

Feedback session – Experiences and remedies

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User feedback – Keeps

Session 1 – Stefan

Stefan is a master of science who's worked in telecommunication for 30 years. He is judged to be part of the target audience, as he is a frequent user of various web services, and could be in need of a system to share notes with his family.

Main points of takeaway from the session

It was unclear whether he should log in when he first reached the landing page, and he had to do some searching to realise he had to click register.

After registering, Stefan looked at his email for a confirmation.

Stefan's first reflection was that the "Add Note" button was an indication that he was on "The add note page". This means that the button looks more like some sort of navigation element than a button.

When Stefan was adding a note, it was very difficult for him to come up with ideas for what to call the note.

Stefan realised that the collapsible tab was supposed to be clicked, however since he had no notes, nothing happened.

When editing, Stefan did not realise what note he was editing.

Stefan did not know whether he needed to save the document, and did not realise that it had autosaved when he moved to another note.

Stefan did not understand what the "Shared with me"-tab was supposed to do.

Stefan did not notice the document controls to the right.

When Stefan had created a note, he wanted to share it with his wife. However – upon entering her email in the prompt, there was no feedback that the email did not exist.

Actionable takeaways

1. It is not clear that a user should create an account, when they are first met with the login screen. Instead – the user could be presented with two buttons, one moving the user to login, and one to register.
2. It would be appropriate to greet the user via a welcome-email to confirm the registration.
3. The "Add Note" button should be restyled so that it is apparent that it is a button.
4. To improve ease of use, there should be a description of what to add in the title-input field. Additionally, there could be a dialog box with some title suggestions.
5. There should be some feedback when the user presses the collapsible and they have no notes.
6. Building on the previous point, the collapsible should open when a new note is added, so that it's obvious that it has been added, and that is also automatically becomes the selected note.

7. Again – building on the last point, once a note was added, it was not clear what to do. The editor should get focus when a new note is added.
8. The indication for the active note is not clear and should be restyled, to clearly communicate that it is active.
9. There should be some user feedback when the page auto-saves a note
10. There should be some explanation of what “Shared with me”-tab does, and it should give feedback when pressed but no such shared notes exists.
11. The visibility of the document controls might depend on the random background that is set. Therefore – a transparent overlay should be added to the background to ensure controls are visible.
12. There should be an error-message in the dialog box when entering an email that does not exist.

Session 2 – Jeanette

Jeanette is a therapist who is not very comfortable with technology in general, and especially not portable laptops. Her use of digital tools in her work as well as outside of work is very limited. She is judged to be part of the target audience, as she needs a way to share notes with her husband. Furthermore – she could become a very loyal user, as it's a big investment for her to learn a new system, and would therefore be very resistant to switching over to another service.

Main points of takeaway from the session

After Jeanette had tried to log in with her usual credentials and was greeted with a message that no such account existed, she had to re-enter the same credentials in the register form.

When she was met with the “You have no notes”-message upon logging in, she did not understand what it meant, and felt like the service was useless.

Jeanette commented that she did not understand what the heading “Keeps” meant.

Jeanette commented that it would be good if she got some sort of template-note, so that she knew what possibilities there were, and what the service was for.

Actionable takeaways

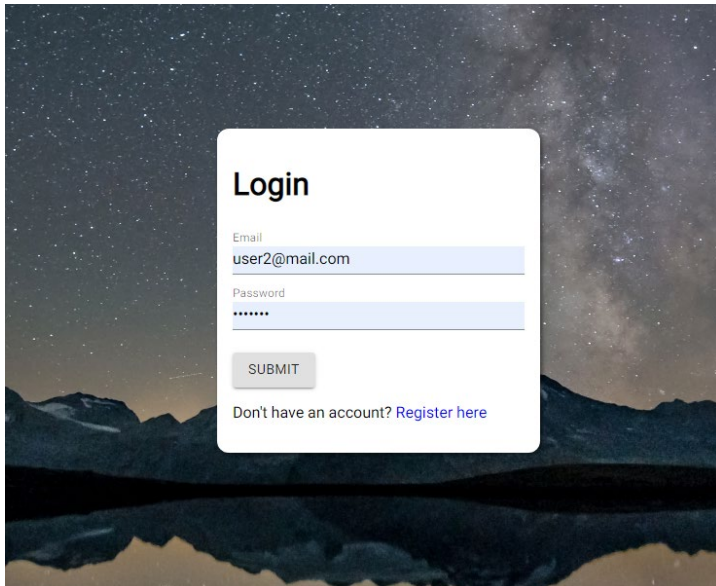
13. If the user has entered some text in the login form, and then switch to the register form, the text should follow, so that the user is not forced to type the same things again
14. The “You have no notes”-message should be changed into something actionable that prompts the user to create a note. In the current state, the user is forced to figure out the next action by themselves.
15. The name of the service is perhaps not so important, and should not take up so much of the UI.
16. The brightest idea of all was her last feedback – every user should start with a template note. Not only does this mean that the user would not be greeted by an empty screen, but this also serves as a great way to inform the user about the functionality of the platform.

Improvements

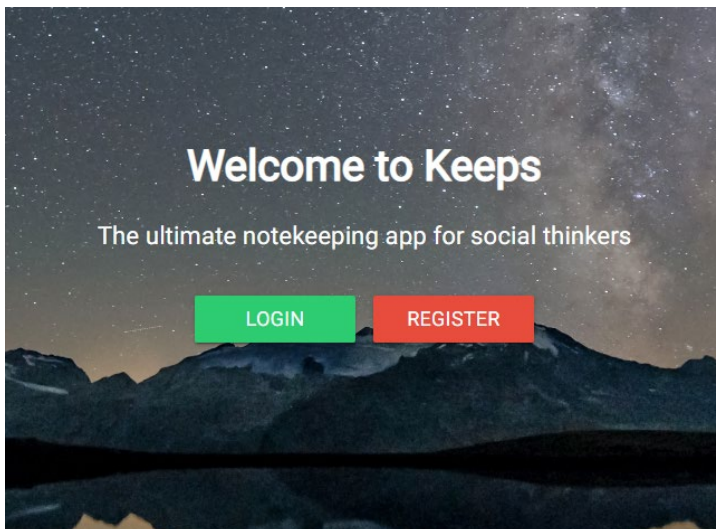
Point 1 – Confusion upon login prompt

Instead of being welcomed by the login screen, which could be confusing since the user cannot login if they don't have an account, the user is now greeted by a welcome message, with the possibility to navigate either to login or register, thus reducing confusion.

Before



After



Point 2 – Expected email upon registration

An email verification message was added upon account creation and account removal.

Registration

Welcome to Keeps - Social Notetaking! 



Keeps - Social Notetaking <keepsnoreply@gmail.com>
till mig ▾

Hey! Thanks for registering your account at Keeps. We hope you'll enjoy the service, and be sure to share your notes with some friends!

Account removal



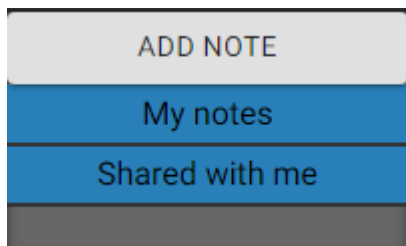
Keeps - Social Notetaking <keepsnoreply@gmail.com>
till mig ▾

Hey! We confirm that we have deleted your Keeps - Social Notetaking account.

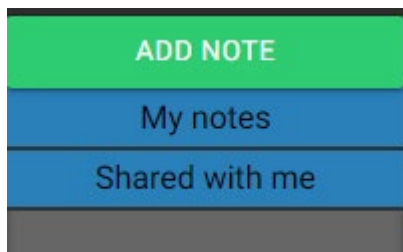
Point 3 – Add Note button purpose unclear

Since the add note button was confused with an indicator, the conclusion was that it was too bland, and it was not clear that it should be pressed. Through revamping the styling and making it green, it will draw more attention, and blend less with the environment, thus making it more obvious to interact with.

Before

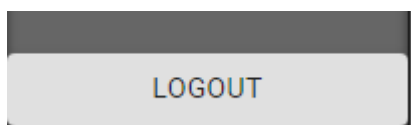


After

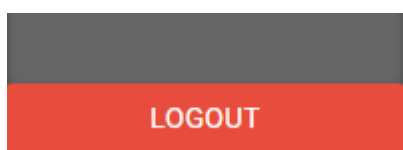


Furthermore, to be in line with the new theme, the logout button was also granted a color

Before



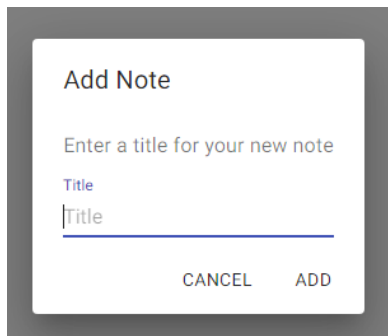
After



Point 4 – Confusion on what title to enter

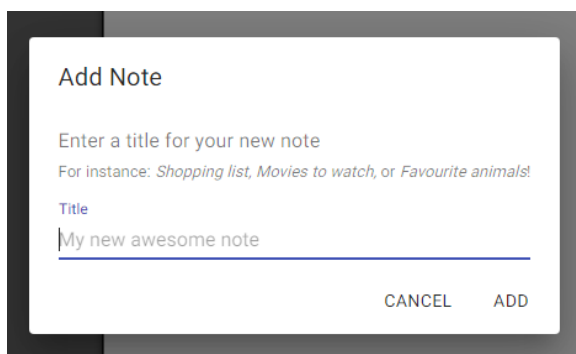
Since it was unclear for the user what title to enter, a couple of helpful features were added. First – some title suggestions were added, not only to set the theme of what a potential title could look like, but also inspire the users with note ideas. Second – a new placeholder was implemented, that more resembles a note name, rather than just the plain “Title”.

Before



The 'Add Note' dialog box has a title bar 'Add Note'. Below it is the instruction 'Enter a title for your new note'. A label 'Title' is positioned above a text input field that contains the placeholder text 'Title'. At the bottom right, there are two buttons: 'CANCEL' and 'ADD'.

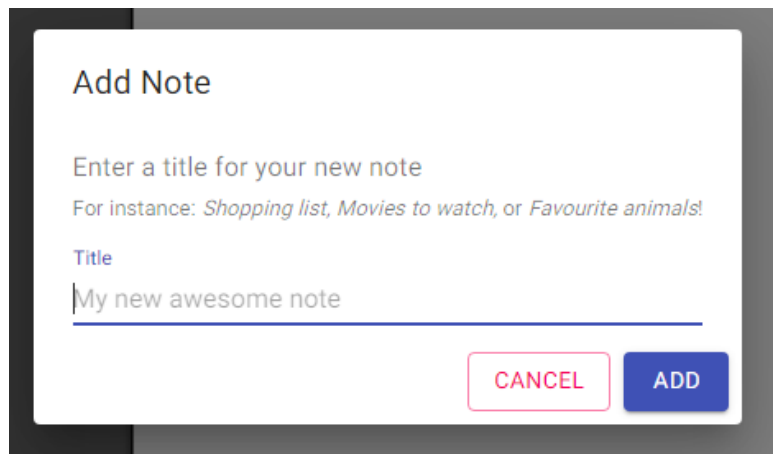
After



The updated 'Add Note' dialog box includes the title 'Add Note' and the instruction 'Enter a title for your new note'. It now features an example: 'For instance: *Shopping list, Movies to watch, or Favourite animals!*'. The input field has a new placeholder 'My new awesome note' and a 'Title' label. The 'CANCEL' and 'ADD' buttons are at the bottom right.

Furthermore, when working with the dialog box I realized that the “Cancel”-button and the Affirmative button (in this case “Add”) both look the same, and therefore have to be read by the user to be understood. This should instead be identifiable at a glance, so I updated the color and the style of the buttons to represent their action.

Since it was unclear for the user what title to enter, a couple of helpful features were added. First – some title suggestions were added, not only to set the theme of what a potential title could look like, but also inspire the users with note ideas. Second – a new placeholder was implemented, that more resembles a note name, rather than just the plain “Title”.



Add Note

Enter a title for your new note

For instance: *Shopping list, Movies to watch, or Favourite animals!*

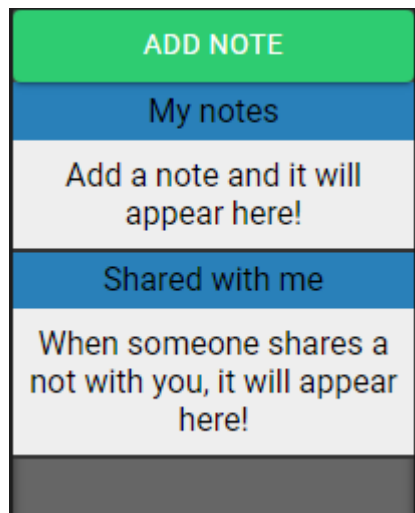
Title

My new awesome note

CANCEL ADD

Point 5 – User feedback when Collapsible is empty

Since there was no clear feedback when user clicked an empty collapsible, the user did not feel in control. Now, when a collapsible is empty but clicked, a message appears



ADD NOTE

My notes

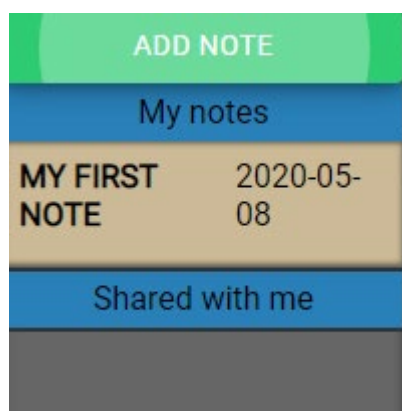
Add a note and it will appear here!

Shared with me

When someone shares a not with you, it will appear here!

Point 6 – Open collapsible upon adding a note

If the user has accidentally closed the collapsible when they have no notes, it is a bit confusing what happens after a note has been added. Therefore – the collapsible should open every time a note is added.



ADD NOTE

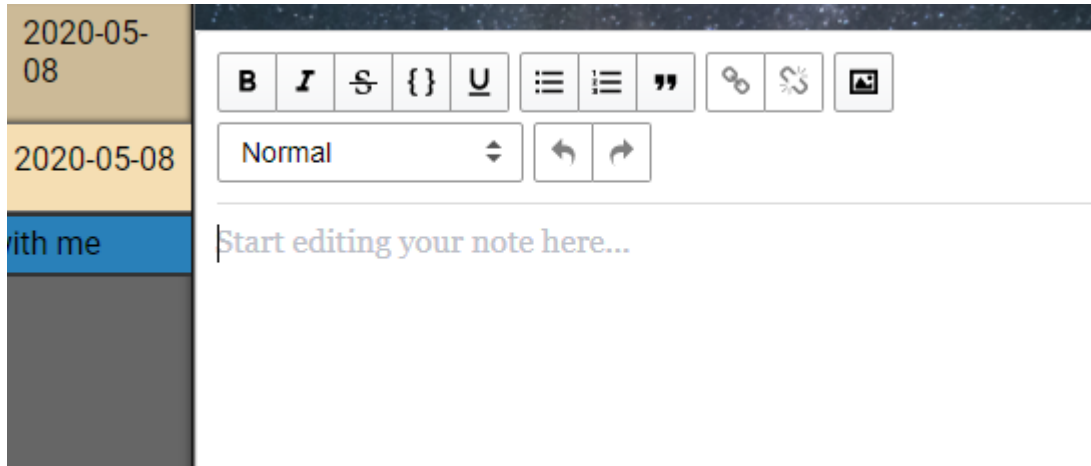
My notes

MY FIRST NOTE	2020-05-08
---------------	------------

Shared with me

Point 7 – Direct user towards editor upon adding a note

The user is somewhat left to their own imagination after adding a note. It should be clear that the next step is to edit the note. Therefore, the editor now receives focus when a new note is added. As an additional benefit, the editor now also gets focus when the users switches between notes, as well as on page load.



Point 8 – Clearer selected note indicator

Users commented that the selected note indicator was not clear, and that it communicated the opposite of what it intended. The original idea was to add a shadow effect to the note to make it appear as “pressed down”, and therefore active. However – the highlighting of the tab does indeed make it less visible, and gives the wrong impression. The styling was therefore reversed.

Before

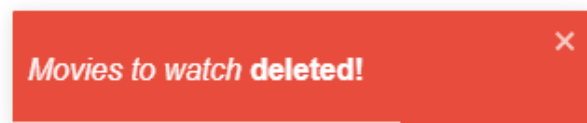
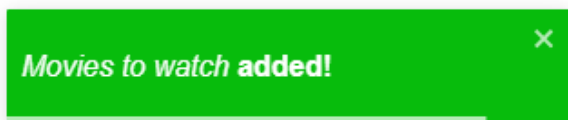
ADD NOTE	
My notes	
I AM NOT SELECTED	2020-05-08
I AM SELECTED	2020-05-08
I AM NOT SELECTED	2020-05-08
Shared with me	

After

ADD NOTE	
My notes	
I AM NOT SELECTED	2020-05-08
I AM SELECTED	2020-05-08
I AM NOT SELECTED	2020-05-08
Shared with me	

Point 9 – User feedback upon saving note

It was not clear to the users that the note had been saved. Therefore, there should be some indication upon saving a note. A system for notifications was therefore implemented, as it could be used for more than just save-indicators. Now, upon certain actions, a notification appears in the bottom right corner.



Point 10 – Explanation of what “Shared with me”-tab does

This point was remedied with point 5, as there is now info when the collapsible is empty, that explains its purpose.

Point 11 – Document controls contrast

Since the background is randomized, it was not assured that the document controls were visible, as they could blend into the background. The same goes for the site title. Therefore, a dark filter was added onto the background to ensure contrast.

Before



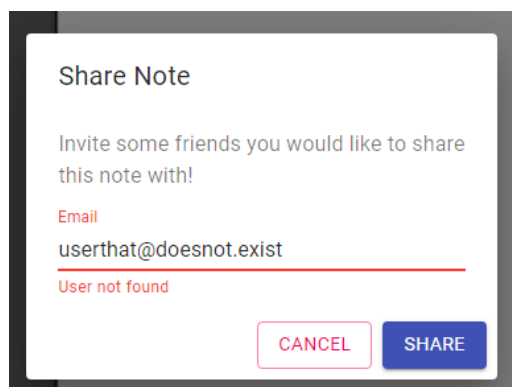
After



Point 12 – Error message in share-modal

The way error handling in modals was built was not perfect. As state and network requests is centralized in Context, but the modals need to know the response of the network request as it determines whether they should close (in the successful case), or remain open (in the error case) to display an error message. Therefore – some sort of middle road was chosen, where the modals keep track of some state, for instance the clientside input validation, and the context kept track of some other state. This soon got very messy, and was reworked. Now, all the state is regarding network requests is centralized to the context, and the share modal only receives a Boolean as a response from the context network request method that lets it know whether it should remain open or be closed, and all error-messages are accessed via the context consumer.

After going through with this renovation, the modals can now receive errors just like all other components



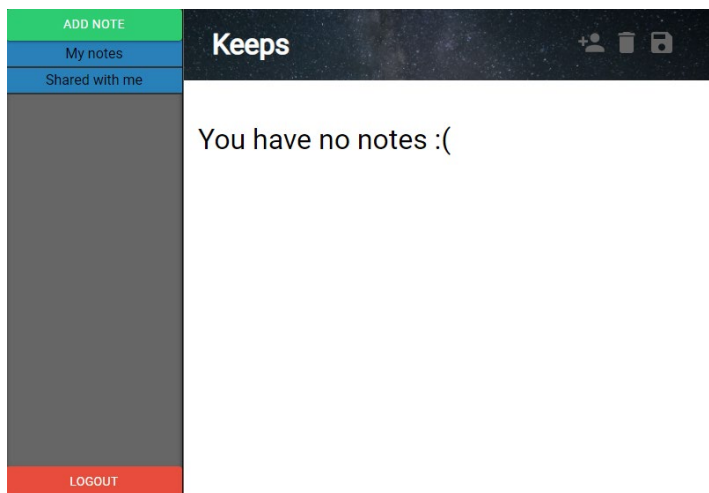
Point 13 – Preserve user input upon switching between register and login

After unsuccessfully trying to login, users were forced to retype their info when switching to register. Instead – the data should be preserved and automatically re-entered when switching from login to register and vice versa.

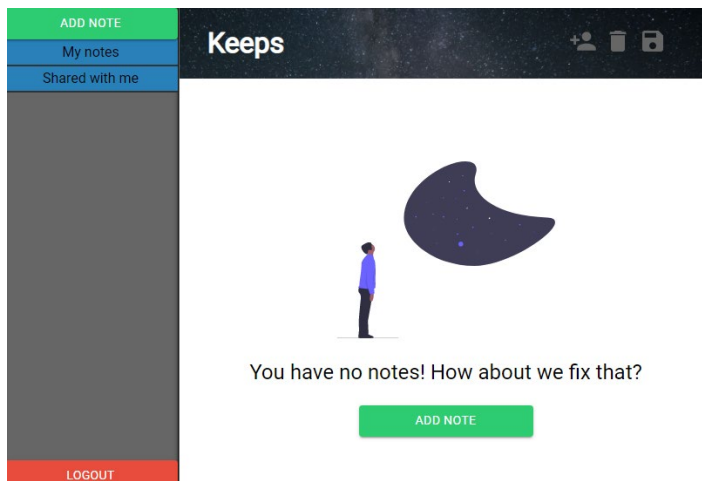
Point 14 – Prompt to add new note

When the user was greeted with the message; “You have no notes ☹”, it was pretty unclear for them what to do next, and is overall not a great way to greet a new user. This was replaced with a call to action to create a new note, and a nice illustration.

Before



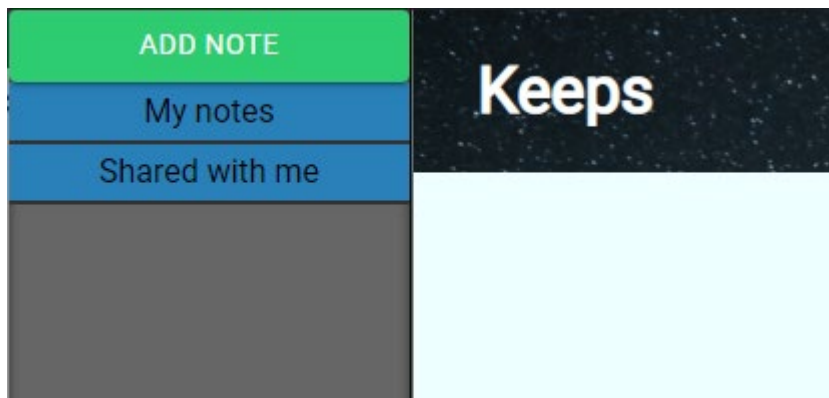
After



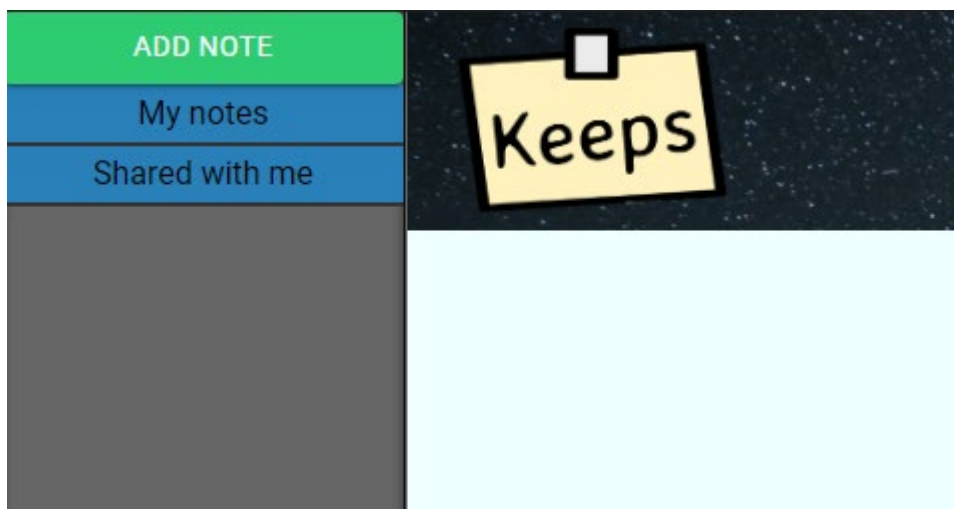
Point 15 – Unclear site title

One user was confused over the site title, not understanding the purpose of it. To combat this, a logo was implemented instead, so that it is not confused with some sort of instruction

Before

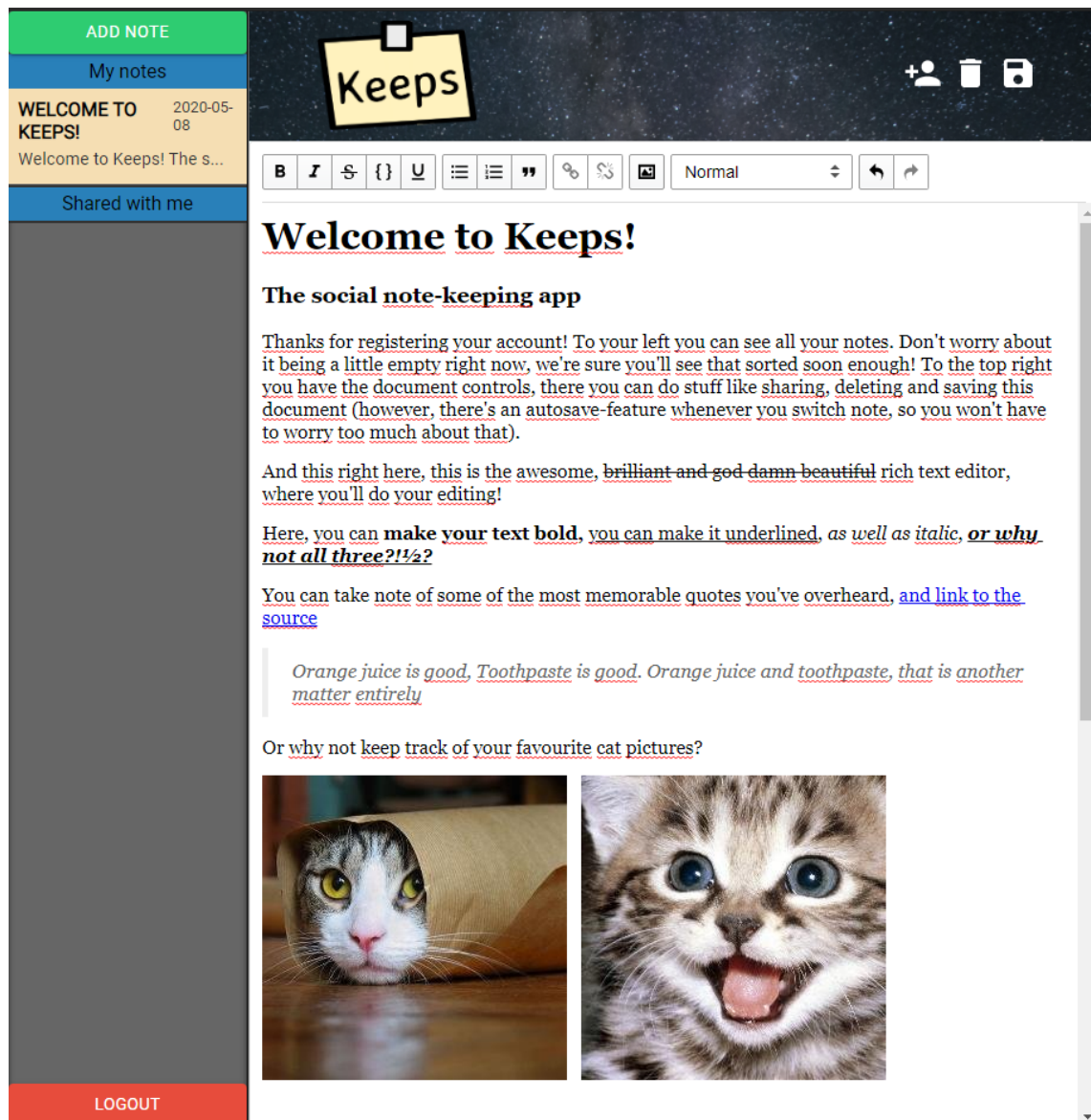


After



[Point 16 – Template note for new users](#)

The most brilliant feedback was that it would be good to see what a note looks like, to know what to do in that case. Therefore, a default note is added for all users, so that they can see the possibilities of the service. Now, all new users start with this note



More changes – Second round of feedback and inspiration

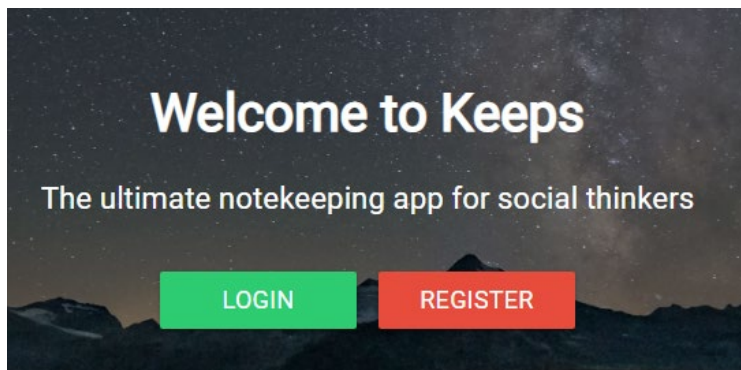
17 – Slow image loading

When the users used the website on a laptop that did not have the same internet speed as the stationary computer I work on. It quickly became apparent that it was not feasible to wait for a high resolution image to download to give the login screen a background. Therefore, a lower resolution image is downloaded, and once that's done the download of the higher resolution begins. Once that is done, the background is updated.

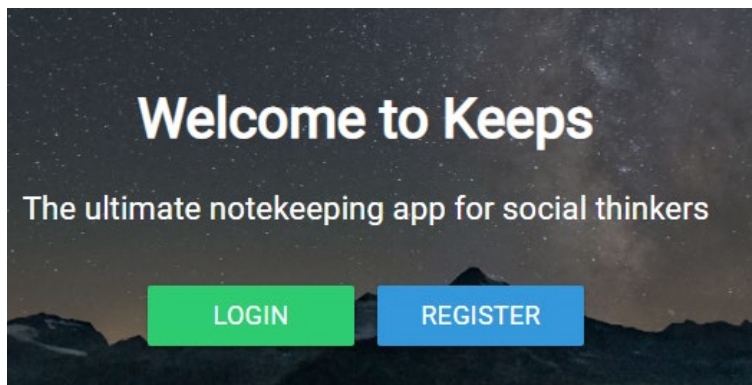
18 – Change register button color

Red is typically associated with danger, and that makes no sense for a register-button. Instead, it took a neutral blue color that plays well with the green. This was mentioned in a follow-up feedback session, when the previous improvements were shown.

Before



After



19 – Gradient in sidebar

To make the sidebar more interesting, instead of just having the bland gray color, we use a linear gradient to give the side a subtle but more vibrant impression.

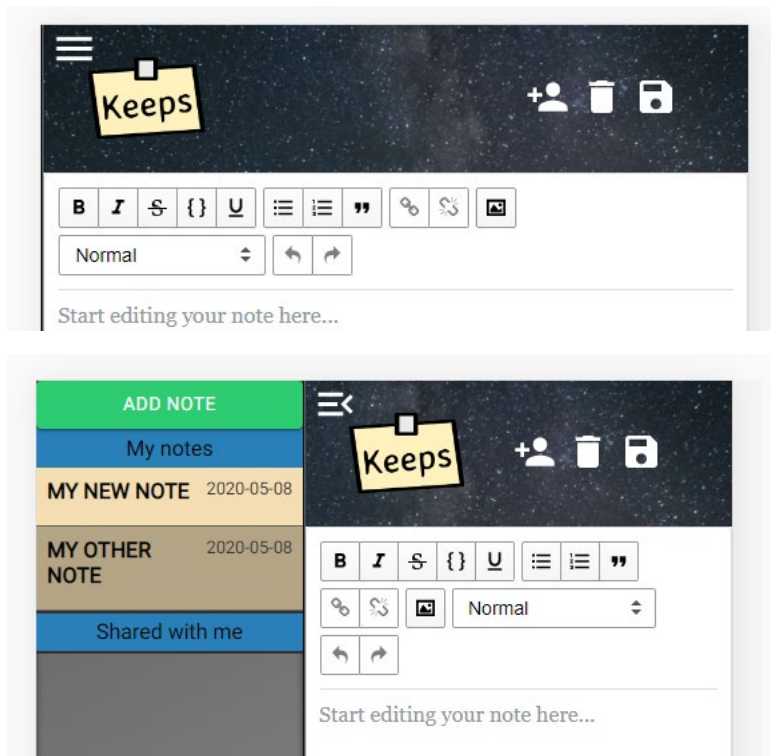
20 – Safari compatibility

There was an issue with flexbox on Safari, causing the ui to be inconsistent.

21 – Mobile experience

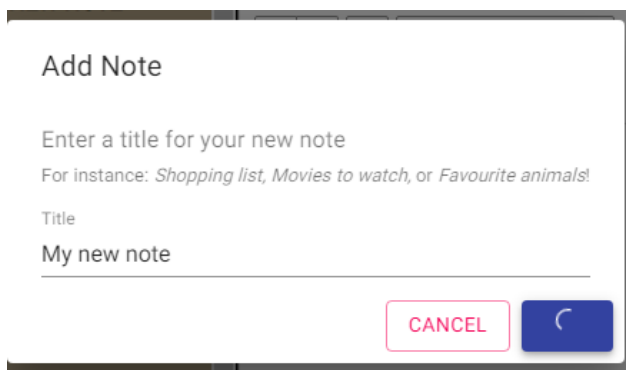
The site is not developed with mobile devices in consideration, as it is not the target audience for this iteration. However – some changes can be made that make the use more pleasant on more narrow screens, although not ideal.

The logo was made smaller, and a hamburger icon appears, to trigger the mobile menu.



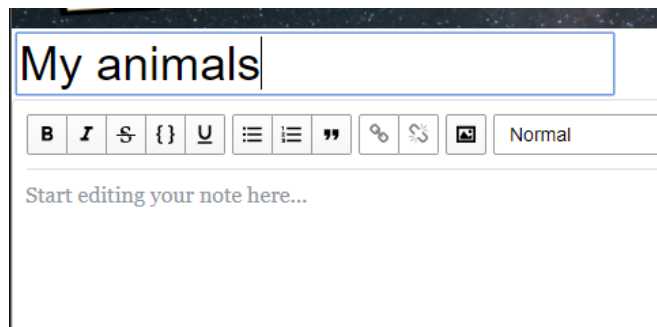
22 – Spinners in modals

Because of the split in responsibility between the context and the modals, and since they did not know what was going on in the network level, they could not show spinners. Since the restructuring, this is now possible, and the modals now show spinners when their respective action is loading,



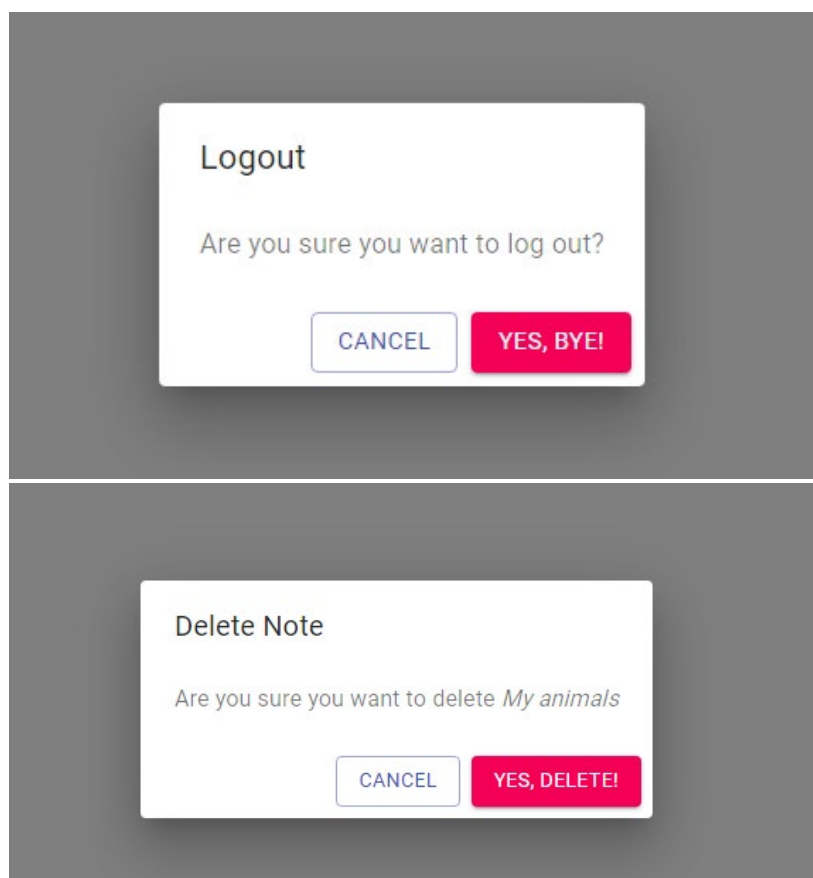
23 – Edit title by double-clicking

There was no real way to change the title, other than to copy the contents of one note and create a new one with a new name. For high user friendliness and a nice feel, I added an editable text field, that starts as a regular title, but becomes an input field when clicked. As an additional benefit, the title of the document is now more obvious for the user, and they do not have to look in the sidebar.



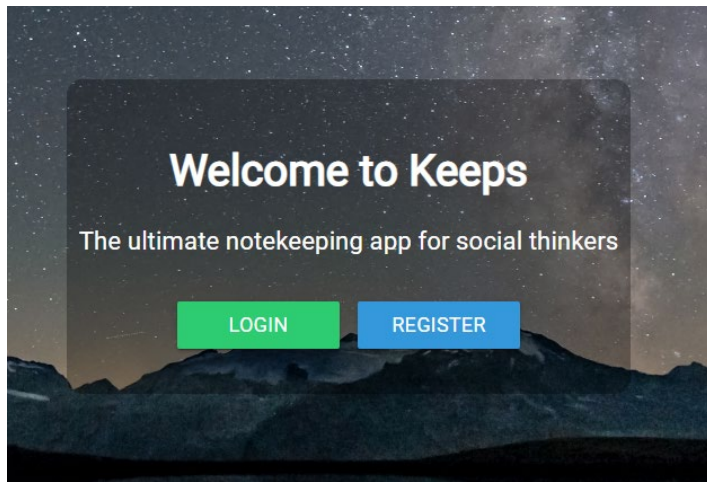
24 – Confirm on dangerous action

When pressing delete or logout, the action is immediately committed. This is not desirable, as the click could be a mistake. These actions therefore also get a modal to confirm the action.



25 – Black blocking banner in welcome screen

To combat the sometimes low contrast because of the randomized background image, the text on the welcome screen was sometimes not legible. Therefore, a black transparent banner was added behind it. However, on bigger screens this banner appears unnecessarily big, and was therefore slimmed down, added rounded corners were added, to add smoothness



26 – Favicon

No website is complete without a favicon, so a small version of the logo was added.

