



**Northumbria  
University**  
NEWCASTLE

## KV5003 HCI SUPPORTING EVIDENCE PORTFOLIO

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<b>Project name:</b>	Skillable

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\*\*\*Please note that the content of this portfolio will vary depending on your specific UCD process and the choices you made when developing your product.\*\*\*

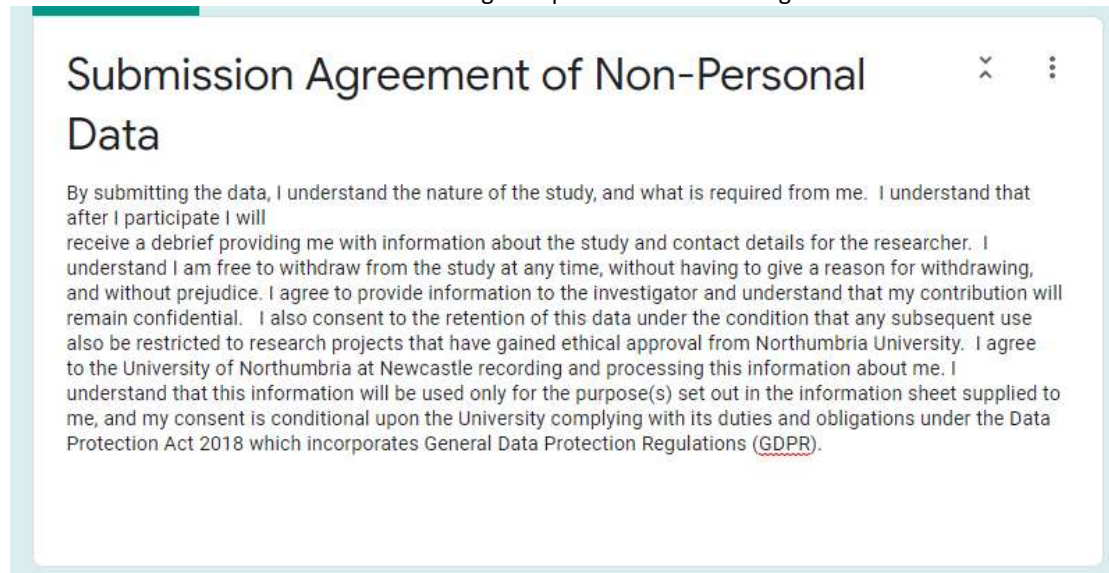
## Establishing requirements

### User research plan

The participants that we chose to issue the questionnaire out to were students who had not studied Computer Science before and those that had. The students who had not studied Computer Science before acted as our students in this scenario and those that had studied Computer Science would act as our lecturers in this. Using current or previous Computer Science students would allow us to gain an insight into what they felt worked for them whilst they studied the subject and what they wish they had access to or had done more when studying. We also wanted to use this platform as an area where those that had not taught before would have an opportunity to hence using Computer Science students instead of actual lecturers for our research. With regards to those who had not studied the subject, it gave us an opportunity to discover what needs they felt would be useful to them to get the most out of studying Computer Science and their preferred way of learning a new subject.

Our method of capturing the responses from our participants recruited for this research is through online survey forms. After the information is collected, it will be processed into valuable data which will help us in the development of the application. The reason we have chosen this method (also avoiding the collection of personal data) is because the survey will provide the unfiltered wants and needs of people from various backgrounds and countries. This will provide more accurate data. The questions we chose to ask in the questionnaire, we felt, would give us a rounded of idea of how the app would be shaped. We wanted to avoid asking questions that would end up shaping the app we wanted it but in such a way that would incorporate what our target audience would like. It also gives us an opportunity to gather a large amount of information from different sources in a short amount of time (as the survey is only about 5-10 minutes) and means we can get straight to the point answers whereas with an interview for an example, it could take a while to interview several people. However, in future, if we were to do this again, we feel using interviews would be beneficial as it would be good to use more than research tool to gather information from a variety of sources. Questions from an interview could have potentially given us a different insight into how we shaped the app.

The consent form that we used when issuing our questionnaire on Google Forms.

A screenshot of a Google Forms submission agreement titled "Submission Agreement of Non-Personal Data". The form contains a paragraph of text stating that by submitting data, the participant understands the nature of the study and what is required from them. It mentions that after participation, they will receive a debrief, are free to withdraw at any time, and agree to provide information to the investigator. It also states that the data will be used only for the purpose(s) set out in the information sheet and that the consent is conditional upon the University complying with its duties and obligations under the Data Protection Act 2018 and GDPR. The form is displayed within a light blue border.

Questions we used for the survey are as follows;

#### Questions aimed at students

- Do you currently use knowledge based apps? If so, which ones?

- If you do use these apps, what do you like about them? If you do not, what do you feel will make a good knowledge based app?
- If there were live lectures / video tutorials within the app, what would you look for from a lecturer?
- Do you prefer one-on-one teaching or group work?
- What is your best method of learning and why?
- Would you find a knowledge based app useful?
- If the app was a paid subscription, how much would you like to pay a month?
- How long do you tend to study on one subject area in one session?

#### Questions aimed at teachers

- What was the most important aspect to you when learning about technology (e.g. Computer Science)?
- What would have helped you when you were learning about technology?
- Would you prefer to teach in a one-on-one environment or group environment? Why?
- What do you think makes a good knowledge based app?
- What is your favourite method of teaching?
- Would you prefer to teach one-on-one or in front of a group?
- How long of a session do you feel is a good time?
- Do you think an app is an effective way of teaching?

Answers from the survey are as follows;

#### Answers from questions aimed at students

<b>Do you currently use knowledge based apps? If so, which ones?</b>	<b>If you do use these apps, what do you like about them? If you do not, what do you feel will make a good knowledge based app?</b>	<b>If there were live lectures / video tutorials within the app, what would you look for from a lecturer?</b>	<b>Do you prefer one-on-one teaching or group work?</b>	<b>What is your best method of learning and why?</b>	<b>Would you find a knowledge based app useful?</b>	<b>If the app was a paid subscription, how much would you like to pay a month?</b>	<b>How long do you tend to study on one subject area in one session?</b>
Coursera	Free	Specific	One-on-one	Reading out loud	Yes	1 - 5£	31 - 60 mins
Daily Art, Duolingo, Ted Talks	I love the fact that they send you daily notifications with recommendations or that they show you your weekly progress.	They shouldn't show the speaker too much and explain the content through images or animations	One-on-one	Through drawing. I have a powerful visual memory.(I tend to remember drawings much better than information I have listen to)	Yes	1 - 5£	0 - 30 mins
No	Social media-like interaction	The ability to send related questions to the lecturer	One-on-one	Small rounds of learning	Yes	1 - 5£	31 - 60 mins
Skillshare, Khan Academy, Duolingo	Good interaction, good ui	Be interesting	Group Work	Making schemes, charts Listening to lecturers	Yes	1 - 5£	31 - 60 mins
No	The informations	How interesting The video Will be	Group Work	Listening to music while learning. I am more comfortable with music	Yes	1 - 5£	0 - 30 mins

No	Interactivity and having a set of achievements to keep you going.	An interesting subject not necessarily something related to what I am studying.	Group Work	A video detailing what I have to learn.	Yes	1 - 5£	31 - 60 mins
Language learning apps, for example Memrise, Anki droid	I do not like the fact that it is hard to keep learning everyday, there's not a big incentive to come back and the information doesn't stick because it's just repetition of words	To answer questions and to perhaps ask questions for the viewers, some small games integrated so the viewers don't get bored	One-on-one	I learn the best by writing things down and talking about it with someone	Yes	1 - 5£	0 - 30 mins
Udemy, linkedin, lynda, khan academy	Make it free	Speak fast or make sure i can speed up the videos	Group Work	Doing the stuff	Yes	1 - 5£	31 - 60 mins
Reddit.	Good lecturers as well as good advice.	Maybe	One-on-one	Online learning, since I am able to learn on my own, at my own pace.	Yes	1 - 5£	31 - 60 mins
Youtube	Short videos	to be as short as possible	One-on-one	Highlighting and writing it all down	Yes	5 - 10£	61 mins+
Scribd	I like that it helps me	Notiunile teoretice sa fie explicate/ aplicate practic	One-on-one	Videos because you can rewatch them.	Yes	1 - 5£	31 - 60 mins
Memrise, Brilliant, SoloLearn	Easy access, interactivity, the way information is structured	to have an easily comprehensive vocabulary, patience, detailed explanations	Group Work	should not be noise	Yes	5 - 10£	61 mins+
No	What intrigues me is that there is a free platform that consists of explained lessons in different domains a student can study at home (Khan Academy or Codecademy for Informatics), while in apps like Elevate and Quizlet you can test your knowledge	present and explain the subject with pictures ?? and explain the specific terms when introducing them	One-on-one	By writing and solving problems myself.	Yes	5 - 10£	61 mins+
Khan Academy, Elevate, Quizlet, Codecademy	lots of info & diversity		Group Work	Citit, subliniat. Pentru simplul fapt ca "merge repede" din	Yes	1 - 5£	31 - 60 mins

				moment ce materia este multa, dar conteaza si practica			
Yes. School planner. Google translate, reverso			One-on-one	I usually make a numerous schemes, drawings, highlight paragraphs for I have visual memory, but I also watch courses explained online, for my auditive memory	Yes	5 - 10£	31 - 60 mins
only future learn but i dont think it s rly an app			One-on-one	re writing the materials on blank papers and creating schemes because I tend to remember the overall aspect of the schemes and consequently remember the information and where was placed on the file	Yes	1 - 5£	61 mins+
			One-on-one		Yes	1 - 5£	31 - 60 mins
			One-on-one		Yes	1 - 5£	0 - 30 mins
			One-on-one		Yes	1 - 5£	31 - 60 mins

Answers from questions aimed at teachers

What was the most important aspect to you when learning about technology (e.g. Computer Science)?	What would have helped you when you were learning about technology?	Would you prefer to teach in a one-on-one environment or group environment? Why?	What do you think makes a good knowledge based app?	What is your favourite method of teaching?	Would you prefer to teach one-on-one or in front of a group?	How long of a session do you feel is a good time?	Do you think an app is an effective way of teaching?

An appropriate information background of the subject before beginning with the practical work	Books or tutorials	One-on-one, because you tend to observe the gaps a person have related to that particular subject much easier	A progress tracker and remainders to access on a daily basis the app	Live Video	One-on-one	0 - 30 mins	Yes
Relevance to new tech	A good teacher	Group, lets the students interact and share ideas	If it gets as addicting as a game, then it can be great	Spoken Word	Group	31 - 60 mins	Maybe
Seeing where I can apply said knowledge	Guidelines	Group, no personal pressure	The informations	Written, Spoken Word	Group	31 - 60 mins	Yes
Knowing how they can help	Seeing how technology was made	Group, because we could help each other	Interactivity i and achievements	Recorded Video, Written	Group	0 - 30 mins	Yes
Actually having an example that I could look at not just read about.	Having things segmented based on categories something along the lines of "Navigating a menu" "All about Drivers"	One-on-one	it helps you alot	Live Video, Spoken Word	One-on-one	0 - 30 mins	Maybe
Learning how to design a game.	Have access to more resources.	I prefer one on one since I will probably receive more information compared to when I am sitting in a group of 10 people or more.		Recorded Video	One-on-one	0 - 30 mins	Maybe
information that can help you in the future	information that can help you in the future	is more beautiful in the group , it makes you stay longer		Live Video, Recorded Video	One-on-one	61 mins+	Yes
Learning on my own				Recorded Video	Group	61 mins+	Yes
				Written, Spoken Word	One-on-one	61 mins+	Maybe

## Competitor's analysis

One of the requirements we discovered out of competitor analysis was the need to ensure that the app was monitored for use of misconduct. As with all social media apps such as Facebook, Twitter, and Instagram there is always that potential for users to misuse the app and break the terms and conditions set out by these apps. It is important that we take this into account and ensure measures are in place to combat this sort of behaviour and it

is nullified as quickly as possible. By employing this measure it makes sure that our app is safe to use and upholds a certain reputation. This will help when it comes to a user deciding which app to use when wanting to improve their knowledge.

Another factor we took into account was that of the option for opting in and out of certain payment agreements. Sites such as Pluralsight offer monthly and annual payment agreements whereas sites such as Udemy offer their courses on a per course basis. From our point of view, we want to make sure our app is accessible and friendly to all so if users are no longer happy with the app or they simply cannot afford it anymore, it is easy enough for them to cancel their subscription so they're no longer locked into a contract. We will offer courses on a per course basis and a monthly basis for extras thus meaning that users are not locked into a yearly subscription where they cannot receive a refund for months not used.

A further factor we looked into was that of the stability of the app. For example, from last year's System Analysis module someone in our group had looked into the NU Connect app and found that the app crashed quite frequently. It is important that our app is stable and does not crash as this will put users off. If a user is in the middle of a lecture for example and the app crashes then they will miss out on a part of that lecture. This would result in us providing a poor service and not giving the user value for money which we want to avoid.

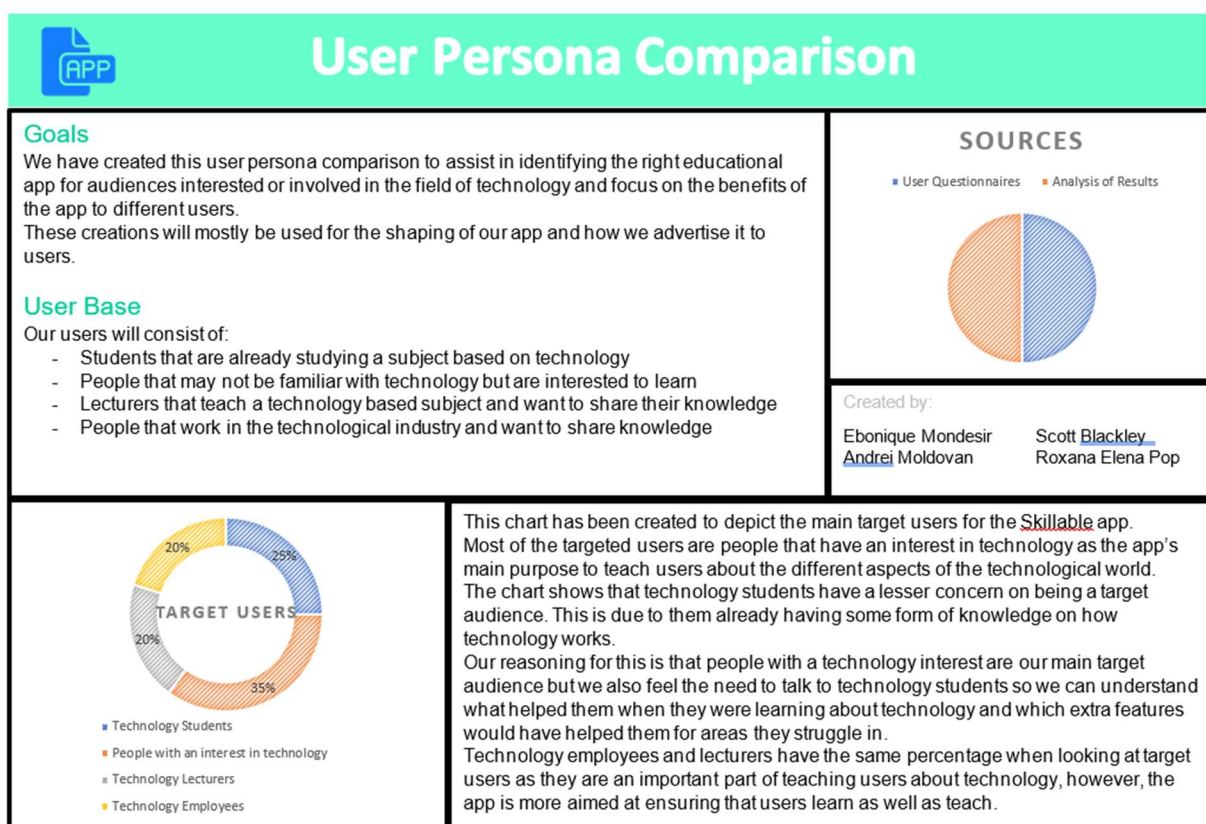
Another important issue we looked at was the safety of the users' data that we keep. We will be keeping personal information such as names and bank details in some cases. Therefore, when a user decides to delete their account we need to delete it in an appropriate manner as we no longer need it. This puts the customer at ease knowing their information has been discarded efficiently. It also means, that should we end up with a security breach, that data we no longer should have is at threat. Other social media apps have had previous security breaches so we want to make sure that ours is as secure as possible and follows all the legislation in place.

## Requirements specifications

Requirement	Priority	Type	Source
The need for it to be secure so the user's details are kept safe	Must	Non functional	Questionnaire
A clean user interface to make it easy for the user to navigate around it	Should	Functional	Questionnaire
View your personal profile to keep up to date with progress	Should	Usability	Questionnaire
Ability to message the lecturer with questions	Should	Usability	Questionnaire
Having the option to choose group learning through forums or one to one tutoring	Should	Functional	Questionnaire
Notifications for live video/recorded video	Should	Functional	Questionnaire
Forums/discussion sections	Should	Functional	Questionnaire
Track your learning time in a single session	Could	Functional/Usability	Questionnaire
The app will need to be stable so it doesn't keep crashing	Must	Non functional	Documentation analysis
Have a notes section to keep track of live tutorials	Could	Usability	Questionnaire

Links to relevant resources within app	Could	Functional	Questionnaire
Ensure information pages are short and concise containing good information	Could	Usability	Questionnaire
The instant messaging feature allows users to easily contact each other	Should	Functional	Questionnaire
Users allowed to opt in or out of their membership subscription	Must	Non Functional	Document Analysis
Lecturers choosing how they want to teach their students on the app	Should	Usability	Questionnaire
Users can tailor the way they tutor/learn through picking preferred options	Should	Usability	Questionnaire
The app works with the given preferences of the users	Should	Functional	Questionnaire
Users can choose the length of their learning sessions	Should	Usability	Questionnaire
User data to be deleted when they remove their account	Must	Non Functional	Document Analysis
The app should be monitored to prevent online misconduct	Should	Non Functional	Document Analysis

## Personas





### IT Industry Expert

Name: Jane Smith  
Age: 41  
Education: BSc in Computer Science with Cyber Security  
Location: United Kingdom  
Occupation: Ethical Hacker  
Interests: Programming and Embedded Software

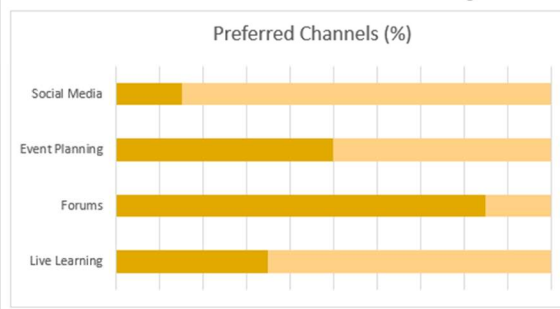


#### Goals

- Provide professional expertise
- Helping students towards good career opportunities
- Possibly learn more from others

#### Concerns

- The outcome of being part of the app community
- Ensuring that knowledge given is accurate
- The amount of time and effort that can be given



### Technology Student

Name: Stacey Matthews  
Age: 23  
Education: Undergraduate (Computer Science with Artificial Intelligence)  
Location: United Kingdom  
Occupation: Student  
Interests: Robots and Programming

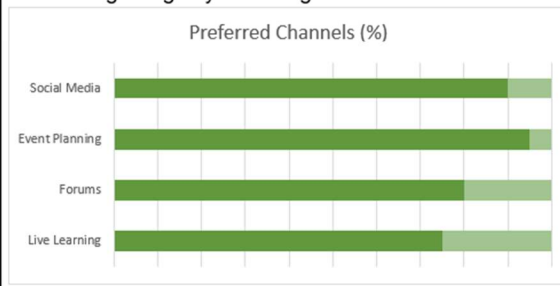


#### Goals

- Improve knowledge based on Computer Science
- Help other students that don't have the same knowledge
- Advance in course due to gained knowledge

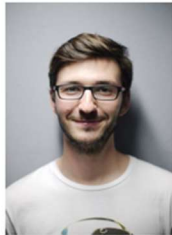
#### Concerns

- Not being able to focus on daily learning
- Receiving poor information
- Not gaining any knowledge at all



### Student Wanting to Learn

Name: John Wayne  
Age: 21  
Education: Undergraduate (English Literature)  
Location: United Kingdom  
Occupation: Student  
Interests: Languages and Art

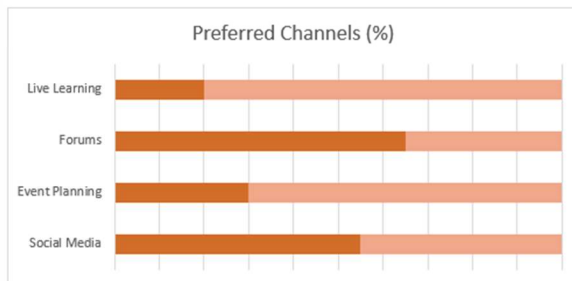


#### Goals

- Improve knowledge in technology sector
- Make friends with others in the technology community
- Apply the knowledge in mock scenarios

#### Concerns

- Lecturer not providing visual aids
- Being motivated to learn daily
- Long and tedious tutoring sessions



### Technology Lecturer

Name: Steve Cooke  
Education: MSc in Computer Science  
Age: 53  
Location: United Kingdom  
Occupation: Computer Science Lecturer  
Interests: Raspberry Pi's and Algorithms

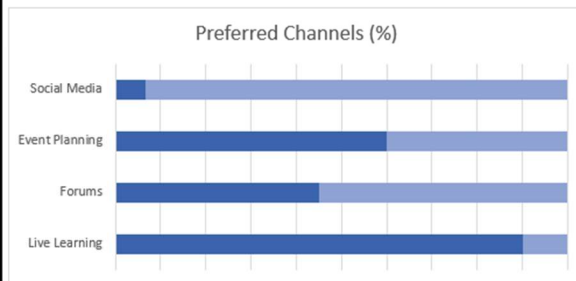


#### Goals

- To produce interactive videos for students
- Provide one to one support
- Ensure content is short and concise

#### Concerns

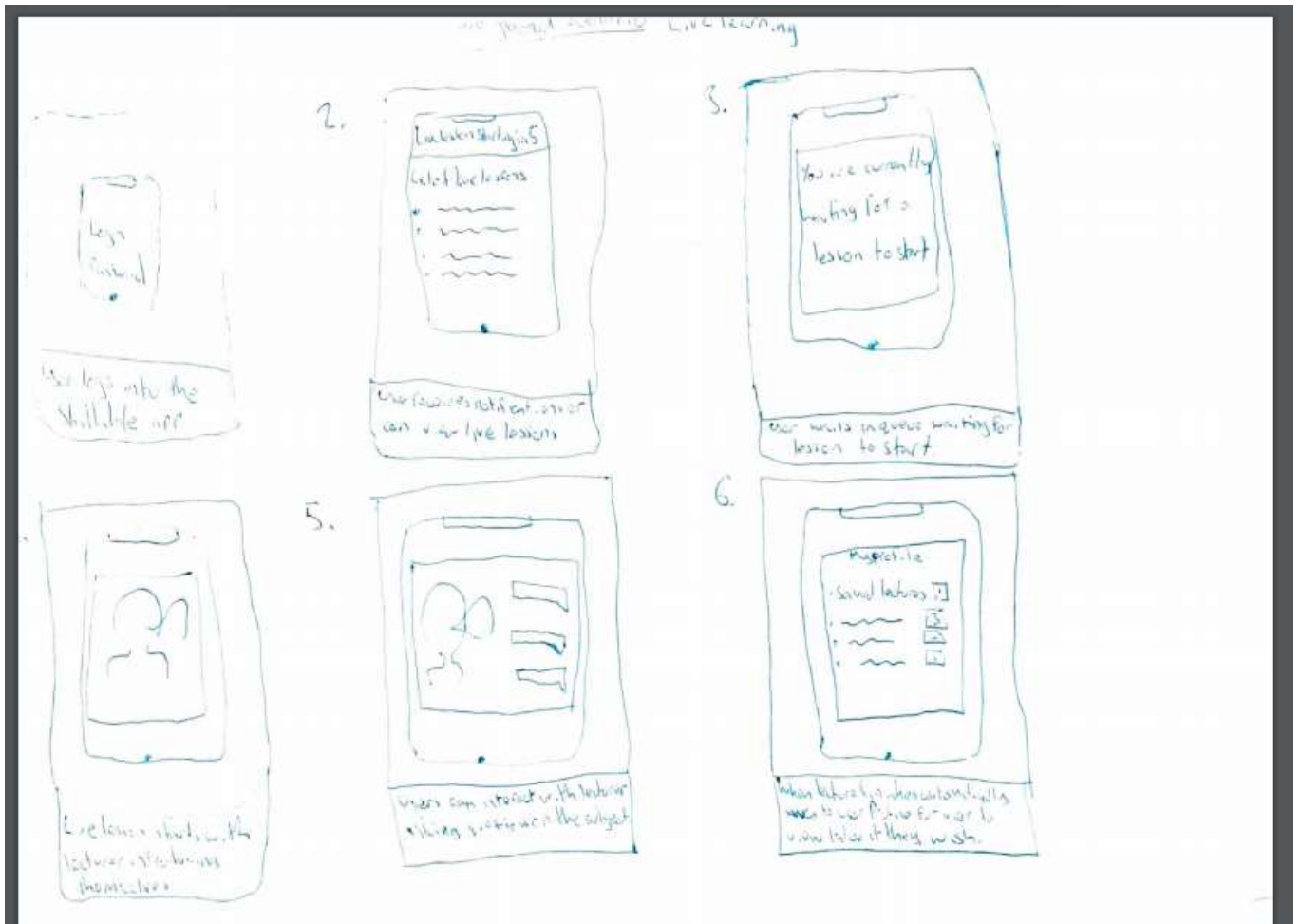
- Lack of knowledge about engagement of students
- Not knowing if students are able to apply knowledge
- Feedback on how helpful provided knowledge is



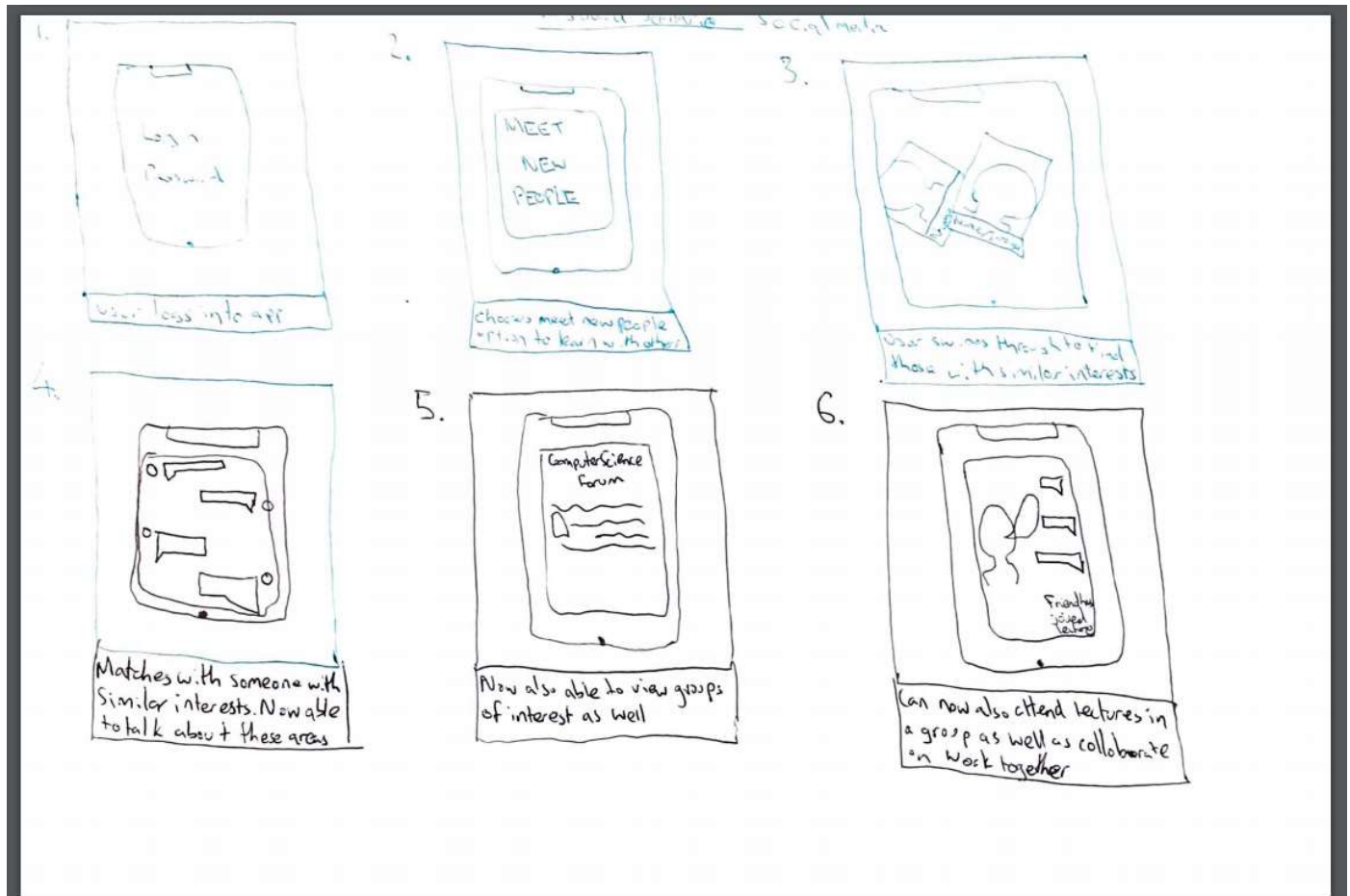
## Design Alternatives

### Storyboard

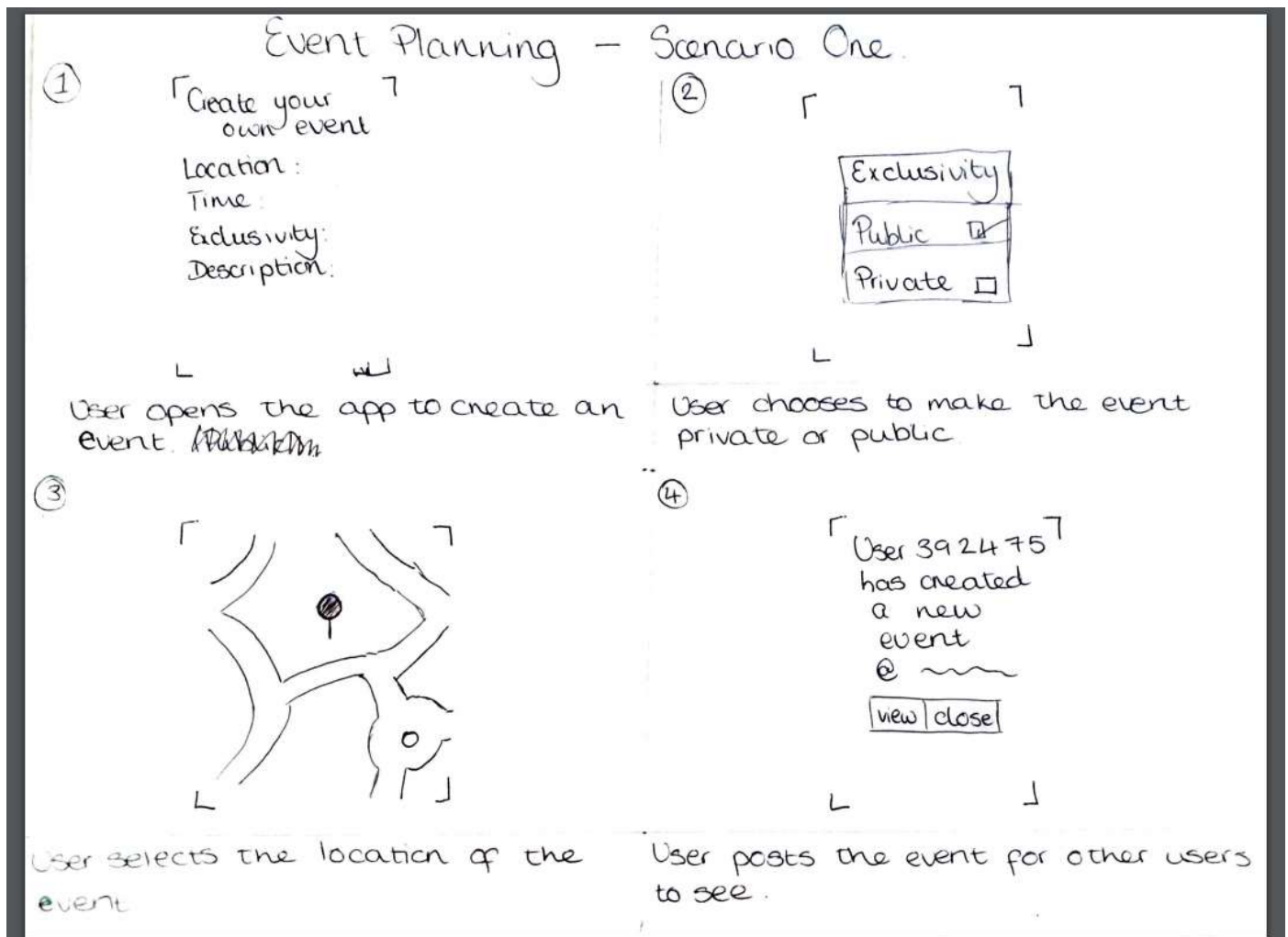
#### Live Learning storyboard scenario



## Social media storyboard scenario



## Event planning storyboard scenario



## Event Planning - Scenario 2.

①

「User 496279」  
has invited  
you to their  
private event

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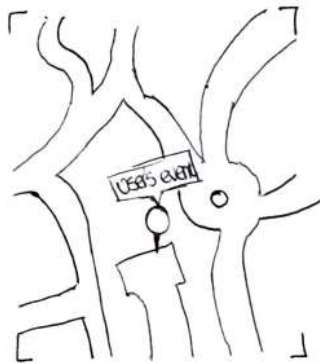
②

「How would you like to respond?

↓  
User gets a notification about an invite to an event (private)

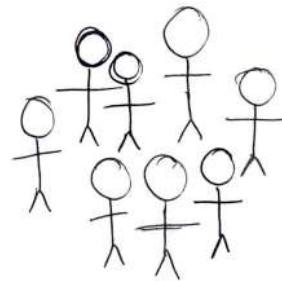
↓  
User chooses whether they are going to the event or not.

③



The user then receives the location to the event.

④



User attends the event.

## Event Planning - Scenario 3.

①

Racheal Y/ has made an open event

view close

User gets a notification about a public event

②

Location of Racheal Y's event.



User is able to see location of event without asking for permission.

③

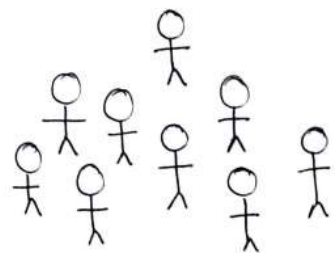
Racheal Y's event



going not going.

User clicks either "going" or "not interested" on the event page.

④

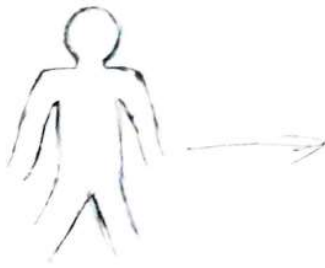


User attends the events.

Forums storyboard scenario

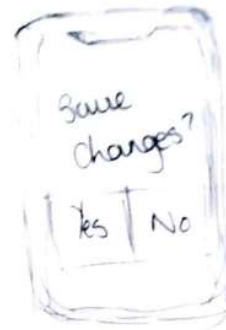
## forums - Scenario 1

①



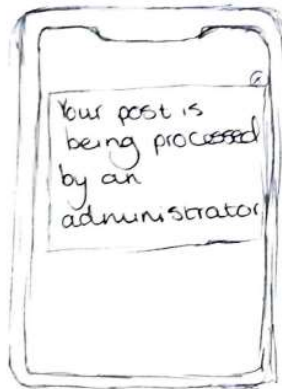
User posts information about a technological subject.

②



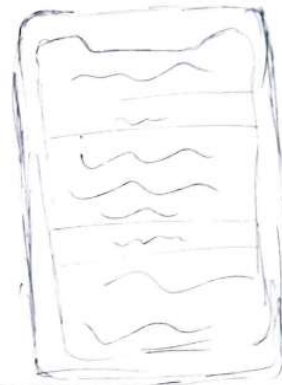
User edits the post due to a spelling or fact error after sending it for request.

③



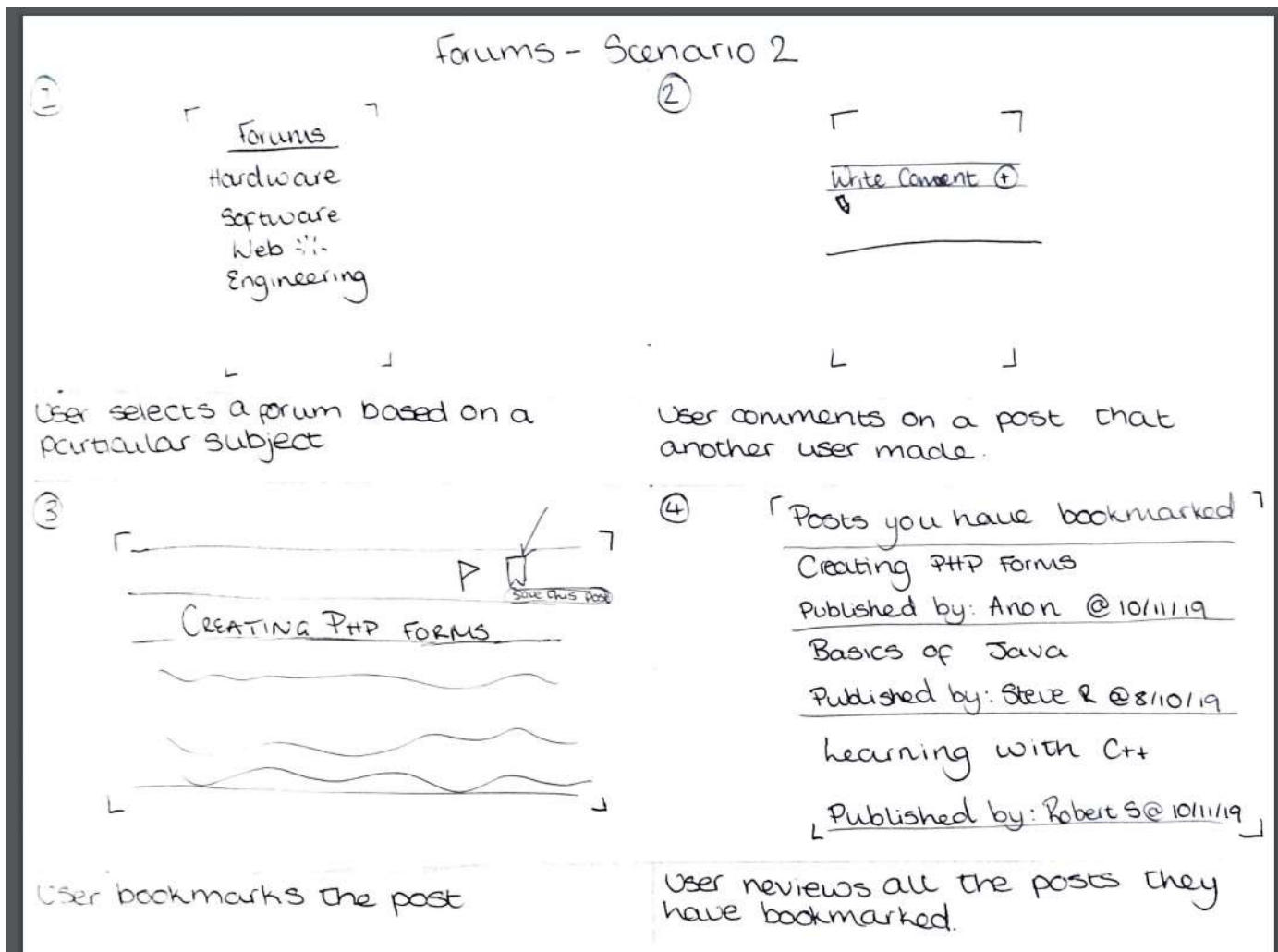
User waits for post to be cleaned by moderators.

④



Users can now view the public post on the forum.



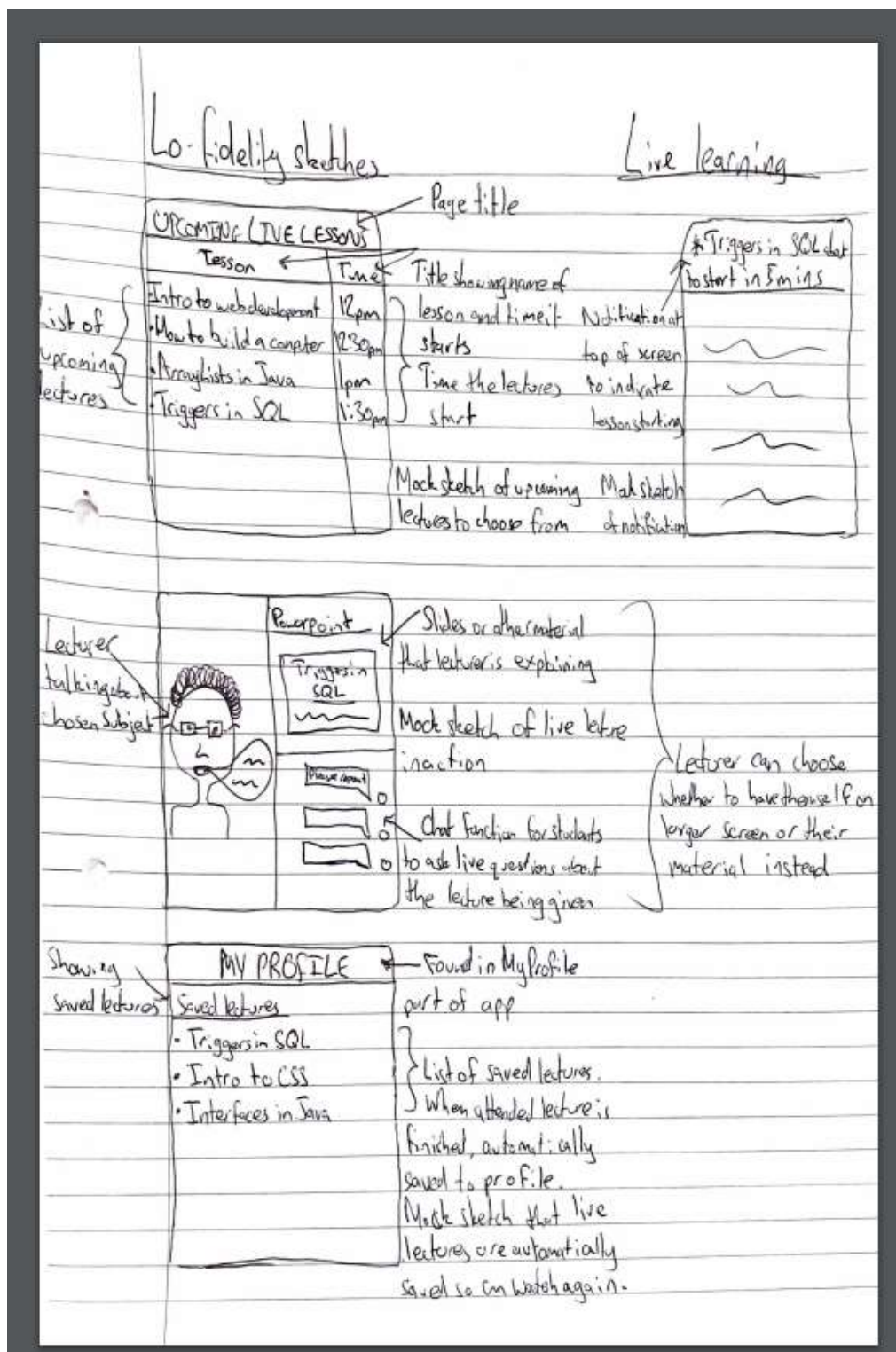


## Sketches

### Low fidelity sketches (showing iteration)

Live Learning low fidelity sketch

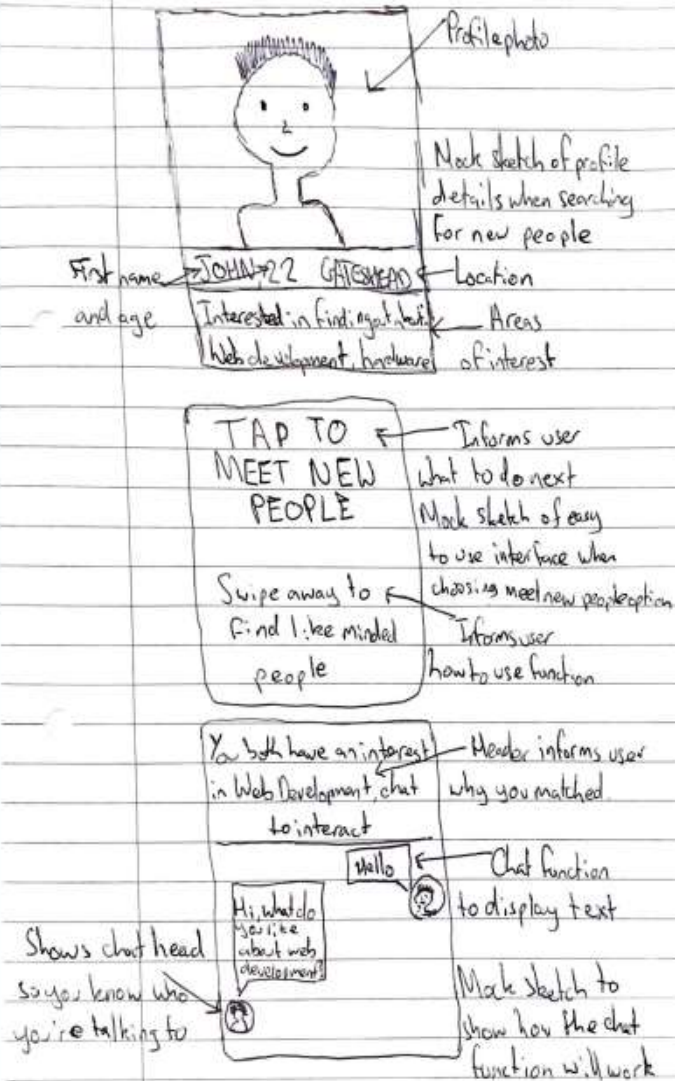


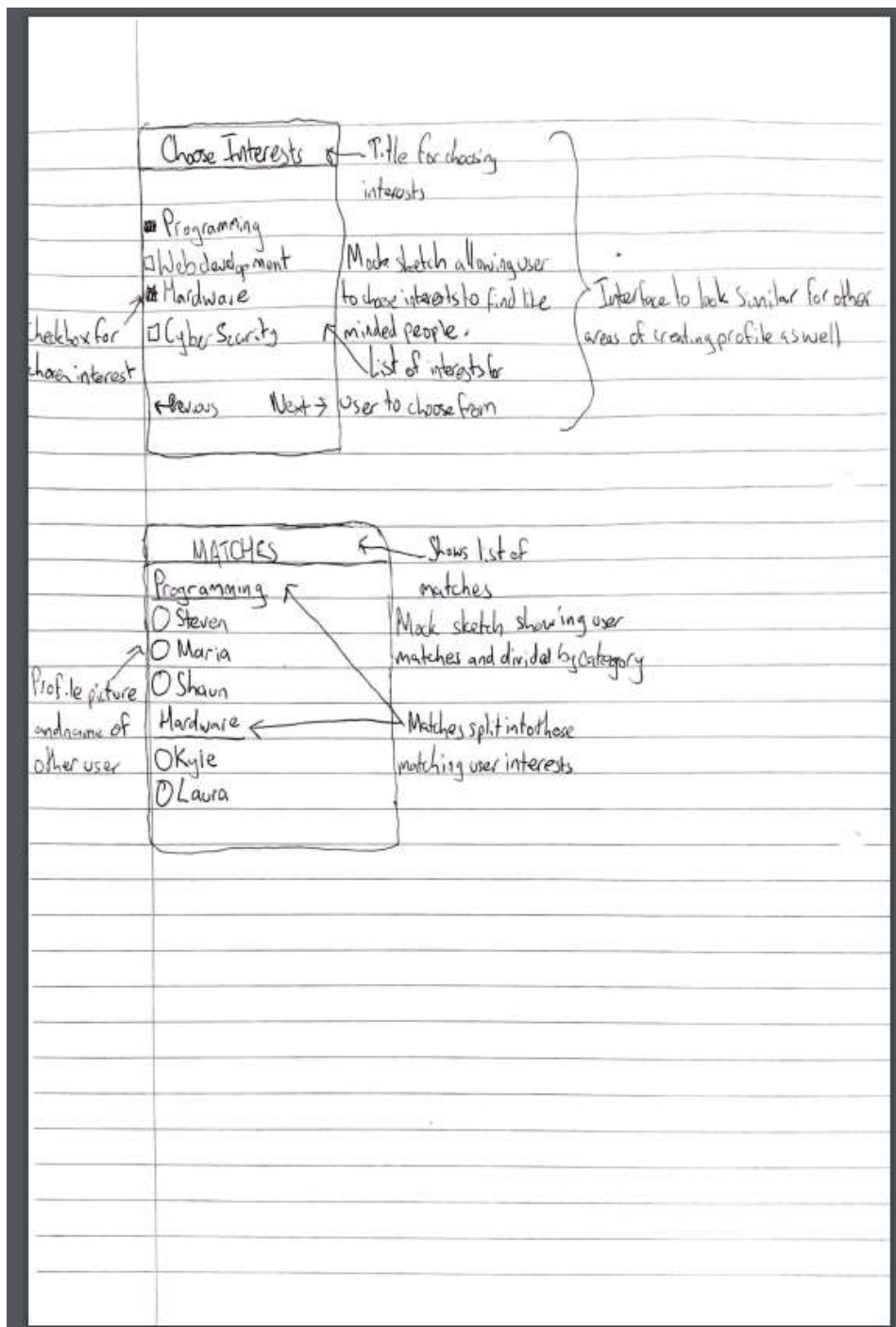


Social media low fidelity sketches

## Lo-fidelity sketches

## Social media aspect





Event planning low fidelity sketches

## How it works.- Event Planning.

### CREATING AN EVENT

The event will have its own page and be displayed on the users profile.

event can be made public or private

Create an Event.

Event Name:

Location:

Time:

Publicity:

Description:

load event icon:

choose

user can create an event for other users to attend.

location, time, description can be added.

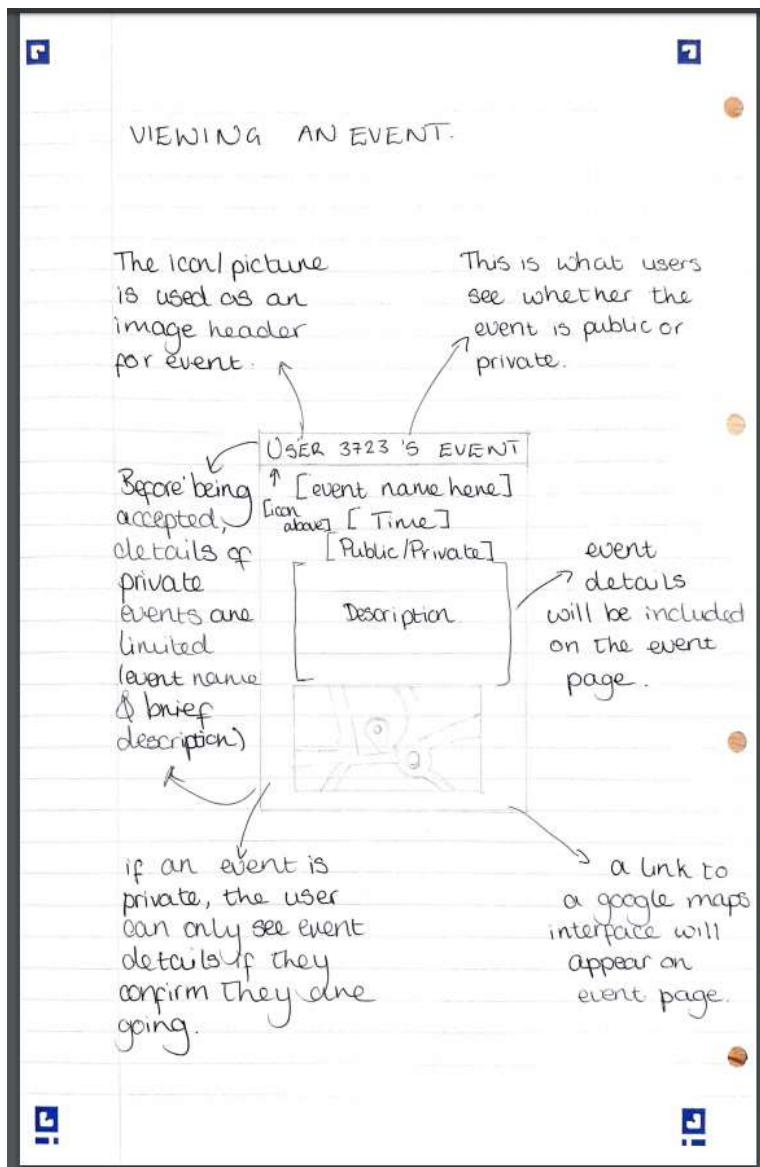
Users can give the event a personal picture/icon.

User 2477 has invited you to their event!

A user will get a personal invite if a user's event is private.

User 9396 has created an event!

A user will get a general notification if a user has made a public event.



Forums low fidelity sketches

## How it works - Forums.

### Posting Forums.

The user has the ability to change how the font looks.

The user is able to author a forum post through the app.

CREATE A POST

AA A

Title

Main Body

Save add post

The user can save a post they are writing as a draft if they are unable to finish it.

The attachment function will allow the user to add media or links to their post.

APPROVAL REQUESTS	
New: learn C#	12/15
Working with HTML	12/11/19
Basics of Java	10/11/19
PHP: Fundamentals	9/11/19

This image is showing the requests that admins can see

Rejected posts are permanently deleted unless they are saved by the user.

If a users post is deemed to be accurate and appropriate, their request is approved.

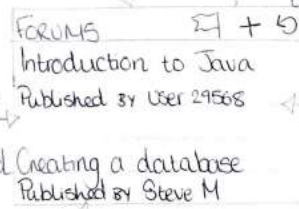




## VIEWING FORUMS.

Users can access the "create a forum" section through the forums page

The main page for forums allows users to flag posts they don't agree with or other comments can be reported



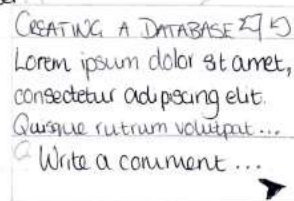
The forums page can be refreshed

The user can click on a post

Users are able to view the titles of each post and who created them

Like the forums page, the user can report a post or a comment made by another user.

This is what a user can see when they click on a forum post they want to view.



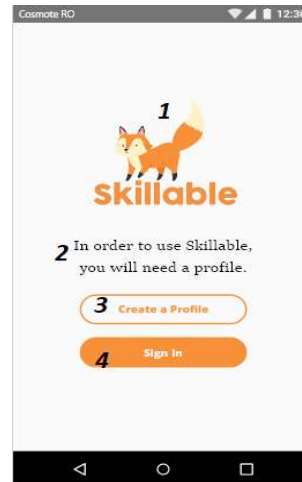
# Prototype

## Annotated High Fidelity Features



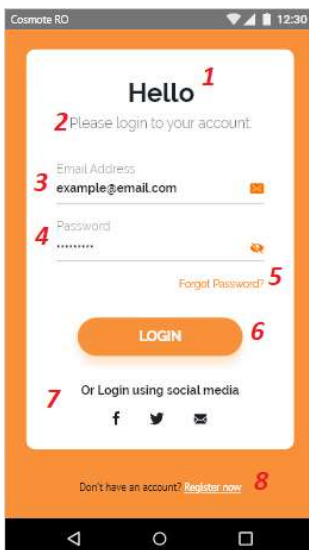
### Annotations

1. App logo
2. Loading animation



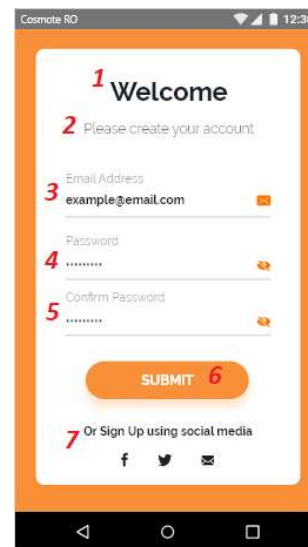
### Annotations

1. App logo
2. Description to help the user understand that they need to create an account
3. Button that redirects the user to Create-a-Profile screen
4. Button that redirects the user to Sign-In screen



### Annotations

1. Friendly message
2. Description to guide the user through the sign in process
3. Email Address field
4. Password field (option to show password available)
5. Password recovery button
6. Login button
7. Option to sign in through social media platforms
8. Button that redirects the user to the Create-an-Account screen



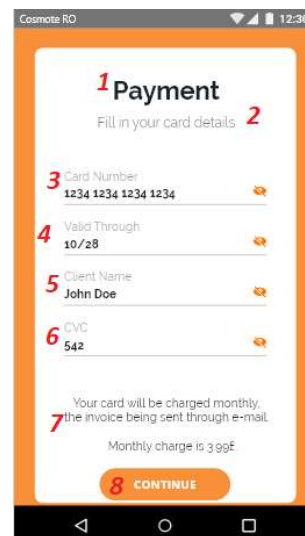
### Annotations

1. Friendly message
2. Description to guide the user
3. Email Address field
4. Password field (option to show password available)
5. Confirm password field (option to show password available)
6. Submit button
7. Option to Sign Up through social media platforms



### Annotations

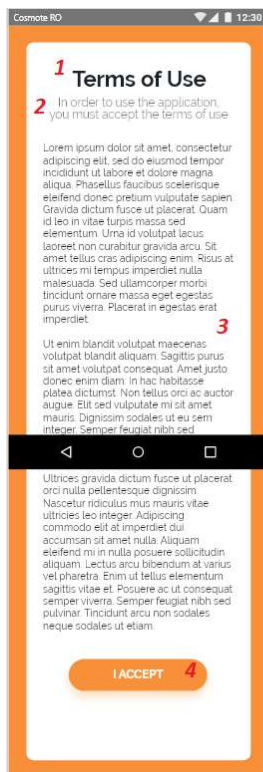
1. Friendly message
2. Description to guide user
3. Option to choose tutor account
4. Option to choose student account
5. Submit button (takes the user to the next step)



### Annotations

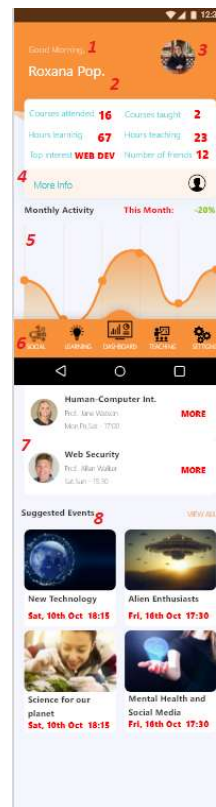
1. Name of the screen/process
2. Description to guide the user
3. Card number field
4. Expiry date field
5. Name of the user (also present on the credit card)
6. CVC code field
7. Resume of the choice the user made and confirmation of email
8. Continue button





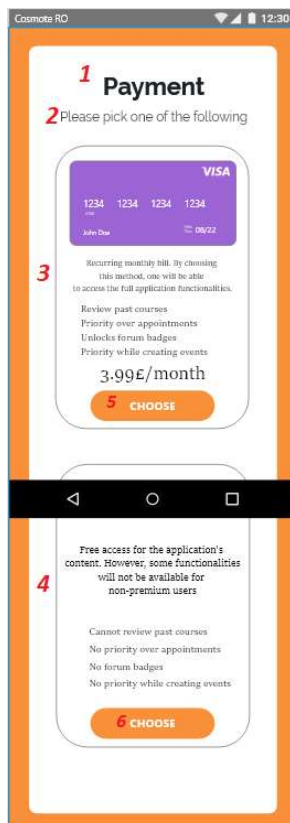
### Annotations

1. Name of the screen/process
2. Description to guide the user
3. Description of term of use the user has to agree to
4. I Accept button



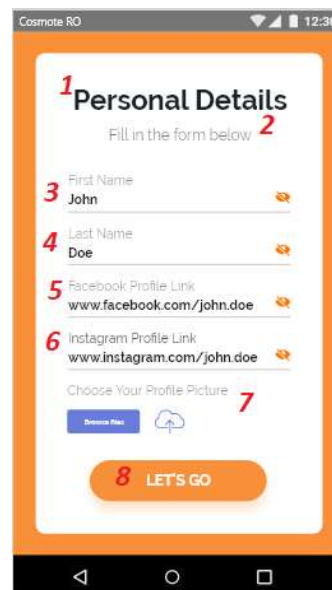
### Annotations

1. Friendly message
2. Name of the user
3. Profile picture of user
4. Quick info section (this is a quick rundown of user's stats; there is also an option to access the full, detailed stats)
5. Monthly activity section
6. Menu (with social, learning, dashboard, teaching and settings tabs)
7. Suggested Courses tab (quick information on the course and the teacher; there is also an option to view all available courses and an option to view details of a specific course)
8. Suggested Events section (based on an algorithm, shows the most relevant events to the user; there is also an option to view all events available)



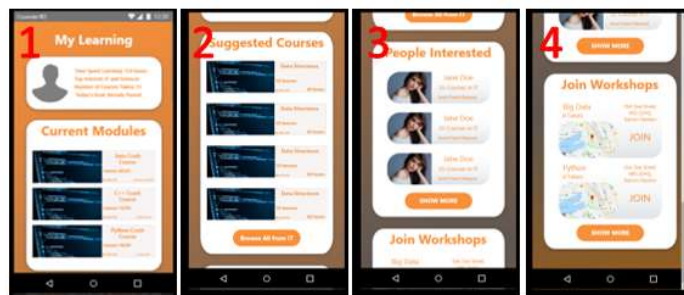
### Annotations

1. Name of the screen
2. Description to guide the user
3. Premium version of the app (payable monthly)
4. Free version of the app that doesn't include some features
5. Button that takes the user to the next screen (paid version)
6. Button that takes the user to the next screen (unpaid version)

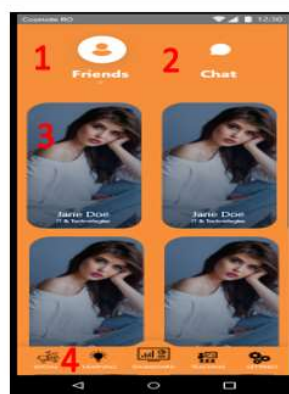


### Annotations

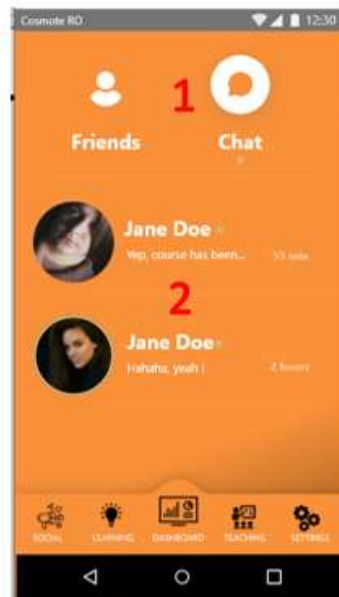
1. Name of the screen
2. Description to help the user
3. First name field
4. Last name field
5. Facebook link (optional)
6. Instagram link (optional)
7. Option to upload profile picture
8. Proceed button



1. This is the learning page for the Skilable app where the user can look at the classes they are enrolled in and courses that they might be interested in.
2. The user can look at their suggested courses and they have the ability to click on a course and enrol onto it.
3. The user can look at people that have the same interests as them and they have the option to send a friend request to each person.
4. There are workshops available that the user can look at to take part in.



1. This is the friends section of the app where users are able to see who they are friends with and what each friend specialises in.
2. There is a chat option available so users can use instant messaging to talk to their friends.
3. Users profile pictures can be seen on the friends page along with detail about what their profession is.
4. The toolbar is located at the bottom of the screen so the user can navigate the app easily.



1. This is the chat section of the app where users can connect with their friends through instant messaging.
2. Users can select the chat they would like to open and message other users.

## Interactive Flow Diagram

<https://youtu.be/7YZf9U-SkaY>

## Group Presentation Link

[https://www.youtube.com/watch?v=SIUElmMgH\\_8&feature=youtu.be](https://www.youtube.com/watch?v=SIUElmMgH_8&feature=youtu.be)

## Evaluation

### Evaluation plan

Our participants for the evaluation was ourselves as part of the non-user evaluation. As part of our personal evaluation of the app we wanted to ensure that we listened to our users who we originally questioned during our questionnaire process and took on board what built our requirements for the app. By going through our requirements table and comparing it with what we had designed for the app we could verify what users wanted and what we may have missed out. It also gave us the opportunity to ensure the flow of the app was easy to use.

In terms of user evaluation, our participant was a user who had not studied Computer Science before and would therefore would act as our student in this scenario. As we had completed the non-user evaluation, and study Computer Science, we felt we had acted out the teacher scenario of our app. By using a student to test our app, we felt more functions in our app would be tested as there is more functionality to it from a student's perspective. By asking them to go through such functions as the chat

and viewing my learning it would give us an idea of how intuitive the app was and how easy the student found it.

The method we chose for both non-user and user evaluation was the use of a checklist. By using a checklist it meant we had the ability to go through the app step by step with the user and see how they interact with the app. The checklist was clear to use as we marked what area of the app we wanted the user to test, what action they would need to carry out to complete it as well as what priority we felt that function had within the app. With the actions in the checklist we did not hint at what the user should do to get from a to b but merely ask them how they would approach to see if the desired outcome matched ours. With regards to the priority, we had three priorities; 1 for high priority, 2 for medium priority, and 3 for low priority. The prioritisation allowed us to see what we felt were the most important aspects of the app and that should anything go wrong during the evaluation, those marked with priority 1 for example would be seen to first. We also added a column for outcomes so we could write down what the user had done, how easy they found to complete the task, and add a little note of what needs improving should that come up.

#### Consent form for user evaluation

*I can withdraw at any time or refuse to answer any question without any consequences of any kind.*

*I understand that the outcome of the evaluation will be recorded and that all information I provide for this study will be treated confidentially.*

*I understand that in any report on the results of this research my identity will remain anonymous.  
(This will be done by separating the collected and personal data.)*

*This form will be stored separately to the outcomes of the evaluation and notes gathered through the evaluation.*

*I understand that the outcomes of the evaluation as well as this signed consent form will be kept until the end of the 2019/20 educational year, after which they will be destroyed.*

*I understand that I am free to contact any of the people involved in the research to seek further clarification and information.*

\_\_\_\_\_  
*Signature of participant*

\_\_\_\_\_  
*Date*

#### Non-user evaluation

Checklist	Action	Priority	Outcome
Registering an account	Will require the user to enter their email address and a password to sign up to the app.	1	Able to enter email address and password as layout is very clear.  With registering an account we have achieved this by

	Alternatively can use Facebook or Twitter account to sign up.		providing a clean interface for the user to use as per our requirements table.
Logging into the app	Will require the user to log into the app using the same email address and password they used when signing up.  Alternatively can use Facebook or Twitter account to sign in.	1	Able to sign in using same sign up credentials as layout is very clear.  With registering an account we have achieved this by providing a clean interface for the user to use as per our requirements table.
Registering payment card	Will require the user to enter in their card number, expiry date, their name, and their CVC number to complete card payments.	2	Able to enter the correct details as it is clear to follow.  With registering an account we have achieved this by providing a clean interface for the user to use as per our requirements table.  Also comes under being allowed to opt in and out of membership as per requirements capture.
Terms of use display at the end of registering a payment card/logging in	Once the user has completed entering their card details the T's & C's should then display before	1	T's & C's unable to display as there is no confirm button after entering card details.  Improvement would be to add the confirm

	they commit to the payment.		button to enable this flow.
Correct modules are showing for both tutor and student	When a student or tutor is signed in, under their dashboard, the modules they've signed up for or teach are shown.	1	When navigating to My Learning/My Teaching, the modules are shown clearly.
Similar accounts show under 'people interested'	With regards to interests the user has highlighted, similar accounts will be visible to the user.	3	Similar people are clearly shown and easy to find as they are found under 'My Learning'.
Workshops shown are local to the user	The user will need to enable location services for the app so local workshops can be shown.	2	When location services are enabled on the device, workshops are shown in the surrounding area.
Chat works with one to one users	The user will need to go into their Friends list to start a conversation with another user.	1	Able to easily navigate to Chats by going through the Friends list and starting a conversation.  IM function added as per requirements table. Ability to do so once you have matched with someone who has similar interests to the user.
Suggested events are relevant to the users' interests	The user will need to enter their interests when signing up.	2	Suggested events are easy to find as they are found under 'My Learning' clearly.

Correct information shown under the users' dashboard	The user will need to go to their dashboard and verify the information is correct such as their list of friends and courses they're enrolled on.	1	<p>When navigating to the users' dashboard the relevant information is displayed such as courses attended, hours learning, top interest, and number of friends.</p> <p>It does cover the requirement from the questionnaire with regards to users being able to keep track of their current progress</p>
'My learning' shows correct amount of lessons undertaken	The user will need to go to their dashboard and verify that they have attended the lessons listed in there.	2	<p>When going into the My Learning area of the app, the number of hours are shown under 'Number of Courses Taken'</p> <p>We have implemented the ability to track your learning time which was one of the requirements from our user research. This is shown under 'My Learning' in 'Time Spent Learning'</p> <p>Also comes under being able to view your progress from the requirements table. You can see how many courses you've taken and what your goals for the day are.</p>
Suggested courses shown are similar to those already taken by the user	Navigate to suggested courses and verify that they are similar to courses already enrolled on.	2	Suggested courses are easy to find as they are found under 'My Learning' clearly.

From 'teacher' side of things, option to be able to create modules	The teacher will need to go into the create modules section and be able to create a module.	2	<p>When going into the Created Modules area of the app, a 'Create New Course' button is shown and the teacher has the ability to do so.</p> <p>This did not come out of the original capture requirements but we felt it necessary to add to allow teachers to keep adding content to the app.</p> <p>The created modules menu coincides with a clean interface which was part of the requirements table.</p>
Teacher has ability to view what modules they are currently teaching	The teacher will need to go into their dashboard and check that the correct modules are shown.	1	<p>When viewing the 'My Teaching' area of the app, the current modules area shown that are being taught.</p> <p>This did not come out of the original capture requirements but we felt it was necessary to add so that the lecturer can ensure people are on track in their courses and whether they may need to add additional learning content.</p>

#### User evaluation

Checklist	Action	Priority	Outcome
Create an account	Ask the user to enter in an email address and a password	1	Evaluator was able to easily create an account. Evaluator commented that it has a standard layout and incorporates Google autofill



Set up payment details	Ask the user to fill out their card number, expiry date, their name, and their CVC number.	2	Evaluator was easily able to set up payment details. Said it was easy to use and payment was clearly stated
Choose suitable membership	Ask them to choose whether they want a student account or a teacher account.	1	Evaluator was able to choose a membership but said it was confusing as images don't clearly state teacher/student
View My Learning	Ask the user to be able to navigate to the My Learning area of the app.	1	Evaluator said it was easy to navigate around but could do with a homepage
View My Teaching	Ask the user to be able to navigate to the My Teaching area of the app.	1	Evaluator said it was easy to navigate around
View Dashboard	Ask the user to navigate to the Dashboard area of the app.	1	Evaluator found it easy to navigate around but suggested that there's no need to view the activity time and it would be better to have what I have failed
View My Learning – Learning Module	Ask the user to look at Learning Module's after going into the Learning Module.	1	Evaluator said that it was easy to use.
View My Teaching – Teaching Module	Ask the user to look at Teaching Module's after going into the Teaching Module.	1	Evaluator said that it was easy to use.
View Suggested Courses	Ask the user to navigate to suggested courses under My Learning.	2	Evaluator was able to easily but said it should be moved to the Dashboard as it's more relatable

View local workshops	Ask the user to navigate to local workshops under My Learning.	2	Evaluator said it was easy to view but needs to the date of the event added
Read T's & C's	Once the user has entered their payment details, ask them to verify the T'S & C's.	1	Evaluator felt the T's & C's should appear entering card details and not after
View friends	Ask the user to navigate to the Friends area of the app.	2	Evaluator said that viewing the friends section was very easy
View chat function	Ask the user to locate the Chat function in the Friends area.	1	Evaluator said that viewing the chat section was very easy

From our point of view, during the non-user evaluation, the majority of our app worked as intended. It was easy for us to navigate around it and everything appeared to be in the relevant places. We did find that we had added some extras that were not originally in our requirements as we deemed them necessary to have such as adding suggested courses which we hoped would encourage users to sign up to further courses. Also, through the non-user evaluation we also found that a couple of things were missing such as missing a confirm button on the terms and conditions page which we would rectify before rolling the app out.

After carrying out the user evaluation it showed that the majority of our app was easy to use and navigate around. It did, however, give us a few things to reconsider and improve upon to ensure that the usability of the app is the best it can be. There were points such as amending certain areas of the app so they're in a more relevant place e.g view suggested courses should be under the dashboard instead of its own separate thing. Also, making it clearer when signing up whether to choose student or teacher. The pictures we currently have were not clear to the evaluator about which choice they should choose. Overall, the evaluation process did help us and it was good to hear that the evaluator was able to navigate and use the app quite easily along with the suggestion of improvements too.