

Critique by: Low Zhang Xian (A0185078U)

This critique was done with the perspective of a new user attempting to use the app to carry out the 2 main user flows in Section 5 and 6 of the design exercise respectively. Any initial observations and suggestions were then noted down below:

Signup flow:

- Headers at the top indicating step of process were very helpful
- Perhaps the form input can be spaced out more in the screen instead of it being clustered mostly in the top half of the screen, so that it's not such a strain to process a huge chunk of text at once for the user.

Room Seeker Home:

- On the first glance, it was a bit confusing as to what the "Home", and "Pending", "In Progress", "Offered" means. Since I was directed to "Home" after I finished onboarding, I was a bit unsure whether the "Home" referred to the homepage(main screen) of the app or homes that I have applied for.
 - I then realised that it is indeed both the homepage(main screen) and a display of all homes that I have applied for
 - Perhaps a suggestion could be to label the screen as "Main/Home **page**" instead so there is no confusion between the two definition of the word "Home".

Room Owner Home Screen:

- The "Looking" feature/component seems redundant since all the seekers that are pending the home owner's acceptance can only be in status "Looking". As a new room owner user, I might be confused as to whether the "Looking" is an interactive component or a status for something else that I should be aware of.

Search Page:

- Very helpful to also have a map feature for me to see locations close to a particular area that I prefer. The ease of initiating a chat request directly from the map view is also good.

Room Owner Chat screen:

- The “Offer and Reject” section being placed on the chat screen permanently during the chat may take the attention away from the chat messages constantly as the room owners and room seekers are trying to have a conversation before making a decision
 - Perhaps this section can be exposed through a settings button so it is available only when the room owner feels comfortable to offer the room seeker a deal.
- The Reject button seems ambiguous. As a new user, I don’t really understand what the reject button serves to do since I have already accepted the chat request. Does the reject mean:
 - For the owner:
 - Deleting this chat forever?
 - Putting it back to the Pending stage so I have to click reject again to remove it entirely from pending?
 - For the room seeker:
 - Will the chat that has already been initiated suddenly disappear?
 - Will the chat move back to the pending stage until the owner “accepts” the chat again?

Apart from the room owner’s chat screen, the reject feature in the pending section of the room owner’s home page also has a few of the uncertainties as listed above.