants even criticized in the survey and during the observation that the messaging frame “needs a bit more attention” or “can be further improved” aesthetically. Since this is a low-fidelity prototype, we do not want to focus on the cosmetic aspect too much, but this is an important factor to consider as this could sway participant opinion regarding any software.

The heatmaps also align with the insights we obtained from the participants from the questionnaire and the observation that participants tend to look at elements and icons that have colour to them. This could be because our audiences are younger and more technology-focused, which could be the reason why visual cues and imagery appeal to them. Below we provided a graph with the total scores for each task which includes how the user felt, their experience with the design and usability of the app. Our users have mostly rated highly, from the highest attainable point of 50 our users have averaged around the 45-point mark for each task.



**Figure 3.** represents the total rating for each of the tasks given by our participants. The highest attainable point for each task by a single participant is 50.

Our observation and questionnaire were additional supplements which proved to be very insightful to what users preferred and did not. They mostly liked what we offered, and offered a few suggestions for improvements in the design of the prototype for the three tasks which are outlined in the next section.

## Propose changes to the prototype:

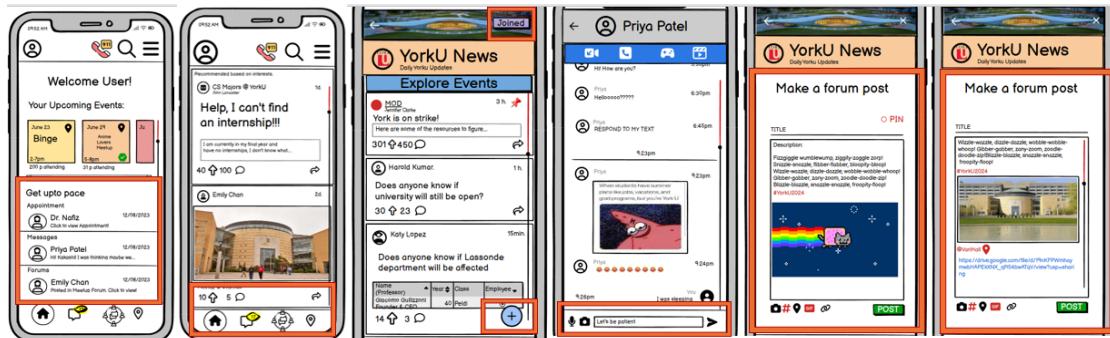


**Figure a1.** Represents the affinity diagram used to categorize participant feedback.

The above is an affinity diagram where we have compiled the most given compliments, criticism and suggestions to figure out how we can improve each section further. We divided the feedback into three main sections corresponding to each task (messaging, forums, events), the other section is for any comments that were made about frames that are not directly linked to the task such as the homepage. The personal preference category mostly has feedback regarding the cosmetic features of the app; hence, we will give less priority to that section.

Of the few issues that our participants have raised, we feel we need to focus on a few key issues than all of them right now. As such, we will not prioritize cosmetic issues of having a dark mode, or if the messaging frame looks a bit more polished. Rather we will emphasize the consistency issue with the navigation bar on the bottom where some icons are not well positioned and how the middle button just disappears and appears whenever needed is not a proper solution. This is especially true considering that there is another floating '+' button in the bottom corner which performs the same functionality as the middle '+' button in the navigation bar. Therefore, that will be given top priority right now. Aside from that, we will focus on adding a send button for text messages, this would allow better error handling in cases where the keyboard in the smartphone does not work properly or does not send when the user hits 'enter'. Only the prototype with all three vertical prototypes for the three tasks will be improved. There is not much scope to implement other design principles using Balsamiq, and focusing too heavily on the cosmetic features would shift away from a low-fidelity prototype where the intention is to learn more about how the app performs and the user experience of using such an app to more of a final product.

## Part 5. Implementation of the changes



**Figure a.** represents a summary of key changes.

We went over the feedback and made quite a few minute changes that may easily be overlooked. However, we think good design should improve the user experience without making the user feel they are using a different app altogether.



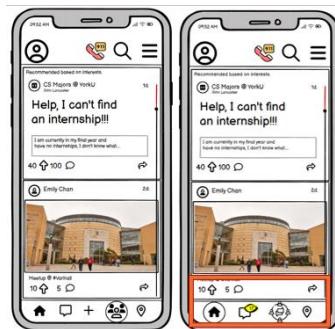
**Figure b.** the left image represents boxed elements and the right uses a red rectangle to highlight changes where we removed the boxes.

Firstly, we made some changes to the homepage; we received the criticism of using too many boxes and black lines to separate sections which made the UI experience uncanny and gave our users a feeling of it being cluttered. We swapped the boxes with just lines to separate a section which made the experience a lot more seamless and less jarring.



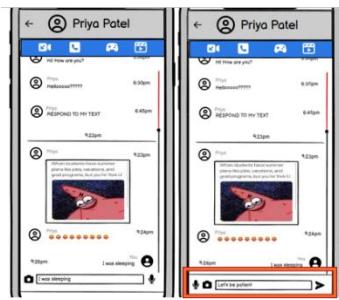
**Figure c.** The left image represents buttons without colour right image shows buttons with colour to increase visibility.

We listened to a very important confusion regarding the icon placement in the navigation bar at the bottom. Our participants repeatedly mentioned that they were confused with the ‘+’ button in the middle of the navigation bar and the floating ‘+’ button that sometimes appears in some frames. We investigated the problem and found that both ‘+’ buttons have the same functionality in most cases, hence, we opted to ultimately remove the ‘+’ button from the bottom navigation bar entirely and show the floating ‘+’ when needed. This ensures consistency throughout the frames and brings attention to the user when a specific action is available to them. We feel this change would remove the confusion our users previously had. The change is represented in both figure c and d.



**Figure d.** represents the changes we made to the forum button and removing the ‘+’ button to provide consistency throughout the frames.

Next, we changed the forums icon, as seen in Figure D, in the navigation bar which previously made it seem like it was a group chat. We could not find a better icon in Balsamiq, so we had to make do with what was at our disposal. We feel this new icon would at least distinguish forums from other features, even though it is not the best icon for the job.



**Figure e.** represents the changes of adding a send button to the messaging feature.

We listened to our participants' concerns about error handling; there are cases where hitting the ‘enter’ button on your keyboard does not send the text messages, but rather moves to the next line. For such cases, we added a send button next to the text fields in both private and group

messages which would allow users to send text messages even in cases where their keyboards may malfunction. You can see the changes in figure e.



**Figure f.** represents the changes where we improved the aesthetics of the page.

We made some changes in the moderator pages, an example ‘make a post in forum’ image is provided where you can see, in Figure f, that we removed the boxes and black lines we used to separate each component, and now it looks cleaner and more aesthetically pleasing.

Furthermore, we improved the colour of some buttons to increase visibility of them as we can see in Figure C. This helps with the design and usability as users will be able to find the necessary elements much faster now.

Finally, we have applied these lessons from modifying these few frames to clean up and properly apply design principles wherever needed in the rest of the frames. We feel this version of the design offers better usability and a better user experience than what we had previously. Our participants were immensely supportive and helpful in creating this improved version of the prototype.

#### Balsamiq Link:

[https://drive.google.com/file/d/1OIPjJON9Wp6STHSfA4\\_wxz1nZ5EWLO0t/view?usp=sharing](https://drive.google.com/file/d/1OIPjJON9Wp6STHSfA4_wxz1nZ5EWLO0t/view?usp=sharing)

## **Part 6. Workload distribution and summary**

Nafiz

- Did part 1 and made changes to the original prototype as required.
- Wrote the analysis in part 4.
- Implemented the changes in part 5.
- Conducted the sessions (computer).

Kakshil

- Did most of the work for implementing the three tasks in Balsamiq for part 2.
- Conducted the sessions (click counter).
- Contributed to make the appendix.

Riya

- Wrote down the plan for study in part 3.
- Created the survey using Google Forms.
- Conducted the sessions (observation notes).

## **Appendix**

### **Survey:**

#### **User experience & satisfaction:**

1. On a scale of 1 to 10, how would you rate your overall experience in completing the given tasks with the provided app?
2. On a scale of 1 to 10, how intuitive did you find it to navigate in the app?
3. On a scale of 1 to 10, how satisfied were you with the design of the app?
4. On a scale of 1 to 10, how satisfied were you with the usability and efficacy of the app in doing the required tasks?
5. On a scale of 1 to 10, how well do you think the app caters to users like you?

### **Event:**

1. On a scale of 1 to 5, rate the Events Homepage in terms of design.
2. On a scale of 1 to 5, rate the Events Homepage in terms of usability.
3. On a scale of 1 to 5, rate the virtual map page in terms of design.
4. On a scale of 1 to 5, rate the virtual map page in terms of usability.
5. On a scale of 1 to 5, rate the about selected event page in terms of design.
6. On a scale of 1 to 5, rate the about info of a selected event page in terms of usability.
7. On a scale of 1 to 5, rate the ticket purchase page in terms of design.
8. On a scale of 1 to 5, rate the ticket purchase page in terms of usability.
9. On a scale of 1 to 5, rate the ticket confirmation page in terms of design.
10. On a scale of 1 to 5, rate the ticket confirmation page in terms of usability.

### **Forum:**

1. On a scale of 1 to 5, rate the Forums Homepage in terms of design.
2. On a scale of 1 to 5, rate the Forums Homepage in terms of usability.
3. On a scale of 1 to 5, rate the forum creation page in terms of design.
4. On a scale of 1 to 5, rate the forum creation page in terms of usability.
5. On a scale of 1 to 5, rate the forum moderator pages in terms of design.
6. On a scale of 1 to 5, rate the forum moderator pages in terms of usability.
7. On a scale of 1 to 5, rate the forum post creation page in terms of design.
8. On a scale of 1 to 5, rate the forum post creation page in terms of usability.

9. On a scale of 1 to 5, rate the other features, you may have viewed in the forum while performing the task, in terms of design.
10. On a scale of 1 to 5, rate the other features, you may have viewed in the forum while performing the task, in terms of usability.

**Messaging:**

1. On a scale of 1 to 5, rate the messaging homepage in terms of design.
2. On a scale of 1 to 5, rate the messaging homepage in terms of usability.
3. On a scale of 1 to 5, rate the friend's profile page in terms of design.
4. On a scale of 1 to 5, rate the friend's profile page in terms of usability.
5. On a scale of 1 to 5, rate the friend's private text message page in terms of layout and design.
6. On a scale of 1 to 5, rate the friend's private text message page in terms of efficiency and usability.
7. On a scale of 1 to 5, rate the options provided in terms of friend's profile page in terms of efficacy in deepening your bond with them.
8. On a scale of 1 to 5, rate the familiarity of the messaging page with existing messaging platforms in the market.
9. On a scale of 1 to 5, rate the ease of use of the messaging and call features provided.
10. On a scale of 1 to 5, rate the visual insights provided by the mutual compatibility page.

**Questionnaire:**

1. What icons or elements on the screen did you click the most?
2. Which part of the screen or elements in a frame did you look at the most?
3. When you wanted to navigate to a different frame where did you look the most?
4. What part of the screen did you look at the least and why?
5. What colours were you not able to see properly and why?
6. How often did you have to scan the whole screen to find the element you are looking for?
7. Was there other similar software you used where you learned how to navigate some of the features we had?
8. What struggles did you face when doing the tasks?
9. What were some of the things you liked in this prototype?
10. What were some things that came naturally to you when you were doing the tasks?

11. Can you list or describe a few things you want to see more?
12. Is there something that you want to see less in the prototype?

**Raw responses from the questionnaire provided to the participants through Google Docs:**

**P1:**

1. The buttons mostly.
2. I think any place with an image.
3. At the bottom of that bar of icons.
4. There was like cross button on the top right corner, I didn't use it so I didn't look at it.
5. I had no problem, my eyesight is pretty good.
6. I didn't read any of the things I just clicked the buttons, so I think I didn't see any of the writing in there.
7. I think your forum page looks like Reddit so that was a bit familiar for me.
8. Took me a while to post on the forums, it's not as well designed as the others. There's a lot more going on there.
9. I loved how beautiful it was.
10. The messaging section was the easiest to figure out.
11. Maybe more features, I feel there isn't enough to get people to use this app.
12. There were black lines and boxes in many places, I think it ruined the aesthetics.

**P2:**

1. The icons I guess.
2. The top and bottom because there were images in the top and I had to switch to different tasks to get different parts.
3. The return button and the icons at the bottom.
4. I don't think I read any of the texts that were present in the middle of the screen. There was no need for me to read those.
5. I am not colorblind so I don't have that issue.
6. I didn't have to as I was already familiar with software like Reddit and Facebook Messenger which look very similar to yours.
7. Yes, Reddit and Facebook Messenger.
8. I think the virtual map took me some time to realize what it was, I couldn't tell it was a map with locations pinned at first.

9. I liked the events section, I think it's super useful for people who want to make more friends.
10. It has to be the messaging features.
11. Not really, I can't think of anything.
12. No, some of the things do take some time to figure out but I think that is because this is a prototype so it does not look that good.

**P3:**

1. It was the message chat heads and profile page, I liked that it was a unique concept. But I think that was after the session was over, so I'm not sure if it counts. Otherwise, I don't remember what I clicked.
2. Probably the aesthetic images you put in the app. It's a nice touch.
3. The icons are at the bottom.
4. The small texts in the prototype. I glanced over it but I didn't read it.
5. I don't think there were any such colours I wasn't able to see properly.
6. Only when there were a lot of elements on the screen like that event page and moderator page, there was just too much on there and I had to go top-down to know what to do.
7. I used Reddit before, so forums were easy to navigate.
8. The events section. I have never used anything like that before, so it was a learning curve at first and I had to think about it before I did anything on the prototype.
9. I like that it has a Reddit vibe to it, it feels familiar as I use Discord often.
10. The forums, as I said before it's because designed like Reddit.
11. Maybe if the app was more Reddit or Discord then that would be good. I feel some elements were taken from other social media.
12. Probably the virtual map, because I feel that is a breach of privacy to share my personal information and what I'm doing with other people.

**P4:**

1. The return arrows, I got confused when trying to do the first task and went back and forward quite a bit.
2. I think it was the top because I expected the most crucial information to be on the top.
3. I had to use the return arrows mostly, so I guess top at first. Then I learned that clicking the bottom icons takes you straight to that section.

4. all the writing. I just looked at what seemed clickable to help you with this prototype.
5. There was a button with a grey colour, I think it was in forums, that was not properly visible. I think some people might overlook it because the colour does not stand out.
6. Quite often at first. This was a new thing for me, so I had to look all over the place at first to find what I needed that's why I struggled with the first task. After learning it gets easier for the next tasks. I think the learning curve is not that high for your app.
7. I think the messaging section looks like Instagram messages and the virtual map looks like the Snapchat map, so using those other apps helped me here.
8. For most of my struggles in task 1, I didn't know where things were and got so confused that I started clicking any button I found.
9. I like that you took features from existing solutions because there are some features you like about this product and some features you like about other products, and I think you did a good job of taking those features and putting them in one app.
10. The virtual map was the easiest because I am a heavy Snapchat user.
11. I think if you looked at existing apps like TikTok and incorporated some features from there then it would be cool.
12. You guys said the forum page is designed to look similar to Reddit during the session, maybe you can change that as I am not a big Reddit user and I don't like reading too much. But I can see that some people might like this.

#### P5:

1. Buttons.
2. The images.
3. I don't remember the specific thing.
4. The top corners.
5. No such colour.
6. Only for task 2 when I made a new forum.
7. The forum comment section looks like Discord messages.
8. Nothing peculiar tbh.
9. It's focused and there aren't too many features.
10. It was the messaging section since I use imessages and Facetime a lot, it was easy to do the task.

11. Not really, you have everything.

12. No.

**Raw Notes from the Observation during the session:**

**P1:**

The participant compliments the choice of colours and says it looks cute. They appreciated the Reddit design for forums as forums are strongly associated with Reddit now. The user was not able to find the icon for forums at first and needed a brief description of each icon at the bottom before they were able to do the task. The user was overwhelmed with the moderator pages in task 2, there were too many frames for them. The user did not struggle with the task 3 at all. This user looked at the colour elements and imagery used in the prototype more often than other elements.

**P2:**

The participant liked the Homepage. They think the forum's main page looks like Reddit. Loved the event's main page and the use of colours. Effortlessly finished task 1. Asked guiding questions for task 2 and clarification on what was being shown in the frames. It took users a bit of time to get accustomed to the layout and design but then they finished the task with little effort. Task 3 was also done effortlessly. Users even took time after task to examine the UI for task 3 (they probably love the design). The user clicked on profile photos in the messaging section to see if each one would be different, but was clarified that since it is a prototype they would see the same sample profile frame.

**P3:**

The participant thought the homepage was a welcome page and the forum's main page was the homepage. This could be a learning curve for them or something wrong with the design. The user needed a brief description of the icons on the homepage before she clicked on anything (maybe they were being too cautious than they would normally be). Once the user was confident the user seemed to effortlessly do all three tasks. The user made remarks that slides with two frames one for normal users and another for mod users could confuse other participants, but a little explanation when they reach that frame would clear the confusion. The user pointed out the lack of a send button in the messaging section. They pointed out the inconsistency in spacing in the bottom bar where the navigation icons are.

**P4:**

The user also needed a bit of clarification on the navigation buttons, especially the forum button. This has been a consistent trend among past users as well, where they assumed the forum button was the show friends button. After the clarification, the user had to click every navigation button and return before they stumbled on the forum button where with a bit of guidance they understood where to find events. This could be because the questions are not structured in the best way. Perhaps it would have been better to do task 2 and let the user understand the forum first and then proceed to task 1 to search for an event inside a forum. This user also said they are avid users of Instagram and TikTok which suggests they may prefer image-oriented social media more than a text-based forum. She also navigated Task 2 a bit better than Task 1 after learning from her experience with Task 1 but still needed more clicks than previous participants. Task 3 was almost effortless for them. They said it's similar to messaging on Instagram. This user had to scan each frame top-down for tasks 1 and 2 before she understood where to click and what to do. They also said one some of the buttons have low visibility because of the choice of colors.

**P5:**

This participant hardly made any remarks during the session. They made generic comments that it looks good here and there. They said they just had to focus on the colourful buttons to get through the task without even understanding what to do as this app was very linear (I think they mean straightforward) for them. The participant is a computer science student and a Discord and Reddit user, maybe the transfer effect of using those platforms where focusing on the features that stand out and look clickable are buttons to be clicked to get through a task helped this participant. The participants did take some time to click on a few of the elements in the moderator frames, but still, they did not struggle or ask for assistance. Task 3 was a breeze for this person to complete. Overall, this participant had virtually no struggles; this could be because they are well-versed in tech and may have exposure and experience with many different platforms which allowed them to easily navigate this one as this one builds on existing ideas.

**Raw Data from Observation, table with Number of Clicks, to create Figure 1:**

	Task 1	Task 2	Task 3
Minimum Clicks	8	6	4
P1	10	13	4
P2	12	9	8
P3	10	6	6
P4	16	11	4
P5	8	13	4

### Raw Data from the survey used to create Figure 3:

What is your age?	What is your gender?	Which year are you in university?	What is your major?	How would you rate your overall experience in completing the given tasks with the provided app?					How satisfied were you with the usability and efficacy of the app			How well do you think the app caters to users like you?			Task 1									
				How intuitive did you find it to navigate in the app?	How satisfied were you with the design of the app?	How satisfied were you in doing the required tasks?	How well do you think the app caters to users like you?	1. Rate the Events Homepage in terms of design.	2. Rate the Events Homepage in terms of usability.	3. Rate the virtual map page in terms of design.	4. Rate the virtual map page in terms of usability.	5. Rate the about selected event page in terms of design.	6. Rate the about info of a selected event page in terms of usability.	7. Rate the ticket purchase page in terms of design.	8. Rate the ticket purchase page in terms of usability.	9. Rate the ticket confirmation page in terms of design.	10. Rate the ticket confirmation page in terms of usability.	Total Points						
18	Female	Forth Year	Business	9	9	10	10	8	5	5	4	4	5	5	5	5	5	5	4					
22	Male	Third Year	Double Major Accounting & Finance	9	8	9	10	9	5	5	5	5	5	5	5	5	5	5	5					
19	Female	Second Year	Computer Science	10	10	10	10	10	5	5	3	4	5	5	5	5	5	5	4					
25	Male	Fifth Year	Economics & Business	8	7	8	8	7	5	4	3	3	5	4	5	5	5	5	4					
22	Male	Third Year	Computer Science	10	10	10	10	10	5	5	5	5	5	5	5	5	5	5	5					

				Task 2										Task 3										
				1. Rate the Forums Homepage in terms of design.	2. Rate the Forums Homepage in terms of usability.	3. Rate the forum creation page in terms of design.	4. Rate the forum creation page in terms of usability.	5. Rate the forum moderator pages in terms of design.	6. Rate the forum post moderator pages in terms of usability.	7. Rate the forum post creation page in terms of design.	8. Rate the forum post creation page in terms of usability.	9. Rate the other features, you may have viewed in the forum while performing the task, in terms of design.	10. Rate the other features, you may have viewed in the forum while performing the task, in terms of usability.	Total Points	1. Rate the messaging homepage in terms of design.	2. Rate the messaging homepage in terms of usability.	3. Rate the friend's profile page in terms of design.	4. Rate the friend's profile page in terms of usability.	5. Rate the friend's private text message page in terms of efficacy.	6. Rate the friend's private text message page in terms of layout and design.	7. Rate the options provided in terms of friend's profile page in terms of efficiency and usability.	8. Rate the familiarity of the messaging page with existing messaging platforms in the market.	9. Rate the ease of use of the messaging and call compatibility features provided.	10. Rate the visual insights provided by the messaging mutual page.
P1	5	5	5	5	5	5	5	5	5	5	5	5	50	P1	5	5	5	4	4	5	5	5	5	48
P2	5	5	5	5	5	5	5	5	5	5	5	5	50	P2	5	5	4	3	3	4	4	4	4	39
P3	4	4	5	5	5	4	4	4	4	5	5	5	44	P3	4	5	5	4	3	5	5	5	5	46
P4	3	3	3	5	3	5	3	4	4	4	4	4	37	P4	4	5	5	4	3	5	5	5	4	44
P5	5	5	5	5	5	5	5	5	5	5	5	5	50	P5	5	5	5	5	5	5	5	5	5	50

Raw data from survey responses are attached below:

## Connection Companion Survey

The survey will be anonymous to allow participants to provide their honest opinions. There will be five sections in this survey, first one will ask about the user. The next one will be about the overall user experience, and the remaining three will be regarding each of the three tasks the user has performed.

What is your age? \*

18

What is your gender?

Female

Which year are you in university? \*

- First Year
- Second Year
- Third Year
- Forth Year
- Fifth Year
- Over Fifth Year

What is your major?

Business

User experience & satisfaction of using 'Connection Companion'.

This section is dedicated to obtaining feedback regarding the overall user experience of the participants.

How would you rate your overall experience in completing the given tasks with the provided app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How intuitive did you find it to navigate in the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied            Mostly Satisfied

How satisfied were you with the design of the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied            Mostly Satisfied

How satisfied were you with the usability and efficacy of the app in doing the required tasks? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied            Mostly Satisfied

How well do you think the app caters to users like you? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

User experience of buying a ticket for an event

This section is dedicated to obtaining feedback regarding the design and usability of the events section we created. The user has explored this section when trying to 'search for an event and buy a ticket for that event'.

### Events Homepage



1. Rate the Events Homepage in terms of design. \*

1 2 3 4 5

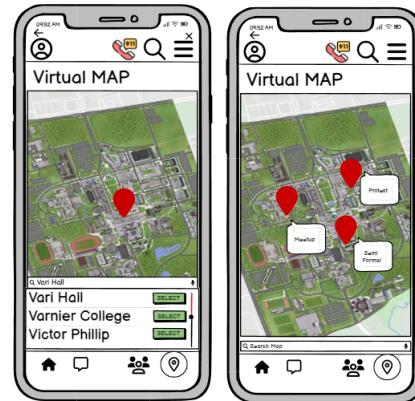
Mostly Dissatisfied      Mostly Satisfied

2. Rate the Events Homepage in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Virtual Map



3. Rate the virtual map page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

4. Rate the virtual map page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

Selected Event



6. Rate the about info of a selected event page in terms of usability.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

Purchase Ticket



5. Rate the about selected event page in terms of design.\*

1	2	3	4	5
---	---	---	---	---

Mostly Dissatisfied      Mostly Satisfied

7. Rate the ticket purchase page in terms of design.\*

1	2	3	4	5
---	---	---	---	---

Mostly Dissatisfied      Mostly Satisfied

8. Rate the ticket purchase page in terms of usability.\*

1	2	3	4	5
---	---	---	---	---

Mostly Dissatisfied      Mostly Satisfied

Ticket Confirmation



9. Rate the ticket confirmation page in terms of design.\*

1	2	3	4	5
---	---	---	---	---

Mostly Dissatisfied      Mostly Satisfied

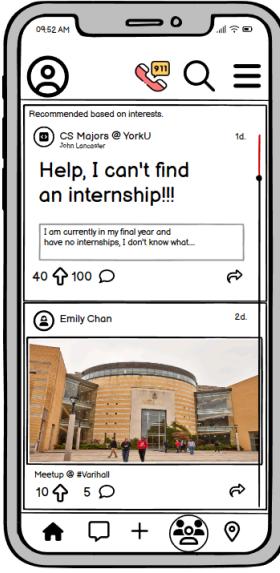
10. Rate the ticket confirmation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

User experience of creating a new forum called 'YorkU News Club' and posting there.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'create a new forum called 'YorkU News Club' and post there'.

#### Forum Homepage



1. Rate the Forums Homepage in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

2. Rate the Forums Homepage in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

#### Forum Creation



3. Rate the forum creation page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

4. Rate the forum creation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

#### Forum Mod



5. Rate the forum moderator pages in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

6. Rate the forum moderator pages in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

Post Creation



7. Rate the forum post creation page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

8. Rate the forum post creation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

All images when doing forum related tasks.



9. Rate the other features, you may have viewed in the forum while performing the task, in terms of design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

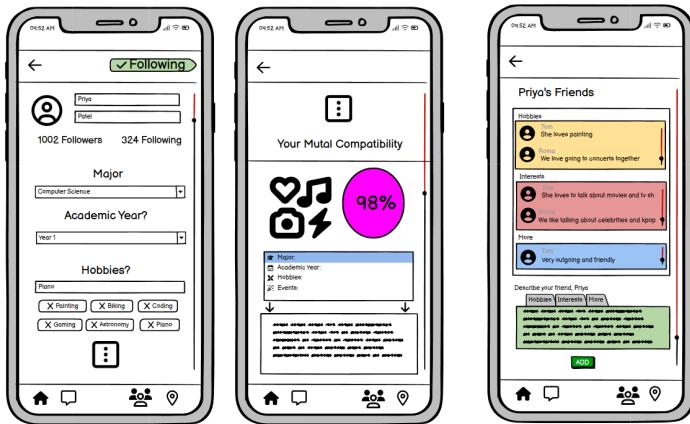
10. Rate the other features, you may have viewed in the forum while performing the task, in terms of usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

User experience of checking a friend's profile to know their birthday and sending them a message.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'check a friend's profile to know their birthday and send them a message'.

#### Friend Profile



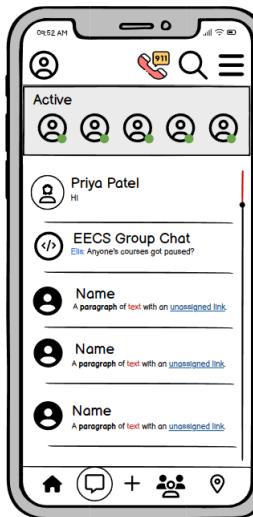
3. Rate the friend's profile page in terms of design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

4. Rate the friend's profile page in terms of usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied	

#### Messaging Homepage



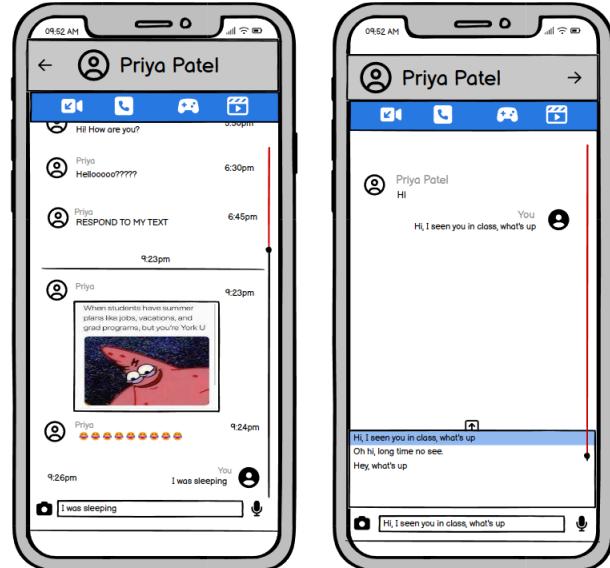
1. Rate the messaging homepage in terms of design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

2. Rate the messaging homepage in terms of usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

#### Private Chat



5. Rate the friend's private text message page in terms of layout and design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

6. Rate the friend's private text message page in terms of efficiency and usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

7. Rate the options provided in terms of friend's profile page in terms of efficacy in deepening your bond with them. \*

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Mostly Dissatisfied				Mostly Satisfied

8. Rate the familiarity of the messaging page with existing messaging platforms in the market. \*

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Mostly Dissatisfied				Mostly Satisfied

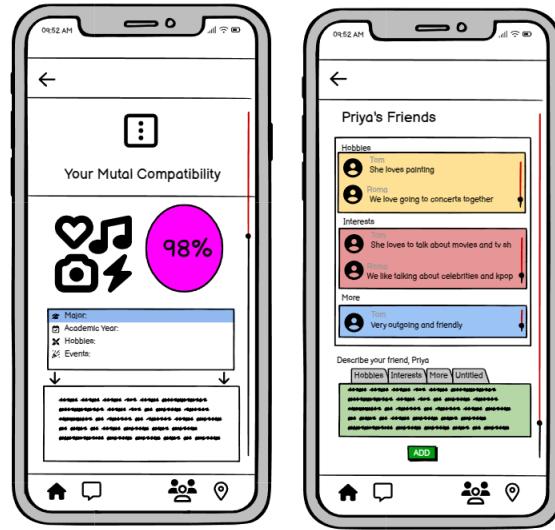
#### Messaging and Call features



9. Rate the ease of use of the messaging and call features provided. \*

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Mostly Dissatisfied				Mostly Satisfied

#### Mutual Compatibility Feature in Friend Profile



10. Rate the visual insights provided by the mutual compatibility page. \*

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Mostly Dissatisfied				Mostly Satisfied

#### Additional Feedback

This section is dedicated to obtaining additional feedback, if the participant has any comments or suggestions.

Please provide your feedback for the events section.

Nothing to add, it was beautifully done.

Please provide your feedback for the forums section.

the forums icon at the bottom is a bit confusing.

Please provide your feedback for the messaging section.

I think the design needs some work to make it look prettier.

Please provide any additional feedback you may have.

Good job! I don't think I have much to add.

This content is neither created nor endorsed by Google.

Google Forms

#### Connection Companion Survey

The survey will be anonymous to allow participants to provide their honest opinions. There will be five sections in this survey, first one will ask about the user. The next one will be about the overall user experience, and the remaining three will be regarding each of the three tasks the user has performed.

What is your age? \*

22

What is your gender?

Male

Which year are you in university? \*

- First Year
- Second Year
- Third Year
- Forth Year
- Fifth Year
- Over Fifth Year

What is your major?

Double Major Accounting & Finance

User experience & satisfaction of using 'Connection Companion'.

This section is dedicated to obtaining feedback regarding the overall user experience of the participants.

How would you rate your overall experience in completing the given tasks with the provided app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How intuitive did you find it to navigate in the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How satisfied were you with the design of the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How satisfied were you with the usability and efficacy of the app in doing the required tasks? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How well do you think the app caters to users like you? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

User experience of buying a ticket for an event

This section is dedicated to obtaining feedback regarding the design and usability of the events section we created. The user has explored this section when trying to 'search for an event and buy a ticket for that event'.

Events Homepage



1. Rate the Events Homepage in terms of design. \*

1 2 3 4 5

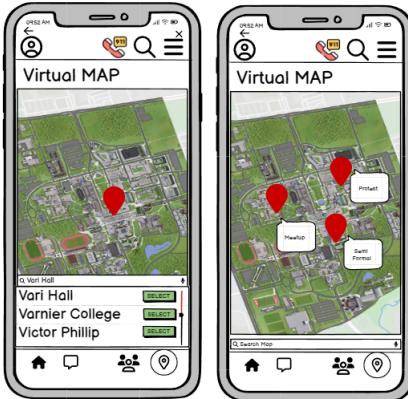
Mostly Dissatisfied       Mostly Satisfied

2. Rate the Events Homepage in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied       Mostly Satisfied

Virtual Map



3. Rate the virtual map page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied       Mostly Satisfied

4. Rate the virtual map page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied       Mostly Satisfied

Selected Event



5. Rate the about selected event page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied       Mostly Satisfied

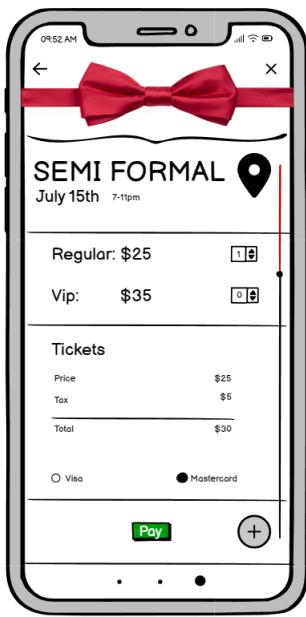
6. Rate the about info of a selected event page in terms of usability.\*

1 2 3 4 5

Mostly Dissatisfied

Mostly Satisfied

#### Purchase Ticket



7. Rate the ticket purchase page in terms of design.\*

1 2 3 4 5

Mostly Dissatisfied

Mostly Satisfied

8. Rate the ticket purchase page in terms of usability.\*

1 2 3 4 5

Mostly Dissatisfied

Mostly Satisfied

#### Ticket Confirmation



10. Rate the ticket confirmation page in terms of usability.\*

1 2 3 4 5

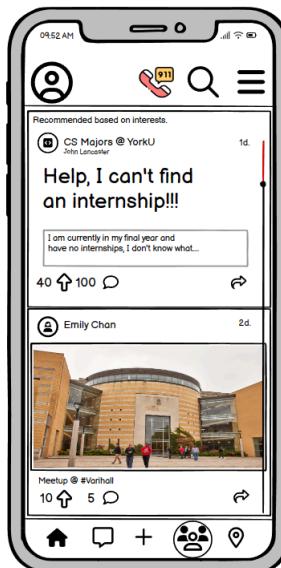
Mostly Dissatisfied

Mostly Satisfied

User experience of creating a new forum called 'YorkU News Club' and posting there.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'create a new forum called 'YorkU News Club' and post there'.

#### Forum Homepage



9. Rate the ticket confirmation page in terms of design.\*

1 2 3 4 5

Mostly Dissatisfied

Mostly Satisfied

1. Rate the Forums Homepage in terms of design.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

2. Rate the Forums Homepage in terms of usability.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

#### Forum Creation



#### Post Creation



7. Rate the forum post creation page in terms of design.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

8. Rate the forum post creation page in terms of usability.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

3. Rate the forum creation page in terms of design.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

4. Rate the forum creation page in terms of usability.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

#### Forum Mod



5. Rate the forum moderator pages in terms of design.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

6. Rate the forum moderator pages in terms of usability.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

#### All images when doing forum related tasks.



9. Rate the other features, you may have viewed in the forum while performing the task, in terms of design.\*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

10. Rate the other features, you may have viewed in the forum while performing the task, in terms of usability.\*

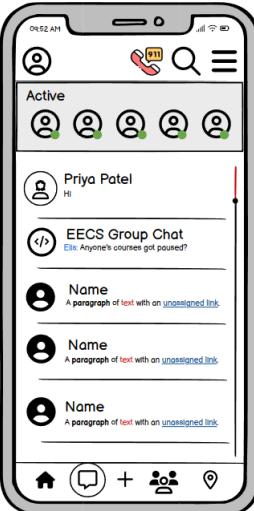
1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

User experience of checking a friend's profile to know their birthday and sending them a message.

*This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'check a friend's profile to know their birthday and send them a message'.*

## Messaging Homepage



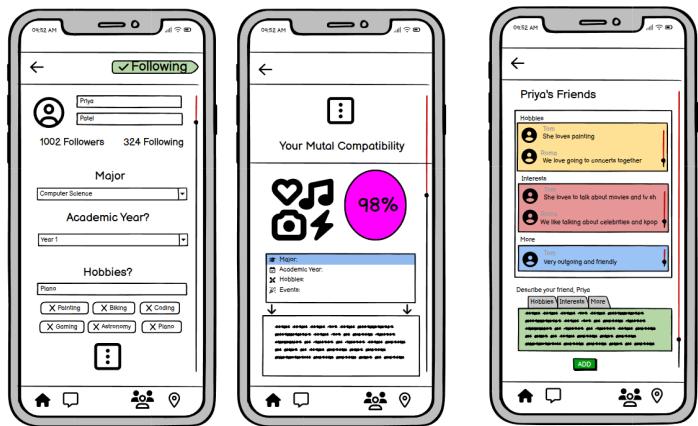
1. Rate the messaging homepage in terms of design.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

2. Rate the messaging homepage in terms of usability.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

## Friend Profile



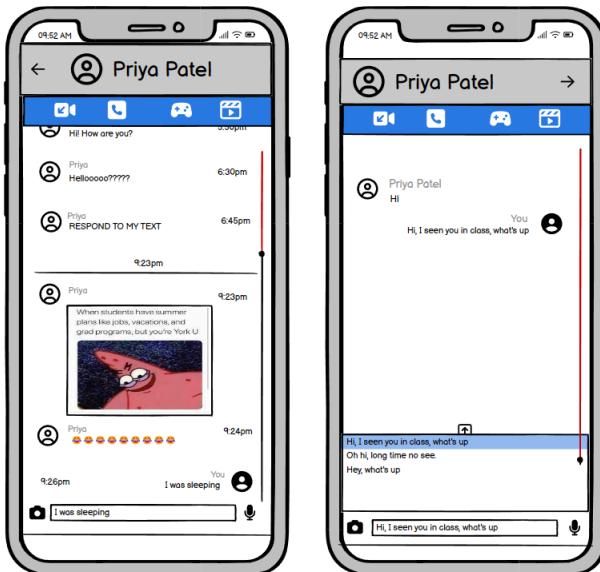
3. Rate the friend's profile page in terms of design.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

4. Rate the friend's profile page in terms of usability.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

## Private Chat



5. Rate the friend's private text message page in terms of layout and design.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

6. Rate the friend's private text message page in terms of efficiency and usability.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

7. Rate the options provided in terms of friend's profile page in terms of efficacy in deepening your bond with them.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

8. Rate the familiarity of the messaging page with existing messaging platforms in the market.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

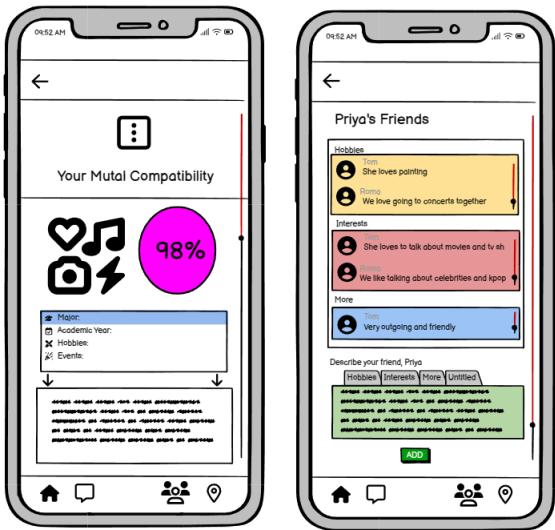
## Messaging and Call features



9. Rate the ease of use of the messaging and call features provided.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

### Mutual Compatibility Feature in Friend Profile



10. Rate the visual insights provided by the mutual compatibility page. \*

1    2    3    4    5

Mostly Dissatisfied

Mostly Satisfied

### Additional Feedback

This section is dedicated to obtaining additional feedback, if the participant has any comments or suggestions.

Please provide your feedback for the events section.

This was pretty much perfect. I had no trouble navigating this section.

Please provide your feedback for the forums section.

This was at times a bit confusing. I think it's because there were options for moderator and user at the same time, I think I just got confused but it is a pretty good design.

Please provide your feedback for the messaging section.

I wish the design was a bit more polished and vibrant and looked good. I just feel like compared to the other sections this was did not get enough attention.

Please provide any additional feedback you may have.

Overall, I think you guys did a good job with this one.

This content is neither created nor endorsed by Google.

Google Forms

## Connection Companion Survey

The survey will be anonymous to allow participants to provide their honest opinions. There will be five sections in this survey, first one will ask about the user. The next one will be about the overall user experience, and the remaining three will be regarding each of the three tasks the user has performed.

What is your age? \*

19

What is your gender?

Female

Which year are you in university? \*

- First Year
- Second Year
- Third Year
- Forth Year
- Fifth Year
- Over Fifth Year

What is your major?

Computer Science

User experience & satisfaction of using 'Connection Companion'.

This section is dedicated to obtaining feedback regarding the overall user experience of the participants.

How would you rate your overall experience in completing the given tasks with the provided app? \*

1    2    3    4    5    6    7    8    9    10

Mostly Dissatisfied

Mostly Satisfied

How intuitive did you find it to navigate in the app? \*

1    2    3    4    5    6    7    8    9    10

Mostly Dissatisfied

Mostly Satisfied

How satisfied were you with the design of the app? \*

1    2    3    4    5    6    7    8    9    10

Mostly Dissatisfied

Mostly Satisfied

How satisfied were you with the usability and efficacy of the app in doing the required tasks? \*

1    2    3    4    5    6    7    8    9    10

Mostly Dissatisfied

Mostly Satisfied

How well do you think the app caters to users like you? \*

1    2    3    4    5    6    7    8    9    10

Mostly Dissatisfied

Mostly Satisfied

User experience of buying a ticket for an event

This section is dedicated to obtaining feedback regarding the design and usability of the events section we created. The user has explored this section when trying to 'search for an event and buy a ticket for that event'.

### Events Homepage

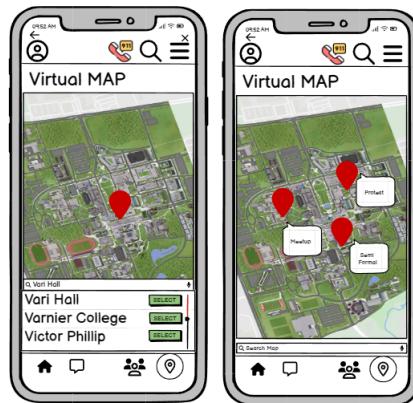


1. Rate the Events Homepage in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Virtual Map



3. Rate the virtual map page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

2. Rate the Events Homepage in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

4. Rate the virtual map page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Selected Event



5. Rate the about info of a selected event page in terms of design. \*

1 2 3 4 5

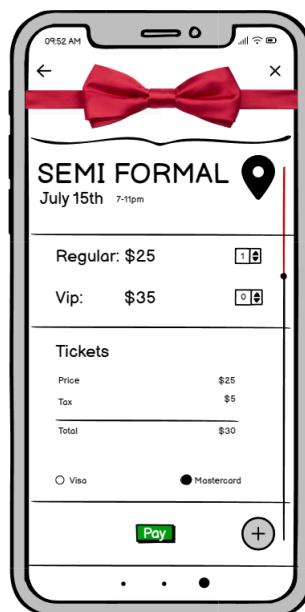
Mostly Dissatisfied      Mostly Satisfied

6. Rate the about info of a selected event page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Purchase Ticket



7. Rate the ticket purchase page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

8. Rate the ticket purchase page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

Ticket Confirmation



9. Rate the ticket confirmation page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

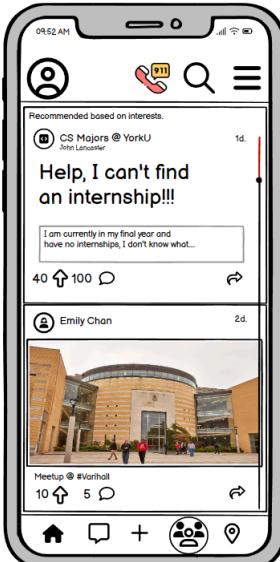
10. Rate the ticket confirmation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

User experience of creating a new forum called 'YorkU News Club' and posting there.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'create a new forum called 'YorkU News Club' and post there'.

Forum Homepage



1. Rate the Forums Homepage in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

2. Rate the Forums Homepage in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

Forum Creation



3. Rate the forum creation page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

4. Rate the forum creation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

#### Forum Mod



5. Rate the forum moderator pages in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

6. Rate the forum moderator pages in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

#### Post Creation



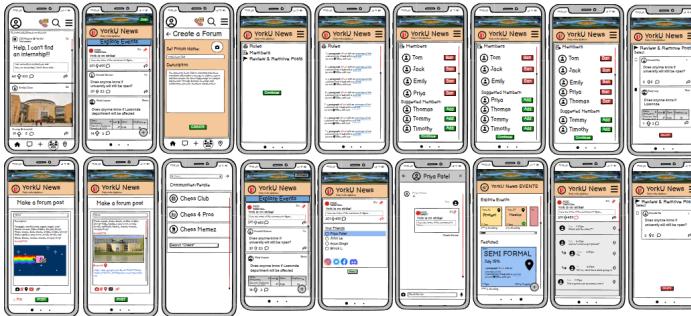
7. Rate the forum post creation page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

8. Rate the forum post creation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

All images when doing forum related tasks.



9. Rate the other features, you may have viewed in the forum while performing the task, in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

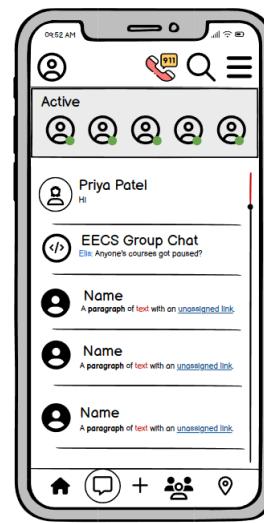
10. Rate the other features, you may have viewed in the forum while performing the task, in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

User experience of checking a friend's profile to know their birthday and sending them a message.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'check a friend's profile to know their birthday and send them a message'.

#### Messaging Homepage



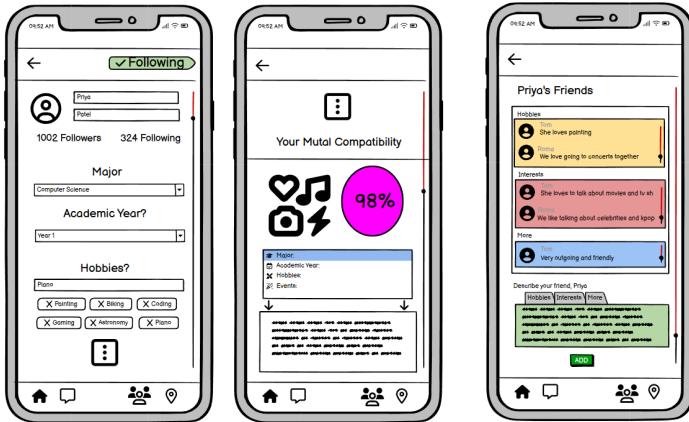
1. Rate the messaging homepage in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

2. Rate the messaging homepage in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

### Friend Profile



3. Rate the friend's profile page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

4. Rate the friend's profile page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

7. Rate the options provided in terms of friend's profile page in terms of efficacy in deepening your bond with them. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

8. Rate the familiarity of the messaging page with existing messaging platforms in the market. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

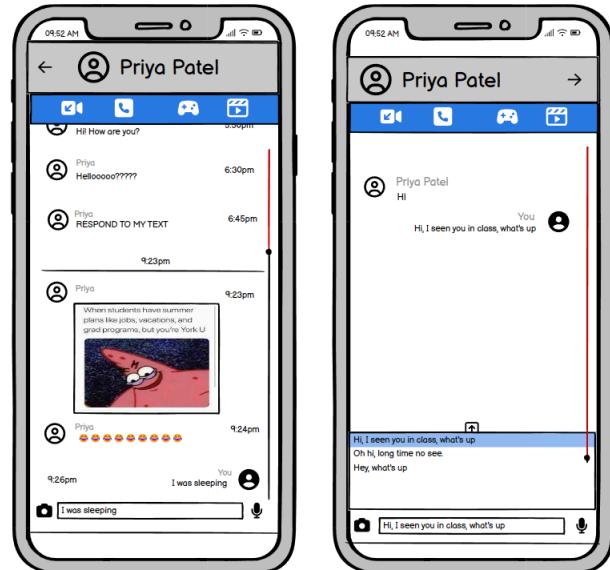
### Messaging and Call features



9. Rate the ease of use of the messaging and call features provided. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

### Private Chat



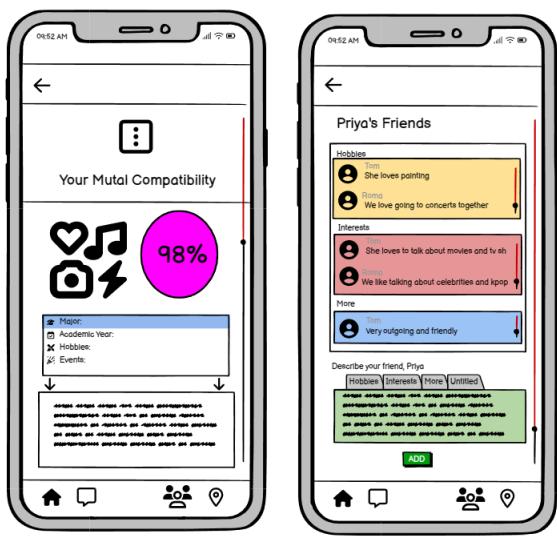
5. Rate the friend's private text message page in terms of layout and design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Mostly Satisfied

6. Rate the friend's private text message page in terms of efficiency and usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

### Mutual Compatibility Feature in Friend Profile



10. Rate the visual insights provided by the mutual compatibility page. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

### Additional Feedback

This section is dedicated to obtaining additional feedback, if the participant has any comments or suggestions.

Please provide your feedback for the events section.

None

Please provide your feedback for the forums section.

It was pretty good. I think you just need to change the logo in the bottom because I couldn't tell that was for forums.

Please provide your feedback for the messaging section.

I think if you could make it a little nicer it would be better. It's not bad right now but I think there is room for improvement.

Please provide any additional feedback you may have.

I loved the app.

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Google Forms

How would you rate your overall experience in completing the given tasks with the provided app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How intuitive did you find it to navigate in the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How satisfied were you with the design of the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How satisfied were you with the usability and efficacy of the app in doing the required tasks? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How well do you think the app caters to users like you? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

User experience of buying a ticket for an event

This section is dedicated to obtaining feedback regarding the design and usability of the events section we created. The user has explored this section when trying to 'search for an event and buy a ticket for that event'.

## Connection Companion Survey

The survey will be anonymous to allow participants to provide their honest opinions. There will be five sections in this survey, first one will ask about the user. The next one will be about the overall user experience, and the remaining three will be regarding each of the three tasks the user has performed.

What is your age? \*

25

What is your gender?

Male

Which year are you in university? \*

- First Year
- Second Year
- Third Year
- Forth Year
- Fifth Year
- Over Fifth Year

What is your major?

Economics & Business

User experience & satisfaction of using 'Connection Companion'.

This section is dedicated to obtaining feedback regarding the overall user experience of the participants.

### Events Homepage



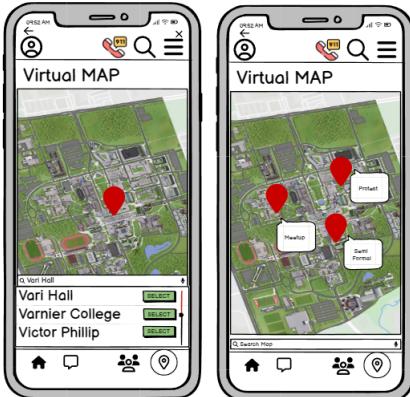
1. Rate the Events Homepage in terms of design. \*

1 2 3 4 5  
Mostly Dissatisfied      Mostly Satisfied

2. Rate the Events Homepage in terms of usability. \*

1 2 3 4 5  
Mostly Dissatisfied      Mostly Satisfied

### Virtual Map



3. Rate the virtual map page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

4. Rate the virtual map page in terms of usability. \*

1 2 3 4 5

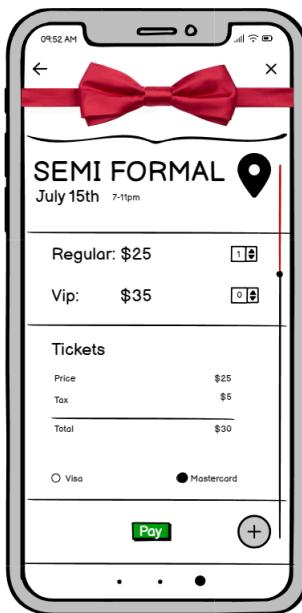
Mostly Dissatisfied      Mostly Satisfied

6. Rate the about info of a selected event page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Purchase Ticket



### Selected Event



5. Rate the about selected event page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

7. Rate the ticket purchase page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

8. Rate the ticket purchase page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Ticket Confirmation



9. Rate the ticket confirmation page in terms of design. \*

1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

10. Rate the ticket confirmation page in terms of usability. \*

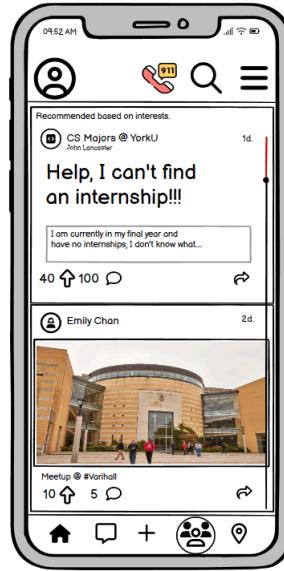
1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

User experience of creating a new forum called 'YorkU News Club' and posting there.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'create a new forum called 'YorkU News Club' and post there'.

### Forum Homepage



1. Rate the Forums Homepage in terms of design. \*

1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

2. Rate the Forums Homepage in terms of usability. \*

1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

3. Rate the forum creation page in terms of design. \*

1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

4. Rate the forum creation page in terms of usability. \*

1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

### Forum Creation



### Forum Mod



5. Rate the forum moderator pages in terms of design. \*

1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

6. Rate the forum moderator pages in terms of usability. \*

1    2    3    4    5

Mostly Dissatisfied      Mostly Satisfied

### Post Creation



7. Rate the forum post creation page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

8. Rate the forum post creation page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### All images when doing forum related tasks.



9. Rate the other features, you may have viewed in the forum while performing the task, in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

10. Rate the other features, you may have viewed in the forum while performing the task, in terms of usability. \*

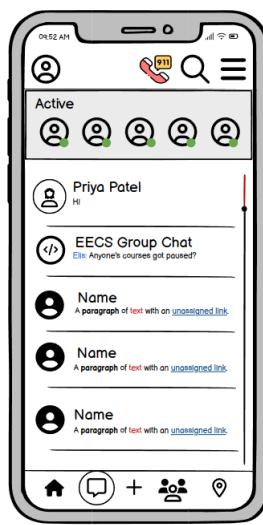
1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

User experience of checking a friend's profile to know their birthday and sending them a message.

*This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'check a friend's profile to know their birthday and send them a message'.*

### Messaging Homepage



1. Rate the messaging homepage in terms of design. \*

1 2 3 4 5

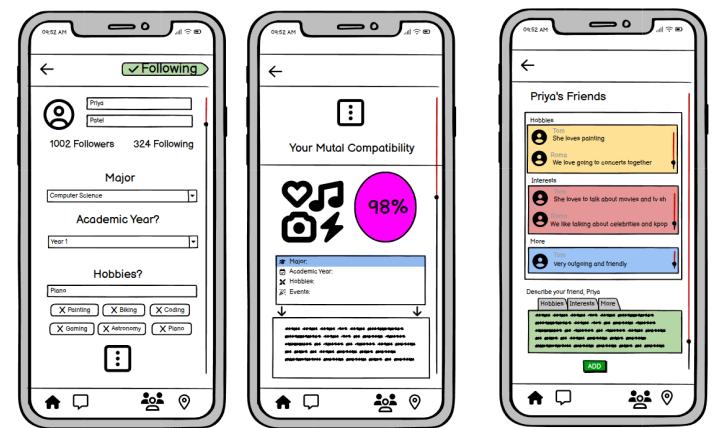
Mostly Dissatisfied      Mostly Satisfied

2. Rate the messaging homepage in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Friend Profile



3. Rate the friend's profile page in terms of design. \*

1 2 3 4 5

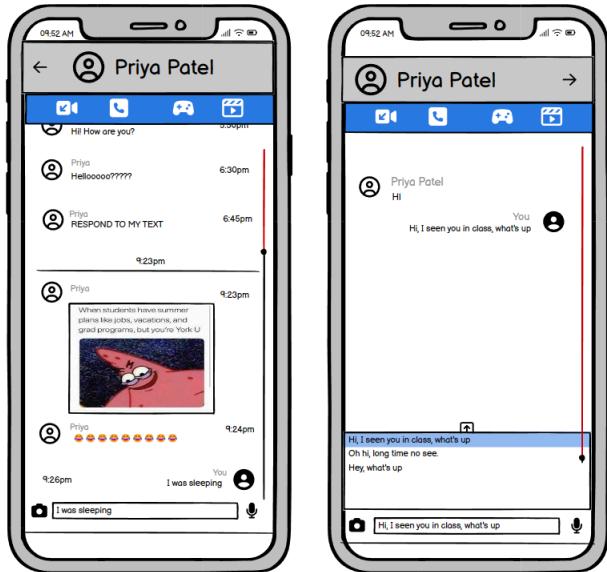
Mostly Dissatisfied      Mostly Satisfied

4. Rate the friend's profile page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

### Private Chat



5. Rate the friend's private text message page in terms of layout and design. \*

1      2      3      4      5

Mostly Dissatisfied      Mostly Satisfied

6. Rate the friend's private text message page in terms of efficiency and usability. \*

1      2      3      4      5

Mostly Dissatisfied      Mostly Satisfied

7. Rate the options provided in terms of friend's profile page in terms of efficacy in deepening your bond with them.\*

1      2      3      4      5  
Mostly Dissatisfied      Mostly Satisfied

8. Rate the familiarity of the messaging page with existing messaging platforms in the market. \*

1      2      3      4      5  
Mostly Dissatisfied      Mostly Satisfied

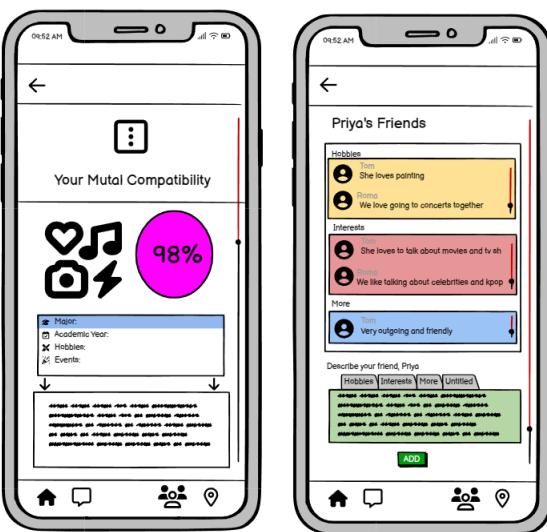
### Messaging and Call features



9. Rate the ease of use of the messaging and call features provided. \*

1      2      3      4      5  
Mostly Dissatisfied      Mostly Satisfied

### Mutual Compatibility Feature in Friend Profile



10. Rate the visual insights provided by the mutual compatibility page. \*

1      2      3      4      5

Mostly Dissatisfied      Mostly Satisfied

Please provide your feedback for the events section.

I think there is still some room for improvement. They can make the design a bit more colorful.

Please provide your feedback for the forums section.

The plus in the bottom and the one hovering on the right corner below had a bit confused at times. Sometimes the middle button was not present in the bottom. I don't know if that's intentional or not but it really diverts the attention from a beautifully designed app.

Please provide your feedback for the messaging section.

I think you can make this one look a bit nicer than what you have shown me.

Please provide any additional feedback you may have.

I am available if you need further help with this app, aside that nothing to add

This content is neither created nor endorsed by Google.

Google Forms

### Additional Feedback

This section is dedicated to obtaining additional feedback, if the participant has any comments or suggestions.

## Connection Companion Survey

The survey will be anonymous to allow participants to provide their honest opinions. There will be five sections in this survey, first one will ask about the user. The next one will be about the overall user experience, and the remaining three will be regarding each of the three tasks the user has performed.

What is your age? \*

22

What is your gender?

Male

Which year are you in university? \*

- First Year
- Second Year
- Third Year
- Forth Year
- Fifth Year
- Over Fifth Year

What is your major?

Computer Science

User experience & satisfaction of using 'Connection Companion'.

This section is dedicated to obtaining feedback regarding the overall user experience of the participants.

How would you rate your overall experience in completing the given tasks with the provided app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How intuitive did you find it to navigate in the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How satisfied were you with the design of the app? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How satisfied were you with the usability and efficacy of the app in doing the required tasks? \*

1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

How well do you think the app caters to users like you? \*

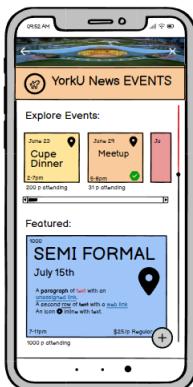
1 2 3 4 5 6 7 8 9 10

Mostly Dissatisfied           Mostly Satisfied

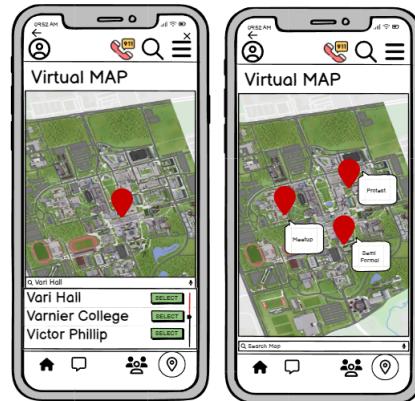
User experience of buying a ticket for an event

This section is dedicated to obtaining feedback regarding the design and usability of the events section we created. The user has explored this section when trying to 'search for an event and buy a ticket for that event'.

Events Homepage



Virtual Map



1. Rate the Events Homepage in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

2. Rate the Events Homepage in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

3. Rate the virtual map page in terms of design. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

4. Rate the virtual map page in terms of usability. \*

1 2 3 4 5

Mostly Dissatisfied      Mostly Satisfied

Selected Event



6. Rate the about info of a selected event page in terms of usability.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

5. Rate the about selected event page in terms of design.\*

1	2	3	4	5
---	---	---	---	---

Mostly Dissatisfied      Mostly Satisfied

Purchase Ticket



7. Rate the ticket purchase page in terms of design.\*

1	2	3	4	5
---	---	---	---	---

Mostly Dissatisfied      Mostly Satisfied

8. Rate the ticket purchase page in terms of usability.\*

1	2	3	4	5
---	---	---	---	---

Mostly Dissatisfied      Mostly Satisfied

Ticket Confirmation



9. Rate the ticket confirmation page in terms of design.\*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

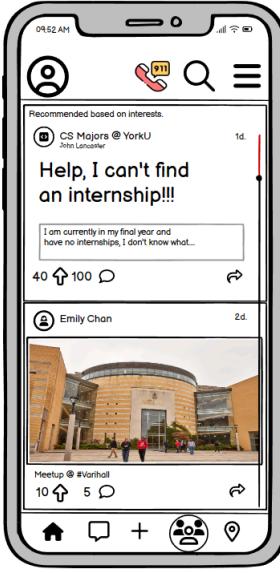
10. Rate the ticket confirmation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

User experience of creating a new forum called 'YorkU News Club' and posting there.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'create a new forum called 'YorkU News Club' and post there'.

#### Forum Homepage



1. Rate the Forums Homepage in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

2. Rate the Forums Homepage in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

#### Forum Creation



3. Rate the forum creation page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

4. Rate the forum creation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

#### Forum Mod



5. Rate the forum moderator pages in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

6. Rate the forum moderator pages in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

Post Creation



7. Rate the forum post creation page in terms of design. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

8. Rate the forum post creation page in terms of usability. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

All images when doing forum related tasks.



9. Rate the other features, you may have viewed in the forum while performing the task, in terms of design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

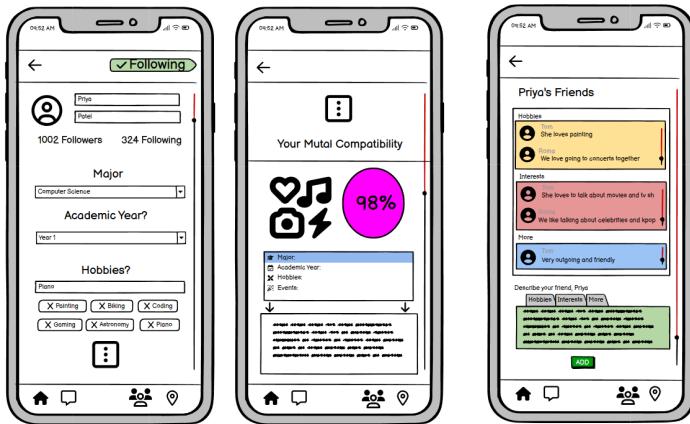
10. Rate the other features, you may have viewed in the forum while performing the task, in terms of usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

User experience of checking a friend's profile to know their birthday and sending them a message.

This section is dedicated to obtaining feedback regarding the design and usability of the forums section we created. The user has explored this section when trying to 'check a friend's profile to know their birthday and send them a message'.

#### Friend Profile



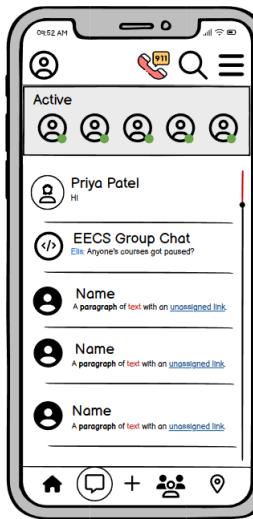
3. Rate the friend's profile page in terms of design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

4. Rate the friend's profile page in terms of usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

#### Messaging Homepage



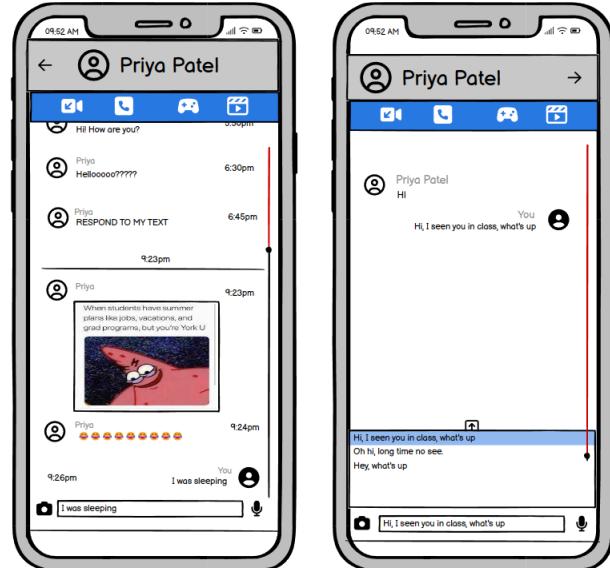
1. Rate the messaging homepage in terms of design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

2. Rate the messaging homepage in terms of usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

#### Private Chat



5. Rate the friend's private text message page in terms of layout and design. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

6. Rate the friend's private text message page in terms of efficiency and usability. \*

1	2	3	4	5
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Mostly Satisfied

7. Rate the options provided in terms of friend's profile page in terms of efficacy in deepening your bond with them. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

8. Rate the familiarity of the messaging page with existing messaging platforms in the market. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

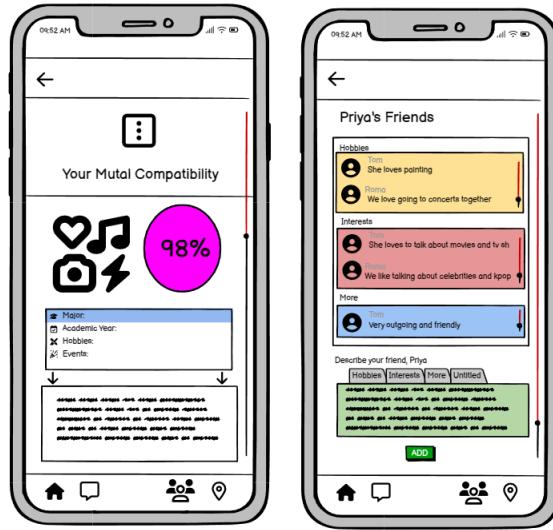
#### Messaging and Call features



9. Rate the ease of use of the messaging and call features provided. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

#### Mutual Compatibility Feature in Friend Profile



10. Rate the visual insights provided by the mutual compatibility page. \*

1	2	3	4	5	
Mostly Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Mostly Satisfied

#### Additional Feedback

This section is dedicated to obtaining additional feedback, if the participant has any comments or suggestions.

Please provide your feedback for the events section.

n/a

Please provide your feedback for the forums section.

too many mod pages.

Please provide your feedback for the messaging section.

n/a

Please provide any additional feedback you may have.

n/a

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