Practical Lab – 2

User Experience Evaluation

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1) Conestoga Condor App

App Overview:

The Conestoga Condor App provides information on Athletics & Recreation activities for Conestoga College students and community members. Furthermore, users can get up to date on important information and they are the first to know when Athletics & Recreation is offering something new. User can conveniently scan in, user can register for programs, user can view drop-in schedules, user can reserve a court, user can purchase a membership, user can view varsity schedules, and much more. I use the Conestoga Condor App regularly for program registration, court reservations, and viewing varsity schedules, which fulfills my interest in both regular sports and esports.

Functions:

1) **Drop-in Schedule**: I check the Conestoga Condor App's "Drop-in Schedule" daily for updates on sporting events like Volleyball, Basketball, and Games Room activities. It provides essential details on timings, dates, and locations, helping me plan my participation effectively and stay informed about available sports options.

⇨ **Steps:**

1) Open the Conestoga Condor App on your mobile device.
2) Navigate to the "Drop-in Schedule" section, usually located in the main menu or on the home page.
3) Within the "Drop-in Schedule" section, you'll find a list of different events along with their locations.
4) Browse through the list and click on the specific event you are interested in.
5) Upon selecting an event, a detailed page will open, providing information about that activity.
6) Look for the "Time Schedule" option on the event page and click on it.

2) **Book- a Court:** I use the Conestoga Condor App's "Book a Court" functionality to easily navigate through numerous features. I efficiently manage my sports activities by scheduling sports facilities and paying memberships, as well as checking fitness center occupancy, booking fitness class programs, and seeing specifics regarding fitness orientation sessions.

⇨ **Steps:**

1) Open the Conestoga Condor App.
2) Click on "Book a Court."
3) Log in with your Condor ID or Local ID.
4) Click on the hamburger menu on the left side of the app.
5) Navigate to the option that allows you to view fitness orientation sessions.
6) Explore the available sessions, including their timing and date information, and select the one that match your schedule.

Well Design Interface

1) Rich Splash Screen Animation

As I open the Conestoga Condor App, I'm greeted by an attractive splash screen featuring a well-designed and organized opening. This visually appealing introduction not only captures my attention but also seamlessly guides me into the app, creating a positive first impression.

⇨ **Steps**:
1) Open Conestoga Condor App.
2) See what happens on screen.

Splash Screen adds a touch of sophistication to the

2) Colorful and Well-Placed Icons on Home Screen

On the app's main page or home screen, I appreciate the well-designed color scheme where icons are strategically arranged, providing a visually appealing and cohesive user interface with the sophisticated combination of golden, black, and white.

⇨ **Steps**:
1) Open Conestoga Condor App
2) View Main Page.

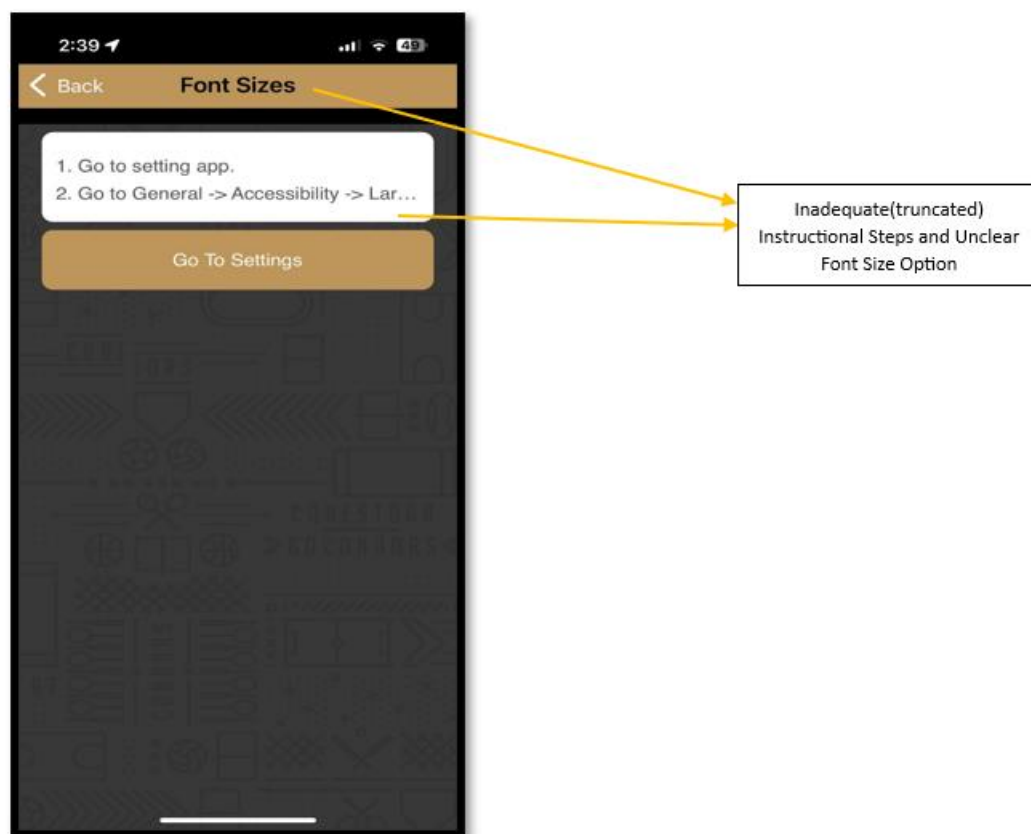Well-placed and easily understandable icons

Poorly Design Interface:

1) Accessibility Settings in Hamburger Menu

⇨ I find that clicking on the 'Accessibility' option within the hamburger menu on the main page of the Conestoga Condor App shows a poorly designed interface. The accessibility settings page suffers from several issues, including unclear font size options that create challenges for users, including myself, in comprehending the impact of our selections. Additionally, the instructional steps presented in a white rectangle box are inadequately formatted, with truncated information (e.g., 'Go to general->Accessibility->Lar...'), failing to offer a clear and complete guide for users, like me, seeking to adjust accessibility settings. This compromises my user experience, introducing frustration and limiting my effective customization of accessibility features.

⇨ **Steps**:
   3) Open Conestoga Condor App
   4) Click on Hamburger icon on left side, navigation drawer will open.
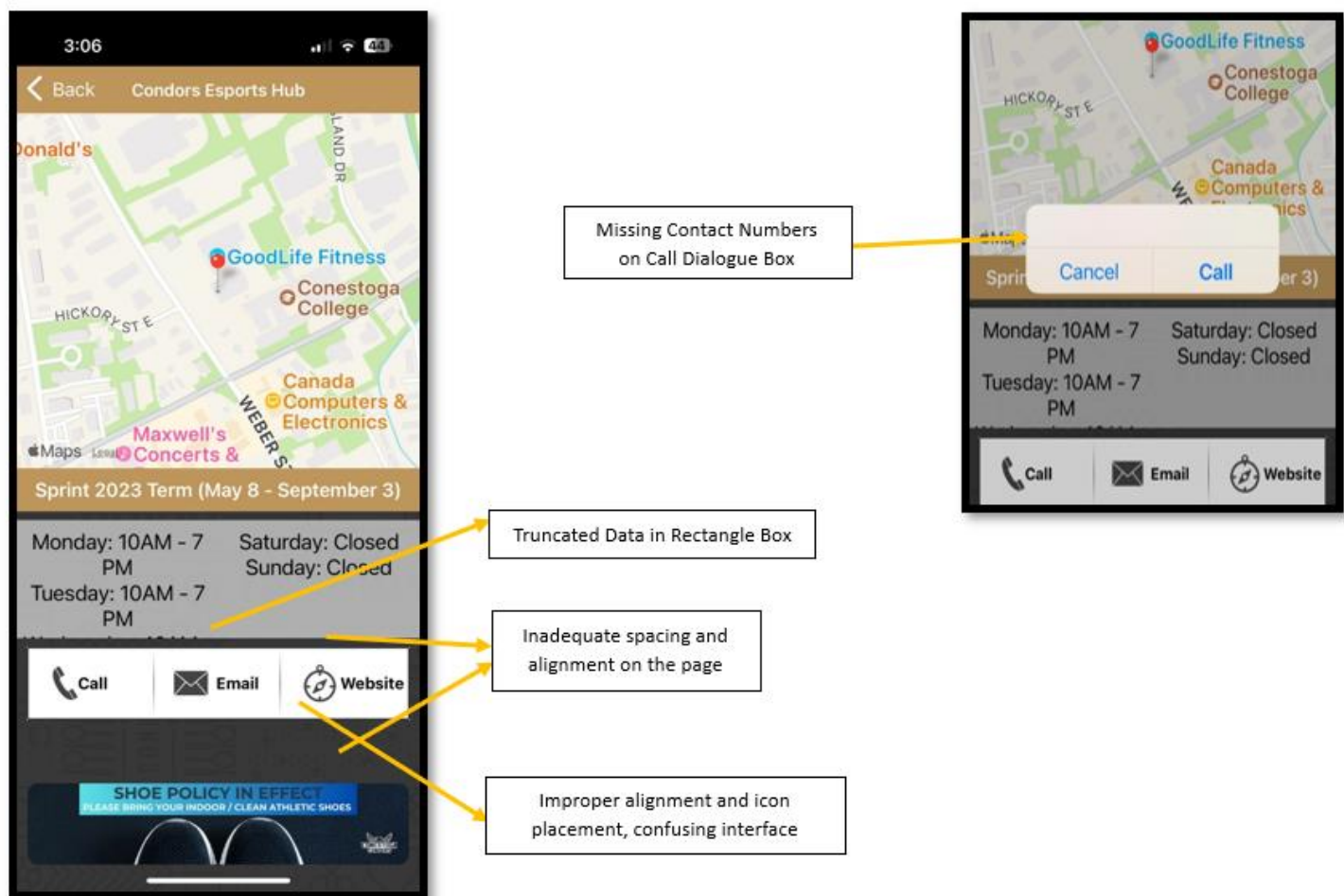   5) Click on Accessibility.

2) Condor Esports Club Details Page (Faculty Information)

⇨ I find that the timing details within the rectangle box are poorly formatted, resulting in shortened data at the bottom and reducing readability. Inadequate spacing and alignment on the page results in a cluttered and disorganized visual presentation, which affects overall aesthetics and user experience. The call, email, and website buttons have poor alignment and icon placement, resulting in a visually unattractive and confusing interface that reduces user engagement. Clicking on the call icon opens a simple white dialogue box with "Cancel" and "Call" options, but no contact numbers are displayed, drastically decreasing the functionality of this essential feature.

⇨ Steps:
1) Open Conestoga Condor App.
2) Click on Faculty Information
3) Click on Condors Esports Hub
4) View Condor Esports Hub page.

2) UNiDAYS App

App Overview:

The UNiDAYS Canada app is specifically created for college and university students and provides exclusive discounts and deals on a variety of items and services. It allows students to explore and redeem student discounts from a variety of brands, both online and in-store. Students can create a personalized experience by selecting their favorite brands, and the app provides the latest offers and content from those brands. The app is designed to keep students informed about latest offers through alerts and notifications. Additionally, it offers a range of benefits, including giveaways and limited time offers.

Functions:

1) Discover Discounts:

I use the UNiDAYS app regularly to discover discounts on products and services. It helps me save money on various purchases, from clothing and electronics to food and entertainment.

⇨ **Steps:**

1) Open the UNiDAYS Canada app on your mobile device.

2) Browse through the list of available discounts on the home screen.

3) Click on a specific brand or category to view detailed discount offers.

4) Select a deal you are interested in to reveal the redemption details.

5) Apply the provided steps to redeem the discount, either online or in-store**.**

2) Profile and Notifications:
The app allows users to personalize their experience through the profile settings. I often check my profile for updates on new discounts and ensure my notification preferences are set according to my preferences.

⇨ **Steps:**

1) Open the UNiDAYS app.

2) Navigate to the profile section, usually located in the bottom navigation bar.

3) Review and update your profile information.

4) Check the notification settings to customize the type and frequency of notifications.

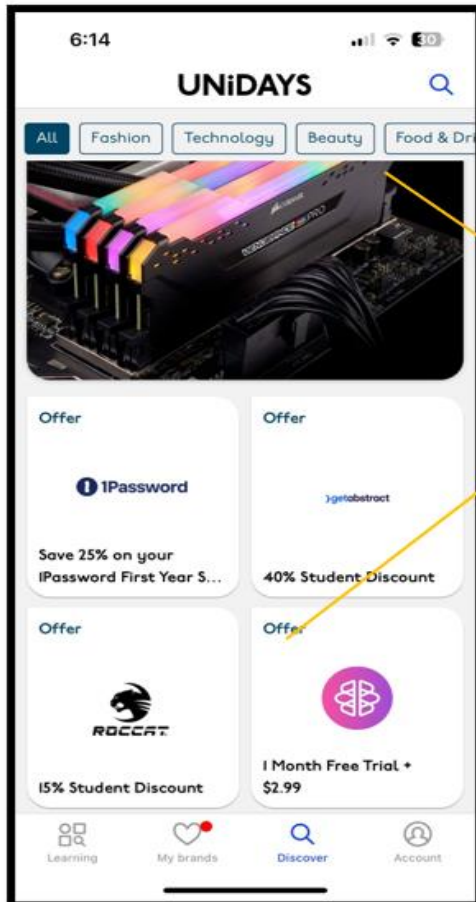5) Save any changes made to the profile or notification settings.

Well Design Interface

1) User-Friendly Navigation

In my experience with the app, I appreciate its clean and intuitive navigation system. The home screen, featuring popular and trending discounts, allows me to discover deals quickly. The straightforward user experience is enhanced by the clearly labeled icons for Home, Discover, and Profile in the bottom navigation bar.

⇨ **Steps:**

1) Open UNiDAYS Canada App.

2) Go to the home screen.

3) Observe the popular and trending discounts displayed.

4) Check deals through the clean and user-friendly navigation system.

5) Click on the clearly labeled icons in the bottom navigation bar for Home, Discover, and Profile and check properly navigation of each.

clean and intuitive navigation

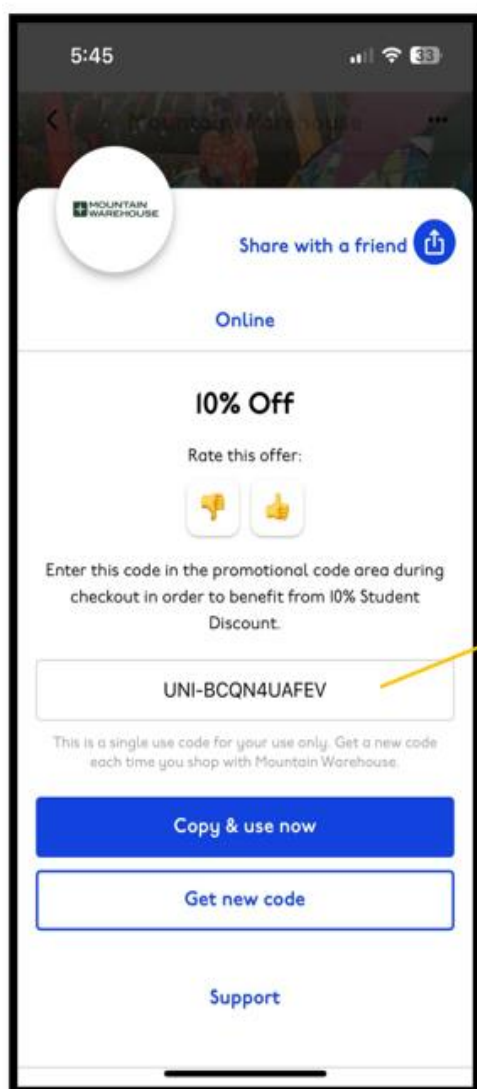Clearly labeled icons in the bottom navigation bar

2) Clear Redemption Instructions

⇨ In my experience using the app, I find that it provides clear and concise instructions for redeeming discounts. When I select a discount, the app specifies whether the offer is applicable online or in-store, provides any necessary promo codes or barcodes for redemption, and ensures a seamless and user-friendly experience. Moreover, it includes transparent terms and conditions, enhancing the overall clarity and trustworthiness of the redemption process.
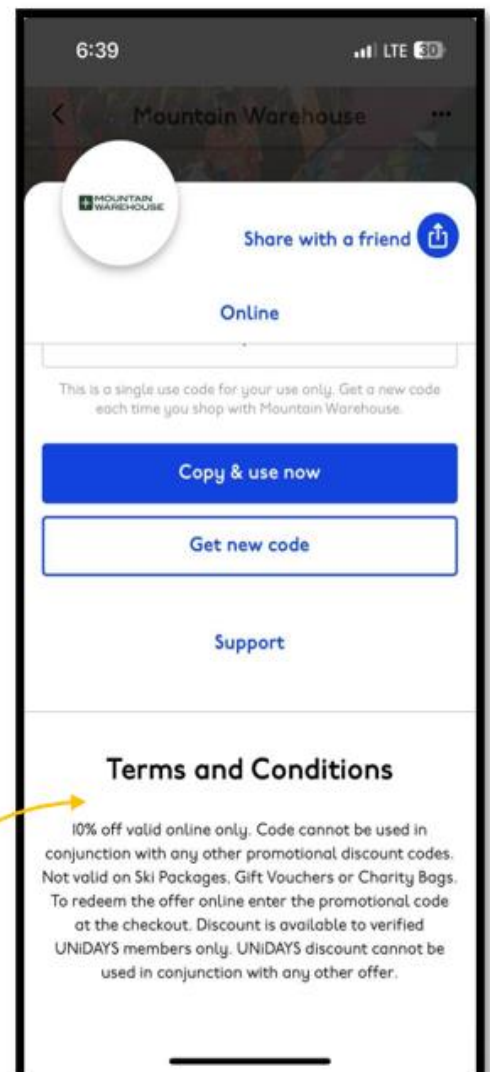
    ⇨ **Steps:**

1) Open UNiDAYS Canada App.

2) Go to the home screen.

3) Navigate to any website, in my case (Ex: Mountain Warehouse).

4) Select a discount from the available options.

5) View the provided instructions for redemption.

Discounted Coupon Code

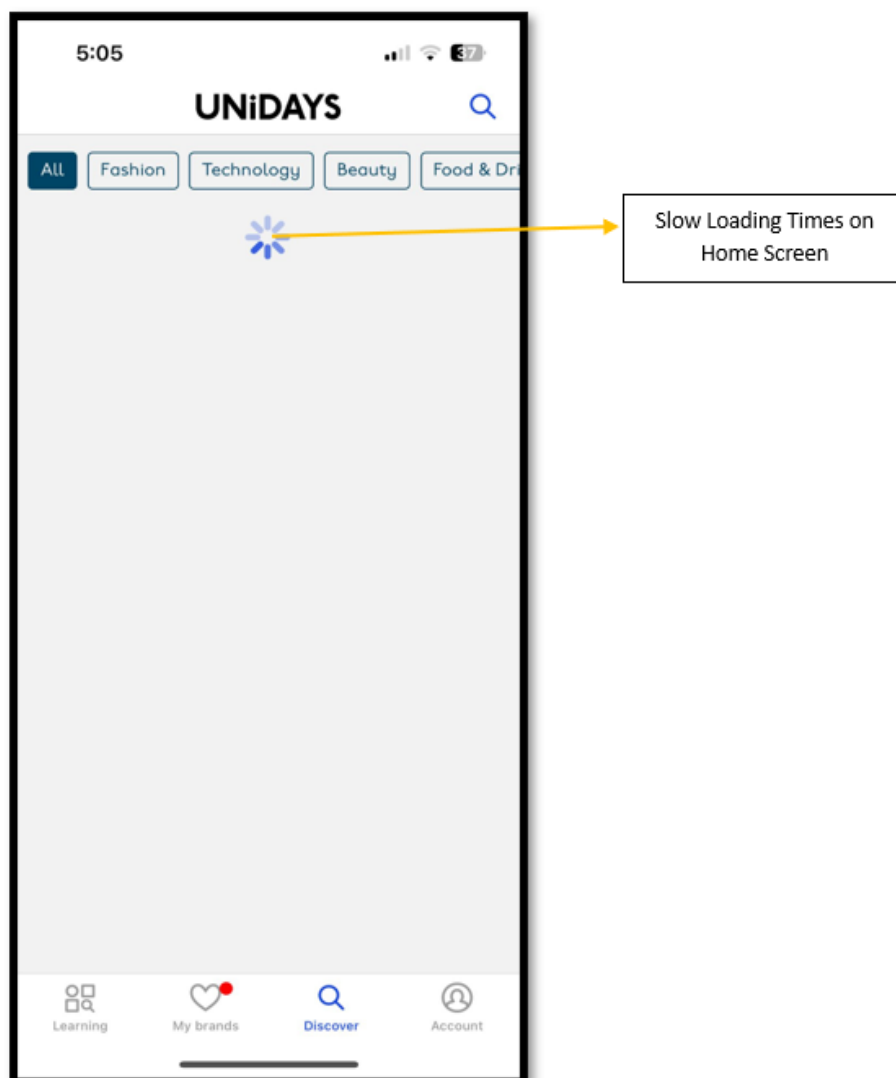transparent terms and conditions and hassle-free redemption process

Poorly Design Interface

1) Slow Loading Times on Home Screen

⇨ There have been times when I've observed poor loading speeds on the UNiDAYS Canada app home screen, which has delayed my access to discount information. This made it difficult for me to use the site, especially when I was trying to find deals that would expire soon.

   ⇨ **Steps:**

   1) Open UNiDAYS Canada App.
   2) Go to the home screen.
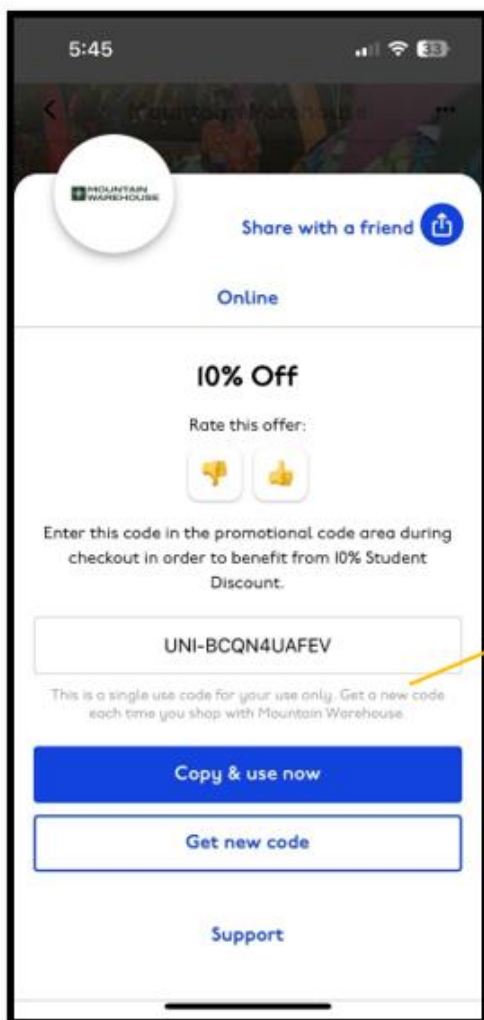   3) See slow loading times.

2) Inconsistent Discount Availability/ Expired Coupon Code

⇨ In my experience with the UNiDAYS Canada app, I have encountered instances where the availability of discounts is inconsistent, leading to frustration and a lack of trust in the accuracy of the provided information. Some discounts that are displayed on the app may no longer be valid or applicable when I attempt to redeem them.

⇨ **Steps:**

1) Open UNiDAYS Canada App.
2) Navigate to any website, in my case (Ex: Mountain Warehouse).
3) Add items to cart.
4) Proceed to checkout.
5) Apply coupon code.
6) Check inconsistency in discount availability.