QWEST

Individual Project

UX Report

Date: 17.05.2024

Version: Version 1.0

Version History

Version	Date	Author	Changes	State
1.0	17.05.2024	Claudiu Badea	Initial Document	Complete

Contents

1 Introduction to UX Principles

Nielsen and Molich's 10 design principles are a set of user interface guidelines created by Jakob Nielsen and Rolf Molich. These principles aim to ensure a user-friendly and effective interface.

1.1 Principles

- **This Visibility of System Status**: The system should always keep users informed about what is happening through timely and appropriate feedback.

- **Match Between System and The Real World**: The system should use familiar language and concepts, adhering to real-world conventions to make information appear naturally and logically.

- **User Control and Freedom**: Users should have a clearly marked "emergency exit" to leave unintended states without a complex process. Support for undo and redo actions is essential.

- **Consistency and Standards**: Users should not have to guess if different words, actions, or situations mean the same thing. Adhere to platform conventions.

- **Error Prevention**: Instead of relying on error messages, design the system to prevent errors from occurring. Eliminate error-prone conditions or check for them and offer confirmation options before users commit to actions.

- **Recognition Rather Than Recall**: Minimize the user's memory load by making objects, actions, and options visible. Users should not need to remember information from one part of the interface to another. Instructions should be visible or easily retrievable.

- **Flexibility and Efficiency of Use**: Accelerators can speed up interaction for expert users while remaining invisible to novices. Allow users to customize frequent actions.

- **Aesthetic and Minimalist Design**: Dialogues should not contain unnecessary information. Extra information competes with relevant information and reduces its visibility.

- **Help Users Recognize, Diagnose, and Recover From Errors**: Error messages should be in plain language, clearly indicate the problem, and suggest a constructive solution.

- **Help and Documentation**: While the system should ideally be usable without documentation, it may be necessary. Any help and documentation should be easy to search, task-focused, list concrete steps, and not be overly extensive.

2 General Overview of The Application

QWEST is a web application designed to streamline travel planning. By integrating user preferences and real-time travel data, it offers personalized travel itineraries through an intuitive interface that combines a React frontend with a Java Spring Boot backend. The platform focuses on enhancing the travel planning experience with interactive features.

2.2 Key Features of QWEST Include:

- **User Profiles**: Users can register, log in, and manage their profiles, which include historical itineraries. Profiles allow for customization and booking of itineraries with real-time pricing and availability. Users can also rate and review itineraries, contributing to a community-driven recommendation system.

- **Itinerary Customization**: A user-friendly interface enables users to modify and book travel itineraries. This feature includes advanced filtering options based on destinations, budget, and other preferences.

- **Search and Filter**: Users can search for, and filter itineraries based on various criteria, making it easy to find suitable travel plans.

- **Communication Tools**: The platform includes communication tools such as chat reviews and a contacts form, to seek advice, and rate travel-related topics.

- **Feedback System**: An interface for users to rate, review, and share their itineraries, providing valuable feedback for the community.

- **Support and Documentation**: Help sections and documentation are provided to guide users through the platform's features. This includes FAQs and user support.

- **Modals and Pagination**: Various interactions are managed through modals to keep the interface clean and intuitive. Pagination is implemented for better navigation through itineraries, forum posts, and user lists.

- **Header and Footer Navigation**: The header provides easy access to important sections of the platform, while the footer offers additional information.

By integrating these features, QWEST aims to create a unified platform where travellers can explore, share, and discuss their travel experiences, discover new destinations, and connect with the travel community.

3 Application of UX Principles

The following UX principles are applied throughout the QWEST website:

UX Principle	Yes	No	Explanation
This Visibility of System Status	X	–	Users receive feedback when necessary.
Match between system and the real world	X	–	The platform uses familiar terms and is easy to understand.
User control and freedom	–	X	Not applicable.
Consistency and standards	X	–	All features on the platform are easy to understand.
Error prevention	X	–	Errors are clearly communicated and easy to understand.
Recognition rather than recall	X	–	Necessary details are displayed when needed, minimizing the user's memory load.
Flexibility and efficiency of use	–	X	Not applicable.
Aesthetic and minimalist design	X	–	only the necessary information, ensuring clarity and focus.
Help users recognize, diagnose, and recover from errors	X	–	Error messages are clear and explanatory, avoiding technical codes.
Help and documentation	–	X	Not applicable/Not needed.

4 User's Background and Observations

This test has taken place with 15 users:

- Maria Clara Pana
- Catalin Mihai Popoiu
- Danila Solovenko
- Nazim Ahmedov
- Angel Rusev
- Andras Kassai
- Maria Emilia Danac
- Andreea Adriana Badea
- Wiktor Bujko
- Alin Stan
- Cristian Ionescu
- Liviu Mirica
- Eduard Ciuparu
- Teodor Ciuparu
- Andrei Frunza

4.4 Collected Feedback

These users come from diverse cultural backgrounds, which provided varied and helpful feedback on the current implementation. Three users, in particular – Maria Clara Pana (Romanian), Andras Kassai (Hungarian), and Nazim Ahmedov (Bulgarian) – offered deeper insights into areas that need improvement.

1. **Maria Clara Pana (Romanian)**
   - *Positive*: "The site looks great and is easy to use. I love the beautiful pictures and clear layout. It makes planning trips fun."

   - *Negative*: "Some forms still use old-style pop-up alerts, which are annoying."

2. **Catalin Mihai Popoiu (Romanian)**
   - *Positive*: "The itinerary customization is awesome. It helps me plan trips just the way I like."

   - *Negative*: "Nothing really.

3. **Danila Solovenko (Russian)**
   - *Positive*: "I feel confident I have a large variety of stays to choose from when I travel."

   - *Negative*: " X "

4. **Nazim Ahmedov (Bulgarian)**
   - *Positive*: "I love the filter management tools. They make organizing group trips easy."

   - *Negative*: " None. "

5. **Angel Rusev (Bulgarian)**
   - *Positive*: "The search and filter options are really useful and help me find the right itineraries quickly."

   - *Negative*: "I'd like to see more user reviews to understand others' experiences."

6. **Andras Kassai (Hungarian)**
   - *Positive*: "The user interface is clean and easy to navigate."

   - *Negative*: "There should be more types of notification."

7. **Maria Emilia Danac (Romanian)**
   - *Positive*: "The detailed reviews and ratings help me make better travel decisions."

   - *Negative*: "Could have more profile customization, like a save list for stays"

8. **Andreea Adriana Badea (Romanian)**
   - *Positive*: "The highlighted stays section showcases amazing destinations."

   - *Negative*: "Nothing to add."

9. **Wiktor Bujko (Polish)**
   - *Positive*: "The site looks beautiful and works well."

   - *Negative*: "Some forms still use alerts, which feel outdated.

10. **Alin Stan (Romanian)**
    - *Positive*: "The communication tools are great for getting travel advice."
    - *Negative*: " X "

11. **Cristian Ionescu (Romanian)**
    - *Positive*: "The platform is well-organized and easy to navigate."
    - *Negative*: "I have nothing to add."

12. **Liviu Mirica (Romanian)**
    - *Positive*: "The booking process is smooth and easy."
    - *Negative*: "None."

13. **Eduard Ciuparu (Romanian)**
    - *Positive*: "Real-time updates on travel data are very helpful."
    - *Negative*: "There should be an option to save favorite destinations that works."

14. **Teodor Ciuparu (Romanian)**
    - *Positive*: "The design is clean and simple, making it enjoyable to use."
    - *Negative*: "I found a bug when editing my profile, like, user details not saving when also saving a new avatar for the first time"

15. **Andrei Frunza (Romanian)**
    - *Positive*: "The site provides exactly the information I need to plan my trips."
    - *Negative*: "Error messages should be shown in modals."

By addressing these feedback points, QWEST can further improve its platform, making it more user-friendly and enjoyable for everyone.

5 Changes After Feedback

Based on the feedback received, the following changes are planned to be implemented:

1. **Replace Old-Style Pop-Up Alerts**: To address the feedback from Maria Clara Pana and Wiktor Bujko, all remaining old-style pop-up alerts will be replaced with modern modals. This will ensure a smoother and less disruptive user experience.
2. **Enhance User Reviews Section**: Based on Angel Rusev's suggestion, we will add more user reviews. This will help users understand others' experiences better and make more informed decisions.
3. **Expand Notification Types**: Responding to Andras Kassai's feedback, we will introduce more types of notifications.
4. **Improve Profile Customization**: Maria Emilia Danac mentioned the need for more profile customization options. We will add features such as a save list for favorite stays and other personalization options to enhance user profiles.
5. **Add Option to Save Favorite Destinations**: Eduard Ciuparu suggested adding an option to save favorite destinations. We will implement this feature to allow users to quickly access their preferred locations.
6. **Fix Profile Editing Bug**: Teodor Ciuparu reported a bug when saving user details along with a new avatar. This bug will be fixed to ensure smooth profile editing and saving.
7. **Show Error Messages in Modals**: Andrei Frunza suggested displaying error messages in modals instead of generic alerts. We will update the error handling system to present these messages in modals for better user comprehension.

By addressing these feedback points, QWEST can further improve its platform, making it more user-friendly and enjoyable for everyone.