

1 Introduction

1.1 Choice of Problem

I chose **problem 2**, where I wanted to do a re-design of a current website.

I chose **Piazza** as it was lacking in a couple of user interactions and that its interface is confusing and cluttered.

1.2 Purpose of Wireframes

The Main Purpose of the Wireframes is to redesign the following components / areas of the Piazza Website, mainly:

1. Common Components between Piazza Pages
2. The Home Page
3. A Student's Post, Responses and Follow-Up Discussions
4. Drafts Page
5. Filtering of Posts

This set of wireframes mainly aim to tackle Interface Issues (such as clickability and call to actions).

1.3 Rationale To Choosing Piazza

Piazza is a Q&A Platform for Students and Instructors to interact with one another to solve relevant questions with respect to a subject or a module. As I have schoolmates who have used Piazza, they find that interactions are inadequate and it does not make it very interactive. As a result, I would constantly define the user group here to be **students**. There are a **few issues** with respect to piazza, to name a few:

1. **Unique Interactions** such as viewing a post's history are not **obvious** to the user and users have no idea such a feature even existed!
2. Not only that, they are unaware of their **drafts** and that they had issue finding their saved drafts.
3. It is difficult to find the **favorite** button to bookmark a specific post for reading in the future.

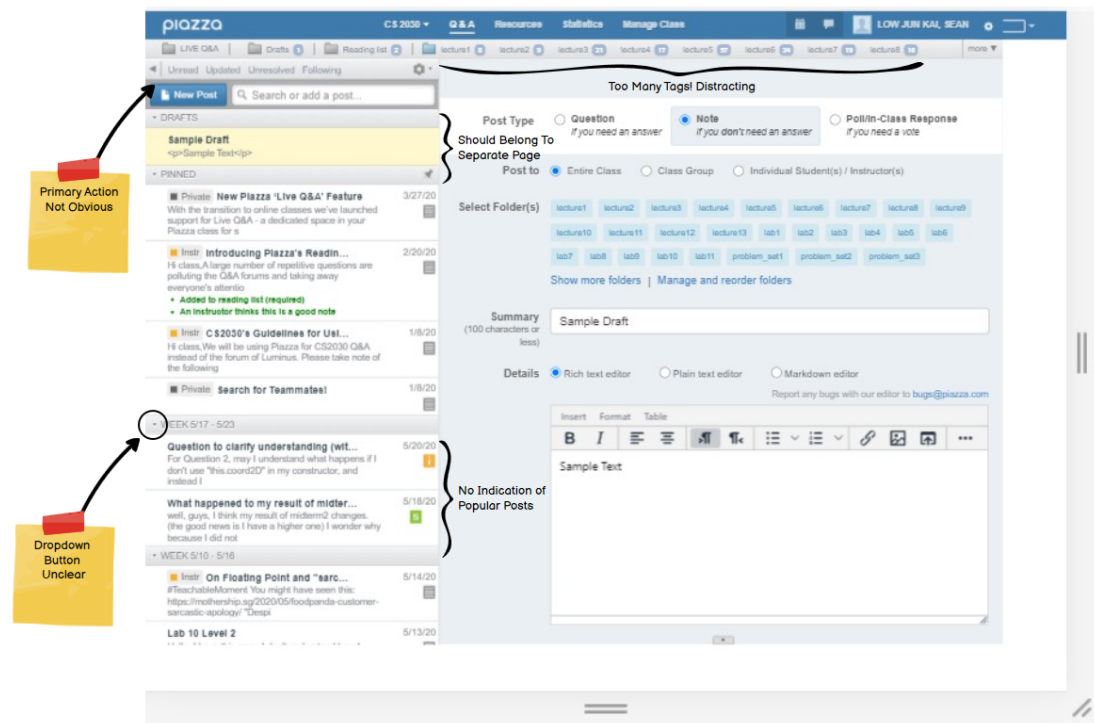
The wireframes to solve these problems will be discussed in later sections.

As a result, this website would be a good choice to re-design and make further improvements on the usability and the interactiveness of the website as a Q&A platform.

2 Re-design Improvements

2.1 Common Components

2.1.1 Issues



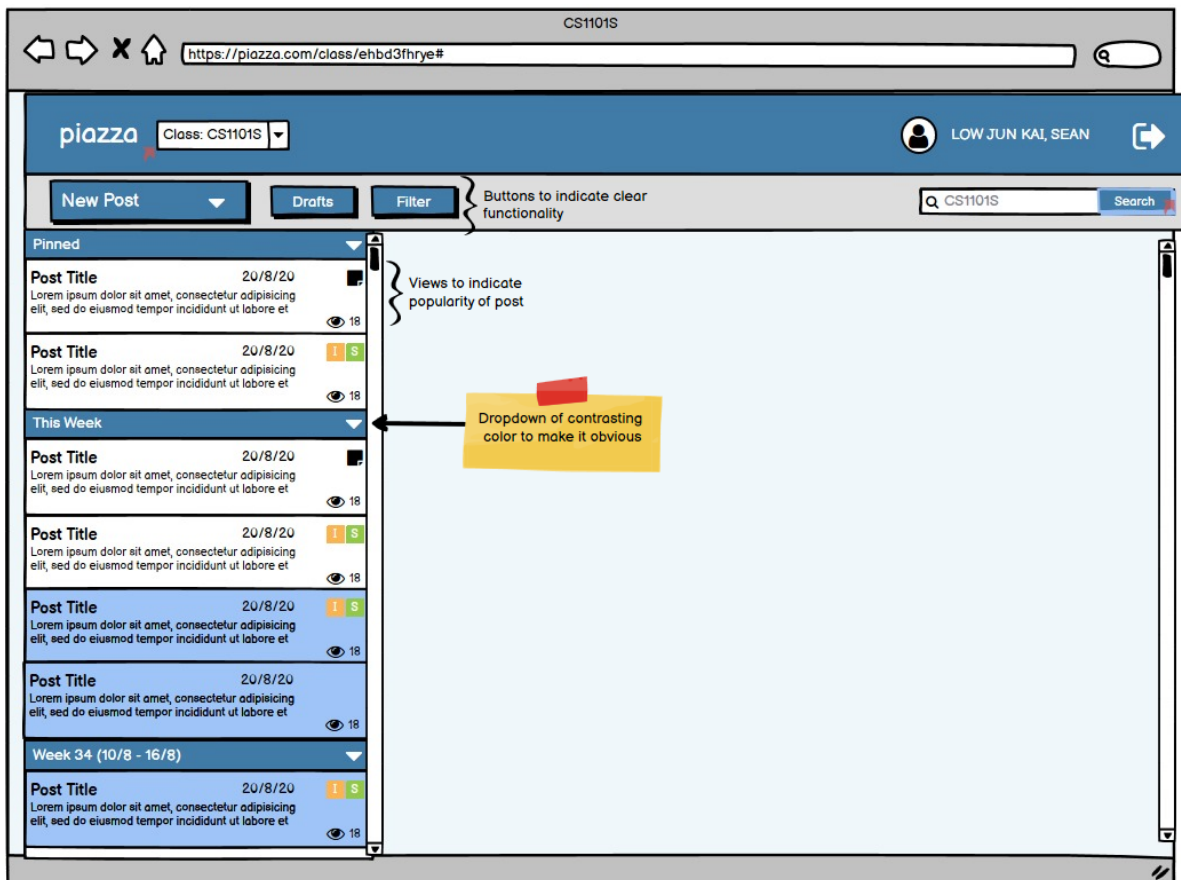
There are a couple of interactions that can be improved in the Figure above.

1. The main call to action, "New Post", is not obvious to students as a **Primary Action** and can be missed out by students.
2. The dropdown button for Posts cannot be seen clearly. Color Paletting needs to come into consideration for the dropdowns
3. Students are unaware of the posts with high activity. They want to see the number of views to know the popular posts in that particular week.
4. Drafts should be in a separate page. It makes the Posts Feed very cluttered and disturbing.
5. Too Many Tags. There should be some sort of filter mechanism to do filtering using tags instead of having a row full of tags for the user to click on. This is highly distracting.

(We will not touch on this for this series of labs)

As a result, for these common component, I have came up with a simple set of wireframes to tackle the problems mentioned above.

2.1.2 Wireframes



With Respect to the Main Components of Piazza, I have done the following:

1. The main call to action, "New Post", is now the **primary action button** and hence, the largest button in the grey navigation bar. Student will now be **aware** of the button to click to create a new post.
2. The dropdown button is of **contrasting** color against the dark blue dropwon to indicate to students of its functionality as a dropdown.
3. A **View Count** is Located at the bottom right hand corner of the post in the Posts Feed to give a rough indication to the student as to how popular the post it
4. Drafts can be accessed via another page by the **Drafts Button** This reduces clutter in the Posts Feed via just a minor tweak to the User Interface.
5. The **Filter Button** is there to reduce clutter of the tags previously.

2.2 Home Page

2.2.1 Issues

The screenshot shows the Piazza home page with several annotations in curly braces:

- Class at a Glance** section:
 - Left side: "Dull Icons; No Clear Indication To Filter" points to three red exclamation mark icons.
 - Right side: "Unnecessary for the student" points to a summary of statistics (2662 total posts, 16285 total contributions, 969 instructors' responses, 4441 students' responses, 10 min avg. response time).
 - Bottom right: "Unnecessary for the student" points to the "Educator Tips during COVID-19" section.
- Student Enrollment** section:
 - A green bar shows "894 enrolled" out of 25 (estimated).
 - Below the bar: "Download us in the app store:" with App Store and Google Play logos.
- Network at a Glance** section:
 - Left side: "Unnecessary!" points to a list of statistics (733 total connections, 21% profile completed, 1 company viewed).
 - Right side: "Unnecessary!" points to a section with "2021 Job Status:", "Worked at:", and "Visa requirement:".

Too much information is **cluttered** within the home page. Irrelevant information such as **the number of students enrolled** and the **Average Response Time** is unnecessary. Furthermore, networking is not the **main selling point** of Piazza and just poses an **annoyance** to the student.

2.2.2 Wireframes

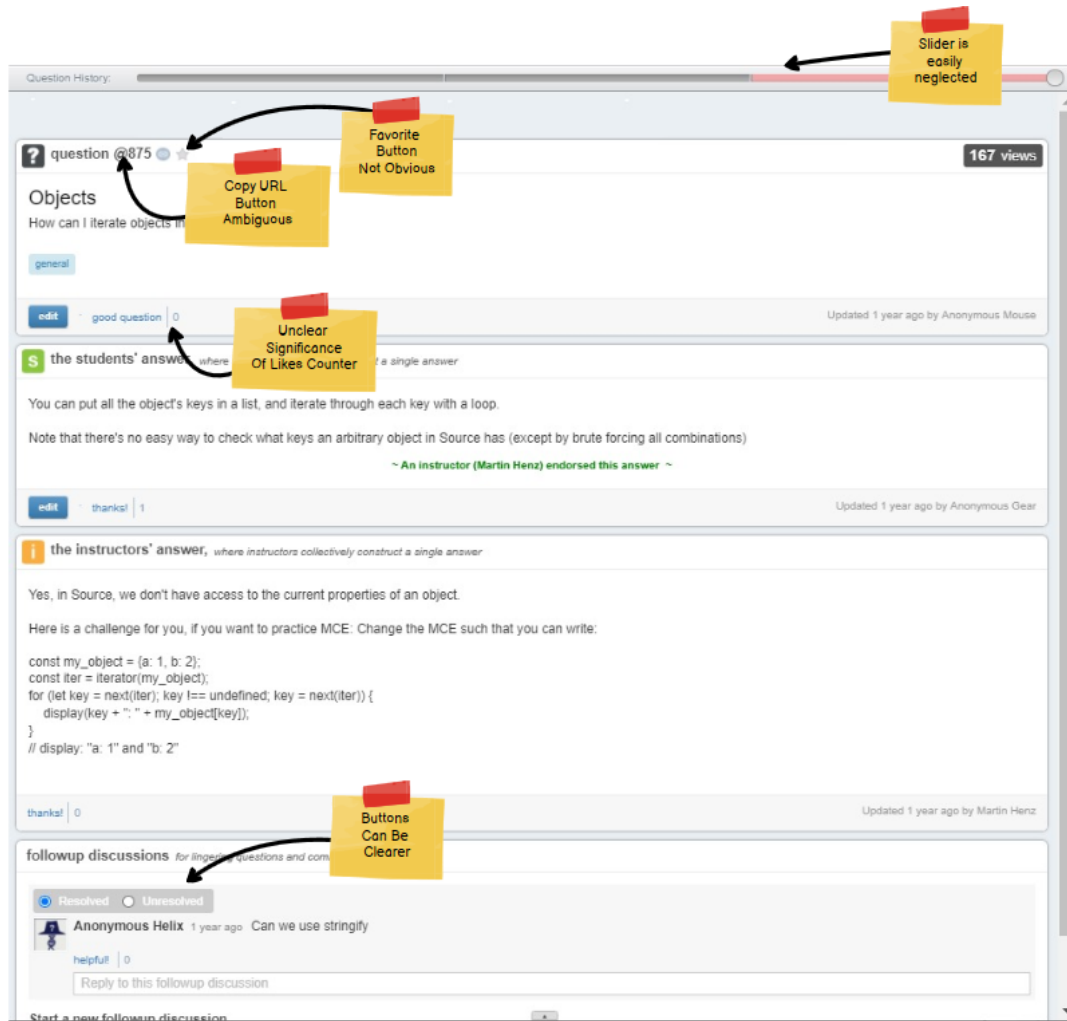
The wireframe shows a simplified version of the home page with the following annotations:

- CS1101S Programming Methodology** section:
 - Left side: "Simple Icons to describe the posts a student has been missing out on" points to three icons (speech bubble, question mark, and another speech bubble).
 - Right side: "Buttons are clear to user as clickable" points to three "View" buttons.
- Irrelevant networking information removed**: A large bracket on the right side of the wireframe indicates that the networking section has been removed.

As a result, by making the home page simple, it becomes less **annoying** for the user. By removing the **red icons**, it becomes less annoying and is direct to the point. It just needs to tell the student of what he or she has missed.

2.3 Posts Page

2.3.1 Issues

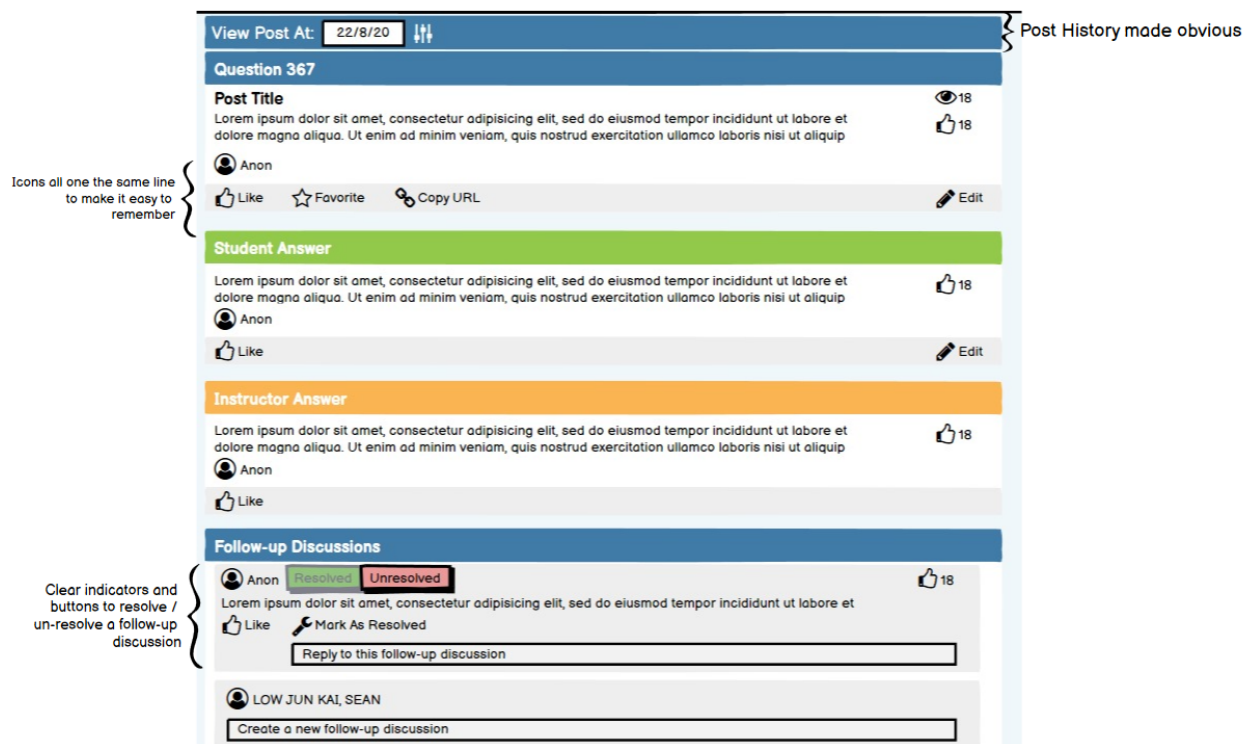


The Main Issue with the Posts Page is that the buttons **do not look like buttons** and **are all over the place**. The Copy URL button is not even obvious that it is a button.

Also, the **interactable buttons** on a post are **all over the place**, making it difficult for the user to remember the exact location of these buttons.

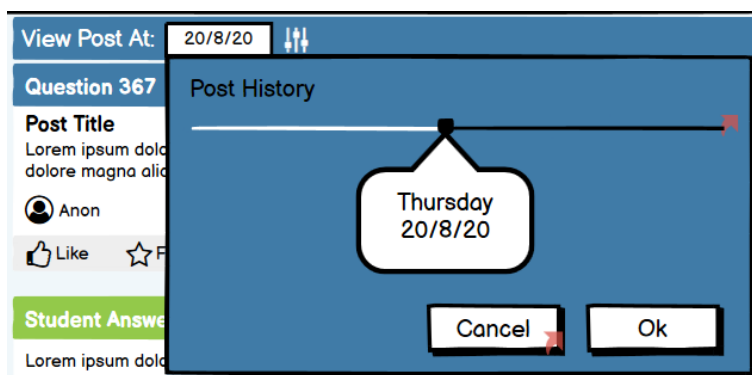
Not only that, the **Post History** feature is small and difficult to see. It is no clear as to which day is being selected too. As a result, many students tend to neglect such a feature.

2.3.2 Wireframes



As a result, this set of wireframes aim to make the buttons obvious with respect to their functionality. **Clear Indicators** should be present to tell the user what is found on the post. For example, the Number of Views and Likes will always be clearly indicated on the top right hand corner of the post. Making it **convenient** for students to refer to always.

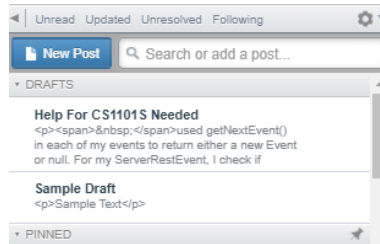
The buttons are all located on **the same line** to make it **easier** for the student to remember the location of these buttons. Icons followed by the Icon name give a clear description as to the **functionality of the buttons**.



Not only that, the posts history is now **easily seen** and can be accessed by clicking on the slider icon. It will clearly indicate as to which date the student is accessing with regards to the post's history.

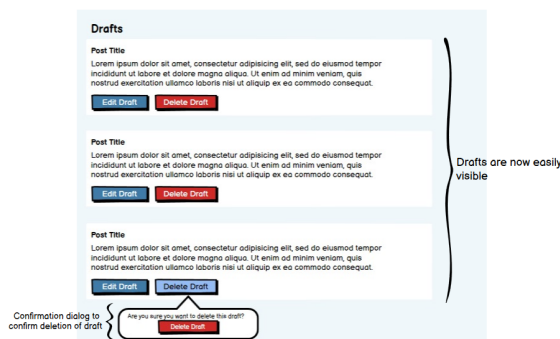
3 Posting and Drafting

3.1 Drafting Issues

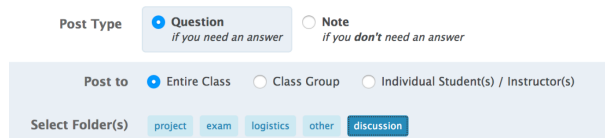


The Drafts, as mentioned earlier, should be located in a separate page to **avoid cluttering** of the posts feed. Not only that, a button should be present for students to see their drafts easily.

3.2 Drafting Wireframes

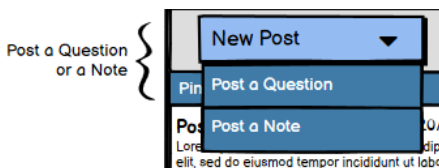


3.3 Posting Issues



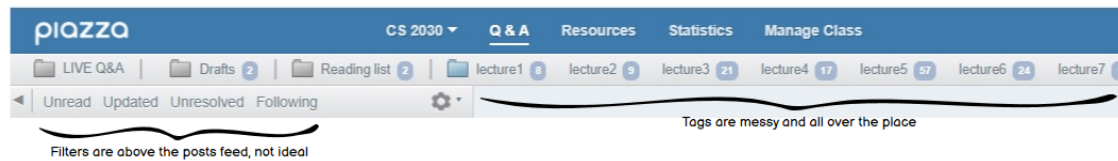
Simple Button can be used to toggle where a student wants to post a Question or a Note. This provides students a easier user flow to remember when posting.

3.4 Posting Wireframes



4 Filters Page

4.1 Issues

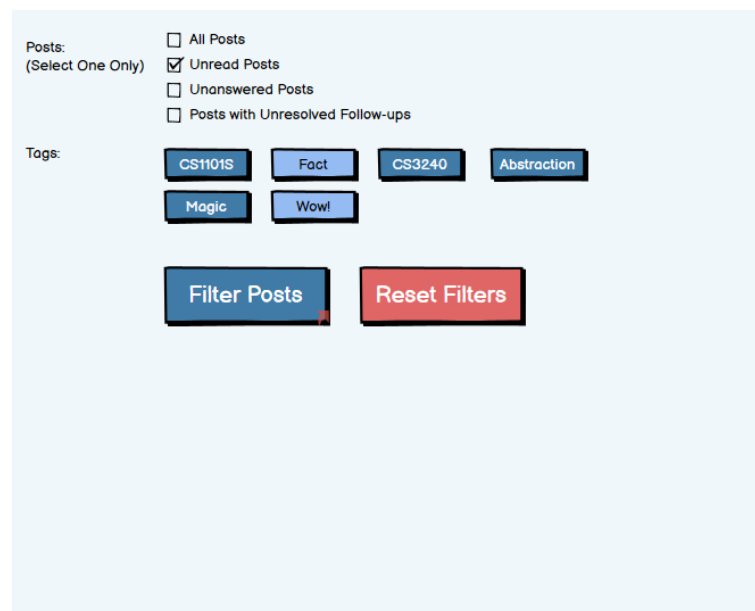


Originally, tags and filters were all over the place on the original Piazza page.

This makes it not only **annoying** but also **inconvenient** for the student to use as they get easily confused by the locations of the tags and the filters.

As a result, it would be better if these tags and filters were to be **parked under one page** for the student to access.

4.2 Wireframes

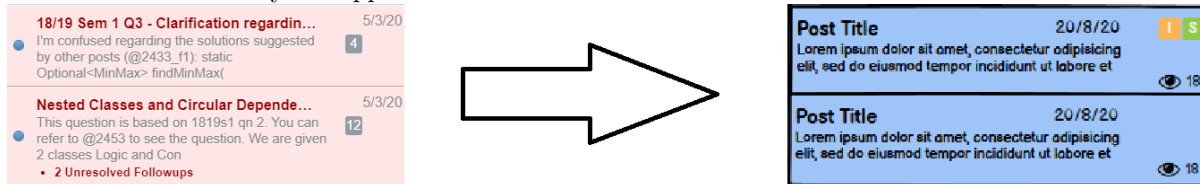


Tags are all located in the filter page. As a result, it would reduce the **clutter** of the original page by shifting the tags into one specific page instead of having it clutter all the other pages.

5 Interesting Aspects

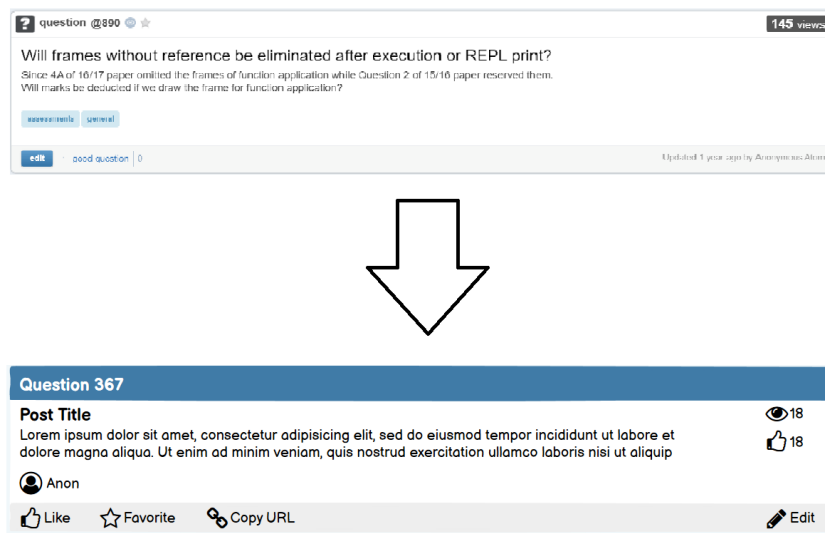
5.1 Color Paletting

Mainly, I have decided to follow the original **color scheme** of piazza. Mainly, cool colors are used and minimal warm colors such as **striking red** are used. This is so that the student using Piazza will not feel irritated by the application.



For example, instead of red backgrounds to indicate **unread posts**, mainly light blue backgrounds are used.

5.2 Post Design



The post structure was mainly inspired by **Facebook** with easy to remember buttons to click and a minimalistic structure to show relevant details only to the student.

As mentioned earlier, the buttons are all located on **the same line** to make it **easier** for the student to remember the location of these buttons.